

# Free PDF Quiz WGU - Managing-Human-Capital - WGU Managing Human Capital C202–Valid Online Test

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## **WGU C202 Managing Human Capital Final Assessment Quiz Ch 1-1.**

### **Exam with Questions and Verified Answers 100%**

1. what can hr do best support organizational strategy?:acquire, develop, and retain the best employees
2. a manager abruptly fired anyone who is not dressed in business casual attire **pre** company policy. what has the manager done?:not broken the law
3. Which law governs the issues of overtime and federal minimum wage?:the Fair Labor Standards Act of 1938
4. A boss is making unwelcome sexual advances and inappropriate requests for favors to several employees. Which type of harassment is this?:quid pro quo harassment
5. Which type of discrimination could be occurring if consistent qualifications across all applicants actually discourage minorities from applying?:adverse impact
6. Which term best describes training that can help learners identify the most effective ways of working with people from particular culture or country?:culture-specific cross-cultural training
7. A manager believes that all Asians are high performers. Which kind of bias is this?

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## WGU Managing Human Capital C202 Sample Questions (Q53-Q58):

### NEW QUESTION # 53

What is the main reason for the failure of mergers and acquisitions?

- A. Poor organizational design
- **B. Culture mismatch**
- C. Inaccurate bookkeeping
- D. Unsuccessful marketing approach

**Answer: B**

Explanation:

The main reason for the failure of mergers and acquisitions is often a culture mismatch between the merging organizations. When two companies with different corporate cultures come together, clashes can occur if their values, beliefs, and ways of doing business do not align. This can lead to misunderstandings, conflicts, and a lack of cohesion, ultimately hindering the integration process and reducing the chances of a successful merger or acquisition.

References:

- \* "Mergers and Acquisitions: Managing Culture and Human Resources" by Mark E. Mendenhall and Gary R. Oddou
- \* McKinsey & Company articles on mergers and acquisitions

### NEW QUESTION # 54

Which tool may be used during the learning level of Kirkpatrick's training evaluation?

- A. Performance appraisal
- B. Long-term observation
- C. Simulation
- **D. Survey**

**Answer: D**

Explanation:

The learning level of Kirkpatrick's training evaluation model measures the degree to which participants have acquired the intended knowledge, skills, and attitudes based on their participation in the training. A survey is an effective tool at this level as it can assess participants' perceptions of their learning and gather feedback on the training's content and delivery. Surveys can be designed to include specific questions related to the learning objectives and can provide quantitative data on the effectiveness of the training.

References

- \* Managing Human Capital Textbook
- \* "Evaluating Training Programs: The Four Levels" by Donald Kirkpatrick and James Kirkpatrick
- \* SHRM (Society for Human Resource Management) guidelines on training evaluation

### NEW QUESTION # 55

What makes an organization a closed union shop?

- A. It allows employees to choose whether they join a union.
- B. It has a policy against union membership for employees.
- **C. It hires and employs current union members exclusively.**
- D. It considers only nonunion employees for promotions.

**Answer: C**

#### Explanation:

A closed union shop is a workplace in which employers agree to hire and employ only workers who are already members of a union. According to *Human Resource Management*, 16th Edition by Gary Dessler, this arrangement gives unions significant control over workforce entry by restricting employment exclusively to union members.

Dessler explains that closed shops were once common but are now illegal in the United States under the Taft-Hartley Act. However, understanding the concept remains important for distinguishing it from other union arrangements, such as union shops and agency shops. In contrast, a union shop allows nonunion employees to be hired but requires them to join the union after a certain period.

Options involving voluntary union membership or nonunion-only policies do not define a closed shop.

Therefore, the defining feature of a closed union shop is that it hires and employs current union members exclusively.

#### Source:

Gary Dessler, *Human Resource Management*, 16th Edition, Chapter on Labor Relations and Union Structures

### NEW QUESTION # 56

How is understanding a trainee's learning style important to training effectiveness?

- A. It influences the location of the training.
- B. It increases the positive feedback given to the trainer.
- C. It expands employee skill gaps.
- D. **It improves training outcomes.**

#### Answer: D

#### Explanation:

Understanding a trainee's learning style is crucial for the effectiveness of training because it allows the training to be tailored to the individual's preferred method of learning, thereby improving retention and application of the material. For instance, visual learners benefit from diagrams and videos, auditory learners from lectures and discussions, and kinesthetic learners from hands-on activities. By aligning training methods with learning styles, the overall training outcomes improve, leading to better performance and skill acquisition.

#### References

\* Managing Human Capital Textbook

\* "Training and Development for Dummies" by Elaine Biech

\* SHRM (Society for Human Resource Management) guidelines on training effectiveness

### NEW QUESTION # 57

What can encourage desired behaviors from employees when implementing organizational action plans by providing key details on how well the employees are fulfilling their job duties?

- A. Job statements
- B. Internal financial sheets
- C. Job analyses
- D. **Performance metrics**

#### Answer: D

#### Explanation:

Performance metrics are quantitative measures used to assess how well employees are fulfilling their job duties. They provide specific details on various aspects of job performance, such as productivity, quality, efficiency, and adherence to deadlines. By tracking these metrics, managers can identify areas where employees excel and where they may need additional support or training. Performance metrics help in setting clear expectations, providing feedback, and aligning employee performance with organizational goals. They are essential for implementing organizational action plans as they ensure that employees' behaviors and outcomes are aligned with the desired objectives.

#### References

\* Kaplan, R. S., & Norton, D. P. (1996). "The Balanced Scorecard: Translating Strategy into Action." Harvard Business Review Press.

\* Armstrong, M. (2021). "Armstrong's Handbook of Performance Management: An Evidence-Based Guide to Delivering High Performance." Kogan Page.

## NEW QUESTION # 58

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