

Managing-Human-Capital最新問題、Managing-Human-Capital クラムメディア



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WGU Managing-Human-Capital Exam Overview:

Certification Vendor:	Western Governors University
Exam Name:	Managing Human Capital
Exam Number:	C202
Certificate Validity Period:	No Expiration
Real Exam Qty:	60-70
Passing Score:	Competency-Based Pass
Available Languages:	English
Exam Duration:	120 minutes
Exam Format:	Multiple Choice, Scenario-Based Questions, Objective Assessment
Related Certifications:	MBA MSML Business Management Programs
Sample Questions:	WGU Managing-Human-Capital Sample Questions
Exam Way:	Online Proctored Objective Assessment
Pre Condition:	Enrollment in a WGU business or management degree program
Official Syllabus URL:	https://www.wgu.edu/

>> Managing-Human-Capital最新問題 <<

WGU Managing-Human-Capital クラムメディア & Managing-Human-Capital 日本語問題集

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WGU Managing-Human-Capital 認定試験の出題範囲:

トピック	出題範囲
トピック 1	Employee Motivation and Development: This section of the exam measures skills of Organizational Development Specialists and covers strategies to motivate and develop employees for optimal performance. Learners study approaches for understanding employee motivation factors and creating development opportunities. The material focuses on techniques managers use to enhance employee skills, encourage professional growth, and build a motivated workforce that contributes to organizational success.
トピック 2	Performance Management Best Practices: This section of the exam measures skills of Human Resource Managers and covers best practices to manage performance for added value. Learners examine systems and processes for measuring, evaluating, and improving employee performance. The content addresses how managers can establish clear performance expectations, provide effective feedback, conduct performance reviews, and implement improvement plans that drive individual and organizational results.
トピック 3	Talent Management Strategies: This section of the exam measures skills of Human Resource Managers and covers talent management strategies to motivate and develop employees. Learners explore methods for attracting, developing, and retaining talent within organizations. The content addresses how managers can implement effective talent management programs that align employee capabilities with organizational goals and foster employee engagement and productivity.
トピック 4	Maximizing Employee Contribution: This section of the exam measures skills of Business Managers and covers strategies to maximize employee contribution to organizational excellence. Learners investigate methods for leveraging employee strengths and capabilities to achieve business objectives. The material focuses on how managers can create environments where employees are empowered to contribute their best work and how individual contributions integrate to create overall organizational excellence.
トピック 5	Managing Human Capital: Managing Human Capital focuses on strategies and tools that managers use to maximize employee contribution and create organizational excellence. You will learn talent management strategies to motivate and develop employees as well as best practices to manage performance for added value.

WGU Managing Human Capital C202 認定 Managing-Human-Capital 試験問題 (Q17-Q22):

質問 # 17

Which factor do unions prefer when negotiating with employers over criteria for job opportunities, such as promotions and job security?

- A. Seniority
- B. Age
- C. Experience
- D. Education

正解: A

解説:

Unions traditionally emphasize fairness, objectivity, and equal treatment when negotiating employment conditions. According to Human Resource Management, 16th Edition by Gary Dessler, seniority is the factor unions most strongly prefer when determining criteria for promotions, layoffs, recalls, and job security.

Seniority systems are favored because they are objective, easy to verify, and limit managerial discretion, which unions often view as a potential source of favoritism or discrimination. By basing decisions on length of service, unions help ensure predictability and transparency in employment decisions, protecting long-term members from arbitrary treatment.

Dessler notes that while employers may prefer performance- or skill-based systems to reward high performers, unions typically resist these approaches unless they are clearly defined and consistently applied.

Education and experience may be considered in some agreements, but seniority remains the dominant standard in unionized settings. Age, while correlated with seniority, is not used directly due to legal and ethical concerns.

Therefore, the correct answer is seniority.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Labor Relations and Collective Bargaining

質問 # 18

What makes an organization a closed union shop?

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

正解: B

解説:

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

質問 # 19

A manager and an employee go on a lunch break together. The manager tells the employee about another coworker that received discipline. The manager discloses to the employee that the coworker was reprimanded for poor performance.

Which part of this scenario involves an ethical dilemma?

- **A. The manager disclosing the discipline of the coworker to the employee**
- B. The employee listening to what the manager shared
- C. The employee going on a lunch break with the manager
- D. The manager having an unofficial one-on-one conversation with the employee

正解: A

解説:

* Confidentiality Breach: The manager discussing the disciplinary actions taken against another employee violates the principle of confidentiality. Disciplinary actions are private matters and should only be shared with those directly involved or authorized personnel.

* Professional Ethics: According to professional ethics, particularly in HR and management, sensitive information about employees should not be disclosed to others who do not have a legitimate need to know.

* Trust and Morale: Such disclosures can erode trust within the team and negatively impact morale, as employees might feel their privacy is not respected.

* Legal Implications: There could be potential legal implications if the disclosed information is used improperly or causes harm to the reputation of the disciplined employee.

References:

Society for Human Resource Management (SHRM) Code of Ethical and Professional Standards
HR Confidentiality Policies and Best Practices

質問 # 20

What is a retention strategy for reducing voluntary turnover?

- A. Source internal candidates to reduce vacancy problems
- **B. Conduct employee satisfaction surveys**

- C. Track and monitor performance trends for merit pay
- D. Develop a strong pipeline of external candidates

正解: B

解説:

Reducing voluntary turnover requires organizations to understand why employees leave and what factors influence their decision to stay. According to Human Resource Management, 16th Edition by Gary Dessler, an effective retention strategy is to conduct employee satisfaction surveys. These surveys help management identify issues related to pay, supervision, workload, career development, and work environment before dissatisfaction leads to resignation.

Dessler explains that voluntary turnover is often avoidable when organizations proactively listen to employees and address concerns early. Satisfaction surveys provide actionable data that enable HR managers to implement targeted interventions such as improving leadership practices, adjusting compensation, or enhancing work-life balance initiatives.

In contrast, sourcing internal or external candidates focuses on staffing and replacement rather than retention.

Monitoring performance trends for merit pay relates to compensation management but does not directly uncover reasons employees may leave. Therefore, the most effective retention-focused strategy listed is conducting employee satisfaction surveys.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Retention and Turnover Management

質問 # 21

Which scenario is an example of inclusion?

- A. The majority of a department works well together, but opinions and requests are ignored by some.
- B. A manager picks 2 of 10 employees to work on a project.
- C. A department works together on a project, and ideas are freely shared.
- D. A manager of a department works on a project independently.

正解: C

解説:

Inclusion in the workplace refers to creating an environment where all employees feel valued, respected, and have equal access to opportunities and resources. An inclusive scenario is one where team members collaborate, and everyone's ideas and contributions are considered. This encourages a sense of belonging and leverages the diverse perspectives of the entire team, leading to enhanced innovation and team performance.

The given example demonstrates this by showing a department where collaboration and open sharing of ideas are practiced.

References:

Roberson, Q. M. (2006). Disentangling the meanings of diversity and inclusion in organizations. Group & Organization Management.
Dessler, G. (2020). Human Resource Management. Pearson.

質問 # 22

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