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2024 WGU C202 70 PRACTICE COMPREHENSION TEST QUESTIONS AND ANSWERS FROM SOURCE MANAGING HUMAN CAPITAL WESTERN GOVERNORS UNIVERSITY

1. What can HRM do for you as a manager?
 - a. Evaluate me on my management philosophy.
 - b. Supply me with tools I need to execute the business strategy.
 - c. Determine the long range goals for my department.
 - d. Offer me suggestions to inflate my department's performance metrics.

2. The HR manager is visiting your store location tomorrow and you are trying to explain to your employees what HR does for the company. What should you say is HR's primary purpose?
 - a. Advising you about the best goods, services, and methods for competing in the local market.
 - b. Helping you prevent employee union membership from increasing and driving up costs.
 - c. Assisting you with attracting, motivating, rewarding and retaining employees.
 - d. Providing you with strategies for discriminating against protected classes.

3. You want to make the most out of the HR Manager's visit so you are trying to decide which HRM function you need the most help with right now. You want to learn more about how to align individual employee's goals with the overall organization's goals. Which HRM function covers your concern?
 - a. Staffing
 - b. Performance management
 - c. Training and development
 - d. Rewards and benefits

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WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • 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.
Topic 2	<ul style="list-style-type: none"> • 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.
Topic 3	<ul style="list-style-type: none"> • 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.
Topic 4	<ul style="list-style-type: none"> • 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.
Topic 5	<ul style="list-style-type: none"> • 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.

WGU Managing Human Capital C202 Sample Questions (Q12-Q17):

NEW QUESTION # 12

Which act establishes a national minimum wage, overtime rules, recordkeeping requirements, and youth employment standards?

- A. Equal Pay Act of 1963
- **B. Fair Labor Standards Act of 1938**
- C. Rehabilitation Act of 1973
- D. National Labor Relations Act of 1935

Answer: B

Explanation:

The Fair Labor Standards Act (FLSA) of 1938 establishes several key labor standards, including a national minimum wage, overtime pay eligibility, recordkeeping, and child labor regulations. The FLSA is administered by the Wage and Hour Division of the U.S. Department of Labor and ensures that workers receive fair compensation and that minors are protected in the workplace.

References:

* Fair Labor Standards Act of 1938, U.S. Department of Labor (DOL) website

NEW QUESTION # 13

Which employee is experiencing functional stress?

- A. Employee B is reluctant to ask a work question because the manager can be harsh.
- B. Employee A is happy to complete standard daily tasks on time.
- C. Employee D feels confused due to having various conflicting priorities.
- **D. Employee C feels challenged to have the opportunity to work on a significant project for the senior leadership team.**

Answer: D

Explanation:

Stress in the workplace can be categorized as either functional (positive) or dysfunctional (negative). According to Human Resource Management, 16th Edition by Gary Dessler, functional stress—also known as challenge stress—occurs when moderate levels of pressure motivate employees to perform at higher levels, learn new skills, and grow professionally.

In this question, Employee C is experiencing functional stress because being assigned a significant project for senior leadership presents a meaningful challenge. This type of stress can enhance focus, creativity, and job engagement, especially when employees perceive the challenge as an opportunity rather than a threat. Dessler explains that such stress can improve performance when it is manageable and supported by adequate resources.

The other options describe dysfunctional stressors. Fear of a harsh manager, confusion due to conflicting priorities, and routine tasks without challenge either create anxiety or fail to stimulate growth. Therefore, Employee C best represents functional stress.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Health, Safety, and Stress Management

NEW QUESTION # 14

Which tools are used for the employee-relations functions of human resource management (HRM)?

- A. Benefits and rewards
- **B. Labor participation programs and employee surveys**
- C. Performance goals and principles
- D. Training and development programs

Answer: B

Explanation:

* Labor Participation Programs: These programs encourage employee involvement in organizational decision-making, promoting better labor relations and a more engaged workforce.

* Employee Surveys: These are tools used to gather feedback from employees about their job satisfaction, work environment, and overall experience within the company. The data collected helps HR identify areas of improvement and address any concerns.

* Purpose in HRM: Both tools are crucial for understanding employee perspectives, improving communication, and fostering a positive work environment, which are central to effective employee relations.

* Benefits: Improved employee relations can lead to higher job satisfaction, reduced turnover, and enhanced organizational performance.

References:

* Society for Human Resource Management (SHRM) resources on employee relations

* Human Resource Management textbooks and best practices

NEW QUESTION # 15

A recruiter requests that an applicant complete a document that requests information about the applicant's medical conditions and the medical conditions of their family members.

Which law did this recruiter violate?

- A. Americans with Disabilities Act of 1990
- B. Family and Medical Leave Act of 1993
- **C. Genetic Information Nondiscrimination Act of 2008**
- D. Civil Rights Act of 1991

Answer: C

Explanation:

The Genetic Information Nondiscrimination Act (GINA) of 2008 prohibits employers from requesting, requiring, or purchasing genetic information about an applicant or an employee, which includes family medical history. The act aims to prevent discrimination based on genetic information in both health insurance and employment. The recruiter's request for information about the applicant's medical conditions and those of their family members directly violates GINA.

Genetic Information Nondiscrimination Act of 2008, U.S. Equal Employment Opportunity Commission (EEOC) website

NEW QUESTION # 16

A hiring manager researched a job applicant's social media history and discovered a post from the applicant about a family member being diagnosed with Parkinson disease. The hiring manager decided not to hire the applicant based on this discovery.

Which law did the hiring manager violate?

- A. Americans with Disabilities Act of 1990
- B. Family and Medical Leave Act of 1993
- **C. Genetic Information Nondiscrimination Act of 2008**
- D. Fair Labor Standards Act of 1938

Answer: C

Explanation:

The Genetic Information Nondiscrimination Act (GINA) of 2008 also covers situations where genetic information is inadvertently obtained, such as through social media. It prohibits employers from using genetic information in making employment decisions, including hiring, firing, job assignments, and promotions. The hiring manager's decision not to hire the applicant based on a social media post about a family member's diagnosis with Parkinson's disease constitutes a violation of GINA.

References:

* Genetic Information Nondiscrimination Act of 2008, U.S. Equal Employment Opportunity Commission (EEOC) website

NEW QUESTION # 17

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