

# Managing-Human-Capital Test Voucher, Exam Managing-Human-Capital Questions

## WGU C202: Exam TEST BANK-Managing Human Capital|250 Questions with Verified Answers| Latest 2025/2026 |100% Correct.

\_\_\_\_\_ planning can help to ensure that an organization has people ready to assume leadership positions as soon as those positions become available.  Succession

What type of management involves aligning individual employees' goals and behaviors with organizational goals and strategies?  performance management

By providing the raw talent that the system will manage, staffing influences the effectiveness of which system?  performance management

To promote and maintain ethical behavior, managers need to provide \_\_\_\_\_ feedback.  Performance

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## WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

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### **WGU Managing Human Capital C202 Sample Questions (Q39-Q44):**

#### **NEW QUESTION # 39**

What is an example of a customary benefit?

- A. Retirement plan
- B. Social Security
- C. Unemployment insurance
- D. Workers' compensation

**Answer: A**

Explanation:

Customary benefits are benefits that employers commonly provide but are not legally required. According to Human Resource Management, 16th Edition by Gary Dessler, these benefits are offered to remain competitive in the labor market and to attract and retain employees.

Retirement plans, such as employer-sponsored pension plans or 401(k) contributions, are classic examples of customary benefits. While highly valued by employees, employers are not legally mandated to provide them.

In contrast, workers' compensation, Social Security, and unemployment insurance are mandatory benefits required by law. Dessler explains that customary benefits allow organizations flexibility in designing compensation packages that align with their strategy and workforce needs. Thus, the correct example of a customary benefit is a retirement plan.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Benefits and Total Rewards

#### NEW QUESTION # 40

Which scenario illustrates how a human resources (HR) department serves as an internal consultant for managers?

- A. A manager wants to address repeated employee tardiness and gets advice from the HR department about protocol before addressing the situation.
- B. A manager informs the HR department that an employee has been late numerous times, and the HR department tells the manager to refer to the organization's policy.
- C. An HR department conducts background checks on newly hired employees before they report for their first day with their manager.
- D. An HR department selects applicants who will receive job offers without seeking a manager's approval.

**Answer: A**

Explanation:

In this scenario, the HR department acts as an internal consultant by providing expert advice and guidance to the manager on handling a specific employee issue-repeated tardiness. The HR department helps the manager understand the appropriate protocol, ensuring that the manager's actions are consistent with company policies and legal requirements. This consultative role supports managers in making informed decisions and effectively addressing workplace challenges.

"Human Resource Management" by Gary Dessler

Society for Human Resource Management (SHRM) resources on HR as an internal consultant

#### NEW QUESTION # 41

What is a benefit of internal recruiting?

- A. Reduced employee anxiety from improved workloads
- B. Increased new insights and ability to lead change efforts
- C. Enhanced engagement by promoting from within
- D. Increased staff diversity in management roles

**Answer: C**

Explanation:

Internal recruiting involves filling job vacancies with current employees from within the organization. One significant benefit of this approach is that it enhances employee engagement and morale. When employees see that the organization values their growth and offers opportunities for advancement, they are more likely to be motivated, committed, and loyal. This practice also reduces the time and cost associated with onboarding and training new hires, as internal candidates are already familiar with the company's culture and processes.

References:

\* Dessler, G. (2020). Human Resource Management. Pearson.

\* Noe, R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2019). Human Resource Management:

Gaining a Competitive Advantage. McGraw-Hill Education.

#### NEW QUESTION # 42

What is a cost associated with avoidable voluntary turnover?

- A. Severance pay
- B. Discipline costs
- C. Lost talent
- D. Reorganization costs

**Answer: C**

Explanation:

Avoidable voluntary turnover occurs when employees voluntarily leave the organization for preventable reasons, such as dissatisfaction with pay, management, or working conditions. According to Human Resource Management, 16th Edition by Gary

Dessler, one of the most significant costs associated with avoidable voluntary turnover is lost talent.

Dessler explains that when experienced and high-performing employees leave, organizations lose valuable knowledge, skills, and institutional memory. This loss can negatively affect productivity, customer relationships, team morale, and overall performance. Additionally, replacing talented employees requires recruitment, selection, onboarding, and training costs, further increasing the financial impact.

Severance pay is typically associated with involuntary turnover, while reorganization and discipline costs relate to internal restructuring or performance management processes. These are not primary costs of voluntary turnover.

Therefore, the key cost linked to avoidable voluntary turnover is the loss of skilled and experienced talent.

Source:

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

#### NEW QUESTION # 43

What is a cause of an employee leaving an organization that the organization could have avoided?

- A. Compensation issues
- B. New career
- C. Retirement
- D. Performance issues

**Answer: A**

Explanation:

Employee turnover can be classified as either avoidable or unavoidable. According to Human Resource Management, 16th Edition by Gary Dessler, avoidable turnover occurs when employees leave for reasons that management can influence or control, such as dissatisfaction with pay, supervision, working conditions, or career opportunities.

Compensation issues are a common and preventable cause of voluntary turnover. Dessler notes that when employees perceive pay as unfair or uncompetitive, they are more likely to leave for better opportunities.

Organizations can address this through market-based pay structures, merit increases, and transparent compensation policies.

In contrast, retirement and pursuing a new career are typically unavoidable, as they are driven by personal life stages or individual career choices beyond organizational control. Performance-related separations are usually involuntary and initiated by the employer rather than the employee.

Therefore, the cause of employee departure that an organization could have avoided is compensation issues.

Source:

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

#### NEW QUESTION # 44

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