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WGU Managing Human Capital C202 Sample Questions (Q10-Q15):

NEW QUESTION # 10

What are mandatory benefits?

- A. Benefits that are customarily provided to employees and are rarely denied
- B. Benefits that are in high demand and attract the most desirable candidates
- C. Benefits that are required by the employer to be provided to employees
- **D. Benefits that are required by law to be provided to employees**

Answer: D

Explanation:

Mandatory benefits are benefits that employers are legally required to provide to employees. According to Human Resource Management, 16th Edition by Gary Dessler, these benefits are established by federal and state laws to protect employees' economic security and well-being.

Examples of mandatory benefits include Social Security, unemployment insurance, workers' compensation, and in some cases family and medical leave. Employers do not have discretion over whether to offer these benefits, as failure to comply can result in legal penalties.

Dessler distinguishes mandatory benefits from voluntary or customary benefits, which employers may offer to remain competitive or attract talent. Therefore, mandatory benefits are best defined as those required by law.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Benefits and Legal Compliance

NEW QUESTION # 11

What are employees experiencing if they are motivated by finding fulfillment in their work?

- A. External motivation
- B. Extrinsic motivation
- C. Incentive motivation
- D. **Intrinsic motivation**

Answer: D

Explanation:

When employees are motivated by finding fulfillment in their work, they are experiencing intrinsic motivation.

Intrinsic motivation comes from within the individual and is driven by personal satisfaction, the enjoyment of the task itself, and a sense of accomplishment. Unlike extrinsic motivation, which relies on external rewards such as money or recognition, intrinsic motivation is rooted in the inherent interest or pleasure in the activity.

References

* Managing Human Capital Textbook

* "Drive: The Surprising Truth About What Motivates Us" by Daniel H. Pink

* SHRM (Society for Human Resource Management) guidelines on employee motivation

NEW QUESTION # 12

What is a driver for employee retention?

- A. **Succession management**
- B. Performance metrics
- C. Competency databases
- D. External sourcing

Answer: A

Explanation:

Employee retention is strongly influenced by opportunities for growth, advancement, and long-term career development. According to Human Resource Management, 16th Edition by Gary Dessler, succession management is a key driver of employee retention because it signals to employees that the organization is invested in their future.

Succession management involves identifying, developing, and preparing employees for future leadership or critical roles. Dessler explains that when employees see clear career paths and development opportunities within the organization, they are more likely to remain committed and less likely to seek opportunities elsewhere.

Performance metrics and competency databases are tools used to measure and manage performance and skills, but they do not directly motivate employees to stay. External sourcing focuses on hiring from outside the organization and does not contribute to retaining existing employees. Therefore, the strongest driver of employee retention among the options is succession management.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Career Development, Succession Planning, and Retention

NEW QUESTION # 13

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

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

Answer: B

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 # 14

Which type of benefit is typically more secure for unionized workers than for nonunionized workers?

- A. Merit pay
- B. Individual bonuses
- **C. Guaranteed pensions**
- D. 401 (k) plans

Answer: C

Explanation:

Unionized workers typically enjoy more secure benefits compared to nonunionized workers, with guaranteed pensions being one of the most secure. Unions negotiate defined benefit pension plans that promise a specified monthly benefit at retirement, which is often based on factors such as salary history and years of service.

These plans provide financial security for employees upon retirement and are less common in nonunionized workplaces, where defined contribution plans like 401(k)s are more prevalent.

References:

- * Noe, R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2019). Human Resource Management: Gaining a Competitive Advantage. McGraw-Hill Education.
- * Freeman, R. B., & Medoff, J. L. (1984). What Do Unions Do?. Basic Books.

NEW QUESTION # 15

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