

# Managing-Human-Capital Top Questions - Managing-Human-Capital PDF Questions



## WGU C202 MANAGING HUMAN CAPITAL FINAL EXAM

### QUESTIONS AND VERIFIED ANSWERS / A+ GRADE

1. Eric is the Director of Human Resources. If he wants to help increase the organizational performance of the company he works for, what should he do?

- a. Advise the Finance Director to make smarter financial decisions
- b. Research the market's need for improved products and services
- c. Revise the ultimate long-range goals of a company
- d. Improve the company's ability to cope with growth and change

**ANS:** d. Improve the company's ability to cope with growth and change

2. Kendra is hiring in her department and is concerned with enhancing organizational culture. Which characteristic she should focus on in evaluating applicants?

- a. Fit within an organization
- b. Skills relevant to the position
- c. Years of work experience
- d. Relationships with current employees

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## WGU Managing Human Capital C202 Sample Questions (Q52-Q57):

### NEW QUESTION # 52

Which type of work culture utilizes hiring, retaining, developing, and motivating employees while making work assignments that are connected to data or outcomes?

- A. Risk culture
- **B. Performance culture**
- C. Innovative culture
- D. Compliance culture

**Answer: B**

Explanation:

A performance culture is one that focuses on achieving specific results and aligning employee activities with the organization's strategic goals. In this type of culture, hiring, retaining, developing, and motivating employees are driven by data and outcomes. Performance metrics are used to make work assignments and evaluate employee contributions to ensure that the organizational objectives are met effectively and efficiently.

"High Performance Work Systems" by David A. Buchanan and Andrzej A. Huczynski, "Organizational Behavior" Society for Human Resource Management (SHRM) articles on performance culture

### NEW QUESTION # 53

What is a characteristic of psychological contracts in the workplace?

- A. They are based on shared core values between employees and their managers.
- B. They are formed to encourage positive workplace environments.
- **C. They consist of the unwritten expectations of the employment relationship.**
- D. They include formal agreements made during voluntary counseling sessions.

**Answer: C**

Explanation:

Psychological contracts in the workplace refer to the unspoken, informal agreements and mutual expectations between employees and employers. These contracts encompass beliefs about the reciprocal obligations between both parties, such as job security, advancement opportunities, and support from the employer, while employees are expected to demonstrate loyalty, productivity, and commitment. Psychological contracts are critical because they influence employee behavior, satisfaction, and engagement. Violations of these unwritten expectations can lead to decreased trust, job dissatisfaction, and increased turnover. References:

\* Rousseau, D. M. (1995). Psychological Contracts in Organizations: Understanding Written and Unwritten Agreements. Sage Publications.

\* Armstrong, M., & Taylor, S. (2020). Armstrong's Handbook of Human Resource Management Practice. Kogan Page.

### NEW QUESTION # 54

What is an advantage of a pay-for-performance plan?

- A. It recognizes the most tenured employees.
- B. It rewards those who are most knowledgeable.
- **C. It provides a positive reinforcement method.**
- D. It connects performance with intrinsic motivation.

**Answer: C**

Explanation:

Pay-for-performance plans link employee compensation directly to individual or organizational performance outcomes. According to Human Resource Management, 16th Edition by Gary Dessler, a key advantage of pay-for-performance systems is that they serve as a positive reinforcement method, encouraging employees to perform at higher levels by rewarding desired behaviors and results. Dessler explains that when employees clearly understand that superior performance leads to tangible rewards such as bonuses, incentives, or merit pay, they are more likely to align their efforts with organizational goals.

This reinforcement strengthens the connection between effort and reward, increasing motivation and accountability.

Pay-for-performance does not primarily focus on tenure or knowledge alone, nor does it rely on intrinsic motivation, which comes from internal satisfaction rather than external rewards. Instead, it leverages extrinsic rewards to motivate performance improvements. Therefore, the primary advantage highlighted in human capital management literature is its role as a positive reinforcement mechanism.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Incentive Pay and Employee Motivation

### NEW QUESTION # 55

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. Internal financial sheets
- B. Job statements
- 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 # 56

How can job design benefit an organization?

- A. By creating positions that can push an employee to the highest level of output for the benefit of the organization
- B. By creating positions that require consistent performance from employees, which increases the organization's output
- C. By creating positions that motivate managers to segment work into very simple elements, removing opportunities for creativity and increasing efficiency
- **D. By creating positions that enable the organization to achieve its goals while motivating employees by assigning them work based on their needs and talents**

**Answer: D**

Explanation:

Job design is the process of organizing tasks, duties, and responsibilities into a productive unit of work. By creating positions that align with employees' needs and talents, job design can significantly benefit an organization. This approach not only helps in achieving organizational goals by ensuring that work is done efficiently and effectively but also motivates employees by recognizing their individual strengths and preferences. Motivated employees tend to be more engaged, productive, and satisfied with their jobs, which in turn leads to higher retention rates and better overall organizational performance. Effective job design considers various factors such as job enrichment, job enlargement, job rotation, and the use of teams to create a fulfilling work environment.

References

\* Hackman, J. R., & Oldham, G. R. (1976). "Motivation through the Design of Work: Test of a Theory." Organizational Behavior and Human Performance.

\* Armstrong, M. (2021). "Armstrong's Handbook of Human Resource Management Practice." Kogan Page.

## NEW QUESTION # 57

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