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## WGU C202 MANAGING HUMAN CAPITAL EXAM QUESTIONS AND VERIFIED ANSWERS / A+ GRADE

1. How can HRM create value within an organization

**ANS:** by making the company  
better at executing its strategy

2. The purpose of the organizational function of HRM is to \_\_\_\_\_

**ANS:** attract, hire, develop, reward, and retain talent

3. Taking workplace health and safety seriously helps reduce \_\_\_\_\_ risk.-

**ANS:** Compliance

4. When an organization adopts a new manufacturing process, which HRM  
function is responsible for improving employee's skills to meet its talent needs

**ANS:** Training

5. Staffing is the process of planning, acquiring, deploying, and retaining employees  
that enables the organization to meet its talent needs and execute its

**ANS:** business strategy

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

Topic	Details
Topic 1	<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>
Topic 2	<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 3	<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 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>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>

## WGU Managing Human Capital C202 Sample Questions (Q43-Q48):

### NEW QUESTION # 43

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

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

### Answer: B

Explanation:

A pay-for-performance plan is advantageous because it provides a method of positive reinforcement, which directly links an employee's compensation to their performance. This system incentivizes employees to achieve high performance by rewarding them with financial bonuses or raises based on their achievements.

Positive reinforcement encourages desirable behaviors and high productivity, aligning individual performance with organizational goals.

References

\* Managing Human Capital Textbook

\* "Pay for Performance: Evaluating Performance Appraisal and Merit Pay" by George T. Milkovich and Alexandra K. Wigdor

\* SHRM (Society for Human Resource Management) guidelines on pay-for-performance plans

#### NEW QUESTION # 44

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

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

#### Answer: D

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.

References:

\* "Human Resource Management" by Gary Dessler

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

#### NEW QUESTION # 45

What is the main difference between a customary benefit and an optional benefit?

- A. Customary benefits are required to be provided to employees, while optional benefits may or may not be provided to employees.
- B. Customary benefits are additional forms of insurance that an employee can add to their existing benefit plans to enhance coverage levels, while optional benefits are benefits that an employer makes available to employees.
- C. Optional benefits are required to be provided to employees, while customary benefits may or may not be provided to employees.
- D. Optional benefits are offered at the discretion of the organization, while customary benefits are commonly provided and may be expected by employees.

#### Answer: D

Explanation:

Employee benefits are commonly classified as mandatory, customary, or optional. According to Human Resource Management, 16th Edition by Gary Dessler, customary benefits are those that are not legally required but are commonly provided by employers and therefore often expected by employees. Examples include retirement plans, paid vacations, and health insurance coverage. These benefits help organizations remain competitive in the labor market.

In contrast, optional benefits-often referred to as voluntary benefits-are offered entirely at the discretion of the employer and may be selected or declined by employees. Dessler explains that optional benefits typically allow employees to tailor their benefits package to their personal needs, such as additional life insurance, vision coverage, or supplemental disability insurance, often at the employee's own cost.

The key difference lies in employee expectations and organizational norms. Customary benefits are widely anticipated as part of standard employment, while optional benefits provide flexibility and choice. Therefore, the correct distinction is that optional benefits are discretionary, while customary benefits are commonly provided and expected.

Source:

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

#### NEW QUESTION # 46

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

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

**Answer: A**

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.

References:

- \* "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 # 47**

How can organizations create a bully-free work environment?

- A. Provide company-wide training on how to manage stress in the workplace
- B. Privately monitor and address specific employees when bullying is reported
- C. Establish and enforce zero-tolerance antibullying policies
- D. Empower managers across the organization to create their own antibullying standards

**Answer: C**

Explanation:

A bully-free work environment requires clear organizational commitment, consistent standards, and firm enforcement. According to Human Resource Management, 16th Edition by Gary Dessler, one of the most effective ways to prevent workplace bullying is to establish and enforce zero-tolerance antibullying policies.

These policies clearly define unacceptable behaviors, outline reporting procedures, and specify consequences for violations. Dessler emphasizes that antibullying efforts must be organization-wide rather than left to individual managers' discretion. Allowing managers to create their own standards can lead to inconsistency, unfair treatment, and legal risk. Similarly, addressing bullying only after it occurs or doing so privately without formal policy enforcement fails to address the broader organizational culture.

A zero-tolerance policy signals that bullying behaviors—such as intimidation, harassment, or persistent mistreatment—are unacceptable regardless of position or performance level. When consistently enforced, such policies help build trust, protect employee well-being, and reduce legal exposure. While stress management training can be beneficial, it does not directly address bullying behavior.

Therefore, the correct answer is establishing and enforcing zero-tolerance antibullying policies.

Source:

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

**NEW QUESTION # 48**

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