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Managing Human Capital C202 Notes to Pass Test

Chapter 1

HRM- the organizational function responsible for attracting, hiring, developing, rewarding, and retaining talent

6 HRM functional areas- staffing, health/safety, performance management, employee management relations, rewards/benefits, training/development

HRM systems influence performance- improves efficiency, contributes to revenue growth, increase employee understanding, develop enhance employee capabilities (helps employees focus on things)

HRM Systems influence performance of an organization

- by improving organizational efficiency
- contributing to revenue growth
- enhancing employee capabilities and talents(goal attainment)
- increase employee engagement
- ability to manage change

HRM's role in executing an organization's business strategy- HRM policies and strategies must match with competitive environment and immediate business conditions

Business strategy- defines how the firm will compete in the market

Talent Philosophy- system of beliefs about how its employees should be treated

- diversity
- ethics
- time of careers
- viewment of employees

Employee Handbook- document of the organization's HRM policies and procedures that help employees learn the company's HRM (helps employees easily research topics)

HRM is performed by professionals, managers, individual employees, service centers, outside vendors, employer organizations

HRM Systems- technology based platforms that help human resource management professionals securely house sensitive employee records

Chapter 2

3 specific ways HR can support organizations should it choose to shift its culture-

Chapter 5

Sourcing- is the process of identifying qualified individuals and labor markets from which to recruit

Recruiting- refers to activities that affect either the numbers or the type of people willing to apply

The Relationship between sourcing and recruiting- sourcing uses analytical skills to generate recruiting leads. Sourcing and recruiting influences what employees can do.

Internal recruiting- are fast and inexpensive internal job recruiting- employers can directly apply being overlooked is reduced

Übrigens, Sie können die vollständige Version der PrüfungFrage Managing-Human-Capital Prüfungsfragen aus dem Cloud-Speicher herunterladen: https://drive.google.com/open?id=11C9PcW9ZhlO3c6NUvwcuqjrMhyi0_pff

Der Vorhang der Lebensbühne wird jederzeit geöffnet werden. Die Hauptsache ist, ob Sie spielen wollen oder einfach weglaufen. Diejenigen, die die Chancen ergreifen können, können Erfolg erlangen. Deshalb müssen Sie PrüfungFrage wählen. Sie können jederzeit Ihre Fertigkeiten zeigen. Die Prüfungsmaterialien zur WGU Managing-Human-Capital Zertifizierungsprüfung von PrüfungFrage ist die effiziente Methode, die Managing-Human-Capital Prüfung zu bestehen. Mit Managing-Human-Capital Zertifikat können Sie Ihren Traum verwirklichen und Erfolg erlangen.

WGU Managing-Human-Capital Exam Syllabus Topics:

Section	Objectives
Topic 1: Workforce Planning and Talent Acquisition	
Topic 2: Strategic Human Resource Management	
Topic 3: Employee Relations and Labor Law	
Topic 4: Diversity, Equity, and Inclusion in the Workplace	
Topic 5: Performance Management	
Topic 6: Employee Training and Development	
Topic 7: Human Resource Metrics and Analytics	
Topic 8: Compensation and Benefits	

Managing-Human-Capital German & Managing-Human-Capital Quizfragen Und Antworten

Die von PrüfungFrage gebotenen Prüfungsfragen enthalten wertvolle Prüfungserfahrungen und relevante Prüfungsmaterialien von IT-Experten und auch die Prüfungsfragen und Antworten für WGU Managing-Human-Capital Zertifizierungsprüfung. Mit unserem guten Ruf in der IT-Branche geben wir Ihnen 100% Garantie. Sie können versuchsweise die Examenübungen-und antworten für die WGU Managing-Human-Capital Zertifizierungsprüfung teilweise als Probe umsonst herunterladen. Dann können Sie ganz beruhigt unsere Schulungsunterlagen kaufen.

WGU Managing Human Capital C202 Managing-Human-Capital Prüfungsfragen mit Lösungen (Q10-Q15):

10. Frage

How can exit interviews be used to reduce voluntary turnover?

- A. To determine why employees were fired
- B. To ensure equitable departure processes
- **C. To identify causes and improve current conditions**
- D. To track potential wrongful termination conditions

Antwort: C

Begründung:

Exit interviews are an important tool for understanding employee turnover. According to Human Resource Management, 16th Edition by Gary Dessler, exit interviews are most effective when used to identify the underlying causes of employee departures and to guide improvements in current workplace conditions.

Dessler notes that while exit interviews cannot prevent the departure of the exiting employee, they provide valuable insights into organizational weaknesses such as poor supervision, inadequate pay, limited advancement opportunities, or unsatisfactory working conditions. When organizations systematically analyze exit interview data, they can identify patterns and take corrective action to reduce future voluntary turnover.

Exit interviews are not designed to investigate wrongful termination or to determine why employees were fired, as they are typically conducted during voluntary separations. Ensuring equitable departure processes is an administrative concern, not a retention strategy. Thus, the primary value of exit interviews lies in identifying causes of turnover and improving organizational practices.

Source:

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

11. Frage

Which area has the main functions of staffing, health, safety, employee-management relations, rewards, benefits, training, development, and performance management?

- A. Human and financial management
- **B. Human resource management**
- C. Succession planning
- D. Strategic management planning

Antwort: B

Begründung:

* Scope of HRM: Human resource management (HRM) covers a wide range of functions critical to managing an organization's workforce.

* Key Functions:

* Staffing: Recruiting, selecting, and onboarding employees.

* Health and Safety: Ensuring a safe workplace and promoting employee well-being.

* Employee-Management Relations: Managing interactions between employees and management to maintain a positive work environment.

* Rewards and Benefits: Designing compensation packages and benefits that attract and retain talent.

- * Training and Development: Providing learning opportunities to enhance employee skills and career growth.
 - * Performance Management: Evaluating and improving employee performance to align with organizational goals.
 - * Objective: The main objective of HRM is to maximize employee performance and ensure that human capital contributes effectively to the achievement of organizational goals.
- References:
- * Fundamentals of Human Resource Management by Gary Dessler
 - * SHRM guidelines and best practices in HRM

12. Frage

How can job design benefit an organization?

- A. By creating positions that enable the organization to achieve its goals while motivating employees by assigning them work based on their needs and talents
- 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 can push an employee to the highest level of output for the benefit of the organization

Antwort: A

Begründung:

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.

13. Frage

What is a retention strategy for reducing voluntary turnover?

- A. Track and monitor performance trends for merit pay
- B. Source internal candidates to reduce vacancy problems
- C. Develop a strong pipeline of external candidates
- D. Conduct employee satisfaction surveys

Antwort: D

Begründung:

Reducing voluntary turnover requires organizations to understand why employees leave and what factors influence their decision to stay. According to Human Resource Management, 16th Edition by Gary Dessler, an effective retention strategy is to conduct employee satisfaction surveys. These surveys help management identify issues related to pay, supervision, workload, career development, and work environment before dissatisfaction leads to resignation.

Dessler explains that voluntary turnover is often avoidable when organizations proactively listen to employees and address concerns early. Satisfaction surveys provide actionable data that enable HR managers to implement targeted interventions such as improving leadership practices, adjusting compensation, or enhancing work-life balance initiatives.

In contrast, sourcing internal or external candidates focuses on staffing and replacement rather than retention.

Monitoring performance trends for merit pay relates to compensation management but does not directly uncover reasons employees may leave. Therefore, the most effective retention-focused strategy listed is conducting employee satisfaction surveys.

Source:

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

14. Frage

Which factor influences employees' attitudes about workplace safety?

- **A. Leadership's positive reinforcement of reporting potential hazards**
- B. An employee's level of compensation
- C. An employee's potential for career development
- D. An organization's generous attendance policy

Antwort: A

Begründung:

Employees' attitudes toward workplace safety are strongly shaped by leadership behavior and organizational culture. According to Human Resource Management, 16th Edition by Gary Dessler, one of the most influential factors in shaping safety attitudes is management's visible commitment to safety, particularly through positive reinforcement of safe behaviors and hazard reporting. Dessler explains that when leaders actively encourage employees to report unsafe conditions without fear of retaliation and recognize those who do so, employees perceive safety as a core organizational value. This perception increases safety awareness, compliance with safety rules, and employee participation in safety initiatives. In contrast, if leadership ignores or discourages hazard reporting, employees may believe productivity is valued more than safety, which weakens safety attitudes.

Factors such as compensation, attendance policies, or career development opportunities may affect motivation or satisfaction, but they do not directly shape employees' perceptions of safety priorities. Leadership behavior sends a powerful signal about what truly matters in the organization. Therefore, positive reinforcement by leadership for reporting potential hazards most directly influences employees' attitudes about workplace safety.

Source:

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

15. Frage

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