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WGU C202 MANAGING HUMAN CAPITAL EXAM 2024 |
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Compensation including free meals, vacation time, and health insurance is called _____. -
CORRECT ANSWER indirect financial compensation

Rewards and incentives given to employees that are not financial in nature, including intrinsic rewards received from the job itself or from the work environment, are called _____. -
CORRECT ANSWER nonfinancial compensation

When a company creates new HRM initiatives to strengthen employees' ethical awareness and company culture to enhance its competitive advantage, it is managing _____. - CORRECT ANSWER strategic risk

HRM affects the speed and effectiveness of talent acquisition as well as the development of employees' skills and the identification and retention of top performers. These and other HRM activities that can directly influence the organization's success or failure are examples of _____. - CORRECT ANSWER operational risk

When new HRM processes reduce the cost of hiring employees, they have reduced its _____. - CORRECT ANSWER financial risk

Thinking through the ramifications of an employment-related decision in terms of legal risk, particularly in the areas of diversity, health and safety, union relations, whistleblowers, and harassment, is an example of managing _____. - CORRECT ANSWER compliance risk

To expand internationally, _____ have been common organizational strategies. - CORRECT ANSWER mergers and acquisitions

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WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
Topic 2	<ul style="list-style-type: none">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.
Topic 3	<ul style="list-style-type: none">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.
Topic 4	<ul style="list-style-type: none">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.
Topic 5	<ul style="list-style-type: none">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.

WGU Managing Human Capital C202 Sample Questions (Q36-Q41):

NEW QUESTION # 36

What is a job analysis?

- A. A step-by-step explanation of how to complete a specific task
- B. A contract that includes sufficient flexibility so that workers are comfortable starting new tasks as needed and proactively finding additional ways to contribute
- C. A summary that outlines the main duties and responsibilities of a job
- D. A study that first identifies the required tasks and behaviors of a job and then evaluates what is required to perform each required task

Answer: D

Explanation:

Job analysis is a systematic process that involves identifying and documenting the essential tasks, responsibilities, and behaviors required for a job. It also assesses the qualifications, skills, and knowledge needed to perform those tasks effectively. The outcome of a job analysis includes detailed job descriptions and specifications, which are used for various HR functions such as recruitment, selection, training, performance appraisal, and compensation.

"Job and Work Analysis: Methods, Research, and Applications for Human Resource Management" by Michael T. Brannick, Edward L. Levine, and Frederick P. Morgeson Society for Human Resource Management (SHRM) guidelines on job analysis

NEW QUESTION # 37

What is a benefit of internal recruiting?

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

Answer: A

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 # 38

What is the main reason for the failure of mergers and acquisitions?

- A. Poor organizational design
- B. Culture mismatch
- C. Inaccurate bookkeeping
- D. Unsuccessful marketing approach

Answer: B

Explanation:

The main reason for the failure of mergers and acquisitions is often a culture mismatch between the merging organizations. When two companies with different corporate cultures come together, clashes can occur if their values, beliefs, and ways of doing business do not align. This can lead to misunderstandings, conflicts, and a lack of cohesion, ultimately hindering the integration process and reducing the chances of a successful merger or acquisition.

"Mergers and Acquisitions: Managing Culture and Human Resources" by Mark E. Mendenhall and Gary R.

Oddou

McKinsey & Company articles on mergers and acquisitions

NEW QUESTION # 39

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

- A. Innovative culture
- B. Performance culture
- C. Risk 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 # 40

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

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

Answer: D

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 # 41

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