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2024 WGU C202 70 PRACTICE
COMPREHENSION TEST QUESTIONS AND
ANSWERS FROM SOURCE MANAGING
HUMAN CAPITAL WESTERN GOVERNORS
UNIVERSITY

1. What can HRM do for you as a manager?
 - a. Evaluate me on my management philosophy.
 - b. Supply me with tools I need to execute the business strategy.
 - c. Determine the long range goals for my department.
 - d. Offer me suggestions to inflate my department's performance metrics.

2. The HR manager is visiting your store location tomorrow and you are trying to explain to your employees what HR does for the company. What should you say is HR's primary purpose?
 - a. Advising you about the best goods, services, and methods for competing in the local market.
 - b. Helping you prevent employee union membership from increasing and driving up costs.
 - c. Assisting you with attracting, motivating, rewarding and retaining employees.
 - d. Providing you with strategies for discriminating against protected classes.

3. You want to make the most out of the HR Manager's visit so you are trying to decide which HRM function you need the most help with right now. You want to learn more about how to align individual employee's goals with the overall organization's goals. Which HRM function covers your concern?
 - a. Staffing
 - b. Performance management
 - c. Training and development
 - d. Rewards and benefits

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There are some prominent features that are making the WGU Managing Human Capital C202 (Managing-Human-Capital) exam dumps the first choice of Managing-Human-Capital certification exam candidates. The prominent features are real and verified WGU Managing Human Capital C202 (Managing-Human-Capital) exam questions, availability of WGU WGU exam dumps in three different formats, affordable price, 1 year free updated WGU Managing-Human-Capital Exam Questions download facility, and 100 percent WGU Managing-Human-Capital exam passing money back guarantee.

WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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.
Topic 4	<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 5	<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.

>> **Reliable WGU Managing-Human-Capital Practice Questions** <<

Discount Managing-Human-Capital Code & Exam Managing-Human-Capital Reference

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WGU Managing Human Capital C202 Sample Questions (Q14-Q19):

NEW QUESTION # 14

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 offered at the discretion of the organization, while customary benefits are commonly provided and may be expected by employees.**
- D. Optional benefits are required to be provided to employees, while customary benefits may or may not be provided to employees.

Answer: C

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 # 15

Which term refers to guidelines that show how to perform a task in an organization?

- A. Policies
- B. Rules
- C. Procedures
- D. Codes

Answer: C

Explanation:

Procedures are specific, step-by-step instructions that guide employees on how to perform tasks and activities within an organization. They ensure consistency, efficiency, and safety by providing detailed guidance on the correct way to complete work processes. Procedures help standardize operations, minimize errors, and ensure compliance with organizational policies and external regulations. They are crucial for training new employees, maintaining quality control, and facilitating continuous improvement.

References:

Dessler, G. (2020). Human Resource Management. Pearson.

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

Kogan Page.

NEW QUESTION # 16

Which factor influences employees' attitudes about workplace safety?

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

Answer: D

Explanation:

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

NEW QUESTION # 17

A hiring manager researched a job applicant's social media history and discovered a post from the applicant about a family member being diagnosed with Parkinson disease. The hiring manager decided not to hire the applicant based on this discovery.

Which law did the hiring manager violate?

- A. Fair Labor Standards Act of 1938
- **B. Genetic Information Nondiscrimination Act of 2008**
- C. Family and Medical Leave Act of 1993
- D. Americans with Disabilities Act of 1990

Answer: B

Explanation:

The Genetic Information Nondiscrimination Act (GINA) of 2008 also covers situations where genetic information is inadvertently obtained, such as through social media. It prohibits employers from using genetic information in making employment decisions, including hiring, firing, job assignments, and promotions. The hiring manager's decision not to hire the applicant based on a social media post about a family member's diagnosis with Parkinson's disease constitutes a violation of GINA.

References:

* Genetic Information Nondiscrimination Act of 2008, U.S. Equal Employment Opportunity Commission (EEOC) website

NEW QUESTION # 18

What is organizational design?

- A. Using a graphic representation of the structure of an organization to see the relationships between the organization's positions
- B. Making decisions about how to plan and organize work and exercise authority
- C. Allocating, coordinating, and supervising tasks to achieve organizational aims
- **D. Selecting and managing aspects of organizational structure in order to facilitate organizational goal achievement**

Answer: D

Explanation:

Organizational design involves configuring the structure of an organization to effectively achieve its goals.

This includes determining the best ways to allocate resources, coordinate activities, and supervise tasks. The aim is to create an optimal organizational framework that enhances communication, improves efficiency, and supports the achievement of strategic objectives. It includes decisions about hierarchy, departmentalization, span of control, and formalization.

"Organization Design: A Guide to Building Effective Organizations" by Naomi Stanford Harvard Business Review articles on organizational design

NEW QUESTION # 19

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