

Exam4Labs WGU Managing-Human-Capital Questions PDF Format

WGU C202-Chapter 1-4 Quiz HMR Managing Human Capital with Complete Solutions!!

Samuel is the HR Director and will be explaining to new leaders what it means to manage human capital. Which of the following should he include in his description? - ANSWER-All of the above - sourcing and recruiting the best talent available providing training and developmental opportunities leveraging employees' current knowledge and skill set

To serve as the foundation of her understanding, LaKila is learning about the six functional areas of human resource management. Which of the following answers is NOT a functional area? - ANSWER-customer service

Maylee is the CEO of a mid-size manufacturing company in the Northeast and is explaining to shareholders HRM's relation to business strategy. Which one of the following statements is most accurate? - ANSWER-HRM policies and practices align with the business strategy and therefore fluctuate to adhere to the competitive environment and immediate business conditions.

1. At the annual retreat, Janice presented how the HR department and its human resource management policies add value to the organization and influence organizational performance by _____. - ANSWER-improving efficiency and contributing to revenue growth

Abigail is managing her employer's transition from one health insurance carrier to another. If she does the job well, it will require all of the following EXCEPT _____. - ANSWER-presenting employees with directives from leaders who are trying to control expenses

As part of his HR duties, Bart wants to reinforce organizational culture through each functional area of HR. Before identifying which type of culture best describes his organization, he decides to do an in-depth study of performance culture, plus these four broad types of organizational culture: - ANSWER-entrepreneurial, bureaucratic, consensual, competitive

As Training Director, Carol has trained all high-level managers on the five different types of standards that help us evaluate a situation and make an ethical decision. Which ethical standards are described as follows: balances doing the most good and doing the least harm, AND respects and protects the moral rights of everyone affected by the action? - ANSWER-utilitarian AND rights

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WGU Managing Human Capital C202 Sample Questions (Q27-Q32):

NEW QUESTION # 27

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

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

Answer: A

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 # 28

How can an employee handbook assist employees?

- **A. It communicates policies against discrimination.**
- B. It creates laws that must be followed.
- C. It prevents the employer from being sued.
- D. It contains employees' individual performance goals.

Answer: A

Explanation:

An employee handbook can assist employees by communicating the company's policies against discrimination. It serves as a reference document that outlines the company's expectations, policies, and procedures, including those related to anti-discrimination, thus helping employees understand their rights and obligations.

References:

* Managing Human Capital Textbook

* SHRM (Society for Human Resource Management) guidelines on employee handbooks

NEW QUESTION # 29

What is a human resource management (HRM) strategy for enhancing employee engagement?

- A. Lower education requirements
- B. Improve benefits options
- C. Increase investment in recruitment
- **D. Provide open communication**

Answer: D

Explanation:

Enhancing employee engagement is a central goal of strategic human resource management. According to Human Resource Management, 16th Edition by Gary Dessler, one of the most effective HRM strategies for improving engagement is providing open and transparent communication between management and employees.

Dessler explains that open communication builds trust, clarifies expectations, and helps employees understand how their roles contribute to organizational success. When employees feel informed and heard, they are more likely to be committed, motivated, and willing to contribute discretionary effort. Communication also supports psychological contracts by aligning employee expectations with organizational realities.

While improving benefits or recruitment investments can support engagement indirectly, they do not address the ongoing relationship between employees and management. Lowering education requirements does not contribute to engagement and may negatively affect performance. Therefore, fostering open communication is a direct and effective HRM strategy for enhancing engagement.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Strategic HRM and Employee Engagement

NEW QUESTION # 30

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

- **A. A manager wants to address repeated employee tardiness and gets advice from the HR department about protocol before addressing the situation.**
- 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. An HR department selects applicants who will receive job offers without seeking a manager's approval.

Answer: A

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 # 31

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

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

Answer: B

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 # 32

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