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With 70 multiple choices Questions and Answers

1. Which organization advocates that a well-written and implemented work- place violence prevention program can reduce the incidence of workplace violence in all workplaces?

- A. Society for Human Resource Administration (SHRA)
 - B. National Labor Relations Board (NLRB)
 - C. Occupational Safety and Health Administration (OSHA)
 - D. Association of Fair Labor Protection (AFLP)
- Ans>>** C. Occupational Safety and Health Administration (OSHA)

2. What are two physical changes that can be made to prevent workplace violence?
Choose 2 answers

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WGU Managing-Human-Capital Exam Syllabus Topics:

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

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

NEW QUESTION # 27

How does diversity awareness improve an organization's performance?

- A. Enables companies to have better reputations
- B. Enables companies to earn more profit
- **C. Enables companies to hire, retain, and motivate the best talent**
- D. Enables companies to give managers flexibility in their hiring practices

Answer: C

Explanation:

Inclusion in the workplace refers to creating an environment where all employees feel valued, respected, and have equal access to opportunities and resources. An inclusive scenario is one where team members collaborate, and everyone's ideas and contributions are considered. This encourages a sense of belonging and leverages the diverse perspectives of the entire team, leading to enhanced innovation and team performance.

The given example demonstrates this by showing a department where collaboration and open sharing of ideas are practiced. References:

* Roberson, Q. M. (2006). Disentangling the meanings of diversity and inclusion in organizations. Group & Organization Management.

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

NEW QUESTION # 28

Which employee is experiencing functional stress?

- A. Employee B is reluctant to ask a work question because the manager can be harsh.
- B. Employee A is happy to complete standard daily tasks on time.
- **C. Employee C feels challenged to have the opportunity to work on a significant project for the senior leadership team.**
- D. Employee D feels confused due to having various conflicting priorities.

Answer: C

Explanation:

Stress in the workplace can be categorized as either functional (positive) or dysfunctional (negative). According to Human Resource Management, 16th Edition by Gary Dessler, functional stress—also known as challenge stress—occurs when moderate levels of pressure motivate employees to perform at higher levels, learn new skills, and grow professionally.

In this question, Employee C is experiencing functional stress because being assigned a significant project for senior leadership presents a meaningful challenge. This type of stress can enhance focus, creativity, and job engagement, especially when employees perceive the challenge as an opportunity rather than a threat. Dessler explains that such stress can improve performance when it is manageable and supported by adequate resources.

The other options describe dysfunctional stressors. Fear of a harsh manager, confusion due to conflicting priorities, and routine tasks without challenge either create anxiety or fail to stimulate growth. Therefore, Employee C best represents functional stress.

Source:

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

NEW QUESTION # 29

An employee was surprised to receive low rankings from a manager on a performance evaluation. The employee was unaware that some of the goals that caused the low rankings were job expectations because the manager had never discussed the goals with the employee.

Which obstacle to effective performance management is illustrated in this example?

- A. Showing bias in comparing the employee to other employees
- **B. Failing to develop a performance plan with the employee**
- C. Having personal standards that are too high for the employee's position
- D. Committing a leniency error in the employee's performance evaluation

Answer: B

Explanation:

Effective performance management requires clear communication of job expectations, performance standards, and goals before evaluating employee performance. According to Human Resource Management, 16th Edition by Gary Dessler, one of the most critical steps in performance management is jointly developing a performance plan that specifies what the employee is expected to accomplish and how performance will be measured. When this step is skipped, performance appraisals often appear unfair and unexpected to employees.

In this scenario, the employee received low ratings based on goals that were never discussed or clarified. This reflects a failure in the planning phase of performance management, not a rating error such as leniency or bias. Dessler emphasizes that employees must clearly understand expectations at the start of the appraisal period; otherwise, evaluations lose credibility and can damage trust, motivation, and engagement.

Performance planning aligns employee efforts with organizational objectives and provides a standard against which performance can be fairly assessed. When managers fail to develop and communicate a performance plan, employees cannot reasonably be held accountable for unmet goals. Therefore, the obstacle illustrated here is failing to develop a performance plan with the employee.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Performance Management and Appraisal

NEW QUESTION # 30

Why is human resource planning an important human resource management activity?

- A. It provides guidance on how to form business goals that are in alignment with the organization's vision.
- B. It provides direction on how to budget the financial needs of an organization to ensure the organization remains profitable.
- C. It provides a means to get the most output from each employee through rewards and punishments to drive greater profits.
- **D. It helps design a workplace for optimal efficiency and performance while also identifying the talent needed to execute a**

business strategy.

Answer: D

Explanation:

Human resource planning is a critical function of human resource management that involves forecasting an organization's future human resource needs and planning for how to meet those needs. This includes designing jobs and workspaces for optimal efficiency, ensuring the right number of employees with the right skills are in place, and aligning human resources with the organization's strategic goals. This planning ensures the organization can meet its future demands and remain competitive.

Human Resource Planning, Society for Human Resource Management (SHRM) website

NEW QUESTION # 31

What are mandatory benefits?

- A. Benefits that are required by the employer to be provided to employees
- B. Benefits that are customarily provided to employees and are rarely denied
- **C. Benefits that are required by law to be provided to employees**
- D. Benefits that are in high demand and attract the most desirable candidates

Answer: C

Explanation:

Mandatory benefits are those that employers are legally required to provide to employees. These benefits typically include social security, unemployment insurance, workers' compensation, and in some regions, health insurance. The purpose of mandatory benefits is to ensure a basic level of security and protection for all employees, safeguarding their financial and physical well-being.

References

* Managing Human Capital Textbook

* "Employee Benefits" by Joseph J. Martocchio

* SHRM (Society for Human Resource Management) guidelines on mandatory benefits

NEW QUESTION # 32

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