

New Managing-Human-Capital Exam Objectives, Managing-Human-Capital Free Sample Questions

WGU C202: Managing Human Capital Questions and Answers (2025/2026) (100% Verified Answers by Expert)

1. Human Resource Strategy - Links the entire human resource function with the firm's business strategy.
2. Business Strategy - Defines how the firm will compete in its marketplace.
3. Total Rewards - The sum of all rewards employees receives in exchange for their time, efforts, and performance.
4. The combined intrinsic and extrinsic rewards of a job.
5. Employee Handbooks - Print or online materials that document the organization's HRM policies and procedures.
6. HRM: Human Resource Management - The organizational function responsible for attracting, hiring, developing, rewarding, and retaining talent.
7. Outsourcing - Hiring an external vendor to do work for the company rather than doing it internally.

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WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> • 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"> • 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 5	<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.

WGU Managing Human Capital C202 Sample Questions (Q60-Q65):

NEW QUESTION # 60

What is a job analysis?

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

Answer: B

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 # 61

What is an example of a situational interview question?

- A. "How have you handled a situation in which you and a coworker could not cooperate and had to get management involved?"
- B. "How would you handle a scenario in which you are asked to do something that goes against company policy?"
- C. "Which type of leadership style do you prefer from your direct manager, and why do you prefer this style?"
- D. "What have you done to successfully turn a difficult customer into a satisfied and loyal customer?"

Answer: B

Explanation:

Situational interview questions are designed to assess how candidates would handle hypothetical scenarios related to the job. The question "How would you handle a scenario in which you are asked to do something that goes against company policy?" requires the candidate to demonstrate their problem-solving abilities, ethical judgment, and adherence to organizational rules. This type of question helps employers gauge a candidate's potential behavior and decision-making skills in challenging situations. References:

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

* Campion, M. A., Palmer, D. K., & Campion, J. E. (1997). A review of structure in the selection interview. Personnel Psychology.

NEW QUESTION # 62

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

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

Answer: C

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 # 63

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

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

Answer: C

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.

References:

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

NEW QUESTION # 64

Which characteristic of an employee demonstrates a strong person-organization fit?

- A. Is highly qualified to perform the job
- B. Completes all projects accurately and on time
- **C. Shows deep commitment to the organization**
- D. Is responsible for training coworkers

Answer: C

Explanation:

Person-organization fit refers to the compatibility between an employee and the organization in terms of values, beliefs, and culture. An employee who demonstrates a strong person-organization fit shows deep commitment to the organization, aligning their personal values with the company's mission and culture. This commitment often leads to higher job satisfaction, better performance, and lower turnover rates.

References:

* "Organizational Behavior" by Stephen P. Robbins and Timothy A. Judge

* Articles on person-organization fit from the Society for Human Resource Management (SHRM)

NEW QUESTION # 65

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