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## WGU C202 MANAGING HUMAN CAPITAL

### OBJECTIVE ASSESSMENT EXAM

#### QUESTIONS AND VERIFIED ANSWERS / A+ GRADE

1. Which situation is an example of a managerial ethical dilemma

**ANS:** Being

asked to directly supervise a family member

2. A human resource manual specifies that employees cannot be terminated or punished for refusing to follow an illegal request made by a supervisor.

Which standard is being applied to resolve this ethical dilemma

**ANS:** Rights Stan- dard

3. What is the goal of affirmative action

**ANS:** By seeking to remedy past practices that innately caused an adverse effect on applicants

4. A female employer is accused of having an employment practice that negatively

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## WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Performance Management Best Practices:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Employee Motivation and Development:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Talent Management Strategies:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Managing Human Capital:</b> 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.</li> </ul>

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### WGU Managing Human Capital C202 Sample Questions (Q30-Q35):

#### NEW QUESTION # 30

How can job design benefit an organization?

- A. By creating positions that require consistent performance from employees, which increases the organization's output
- B. By creating positions that can push an employee to the highest level of output for the benefit of the organization
- C. By creating positions that motivate managers to segment work into very simple elements, removing opportunities for creativity and increasing efficiency
- **D. By creating positions that enable the organization to achieve its goals while motivating employees by assigning them work based on their needs and talents**

**Answer: D**

Explanation:

Job design is the process of organizing tasks, duties, and responsibilities into a productive unit of work. By creating positions that align with employees' needs and talents, job design can significantly benefit an organization. This approach not only helps in achieving organizational goals by ensuring that work is done efficiently and effectively but also motivates employees by recognizing their individual strengths and preferences. Motivated employees tend to be more engaged, productive, and satisfied with their jobs, which in turn leads to higher retention rates and better overall organizational performance. Effective job design considers various factors such as job enrichment, job enlargement, job rotation, and the use of teams to create a fulfilling work environment. References

\* Hackman, J. R., & Oldham, G. R. (1976). "Motivation through the Design of Work: Test of a Theory." Organizational Behavior and Human Performance.

\* Armstrong, M. (2021). "Armstrong's Handbook of Human Resource Management Practice." Kogan Page.

### NEW QUESTION # 31

What is a cost associated with avoidable voluntary turnover?

- A. Discipline costs
- B. Reorganization costs
- C. Lost talent
- D. Severance pay

**Answer: C**

Explanation:

Avoidable voluntary turnover occurs when employees voluntarily leave the organization for preventable reasons, such as dissatisfaction with pay, management, or working conditions. According to Human Resource Management, 16th Edition by Gary Dessler, one of the most significant costs associated with avoidable voluntary turnover is lost talent.

Dessler explains that when experienced and high-performing employees leave, organizations lose valuable knowledge, skills, and institutional memory. This loss can negatively affect productivity, customer relationships, team morale, and overall performance. Additionally, replacing talented employees requires recruitment, selection, onboarding, and training costs, further increasing the financial impact.

Severance pay is typically associated with involuntary turnover, while reorganization and discipline costs relate to internal restructuring or performance management processes. These are not primary costs of voluntary turnover.

Therefore, the key cost linked to avoidable voluntary turnover is the loss of skilled and experienced talent.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Retention, Turnover, and Workforce Planning

### NEW QUESTION # 32

How does diversity awareness improve an organization's performance?

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

**Answer: B**

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 # 33

What is a retention strategy for reducing voluntary turnover?

- A. Source internal candidates to reduce vacancy problems
- B. Conduct employee satisfaction surveys
- C. Track and monitor performance trends for merit pay
- D. Develop a strong pipeline of external candidates

**Answer: B**

Explanation:

Reducing voluntary turnover requires organizations to understand why employees leave and what factors influence their decision to stay. According to Human Resource Management, 16th Edition by Gary Dessler, an effective retention strategy is to conduct employee

satisfaction surveys. These surveys help management identify issues related to pay, supervision, workload, career development, and work environment before dissatisfaction leads to resignation.

Dessler explains that voluntary turnover is often avoidable when organizations proactively listen to employees and address concerns early. Satisfaction surveys provide actionable data that enable HR managers to implement targeted interventions such as improving leadership practices, adjusting compensation, or enhancing work-life balance initiatives.

In contrast, sourcing internal or external candidates focuses on staffing and replacement rather than retention.

Monitoring performance trends for merit pay relates to compensation management but does not directly uncover reasons employees may leave. Therefore, the most effective retention-focused strategy listed is conducting employee satisfaction surveys.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Retention and Turnover Management

### NEW QUESTION # 34

Which type of benefit is typically more secure for unionized workers than for nonunionized workers?

- A. 401 (k) plans
- B. Merit pay
- C. Guaranteed pensions
- D. Individual bonuses

**Answer: C**

Explanation:

Unionized workers typically enjoy more secure benefits compared to nonunionized workers, with guaranteed pensions being one of the most secure. Unions negotiate defined benefit pension plans that promise a specified monthly benefit at retirement, which is often based on factors such as salary history and years of service. These plans provide financial security for employees upon retirement and are less common in nonunionized workplaces, where defined contribution plans like 401(k)s are more prevalent.

References:

Noe, R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2019). Human Resource Management: Gaining a Competitive Advantage. McGraw-Hill Education.

Freeman, R. B., & Medoff, J. L. (1984). What Do Unions Do?. Basic Books.

### NEW QUESTION # 35

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