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It is carefully edited and reviewed by our experts. The design of the content conforms to the examination outline. Through the practice of our Managing-Human-Capital study materials, you can grasp the intention of the examination organization accurately. The number of its test questions is several times of the traditional problem set, which basically covers all the knowledge points to be mastered in the exam. You only need to review according to the content of our Managing-Human-Capital Study Materials, no need to refer to other materials. With the help of our Managing-Human-Capital study materials, your preparation process will be relaxed and pleasant.

WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> 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 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"> • 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.
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WGU Managing Human Capital C202 Sample Questions (Q14-Q19):

NEW QUESTION # 14

What is a retention strategy for reducing voluntary turnover?

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

Answer: D

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 # 15

How does diversity awareness improve an organization's performance?

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

Answer: D

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 # 16

A recruiter requests that an applicant complete a document that requests information about the applicant's medical conditions and the medical conditions of their family members.

Which law did this recruiter violate?

- A. Americans with Disabilities Act of 1990
- **B. Genetic Information Nondiscrimination Act of 2008**
- C. Civil Rights Act of 1991
- D. Family and Medical Leave Act of 1993

Answer: B

Explanation:

The Genetic Information Nondiscrimination Act (GINA) of 2008 prohibits employers from requesting, requiring, or purchasing genetic information about an applicant or an employee, which includes family medical history. The act aims to prevent discrimination based on genetic information in both health insurance and employment. The recruiter's request for information about the applicant's medical conditions and those of their family members directly violates GINA.

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

NEW QUESTION # 17

What are employees experiencing if they are motivated by finding fulfillment in their work?

- A. Incentive motivation
- B. Extrinsic motivation
- C. External motivation
- **D. Intrinsic motivation**

Answer: D

Explanation:

Motivation can originate from internal or external sources. According to *Human Resource Management, 16th Edition* by Gary Dessler, intrinsic motivation occurs when employees are driven by internal satisfaction, enjoyment, or fulfillment derived from the work itself rather than external rewards.

Employees who find their work meaningful, challenging, or personally rewarding are intrinsically motivated.

Dessler emphasizes that intrinsic motivation is associated with higher levels of engagement, creativity, and long-term commitment because the motivation comes from within the individual rather than from pay, bonuses, or promotions.

External, extrinsic, or incentive motivation refers to behavior driven by external rewards or avoidance of punishment. Since the question specifies fulfillment from the work itself, the correct classification is intrinsic motivation.

Source:

Gary Dessler, *Human Resource Management, 16th Edition*, Chapter on Employee Motivation and Engagement

NEW QUESTION # 18

What is an advantage of a pay-for-performance plan?

- **A. It provides a positive reinforcement method.**
- B. It recognizes the most tenured employees.
- C. It connects performance with intrinsic motivation.
- D. It rewards those who are most knowledgeable.

Answer: A

Explanation:

Pay-for-performance plans link employee compensation directly to individual or organizational performance outcomes. According to Human Resource Management, 16th Edition by Gary Dessler, a key advantage of pay-for-performance systems is that they serve as a positive reinforcement method, encouraging employees to perform at higher levels by rewarding desired behaviors and results. Dessler explains that when employees clearly understand that superior performance leads to tangible rewards such as bonuses, incentives, or merit pay, they are more likely to align their efforts with organizational goals.

This reinforcement strengthens the connection between effort and reward, increasing motivation and accountability.

Pay-for-performance does not primarily focus on tenure or knowledge alone, nor does it rely on intrinsic motivation, which comes from internal satisfaction rather than external rewards. Instead, it leverages extrinsic rewards to motivate performance improvements. Therefore, the primary advantage highlighted in human capital management literature is its role as a positive reinforcement mechanism.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Incentive Pay and Employee Motivation

NEW QUESTION # 19

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