

# WGU C202 Chapters 1 - 14 Test

## Questions and Answers

1. The HR department is a support function that gives managers the tools they need to execute the firm's \_\_\_\_\_, and helps them develop skills in using these tools. **ANS** HRM strategy

learnexams

2. Claudette is an HR manager for XYZ Software Company. What can she do to best support organizational strategy? **ANS** Acquire, develop, and retain the best employees.

3. Linda likes to think of herself as very fashionable and is very concerned with what others think of her. She walks into her department and fires anyone who is not dressed in the latest fashions. What has Linda done?

**ANS** not broken the law as the fired employees are not in a protected group

4. Mark thinks his employer may not be paying him correctly for overtime he has worked. Which law governs this issue? **ANS** Fair Labor Standards Act of 1938

5. Jim feels like his boss Tina is making unwelcome sexual advances. She recently offered to give him a promotion if he will go on a date with her. What type of harassment is Jim experiencing? **ANS** quid pro quo harassment

learnexams

6. Oscar wants to avoid discriminating against any of his employees in hiring for a team leader position in his department. He is requiring the exact same qualifications for all employees who apply. Andrea thinks the qualifications discourage women from applying for the promotion. What type of discrimination is Andrea claiming here? **ANS** adverse impact

7. Which term best describes training that can help learners identify the most effective ways of working with people from a particular culture or country? **ANS** -culture-specific cross-cultural training

8. Kim believes all Asians are hard workers. This statement is an example of what? **ANS** a stereotype

9. Nick is a supervisor who has a vacant position on his team. He has been asked to identify and describe the important aspects of the position and the worker characteristics required to succeed at it. What is this called? **ANS**

**ANS** jobanalysis

10. Susan is new to the company, so Travis is filling her in on how things really work. He tells her about who is really in charge, whom she needs to go to with questions, and how to go about getting things done without stepping on anyone's toes. What is Travis explaining? **ANS** the company's organizational structure

11. Eric is the Director of Human Resources. If he wants to help increase the organizational performance of the company he works for, what should he do? **ANS** improve the company's ability to cope with growth and change