

## WGU C202 Managing Human Capital Exam Questions and Answers

1. 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?

- a. Advise the Finance Director to make smarter financial decisions
- b. Research the market's need for improved products and services
- c. Revise the ultimate long-range goals of a company
- d. Improve the company's ability to cope with growth and change **ANS** d.

Improvethethe company's ability to cope with growth and change

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2. Kendra is hiring in her department and is concerned with enhancing organizational culture. Which characteristic she should focus on in evaluating applicants?

- a. Fit within an organization
- b. Skills relevant to the position
- c. Years of work experience
- d. Relationships with current employees **ANS** a. Fit within an organization

3. Martin manages a team of 21 investment bankers. Martin likes to think of himself as a distinguished professional, so he always wears a dress shirt, tie, and jacket. On Monday, he walks into the morning meeting and fires male employees who are not professionally dressed. What has Martin done?

- a. Not broken the law as the fired employees should have worn a suit
- b. Not broken the law as the fired employees are not in a protected group
- c. Possibly broken the law because firing these employees is not at all fair
- d. Possibly broken the law since no fired employees were female **ANS** d.

Possibly broken the law since no fired employees were female

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4. A mid-size pharmaceutical company directs managers as follows Managers will collaborate with the HR staff in designing an effective training plan and performance management plan for the positions they supervise. Such plans must be based on what key process, and is this directive a policy or procedure?

- a. Job enrichment and policy
- b. Job analysis and policy
- c. Job enlargement and procedure
- d. Job rotation and procedure **ANS** b. Job analysis and policy

**5. Shelby works in her family's building supplies business. After identifying qualified individuals throughout the local area and online, she tries to reach those individuals to interest them in applying for openings within their com-**

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pany. Shelby is spending her time\_\_\_\_\_.

- a. Sourcing and recruiting
- b. Sourcing
- c. Recruiting
- d. Referring
- e. Resourcing and recruiting **ANS** a. Sourcing and recruiting

6. Tucker is the HR Director for a non-profit community action agency with 250 employees. He makes it a priority to participate in all interviews as the various department heads interview job candidates. To promote fairness, Tucker prepared a list of interview questions tailored to each of the 7 different positions in the agency that department heads use during each interview. This is an example of a \_

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- a. Structured interview
- b. Unstructured interview
- c. Behavioral interview
- d. Situational interview **ANS** a. Structured interview

7. Hector is an assistant manager at Lowe's and recently trained his staff on a number of customer service policies, including how to respond to a customer requesting a refund without a receipt. Hector observes Brayden, a seasonal part-time employee, interacting with a customer returning a tool set she had received for her birthday. Since the customer had no receipt, Brayden remembered his recent training, and followed the appropriate policy