WGU Managing-Human-Capital C202 Practice Questions

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Question 1

Question Type: MultipleChoice

What describes a bona fide occupational qualification under Title VII of the Civil Rights Act of 1964?

Options:

A- An exemption from performing essential job functions for people with specific traits
B- A quota for workforce diversity in government agencies and large organizations
C- A characteristic that is essential to the successful performance of a relevant job function
D- A provision that makes retaliation against whistleblowers illegal

Answer:

C

Explanation:

A bona fide occupational qualification (BFOQ) under Title VII of the Civil Rights Act of 1964 allows employers to hire employees based on characteristics typically prohibited under the act, such as religion, sex, or national origin, if these characteristics are reasonably necessary to the normal operation of a particular business. This means the characteristic must be essential to the performance of the job. For example, hiring a female actor for a female role is considered a BFOQ.

Title VII of the Civil Rights Act of 1964, U.S. Equal Employment Opportunity Commission (EEOC) website

Question 2

Question Type: MultipleChoice

What is an example of the perception of personal loss leading to bias?

Options:

A- A manager not knowing if a hiring practice violates federal law

B- A manager believing all employees should celebrate Christian holidays instead of other holidays
C- A manager believing all female employees like to gossip
D- A manager believing hiring a diverse workforce will limit future employment opportunities

Answer:

D

Explanation:

Definition of Perception of Personal Loss: This refers to the feeling that one's own opportunities or status within the organization may be threatened by certain changes or policies.

Bias Formation: When a manager believes that hiring a diverse workforce will limit future employment opportunities, this belief stems from a perception of personal loss. The manager might feel that their own prospects or advantages are at risk due to increased competition or changes in organizational priorities.

Impact on Diversity and Inclusion: Such a bias can negatively impact the organization's diversity and inclusion efforts. It can lead to resistance against hiring diverse candidates and maintaining a homogenous workforce, which can limit the benefits that come from a diverse team.

Addressing the Bias: It is important to educate and train managers to understand the value of diversity, which includes improved problem-solving, creativity, and performance. Overcoming this bias helps create a more inclusive environment that benefits everyone in the organization.

SHRM: Understanding and Managing Bias in the Workplace

Diversity and Inclusion Best Practices by the Human Resources Professional Association (HRPA)

Studies on the impact of diversity on organizational performance by McKinsey & Company

Question 3

Question Type: MultipleChoice

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

Options:

A- It rewards those who are most knowledgeable.
B- It connects performance with intrinsic motivation.

C- It recognizes the most tenured employees.
D- It provides a positive reinforcement method.

Answer:

D

Explanation:

A pay-for-performance plan is advantageous because it provides a method of positive reinforcement, which directly links an employee's compensation to their performance. This system incentivizes employees to achieve high performance by rewarding them with financial bonuses or raises based on their achievements. Positive reinforcement encourages desirable behaviors and high productivity, aligning individual performance with organizational goals.

Reference

Managing Human Capital Textbook

'Pay for Performance: Evaluating Performance Appraisal and Merit Pay' by George T. Milkovich and Alexandra K. Wigdor

SHRM (Society for Human Resource Management) guidelines on pay-for-performance plans

Question 4

Question Type: MultipleChoice

What is a job analysis?

Options:

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

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Question 5

Question Type: MultipleChoice

Which scenario is an example of inclusion?

Options:

A- A manager of a department works on a project independently.
B- The majority of a department works well together, but opinions and requests are ignored by some.
C- A manager picks 2 of 10 employees to work on a project.
D- A department works together on a project, and ideas are freely shared.

P2P exams

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. Reference:

Roberson, Q. M. (2006). Disentangling the meanings of diversity and inclusion in organizations.

Group & Organization Management.

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

Question 6

Question Type: MultipleChoice

A hiring manager researched a job applicant s social media history and discovered a post from the applicant about a family member being diagnosed with Parkinson disease. The hiring manager decided not to hire the applicant based on this discovery.

Which law did the hiring manager violate?

Options:

A- Americans with Disabilities Act of 1990
B- Genetic Information Nondiscrimination Act of 2008
C- Fair Labor Standards Act of 1938
D- Family and Medical Leave Act of 1993

Answer:

B

Explanation:

The Genetic Information Nondiscrimination Act (GINA) of 2008 also covers situations where genetic information is inadvertently obtained, such as through social media. It prohibits employers from using genetic information in making employment decisions, including hiring, firing, job assignments, and promotions. The hiring manager's decision not to hire the applicant based on a social media post about a family member's diagnosis with Parkinson's disease constitutes a violation of GINA.

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

Question 7

Question Type: MultipleChoice

What makes an organization a closed union shop?

Options:

A- It hires and employs current union members exclusively.
B- It allows employees to choose whether they join a union.
C- It considers only nonunion employees for promotions.
D- It has a policy against union membership for employees.

Answer:

A

Explanation:

A closed union shop is a type of union security agreement where an employer agrees to hire only individuals who are already members of a union. This means that all employees must be union members before they can be employed by the organization. This arrangement ensures that all workers are unionized, thereby enhancing the union's negotiating power and ensuring collective bargaining coverage for all employees. Closed shop agreements are less common today due to various legal restrictions in many jurisdictions. Reference:

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

Gould, W. B. (2019). A Primer on American Labor Law. Cambridge University Press.

Question 8

Question Type: MultipleChoice

How can an employee handbook assist employees?

Options:

A- It prevents the employer from being sued.
B- It creates laws that must be followed.

C- It contains employees' individual performance goals.
D- It communicates policies against discrimination.

Answer:

D

Explanation:

An employee handbook can assist employees by communicating the company's policies against discrimination. It serves as a reference document that outlines the company's expectations, policies, and procedures, including those related to anti-discrimination, thus helping employees understand their rights and obligations.

Managing Human Capital Textbook

SHRM (Society for Human Resource Management) guidelines on employee handbooks

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