

Western Governors University (WGU) D351 Functions of Human Resource Management Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What advantage does new employee orientation provide to organizations?**
 - A. It is a legal requirement**
 - B. It increases salary negotiations**
 - C. It helps reduce turnover and boost productivity**
 - D. It promotes inter-departmental competition**

- 2. What information do upper-level managers contribute during a needs analysis?**
 - A. Details on training methods**
 - B. Input on organizational vision**
 - C. Feedback from lower-level employees**
 - D. Budget allocation for training**

- 3. What is the main focus of a task level needs assessment?**
 - A. Employee satisfaction**
 - B. Skills and knowledge required for specific tasks**
 - C. General organizational goals**
 - D. Employee demographic analysis**

- 4. What supply method describes identifying who will take over the job duties of a departing manager?**
 - A. Succession planning**
 - B. Replacement planning**
 - C. Recruitment planning**
 - D. Workforce forecasting**

- 5. Why is it beneficial for selection devices to be grounded in a job analysis?**
 - A. It improves employee job satisfaction**
 - B. It aligns with legal requirements**
 - C. It enhances the relevancy of the selection process**
 - D. It reduces training costs**

- 6. Who signed the Civil Rights Act of 1964 into law?**
- A. President Kennedy**
 - B. President Nixon**
 - C. President Johnson**
 - D. President Clinton**
- 7. Which incentive plan is designed to increase productivity and generate additional profits for a company?**
- A. Profit Sharing**
 - B. Gainsharing**
 - C. Merit Pay**
 - D. Bonuses**
- 8. What is a key consideration for organizations when implementing a promotion-from-within policy?**
- A. External candidates always have a fresh perspective.**
 - B. Internal promotions are often less costly.**
 - C. It creates divisions among long-term and short-term employees.**
 - D. It is irrelevant to employee morale.**
- 9. What aspect of piecework might discourage employees from collaborating?**
- A. Guaranteed salary**
 - B. Focus on individual output**
 - C. Regular feedback**
 - D. Variable work hours**
- 10. In terms of workplace culture, what does 'inclusion' mean?**
- A. Providing equal pay to all employees**
 - B. Focusing solely on employee productivity**
 - C. The extent to which individuals feel valued and supported**
 - D. Implementing strict hierarchies in decision-making**

Answers

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1. C
2. B
3. B
4. B
5. C
6. C
7. B
8. B
9. B
10. C

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Explanations

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1. What advantage does new employee orientation provide to organizations?

- A. It is a legal requirement**
- B. It increases salary negotiations**
- C. It helps reduce turnover and boost productivity**
- D. It promotes inter-departmental competition**

New employee orientation provides significant advantages to organizations, particularly in reducing turnover and boosting productivity. When new hires are properly oriented, they become acclimated to the company's culture, philosophy, and procedures more quickly. This initial training and integration process helps employees feel welcomed and valued, which contributes to greater job satisfaction. Moreover, it ensures that employees understand their roles and responsibilities clearly, which can translate into improved performance and productivity from the outset. When individuals feel supported and are given the tools they need to succeed, they are less likely to leave the organization shortly after being hired, thereby reducing turnover rates. This is especially important as high turnover can be costly for organizations, both in terms of financial resources and time lost in training new employees. This focus on retention and productivity through effective orientation reflects the organization's investment in its workforce, fostering a more committed and engaged team.

2. What information do upper-level managers contribute during a needs analysis?

- A. Details on training methods**
- B. Input on organizational vision**
- C. Feedback from lower-level employees**
- D. Budget allocation for training**

Upper-level managers play a crucial role in the needs analysis process by contributing their input on the organizational vision. This vision encompasses the long-term goals, strategic direction, and overarching objectives of the organization. Understanding the vision is vital for identifying training and development needs because it ensures that any training initiatives align with the overall strategy and goals of the organization. When upper-level managers provide insight into the organization's vision, they help identify the skills and competencies that employees need to develop in order to support future initiatives and changes. This alignment ensures that the training programs are relevant and effective, ultimately leading to improved organizational performance. The other options, while relevant to the training process, do not reflect the specific contributions of upper-level managers during a needs analysis. Training methods may be executed or recommended by trainers or HR professionals rather than upper management, feedback from lower-level employees is important but primarily comes from those directly involved in the work, and budget allocation is typically a collaborative effort, though upper-level managers may have final say. However, their unique perspective on the organizational vision is key to aligning training efforts with strategic objectives.

3. What is the main focus of a task level needs assessment?

- A. Employee satisfaction
- B. Skills and knowledge required for specific tasks**
- C. General organizational goals
- D. Employee demographic analysis

The main focus of a task level needs assessment is on identifying the specific skills and knowledge required for particular tasks. This type of assessment is designed to pinpoint the competencies employees need to effectively perform their job duties and meet the demands of their specific roles. By concentrating on the tasks themselves, organizations can ensure that training and development programs are targeted towards equipping employees with the precise capabilities necessary for successfully executing their responsibilities. This tailored approach enhances productivity and job performance, as it directly aligns training initiatives with the practical requirements of the job at hand. In contrast, evaluating employee satisfaction focuses on how employees feel about their work environment and conditions rather than on the skills needed to perform tasks. General organizational goals encompass broader business objectives and strategies, which do not delve into the granular task-specific requirements. Lastly, employee demographic analysis involves studying workforce characteristics such as age, education, or experience, which is unrelated to individual task performance needs.

4. What supply method describes identifying who will take over the job duties of a departing manager?

- A. Succession planning
- B. Replacement planning**
- C. Recruitment planning
- D. Workforce forecasting

The concept of identifying who will take over the job duties of a departing manager is best described by replacement planning. This method focuses specifically on preparing for turnover in key roles by selecting and developing individuals within the organization who can step into those roles when they become available. Replacement planning involves determining critical positions within the company and having a plan for who will take over those roles to ensure continuity and minimize disruption. In contrast, succession planning is broader and encompasses not only the immediate replacement of individuals but also the development and career progression of employees for future leadership roles. Recruitment planning pertains to the overall strategy for attracting external candidates to fill vacancies, rather than focusing on internal candidates. Workforce forecasting is concerned with analyzing current workforce data to predict future hiring needs, rather than directly addressing the issue of filling a specific departing position. Thus, replacement planning is the most precise description of the process of appointing someone to carry out the job of a departing manager.

5. Why is it beneficial for selection devices to be grounded in a job analysis?

- A. It improves employee job satisfaction**
- B. It aligns with legal requirements**
- C. It enhances the relevancy of the selection process**
- D. It reduces training costs**

Selection devices grounded in a job analysis enhance the relevancy of the selection process by ensuring that the criteria used to assess candidates are directly related to the actual requirements and duties of the job. When selection methods, such as interviews or tests, are based on a thorough understanding of the job's competencies, skills, and responsibilities, they are more likely to identify candidates who will succeed in the role. This alignment allows organizations to select individuals whose abilities and experiences match the specific demands of the position, ultimately leading to better job performance and a more efficient hiring process. In contrast, while improving employee job satisfaction, aligning with legal requirements, and reducing training costs can be important, they are not directly related to the primary benefit of job analysis for selection devices. Legal compliance relates to following fair hiring practices, and cost reduction in training pertains to long-term outcomes rather than the immediate relevance of selection. The main advantage lies in creating a targeted and effective hiring strategy that directly correlates with job performance.

6. Who signed the Civil Rights Act of 1964 into law?

- A. President Kennedy**
- B. President Nixon**
- C. President Johnson**
- D. President Clinton**

The Civil Rights Act of 1964 was signed into law by President Lyndon B. Johnson. This landmark legislation aimed to eliminate discrimination based on race, color, religion, sex, or national origin, and it played a crucial role in advancing civil rights in the United States. Johnson's administration built upon the civil rights movement momentum, and he effectively pushed the bill through Congress after the assassination of President John F. Kennedy, who had initially proposed civil rights reforms. The successful passage of the act was a significant achievement for Johnson, showcasing his commitment to promoting equality and justice. This act laid the foundation for subsequent civil rights protections and legislation, reinforcing the government's role in combating discrimination.

7. Which incentive plan is designed to increase productivity and generate additional profits for a company?

- A. Profit Sharing**
- B. Gainsharing**
- C. Merit Pay**
- D. Bonuses**

Gainsharing is an incentive plan that specifically focuses on improving productivity and efficiency within a company. It involves a system where employees are rewarded for meeting or exceeding performance targets that lead to increased company profits. In essence, gainsharing fosters a collaborative environment in which all employees are encouraged to contribute to the organization's financial success, as they directly benefit from the improvements they help implement. This aligns their interests with company objectives, motivating them to work together to identify and reduce waste or optimize processes. The structure of gainsharing typically involves a pre-agreed formula for distributing the financial gains that result from enhanced performance, making it a powerful tool for companies looking to drive both productivity and profitability. In contrast, other options may provide incentives but do not have the same direct tie to productivity improvements across the board. For instance, profit sharing distributes a portion of the company's profits to employees but does not necessarily incentivize specific productivity gains. Merit pay and bonuses may reward individual performance or achievements but lack the collective focus that characterizes gainsharing.

8. What is a key consideration for organizations when implementing a promotion-from-within policy?

- A. External candidates always have a fresh perspective.**
- B. Internal promotions are often less costly.**
- C. It creates divisions among long-term and short-term employees.**
- D. It is irrelevant to employee morale.**

A promotion-from-within policy is primarily a strategic approach that organizations use to fill vacant positions by considering their current employees. This method tends to be less costly for several reasons. Internal candidates are already familiar with the organization's culture, policies, and procedures, which reduces the onboarding and training expenses associated with hiring external candidates. Additionally, the organization saves on recruitment costs such as advertising for job openings and the time involved in screening and interviewing new candidates. Moreover, promoting from within can enhance employee engagement and retention, as employees are likely to feel valued and see opportunities for career advancement. This policy can create a sense of loyalty and commitment among employees, as they recognize that hard work and dedication can lead to growth within the organization. Utilizing internal talent effectively can foster a more efficient and cohesive work environment, aligning with the long-term goals of the organization while being cost-effective.

9. What aspect of piecework might discourage employees from collaborating?

- A. Guaranteed salary**
- B. Focus on individual output**
- C. Regular feedback**
- D. Variable work hours**

The focus on individual output in a piecework system can discourage collaboration among employees because it incentivizes each person to prioritize their own productivity over team efforts. When compensation is directly tied to the amount of work an individual produces, employees may feel motivated to compete with one another rather than work together. This competition can lead to a lack of sharing knowledge, resources, or support, as individuals may fear that helping colleagues will detract from their own performance and earnings. In contrast to collaboration, this individualistic approach often results in a work environment where employees are less inclined to communicate or cooperate, which can be detrimental to team dynamics and overall organizational success.

10. In terms of workplace culture, what does 'inclusion' mean?

- A. Providing equal pay to all employees**
- B. Focusing solely on employee productivity**
- C. The extent to which individuals feel valued and supported**
- D. Implementing strict hierarchies in decision-making**

In the context of workplace culture, 'inclusion' refers to the extent to which individuals feel valued and supported within the organization. This concept emphasizes creating an environment where every employee, regardless of their background, experiences a sense of belonging and is encouraged to contribute fully to the workplace. When inclusion is prioritized, diverse perspectives are integrated, leading to better decision-making, enhanced creativity, and improved overall team dynamics. Inclusion is key because it goes beyond simply having a diverse workforce; it ensures that all employees feel respected and integral to the team's success. This creates a positive work atmosphere that promotes engagement and retention, ultimately benefiting the organization. In contrast, equal pay, productivity focus, or strict hierarchies do not capture the essence of inclusion. Equal pay relates to fairness and compensation but does not address the broader cultural aspects of feeling valued or supported. Focusing solely on employee productivity risks overlooking individual contributions and morale, while strict hierarchies can inhibit open communication and collaboration, which are essential for an inclusive environment.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://wgu-hrm2110-d351.examzify.com>

We wish you the very best on your exam journey. You've got this!

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