

WESTERN GOVERNORS UNIVERSITY (WGU) D351 FUNCTIONS OF HUMAN RESOURCE MANAGEMENT PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE

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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 do job profiles include?

- A. Employee feedback and performance reviews
- B. Detailed job descriptions and specifications
- C. Historical data on employee turnover
- D. Salary ranges and benefits packages

2. What is a significant benefit of having a diverse workforce?

- A. Enhances employee turnover rates
- B. Leads to creativity and innovation
- C. Reduces training costs
- D. Limits employee conflict

3. Which of the following would NOT fall under indirect compensation?

- A. Pension funds
- B. Health insurance
- C. Monthly salary
- D. Employee training programs

4. What is a significant benefit of effective human resource planning?

- A. Discouraging organizational growth
- B. Enhancing financial reporting
- C. Ensuring the right people are in the right jobs
- D. Limiting employee development opportunities

5. Which management factor is a shaper of organizational culture?

- A. Employee turnover
- B. Top management values
- C. Market competition
- D. Technological advancements

6. What is job rotation?

- A. A method to evaluate employee performance.
- B. A process where employees work in various positions over time.
- C. A technique used to promote teamwork among employees.
- D. A strategy for salary increment distribution.

7. How should training media be selected?

- A. Based on cost alone
- B. According to the trainer's preference
- C. By its alignment with training objectives
- D. Through employee surveys

8. What is the purpose of having an affirmative action plan?

- A. To comply with financial regulations
- B. To prevent workplace complaints
- C. To promote equal employment opportunities
- D. To enhance company profitability

9. What is one significant impact of the Civil Rights Act?

- A. It promotes financial incentives for hiring.
- B. It mandates affirmative action plans.
- C. It makes it unlawful to discriminate based on personal characteristics.
- D. It requires annual diversity training.

10. What does effective human resource planning often require from HR managers?

- A. Detailed knowledge of current market trends
- B. Technical skills for data analysis
- C. Strong leadership and communication skills
- D. All of the above

Answers

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

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Explanations

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1. What do job profiles include?

- A. Employee feedback and performance reviews
- B. Detailed job descriptions and specifications**
- C. Historical data on employee turnover
- D. Salary ranges and benefits packages

Job profiles are essential tools in human resource management as they provide a thorough understanding of the roles within an organization. The correct choice focuses on detailed job descriptions and specifications, which encompass various aspects of a job. This includes the responsibilities, tasks, required skills, and qualifications necessary for a particular position. Detailed job descriptions offer clarity for both employers and potential candidates, ensuring that the expectations and requirements of a job role are clearly defined. Specifications outline the necessary competencies and qualifications that candidates should possess, which aids in the selection and recruitment process. While the other options refer to relevant aspects of employee management, they do not constitute the core elements of job profiles. Employee feedback and performance reviews primarily concern evaluation and development processes, which are not part of the foundational description of a job itself. Historical data on employee turnover reflects organizational trends but does not provide specific information about individual job requirements. Salary ranges and benefits packages pertain to compensation and rewards but are separate considerations from the essential details encapsulated in a job profile.

2. What is a significant benefit of having a diverse workforce?

- A. Enhances employee turnover rates
- B. Leads to creativity and innovation**
- C. Reduces training costs
- D. Limits employee conflict

Having a diverse workforce is associated with fostering creativity and innovation. Diversity brings together individuals with different backgrounds, experiences, and perspectives. This variety in thought processes enables teams to approach problems from multiple angles, leading to unique solutions and innovative ideas. When people from diverse backgrounds collaborate, they can combine their distinct insights and experiences to create products, services, and strategies that are more refined and appealing to a broader audience. Workplaces that embrace diversity often cultivate an environment where all employees feel valued and empowered to share their input. This inclusive atmosphere encourages risk-taking and experimentation, critical components of innovation. As a result, businesses can better adapt to changing market demands and develop groundbreaking initiatives that might not emerge in a homogenous workforce. Overall, the synergy created by a diverse collective leads to enhanced creativity, making it a significant benefit for organizations aiming to stay competitive and relevant in their industries.

3. Which of the following would NOT fall under indirect compensation?

- A. Pension funds
- B. Health insurance
- C. Monthly salary**
- D. Employee training programs

Indirect compensation refers to the benefits and perks provided to employees aside from their direct monetary earnings, primarily their salary. This includes various types of non-wage benefits that enhance the overall compensation package and contribute to an employee's total rewards. A monthly salary is considered direct compensation, as it is the straightforward payment received by employees for their work efforts and is reflected directly in their paycheck. It represents the primary form of financial compensation for labor and services rendered. In contrast, options such as pension funds, health insurance, and employee training programs represent forms of indirect compensation. Pension funds provide long-term financial security for employees after retirement, health insurance aids in covering medical expenses, and training programs enhance employees' skills and career development without being direct cash payments. All of these fall under the umbrella of indirect compensation because they support employees' well-being and professional growth rather than serving as immediate salary. Thus, identifying the monthly salary as not falling under indirect compensation accurately highlights the difference between direct and indirect forms of employee remuneration.

4. What is a significant benefit of effective human resource planning?

- A. Discouraging organizational growth
- B. Enhancing financial reporting
- C. Ensuring the right people are in the right jobs**
- D. Limiting employee development opportunities

Effective human resource planning plays a crucial role in aligning the workforce with the strategic goals of an organization. By ensuring that the right people are in the right jobs, it maximizes employee performance and productivity. This alignment fosters a work environment where individuals can excel in roles that match their skills and interests, leading to higher job satisfaction and engagement. When human resource planning is executed efficiently, it addresses the organization's current and future human capital needs, helping to anticipate positions that will require filling and identifying necessary qualifications. This proactive approach helps organizations avoid shortages or surpluses in staffing, ultimately contributing to smoother operations and better overall performance. In contrast, the other options do not align with the primary objectives of effective human resource planning. For instance, discouraging organizational growth contradicts the purpose of HR planning, which often supports growth initiatives. Enhancing financial reporting is typically more related to the finance department, and limiting employee development opportunities is contrary to effective HR practices, which generally advocate for employee growth and skill advancement.

5. Which management factor is a shaper of organizational culture?

- A. Employee turnover
- B. Top management values**
- C. Market competition
- D. Technological advancements

Top management values are a significant shaper of organizational culture because the beliefs, attitudes, and priorities of the leaders within an organization set a precedent for the behavior and mindset of the entire workforce. Leaders create a vision and model expectations that influence how employees engage with one another and approach their tasks. When top management demonstrates strong values, such as integrity, innovation, or collaboration, these values become embedded in the organization's culture and expectations. For example, if top management prioritizes teamwork and open communication, it encourages similar behaviors among employees. This creates an environment where individuals feel comfortable collaborating and sharing ideas, leading to a unified organizational culture that aligns with those values. The influence of top management values is often more profound than other factors because they establish the foundational principles that guide decision-making and employee interactions, ultimately shaping the overall culture of the organization.

6. What is job rotation?

- A. A method to evaluate employee performance.
- B. A process where employees work in various positions over time.**
- C. A technique used to promote teamwork among employees.
- D. A strategy for salary increment distribution.

Job rotation refers to the practice of moving employees between different jobs or positions within an organization over a specific period. This approach allows employees to gain diverse experiences and skills, enhancing their versatility and overall understanding of the organization. By having employees work in various roles, job rotation can lead to increased job satisfaction, reduced monotony, and improved morale, as employees are exposed to new challenges and learning opportunities. Moreover, job rotation can help in identifying skills and talents within the workforce, making it easier for management to allocate resources efficiently based on the abilities and interests of employees. Ultimately, this practice not only supports individual development but also contributes to a more adaptable and competent workforce capable of meeting the dynamic needs of the organization.

7. How should training media be selected?

- A. Based on cost alone
- B. According to the trainer's preference
- C. By its alignment with training objectives**
- D. Through employee surveys

Selecting training media should primarily be based on its alignment with training objectives because this ensures that the training is effective and relevant to the needs of the organization and learners. Training media encompasses various formats, such as videos, online courses, and workshops, and choosing the right type is crucial to effectively conveying information and skills that meet specific learning goals. When training media aligns with the objectives, it facilitates better engagement, retention of knowledge, and application of skills. For example, if the objective is to improve teamwork skills, an interactive group simulation would be more effective than a lecture or text-based material, which may not actively engage participants in the learning process. Selecting based on cost alone might compromise the quality of training, while choosing according to the trainer's preference could lead to media that the learners may not relate to or find engaging. Utilizing employee surveys can provide insights into preferences but does not necessarily align with the training goals, as employees may not fully understand what is necessary to achieve desired outcomes. Thus, aligning training media with learning objectives is the most strategic and effective approach to ensure the success of training programs.

8. What is the purpose of having an affirmative action plan?

- A. To comply with financial regulations
- B. To prevent workplace complaints
- C. To promote equal employment opportunities**
- D. To enhance company profitability

The purpose of having an affirmative action plan is to promote equal employment opportunities. An affirmative action plan is designed to address past discrimination and to actively promote a diverse workforce. This involves setting specific goals and taking steps to ensure that individuals from historically underrepresented groups have equal access to employment and advancement opportunities within an organization. Creating an affirmative action plan reflects a commitment to diversity and inclusion, ensuring that recruitment, hiring, and promotion practices are fair and equitable. By establishing measurable objectives and strategies, organizations aim to create a more balanced and representative workplace, fostering an environment where all employees can thrive regardless of their backgrounds. This ultimately contributes not only to social equity but also enhances the organizational culture and performance.

9. What is one significant impact of the Civil Rights Act?

- A. It promotes financial incentives for hiring.
- B. It mandates affirmative action plans.
- C. It makes it unlawful to discriminate based on personal characteristics.**
- D. It requires annual diversity training.

The Civil Rights Act, particularly Title VII, plays a crucial role in human resource management by making it unlawful to discriminate in employment based on race, color, religion, sex, or national origin. This landmark legislation laid the foundation for equal treatment in the workplace, promoting fairness and equity, which is essential in fostering a diverse and inclusive work environment. By prohibiting discrimination, the Act ensures that all individuals have equal opportunities for hiring, promotion, compensation, and other employment-related decisions, significantly impacting HR practices and policies. This also means organizations must carefully evaluate their recruitment, retention, and promotion strategies to align with these legal requirements, helping to create a more just society as well as a positive organizational culture. The other options suggest indirect influences of the Act or practices that may have evolved as a response to it, but they do not encapsulate the fundamental change brought about by the Civil Rights Act itself.

10. What does effective human resource planning often require from HR managers?

- A. Detailed knowledge of current market trends
- B. Technical skills for data analysis
- C. Strong leadership and communication skills
- D. All of the above**

Effective human resource planning is a multifaceted process that indeed requires a combination of skills and knowledge from HR managers. A comprehensive understanding of current market trends is crucial, as it allows HR professionals to anticipate future workforce needs, align talent acquisition strategies with organizational goals, and identify potential challenges in the labor market. This insight supports strategic decision-making and enables the organization to remain competitive. Furthermore, technical skills for data analysis are essential. HR managers must interpret various data sets, such as employee performance metrics, turnover rates, and workforce demographics, to make informed decisions. Data-driven insights facilitate the forecasting of future requirements and help in crafting effective recruitment and retention strategies. Additionally, strong leadership and communication skills are vital for HR managers. They need to collaborate with different departments, communicate effectively with stakeholders, and lead initiatives that require buy-in from various levels within the organization. Effective communication fosters a culture of transparency and ensures that HR strategies are understood and implemented across the organization. The combination of these competencies—market knowledge, data analysis skills, and leadership capabilities—enables HR managers to engage in effective planning that aligns with the organization's overall strategy, making the comprehensive answer that includes all these elements the most appropriate choice.

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:

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

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