

Western Governors University (WGU) HRM2110 D351 Functions of Human Resource Management Pre-assessment Practice (Sample)

Study Guide



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Questions

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1. What are the main components of compensation management?
 - A. Base salary and employee engagement
 - B. Bonuses, benefits, and incentives
 - C. Non-monetary compensation only
 - D. Both B and C
2. What is the primary goal of active listening skills training in HR?
 - A. To improve employee retention
 - B. To facilitate clearer communication
 - C. To minimize conflicts
 - D. To increase report accuracy
3. What federal law is violated if Form I-9s are completed after three days from workers' hire dates?
 - A. Fair Labor Standards Act (FLSA)
 - B. Immigration Reform and Control Act (IRCA)
 - C. Employee Retirement Income Security Act (ERISA)
 - D. Equal Employment Opportunity Act (EEOA)
4. What is a significant outcome of aligning HR practices with strategic business objectives?
 - A. It minimizes employee performance
 - B. It ensures that employees work towards shared goals
 - C. It creates division among departments
 - D. It has no impact on business success
5. What should managers do to increase morale and productivity in their departments?
 - A. Encourage employee competition
 - B. Give consistent feedback to the group
 - C. Implement strict deadlines
 - D. Limit communication

6. Why is job ranking considered a subjective method of evaluation?
- A. It requires statistical data.
 - B. It is based on employee surveys.
 - C. It lists roles in order of importance and perceived value.
 - D. It does not consider organizational goals.
7. In which area should a human resources department focus to aid in company efficiency?
- A. Marketing strategies
 - B. Financial auditing
 - C. Job design
 - D. Supply chain management
8. Which aspect of change management is crucial for HRM?
- A. Focusing solely on performance metrics
 - B. Addressing employee concerns and facilitating communication
 - C. Forgetting about past conflicts during change
 - D. Restricting feedback from staff
9. What is one important role of HR in compliance with labor laws?
- A. To enhance employee working conditions exclusively
 - B. To align company policies with legal regulations
 - C. To manage financial audits
 - D. To oversee marketing strategies
10. What is it called when a union influences others to pressure management regarding pay discrepancies?
- A. Solidarity agreement
 - B. Unfair labor practice
 - C. Collective bargaining
 - D. Picketing

Answers

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

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Explanations

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1. What are the main components of compensation management?

- A. Base salary and employee engagement
- B. Bonuses, benefits, and incentives
- C. Non-monetary compensation only
- D. Both B and C

The main components of compensation management primarily include various forms of financial and non-financial rewards that organizations offer to their employees in exchange for their work. This encompasses both direct forms of compensation, such as base salary, bonuses, and incentives, as well as indirect forms, such as benefits and non-monetary compensation. The inclusion of bonuses, benefits, and incentives is crucial because these elements not only enhance employees' financial remuneration but also serve to motivate and retain talent. Bonuses serve as performance-based rewards, benefits encompass health insurance, retirement plans, and other perks, and incentives stimulate higher performance and productivity among employees. Additionally, non-monetary compensation, which can include recognition programs, flexible work arrangements, and professional development opportunities, plays a significant role in overall employee satisfaction and engagement, making it an essential component of a comprehensive compensation strategy. Therefore, acknowledging both monetary elements (like those in option B) and non-monetary aspects (as mentioned in option C) provides a more holistic understanding of compensation management. This comprehensive view highlights how organizations can effectively attract, motivate, and retain their workforce by balancing various compensation mechanisms.

2. What is the primary goal of active listening skills training in HR?

- A. To improve employee retention
- B. To facilitate clearer communication
- C. To minimize conflicts
- D. To increase report accuracy

The primary goal of active listening skills training in human resources is to facilitate clearer communication. Active listening involves fully concentrating, understanding, responding, and remembering what is being said. This process helps HR professionals communicate more effectively with employees, fostering an environment of openness and mutual understanding. By enhancing communication skills, HR can better address employee concerns, clarify expectations, and share information more clearly, which ultimately leads to stronger relationships within the organization. Although improving employee retention, minimizing conflicts, and increasing report accuracy are valuable outcomes that may arise from using active listening skills, these are indirect benefits. The core focus remains on establishing clear lines of communication, which is fundamental for building trust and collaborating effectively in any workplace setting.

3. What federal law is violated if Form I-9s are completed after three days from workers' hire dates?

- A. Fair Labor Standards Act (FLSA)
- B. Immigration Reform and Control Act (IRCA)
- C. Employee Retirement Income Security Act (ERISA)
- D. Equal Employment Opportunity Act (EEOA)

The Immigration Reform and Control Act (IRCA) is the federal law that addresses the completion of Form I-9, which is the Employment Eligibility Verification form. Under IRCA, employers are required to complete Form I-9 for every new employee to verify their identity and employment authorization. This form must be filled out within three business days of the employee's hire date. Failure to comply with this requirement constitutes a violation of IRCA, as it is specifically designed to ensure that employers do not hire individuals who are not authorized to work in the United States. The act was enacted in part to prevent unlawful employment of aliens and to enforce the immigration laws in the workplace. Thus, if Form I-9s are completed after this three-day window, it signals non-compliance with the established provisions of IRCA. Other options do not pertain to the specific stipulations regarding employment verification and hiring practices that are directly addressed by IRCA. The Fair Labor Standards Act deals with wage and hour laws, ERISA focuses on employee benefits, and the Equal Employment Opportunity Act relates to discrimination and equal employment opportunities.

4. What is a significant outcome of aligning HR practices with strategic business objectives?

- A. It minimizes employee performance
- B. It ensures that employees work towards shared goals
- C. It creates division among departments
- D. It has no impact on business success

Aligning HR practices with strategic business objectives is crucial for fostering an environment where employees are focused on shared goals and the overall success of the organization. When HR functions such as recruitment, training, and performance management are designed to support the strategic direction of the business, it leads to a more cohesive workforce that understands the larger mission and visions of the organization. This alignment enhances employee engagement and motivation, as they can see how their roles contribute to the broader objectives. Furthermore, when employees are working towards shared goals, it promotes collaboration and teamwork across departments, which is vital for effective performance and innovation. This alignment ultimately leads to improved organizational performance and enhanced competitive advantage as all employees are pulling in the same direction, reinforcing the importance of strategic HR management.

5. What should managers do to increase morale and productivity in their departments?

- A. Encourage employee competition
- B. Give consistent feedback to the group
- C. Implement strict deadlines
- D. Limit communication

Giving consistent feedback to the group is essential for increasing morale and productivity in a department. Regular feedback helps employees understand their performance, recognize their strengths, and identify areas for improvement. When managers provide consistent, constructive feedback, it fosters an environment of open communication and support. Employees feel valued and appreciated, which can lead to increased job satisfaction, motivation, and engagement in their work. By promoting an open dialogue, feedback allows employees to express their thoughts and concerns, contributing to a collaborative atmosphere. This two-way communication makes individuals feel like their opinions matter, which can lead to higher morale and a stronger team dynamic. When employees are more engaged, they are likely to be more productive and committed to achieving the department's goals. In contrast, strategies such as encouraging competition among employees or implementing strict deadlines can create stress and tension, which may harm morale. Limiting communication may also lead to misunderstandings and a lack of support, further negatively impacting employee spirit and productivity.

6. Why is job ranking considered a subjective method of evaluation?

- A. It requires statistical data.
- B. It is based on employee surveys.
- C. It lists roles in order of importance and perceived value.
- D. It does not consider organizational goals.

Job ranking is considered a subjective method of evaluation primarily because it relies on the perceptions and judgments of individuals who are ranking the jobs based on their importance and value within the organization. This process involves comparing the roles to each other to establish a hierarchy, which is inherently influenced by personal opinions, experiences, and biases. Since different individuals may have varying perspectives on what constitutes importance or value, the outcome can reflect a spectrum of subjective interpretations rather than an objective measure. In contrast, methods that rely on statistical data or structured surveys tend to generate results that are more quantifiable and standardized. Job ranking does not leverage these objective metrics, focusing instead on relative comparisons that can vary based on the evaluator's perspective. This subjectivity can lead to inconsistencies in job evaluations, particularly when different evaluators are involved in the ranking process.

7. In which area should a human resources department focus to aid in company efficiency?

- A. Marketing strategies
- B. Financial auditing
- C. Job design
- D. Supply chain management

Focusing on job design is crucial for enhancing company efficiency because it directly impacts how tasks are organized and executed within the workforce. Effective job design ensures that roles are optimized for employee skills, creating clear expectations and responsibilities. This can lead to improved job satisfaction, reduced turnover, and enhanced overall productivity. When jobs are designed thoughtfully, employees are more engaged and motivated, which can lead to better performance and innovation. Additionally, well-structured jobs can help in streamlining workflows, minimizing redundancy, and facilitating better communication among team members, all of which contribute to greater operational efficiency. While other areas like marketing strategies, financial auditing, and supply chain management are important for overall business performance, they do not directly influence the internal processes and employee experiences the way job design does. By concentrating on job design, human resources can create a more efficient work environment that ultimately benefits the entire organization.

8. Which aspect of change management is crucial for HRM?

- A. Focusing solely on performance metrics
- B. Addressing employee concerns and facilitating communication
- C. Forgetting about past conflicts during change
- D. Restricting feedback from staff

Addressing employee concerns and facilitating communication is a crucial aspect of change management for HRM because successful change initiatives rely heavily on the support and engagement of the workforce. When changes are implemented within an organization, employees often experience uncertainty and anxiety. By actively listening to their concerns and facilitating open channels of communication, HRM can help alleviate fears and resistance, allowing for a smoother transition. This approach fosters a culture of trust and transparency, encouraging employees to express their thoughts and feelings about the changes. When HRM prioritizes communication, it can also provide accurate information about the reasons for the change, the benefits it will bring, and the steps employees may need to take. Engaging with staff in this manner not only supports them through the process but also helps to build a sense of ownership and involvement in the change, which can lead to greater acceptance and commitment. In contrast, focusing solely on performance metrics, forgetting about past conflicts, or restricting feedback can all lead to a disengaged workforce, increased resistance to change, and ultimately undermine the success of change initiatives. Engaging employees and addressing their concerns facilitates a more positive environment for change, essential for HRM effectiveness.

9. What is one important role of HR in compliance with labor laws?

- A. To enhance employee working conditions exclusively
- B. To align company policies with legal regulations
- C. To manage financial audits
- D. To oversee marketing strategies

One important role of HR in compliance with labor laws is to align company policies with legal regulations. This means that the HR department is responsible for ensuring that the organization's practices and procedures are in accordance with federal, state, and local labor laws. This includes adhering to regulations regarding workplace safety, employee rights, anti-discrimination laws, wage and hour laws, and other crucial aspects of employment. By aligning policies with legal regulations, HR helps to protect the organization from potential legal issues and ensures that employees are treated fairly and ethically. The focus on compliance is vital because failure to comply with labor laws can lead to severe consequences, including fines, legal action, and damage to the company's reputation. Therefore, HR's proactive measures in reviewing and updating policies are essential in fostering a lawful and fair workplace environment.

10. What is it called when a union influences others to pressure management regarding pay discrepancies?

- A. Solidarity agreement
- B. Unfair labor practice
- C. Collective bargaining
- D. Picketing

The situation described refers to an action where a union mobilizes collective efforts to apply pressure on management, particularly concerning issues such as pay discrepancies. This is commonly recognized as an "unfair labor practice." Unfair labor practices involve actions by employers or unions that violate the rights of employees in relation to unionization or collective bargaining. When a union influences external parties or utilizes various forms of collective action to advocate for its members, it often aims to highlight perceived inequities and compel management to address these issues. The focus on pay discrepancies indicates a concerted effort to advocate for fair treatment, which aligns with the principles of collective work action and is rooted in the rights provided by labor laws. The other options do not specifically capture the essence of influencing others to apply pressure regarding management practices. Solidarity agreements generally refer to formal arrangements between unions to support each other but do not explicitly embody the contextual pressure. Collective bargaining, while closely related to negotiations on pay and working conditions, does not imply external pressure tactics. Picketing entails direct action outside a workplace, emphasizing discontent, but does not inherently involve influencing others in the same manner as an unfair labor practice would.