

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

Study Guide



Everything you need from our exam experts!

This is a sample study guide. To access the full version with hundreds of questions,

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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. Don't worry about getting everything right, 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, and take breaks to retain information better.

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.

7. Use Other Tools

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!

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Questions

- 1. What function do job descriptions serve in the recruitment process?**
 - A. They limit the number of applicants**
 - B. They outline essential duties and qualifications**
 - C. They determine employee promotions**
 - D. They establish employee wages**
- 2. Which action signals a commitment to workplace safety as required by OSHA?**
 - A. Regular performance reviews**
 - B. Installation of safety signs**
 - C. Employee testimonials**
 - D. Departmental audits**
- 3. What is a key advantage of employee training programs?**
 - A. Increased employee turnover**
 - B. Reduced organizational productivity**
 - C. Higher employee satisfaction and improved productivity**
 - D. Less need for employees to collaborate**
- 4. How does employee development differ from training?**
 - A. Employee development is only for new hires**
 - B. Employee development focuses on job-specific skills**
 - C. Employee development considers long-term growth**
 - D. Employee development is a short-term approach**
- 5. Why is onboarding important for new employees?**
 - A. It allows them to learn about employee benefits**
 - B. It helps them understand their roles within the organization**
 - C. It is primarily for training new technical skills**
 - D. It focuses on financial planning for staff**
- 6. What does "employee empowerment" mean?**
 - A. Increasing employee workloads**
 - B. Granting autonomy and decision-making authority**
 - C. Limiting employee responsibilities**
 - D. Providing only job-specific training**

- 7. What aspect is critical for HR when dealing with adapting to change?**
- A. Maintaining traditional practices**
 - B. Implementing new HR technology**
 - C. Ensuring employee compliance**
 - D. Supporting employees through transitions**
- 8. Which document from a job analysis identifies the required applicant qualifications?**
- A. Job description**
 - B. Job specification**
 - C. Performance appraisal**
 - D. Employee handbook**
- 9. How does Human Resource Management (HRM) aid in strategic planning?**
- A. By increasing financial investments**
 - B. By aligning human capital with organizational goals**
 - C. By reducing the number of employees**
 - D. By focusing solely on compliance**
- 10. In the message-sending process model, which stage involves checking if the receiver understood the message?**
- A. Encoding the message**
 - B. Delivering the message**
 - C. Checking the receiver's understanding**
 - D. Feedback to the sender**

Answers

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

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Explanations

1. What function do job descriptions serve in the recruitment process?

- A. They limit the number of applicants**
- B. They outline essential duties and qualifications**
- C. They determine employee promotions**
- D. They establish employee wages**

Job descriptions play a vital role in the recruitment process by providing a clear outline of the essential duties, responsibilities, and qualifications associated with a specific job. This clarity helps potential applicants understand what is expected in the role and what skills and experiences they need to possess to be successful candidates. By clearly defining these elements, job descriptions serve to attract appropriate candidates while also serving as a basis for evaluating applicants' fit for the position. Additionally, well-constructed job descriptions help ensure that the recruitment process is efficient and targeted, reducing the likelihood of receiving applications from individuals who do not meet the qualifications or are not aligned with the job requirements. This not only saves time for HR professionals but also improves the overall quality of candidates being considered for the role.

2. Which action signals a commitment to workplace safety as required by OSHA?

- A. Regular performance reviews**
- B. Installation of safety signs**
- C. Employee testimonials**
- D. Departmental audits**

The installation of safety signs is a clear indication of a commitment to workplace safety as required by the Occupational Safety and Health Administration (OSHA). Safety signs communicate critical information regarding hazards, precautions, and safe practices to employees in the workplace. By ensuring that these signs are visible and correctly placed, employers demonstrate a proactive approach to help prevent accidents and injuries. This action aligns with OSHA's mandates, which emphasize the importance of awareness and education in creating a safe work environment. While performance reviews, employee testimonials, and departmental audits are valuable tools for overall workplace management and improvement, they do not directly address the immediate safety concerns and requirements set forth by OSHA like safety signage does. Performance reviews may assess employee performance and safety compliance but do not actively communicate safety protocols. Employee testimonials may highlight experiences related to safety but lack the enforceable presence of immediate safety measures. Departmental audits can evaluate safety compliance but require pre-existing safety measures to assess. Thus, the installation of safety signs stands out as a direct action that communicates a commitment to maintaining a safe workplace.

3. What is a key advantage of employee training programs?

- A. Increased employee turnover
- B. Reduced organizational productivity
- C. Higher employee satisfaction and improved productivity**
- D. Less need for employees to collaborate

A key advantage of employee training programs is that they contribute to higher employee satisfaction and improved productivity. When employees receive proper training, they are more equipped to perform their job tasks effectively, leading to increased competence and confidence in their abilities. This not only enhances their engagement and job satisfaction but also contributes positively to overall organizational productivity. Well-trained employees are likely to experience reduced frustration and increased motivation, which can foster a more positive work environment. As their skills and competencies grow, employees are often more willing to embrace new challenges, ultimately driving business success and fostering teamwork. The benefits of training also extend to the organization in terms of reduced errors, improved service quality, and higher levels of innovation, all of which can significantly enhance productivity.

4. How does employee development differ from training?

- A. Employee development is only for new hires
- B. Employee development focuses on job-specific skills
- C. Employee development considers long-term growth**
- D. Employee development is a short-term approach

Employee development is primarily concerned with the long-term growth and career advancement of employees within an organization. This focus goes beyond just the immediate skills and knowledge required for a specific job role. Instead, it encompasses a broader range of learning opportunities that prepare employees for future roles and responsibilities, aligning their personal career goals with the organization's needs. Training, on the other hand, typically focuses on immediate job-related skills and competencies. It is often more task-oriented and designed to enhance efficiency in current roles, such as learning how to use specific software or operate equipment. While training can be a component of employee development, it is usually limited in scope and duration. Therefore, the emphasis on long-term growth within employee development is what sets it apart from training, highlighting its role in fostering employees' overall career paths rather than just preparing them for their current job functions.

5. Why is onboarding important for new employees?

- A. It allows them to learn about employee benefits
- B. It helps them understand their roles within the organization**
- C. It is primarily for training new technical skills
- D. It focuses on financial planning for staff

Onboarding is a crucial process for new employees because it specifically helps them understand their roles within the organization. This understanding is vital for effective integration into the company, as it provides clarity regarding job responsibilities, performance expectations, company culture, and how their roles align with the broader goals of the organization. By establishing a clear understanding of their roles, new employees can better navigate their work environment, collaborate with their peers, and contribute to their team's success. While learning about employee benefits is part of onboarding, it is not the primary focus. Training on technical skills, although necessary in many cases, is usually a subset of the broader onboarding process, which encompasses much more than just skill acquisition. Financial planning for staff does not typically fall under the scope of onboarding and is more related to compensation and benefits management. Focusing on role understanding ensures that new hires feel valued and empowered, setting the stage for their long-term success and retention within the organization.

6. What does "employee empowerment" mean?

- A. Increasing employee workloads
- B. Granting autonomy and decision-making authority**
- C. Limiting employee responsibilities
- D. Providing only job-specific training

Employee empowerment refers to the process of granting employees more autonomy and decision-making authority in their roles. This practice is based on the belief that when employees are given the trust and power to make decisions, they are more likely to be engaged, motivated, and responsible for their work. Empowerment can lead to increased job satisfaction and productivity as employees feel their contributions are valued and can directly impact the organization's success. By giving employees the authority to make decisions, organizations can enhance innovation and responsiveness. Empowered employees are often better equipped to solve problems, provide better customer service, and contribute creative ideas, ultimately benefiting the organization as a whole. This concept contrasts with practices that might restrict employee involvement or limit their responsibilities, underscoring the importance of cultivating a more involved and proactive workforce.

7. What aspect is critical for HR when dealing with adapting to change?

- A. Maintaining traditional practices**
- B. Implementing new HR technology**
- C. Ensuring employee compliance**
- D. Supporting employees through transitions**

Supporting employees through transitions is critical for HR when dealing with adapting to change because it acknowledges the emotional and psychological aspects associated with change within an organization. When changes occur—whether they are due to new policies, restructuring, or shifts in corporate strategy—employees can experience uncertainty, anxiety, and resistance. HR's role includes managing these transitions by providing guidance, resources, and encouragement to help employees navigate through the changes. This support can take various forms, such as offering training sessions that help employees build new skills relevant to the changes, providing clear communication about what to expect, and giving opportunities for employees to voice their concerns. By fostering a supportive environment, HR can enhance employee morale, reduce turnover, and ultimately contribute to a smoother transition during times of change. This not only helps individuals adjust but also aids in the overall success of the organization in its adaptive efforts.

8. Which document from a job analysis identifies the required applicant qualifications?

- A. Job description**
- B. Job specification**
- C. Performance appraisal**
- D. Employee handbook**

The document that identifies the required applicant qualifications is the job specification. A job specification outlines the necessary skills, experience, education, and other attributes that applicants must possess in order to be considered for the position. This provides hiring managers with a clear framework to evaluate candidates against the specific requirements of a job, ensuring that the selection process is aligned with the needs of the organization. Job descriptions, while related, focus more on the duties and responsibilities associated with a job rather than the qualifications needed for applicants. Performance appraisals assess an employee's work performance and may not provide information on requirements for prospective candidates. An employee handbook typically contains policies and procedures related to employment within the organization, rather than applicant qualifications. Therefore, the job specification is the most relevant document for determining what qualifications are necessary for a candidate to succeed in a given role.

9. How does Human Resource Management (HRM) aid in strategic planning?

- A. By increasing financial investments**
- B. By aligning human capital with organizational goals**
- C. By reducing the number of employees**
- D. By focusing solely on compliance**

Human Resource Management (HRM) plays a critical role in strategic planning by aligning human capital with organizational goals. This alignment ensures that the workforce possesses the necessary skills, competencies, and motivation to achieve the company's objectives. Effective HRM involves not only understanding the current capabilities of employees but also forecasting future talent needs based on the strategic direction of the organization. By ensuring that the right people are in the right roles and fostering a culture that supports the business strategy, HRM helps organizations respond to changes in the market, innovate, and maintain a competitive edge. In addition to alignment, HRM also supports strategic planning through workforce planning, talent acquisition, training and development initiatives, and performance management systems that are all designed to meet strategic business objectives. Therefore, the connection between HRM and an organization's long-term strategy is fundamental for ensuring that human resources contribute positively to the accomplishment of business goals.

10. In the message-sending process model, which stage involves checking if the receiver understood the message?

- A. Encoding the message**
- B. Delivering the message**
- C. Checking the receiver's understanding**
- D. Feedback to the sender**

In the message-sending process model, the stage where checking if the receiver understood the message occurs is focused on verifying comprehension. This stage is essential because it allows the sender to confirm whether the intended message has been accurately received and understood by the receiver. This feedback loop is vital in effective communication, as it can clarify any misunderstandings or gaps in comprehension immediately. It enables the sender to address any issues and ensures that the communication serves its purpose efficiently. Recognizing the importance of this component in the communication process underscores the necessity of interactive engagement between the sender and receiver, thus enhancing overall communication effectiveness. By prioritizing this stage, communicators can build stronger, clearer, and more productive exchanges, fostering better relationships and collaboration in various contexts, whether in personal interactions or professional settings. This emphasis on feedback is crucial in the communication process, making it a key aspect of successful message transmission and reception.

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-preassessment.examzify.com>

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