

# Western Governors University (WGU) HRM2110 D351 Functions of Human Resource Management Pre-assessment Practice (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 is the main purpose of performance appraisals?**
  - A. To establish new hiring techniques
  - B. To document employee achievements
  - C. To provide feedback for improvement
  - D. To create a competitive workplace
- 2. 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
- 3. How can employee engagement impact organizational success?**
  - A. It has no impact
  - B. Improves employee morale and productivity
  - C. Leads to higher turnover rates
  - D. Increases recruitment costs
- 4. Why are workplace health and safety programs important?**
  - A. They increase sales revenue
  - B. They enhance marketing strategies
  - C. They ensure regulatory compliance and promote well-being
  - D. They focus on employee recruitment
- 5. Which right is violated when an employee is forced to do something that will cause adverse consequences to themselves?**
  - A. Right to privacy
  - B. Free consent
  - C. Right to equality
  - D. Right to fair compensation

- 6. A manager identifies a customer service representative struggling to meet performance standards. What should the manager do to help the employee improve?**
- A. Conduct a performance review
  - B. Initiate a remediation training program
  - C. Provide verbal warnings
  - D. Change the job description
- 7. What are some common challenges in human resource management?**
- A. Employee satisfaction, maintaining company culture, compliance with labor laws, and attracting talent
  - B. Employee retention, adapting to change, compliance with labor laws, and managing diversity
  - C. Employee engagement, developing training programs, managing payroll, and reducing turnover
  - D. Hiring practices, workplace safety, employee motivation, and conducting interviews
- 8. How can a manager determine whether a communication plan effectively achieves its purpose?**
- A. By conducting a team meeting
  - B. By observing employee reactions
  - C. By obtaining formal feedback
  - D. By comparing with previous communications
- 9. How can HR contribute to overall business success?**
- A. By managing finances exclusively
  - B. Through strategic employee development and support
  - C. By enforcing strict attendance policies
  - D. By limiting employee training opportunities
- 10. Which group within a company has a direct impact on overall company performance?**
- A. Full-time employees
  - B. Part-time employees
  - C. Contract workers
  - D. Interns

## **Answers**

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

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## **Explanations**

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## 1. What is the main purpose of performance appraisals?

- A. To establish new hiring techniques
- B. To document employee achievements
- C. To provide feedback for improvement**
- D. To create a competitive workplace

*The main purpose of performance appraisals is to provide feedback for improvement. This process is essential for both the employee and the organization. It allows managers to assess employees' work performance against established standards, identify areas where employees excel, and pinpoint aspects that may need further development. By offering constructive feedback, performance appraisals facilitate personal and professional growth, enabling employees to enhance their skills, improve their productivity, and align their work more closely with organizational goals. Furthermore, constructive feedback fosters communication between managers and employees, creating an environment where performance expectations are clear, and employees feel supported in their development. This focus on continuous improvement not only benefits individual employees but also contributes to the overall effectiveness of the organization.*

## 2. 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.*

### 3. How can employee engagement impact organizational success?

- A. It has no impact
- B. Improves employee morale and productivity**
- C. Leads to higher turnover rates
- D. Increases recruitment costs

*Employee engagement plays a crucial role in driving organizational success, as it directly influences both employee morale and productivity. When employees feel engaged, they develop a deeper emotional connection to their work and the organization, which often leads to a more positive work atmosphere. This enhanced morale typically results in increased motivation and commitment, encouraging employees to perform at their best. Higher levels of engagement are also correlated with greater productivity, as engaged employees are more likely to take initiative, contribute ideas, and collaborate effectively with colleagues. As productivity improves, the overall performance of the organization can elevate, leading to better outcomes such as increased profits, enhanced customer satisfaction, and a stronger competitive position in the market. In contrast, alternatives that suggest no impact or negative consequences of engagement, such as higher turnover rates and increased recruitment costs, do not align with the established understanding of the value that engaged employees bring to an organization. Instead, fostering employee engagement can enhance retention rates, ultimately reducing turnover and the associated costs of hiring and training new staff.*

### 4. Why are workplace health and safety programs important?

- A. They increase sales revenue
- B. They enhance marketing strategies
- C. They ensure regulatory compliance and promote well-being**
- D. They focus on employee recruitment

*The importance of workplace health and safety programs lies significantly in their ability to ensure regulatory compliance and promote the overall well-being of employees. Such programs are designed to meet legal standards that protect workers from hazards and create a safer work environment. Compliance with these regulations not only helps prevent legal issues and potential fines but also fosters a culture of safety within the organization. Beyond compliance, these programs contribute to the well-being of employees by reducing workplace injuries and illnesses, enhancing employee morale, and thereby increasing productivity. When employees feel safe and supported, their job satisfaction tends to improve, leading to lower turnover rates and better organizational performance. Overall, a strong focus on health and safety reflects an organization's commitment to its workforce, ultimately benefiting both employees and the business itself.*

**5. Which right is violated when an employee is forced to do something that will cause adverse consequences to themselves?**

- A. Right to privacy
- B. Free consent**
- C. Right to equality
- D. Right to fair compensation

*The right that is violated when an employee is coerced into actions that could lead to negative outcomes for them is the right to free consent. This concept is rooted in the principle that individuals must have the freedom to make voluntary decisions regarding their employment without undue pressure or coercion from their employer. When an employee is forced to take certain actions against their will, especially if those actions could result in detrimental effects, it undermines their ability to give genuinely informed and voluntary consent. The concept of free consent emphasizes that employees should be able to choose whether or not to engage in specific activities or comply with certain requests without fear of adverse consequences. Upholding this right is crucial for fostering a workplace environment where individuals feel respected and empowered in their decision-making.*

**6. A manager identifies a customer service representative struggling to meet performance standards. What should the manager do to help the employee improve?**

- A. Conduct a performance review
- B. Initiate a remediation training program**
- C. Provide verbal warnings
- D. Change the job description

*Initiating a remediation training program is an effective way for the manager to support the struggling customer service representative in improving their performance. This option focuses on addressing the specific skills or knowledge gaps that may be affecting the employee's ability to meet performance standards. By implementing a targeted training program, the manager can provide the representative with the necessary tools and techniques to enhance their capabilities and confidence in their role. This approach fosters a supportive learning environment and encourages the employee to develop their skills, ultimately leading to improved performance and job satisfaction. Also, remediation training helps to clarify expectations and responsibilities, leading to a better understanding of the role. Other suggestions, such as conducting a performance review, might help assess the situation but may not provide immediate assistance in improving performance. Verbal warnings could create a negative atmosphere and might not effectively resolve the underlying issues. Changing the job description could lead to confusion and does not directly address the employee's current performance challenges.*

## 7. What are some common challenges in human resource management?

- A. Employee satisfaction, maintaining company culture, compliance with labor laws, and attracting talent
- B. Employee retention, adapting to change, compliance with labor laws, and managing diversity**
- C. Employee engagement, developing training programs, managing payroll, and reducing turnover
- D. Hiring practices, workplace safety, employee motivation, and conducting interviews

*B is identified as the correct response because it highlights significant challenges that are widely recognized in human resource management. Employee retention is critical, as retaining skilled employees reduces turnover costs and maintains organizational knowledge. Adapting to change is also essential, especially with the rapid pace of technological advancements and shifting societal norms; HR must be nimble to implement effective strategies. Compliance with labor laws is a fundamental responsibility for HR professionals to avoid legal issues and ensure fair treatment of employees. Managing diversity has become increasingly important in creating an inclusive workplace that fosters innovation and reflects a globalized workforce. In contrast, other options touch on important aspects but do not encompass as comprehensive a range of challenges. For instance, while A mentions employee satisfaction, which is important, it lacks the pressing nature of employee retention and adaptability. C focuses on employee engagement and training, which are elements of HR but not core challenges compared to those listed in B. D prioritizes hiring and workplace safety, which are crucial but only represent parts of the broader spectrum of challenges HR faces today.*

## 8. How can a manager determine whether a communication plan effectively achieves its purpose?

- A. By conducting a team meeting
- B. By observing employee reactions
- C. By obtaining formal feedback**
- D. By comparing with previous communications

*A manager can determine whether a communication plan effectively achieves its purpose by obtaining formal feedback. This method involves soliciting structured input from employees or stakeholders regarding their understanding, perceptions, and reactions to the communication. Formal feedback can take various forms, such as surveys, questionnaires, or feedback sessions, allowing the manager to gather comprehensive and quantifiable data about how well the communication was received and understood. Receiving formal feedback provides insights into areas for improvement and helps assess whether the communication objectives were met. It also fosters a culture of open communication where employees feel their opinions are valued, which can lead to better engagement and results in future communications. While team meetings and observing employee reactions can provide valuable insights, they may not capture detailed information or provide a complete picture of the communication's effectiveness. Comparing with previous communications can offer some context but does not directly measure the current communication's success or areas needing adjustment. Therefore, obtaining formal feedback is the most effective approach for assessing the effectiveness of a communication plan.*

## 9. How can HR contribute to overall business success?

- A. By managing finances exclusively
- B. Through strategic employee development and support**
- C. By enforcing strict attendance policies
- D. By limiting employee training opportunities

*The contribution of HR to overall business success is significantly realized through strategic employee development and support. This approach focuses on enhancing the skills, knowledge, and capabilities of employees which directly correlates with improved performance and productivity. When HR invests in training, career development programs, and employee engagement initiatives, it fosters a motivated and competent workforce. This not only supports individual employees in their career growth but also aligns their goals with the organization's objectives, driving overall business success. In contrast, managing finances exclusively does not capture the multifaceted role of HR in enhancing organizational effectiveness. HR's role is broader and extends beyond just financial management; it encompasses talent management, employee relations, and organizational culture. Similarly, enforcing strict attendance policies may ensure compliance but does not necessarily contribute to employee satisfaction or productivity in a meaningful way. Lastly, limiting employee training opportunities can hinder growth and lead to a disengaged workforce, which can adversely affect overall business performance. Therefore, the focus on strategic employee development and support is key in creating a thriving business environment.*

## 10. Which group within a company has a direct impact on overall company performance?

- A. Full-time employees
- B. Part-time employees**
- C. Contract workers
- D. Interns

*The group within a company that has a direct impact on overall company performance is typically full-time employees. Full-time employees generally have a deeper commitment to the organization, possess more comprehensive knowledge of the company's operations, and are often more integrated into the company culture compared to other groups. Their longer tenure and continuous engagement with day-to-day activities allow them to contribute significantly to productivity, innovation, and overall company goals. While part-time employees, contract workers, and interns can also play valuable roles within a company, their short-term commitment or limited engagement with the organization usually does not facilitate the same level of impact on overall company performance as that of full-time employees. Full-time staff are often in positions where they can make strategic decisions, lead projects, and help shape the company's direction, which directly influences performance outcomes.*

## 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](mailto: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!

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