

# **WESTERN GOVERNORS UNIVERSITY (WGU) HRM2110 D351 FUNCTIONS OF HUMAN RESOURCE MANAGEMENT PRE-ASSESSMENT PRACTICE (SAMPLE) STUDY GUIDE**



## **SAMPLE STUDY GUIDE WITH LIMITED 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. 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. Which input is crucial for determining staffing requirements for producing organizational outputs?**
  - A. Personnel
  - B. Equipment
  - C. Financial resources
  - D. Technology
- 2. How does HRM primarily support employee morale?**
  - A. By conducting regular compensation reviews
  - B. By maximizing productivity rates
  - C. By fostering a supportive environment
  - D. By simplifying job roles
- 3. Which of the following best describes the employee relations function?**
  - A. To focus solely on compliance with labor laws
  - B. To foster positive relationships between workers and the organization
  - C. To handle only disciplinary actions within the company
  - D. To design benefits packages for employees
- 4. What exception of the concept of employment-at-will is violated when a long-term employee is dismissed shortly before becoming eligible for retirement?**
  - A. Lack of just cause
  - B. Lack of good faith and fair dealing
  - C. Right to rehire
  - D. Employment contract violation
- 5. 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

- 6. What does the study of organizational behavior focus on?**
- A. The impact of technology on business
  - B. The dynamics of individual and group interactions
  - C. The development of marketing strategies
  - D. The financial performance of an organization
- 7. Which act requires employers to provide notice before mass layoffs?**
- A. Employee Retirement Income Security Act
  - B. Worker Adjustment and Retraining Notification Act
  - C. Fair Labor Standards Act
  - D. Occupational Safety and Health Act
- 8. 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
- 9. When company leaders redefine expectations and goals, what should they update to effectively communicate these changes?**
- A. Company policies
  - B. Mission statement
  - C. Annual report
  - D. Employee handbook
- 10. What constitutes a good workplace environment?**
- A. High salaries and bonuses
  - B. Safety, respect, inclusivity, and transparency
  - C. Strict dress codes and hours
  - D. High employee turnover

## **Answers**

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

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## **Explanations**

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**1. Which input is crucial for determining staffing requirements for producing organizational outputs?**

- A. Personnel**
- B. Equipment
- C. Financial resources
- D. Technology

*The input that is crucial for determining staffing requirements for producing organizational outputs is personnel. Staffing requirements are fundamentally about identifying the right number and type of employees needed to accomplish the goals of an organization. This involves understanding not only the current workforce capabilities but also how many additional employees might be necessary to meet demand for products or services. When organizations assess their staffing needs, they consider factors such as the skill sets available within their current personnel, the levels of productivity achieved, and any gaps that exist that may require hiring. While equipment, financial resources, and technology are also essential components of operational efficiency and productivity, they do not directly address the specific human resource needs for completing tasks and enhancing output. Personnel is, therefore, a central focus in workforce planning, as having the right people in place is critical to ensuring that all roles are filled effectively to meet organizational objectives.*

**2. How does HRM primarily support employee morale?**

- A. By conducting regular compensation reviews
- B. By maximizing productivity rates
- C. By fostering a supportive environment**
- D. By simplifying job roles

*HRM primarily supports employee morale by fostering a supportive environment. A supportive environment is essential for employee well-being and engagement. When HRM initiatives focus on creating a culture of trust, open communication, and support, employees are likely to feel valued and appreciated, which enhances their overall morale. Creating such an environment can involve various practices, such as recognizing employee achievements, encouraging teamwork, providing opportunities for professional development, and ensuring that employees feel safe expressing their ideas and concerns. All of these elements contribute to a sense of belonging and job satisfaction, leading to higher morale and increased productivity. While other options like conducting compensation reviews or maximizing productivity rates have their roles in HRM, they do not directly create a supportive environment that fosters morale. Simplifying job roles can potentially reduce confusion but may not contribute to overall morale in the same impactful way as fostering support and engagement among employees.*

### 3. Which of the following best describes the employee relations function?

- A. To focus solely on compliance with labor laws
- B. To foster positive relationships between workers and the organization**
- C. To handle only disciplinary actions within the company
- D. To design benefits packages for employees

*The employee relations function is best described as fostering positive relationships between workers and the organization. This aspect of human resource management plays a vital role in creating a work environment where employees feel valued, supported, and engaged. By prioritizing positive interactions and open communication, the organization can enhance employee satisfaction, reduce turnover, and improve overall workplace morale. Effective employee relations involve addressing employee concerns, promoting mutual respect, and establishing a culture of collaboration, which is essential for both individual and organizational success. This function encompasses a broad range of activities, including conflict resolution, feedback mechanisms, and initiatives to boost employee engagement. While compliance with labor laws is important and may be a component of employee relations, focusing solely on compliance does not encompass the full scope of fostering positive relationships. Similarly, handling disciplinary actions, although relevant, represents only a specific area within the broader context of employee relations. Designing benefits packages is also an important HR function but it primarily falls under compensation and benefits, rather than directly addressing the dynamics of employee relations. Hence, the emphasis on building positive worker-organization relationships is what truly defines the employee relations function.*

### 4. What exception of the concept of employment-at-will is violated when a long-term employee is dismissed shortly before becoming eligible for retirement?

- A. Lack of just cause
- B. Lack of good faith and fair dealing**
- C. Right to rehire
- D. Employment contract violation

*The concept of employment-at-will generally allows employers to terminate employees for any reason that is not illegal. However, there are specific exceptions to this doctrine that protect employees from unfair termination under certain circumstances. One of these key exceptions is the principle of good faith and fair dealing, which implies that employers should not act in a manner that deprives employees of the benefits they have earned or obstructs their rights to those benefits. When a long-term employee is dismissed shortly before they become eligible for retirement, it raises concerns about whether the employer acted in good faith. This situation can be viewed as an attempt to prevent the employee from attaining their retirement benefits, which they have worked toward over the years. The dismissal can therefore be seen as lacking in fair dealing, as it undermines the employee's right to receive their retirement benefits, suggesting that the termination was motivated by a disingenuous intent. This violation of good faith and fair dealing illustrates the importance of protecting employees from arbitrary or vindictive actions by their employers as they approach significant milestones in their employment, such as retirement. The focus is on the employer's obligation to treat employees fairly, particularly in matters that directly pertain to their long-term benefits.*

## 5. 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.*

## 6. What does the study of organizational behavior focus on?

- A. The impact of technology on business
- B. The dynamics of individual and group interactions**
- C. The development of marketing strategies
- D. The financial performance of an organization

*The study of organizational behavior focuses on the dynamics of individual and group interactions within a workplace. This field examines how people behave individually and collectively in organizations, looking into aspects such as motivation, teamwork, communication, leadership styles, and the overall culture of the organization. By understanding these interactions and behaviors, organizations can enhance employee performance, improve workplace relationships, and foster a positive organizational culture. This focus on interpersonal and group dynamics is crucial for effective human resource management, as it helps in implementing strategies that lead to increased engagement and productivity among employees. Other options, while important in the business context, do not specifically pertain to organizational behavior. Technology's impact on business relates more to operational efficiency and innovation, marketing strategies fall under the domain of marketing management, and financial performance connects to financial management rather than the study of behavior within organizations.*

## 7. Which act requires employers to provide notice before mass layoffs?

- A. Employee Retirement Income Security Act
- B. Worker Adjustment and Retraining Notification Act**
- C. Fair Labor Standards Act
- D. Occupational Safety and Health Act

*The Worker Adjustment and Retraining Notification Act, commonly referred to as the WARN Act, is designed to protect employees by requiring employers to provide advance notice of mass layoffs and plant closings. Specifically, the WARN Act mandates that employers with 100 or more employees must give at least 60 days' notice before implementing a mass layoff affecting 50 or more employees at a single site. This notice period allows workers and their families time to prepare for the loss of their jobs, seek new employment opportunities, and apply for unemployment benefits. In contrast, other acts listed focus on different aspects of employment law. The Employee Retirement Income Security Act pertains primarily to the regulation of employee pension and health plans. The Fair Labor Standards Act addresses minimum wage and overtime pay standards. The Occupational Safety and Health Act is centered on ensuring safe and healthy working conditions. Each of these acts serves important functions in the realm of employment law, but the WARN Act is specific to the requirement of providing notice for mass layoffs, making it the correct choice for this question.*

## 8. 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.*

**9. When company leaders redefine expectations and goals, what should they update to effectively communicate these changes?**

- A. Company policies
- B. Mission statement**
- C. Annual report
- D. Employee handbook

*Updating the mission statement is essential when company leaders redefine expectations and goals because the mission statement encapsulates the core purpose and guiding principles of the organization. It serves as a foundation for strategic decision-making, providing clarity on the direction in which the company intends to move. When expectations and goals shift, it is crucial that the mission statement reflects these changes to align the entire organization around the new vision. This clarity helps employees understand their roles and how their work contributes to the overall objectives of the company. Additionally, an updated mission statement can inspire commitment and motivate employees by clearly communicating the company's purpose and aspirations, making it a powerful tool for engagement and alignment. Other documents, like company policies, the annual report, and the employee handbook, also play important roles in communicating specific regulations, performance outcomes, and employee guidelines, but they do not encapsulate the broader purpose and vision in the same way that a mission statement does. Hence, updating the mission statement is particularly critical when redefining the company's goals and expectations.*

**10. What constitutes a good workplace environment?**

- A. High salaries and bonuses
- B. Safety, respect, inclusivity, and transparency**
- C. Strict dress codes and hours
- D. High employee turnover

*A good workplace environment is characterized by safety, respect, inclusivity, and transparency. These elements create a foundation for employee well-being and satisfaction. When employees feel safe in their work environment, they are more likely to communicate openly, collaborate effectively, and contribute positively to the organization. Respect fosters positive relationships among employees, helping to cultivate a sense of belonging and community, which is essential for team cohesion and morale. Inclusivity ensures that all employees feel valued and have an equal opportunity to participate, regardless of their background or identity. This diversity can lead to more innovative solutions and a richer workplace culture. Transparency in communication from leadership helps build trust and accountability, allowing employees to voice their ideas and concerns, which further enhances job satisfaction and engagement. In contrast, high salaries and bonuses may attract talent initially but do not necessarily create a sustainable, positive environment if safety, respect, inclusivity, or transparency are lacking. Similarly, strict dress codes and hours can be limiting and may not contribute to a sense of belonging or comfort, potentially stifling creativity and self-expression. High employee turnover indicates underlying issues within the workplace environment, often suggesting dissatisfaction which can stem from the lack of the positive attributes mentioned. Hence, the combination of safety, respect, inclusivity,*

## 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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