

Test Bank for Diversity in Organizations 4th Bell

TEST BANK SAMPLE PREVIEW

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Chapter 01: Introduction

1. The term “ethnicity” refers to
- differences between Hispanics and Asians.
 - a shared national origin or a shared cultural heritage.
 - biological differences identifiable by scientists.
 - race.

ANSWER: b

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.01 - Explain the meaning of “diversity” in the United States and some considerations used in determining the meaning of diversity in other areas.

KEYWORDS: Bloom’s: Remember

2. Which ethnic group experienced an increase in hate crimes because of the COVID-19 pandemic?
- Native Americans
 - African Americans
 - Hispanics
 - Asian Americans

ANSWER: d

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.04 - Discuss differences between individual discrimination and systemic racism and their effects.

KEYWORDS: Bloom’s: Remember

3. According to the text, which statement is true of the demographic makeup of the workforce?
- Black Americans are now half of the workforce.
 - White Americans are less than half of the workforce.
 - White Americans are more than half of the workforce.
 - Hispanic Americans are almost half of the workforce.

ANSWER: c

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.03 - Discuss population demographics and their meaning for workforce and customer diversity.

KEYWORDS: Bloom’s: Remember

4. The “value in diversity” perspective leads to
- worse exit interviews.
 - lost productivity while positions are unfilled.
 - higher recruiting costs.
 - greater organizational competitiveness.

ANSWER: d

DIFFICULTY: Moderate

LEARNING OBJECTIVES: 01.03 - Discuss population demographics and their meaning for workforce and customer diversity.

KEYWORDS: Bloom’s: Understand

5. Johnston and Packer’s 1987 research on the changes that would occur on changing demographics of workers in the

twenty-first century resulted in

- a. an 80% increase in White women seeking to enter the workforce.
- b. no concern about how workplaces managed diversity in their workforces.
- c. concern about how to “manage” the increasing diversity and how to capitalize on it.
- d. White men becoming a very small minority of job applicants.

ANSWER: c

DIFFICULTY: Moderate

LEARNING OBJECTIVES: 01.03 - Discuss population demographics and their meaning for workforce and customer diversity.

KEYWORDS: Bloom's: Understand

6. Which of the following is a potential negative outcome that may be a consequence of increased diversity?

- a. Dysfunctional communication processes.
- b. Lawsuits alleging discrimination against majority groups.
- c. Perceptions that the workplace is racist.
- d. Fewer qualified job applicants.

ANSWER: a

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.03 - Discuss population demographics and their meaning for workforce and customer diversity.

KEYWORDS: Bloom's: Remember

7. Individual benefits of working and learning in diverse environments that have been documented by researchers include

- a. the ability to take the perspective of others.
- b. higher grades for individual students.
- c. seeing diversity as being divisive but inevitable.
- d. less affiliation with individual identity groups.

ANSWER: a

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.05 - Explain ways in which organizations that seek to attract, retain, and value diverse applicants, employees, customers, and clients can do so.

KEYWORDS: Bloom's: Understand

8. Which of the following is true regarding Asian Americans in Silicon Valley firms?

- a. They are underrepresented in all positions in Silicon Valley firms.
- b. They are overrepresented in all positions in Silicon Valley firms.
- c. While Asian Americans are not underrepresented overall in Silicon Valley firms, they are the least likely group to be promoted into management positions.
- d. Asian Americans are underrepresented in entry-level positions in Silicon Valley firms, but they are overrepresented in executive positions.

ANSWER: c

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.04 - Discuss differences between individual discrimination and systemic racism and their effects.

KEYWORDS: Bloom's: Remember

9. Education and type of employment lead logically to which of the following?

- a. Income
- b. Housing type
- c. Workplace culture
- d. Race

ANSWER: a

DIFFICULTY: Moderate

LEARNING OBJECTIVES: 01.03 - Discuss population demographics and their meaning for workforce and customer diversity.

KEYWORDS: Bloom's: Remember

10. Which statement accurately describes research on the performance of diverse groups compared with homogeneous groups?

- a. Initially, the diverse groups failed to perform well because they were too tolerant of each other's differences.
- b. Over time, the diverse groups performed increasingly worse because they were less tolerant of each other's differences and felt comfortable expressing this discomfort.
- c. Initially, the homogeneous groups outperformed the diverse groups, but by the end of the semester, the diverse groups outperformed the homogeneous groups.
- d. There was no difference in the performance of diverse and homogeneous groups either initially or overtime.

ANSWER: c

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.02 - Explain differences among diversity, equity, and inclusion.

KEYWORDS: Bloom's: Remember

11. When it comes to attracting and retaining employees from various backgrounds,

- a. organizations that discriminate may have higher compensation costs because draw from a larger pool of workers.
- b. if an organization develops a reputation for valuing only a subset of workers, those preferred workers will tell their friends who are from similar identity groups, thus increasing the overall numbers of potential applicants and workers.
- c. recruitment advertisements featuring heterogeneous workers have no effect on minorities' desire to work for an organization.
- d. if an organization develops a reputation for valuing all types of workers, this will increase the organization's ability to compete for employees.

ANSWER: d

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.05 - Explain ways in which organizations that seek to attract, retain, and value diverse applicants, employees, customers, and clients can do so.

KEYWORDS: Bloom's: Understand

12. What are identity groups?

- a. Groups associated historically with privileged statuses.
- b. Collectivities people use to categorize themselves and others.
- c. Invisible characteristics of individuals, such as shared interests.
- d. Social groups an individual chooses to associate with.

ANSWER: b

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.02 - Explain differences among diversity, equity, and inclusion.

KEYWORDS: Bloom's: Remember

13. Which of the following is true of group membership categories?
- a. Group membership categories must be entered into by choice.
 - b. All of an individual's group membership categories will change over time.
 - c. Since we're all "diverse," multiple group memberships make diversity less important to everyone.
 - d. Some group membership categories are immutable, but some may change over one's lifetime.

ANSWER: d

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.02 - Explain differences among diversity, equity, and inclusion.

KEYWORDS: Bloom's: Understand

14. Which of the following is true about demographic changes around the world?
- a. In some countries, the workforce is shrinking.
 - b. Developing countries are providing few workers for other countries.
 - c. More younger workers are being added to the U.S. workforce than in the past.
 - d. Women face less discrimination and harassment in the workplace.

ANSWER: a

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.03 - Discuss population demographics and their meaning for workforce and customer diversity.

KEYWORDS: Bloom's: Understand

15. Cedric Herring's research on diversity found that
- a. diversity had a slightly negative impact on organizational functioning.
 - b. there was little support for the hypothesis that diversity benefits organizations.
 - c. racial diversity was associated with increased sales revenue and more customers.
 - d. gender diversity was associated with greater relative profits, while racial diversity was not.

ANSWER: c

DIFFICULTY: Moderate

LEARNING OBJECTIVES: 01.03 - Discuss population demographics and their meaning for workforce and customer diversity.

KEYWORDS: Bloom's: Remember

16. Despite the amount of media attention focusing on lawsuits and damage settlements, an organization's likelihood of being sued is relatively small.
- a. True
 - b. False

ANSWER: True

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.04 - Discuss differences between individual discrimination and systemic racism and their effects.

KEYWORDS: Bloom's: Remember

17. Diversity without a supportive climate can result in negative consequences in an organization
- a. True
 - b. False

ANSWER: True
DIFFICULTY: Moderate
LEARNING OBJECTIVES: 01.05 - Explain ways in which organizations that seek to attract, retain, and value diverse applicants, employees, customers, and clients can do so.
KEYWORDS: Bloom's: Understand

18. Employment discrimination occurs when personal characteristics of applicants and workers that are related to productivity are valued in the labor market.

- a. True
- b. False

ANSWER: False
DIFFICULTY: Easy
LEARNING OBJECTIVES: 01.04 - Discuss differences between individual discrimination and systemic racism and their effects.
KEYWORDS: Bloom's: Remember

19. Diversity is beneficial only to women and minorities.

- a. True
- b. False

ANSWER: False
DIFFICULTY: Easy
LEARNING OBJECTIVES: 01.01 - Explain the meaning of "diversity" in the United States and some considerations used in determining the meaning of diversity in other areas.
KEYWORDS: Bloom's: Understand

20. The unemployment rate for White Americans is double than that for Black Americans.

- a. True
- b. False

ANSWER: False
DIFFICULTY: Easy
LEARNING OBJECTIVES: 01.03 - Discuss population demographics and their meaning for workforce and customer diversity.
KEYWORDS: Bloom's: Remember

21. Developing nations are increasingly being seen as sources of new workers for many countries that have historically resisted immigration.

- a. True
- b. False

ANSWER: True
DIFFICULTY: Moderate
LEARNING OBJECTIVES: 01.01 - Explain the meaning of "diversity" in the United States and some considerations used in determining the meaning of diversity in other areas.
KEYWORDS: Bloom's: Remember

22. The costs of doing a poor job in integrating workers from different backgrounds can be very high.

- a. True
- b. False

ANSWER: True
DIFFICULTY: Moderate
LEARNING OBJECTIVES: 01.05 - Explain ways in which organizations that seek to attract, retain, and value diverse applicants, employees, customers, and clients can do so.
KEYWORDS: Bloom's: Understand

23. Equity refers to the distribution and provision of resources to achieve a fair or just outcome.
- a. True
 - b. False

ANSWER: True
DIFFICULTY: Easy
LEARNING OBJECTIVES: 01.02 - Explain differences among diversity, equity, and inclusion.
KEYWORDS: Bloom's: Remember

24. The number of discrimination charges filed with the EEOC averages nearly 500,000 per year.
- a. True
 - b. False

ANSWER: False
DIFFICULTY: Moderate
LEARNING OBJECTIVES: 01.04 - Discuss differences between individual discrimination and systemic racism and their effects.
KEYWORDS: Bloom's: Remember

25. Research indicates that effective management of diversity is associated with stock prices.
- a. True
 - b. False

ANSWER: True
DIFFICULTY: Moderate
LEARNING OBJECTIVES: 01.04 - Discuss differences between individual discrimination and systemic racism and their effects.
KEYWORDS: Bloom's: Remember

26. Researchers have found that groups composed of diverse members produced higher-quality ideas than groups composed of homogenous members.
- a. True
 - b. False

ANSWER: True
DIFFICULTY: Easy
LEARNING OBJECTIVES: 01.03 - Discuss population demographics and their meaning for workforce and customer diversity.
KEYWORDS: Bloom's: Remember

27. Being supportive of diversity can sometimes result in organizations facing boycotts and negative publicity from those resistant to diversity.
- a. True
 - b. False

ANSWER: True

DIFFICULTY: Moderate

LEARNING OBJECTIVES: 01.04 - Discuss differences between individual discrimination and systemic racism and their effects.

KEYWORDS: Bloom's: Remember

28. People who are not personally affected by discrimination may still find overt discrimination offensive and choose to spend their dollars on organizations that do not discriminate.

- a. True
- b. False

ANSWER: True

DIFFICULTY: Moderate

LEARNING OBJECTIVES: 01.05 - Explain ways in which organizations that seek to attract, retain, and value diverse applicants, employees, customers, and clients can do so.

KEYWORDS: Bloom's: Understand

29. Black Americans have higher average unemployment rates than Hispanic Americans.

- a. True
- b. False

ANSWER: True

DIFFICULTY: Moderate

LEARNING OBJECTIVES: 01.03 - Discuss population demographics and their meaning for workforce and customer diversity.

KEYWORDS: Bloom's: Remember

30. The unemployment rate for White Americans is often higher than the rate for African Americans because of efforts to avoid discrimination against minorities.

- a. True
- b. False

ANSWER: False

DIFFICULTY: Easy

LEARNING OBJECTIVES: 01.04 - Discuss differences between individual discrimination and systemic racism and their effects.

KEYWORDS: Bloom's: Understand