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| 1. The term “ethnicity” refers to

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|   | a.  | differences between Hispanics and Asians. |
|   | b.  | a shared national origin or cultural heritage among people. |
|   | c.  | biological differences identifiable by scientists. |
|   | d.  | race |

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| *ANSWER:* | b |

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| 2. According to Cox and Blake, valuing diversity can benefit organizations in which of the following areas?

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|   | a.  | Cost, resource acquisition, marketing, creativity, problem solving, and system flexibility. |
|   | b.  | Cost, financial remuneration, accounting, creativity, problem configuration, and system flexibility. |
|   | c.  | Organizational commitment, marketing, accounting, creativity, problem configuration, and financial stability. |
|   | d.  | Organizational commitment, advertising, creativity, problem configuration, and financial stability. |

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| *ANSWER:* | a |

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| 3. According to the text, which of the following statements is true of the demographic makeup of the workforce?

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|   | a.  | Blacks are now half of the workforce. |
|   | b.  | Whites are about half of the workforce. |
|   | c.  | Whites are a majority of the workforce. |
|   | d.  | ​Hispanics are almost half of the workforce. |

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| *ANSWER:* | c |

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| 4. Doing a better job of integrating workers from various backgrounds often results in

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|   | a.  | worse exit interviews. |
|   | b.  | lost productivity while positions are unfilled. |
|   | c.  | higher recruiting costs. |
|   | d.  | Greater organizational competitiveness.​ |

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| *ANSWER:* | d |

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| 5. In their 1987 research on the changes that would occur in the nature of work and in the demographic background of workers in the 21st century, Johnston and Packer stated that

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|   | a.  | by the year 2000, 85% of the workforce would be women and minorities. |
|   | b.  | by the year 2000, 65% of the workforce would be women and minorities. |
|   | c.  | by the year 2000, 85% of the net new entrants to the workforce would be women and minorities. |
|   | d.  | by the year 2000, White men would be a very small minority of the workforce. |

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| *ANSWER:* | c |

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| 6. Which of the following are not among the potential negative outcomes that may be consequences of increased diversity?

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|   | a.  | Dysfunctional communication processes. |
|   | b.  | Harassment. |
|   | c.  | Perceptions that traditional workers are unqualified. |
|   | d.  | Lowered attachment, commitment, and satisfaction. |

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| *ANSWER:* | c |

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| 7. Individual benefits of working and learning in diverse environments (that have impacted positively on group dynamics) that have been documented by researchers include

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|   | a.  | being able to take the perspective of others. |
|   | b.  | higher grades for students. |
|   | c.  | seeing diversity as being divisive, but beneficial nonetheless. |
|   | d.  | greater attachment to members of one’s own groups. |

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| *ANSWER:* | a |

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| 8. Which of the following is accurate of the stereotype of Asian Americans as being the “model minority”?

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|   | a.  | Jobs held by Asians support the stereotype of Asians as successful and high earners. |
|   | b.  | Asians are sometimes perceived as the “model minority” because they have broken through the glass ceiling and other forms of discrimination. |
|   | c.  | Some Asian entrepreneurs are self-employed because of a lack of opportunities in formal organizations. |
|   | d.  | Asians are very individualistic and cannot be stereotyped no matter how  hard one might try. |

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| *ANSWER:* | c |

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| 9. Education levels, employment levels, and income levels provide information on the status of different groups because

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|   | a.  | education levels affect whether and where people are employed, their income levels, and their opportunities for and actual advancement. |
|   | b.  | Differences in employment levels between groups are completely explained by differences in education levels. |
|   | c.  | comparisons cannot be made between racial and ethnic groups and between men and women to determine the education to income relationship for each group. |
|   | d.  | status is a mental concept not based on reality. |

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| *ANSWER:* | a |

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

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|   | a.  | Initially, the diverse groups failed to performed better because they were too tolerant of each others’ differences. |
|   | b.  | Over time, the diverse groups performed worse because they were less tolerant of each others’ 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.​ |

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| *ANSWER:* | b |

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| 11. In terms of attracting and retaining employees from various backgrounds,

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|   | a.  | organizations that discriminate may have higher compensation costs because of drawing 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 similar, 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 organizations. |
|   | d.  | if an organization develops a reputation for valuing all types of workers, this will increase the organization’s ability to compete in tight labor markets. |

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| *ANSWER:* | d |

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| 12. What demographic and employment changes have happened now that the year 2000 has passed and the year 2020 is approaching?

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|   | a.  | Manufacturing jobs are increasing. |
|   | b.  | The current workforce is more diverse than it was in the past, but Whites remain the largest numerical group. |
|   | c.  | Increasing globalization has little effect on interactions, because many employees communicate solely by e-mail and phone, rather than face to face. |
|   | d.  | In the U.S. and Canada, workforce growth is increasing. |

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| *ANSWER:* | b |

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| 13. Which of the following is true of group membership categories?

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|   | a.  | White men have reason to be concerned about diversity issues. |
|   | b.  | Because White men are now less likely to occupy leadership positions than others, they are more likely to seek the power to implement organizational level changes. |
|   | c.  | Multiple group memberships make diversity less important to everyone. |
|   | d.  | Some categories are immutable, but some may change over one’s lifetime. |

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| *ANSWER:* | d |

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| 14. Which of the following is true about demographic changes around the world?

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|   | a.  | In some European countries and Japan 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.  | All of the above. |

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| *ANSWER:* | a |

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| 15. Research on the “Value in Diversity” perspective found that

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|   | a.  | diversity had a slightly negative impact on organizational functioning. |
|   | b.  | there was little support for the “Value in Diversity” hypothesis. |
|   | 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 associated with greater relative profits. |

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| *ANSWER:* | c |

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| 16. Despite the amount of media attention focusing on lawsuits and damage settlements, an organization’s likelihood of being sued is relatively small.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |

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| 17. Diversity without a supportive climate can result in negative consequences in an organization

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |

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

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |

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| 19. Diversity is beneficial only to women and minorities. ​

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |

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| 20. As of the most recent  year studied, women and minorities made up 85% of the workforce.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |

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| 21. Developing nations are increasingly being seen as sources of new workers for many countries, many of which had historically resisted immigration. ​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |

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| 22. Costs of doing a poor job in integrating workers from different backgrounds can be quite high.​

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |

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| 23.  Women are earning more than men because they are earning more college degrees than men.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |

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| 24. The number of discrimination charges filed with the EEOC averages nearly 500,000 per year.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |

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| 25. Research indicates that effective management of diversity is associated with stock prices.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |

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| 26. Researchers have found that groups composed of diverse members produced higher quality ideas than groups composed of homogenous members ​

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |

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| 27. ​Being supportive of diversity can sometimes result in organizations facing boycotts and negative publicity from those resistant to diversity.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |

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

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |

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| 29. Blacks have higher average education levels than Latinos, yet Blacks have higher average unemployment rates than Latinos. ​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |

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| 30. As a result of efforts to avoid discrimination against minorities, the unemployment rate for Whites is about three times the rate for African Americans.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |

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