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| 1. The term “ethnicity” refers to   |  |  |  | | --- | --- | --- | |  | a. | differences between Hispanics and Asians. | |  | b. | a shared national origin or cultural heritage among people. | |  | c. | biological differences identifiable by scientists. | |  | d. | race |  |  |  | | --- | --- | | *ANSWER:* | b | |

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

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| 4. Doing a better job of integrating workers from various backgrounds often results in   |  |  |  | | --- | --- | --- | |  | a. | worse exit interviews. | |  | b. | lost productivity while positions are unfilled. | |  | c. | higher recruiting costs. | |  | d. | Greater organizational competitiveness.  ​ |  |  |  | | --- | --- | | *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   |  |  |  | | --- | --- | --- | |  | 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. |  |  |  | | --- | --- | | *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?   |  |  |  | | --- | --- | --- | |  | a. | Dysfunctional communication processes. | |  | b. | Harassment. | |  | c. | Perceptions that traditional workers are unqualified. | |  | d. | Lowered attachment, commitment, and satisfaction. |  |  |  | | --- | --- | | *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   |  |  |  | | --- | --- | --- | |  | 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. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 8. Which of the following is accurate of the stereotype of Asian Americans as being the “model minority”?   |  |  |  | | --- | --- | --- | |  | 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. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 9. Education levels, employment levels, and income levels provide information on the status of different groups because   |  |  |  | | --- | --- | --- | |  | 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. |  |  |  | | --- | --- | | *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?   |  |  |  | | --- | --- | --- | |  | 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.  ​ |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 11. In terms of attracting and retaining employees from various backgrounds,   |  |  |  | | --- | --- | --- | |  | 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. |  |  |  | | --- | --- | | *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?   |  |  |  | | --- | --- | --- | |  | 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. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 13. Which of the following is true of group membership categories?   |  |  |  | | --- | --- | --- | |  | 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. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 14. Which of the following is true about demographic changes around the world?   |  |  |  | | --- | --- | --- | |  | 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. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 15. Research on the “Value in Diversity” perspective found that   |  |  |  | | --- | --- | --- | |  | 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. |  |  |  | | --- | --- | | *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.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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

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| 19. Diversity is beneficial only to women and minorities. ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 20. As of the most recent  year studied, women and minorities made up 85% of the workforce.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *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 |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 22. Costs of doing a poor job in integrating workers from different backgrounds can be quite high.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *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 |  |  |  | | --- | --- | | *ANSWER:* | False | |

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

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| 25. Research indicates that effective management of diversity is associated with stock prices.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *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 ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *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.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *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 |  |  |  | | --- | --- | | *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 |  |  |  | | --- | --- | | *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.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |