Diversity in Organizations 4th edition Bell Test Bank

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Chapter 01: Introduction

1. The term “ethnicity” refers to
   a. differences between Hispanics and Asians.
   b. a shared national origin or a shared cultural heritage.
   c. biological differences identifiable by scientists.
   d. 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?
   a. Native Americans
   b. African Americans
   c. Hispanics
   d. 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?
   a. Black Americans are now half of the workforce.
   b. White Americans are less than half of the workforce.
   c. White Americans are more than half of the workforce.
   d. 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
   a. worse exit interviews.
   b. lost productivity while positions are unfilled.
   c. higher recruiting costs.
   d. 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

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

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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.

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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.
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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
DIFFICULTY: Easy
LEARNING OBJECTIVES: 01.04 - Discuss differences between individual discrimination and systemic racism and their effects.
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17. Diversity without a supportive climate can result in negative consequences in an organization
    a. True
    b. False

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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.
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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
DIFFICULTY: Easy
LEARNING OBJECTIVES: 01.04 - Discuss differences between individual discrimination and systemic racism and their effects.
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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.
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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
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22. The costs of doing a poor job in integrating workers from different backgrounds can be very high.
    a. True
    b. False

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ANSWER: True
DIFFICULTY: Moderate
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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.
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25. Research indicates that effective management of diversity is associated with stock prices.
    a. True
    b. False
ANSWER: True
DIFFICULTY: Moderate
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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.
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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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DIFFICULTY: Moderate

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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 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

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