Chapter 7: Respecting Employee Diversity

1. Diversity can be conceptualized in terms of four unique dimensions, including: permanent, evolving, \_\_\_\_\_\_\_\_\_\_\_ and organizational.

a) racial

b) personality

c) religious

d) all of the above

e) none of the above

2. The EEOC primarily focuses on which of the following dimensions of diversity?

a) permanent

b) evolving

c) organizational

d) personality

e) none of the above

3. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_ dimension of diversity refers to physical attributes or inclinations people are born with that do not naturally change over time.

a) permanent

b) evolving

c) personality

d) organizational

e) none of the above

4. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_ dimension of diversity includes characteristics that change, over time, including age, height, weight, religion, education, physical ability, marital status, income level, and geographic location.

a) permanent

b) evolving

c) personality

d) organizational

e) none of the above

5. The \_\_\_\_\_\_\_\_\_\_\_\_\_ dimension of diversity indicates that people are often categorized differently based on their disposition.

a) permanent

b) evolving

c) personality

d) organizational

e) none of the above

6. Employees can be categorized according to their status within the place of employment, including hierarchical status, work content, department, and seniority.

a) permanent

b) evolving

c) personality

d) organizational

e) none of the above

7. Which of the following characteristics is considered a permanent dimension of diversity?

a) race

b) ethnicity

c) gender

d) sexual orientation

e) all of the above

8. Which of the following characteristics is considered an evolving dimension of diversity?

a) race

b) ethnicity

c) gender

d) education

e) all of the above

9. Which of the following characteristics is not considered a permanent dimension of diversity?

a) race

b) age

c) gender

d) sexual orientation

e) all of the above

10. A general consensus on the “Big Five Personality Model” recognizes which of the following different aspects of personality?

a) extraversion

b) agreeableness

c) conscientiousness

d) all of the above

e) none of the above

11. A popular personality assessment tool used by employers is called the:

a) Personality Profile (PP)

b) Myers-Briggs Type Indicator (MBTI)

c) Rational Ethical Decision Framework (REDF)

d) all of the above

e) none of the above

12. Which of the following is not a dimension of the Myers-Briggs Type Indicator?

a) where you get your energy

b) what your racial background includes

c) how you learn

d) how you make decisions

e) how you organize your time

13. The federal organization charged with monitoring illegal workplace discrimination is called the:

a) Equal Employment Opportunity Commission (EEOC)

b) Title VII Civil Rights Act

c) Department of Labor

d) Fair Labor Standards Act

e) none of the above

14. Issues of ethnic and religious diversity arose at which of the following periods in American history?

a) the Industrial Revolution, with the influx of immigrants

b) the Civil Rights Era, post-slavery

c) its inception, when Columbus arrived amid indigenous people

d) the California “Gold Rush”

e) none of the above

15. The ethical theory that recognizes preferences about right and wrong are based on the interests of a person’s social group is called:

a) social group relativism

b) social norms

c) social networking

d) social identity

e) none of the above

16. Which of the following groups was not subject to prejudice upon arriving to the United States?

a) Africans

b) Irish

c) Asian

d) religious minorities

e) none of the above

17. The doctrine of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ allowed employers and employees to end an employment relationship for any reason, as long as it did not violate contractual agreements or federal, state and municipal laws.

a) right to work

b) fair wages

c) employment-at-will

d) fair labor standards

e) none of the above

18. Anti-immigration sentiments are often correlated with which of the following factors?

a) the number of laborers exceeding job availability

b) insurmountable differences between ethnic groups

c) wage increases

d) all of the above

e) none of the above

19. Which legislation, passed in 1921, placed limits on the number of immigrants admitted into the United States?

a) Equal Employment Opportunity Commission

b) Title VII Civil Rights Act

c) Emergency Quota Act

d) Fair Labor Standards Act

e) none of the above

20. Illegal or undocumented workers account for approximately what percentage of the U.S. labor force?

a) 40%

b) 25%

c) 10%

d) 5%

e) none of the above

21. In 2010, a controversial law requiring police who stop immigrants for a traffic violation or some other crime to ask for a driver’s license or other proof of legal status was passed in which state?

a) Arizona

b) Michigan

c) California

d) Texas

e) none of the above

22. According to \_\_\_\_\_\_\_\_\_\_\_\_\_, individuals define themselves in relation to others based on a “self-identity” or “social identity” factor and form binding relationships with people who categorize themselves similarly.

a) social justice theory

b) self-categorization theory

c) immigration theory

d) all of the above

e) none of the above

23. In 2009 there were more than \_\_\_\_\_\_\_\_\_\_ discrimination cases filed with the EEOC.

a) 1,000,000

b) 100,000

c) 10,000

d) 1,000

e) none of the above

24. Which two prominent ethical principles must guide decision making when making distinctions among people at the workplace?

a) fairness and respect for others

b) the law and personal values

c) patience and consistency

d) all of the above

e) none of the above

25. \_\_\_\_\_\_\_\_\_\_\_\_\_ refer(s) to making decisions according to rules not based on personal biases.

a) Fairness

b) Respect for others

c) Values

d) all of the above

e) none of the above

26. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ refer(s) to treating everyone with dignity.

a) Fairness

b) Respect for others

c) Values

d) all of the above

e) none of the above

27. When hiring, it is ethical and legal to discriminate based on all but which of the following characteristics?

a) previous job experience

b) potential productivity

c) national origin

c) educational level

e) none of the above

28. Some state and municipal laws include \_\_\_\_\_\_\_\_\_\_\_ as a protected class, though federal law does not include this provision.

a) race

b) ethnicity

c) age

d) sexual orientation

e) none of the above

29. The \_\_\_\_\_\_\_\_\_\_ of 1964 prohibits pay discrimination based solely on gender considerations.

a) Civil Rights Act

b) Gender Disparity Act

c) Equal Pay Act

d) Fair Wages Act

e) none of the above

30. On average, females earn approximately \_\_\_\_\_\_\_\_\_ of male salaries.

a) 99 percent

b) 89 percent

c) 79 percent

d) 69 percent

e) none of the above

31. Which of the following explanations cannot be offered to account for wage differences between men and women?

a) career pattern choices

b) seniority factor

c) job demand choices

d) ability differences

e) none of the above

32. The Family Medical Leave Act (FMLA) extends to all but which of the following types of employers?

a) private sector firms that employ less than 50 workers

b) all state employers

c) all local employers

d) all federal employers

e) none of the above

33. The term “glass ceiling” refers to which of the following situations?

a) advancement of workers beyond a certain level of seniority is stopped due to unsatisfactory performance

b) advancement of a qualified woman or minority group member is prematurely stopped at a lower level due to gender, racial or ethnic discrimination

c) advancement of workers is only allowed for those who are unable to see the invisible barriers to promotion

d) all of the above

e) none of the above

34. The term \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ refers to discriminating against a dominant or majority group member in favor of a historically disadvantaged or minority group member.

a) gender parity
b) reverse discrimination

c) reverse genders

d) glass ceiling

e) none of the above

35. The Age Discrimination in Employment Act (ADEA) of 1967 includes provisions for all but which of the following situations?

a) a bona fide occupational qualification such as not rehiring an aging actor for a young role, or matters of safety

b) job assignments for older workers

c) promotions for older workers

d) employees that are outside of the protected range of ages 40 to 65

e) none of the above

36. The factors that help determine the reasonableness of an accommodation for a worker with a disability includes all but which of the following?

a) the nature and cost of the accommodation

b) the overall size and financial resources of the facility or business

c) whether the disability involves a wheelchair

d) all of the above

e) none of the above

39. Workplace \_\_\_\_\_\_\_\_\_\_\_\_\_ is defined as “unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age, disability or generic information” from a supervisor,

coworker, or nonemployee, such as a customer or supplier.

a) assault

b) harassment

c) discrimination

d) accommodation

e) none of the above

40. Harassment becomes unlawful when the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider \_\_\_\_\_\_\_\_\_\_\_.

a) normal

b) hostile

c) tiresome

d) unfriendly

e) none of the above

41. Sexual harassment includes which of the following unwelcomed behaviors:

a) sexual comments

b) sexual jokes

c) sexual pictures

d) all of the above

e) none of the above

42. The \_\_\_\_\_\_\_\_\_\_\_ group refers to the diverse characteristic that is held in common by a large number of employees, while the \_\_\_\_\_\_\_\_\_\_\_ group refers to the diversity characteristic held by a small minority of organizational members.

a) dominant, subordinate

b) correct, incorrect

c) ethical, unethical

d) diverse, minority

e) none of the above

43. Diversity training is susceptible to which of the following problems, which can be addressed through careful design of the training?

a) over-emphasizing the negative characteristics of the dominant group

b) over-emphasizing employee differences to the exclusion of common ground

c) a trainer who lacks credibility with either the dominant or subordinate group

d) all of the above

e) none of the above

44. Tools that may assist with diversity training include all but which of the following?

a) the “Who Are You?” exercise

b) activities around dominant and subordinate group awareness

c) the Implicit Attitude Test (IAT)

d) confrontations between the dominant and subordinate group

e) none of the above

45. Appropriately managing diversity in the workplace leads to competitive advantages.

46. Diversity can contribute to improving organizational performance or be the source of detrimental prejudices and stereotypes.

47. Characteristics such as age and race are considered dimensions of diversity, but factors that are within our control, such as personality, are not.

48. Dimensions of diversity that evolve, including weight, marital status and physical ability, are not important to consider as they are irrelevant to discussions of diversity in the workplace.

49. Individuals in the workplace are generally treated the same, regardless of age.

50. Prejudgments about others are usually a reaction to some factor of diversity.

51. Though factors including race and gender may lead to stereotyping and prejudging of others, organizational factors including status and seniority are not related to diversity.

52. Legislation including Title VII of the Civil Rights Act has made workplace discrimination obsolete.

53. In the workplace, individuals tend to communicate, collaborate and associate with those who share some similar feature or characteristic important to the person.

54. People tend to form group coalitions first based on gender and then on race and ethnicity.

55. Both men and women are subject to stereotypes about their physical and personality characteristics in the workplace.

56. The criterion for determining whether work being performed is considered equal is whether the same job title is assigned to both men and women.

57. In 1978, Congress passed the Pregnancy Discrimination Act (PDA) to protect the civil rights of pregnant women.

58. The Family Medical Leave Act (FMLA) of 1993 extends protections to employees needing time off to address health-related problems of their own, or of immediate family members.

59. Legislation requires that employers provide appropriate job accommodations for pregnant women, regardless of undue hardship to the employer.

60. If customers or other employees express a strong preference for a certain type of ethnicity in the workplace, it is legal to discriminate in job assignments and promotions.

61. Employers are expected to provide flexible scheduling for religious holidays and respect religious clothing and grooming policies.

62. The federal government passed the Employment Non-Discrimination Act (ENDA) to protect LGBT people from job discrimination based on sexual orientation.

63. By definition, males cannot be victims of sexual harassment in the workplace.

64. If effective policies are put in place in the workplace, diversity training becomes unnecessary.

65. Provide an overview of the competitive advantages of diversity management in the workplace.

66. Discuss the factors associated with best operational practices for managing diversity.

67. Discuss the steps required to successfully implement a diversity initiative.

68. Explain the most common types of workplace discrimination, including at least four examples.

69. Identify and define the four dimensions of diversity.