

chapter 1

⚠ This is a preview of the draft version of the quiz

Quiz Type	Graded Quiz
Points	76
Assignment Group	Assignments
Shuffle Answers	No
Time Limit	No Time Limit
Multiple Attempts	No
View Responses	Always
Show Correct Answers	Immediately
One Question at a Time	No

Due	For	Available from	Until
-	Everyone	-	-

Preview

Score for this quiz: 0 out of 76 *

Submitted Jun 10 at 9:14pm

This attempt took less than 1 minute.



Unanswered
Question 1
0 / 1 pts

Effective diversity management should encompass which four principles _____, _____, _____, and _____.

- vision; integrity; drive; appreciation
- ethics; fairness; manners; creativity
- vision; ethics; respect; creativity
- creativity; humor; goal orientation; respect

Correct Answer

Unanswered
Question 2
0 / 1 pts

Research shows that an inclusive corporate practice saves money. Which is one of the reasons?

- An improved corporate image saves on marketing costs.
- less employee theft and less safety violations
- Hiring minorities, such as women, can lower the budget for salaries.

Correct Answer

- lower turnover of employees and less absenteeism

Unanswered

Question 3

0 / 1 pts

In which of the following economies has women's presence in the workforce increased?

- developing countries with democratic leadership
- countries where women have been given more religious freedom
- mainly in Africa's newer economies

Correct Answer

- countries where higher education and higher earnings are aligned

Unanswered

Question 4

0 / 1 pts

Which of the following are female-dominated professions which draw migration in Asia?

- professional arts and classical musicians
- educators and nanny professions
- technology skilled labor and assembly-line workers

Correct Answer

- domestic helpers, hotel and restaurant employees, assembly-line workers

Unanswered

Question 5

0 / 1 pts

Combating exclusion is more than managing diversity. What is the principle at play?

- a value-based organization which clearly states the principles of business
- the creation of an inclusive climate with fair and unbiased implementation
- a climate which surveys employees and analyses the employee perspective
- hiring a local workforce and training local employees to follow the values of the organization

Correct Answer

Unanswered

Question 6

0 / 1 pts

John is a new manager at a multinational company. He would like to help his company increase their revenues over last year's performance. His company is headquartered in the United States with main offices in Japan, China, South America, and Canada. As a manager of a diverse set of employees, what can John do to help his people excel?

establish a single culture and tell everyone to follow it

Correct Answer

find a way to make the differences a virtue

encourage like groups to associate together

assign employees to homogeneous work teams

Unanswered

Question 7

0 / 1 pts

Joe and Bob are both regional managers with the ABC company whose central corporate office is in Texas. They both have developed great new capabilities for their market and will implement them once approved by the headquarters. Joe and Bob are employees of what kind of corporation?

Correct Answer

multinational

global

national

international

Unanswered

Question 8

0 / 1 pts

Susan is the CEO of a large corporation, and she has decided to grow her company and start selling her products and services globally. Her plan is to establish offices in Spain, Italy, and Germany and relocate her senior executives to each of those markets so that they can run the business from there. What type of corporation is Susan establishing?

global

multinational

transnational

Correct Answer

international

Unanswered

Question 9

0 / 1 pts

Bartlett and Ghoshal (1989) offer a framework for corporate cultures relevant to global workplace diversity. Inclusive in their typology are what kind of corporations?

national

Correct Answer

global

transnational

pan national

Unanswered

Question 10

0 / 1 pts

Which type of corporation strives for efficiency across all of its markets and treats the world market as an integrated whole?

Correct Answer

global

national

international

multinational

Unanswered

Question 11

0 / 1 pts

One common problem facing women and minorities in the workplace is _____.

exclusion from managerial training

Correct Answer

exclusion from informal interaction networks

the lack of flexible schedules

a fair wage schedule

Unanswered

Question 12

0 / 1 pts

What type of company has its central corporate office making dominant decisions, though each national or regional operation has some autonomy in business decision-making? These companies also develop strategic capabilities that allow them to be sensitive and responsive to differences in national environments around the world.

global companies

international corporations

Correct Answer

multinational companies



national companies

Unanswered

Question 13

0 / 1 pts

In the context of the globalized economy, most large companies fall into what category?

- global companies
- international corporations
- national companies
- multinational companies

Correct Answer

Unanswered

Question 14

0 / 1 pts

Which of the following does the author consider a problem in the management of today's diverse workforce?

- the high cost of skills training and sensitivity training
- the lack of legislation at the national and international levels
- the inability of corporate managers to rid themselves of personal prejudicial attitudes
- the lack of skills needed to manage a new dynamic in the business world

Correct Answer

Unanswered

Question 15

0 / 1 pts

Most large corporations sell outside of their national borders. For corporations that are not multinational or international, who do they rely on to sell to customers beyond their borders?

- employees on travel
- vendors
- telephone centers
- online sales

Correct Answer

Unanswered

Question 16

0 / 1 pts

What is the determinant that marks the difference between MNCs that are able to leverage national differences as a virtue rather than a hindrance in handling local–global tensions?

size of the company

conservatism of views

Correct Answer

specific strategies employed

visionary leader

Unanswered

Question 17

0 / 1 pts

Which category of companies is characterized by an organizational culture which is primarily influenced by the home country?

Correct Answer

international

multinational

global

national

Unanswered

Question 18

0 / 1 pts

As a first step to utilizing diversity, what must companies do?

establish policies

Correct Answer

learn the human side

train managers

foster team building

Unanswered

Question 19

0 / 1 pts

There are three unique corporate cultures relevant to global workforce diversity. The first is international corporations, the second is multinational corporations. What is the third corporate culture?

Correct Answer

global

national

transnational

pan national



Unanswered

Question 20

0 / 1 pts

Homogeneous societies have historically been resistant to migration, why now are many becoming more accepting?

- in order to attract higher skilled labor
- Border protection has become too hard to police.
- to maintain current working age population levels
- More job opportunities are available.

Correct Answer

Unanswered

Question 21

0 / 1 pts

Countries faced with significant decreases in their working age population will need to _____.

- expand the working age to employ more workers younger than 15
- increase the country's population through immigration
- incentivize citizens to have more children
- accept the reality that they will no longer be as competitive in the global economy

Correct Answer

Unanswered

Question 22

0 / 1 pts

Global economic trends have included both opportunities and hardships for organizations. What were the effects of decreases in the demands for multinational workers during the global economic downturn?

- Company profits were reduced.
- Many immigrants were displaced from their jobs.
- Organizations stopped hiring foreign workers.
- Skilled workers took job as unskilled labor.

Correct Answer

Unanswered

Question 23

0 / 1 pts

Many United Nation member countries are opening up their borders and welcoming hundreds of thousands immigrants every year. What problem are they trying to solve?

- sustaining adequate levels of working age populations
- replacing citizens who chose to migrate elsewhere
- to satisfy demands for higher skilled labor

Correct Answer



- to satisfy demands for higher unskilled labor

Unanswered

Question 24

0 / 1 pts

Many developing countries have experienced increases in their young adult population. What factors have led to this phenomenon?

- increased marriages
- public health knowledge
- greater unemployment
- influx of younger immigrants

Correct Answer

Unanswered

Question 25

0 / 1 pts

Through the 1980s and into the 21st century, women have been motivated to independently migrate. What factors contributed to this?

- career pursuit and increased opportunities
- economic growth and labor market changes
- opportunity to travel and economic growth
- social networking and marriage opportunities

Correct Answer

Unanswered

Question 26

0 / 1 pts

As a result of increased heterogeneity in the workforce, many organizations must find ways to deal with new organization dynamics. What major issue confronts most organizations dealing with increasing heterogeneity?

- hostile intergroup relations
- interracial marriages among employees
- in groups and out groups
- barriers to job opportunities

Correct Answer

Unanswered

Question 27

0 / 1 pts

In Germany, Italy, Japan, and the Russian Federation, what does the UN project will happen to the working age population, people between the ages of 15 and 64?

grow

Correct Answer

decline

stay the same

They are not sure.

Unanswered

Question 28

0 / 1 pts

At the national level in most of the world, what is the most important human component of diversity?

immigrants

young people

Correct Answer

women

gender identity

Unanswered

Question 29

0 / 1 pts

Besides strategic alliances and a wide-ranging business span, a company must also include what to become truly global?

nondiscriminatory hiring practices

Correct Answer

the utilization of the diversity of their human resources

a value-based mission statement

a global vision

Unanswered

Question 30

0 / 1 pts

Different regions of the world often use different terminology and have a different focus on diversity depending on their world view. In North America, the focus is on diversity of the workforce, what focus has Europe had?

Correct Answer

immigration

gender roles

antidiscrimination and fairness

demography of the workforce

Unanswered

Question 31

0 / 1 pts

John was an eager new regional manager in Eagle Inc., a global manufacturing company. His first day arriving at his regional office, he called all of his employees together and shared with them how important it was to him that all employees felt included and valued in the organization. He explained that starting immediately, all employees would have greater access to the corporation's information. Additionally, he encouraged everyone to form networking and affinity groups to build connections with their coworkers. What else should John do to enhance inclusion?

- include "inclusion" as a performance element for his supervisors
- establish an "office of inclusion"
- require mandatory attendance at all office parties
- involve employees in the decision-making process

Correct Answer

Unanswered

Question 32

0 / 1 pts

What consequences do individuals with employer-perceived membership in a disfavored identity group experience?

- exclusion from corporate events
- exclusion from job opportunities
- exclusion from holiday parties
- exclusion from training opportunities

Correct Answer

Unanswered

Question 33

0 / 1 pts

What are the effects that research on organizational demography report for individuals with "minority" status in the organization?

- depression
- increased turnover intentions
- lack of personal efficacy in team and one-on-one relationships
- poor performance appraisals

Correct Answer

Unanswered

Question 34

0 / 1 pts

What debates have been triggered among European countries as a result of increased movement of individuals and groups across national boundaries?

the economic burden of immigration

the need for language training

the need for new immigration laws

Correct Answer

the multicultural nature of their societies

Unanswered

Question 35

0 / 1 pts

Social psychological theories regarding diversity, such as social identity and intergroup relations, have been developed primarily in which two regions?

North America and South America

Correct Answer

North America and Western Europe

Europe and North America

Eastern Europe and North America

Unanswered

Question 36

0 / 1 pts

Within the organizational context, the inclusion–exclusion construct is a continuum which includes _____, _____, and _____.

participation in decision-making; access to organization performance information; career promotion opportunities

Correct Answer

inclusion in organization processes; connectedness to coworkers; participation in decision-making

inclusion in financial decision-making; inclusion in profit sharing; access to organization performance information

inclusion in important workplace interactions; participation in informal interaction networks; inclusion in organization processes

Unanswered

Question 37

0 / 1 pts

Although people migrate for various reasons, most who migrate are _____.

Correct Answer

seeking economic opportunities

seeking political asylum

escaping a nondemocratic country

wanting to pursue a career in the service industry

Unanswered

Question 38

0 / 1 pts

Inclusionary corporate practices constitute good business and benefits. Which of the benefits are supported by research evidence?

- cost savings due to increased employee satisfaction
- industry recognition as a best place to work
- improved productivity
- Higher quality candidates compete for job opportunities.

Correct Answer

Unanswered

Question 39

0 / 1 pts

What value framework is the inclusive workplace model based on?

- pluralistic
- humanistic
- cognitive
- homogentisic

Correct Answer

Unanswered

Question 40

0 / 1 pts

Where are more than one-fourth of the world's children located?

- Asian cities
- Central and South America
- Africa
- India

Correct Answer

Unanswered

Question 41

0 / 1 pts

Why will even the more developed countries need large groups of immigrants?

- better health care/higher levels of education
- changing social norms concerning desirability of physical labor

increased prosperity/need for more service industries

Correct Answer

low birth rates/increased longevity

Unanswered

Question 42

0 / 1 pts

Which type of corporation is primarily influenced by the home country from the human resource management perspective?

Correct Answer

international corporation

multinational corporation

global corporation

inclusive corporation

Unanswered

Question 43

0 / 1 pts

What is the desired outcome of good diversity management?

happy employees

greater business profits

Correct Answer

successful and seamless inclusion

multilingual workforce

Unanswered

Question 44

0 / 1 pts

What does this text offer to managers who want to create an inclusive organization culture?

diversity definition

cross-cultural understanding

business strategies

Correct Answer

practical guidelines

Unanswered

Question 45

0 / 1 pts

Where should today's global businesses focus their primary efforts of diversity?

righting past wrongs

Correct Answer

managing a heterogeneous workforce

addressing under representation of specific groups

managing conflict as a result of a diverse work group

Unanswered

Question 46

0 / 1 pts

In order for diversity programs not to be fleeting trends, what foundation is necessary?

Correct Answer

strong legislation and proactive public policy

ethical practices and short-term organizational changes

financial goals and practical benefits

strong legislation and financial goals

Unanswered

Question 47

0 / 1 pts

In addition to removing barriers, what else do organizations need to do to alleviate both social and economic tensions in society?

increase employees' economic purchasing power

create more jobs for disadvantaged citizens

have diversity celebrations in the community

Correct Answer

actively encourage participation of members of diverse groups

Unanswered

Question 48

0 / 1 pts

In the inclusive workplace model, what is an organization's responsibility in regards to the local community?

Correct Answer

active participation and cooperation in the community

occasional support of community activities if time is available

The organization and community do not need interaction.

They only need to participate in state- and federal-sponsored community programs.



Unanswered

Question 49

0 / 1 pts

Equal Employment Opportunity (EEO) legislation means _____.

companies need to take positive steps to ensure a balanced racial and ethnic workforce

Correct Answer

it is against the law to discriminate in hiring among applicants for employment

companies are proactive and aim to achieve a diverse and heterogeneous workforce that values employee differences

companies contribute to local as well as global community

Unanswered

Question 50

0 / 1 pts

Which of the following is a core value of an inclusive workplace?

profits

Correct Answer

sustainability

justice

winning

Unanswered

Question 51

0 / 1 pts

The composition of today's workforce is dramatically changing.

Correct Answer

True

False

Unanswered

Question 52

0 / 1 pts

Once a country has fallen below a population replacement level, it takes a generation or more to return to previous fertility rates.

True

Correct Answer

False

Unanswered

Question 53

0 / 1 pts

The problems of managing today's diverse workforce do not stem from the heterogeneity of the workforce itself.

Correct Answer

- True
- False

Unanswered

Question 54

0 / 1 pts

In global companies, the central corporate office still has the dominant decision-making power.

- True

Correct Answer

- False

Unanswered

Question 55

0 / 1 pts

Soliciting input from employees with different backgrounds and life experiences positively impact the companies' external outputs and internal processes.

- True

Correct Answer

- False

Unanswered

Question 56

0 / 1 pts

Women migrate autonomously in far less numbers than men.

- True

Correct Answer

- False

Unanswered

Question 57

0 / 1 pts

Global legislative trends banning discrimination have required employers to provide designated groups a competitive advantage when seeking jobs.

- True

Correct Answer

- False



Unanswered

Question 58

0 / 1 pts

Unbalanced fertility rates in different regions of the world are projected to create unprecedented workforce tensions.

Correct Answer

- True
- False

Unanswered

Question 59

0 / 1 pts

Historically, only a small proportion of women worked in the informal economy like agriculture.

Correct Answer

- True
- False

Unanswered

Question 60

0 / 1 pts

Exclusion of underprivileged groups not only stunts the economic growth of these groups but also directly affects long-term corporate earnings.

Correct Answer

- True
- False

Unanswered

Question 61

0 / 1 pts

Workforce diversity literature and the diversity research field is fairly comprehensive with consistent frameworks and terminology addressing a variety of cultural contexts.

Correct Answer

- True
- False

Unanswered

Question 62

0 / 1 pts

Race, gender, and social class are common determinants of exclusion across multiple cultures.

Correct Answer

- True
- False



Unanswered

Question 63

0 / 1 pts

The inclusive workplace model suggests that corporations also have the responsibility to cooperate with and contribute to the local community.

Correct Answer

- True
- False

Unanswered

Question 64

0 / 1 pts

An inclusive workplace also involves itself in the needs of disadvantaged groups in its wider environment.

Correct Answer

- True
- False

Unanswered

Question 65

0 / 1 pts

The focus on diversity in the global business today is due to civil right legislation and from business initiated affirmative action plans.

Correct Answer

- True
- False

Unanswered

Question 66

0 / 1 pts

An inclusive workplace engages its employees in efforts to protect the environment and sustainability.

Correct Answer

- True
- False

Unanswered

Question 67

Not yet graded / 1 pts

Worker migration and immigration are driving significant change in the composition of the workforce. What challenges/opportunities does this present for large corporations?

Your Answer:



Unanswered

Question 68

Not yet graded / 1 pts

Homogenous societies have become heterogeneous, what factors have led to the irreversibility of this trend?

Your Answer:

Unanswered

Question 69

Not yet graded / 1 pts

George is the CEO of Fallon Inc., a multinational corporation operating in several European and Asian countries. In the past few years, George has noticed several demographic, economic, and legislative trends, all of which have the potential of impacting his company's bottom-line profits. George has decided not to react to these trends and to leave his current policies in place. What challenges/consequences might George face by ignoring these trends?

Your Answer:

Unanswered

Question 70

Not yet graded / 1 pts

Global legislative trends banning discrimination have required employers to institute policies that ensure fair treatment of all employees. Give an example of one such policy and discuss what an organization must consider when implementing the policy.

Your Answer:

Unanswered

Question 71

Not yet graded / 1 pts

One of the most significant problems facing today's diverse workforce is exclusion. What can a first-line supervisor do to create an inclusive workplace?

Your Answer:

Unanswered

Question 72

Not yet graded / 1 pts

Social psychological theories regarding diversity, social identity, and intergroup relations have primarily been developed only in North America and Western Europe. How might this shape the development of resultant theories and frameworks for global diversity?

Your Answer:

Unanswered

Question 73

Not yet graded / 1 pts

Gwen is a junior member of the Kaleidoscope Corporation, a large global company operating in 28 countries around the globe. Gwen's responsibilities include both business operations and human

resources (HR) functions. She has observed that her organization could really grow if they had a stronger plan to leverage diversity. What business case can Gwen make to convince her CEO, CFO, and fellow executives to invest in diversity management?

Your Answer:

Unanswered

Question 74

Not yet graded / 1 pts

What are the key components of the inclusive workplace model?

Your Answer:

Unanswered

Question 75

Not yet graded / 1 pts

Compare and contrast an inclusionary workplace versus an exclusionary workplace.

Your Answer:

Unanswered

Question 76

Not yet graded / 1 pts

The Chinese tradition of dividing humans into four classes of contributing humans can be interpreted as guidance for successful diversity management. Explain how each of the following--shi, nong, gong, and shang--illustrates positive concepts of diversity management.

Your Answer:



Quiz Score: 0 out of 76