**Introduction to Management**

**HW 2**

**Managing People**

Following are 25 questions: each worth four points. Indicate the answer you think correct.

**Diversity**

1) The ways in which people in an organization are different from and similar to one another is known as \_\_\_\_\_\_\_\_.

A) business etiquette

B) work culture

C) workplace diversity

D) organizational democracy

2) The period of time from the 1960s to 1970s focused on \_\_\_\_\_\_\_\_.

A) assimilating minorities and women into the corporate setting

B) making employees more aware and sensitive to the needs and differences of others

C) diversity and inclusion for business success, profitability, and growth

D) complying with laws and regulations through affirmative action policies and programs

3) Soon after Jeff was hired as a company accountant, his company developed corporate programs to help improve the self-confidence and qualifications of diverse employees so they could "fit in." During which period of time did Jeff start working for his employers?

A) new millennium

B) 1960s to 1970s

C) early 1980s

D) late 1980s to late 1990s

4) Which one of the following was a feature of the period from the late 1980s to the late 1990s in terms of workplace diversity?

A) shifting from compliance and focusing only on women and minorities to including everyone

B) focusing on complying with laws and regulations, such as Title VII of the Civil Rights Act

C) seeing workplace diversity as a core business issue, important to achieve business success, profitability, and growth

D) developing corporate programs to help improve self-confidence and qualifications of diverse individuals so they can "fit in"

5) In terms of workplace diversity, the New Millennium has witnessed increased focus on \_\_\_\_\_\_\_\_.

A) complying with laws and regulations laid down by the Equal Employment Opportunity Commission

B) assimilating minorities and women employees into the corporate setting

C) shifting from compliance to include everyone in diversification efforts

D) diversity and inclusion for business success, profitability, and growth

6) People are going to be different. The focus of managers should be to \_\_\_\_\_\_\_\_.

A) find ways to keep various groups within the workforce from creating conflict

B) find ways to develop strong relationships with and engage the entire workforce

C) make sure the practices within their departments comply with the letter of the laws governing discrimination in employment

D) find commonalities among various groups displaying surface-level diversity

7) How does surface-level diversity differ from deep-level diversity?

A) Surface-level diversity is reflected by differences in personality and values, while deep-level diversity is influenced by age and ethnic differences.

B) Surface-level diversity can affect the way people view organizational rewards and their communication with others, while deep-level diversity does not necessarily reflect the ways people think or feel.

C) Surface-level diversity can affect the way people perceive others, especially in terms of assumptions or stereotyping, while deep-level diversity may affect general behavior of people at work.

D) Surface-level diversity becomes more important as people get to know each other, while deep-level diversity becomes less relevant with increasing familiarity between people.

8) Ben is selecting members for a problem-solving team. Which of the following team compositions is most likely to result in better team performance?

A) employees with at least ten years of seniority

B) employees from the quality department

C) employees from a variety of ethnic and gender backgrounds

D) an all-male or all-female team

***Managing Human Resources***

1) Which of the following is true of high-performance work practices?

A) It is easier to implement in organizations with centralized structures.

B) It involves well-structured job responsibilities as opposed to flexible assignments.

C) In spite of its many benefits, research indicates that there is no direct link between high-performance work practices and a firm's market value.

D) It encourages extensive employee involvement and greater employee control on decision making.

2) Which of the following is an example of a high-performance work practice?

A) clearly defined job assignments

B) centralized decision making

C) skill-based compensation

D) self-managed teams

3) The first three activities of the human resource management process involve \_\_\_\_\_\_\_\_.

A) providing employees with flexible job assignments

B) identifying and selecting competent employees

C) providing employees with up-to-date knowledge and skills

D) retaining competent and high-performing employees

4) The final three activities of the human resource management process ensure \_\_\_\_\_\_\_\_.

A) that the organization retains competent and high-performing employees

B) that the organization selects and trains competent employees

C) the best compensation packages for the new hires

D) that employees are continuously provided with up-to-date knowledge and skills

5) Which of the following steps in the human resource management process identifies and selects competent employees?

A) orientation and training

B) human resource planning and recruitment

C) compensation and benefits

D) planning and performance management

6) Which of the following steps in human resource management helps retain competent and high-performing employees?

A) orientation

B) selecting

C) performance management

D) training

7) Which one of the following Acts prohibits discrimination on the basis of physical or mental disabilities?

A) Vocational Rehabilitation Act

B) Civil Rights Act, Title VII

C) Equal Pay Act

D) Occupational Safety and Health Act

8) Which one of the following Acts gives employees the legal right to examine personnel files and letters of reference?

A) Civil Rights Act, Title VII

B) Worker Adjustment and Retraining Notification Act

C) Privacy Act

D) Consolidated Omnibus Reconciliation Act

9) Which of the following Acts requires continued health coverage following termination of an employee?

A) Consolidated Omnibus Budget Reconciliation Act

B) Occupational Safety and Health Act

C) Health Insurance Portability and Accountability Act

D) Family and Medical Leave Act

***Managing Social Responsibility and Ethics***

1) Social obligation is the obligation of a business to meet its \_\_\_\_\_\_\_\_.

A) social and legal responsibilities

B) economic and social responsibilities

C) social and economic responsibilities

D) economic and legal responsibilities

2) If your university was paying minimum wage when necessary and applying the minimum legal standards to its employees work environment, it would be said to have fulfilled its \_\_\_\_\_\_\_\_.

A) social obligation

B) social responsibility

C) social responsiveness

D) social expectation

3) The \_\_\_\_\_\_\_\_ view is that management's social responsibility goes beyond making profits to include protecting and improving society's welfare.

A) sociotechnical

B) socioeconomic

C) sociocultural

D) sociopolitical

4) If your university provides job-share programs, builds a day-care facility, and only uses recycled paper, it could be said to be \_\_\_\_\_\_\_\_.

A) fulfilling its social obligation

B) socially aware

C) socially responsive

D) socially image conscious

5) The aspect that differentiates social responsibility from other similar concepts is that it adds a(n) \_\_\_\_\_\_\_\_.

A) ethical imperative

B) legal imperative

C) environmental imperative

D) social imperative

6) The most outspoken advocate of the classical view of social responsibility is economist and Nobel laureate \_\_\_\_\_\_\_\_.

A) George Stigler

B) John McCain

C) Bernard Madoff

D) Milton Friedman

7) Under the classical view, aiding the few through philanthropy \_\_\_\_\_\_\_\_.

A) benefits the whole by uplifting the downtrodden

B) grows wealth for stockholders by increasing the stock trading price

C) increases costs for consumers

D) manipulates society through social engineering

8) When PETA supporters picketed Avon products because of its use of animals in the testing of its cosmetics, Avon changed its practices and stopped testing on animals. In this situation, Avon exercised \_\_\_\_\_\_\_\_.

A) social obligation

B) classical responsibility

C) social responsiveness

D) social engineering