

Exam

Name _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) Stereotyping can best be described by which of the following? 1) _____
- A) Taking specific action against a person based on the person's group
 - B) A process of eliminating undesirable traits
 - C) Group behavior directs individual behavior
 - D) A process in which specific behavioral traits are ascribed to individuals based on their membership in a larger group

Answer: D
Diff: 0 Type: MC

- 2) In their book *Managing Workforce 2000*, Jamieson and O'Mara discuss a system that will be valuable in managing the workforce of the future. What is this system called? 2) _____
- A) Worker's rights system
 - B) Job performance system
 - C) Flex management system
 - D) Cultural awareness system

Answer: C
Diff: 0 Type: MC

- 3) Failure of a fire department to be compliant with EEOC laws can result in which of the following? 3) _____
- A) Fines
 - B) Lawsuits
 - C) Negative publicity
 - D) All of the above

Answer: D
Diff: 0 Type: MC

- 4) What percentage of career firefighters are women? 4) _____
- A) 12.7 percent
 - B) 3.7 percent
 - C) 5.7 percent
 - D) 8.7 percent

Answer: B
Diff: 0 Type: MC

- 5) Title VII requires that organizations categorize their employees according to race and gender and report this information to the EEOC. Is this statement true or false? 5) _____
- A) True
 - B) False

Answer: A
Diff: 0 Type: MC

- 6) Fire service personnel managers, in their efforts to transform the existing organizational culture with respect to an increasingly diverse workforce, will have to possess certain skills. Which of the following is one of these skills? 6) _____
- A) Unwillingness to change policy for the benefit of diversity
 - B) Understanding and acceptance of managing diversity
 - C) Recognition of diversity in all aspects of management
 - D) Self-awareness of your own culture and biases

Answer: A
Diff: 0 Type: MC

7) Cultural competence means acquiring the skills and sensitivity to build rapport within one's group but not at the risk of alienating other groups. Is this statement true or false? 7) _____
A) True B) False

Answer: A
Diff: 0 Type: MC

8) Which of the following statements about ethnocentrism is *not* true? 8) _____
A) Ethnocentrism views other groups less favorably than one's own group.
B) Ethnocentrism is a major barrier to managing diversity.
C) Ethnocentrism is prejudice on a grand scale.
D) All of the above statements are false.

Answer: D
Diff: 0 Type: MC

9) Which of the following statements regarding the differences between affirmative action (AA) and diversity is *not* true? 9) _____
A) AA is quantitative, and diversity is qualitative.
B) AA is legally driven, while diversity is driven by organizational performance.
C) AA is proactive, but diversity is reactive.
D) AA is problem focused, whereas diversity focuses on opportunities.

Answer: C
Diff: 0 Type: MC

10) The motivation behind affirmative action policies is to: 10) _____
A) win lawsuits for damages.
B) redistribute wealth among poorer people.
C) redress the effects of past and current wrongful discrimination.
D) have a system to hire marginally qualified people.

Answer: C
Diff: 0 Type: MC

11) In 1985 white males comprised 49 percent of the labor force. In 2006, white males constituted _____ percent of the labor force. 11) _____
A) 52 B) 55 C) 45 D) 47

Answer: C
Diff: 0 Type: MC

12) In 2006 the United States had a total of 1.2 million firefighters. What percentage of these firefighters are volunteers? 12) _____
A) 62 percent B) 72 percent C) 42 percent D) 52 percent

Answer: B
Diff: 0 Type: MC

13) Increasing diversity is moving the American society from a "mass society" to a _____ society. 13) _____
A) mosaic B) multifaceted C) multifunctional D) malcontent

Answer: A
Diff: 0 Type: MC

- 14) The Equal Employment Opportunity Commission is an independent federal agency created by Congress in what year? 14) _____
 A) 1972 B) 1964 C) 1952 D) 1986
 Answer: B
 Diff: 0 Type: MC
- 15) Recent data from the Bureau of Labor Statistics indicate that the U.S. workforce increased by _____ million during the period of 1996 to 2006. 15) _____
 A) 45 B) 30 C) 15 D) 60
 Answer: C
 Diff: 0 Type: MC
- 16) An awareness of personal work style and personal comfort level with ambiguity, conflict, and change will help managers understand how diverse people may experience supervision. Which of the following is an example of this? 16) _____
 A) Having more lenient work rules for some employees
 B) Not inspecting the work to avoid conflict
 C) Spending more time explaining assignments to ensure understanding
 D) Letting employees report to work late
 Answer: C
 Diff: 0 Type: MC
- 17) As of 2005, approximately how many fire departments existed in the United States? 17) _____
 A) 41,000 B) 21,000 C) 31,000 D) 51,000
 Answer: C
 Diff: 0 Type: MC
- 18) Within the fire service environment, several unique factors make managing diversity more challenging as compared to other occupations. What are these factors? 18) _____
 A) Close working relationship B) Shiftwork
 C) Teamwork D) All of the above
 Answer: D
 Diff: 0 Type: MC
- 19) Diversity training programs are very important and should be focused on legal liability and past discrimination. Is this statement true or false? 19) _____
 A) True B) False
 Answer: B
 Diff: 0 Type: MC
- 20) Fire service personnel managers need to review assignments of members on a regular basis to ensure that assignments are: 20) _____
 A) based on seniority.
 B) diverse both vertically and horizontally throughout the organization.
 C) made on a first-requested basis.
 D) equally distributed.
 Answer: B
 Diff: 0 Type: MC

- 21) Managing diversity and affirmative action plans are essentially the same thing. Is this statement true or false? 21) _____
A) True B) False
Answer: B
Diff: 0 Type: MC
- 22) Title VII was a component of what major federal legislation? 22) _____
A) Wagner Act B) Americans with Disabilities Act
C) Fair labor Standards Act D) Civil Rights Act of 1964
Answer: D
Diff: 0 Type: MC
- 23) Which of the following is *not* one of the primary aspects of diversity? 23) _____
A) Sexual orientation B) Age
C) Religious beliefs D) Race
Answer: C
Diff: 0 Type: MC
- 24) One of the most effective alternate dispute resolutions techniques is: 24) _____
A) counseling by social workers. B) mandatory EAP referral.
C) peer mediation. D) None of the above
Answer: C
Diff: 0 Type: MC
- 25) Which of the following is the most accurate statement with respect to the increasing diversity of fire service organizations? 25) _____
A) Organizations with greater diversity are respected by the populations they serve.
B) Organizations with greater diversity are better suited to serve a diverse customer base.
C) Organizations with greater diversity display higher creativity and innovation.
D) All of the above
Answer: D
Diff: 0 Type: MC