

## 4.5 SELF-ASSESSMENT QUESTIONS

The following questions will help you to assess your progress and determine what outcomes/competencies have resulted from your study of the material in this learning unit. These questions will be reflected in assignment and examination questions.

- (1) Which of the following is one of the best reasons for embracing and managing heterogeneous teams?
  1. Heterogeneous teams change the demographic profile of the workforce.
  2. **Heterogeneous teams are better at solving problems and overcoming obstacles.**
  3. Heterogeneous teams increase capacity among managers to maintain inter-organisational relationships.
  4. Heterogeneous teams eliminate the possibility of an organisation facing a lawsuit.
  5. Heterogeneous teams may reduce employee turnover.
  
- (2) Which of the following is a debatable benefit of managing diversity?
  1. The organisation has an improved public image.
  2. **Customer service is better.**
  3. The organisation has a competitive edge.
  4. Employees' job satisfaction and morale are higher.
  5. Employees' career advancement is encouraged.
  
- (3) Based on an exploration of numerous studies, which of the following is NOT a benefit of diversity management.
  1. **Improved competition**
  2. Enhanced public image
  3. Greater creativity
  4. Lower frustration levels
  5. New product development
  
- (4) Which of the following is an ethical principle relevant to the management of diversity?
  1. **An emphasis on disclosure of information, open communication and transparency.**
  2. Good people management will result in tangible and measurable benefits for the organisation.
  3. Employees' attitudes are more positive when their work group is more demographically diverse.
  4. Every employee has rights and responsibilities in the work environment.
  5. An emphasis on promoting previously disadvantaged groups.

(5) Which of the following is an indirect benefit of managing diversity?

1. Enhanced innovation and creativity
2. Flexible working arrangements
3. **Increased productivity**
4. Improved quality
5. Retention of employees