Test Bank for Understanding Human Resources Management A Canadian Perspective CDN 1st Peacock

ss Complete Test Bank for Understanding Human Resources Management A Canadian Perspective CDN 1st Pea

TRUE/FALSE

1 : Managers can ignore the legal aspects of HRM, as their employers will deal with the consequences.a. Trueb. False
A : true
B : false

Correct Answer : B

2 : Employment laws have been written to protect both the employer and the employees.a. Trueb. False
A : true
B : false

Correct Answer : A

3 : In addition to legislation, companies choose to treat their employees in certain ways because it is just “good business.”a. Trueb. False
A : true
B : false

Correct Answer : A

4 : Being ignorant of the law is a valid excuse for the manager’s illegal actions.a. Trueb. False
A : true
B : false

Correct Answer : B

5 : HRM practices are simply a matter of what is required by law.a. Trueb. False
A : true
B : false

Correct Answer : B

6 : Canada has two distinct sets of legislation: public and private sector.a. Trueb. False
A : true
B : false

Correct Answer : B

7 : Federal employment laws apply to everyone who resides in Canada.a. Trueb. False
A : true
B : false

Correct Answer : B

8 : Federal legislation, namely the Canada Labour Code and the Canadian Human Rights Act, applies to only about 20 percent of Canadian workers.a. Trueb. False
A : true
B : false

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Correct Answer : B

9 : The provinces and territories in Canada have their own legislation that covers employment standards, human rights, labour relations, and worker health and safety.a. Trueb. False
A : true
B : false

Correct Answer : A

10 : In Canada, federal employment laws include the Canada Labour Code, and the Canadian Human Rights Act.a. Trueb. False
A : true
B : false

Correct Answer : A

11 : Each province and territory has legislation that provides certain rights and guarantees regarding employment.a. Trueb. False
A : true
B : false

Correct Answer : A

12 : The Canada Labour Code covers basic employment conditions and human rights prohibitionsa. Trueb. False
A : true
B : false

Correct Answer : B

13 : The Personal Information Protection and Electronic Documents Act (PIPEDA) protects the employee’s personal information.a. Trueb. False
A : true
B : false

Correct Answer : A

14 : Only workplaces in the public sector are covered by human rights legislation.a. Trueb. False
A : true
B : false

Correct Answer : B

15 : As society changes, so do the prohibited grounds for discrimination.a. Trueb. False
A : true
B : false

Correct Answer : A

16 : All provinces and territories have employment equity and pay equity legislation.a. Trueb. False
A : true

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B : false

Correct Answer : B

17 : Ontario’s “Personal Documents Privacy Act” increases the protection of employer documents.a. Trueb. False
A : true
B : false

Correct Answer : B

18 : Privacy legislation enhances the protection of employees’ personal information retained by their employer company.a. Trueb. False
A : true
B : false

Correct Answer : A

19 : Labour relations legislation regulates the minimum age of employment, hours of work, minimum wages, statutory holidays, etc.a. Trueb. False
A : true
B : false

Correct Answer : B

20 : Systemic discrimination refers to the open, intentional barriers that organizations use to deliberately prevent members of designated groups from progressing.a. Trueb. False
A : true
B : false

Correct Answer : B

21 : Discrimination in the form of a bona fide occupational qualification (BFOQ) is permitted by law.a. Trueb. False
A : true
B : false

Correct Answer : A

22 : The hiring of only female prison guards in prisons for women in an example of bona fide occupational requirement.a. Trueb. False
A : true
B : false

Correct Answer : A

23 : An example of bona fide occupational qualification (BFOQ) for age is the argument that a younger employee will project a better, more energetic image to the public.a. Trueb. False
A : true
B : false

Correct Answer : B

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24 : Reverse discrimination is allowed if the employer can demonstrate that they are living up to the spirit of the Employment Equity by attempting to correct past discrimination.a. Trueb. False
A : true
B : false

Correct Answer : A

25 : Reverse discrimination occurs when a manager unintentionally discriminates against a fellow manager.a. Trueb. False
A : true
B : false

Correct Answer : B

26 : Employees harassed by workers from other companies can file a human rights complaint.a. Trueb. False
A : true
B : false

Correct Answer : A

27 : When a women's fashion store decides not to hire males, this is an example of discrimination.a. Trueb. False
A : true
B : false

Correct Answer : A

28 : Reasonable accommodation refers to the duty of an employer to adopt practices that do not discriminate on a prohibited ground.a. Trueb. False
A : true
B : false

Correct Answer : A

29 : Systemic discrimination is discrimination that exists throughout a department or level within an organization.a. Trueb. False
A : true
B : false

Correct Answer : B

30 : The objective of undue hardship is to remove workplace conditions that disadvantage groups who are protected by human rights legislation.a. Trueb. False
A : true
B : false

Correct Answer : B

31 : If a certain behaviour at work would be considered unacceptable by a "reasonable person," then the recipient of the behaviour can claim harassment.a. Trueb. False
A : true
B : false

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Correct Answer : A

32 : Decisions reached by human rights commissions or tribunals have little influence over employment issues.a. Trueb. False
A : true
B : false

Correct Answer : B

33 : Sexual harassment occurs only between members of the opposite sex.a. Trueb. False
A : true
B : false

Correct Answer : B

34 : All provinces and territories have enacted legislation prohibiting psychological harassment.a. Trueb. False
A : true
B : false

Correct Answer : B

35 : An example of sexual harassment is having to listen to comments made by co-workers about their sexual conquests every Monday morning, even after you have stated that their remarks make you extremely uncomfortable.a. Trueb. False
A : true
B : false

Correct Answer : A

36 : Serious one-time incidents can sometimes be considered harassment.a. Trueb. False
A : true
B : false

Correct Answer : A

37 : The best way to deal with complaints regarding sexual harassment is to develop, communicate, and enforce sexual harassment policies.a. Trueb. False
A : true
B : false

Correct Answer : A

38 : The Canadian Human Rights Commission (CHRC) can act on its own if it feels there are sufficient grounds for a finding of discrimination.a. Trueb. False
A : true
B : false

Correct Answer : A

39 : The only difference between federal and provincial human rights laws is that the former cover federally regulated industries and the latter cover provincially regulated industries.a.

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Trueb. False
A : true
B : false

Correct Answer : B

40 : It is recommended that a company’s anti-harassment policy acknowledge that the company is committed to a harassment-free environment.a. Trueb. False
A : true
B : false

Correct Answer : A

41 : Once a complaint has been accepted by the CHRC, a tribunal will be formed to deal with the allegations against the organization.a. Trueb. False
A : true
B : false

Correct Answer : B

42 : The Canadian Human Rights Commission deals with complains from businesses and employees covered by the Canadian Human Rights Act.a. Trueb. False
A : true
B : false

Correct Answer : A

43 : Each province and territory has legislation, relatively similar to the federal employment laws, that provides certain rights and guarantees regarding employment.a. Trueb. False
A : true
B : false

Correct Answer : A

44 : Employment legislation (laws) in provincial/territorial jurisdictions cover employment standards, labour relations, public holidays and vacation pay.a. Trueb. False
A : true
B : false

Correct Answer : A

45 : Most employment standards legislation applies to all employers.a. Trueb. False
A : true
B : false

Correct Answer : A

46 : Labour relations legislation is usually administered through an agency called Labour–Management Partnership.a. Trueb. False
A : true
B : false

Correct Answer : B

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47 : The health and safety of employees is the responsibility of employers.a. Trueb. False
A : true
B : false

Correct Answer : A

48 : Provinces and territories have legislation dealing with human rights and legislation that covers unions and their relationships with employers.a. Trueb. False
A : true
B : false

Correct Answer : A

49 : Culturally biased aptitude tests and basic levels of language requirements are examples of systemic barriers impacting members of minority groups..a. Trueb. False
A : true
B : false

Correct Answer : B

50 : Establishing practices and policies to redress past employment discriminations is part of implementing employment equity.a. Trueb. False
A : true
B : false

Correct Answer : A

51 : The Employment Equity Act stipulates that all Canadian employers must implement employment equity and report on results attained.a. Trueb. False
A : true
B : false

Correct Answer : B

52 : Provincially regulated employers are required to develop plans to better represent certain designated groups.a. Trueb. False
A : true
B : false

Correct Answer : B

53 : Employment equity involves the identification and removal of systemic barriers that adversely affect the employment opportunities of the four designated groups in the Employment Equity Act.a. Trueb. False
A : true
B : false

Correct Answer : A

54 : The concept of employment equity is rooted in the Canadian Charter of Rights and Freedoms and in federal and provincial human rights codes.a. Trueb. False
A : true

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B : false

Correct Answer : A

55 : Under the Employment Equity Act, employers are required to develop plans to better represent members of the designated groups.a. Trueb. False
A : true
B : false

Correct Answer : A

56 : The four designated groups identified in the Employment Equity Act are women, First Nations peoples, persons with disabilities, and underemployed minorities.a. Trueb. False
A : true
B : false

Correct Answer : B

57 : Occupational segregation and pay inequity are disadvantages faced by members of designated groups.a. Trueb. False
A : true
B : false

Correct Answer : A

58 : Employment equity makes good business sense since it contributes to the bottom line.a. Trueb. False
A : true
B : false

Correct Answer : A

59 : The federal Employment Equity Act is administered by Employment and Equity Development Canada.a. Trueb. False
A : true
B : false

Correct Answer : B

60 : Pay equity law makes it illegal for federally regulated employers to discriminate against individuals on the basis of job content.a. Trueb. False
A : true
B : false

Correct Answer : A

61 : Pay equity is based on the principle of equal pay for equal work.a. Trueb. False
A : true
B : false

Correct Answer : A

62 : The second principle upon which pay equity is based is equal pay for work that may be

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comparable in value in the organization.a. Trueb. False
A : true
B : false

Correct Answer : A

63 : Implementation of pay equity is based on comparing the work of female and male employees doing the same job.a. Trueb. False
A : true
B : false

Correct Answer : B

64 : The federal pay equity legislation applies to all employers in Canada.a. Trueb. False
A : true
B : false

Correct Answer : B

65 : Only six of the provinces, including Ontario, have pay equity legislation.a. Trueb. False
A : true
B : false

Correct Answer : A

66 : Thirty-two percent of the Canadian population are identified as visible-minorities.a. Trueb. False
A : true
B : false

Correct Answer : B

67 : Newfoundland and British Columbia do not have pay equity legislation.a. Trueb. False
A : true
B : false

Correct Answer : A

68 : While no specific provincial acts pertain to employment equity, the concept of employment equity is rooted in federal and provincial employment standards legislation, human rights codes, and the Canadian Charter of Rights and Freedoms.a. Trueb. False
A : true
B : false

Correct Answer : A

69 : Employment equity ensures that men and women are treated fairly and equitably in the workforce.a. Trueb. False
A : true
B : false

Correct Answer : B

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70 : The terms “diversity management” and “employment equity” can be used interchangeably.a. Trueb. False
A : true
B : false

Correct Answer : B

71 : The optimization of an organization’s multicultural workforce in order to reach business objectives is known as employment equity.a. Trueb. False
A : true
B : false

Correct Answer : B

72 : Halifax and Vancouver have the largest visible minority communities in Canada.a. Trueb. False
A : true
B : false

Correct Answer : B

73 : According to the most recent Statistics Canada census, two percent of Canadians are Aboriginal.a. Trueb. False
A : true
B : false

Correct Answer : B

74 : Transforming an organizational culture into one that embraces diversity is relatively simple and can be done in a relatively short period of time.a. Trueb. False
A : true
B : false

Correct Answer : B

75 : Diversity initiatives should be directly linked to the business objectives of top management.a. Trueb. False
A : true
B : false

Correct Answer : A

76 : Recruitment, training, and performance management all must be examined by organizations looking to increase the diversity of its workforce.a. Trueb. False
A : true
B : false

Correct Answer : A

77 : A crucial element of any diversity management initiative is proper training across the organization.a. Trueb. False
A : true
B : false

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Correct Answer : A

78 : CEOs in Canada recognize the importance of diversity in their overall business strategy.a. Trueb. False
A : true
B : false

Correct Answer : A

79 : While diversity refers to our differences, inclusion is putting into action all those differences to create a very successful organization.a. Trueb. False
A : true
B : false

Correct Answer : A

80 : Canada’s economic growth will be dependent on employers making use of the talent immigrants bring.a. Trueb. False
A : true
B : false

Correct Answer : A

81 : Ethics can be defined as a set of rules and guidelines in an organization.a. Trueb. False
A : true
B : false

Correct Answer : B

82 : Ethics is a set of standards of conduct and moral values that help to determine right and wrong behaviour.a. Trueb. False
A : true
B : false

Correct Answer : A

83 : Many organizations lack their own codes of ethics.a. Trueb. False
A : true
B : false

Correct Answer : B

84 : When something unethical happens, employees will sometimes report an organization’s unethical practices outside the organization.a. Trueb. False
A : true
B : false

Correct Answer : A

MULTIPLE CHOICE

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85 : Who are Canadian employment laws intended to protect?
A : the employer and the employees
B : the employer and outsourced services providers
C : both national and international projects
D : the employee through good management practices

Correct Answer : A

86 : What step should managers take to avoid expensive and time-consuming litigation, resulting from not complying with human rights legislation?
A : Managers should use supervisors to deal directly with employees.
B : Managers should take a human rights course to ensure they understand the laws thoroughly.
C : Managers should develop an awareness of their personal biases.
D : Unintentionally breaking human rights laws is not a punishable crime.

Correct Answer : C

87 : When managers ignore the legal aspects of HRM, what do they risk?
A : incurring costly and time-consuming litigation
B : upsetting union officials
C : breaking employee codes of conduct
D : being bad managers

Correct Answer : A

88 : In addition to legislation, what else drives business to treat employees in certain ways?
A : competition amongst employers
B : avoiding negative publicity
C : reduction in employee turnover
D : the morale of the employees

Correct Answer : B

89 : When balancing labour laws, business laws, and human rights legislation, which of the following is the most important?
A : They are all equal.
B : They are as important as business law.
C : They are less important than labour law.
D : Human rights legislation has priority.

Correct Answer : D

90 : To whom does human rights legislation apply?
A : full-time, salaried employees
B : all individuals
C : managers
D : individuals who are discriminated against

Correct Answer : B

91 : Who should be aware of their personal biases and how these attitudes can influence their dealings with one another?
A : all employees, including supervisors and managers

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B : full-time employees
C : male employees
D : managers

Correct Answer : A

92 : Which change in Employment Insurance (EI) has had an impact on Human Resource practices in organizations?
A : compassionate care benefits available for an employee who needs time off to care for a family member at risk of dying in the next 6 months
B : parental leave decreased to 65 weeks
C : parental leave now only available to women
D : parental leave increased to 82 weeks

Correct Answer : A

93 : Where are basic employment conditions governed by the Employment Standards Act?
A : British Columbia, Quebec, and Newfoundland
B : British Columbia, Ontario, and Prince Edward Island
C : Nova Scotia, Ontario, and Manitoba
D : Nunavut, Nova Scotia, and Alberta

Correct Answer : B

94 : Which statement best describes a commonality between the Employment Insurance and the Canada Pension Plan?
A : They affect all employers and employees.
B : They are fairly limited in scope.
C : They prohibit intentional discrimination.
D : They are the most significant employment laws affecting HRM activities.

Correct Answer : A

95 : Which statement best illustrates a jurisdiction shared by the Canada Labour Code and the Canadian Human Rights Act?
A : They apply to federally regulated companies and agencies only.
B : They deal with federal and provincial human resource laws.
C : They are responsible for setting minimum employment standards and conditions for all Canadian organizations.
D : They both apply to all employers and employees in Canada.

Correct Answer : A

96 : Which organizations are covered by the Canadian Human Rights Act?
A : federal government departments and communications companies
B : communications companies and provincial government departments
C : not-for-profits and provincial government departments
D : federal government departments and not-for-profits

Correct Answer : A

97 : Which of the following is influenced by the Personal Information Protection and Electronic Documents Act and the Personal Information Privacy Act?

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A : whether employees can be reprimanded for activities appearing on their social media accounts
B : how long employers are required to keep personnel information on file
C : to what extend employees have access to their personnel file
D : how they handle employee information and the employee's rights regarding the information

Correct Answer : D

98 : Which provinces/territories have legislation that provides certain rights and guarantees regarding employment?
A : Ontario, Quebec, and British Columbia
B : Ontario, Alberta, and the Northwest Territories
C : all provinces and territories
D : Quebec, Ontario, and Nova Scotia

Correct Answer : C

99 : Which Act is most referenced when discussing email monitoring, use of social media, and website visits by employees while at their worksite?
A : Personal Information Protection and Electronic Documents Act
B : Canadian Human Rights Act
C : Employment Standards Act
D : Employment Standards Act

Correct Answer : A

100 : What two distinct sets of laws govern Canadians?
A : national and local
B : provincial and territorial
C : federal and provincial
D : national and international

Correct Answer : C

101 : What actions must managers or HRMs take to ensure privacy legislation is upheld?
A : Ensure that all personal information is not discarded.
B : Avoid collecting employees' personal information, unless it's work-related.
C : Provide employees limited access to their online or paper personal files.
D : Acquire written permission for collection and use of employees' personal information.

Correct Answer : D

102 : Which legislation has the most far-reaching impact on employment conditions?
A : Genetic Non-Discrimination Act
B : Human Rights Act
C : Canadian Charter of Rights and Freedoms
D : Personal Information Protection and Electronic Documents Act (PIPEDA)

Correct Answer : C

103 : What are the two basic employment laws for federally regulated companies?
A : Canada Human Rights Code and Canada Labour Act
B : Canada Labour Code and the Canadian Human Rights Act
C : Canada Human Rights Code and Labour Standards Act

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D : Canada Labour Standards Act and Canada Human Rights Act

Correct Answer : B

104 : Who is responsible for the enforcement of federal and provincial human rights laws?
A : Canadian Human Rights Commission and Tribunals
B : Labour Relations Council
C : Human Rights Tribunals or Commissions
D : Labour Canada

Correct Answer : C

105 : Who is responsible for the enforcement of the Canadian Human Rights Act?
A : Canadian Human Rights Tribunal
B : Labour Canada
C : Human Resource Development Canada
D : Canadian Human Rights Commission

Correct Answer : D

106 : On what grounds is discrimination prohibited in all provinces and territories?
A : records of criminal convictions, family status, and political beliefs
B : age, pardoned convictions, and gender
C : disability, family status, and age
D : political beliefs, disability, and pardoned convictions

Correct Answer : C

107 : Why is systemic discrimination difficult to prove?
A : It’s less understood than other forms of discrimination so people aren’t aware.
B : Businesses may rationalize their actions by saying “we’ve always done it this way.”
C : Many employment barriers are hidden and unintentional.
D : The people affected don’t want to talk about it.

Correct Answer : C

108 : When are certain discriminatory employment qualifications permitted by law?
A : when employees are on a probationary period
B : never
C : when they are bona fide occupational qualifications
D : when it’s reverse discrimination

Correct Answer : C

109 : What requirement must an employer fulfill so that an employee is not discriminated against on prohibited grounds?
A : reasonable obligation
B : reasonable acceptance
C : duty to accommodation
D : duty to oblige

Correct Answer : C

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110 : Which of the following is an example of reverse discrimination?
A : Caucasians are favoured over visible minorities.
B : Men are favoured over women.
C : Members of certain groups are favoured because of the idea that they suffer discrimination.
D : Employment equity goals are set.

Correct Answer : C

111 : What human rights prohibition is included in all Canadian jurisdictions' human rights acts?
A : criminal conviction
B : religion
C : family status
D : language

Correct Answer : B

112 : What bona fide occupational requirement for pilots is now being reconsidered by the Canadian Human Rights Tribunal?
A : minimum height requirement
B : bilingualism requirement
C : weight restrictions
D : age restriction

Correct Answer : D

113 : How is word-of-mouth recruiting an example of systemic discrimination?
A : It does not allow for women or visible minorities to apply for the job.
B : Companies may use it as an inexpensive way to grow the workforce.
C : People who are not part of a select demographic will not learn about the opening.
D : People must be part of the union before they can apply for the job.

Correct Answer : C

114 : Which of the following best defines discrimination?
A : behaviours that demean, humiliate, or embarrass someone
B : employment rules that have a negative effect on employees
C : the denial of opportunity to someone based on group membership such as gender or religion
D : any unwelcome conduct that may detrimentally affect the work environment

Correct Answer : C

115 : What protection under human rights law does an individual have who has been denied employment due to several body piercing and tattoos.?
A : protection based on physical or mental disability
B : protection based on physical appearance
C : no protection under human rights law as employers are allowed to have workplace codes of conduct
D : protection based on the Canadian Charter of Rights and Freedoms

Correct Answer : C

116 : What protection under human rights law does an individual have who has been denied employment based upon their weight?
A : protection based on sex and physical disability

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B : no protection under human rights law, as being overweight is not a human rights provision
C : protection based on physical disability, if it is medically diagnosed as a disability
D : a BFOR can be easily established for most job positions that allow for discrimination

Correct Answer : B

117 : What human rights legal concept is displayed when an employer's workforce is representative of one group in society and the company recruits by only posting job vacancies within the company?
A : reasonable accommodation
B : systemic discrimination
C : bona fide occupational qualification
D : undue hardship

Correct Answer : B

118 : Until recently, Air Canada had the right to retire pilots at age 60. What human rights legal concept is this an example of?
A : reverse discrimination
B : systemic discrimination
C : bona fide occupational qualification
D : undue hardship

Correct Answer : C

119 : Which legal term justifies the hiring of only women guards in women prisons?
A : employment equity
B : bona fide occupational requirement/qualification
C : equal employment opportunity
D : justification does not exist for reverse discrimination against men.

Correct Answer : B

120 : An employer allowed an employee who was hypersensitive to work remotely from home. What human rights legal concept is this an example of?
A : reasonable accommodation
B : systemic discrimination
C : bona fide occupational qualification
D : undue hardship

Correct Answer : A

121 : Which provinces/territories include gender identity and gender expression as prohibited grounds for discrimination?
A : Prince Edward Island, Manitoba, and Ontario
B : Alberta, British Columbia, and Ontario
C : Saskatchewan, British Columbia, and Manitoba
D : Nova Scotia, Newfoundland, and Saskatchewan

Correct Answer : B

122 : Which of the following is an example of reasonable accommodation?
A : permitting an employee to use medical marijuana in the workplace provided there is no safety risk to

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others
B : providing childcare allowances when employees take company-sponsored courses
C : maintaining rigid work schedules which prohibit employees from participating in traditional activities
D : telecommuting for an employee who prefers to work at home

Correct Answer : A

123 : How many times must an “incident” happen before it is considered harassment?
A : There is no frequency specification; it can happen once, or many times.
B : Harassment must be a series of on-going incidents.
C : Harassment occurring over a six-month period or longer is no longer considered “basic” harassment.
D : Harassment which impacts the victim’s life should be reported the first time it happens.

Correct Answer : A

124 : Which of the following best defines sexual harassment?
A : unwanted physical or verbal behaviour that offends or humiliates, including unwelcome physical contact such as touching, patting, or pinching
B : employment rules that are sexual in tone and that have a negative effect on employees
C : the denial of opportunity to someone based on their sex
D : unsafe and abusive conduct that is sexual in nature, which may detrimentally affect the health and safety of someone

Correct Answer : A

125 : If an organization was ordered by the Human Rights Commission to pay a fine for sexual harassment activities which happened at its location, what would that company be well advised to do?
A : implement ethical codes of conduct
B : implement privacy policies and procedures
C : implement sexual harassment policies and procedures
D : consult the human rights commission about their dispute resolution process

Correct Answer : C

126 : Which of the following is an example of sexual harassment?
A : allowing a young female to manage a team of men who are older than her
B : permitting employees to keep family photos in their office space
C : reprimanding a female employee for wearing inappropriate office attire
D : promoting a female employee after she upgrades her skills through training

Correct Answer : C

127 : What is the first step in the Canadian Human Rights Commission’s dispute resolution process?
A : investigation
B : filing a complaint
C : preliminary assessment
D : complaint received

Correct Answer : D

128 : When a Canadian Human Rights Commission refers a case to a tribunal, which of the

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following is a possible outcome?
A : The tribunal may decide the complaint is valid and can order corrective measures.
B : It is guaranteed that the complaint will be upheld.
C : A corrective measure on a valid complaint may include sensitivity training.
D : Actual payments for lost wages or pain/suffering are prohibited.

Correct Answer : A

129 : Which of the following should be included in a workplace anti-harassment policy?
A : specifications about when harassment should or shouldn’t be reported
B : a statement that the company is committed to a harassment-free work environment
C : a list of provincial laws designed to help the victim of harassment
D : a description of the repercussions for those who are found guilty of harassment

Correct Answer : B

130 : What would encourage and support an employee to report their concerns to an authority within their company if they felt bullied or harassed in their workplace?
A : clear company confidential reporting channels
B : charter of human rights employment equity initiatives
C : company privacy and security policies and procedures
D : company diversity management program

Correct Answer : A

131 : In addition to spreading gossip or rumors, which of the following is considered bullying?
A : vandalizing another person’s belongings
B : expressing differences of opinions
C : taking reasonable disciplinary action
D : participating in a group performance review

Correct Answer : A

132 : For which issue does Employment Standards legislation specify the minimum obligation of employers?
A : incentive pay systems
B : hours of work
C : vacation scheduling
D : certification of trades workers

Correct Answer : B

133 : To whom does labour relations legislation apply?
A : only to workplaces in the public sector
B : only to crown corporations
C : only to workplaces in the private sector
D : union employees and organizations with unionized employees

Correct Answer : D

134 : Which government agency governs violations to health and safety statutes?
A : Canadian Border Services Agency
B : Canadian Health, Safety, and Environmental Protection Act

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C : Workers’ Compensation Board
D : Workers’ Compensation Act

Correct Answer : C

135 : |Who is responsible for reinforcing health and safety training and being accountable for employee’s understanding and behaviour regarding workplace health and safety?
A : union representative
B : Workers’ Compensation Board
C : manager
D : business owner

Correct Answer : C

136 : What legislation states that significant work-related stressors such as bullying, harassment, or violence are prohibited?
A : privacy legislation
B : occupational health and safety legislation
C : employment equity legislation
D : human rights mental disability prohibition

Correct Answer : B

137 : What is defined as “repeated and aggravating behaviour that affects an employee’s dignity or physical integrity, that makes the work environment harmful”?
A : systemic discrimination
B : discrimination
C : psychological harassment
D : bullying

Correct Answer : C

138 : What are Canada’s top employers doing to enhance employment for Aboriginal peoples?
A : permitting Aboriginal employees to celebrate their tribal holidays on non-statutory holidays
B : promoting work opportunities in metropolitan areas to promote socialization
C : offering alternative work schedules to help achieve a better work–life balance
D : educating workers in Aboriginal languages and practices

Correct Answer : C

139 : As unionization continues to decline in Canada, which group of workers has the lowest rate of unionization?
A : young workers
B : women
C : immigrants
D : aging workers

Correct Answer : A

140 : What are employers covered by the Employment Equity Act legally obligated to do?
A : identify and remove any employment barriers for members of designated groups
B : establish pay equity policies
C : appoint an employment equity coordinator to liaise with the federal regulatory agency

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D : establish a joint committee comprised of union and management representatives

Correct Answer : A

141 : Which of the following groups is required to comply with the Employment Equity Act?
A : crown organizations employing more than 250 people
B : not-for-profit groups
C : organizations who do more than $1-million dollars of business with the federal government
D : the federal government and federal agencies

Correct Answer : D

142 : Which federal and provincial laws have the concept of employment equity rooted in their wording?
A : employment standards legislation and human rights codes
B : Health and Safety Act and human rights codes
C : Labour Relations Act and employment standards legislation
D : pension benefits standards and Health and Safety Act

Correct Answer : A

143 : What legislation involves the identification and removal of systemic barriers to employment opportunities that affect designated groups?
A : Pay Equity Act
B : Employment Equity Act
C : Employment Standards Act
D : Human Rights Code

Correct Answer : B

144 : What are culturally biased aptitude tests and lack of recognition of foreign credentials examples of?
A : systemic barriers
B : duty to accommodate
C : visible minority discrimination
D : employment equity

Correct Answer : A

145 : Which of the following people are most disadvantaged when employment candidates are asked to demonstrate an ability to meet physical demands that are unrelated to actual job performance?
A : women
B : Aboriginal peoples
C : visible minorities
D : people with disabilities

Correct Answer : D

146 : In the most recent Employment and Social Development Canada’s report, which designated group has seen a significant increase in participation?
A : Aboriginal peoples
B : women

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C : people with disabilities
D : visible minorities

Correct Answer : A

147 : Which statement is the most accurate representation of pay equity?
A : Pay equity is the result of an amendment to the Employment Standards Legislation in 1978.
B : Pay equity means equal pay for work of equal value.
C : The goal of pay equity legislation is to eliminate the historical wage gap between members of the designated group.
D : Pay equity means equal pay for equal work.

Correct Answer : B

148 : Employers who pay men and women different salaries when performing the same job are violating the Pay Equity Act, when the salary differences are based on which variable?
A : incentive plans
B : seniority
C : merit
D : gender

Correct Answer : D

149 : What does implementation of pay equity require?
A : ensuring that jobs with different titles involving the same work are paid the same
B : ensuring that male-dominated job classes and female-dominated job classes of equal value are paid the same
C : ensuring that individuals performing work of a similar nature are paid the same, regardless of national or ethnic origin, colour, age, or sex
D : ensuring there are no differences in pay between men and women performing the same work

Correct Answer : B

150 : Which of the following is a factor in pay equity comparisons?
A : current pay rate
B : performance of the employees
C : seniority
D : skill and effort

Correct Answer : D

151 : Which of the following is a systemic barrier that has a negative employment impact on visible minorities?
A : lack of recognition of foreign credentials
B : minimal levels of language requirements
C : diversity management initiatives
D : gender biased aptitude tests

Correct Answer : A

152 : What are the designated groups in which employment equity promotes recruitment and retention of workers?
A : women, visible minorities, First Nations peoples, and people with disabilities

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B : visible minorities, First Nations peoples, women, and unemployed workers
C : immigrants, First Nations people, unemployed minorities, and people with physical handicaps
D : First Nations people, people with disabilities, women, and international workers

Correct Answer : A

153 : What is employment equity intended to promote?
A : diversity management
B : equitable treatment in employment for members of the designated groups
C : equal pay for equal work
D : equal opportunity employers

Correct Answer : B

154 : Which legal term refers to targeted staffing and training to redress past discrimination relating to employment and employment practices?
A : reasonable accommodation
B : human resource planning
C : bona fide occupational requirement
D : employment equity

Correct Answer : D

155 : Work being performed by predominantly female employees was of equal value to the work being done predominantly by male groups, but the female employees were being paid lower wages. What is the concern in this situation?
A : equal pay for equal work
B : employment equity
C : pay equity
D : minimum wage employment standards

Correct Answer : C

156 : Equal pay for equal work is regulated through which basic employment conditions legislation?
A : Human Rights Commission
B : Employment Standards Act
C : Human Rights Tribunal
D : Canadian Charter of Rights and Freedoms

Correct Answer : B

157 : What principles is pay equity based on?
A : gender-neutral job descriptions and employee performance
B : female pay equity, and male pay equity
C : pay for equal work, and equal pay for work of equal value
D : employment equity, and equal pay for equal work

Correct Answer : C

158 : How is employment equity best defined?
A : basic equal opportunity obligations of employers
B : expected equity and fairness standards

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C : achieving equality in all aspects of employment
D : optimal use of an organization’s multicultural workforce to realize business goals

Correct Answer : C

159 : Which statement best defines diversity management?
A : Diversity management is required by law for organizations with more than 100 employees.
B : By managing diversity, firms hope to gain strategic and competitive advantage.
C : The terms diversity management and employment equity can be used interchangeably.
D : Diversity management and inclusion can be used interchangeably.

Correct Answer : B

160 : What is one characteristic of diversity management?
A : It concerns only the four designated groups.
B : It is another term for employment equity.
C : It recognizes gender differences only.
D : It is broader and more inclusive in scope than employment equity.

Correct Answer : D

161 : Why might an organization choose to embrace diversity and inclusion?
A : It can help drive innovation, engage employees, and enable business success.
B : Culturally-diverse organizations are viewed more favourably in the media.
C : Immigrant workers can often be hired for a lower salary.
D : Visible minority group members often have natural trading links with overseas markets that can be useful in capturing new market share.

Correct Answer : A

162 : What should organizations remember when they decide to embrace a culture of diversity?
A : Once diversity is implemented, it is usually self-sufficient and requires little effort.
B : While leadership is important, it’s the employees who drive the diversity initiative.
C : Inclusion initiatives should be rolled out quickly to keep momentum going.
D : It can be a lengthy and complex process.

Correct Answer : D

163 : Which of the following best defines diversity management?
A : the basic equal opportunity obligations of employers
B : employment of individuals in a fair and unbiased manner
C : the combination of organizational policies and practices that supports and maximize the benefits of different employee in order to reach business objectives
D : fairness in such areas as race, religion, and gender

Correct Answer : C

164 : What practice can an organization undertake to ensure all employees are working to create a culture of diversity and inclusion?
A : evaluating performance of behaviours on a continuous basis
B : creating ad hoc groups within the organization to monitor diversity
C : confidential surveys to minorities to determine their level of inclusion
D : confidential surveys of clients and suppliers to determine their view of the organization’s diversity

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program

Correct Answer : A

165 : What is key to achieving success in diversity initiatives?
A : Leadership is one of the most important variables.
B : Using policies to instill diversity values in the minds of all employees.
C : Using compliance measures to ensure diversity business strategies are followed.
D : Legislation to create a fair work environment.

Correct Answer : A

166 : Which of the following is an added advantage of establishing a diversity initiative?
A : discovering and addressing unconscious biases
B : reviewing employment practices
C : communicating values and mission statements
D : designing a performance appraisal form

Correct Answer : A

167 : What is an example of an effective non-discriminatory practice?
A : internal job postings
B : a formal job posting targeted to particular underrepresented groups
C : promoting employees based on seniority
D : word-of-mouth recruitment

Correct Answer : B

168 : What are two examples of non-discriminatory practices?
A : internal job postings and promotion based on seniority
B : word-of-mouth and targeted recruitment
C : using both targeted and internal job postings
D : use of culturally neutral job qualifications and performance reviews using the same criteria for all employees

Correct Answer : D

169 : Which of the following companies claims to have a culture of diversity and inclusion, even though its actions suggest otherwise?
A : HP
B : Walmart
C : SAP
D : Museum of Vancouver

Correct Answer : B

170 : Which of the following is least likely to create an environment in which diversity is embraced?
A : reviewing policies and practices
B : monitoring progress and providing qualitative and quantitative evidence of change
C : dictating and ensuring the initiative is implemented through HRM programs
D : providing diversity training

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Correct Answer : C

171 : Which statement best describes diversity initiatives?
A : Once the concept of diversity initiatives is understood, change should occur rapidly.
B : Pay equity is an important element of a diversity management initiative.
C : Diversity initiatives should be undertaken slowly so that the change is an evolutionary process.
D : Employment equity compliance meets all the requirements of a diversity management initiative.

Correct Answer : C

172 : The Osoyoos Indian Band has a goal of decreased dependency on government funding through the increasing level of self-generated income. What is another diversity-related outcome resulting from the Band's businesses?
A : self-sufficiency amongst the members of the Band
B : reduced environmental impact by people traveling to work outside of the area
C : reduced number of Indigenous peoples taking low-paying jobs
D : education that makes Indigenous peoples employable

Correct Answer : D

173 : Which of the following best defines ethics?
A : a system of moral values
B : a corporate philosophy
C : a policy included in the employee guidelines
D : a guideline used in not-for-profits

Correct Answer : A

174 : Which of the following is a characteristic of an ethical organization?
A : supervising employees on a regular basis
B : recognizing and valuing employee contributions
C : managing poor employee performance
D : compensating wages and salaries

Correct Answer : B

175 : Which of the following would be included in a code of ethics?
A : informal policies and practices
B : human rights legislation
C : employment standards
D : the organization's primary values

Correct Answer : D

176 : What is whistleblowing?
A : identifying weaknesses in an employee's performance
B : reporting unethical behaviour outside the organization
C : reporting unethical behaviour to your direct supervisor
D : reporting harassment of a co-worker to management

Correct Answer : B

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ESSAY

177 : Employment legislation continues to change as Canadian social values change. There have been several recent significant court decisions that may have an impact on the rights of both employees and employers. Describe and provide an example of one.

Correct Answer : 1 – Personal Information Protection and Electronic Documents Act (PIPEDA) and Personal Information Privacy Act. Both legislations influence how managers and companies deal with an employee's personal information and the employee's rights regarding this information. Organizations can no longer collect information from an employee without disclosing the use of the information. Additionally, organizations must request approval from the employee, prior to disclosing any personal information.2 – Employment Insurance. In 2017 parental leave was extended to a total of 78 weeks (18 months).3 – Legislation. The recent Ontario Fair Workplaces, Better Jobs Act enhanced the provisions regarding employee notice of shift-change or cancellation. The rights for family medical leave were increased to 28 weeks from just 8 weeks.4 – Psychological harassment. The issue of bullying and harassment is not just a workplace health and safety issue. Courts and tribunals are increasingly making decisions that demonstrate an expectation of a respectful and civil work environment.5 – Duty to Accommodate - While most employers think of disabilities in terms of physical disabilities, Duty to Accommodate includes all prohibited grounds of discrimination, including mental illness. The focus on mental illness is continuing to grow as its impact on the workplace is growing in understanding.6 – Substance Abuse. With the legalization of marijuana, workplace substance abuse is a highly visible concern. Recently, a case was in front of the BC Human Rights Tribunal, where an employee argued discrimination as they were prohibited from smoking medical marijuana while at work. The employer had the responsibility to accommodate the employee's medical need while weighing the safety of co-workers. In the end, it was upheld that the employer did not need to make accommodations to the potential of jeopardizing additional employees' safety.

178 : 2. Define and give an example of one human rights legal concept affecting managers and HRMs.

Correct Answer : 1 – Systemic discrimination. The exclusion of members of certain groups through the application of employment policies or practices based on criteria that are not job-related. An example of systemic discrimination would occur when an employer's workforce represents one group in our society and the company recruits new employees by posting job vacancies within the company or by word of mouth among the employees. This recruitment strategy is likely to generate a candidate similar to those in the current workforce, thereby unintentionally discriminating against other groups of workers in the labour market.2 – Bona fide occupational qualification (BFOQ). A justifiable reason for discrimination based on business reasons of safety or effectiveness. An example of BFOQ is ensuring that liquor store employees in the province of Alberta be at a minimum, 18 years of age to sell alcohol.3 – Reasonable accommodation. An attempt by employers to adjust the working conditions and employment practices of employees to prevent discrimination. An example is a case dealing with an employee returning to work. The employer had a duty to accommodate and requested that the employee attend a medical exam with a doctor of their choosing. The employee alleged discrimination since he was unable to return to work under the approval of his own doctor. The Court reaffirmed the Tribunal's decision that the employee was required to attend a medical exam with a doctor of the employer's choosing.4 – Psychological harassment. Repeated and aggravating behaviour that affects an employee's dignity, resulting in a harmful work environment. Examples include bullying, yelling at subordinates, excluding employees from certain activities, and making derogatory comments.

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179 : Choose two of the situations below. Describe whether you think the workplace behaviour is discrimination or not. Describe the factors that influenced your decision. Ensure you list the human rights prohibition and include at least one human rights legal concept for both of your answers.1 – The dispute between public service employees and the federal government regarding equal pay was ongoing for decades. A number of predominantly female groups of public service employees alleged that they were performing work of a value equal to that of predominantly male groups for lower wages.2 – An Asian university professor has worked for a Canadian university for 15 years. He was denied a tenured permanent position on several occasions. Three other faculty, (all white males) with less education and experience, received tenured positions in the past two years. The professor filed a human rights complaint.3 – John Smith had been teaching at several B.C. high schools for 10 years. He was recently diagnosed with AIDS. Despite the ministry of education medical director's report that Smith's condition did not place his students or others in the school at any risk, the district reassigned Smith to an administrative position and barred him from teaching in the classroom. Smith filed a human rights complaint.4 – Donna worked with Mike for over 10 years. For all of that time, Mike constantly made fun of Donna and criticized her work performance. Donna began to question her abilities and did not apply for other positions because she believed she would be unsuccessful. Mike ridiculed the way she walked and the way she looked, calling her an "old lady" and a "fat cow" to other employees and indicated that he believed women should be at home looking after their children. Donna complained to the manager on a number of occasions, but nothing effective was ever done to stop Mike's behaviour.5 – John, who is just under five feet in height, met with the manager of a bottle depot to discuss employment. The manager seemed receptive, and John left the depot with the impression that the manager would call to arrange an orientation. However, the manager hired someone else. When John asked, the manager said John was too short to do the all the lifting and storing of the bottles required to do the job. This was the first time John had not gotten a job because of his height.6 – Mark Johnston, a school custodian, is a Seventh Day Adventist. His religious beliefs prevent him from working from sundown Friday to sundown Saturday. The work schedule is designed to have custodians work when classes were not being taught and was outlined in detail in the union collective agreement. The employer dismissed Mark, feeling that his religious beliefs would not allow him to work the hours specified.7 – A women's clothing store is recruiting summer seasonal employees. It is May, and the successful candidates will be offered four months' work for the store's busiest tourism season. One applicant with years of experience in women's fashion sales is pregnant. The manager decides to hire different applicant who is male, with limited experience in women's clothing sales.8 – An RCMP staff sergeant was prone to angry outbursts and derogatory remarks, focused particularly on a pregnant female officer. He went out of his way to penalize her for supposed breaches of policy and verbally humiliated her in the presence of other detachment staff.9 – A catering company does not accommodate a scheduling request (not to work Friday evenings and Saturdays) of an employee whose religious observance is on Friday evenings and Saturdays.10 – An upset customer uses foul language and racist terms towards an employee who points out the return policy on the wall. The employee went to the staff room and cried. The employee was disciplined by the employer.11 – At a soccer tournament organized by several workplace departments, a First Nations woman who was cheering for the winning team was called a derogatory racial term.12 – A manager comments to an older employee learning to use new computer software, "I guess you can't teach an old dog new tricks."13 – A waitress alleges she was fired from her job as a result of shaving her head in support of cancer.14 – A banquet manager, a single mom of a young child, was terminated because the employer assumed she would not be able to work weekends because her child care arrangements had changed.15 – An obese person was not able to fit into one airline seat for a Canadian regional airline. She was asked to pay half price for the second additional seat.

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Correct Answer : 1 – Discrimination based on sex- Pay equity- Lack of equity for women in the area of wages- Systemic discrimination2 – Discrimination based on race- Intentional direct discrimination3 – Discrimination based on disability- Sufficient risk- BFOR- Privacy legislation4 – Discrimination based on sex- Sexual harassment- Importance of internal complaint channels or external human rights channels5 – Discrimination based on physical disability- Direct discrimination against short people- BFOR- Reasonable accommodation6 – Discrimination based on religion- Adverse effect- Systemic discrimination7 – Discrimination based on sex- Cannot discriminate on the basis of gender or pregnancy8 – Discrimination based on sex- Sexual harassment- Offensive work environment- Interfering with job performance- The work environment must be harassment-free9 – Discrimination based on religion- Adverse effect- Systemic discrimination- BFOR- Reasonable accommodation10 – Discrimination based on race- The employer must ensure the workplace is free from discrimination11 – Discrimination based on race or ancestry- Act occurred within the course of the employment relationship- Could be harassment12 – Discrimination and/or harassment based on age- The employer must ensure the workplace is free from discrimination- Intimidating, poisoned work environment- Depends on the relationship13 – This is not discrimination- Voluntary shaving of one's head is not a human rights matter- Human rights legislation is not intended to protect individuals against negative reactions to an exercise of personal preference14 – Discrimination based on family status- Employers cannot alter the terms or conditions of employment due to the parental obligations of employees or other family-related situations.- BFOR- Reasonable accommodation15 – Discrimination based on physical disability- Reasonable accommodation

180 : Identify and briefly discuss the steps used by the CHRC to resolve human rights complaints.

Correct Answer : The steps are as follows:1 – Inquiry/Complaint Received—Individual contacts the CHRC about launching a complaint, and the CHRC determines if the allegations fall within its jurisdiction.2 – Screening and Investigation—The Commission/Tribunal representative works with the complainant to learn what happened.3 – Employer Notified—The representative contacts the employer to learn its perspective.4 – Mediation/Conciliation/Settlement—Specialists are assigned by the CHRC to assist the parties in finding a mediated solution. This is a voluntary and confidential step.5 – Tribunal Hearing—If the tribunal decides the complaint is valid, it can order corrective measures such as training, a change in human rights policies or payment for lost wages/pain or suffering.

181 : List six guidelines for managing an effective anti-harassment environment.

Correct Answer : 1 – Develop a written policy explaining what harassment is and the employer's commitment to a harassment-free work environment.2 – Have a statement of duties of everyone involved—employer, managers, supervisors, and employees.3 – Have clear procedures in place for complaints.4 – Create an outline of how a complaint will be handled, including confidentiality and what will happen at conclusion of investigation.5 – Review the policy annually.6 – Communicate the policy to everyone and provide ongoing education and training.

182 : List three examples of legislation that affects employment practices in Canada. Give an example of one.

Correct Answer : · human rights legislation (Ex. Charter of Rights and Freedoms)· employment equity legislation (Ex. Employment Equity Act)· labour relations legislation (Ex. Labour Relations Act)· privacy legislation (Ex. PIPEDA)· health and safety legislation (Ex. Workers' Compensation Board)· Federal Law (Ex. Employment Insurance and Canada Pension Plan)· employment standards legislation (for example, basic employment conditions, such as minimum

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wage) (Ex. Canada Labour Code)

183 : Define the term “diversity management” and identify the benefits to firms that embrace diversity.

Correct Answer : Diversity management is the optimization of an organization’s multicultural workforce in order to reach its business objectives. It is broader and more inclusive in scope than employment equity and goes far beyond legal compliance and even implements an employment equity plan voluntarily. It involves a set of activities designed to integrate all members of an organization’s multicultural workforce.While there are ethical and social responsibility issues involved in embracing diversity, there are more pragmatic reasons for doing so:1 – It makes economic sense. The ethnocultural profile of Canada is changing. Over the next 25 years, Canada’s increasing population will be a result of immigration. Their spending power cannot be ignored.2 – Employees with different ethnic backgrounds often also possess foreign-language skills, and knowledge of different cultures and business practices.3 – Having a workforce representative of the firm’s clientele is of value, both morally and economically, and may enable the firm to identify differences in customer needs or preferences that might otherwise be overlooked.4 – Visible minorities can help to increase an organization’s competitiveness and international savvy in the global business arena. Specifically, cultural diversity can help fine-tune product design, marketing, and ultimately customer satisfaction.

184 : Discuss pay equity, including the purpose of pay equity legislation and the two principles on which it is based.

Correct Answer : Pay equity legislation was enacted based on evidence that the work women traditionally perform has been undervalued. The result of inequitable pay systems is that they contributed to a wage gap that saw males consistently being paid more than females. First attempts to address this issue were founded on the principle of “equal pay for equal work.” This principle was regulated in employment standards legislation and essentially stated that employers could not differentiate the wages paid to females where the work they were performing was substantially the same as that being performed by males in the same organization. Some exceptions were allowed where the difference was a result of seniority, temporary training assignments, or the existence of an incentive pay component. The second principle regulated through pay equity legislation is equal pay for work that may be comparable in value to the organization This means that jobs are compared on the basis of value to the organization, and the comparisons are broader in scope in order to compare dissimilar jobs and look at jobs traditionally dominated by women versus those dominated by men. Because the jobs are dissimilar, the basis for comparison became gender-neutral compensable factors under the categories of skill, effort, responsibilities, and conditions of work. The process is referred to as job evaluation, and it is designed to determine quantifiable measures of jobs for comparative purposes within an organization. Jobs receiving similar scores are deemed to be equal in value, and the compensation must reflect this fact.

185 : What is the role of ethics in the management of human resources?

Correct Answer : Laws and court decisions affect all aspects of the employment process: recruitment, selection, performance appraisal, safety and health, labour relations, and testing. Managers must comply with governmental regulations to promote an environment that is free from litigation. However, beyond what is required by the law is the question of organizational ethics and the ethical or unethical behaviour engaged in by all employees. Ethics can be defined as a set of standards of acceptable conduct and moral judgment. Ethics provides cultural guidelines—organizational or societal—that help decide between proper and improper conduct. Therefore, ethics, like the legal aspects of HR, permeates all aspects of the

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employment relationship. For example, managers may adhere to the organization’s objective of hiring more members of designated groups, but how those employees are supervised and treated once employed gets to the issue of managerial ethics. Compliance with laws and behavioural treatment of employees are two completely different aspects of the manager’s job. While ethical dilemmas will always occur in the supervision of employees, how employees are treated is what largely distinguishes the ethical organization from the unethical one. An ethical organization recognizes and values the contributions of employees and respects their personal rights.

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