**TEST BANK**

**CHAPTER 1**

**The Supervisor's Role**

**Chapter 1 Multiple Choice**

1. In modern administrative terminology, management denotes the process of directing and controlling people and things so that organizational objectives can be accomplished. Which of the following is part of the management process that best describes the act of overseeing people?

 a. Leadership

 b. Situational management

 c. Decision-making

 d. Supervision

Answer: d

Objective: To become acquainted with the supervisor's role

Page Number: 1

Level: Basic

2. Which of the following is most correct?

 a. The worker's performance and morale are more strongly influenced by his immediate superior than by any other factor in his environment.

 b. The worker's performance and morale are more strongly influenced by the Chief of Police than by any other factor in his environment.

 c. The worker's performance and morale are more strongly influenced by the Mayor than by any other factor in his environment.

 d. The worker's performance and morale are more strongly influenced by the employment contract than by any other factor in his environment.

Answer: a

Objective: To become acquainted with the supervisor's role

Page Number: 1

Level: Intermediate

3. Which is **not** true regarding morale?

 a. Morale cannot be achieved through incentive or policy.

 b. A supervisor can influence it if he remembers that people are interested in themselves and in the things that affect them.

 c. A supervisor should not provide his workers with performance feedback.

 d. A supervisor should not become tranquilized into believing that because his morale is high, the morale of his subordinates is also high.

Answer: c

Objective: To become acquainted with the supervisor's role

Page Number: 2

Level: Intermediate

4. The supervisor must be able to help his subordinates establish and achieve reasonable goals. He must be able to provide answers to their many job problems and give them wise counsel and assurance in their personal and professional lives when the need arises, recognizing that they will not all react the same when he tries to help them. At times, they will misinterpret his motives and accuse him of meddling in their affairs, yet their affairs are his when which of the following is affected?

 a. Personal beliefs

 b. An officer's performance

 c. Educational goals

 d. All public posts on websites

Answer: b

Objective: To gain understanding of the basic responsibilities of the supervisor

Page Number: 3

Level: Basic

5. The supervisor often finds it difficult to reconcile the goals of management with the goals of the employees and the sentiments of their social group. He is often torn between the loyalties he owes both, but must realize that the best interests of which of the following must prevail?

 a. The employee

 b. The union

 c. The organization

 d. The squad

Answer: c

Objective: To gain understanding of the basic responsibilities of the supervisor

Page Number: 3

Level: Basic

6. Supervisors need not become highly skilled in every technical aspect of the job they supervise to be effective—to do so would impose an impossible burden on them—but they should have a good working knowledge of the principal aspects of the job for which they are responsible. They must have a basic understanding of the other scientific disciplines that have contributed to the science of leadership. In regards to technical supervisory competence, which of the following is not true?

 a. Every supervisor should keep himself abreast of fundamental changes in practices, techniques, and procedures in order to be equipped to carry to his subordinates the information they need to perform their jobs properly.

 b. Every supervisor should prepare himself for this position by gaining a good working knowledge of the principles of organization, administration, and management.

 c. Every supervisor should know and understand the principles of performance evaluation.

 d. Every supervisor need not become an expert in directing the efforts of his subordinates.

Answer: d

Objective: To gain understanding of the basic responsibilities of the supervisor

Page Number: 4

Level: Intermediate

7. Every supervisor should know how to make assignments, through the process of delegation, of many tasks that others below him are capable of performing as well as or better than he can. In delegating routine tasks to subordinates, the expert supervisor will give them sufficient \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to match the responsibility he has imposed on them.

 a. Personal power

 b. Authority

 c. Direction

 d. Responsibility

Answer: b

Objective: To gain understanding of the basic responsibilities of the supervisor

Page Number: 4

Level: Basic

8. The supervisor should prepare himself for his position by gaining knowledge and understanding of the policies, rules, procedures, and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of his organization.

 a. Practices

 b. Functions

 c. Objectives

 d. All of the above

Answer: d

Objective: To gain understanding of the basic responsibilities of the supervisor

Page Number: 4

Level: Basic

9. A successful supervisor is able to deal effectively with both the formal and the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ organization.

 a. Informal

 b. Strategic

 c. Scientific

 d. None of the above

Answer: a

Objective: To become familiar with the supervisor's objectives

Page Number: 5

Level: Basic

10. The common elements of supervision can be grouped under those activities that relate to the direction of people and all it implies and to the multitude of interpersonal relationships between them and their supervisor. In her day-to-day relationships with people, the supervisor is expected to function in which of the following ways?

 a. Planner

 b. Personnel Officer

 c. Coach

 d. All of the above

Answer: d

Objective: To become acquainted with the supervisor's role

Page Number: 5-6

Level: Intermediate

11. The best supervisors develop their abilities to train their employees to be efficient, effective producers who gain satisfaction from their work. When the supervisor neglects to develop his capacity for the role of teacher, he deprives himself of a means of upgrading the service and ensuring that the standards of performance in the organization are maintained through the training process. He must carry out his training function in all types of settings. If he is to be an effective teacher, he must gain knowledge and understanding of which of the following?

 a. The learning process

 b. The effects of individual differences on learning

 c. The neurotic factors involved in teaching

 d. Both A & B

Answer: d

Objective: To gain understanding of the basic responsibilities of the supervisor

Page Number: 6

Level: Intermediate

12. The skills of which of the below refers to the practice of confronting an employee with his or her job performance record with the objective of finding ways to overcome deficiencies and improve job performance?

 a. Delegating

 b. Disciplining

 c. Coaching

 d. Approach/Avoidance

Answer: c