

## Chapter Two: The Supervisor's Function in Organization, Administration, and Management

### Multiple Choice Questions

1. In an organization, a structure through which people work is known as a:
  - a. function
  - b. process
  - c. group
  - d. force
  
2. POSDCORB is an acronym in management that stands for:
  - a. Planning, Organizing, Staffing, Directing, Coordinating, Reporting, and Budgeting
  - b. Planning, Organizing, Structuring, Delegating, Coordinating, Reporting, and Budgeting
  - c. Planning, Organizing, Structuring, Directing, Controlling, Responding, and Budgeting
  - d. Planning, Organizing, Staffing, Delegating, Controlling, Responding, and Budgeting
  
3. From the POSDCORB model, which component is the all important duty of interrelating the various parts of work:
  - a. Planning
  - b. Controlling
  - c. Coordinating
  - d. Structuring
  
4. From the POSDCORB model, this component is the whole personnel function of bringing in and training the staff as well as maintaining favorable conditions of work:
  - a. Planning
  - b. Controlling
  - c. Staffing
  - d. Reporting
  
5. From the POSDCORB model, this function involves the supervisor forecasting the needs and problems and preparing plans to meet them?
  - a. Reporting
  - b. Planning
  - c. Directing
  - d. Budgeting

6. Plans which are prepared in order to meet exigencies encountered by police are known as what type of plans?
  - a. procedural
  - b. structural
  - c. operational
  - d. tactical
  
7. A type of plan which is designed for the purpose of giving guidance and directing personnel in the performance of their normal police activities is known as a \_\_\_\_\_ plan.
  - a. procedural
  - b. structural
  - c. operational
  - d. tactical
  
8. A plan that consists of a broad set of principles for the guiding of personnel in the accomplishment of general organizational objectives is known as \_\_\_\_\_.
  - a. rules and regulations
  - b. policies
  - c. fiscal plans
  - d. auxiliary service plans
  
9. A plan that relates to such matters as budget preparation and the use and control of funds allotted for personnel, equipment, and supplies is known as \_\_\_\_\_.
  - a. rules and regulations
  - b. policies
  - c. fiscal plans
  - d. auxiliary service plans
  
10. A plan that provides specific guides to both the conduct and performance of personnel is known as \_\_\_\_\_.
  - a. rules and regulations
  - b. policies
  - c. fiscal plans
  - d. auxiliary service plans
  
11. From the POSDCORB model, this function involves the control of a subordinate's activities and is the one function that consumes the majority of the supervisor's time?
  - a. coordinating
  - b. organizing
  - c. directing
  - d. staffing

12. From the POSDCORB model, this function ensures the unity of action not only between the individuals but also between the organizational units?
  - a. coordinating
  - b. organizing
  - c. directing
  - d. staffing
  
13. The supervisor can establish a climate in which the spirit of cooperation will thrive among his subordinates by the use of \_\_\_\_\_.
  - a. attitude
  - b. rewards
  - c. rules and regulations
  - d. authority
  
14. There are different types of organizations, and a \_\_\_\_\_ organization is one that divides responsibility and authority among several specialists within it.
  - a. line
  - b. functional
  - c. departmental
  - d. structural
  
15. In an organization, \_\_\_\_\_ are established in order to designate how work is to be divided among the various components of the establishment.
  - a. functions
  - b. hierarchies
  - c. structures
  - d. departments
  
16. In management, the dividing of work is a process which should involve both \_\_\_\_\_.
  - a. research and synthesis
  - b. analysis and research
  - c. research and statistics
  - d. analysis and synthesis
  
17. The number of subordinates that can be supervised effectively by one supervisor is known as the supervisor's \_\_\_\_\_.
  - a. span of authority
  - b. span of control
  - c. span of attention
  - d. span of power

18. A negotiated document describing the goals of the task, the management support promised, and the rewards and penalties to be expected is known as a \_\_\_\_\_:
- Win/Win Agreement
  - Win/Loss Agreement
  - Win/Goal Agreement
  - Win/Reward Agreement
19. When delegating a task to an employee who is competent to perform it, the supervisor should also delegate \_\_\_\_\_.
- team members
  - authority
  - resources
  - rewards
20. The principle of \_\_\_\_\_ requires that the person to whom work has been assigned through the delegation process should always complete it to such an extent that the person who delegated the work is only left to approve it.
- exception principle
  - completed delegation
  - delegation to subordinates
  - completed staff work

#### True or False Questions

- A supervisor's job deals primarily with the directing of subordinates and he must not concern himself also with the internal conditions of the organization.
- Plans may be classified into several types according to the purpose they serve.
- Recruitment, training, and placement are proper and necessary staffing functions of each supervisor.
- A straight line organization is the opposite of a military or departmental type of organization.
- The functional organization in its pure form is most common in present-day organizations except at or near the top level.
- When dividing work, homogenous work should be apportioned to the same unit.
- The principle of specialization and the law of productivity require assigning to each worker the fewest possible kinds of tasks or operations in order to improve the quality and increase the quantity of his work and giving him the highest class of work for which his natural abilities fit him.
- A supervisor cannot effectively reduce his span of control by delegating work.

9. The primary function of the manager is to preside over the process of delegation.
10. The exception principle is in direct opposition to that of the principle of delegation since it is independent of the effective application of the delegation function.

Short Answer:

1. Name and Define POSCORB:
2. Name and describe the three basic organizational structures.