

**TEST BANK**



# Justice Administration

Police, Courts,  
and Corrections  
Management



1st Edition  
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**MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.**

- 1) We think of \_\_\_\_\_ as entities of two or more people who cooperate to accomplish an objective(s). 1) \_\_\_\_\_  
A) business partnerships B) organizations  
C) cooperatives D) none of these
- 2) Which of the following would not qualify as a full-blown organization? 2) \_\_\_\_\_  
A) a police labor union B) General Motors  
C) a men's bridge club D) the Department of Defense
- 3) Communication within a criminal justice organization may be: 3) \_\_\_\_\_  
A) inner, outer, sideways. B) upward, diagonal, or through.  
C) diagonal, grapevine, or displaced. D) downward, upward, or horizontal.
- 4) Which of the following is not one of the five types of downward communication within a criminal justice organization? 4) \_\_\_\_\_  
A) Job rationale - communication relating a certain task to organizational tasks.  
B) Feedback - communication appraisal of how an individual performs the assigned task.  
C) Job instruction - communication relating to the performance of a certain task.  
D) All of the above are types of downward communication.
- 5) \_\_\_\_\_ communication is more difficult because there are several deterrents to it. 5) \_\_\_\_\_  
A) Upward B) Displaced C) Downward D) Diagonal
- 6) \_\_\_\_\_ communication thrives in an organization when formal communication channels are not open. 6) \_\_\_\_\_  
A) Upward B) Diagonal C) Downward D) Horizontal
- 7) Which of the following is not a contributing factor to the organizational tendency to promulgate rules, policies, and procedures? 7) \_\_\_\_\_  
A) requirement for administrative due process in employee disciplinary matters  
B) as a hedge against successful civil liability  
C) the accreditation movement  
D) to enhance subordinates' reading skills
- 8) The success of any organization normally depends on the \_\_\_\_\_ within the agency. 8) \_\_\_\_\_  
A) levels of wages B) pyramidal structure  
C) quality of work life D) levels of competition
- 9) \_\_\_\_\_ skills involve coordinating and integrating all the activities and interests of the organization toward a common objective. 9) \_\_\_\_\_  
A) Technical B) Administrative C) Human D) Conceptual
- 10) The term "relatively identifiable boundary" refers to: 10) \_\_\_\_\_  
A) organizations comprised of people who interact with people in other organizations.  
B) the organization's goals and the public served.  
C) management.  
D) the limitations placed on a group's goals.
- 11) \_\_\_\_\_ managers subscribe to the traditional view of direction and control, whereas \_\_\_\_\_ managers naturally take the opposite view of the workers. 11) \_\_\_\_\_

- A) Autocratic/democratic
- B) Theory x/theory y
- C) Theory y/theory x
- D) Theory y/theory z

- 12) The term "social entity" refers to: 12) \_\_\_\_\_  
A) a group of people working together to accomplish a desired goal.  
B) an organization's goals and the public it serves.  
C) organizations comprised of people who interact with one another and with people in other organizations.  
D) management.
- 13) Which of the following is not one of the four types of organizations? 13) \_\_\_\_\_  
A) commonwealth organizations                      B) mutual benefit associations  
C) service organizations                              D) cooperatives
- 14) Organizations are often referred to as corresponding with what feature? 14) \_\_\_\_\_  
A) bones in the body                                  B) machines  
C) a building    D) a river
- 15) Which of the following elements is not included in Weber's theory of organizational structure? 15) \_\_\_\_\_  
A) rulification and routinization                      B) written rules  
C) hierarchy of authority                                  D) division of services
- 16) Bureaucracies are often criticized for: 16) \_\_\_\_\_  
A) being efficient.  
B) being unresponsive to changing needs and times.  
C) giving employees too much individual freedom.  
D) being too loose and unstructured.
- 17) Criminal justice agencies fit the description of an organization because: 17) \_\_\_\_\_  
A) they are managed by being organized into a number of specialized units.  
B) these agencies consist of people who interact within the organization and with external organizations, and they exist to serve the public.  
C) the organizations are "loosely coupled," meaning they are self-contained and informally structured.  
D) Both A and B are true
- 18) The question as to how many subordinates a chief executive can effectively supervise (span of control) will depend on such factors as: 18) \_\_\_\_\_  
A) the capacity of the leader and those persons supervised,  
B) the type and complexity of work performed.  
C) whether or not the supervisor or manager can deploy an authoritarian management style at least a majority of the time.  
D) Both A and B are true
- 19) Communication among managers or subordinates on the same level of the hierarchy is: 19) \_\_\_\_\_  
A) lateral.    B) downward.    C) vertical.    D) upward.
- 20) The pyramidal structure has which of the following characteristics? 20) \_\_\_\_\_  
A) Nearly all contacts take the form of orders going up and reports of results going down.  
B) Personnel at very few levels have contact only with their boss above them and subordinates below them.  
C) Superiors have a limited span of control, supervising only a limited number of people.

D) Important decisions are made throughout the pyramid.

- 21) Human relations management began with studies conducted at: 21) \_\_\_\_\_  
A) Western Electric Company. B) Harvard Business School.  
C) Bethlehem Steel. D) University of California, Berkeley.
- 22) An approach designed to bring the individual and the organization together was called: 22) \_\_\_\_\_  
A) individual management. B) systems management.  
C) scientific management. D) humanitarian management.
- 23) Which theory developed at Michigan State University looked at how leaders motivated individuals or groups to achieve organizational goals? 23) \_\_\_\_\_  
A) style theory B) laissez-faire theory  
C) democratic theory D) trait theory
- 24) Recently *U.S. News & World Report* teamed with Harvard University to identify leaders who are making a difference; the survey determined that 24) \_\_\_\_\_  
A) most successful leaders had previously been fired in "at will" employment jobs.  
B) too many leaders in criminal justice are influenced by the FBI National Academy.  
C) there is not a lack of leadership, but rather a "wrong-headed notion of what a leader is."  
D) there is a lack of leadership at present in this country.
- 25) A *U.S. News*/Harvard University survey found that 21<sup>st</sup>-century authentic leaders: 25) \_\_\_\_\_  
A) do not generally inspire those around them or unite people in a common purpose.  
B) are generally more concerned about meeting their career ambitions than serving others.  
C) know who they are, are "good in their skin," and do not need to impress others.  
D) seldom empower their subordinates to take risks.
- 26) Usually authentic leaders demonstrate all but which one of the following five traits? 26) \_\_\_\_\_  
A) being their own boss, thus demonstrating very little self-discipline.  
B) practicing solid values.  
C) pursuit of their purpose with passion.  
D) establishing connected relationships.
- 27) Regarding the discussion of the three skills an administrator needs to possess, one needs: 27) \_\_\_\_\_  
A) sufficient punitive skills to know when to reject employees' needs and wants.  
B) sufficient communication skills to accomplish the mechanical aspects of the particular job for which s/he is responsible.  
C) sufficient conceptual skills to recognize the applied, mechanical elements of a particular job.  
D) sufficient human skill in working with others to be an effective group member.
- 28) Which of these most clearly illustrates a person's "hierarchy of needs," beginning at the bottom? 28) \_\_\_\_\_  
A) food, power, protection, creativity B) food, protection, creativity, power  
C) protection, food, power, creativity D) food, protection, power, creativity
- 29) Maintenance factors, according to motivation-hygiene theory, are those: 29) \_\_\_\_\_  
A) things in the work environment that meet an employee's hedonistic need to avoid pain.  
B) characteristics and tasks that motivate individuals.  
C) behaviors an organization spells out in order to maintain efficiency in the group.  
D) psychosocial factors in work that provide intrinsic satisfaction and serve as an incentive.



- 45) The leadership style that tends to be consideration oriented and strives to attain mutual respect among subordinates is the democratic style. 45) \_\_\_\_\_
- 46) The managerial grid is read like a map, includes five leadership styles, and focuses on tasks and relationships. 46) \_\_\_\_\_
- 47) Most communication - at least 90 percent - is *nonverbal* in nature. 47) \_\_\_\_\_
- 48) The Y Generation is perceived as having an attitude that says, "I'm here to just do my time." 48) \_\_\_\_\_
- 49) A major challenge and diversity issue in the workplace is age diversity. 49) \_\_\_\_\_
- 50) Several experts now argue for higher spans of control, to provide more rapid decision making, less "turf protection," and reduced costs due to the need for less support staff. 50) \_\_\_\_\_
- 51) The statement that begins "Rightly or wrongly, most people consider language as an index of culture, breeding, upbringing, personality..." was made by Judge Learned Hand. 51) \_\_\_\_\_
- 52) In police dialect, an "interview" is the officer's attempts to obtain basic information about a person, while an interrogation" is questioning an individual about a specific crime. 52) \_\_\_\_\_
- 53) The task falls only to persons known as "dispatch censors" for ensuring that officers' radio transmissions are as concise, complete, and accurate as possible. 53) \_\_\_\_\_
- 54) Officers are only permitted to use unprofessional remarks on their squad car radio if they are engaged in vehicle pursuits. 54) \_\_\_\_\_
- 55) To avoid confusion, the police communicate with the use of phonetic alphabet, which is also termed "verbal judo." 55) \_\_\_\_\_
- 56) Criminal justice administrators should avoid judging younger workers whose work ethic is slightly. 56) \_\_\_\_\_
- 57) Criminal justice administrators can legally restrict tattoos, body piercings, and body art with dress codes or uniform requirements. 57) \_\_\_\_\_
- 58) Houston PD requires all tattoo-bearing officers to have them removed by laser or other treatment. 58) \_\_\_\_\_
- 59) In *Kelley v. Johnson*, the Supreme Court said a police agency's dress code regulations are always irrational because they are arbitrary. 59) \_\_\_\_\_

- 1) B
- 2) C
- 3) D
- 4) D
- 5) A
- 6) D
- 7) D
- 8) C
- 9) D
- 10) B
- 11) B
- 12) C
- 13) D
- 14) A
- 15) D
- 16) B
- 17) D
- 18) D
- 19) A
- 20) B
- 21) A
- 22) B
- 23) A
- 24) C
- 25) C
- 26) A
- 27) D
- 28) D
- 29) A
- 30) C
- 31) C
- 32) D
- 33) B
- 34) A
- 35) C
- 36) B
- 37) D
- 38) FALSE
- 39) TRUE
- 40) FALSE
- 41) TRUE
- 42) TRUE
- 43) TRUE
- 44) FALSE
- 45) TRUE
- 46) TRUE
- 47) TRUE
- 48) FALSE
- 49) TRUE
- 50) TRUE
- 51) FALSE

- 52) TRUE
- 53) FALSE
- 54) FALSE
- 55) FALSE
- 56) TRUE
- 57) TRUE
- 58) FALSE
- 59) FALSE