1. The central objective of administrators is to determine the goals of their:
   a. employees.                     c. committees.
   b. communities.                   d. organizations.
2. The goals of criminal justice are:
   a. multiple                          c. often contradictory.
   b. complex                          d. all of the above
3. Walker's research suggests that, for the most part, the criminal courts process
   ________ cases.
   a. arguable                         c. voluminous
   b. crisis                           d. lower level
4. Lipsky calls ________ the essence of the criminal justice system.
   a. highest order administrators     c. peer groups
   b. crime bosses                    d. street-level bureaucrats
5. Effective supervisors exhibit ________ skills through specialized knowledge and
   expertise.
   a. technical                        c. conceptual
   b. human                            d. relational
6. Effective supervisors exhibit ________ skills by analyzing and diagnosing complex
   situations.
   a. technical                        c. conceptual
   b. human                            d. relational
7. Effective supervisors exhibit ________ skills by motivating work force members.
   a. technical                        c. conceptual
   b. human                            d. relational
8. Decentralization has allowed more ________ for police officers.
   a. tasks                            c. assertiveness
   b. tradition                        d. autonomy
9. The traditional model of employee supervision stresses:
   a. tight controls and limited decision making among employees.
   b. decentralized authority.
   c. low levels of supervision.
   d. creative problem solving.
10. Span of control refers to the appropriate number of ________ manageable by any
    one supervisor.
    a. tasks                            c. employees
    b. actions                          d. all of the above
11. Rulification emphasizes:
   a. the importance of rules and regulations to the organizations.
   b. the removal of rules.
   c. the addition of rules.
   d. the power of rules.

12. Specialization involves:
   a. the assignment of specific skills to specific individuals.
   b. the division of labor in criminal justice organizations.
   c. special assignments given to employees.
   d. reductions in employee supervision.

13. The human service model attempts to integrate:
   a. people and tasks.
   b. works and home life.
   c. employee goals and organizational goals
   d. all of the above

14. ________ is the process by which a person acquires the values, attitudes, and behaviors of an ongoing occupational social system.
   a. Training
   b. Occupational socialization
   c. Seasoning
   d. Management

15. An organizational ________ is a set of assumptions, values, and beliefs shared by members of an organizational.
   a. philosophy
   b. focus
   c. goal
   d. culture

16. ________ share the values of the dominant culture.
   a. Counter cultures
   b. Subcultures
   c. Cross cultures
   d. Mixed cultures

17. ________ sanctions are abstract and stem from impersonal sources.
   a. Formal
   b. Informal
   c. Collective
   d. Derived

18. ________ sanctions can be personal and evoked by sources valued by the sanctioned individual.
   a. Formal
   b. Informal
   c. Collective
   d. Derived

19. In the ________ stage of socialization, the worker looks forward to the demands and expectations of his or her future job.
   a. anticipatory
   b. formal
   c. informal
   d. fully socialized
20. The __________ stage of socialization begins once an individual has joined the organization.
   a. anticipatory
   b. formal
   c. informal
   d. fully socialized

21. The stages of socialization are:
   a. entry, training, and senior.
   b. anticipatory, formal, and informal.
   c. anticipatory, entry, and productive.
   d. formal, informal, and fully socialized.

22. Defining the organization’s missions and problems it is mandated to solve is a major role of:
   a. line and staff specialists.
   b. The hierarchy.
   c. top level administrators.
   d. sub-components of the system.

23. The sent role is:
   a. a standard by which the behavior of an organization member is judged.
   b. the communication of expectations to the member.
   c. the person’s perception and understanding of the sent role.
   d. the person’s response to the complex information received.

24. The received role is:
   a. a standard by which the behavior of an organizational member is judged.
   b. the communication of expectations to the member.
   c. the person’s perception and understanding of the sent role.
   d. the person’s response to the complex information received.

25. Role behavior is:
   a. a standard by which the behavior of an organizational member is judged.
   b. the communication of expectations to the member.
   c. the person’s perception and understanding of the sent role.
   d. the person’s response to the complex information received.

26. Power in an organization depends on how subunits deal with:
   a. stability.
   b. personality.
   c. uncertainty.
   d. expendability.

27. Power that is legitimized over time becomes characterized as:
   a. bureaucracy.
   b. authority.
   c. rigidity.
   d. suppression.

28. The person who expresses the power is referred to as a power:
   a. leader.
   b. follower
   c. receiver.
   d. holder.
29. _________ power is based on the perception of the power recipient that some remuneration will be granted for compliance.
   a. Coercive
   b. Reward
   c. Referred
   d. Remunerative

30. _________ power is most closely aligned to Weber’s concept of authority.
   a. Legitimate
   b. Learned
   c. Labeled
   d. Lost

31. Referent power is based on:
   a. the power recipient’s peer’s approval of the power holder.
   b. the identification of the power holder with the power recipient.
   c. the power recipient’s attraction to the power holder.
   d. all of the above

32. _________ authority is exemplified by the statement: “The old man wants it that way.”
   a. Legal
   b. Charismatic
   c. Traditional
   d. Associative

33. _________ authority is predicated on the belief that subordinates are expected to follow the orders and commands of those above them in the formal chain of command.
   a. Legal
   b. Charismatic
   c. Traditional
   d. Associative

34. Locus of control refers to an individual’s ability to control his or her:
   a. actions
   b. fate in an organization.
   c. work group.
   d. all of the above

35. The power recipient is:
   a. the holder of the power.
   b. the person who receives the power.
   c. the person that the power holder expresses the power toward.
   d. none of the above