

Personnel Questions-

1. Which one of the following describes a person considered to have a disability within the meaning of the ADA?
 - (a) The person makes lots of mistakes
 - (b) The person has a physical or mental impairment that substantially limits one or more major life activities
 - (c) The person does not work well in a group
 - (d) The person does not make a good appearance

2. Chapter 68 of the City Charter deals with which of the following?
 - (a) examination rating procedures
 - (b) definition of "major life activities"
 - (c) conflicts of interest
 - (d) adoption of the executive budget

3. How long is the probationary period for employees appointed from open competitive lists?
 - (a) 6 months
 - (b) 1 year
 - (c) 18 months
 - (d) None can be waived by the agency

5. If an employee feels he/she is being sexually harassed, what action should be taken first?
 - (a) tell the harasser to stop
 - (b) tell your supervisor
 - (c) contact the agency's EEO officer
 - (d) go to the Human Rights Commission

6. Who is responsible for obtaining approval before the start of an employee's annual leave?
 - (a) the supervisor
 - (b) the agency head
 - (c) the union representative
 - (d) the employee

7. Who adopts the executive budget for the City of New York?

- (a) the mayor
- (b) the borough presidents
- (c) the city council
- (d) the voters of the City of New York

8. Executive Order 16 covers all of the following except:

- (a) standards of conduct, unethical conduct, misconduct
- (b) conflicts of interest
- (c) incompetence
- (d) contract bidding procedures

9. Executive Order 16 applies to all of the following except:

- (a) city employees
- (b) persons doing business with the city
- (c) city agencies
- (d) private corporations having no dealings with the city but located within the city

10. What is the dollar limit city employees may accept from someone who does business with the city?

- (a) \$150
- (b) \$100
- (c) \$75
- (d) Under \$50

11. When two people have the same rating or score on a civil service examination, how is their place on the civil service list determined?

- (a) alphabetically, by last name
- (b) by work experience
- (c) by sequence of their social security numbers
- (d) by educational credentials

12. The Family and Medical Leave Act (FMLA) provides employees up to 12 weeks of unpaid leave per year for all of the following except:

- (a) to care for a newborn, recently adopted, or foster child placed with the employee
- (b) to take time off because of his/her own serious health
- (c) to care for employee's spouse, parent or child with a serious health condition
- (d) to take educational courses to enhance job performance

- 1. B
- 2. C
- 3. B
- 5. A
- 6. D

- 7. C
- 8. D
- 9. D
- 10. D
- 11. C
- 12. D

PERSONNEL QUESTIONS

- 1) Although the Department of Citywide Administration has developed and maintains an Executive Roster, its use by agency heads to fill managerial positions has been disappointing. Of the following, the one that is the least likely reason for not using the roster is that
 - (A) personal factors essential to the relationship of manager and administrator are not revealed in the roster record
 - (B) most agencies prefer to advance their own employees rather than use a general roster
 - (C) some agency heads think of experienced City managerial employees as superannuated administrative deadwood
 - (D) use of the roster implies a reduction of the scope of administrative discretion in selection
- 2) According to studies in personnel and industrial psychology, information that travels along the "grapevine" or informal communication system in an organization usually follows a pattern best classified as
 - (A) cluster — key informants tell several individuals, one of whom passes it on in the same way
 - (B) wheel — around through successive informants until it reaches the source
 - (C) chain — double informants linked to successive pairs
 - (D) random probability — informant tells anyone he happens to encounter, and so forth
- 3) Which of the following is a commonly used measure of morale in an organization?
 - (A) Turnover rate
 - (B) Esprit de corps
 - (C) Specialized division of labor
 - (D) Job satisfaction
- 4) Which of the following activities of an agency personnel division can best be considered a control function?
 - (A) Scheduling safety meetings for supervisory staff.
 - (B) Consultation on a disciplinary problem.
 - (C) Reminders to line units to submit personnel evaluations.
 - (D) Processing requests for merit increases.
- 5) When ranked in order of frequency of performance, studies show which of the following ranks lowest among the functions performed by central personnel offices in local governments?
 - (A) Planning, conducting, and coordinating training.
 - (B) Certifying or auditing payrolls.
 - (C) Conducting personnel investigations.
 - (D) Engaging in collective bargaining.
- 6) "That there is no average man, the manager would be first to acknowledge. Yet the exigencies of organized enterprise require that the assumption be made."

Of the following, the procedure or process that is primarily based on this assumption is the

 - (A) administration of discipline
 - (B) establishment of rules and regulations
 - (C) policy of job enlargement
 - (D) promotion policy

- 7) Which of the following management actions is not conducive to greater job satisfaction?
- (A) Diversifying tasks in the unit as much as possible.
 - (B) Permitting workers to follow through on tasks rather than carry out single segments of the process.
 - (C) Avoiding the use of "project teams" or "task forces".
 - (D) Delegating authority to each layer of the hierarchy to the maximum extent possible.
- 8) Of the following, the primary objective of sensitivity training is to
- (A) teach management principles to participants
 - (B) improve and refine the decision-making process
 - (C) give the participants insight as to how they are perceived by others
 - (D) improve the emotional stability of the participants
- 9) A personnel officer receives a request to conduct a course for interested employees who have filed for a promotion examination. The request that the course be given on agency time is turned down. This action is
- (A) justified; such courses do not contain content that serve to improve employee performance
 - (B) justified; the course is designed to benefit the individual primarily, not the agency
 - (C) unjustified; regardless of objective, any training related to City operations will have an affect on employee performance tangibly or intangibly
 - (D) unjustified; if productivity has been based on full use of employee time, productivity will suffer if time is allocated for such a course
- 10) The absence control plan is used for
- (A) disciplinary action
 - (B) vacation time used
 - (C) documented sick leave
 - (D) all of the above
- 11) According to the absence and lateness control plan, the absence and tardiness record is maintained by
- (A) your co-worker
 - (B) your supervisor
 - (C) employee
 - (D) timekeeper
- 12) An employee's compensatory time must be taken
- (A) as soon as it is earned
 - (B) within 4 months of the time it was earned
 - (C) three weeks unless it would be converted to sick time
 - (D) there is no limited time on using compensatory time without being converted to sick time
- 13) What are some of the conditions that are considered a disability?
- (A) Tuberculosis
 - (B) Mental retardation
 - (C) HIV infection or AIDS
 - (D) All of the above
- 14) What is the purpose of Executive Order No. 50?
- (A) Ensure compliance with the EEO requirements
 - (B) Ensure employees are being honest
 - (C) Ensure all health violations are being adhered to at your worksite
 - (D) Ensure employees are not criminals

- 15) What is the first action you should take if you think you are the victim of sexual harassment?
- (A) Consult an attorney
 - (B) Look for witnesses and other victims
 - (C) Say "no" clearly
 - (D) Call the police
- 16) Which of the following is the responsibility of the Commissioner based on Executive Order #16?
- (A) Assist agency heads in establishing and maintaining standards of conduct together with fair and efficient disciplinary system
 - (B) Direct the activities of the Inspector's General of all agencies of the City
 - (C) Act as liaison with federal, state, and local law enforcement and regulatory agencies concerning all matters with the scope of this order
 - (D) All of the above
- 17) According to the Equal Opportunity Law, you cannot discriminate against a person based on
- (A) Race
 - (B) Style of hair
 - (C) Color of Eyes
 - (D) all of the above
- 18) Employees covered under FLSA can be compensated in compensatory time at time and a half up to a maximum cap of 240 hours at which they are then compensated at
- (A) Straight time
 - (B) Double-time
 - (C) Cash
 - (D) none of the above
- 19) What is the time span that a MSDS sheet must become available to you for hazardous materials in your worksite?
- (A) 2 hours
 - (B) 24 hours
 - (C) 48 hours
 - (D) 72 hours

ANSWER KEY

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|---------|---------|
| 1) (D) | 2) (A) |
| 3) (A) | 4) (C) |
| 5) (D) | 6) (B) |
| 7) (C) | 8) (C) |
| 9) (B) | 10) (C) |
| 11) (B) | 12) (B) |
| 13) (D) | 14) (A) |
| 15) (C) | 16) (D) |
| 17) (A) | 18) (C) |
| 19) (D) | |