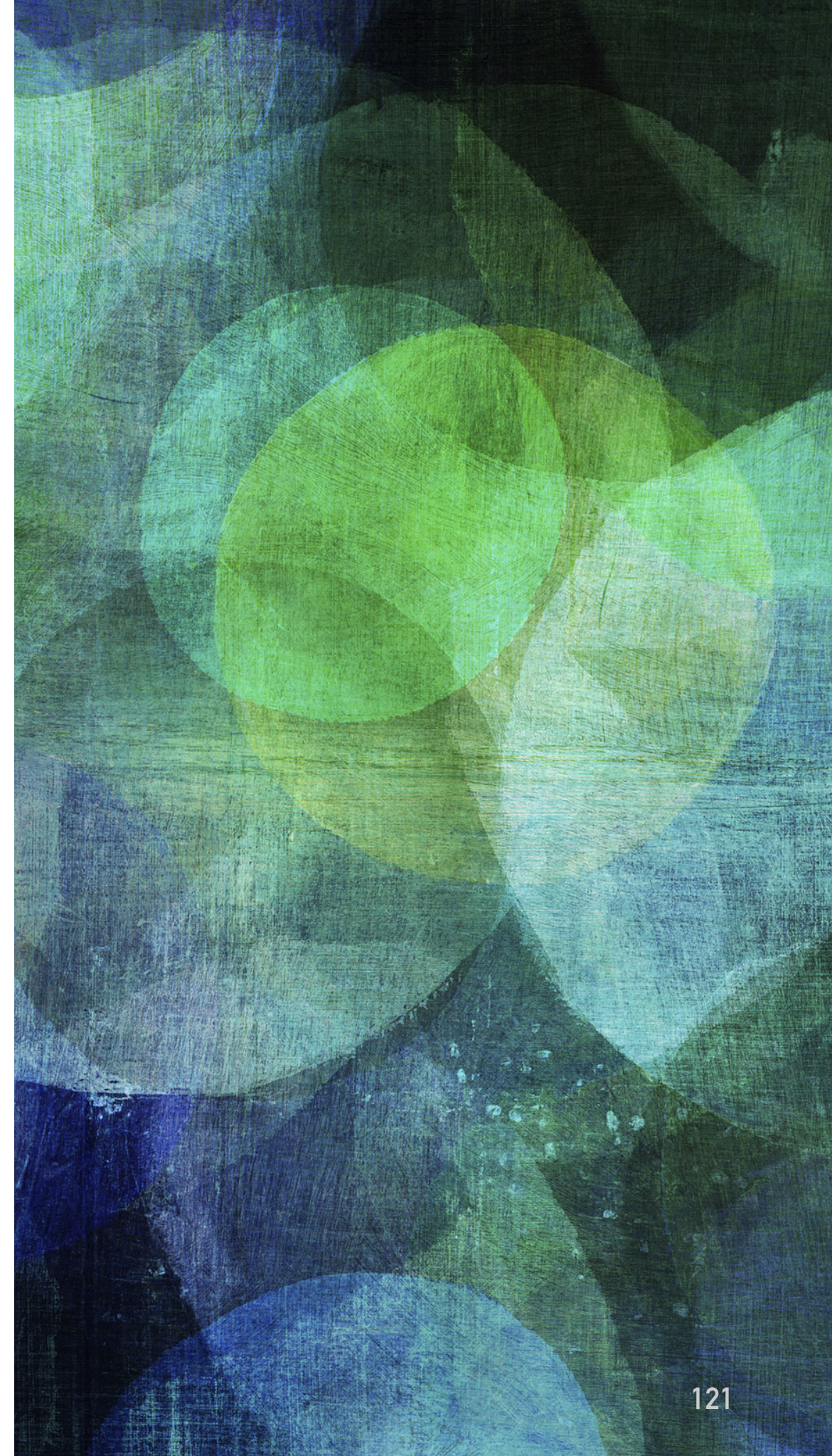


NYSITS 2017

Sarah Lauser


PLANNING AND MANAGING WORK

3 DIFFERENT SUBJECTS



SUPERVISION


G27 / M2



These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

ADMINISTRATION


*G27 / M2 , G29 / M3
M4 , M5 , M6*



These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning, including succession planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting.

ADMINISTRATIVE SUPERVISION

G29 / M3
M4 , M5 , M6



These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

MANAGEMENT ACTIVITIES – PODSCORB

- Planning
- Organizing
- Directing
- Staffing
- Coordinating / Communicating
- Reporting
- Budgeting

SARAH'S SUPERVISION QUESTION TIPS

- Underline or circle tricky wording (e.g. least). Maybe label T/F choices.
- “Does it disrupt work?”
- Take all grievances seriously.
- Delegate work! (But *never* delegate discipline!)
- In most cases, more direct approaches are better.
- Be wary of words that are too **strong** for the situation (e.g. frank, forceful).
- Remember the same questions are given across the state, for people in different jobs at different agencies.

REVIEW QUESTION 1

Which criteria would be best for a supervisor to use when assigning work?

- A) assign the most tiring and repetitive tasks to new employees
- B) assign all unimportant work to slower employees
- C) assign tasks based on your employees' abilities
- D) let employees choose their own tasks based on what they do best

REVIEW QUESTION 2

Which statement least represents a basic principle of the employee appraisal process?

- A) appraisals should be based mostly on objective observations
- B) the supervisor's value judgements can affect the appraisal
- C) appraisal of future potential should be based on subjective judgment
- D) employee strengths should be emphasized rather than weaknesses

REVIEW QUESTION 3

Which factor is least important when setting up vacation schedules?

- A) the competence of each employee
- B) how essential each employee's services will be
- C) the vacation preferences of your employees
- D) your unit's anticipated workload

REVIEW QUESTION 4

In trying to reduce your employee turnover rate, which of the following initial steps would be least appropriate?

- A) Review training procedures to see if they can be improved.
- B) Ask a few trusted employees for their insights.
- C) Be more lenient about performance standards and time off to increase morale in your unit.
- D) Review records of past employees to look for underlying causes.