

EXAM INFORMATION

This exam was developed to enable schools to award credit to students for knowledge equivalent to that learned by students taking the course. This exam tests the knowledge of the roles and responsibilities of the supervisor; planning, organization and staffing; directing at the supervisory level; legal issues; stress management; union environments; and quality concerns.

The exam contains 100 questions to be answered in 2 hours.

Form Codes: SN532, SP532, SY532, SZ532

CREDIT RECOMMENDATIONS

The American Council on Education's College Credit Recommendation Service (ACE CREDIT) has evaluated the DSST test development process and content of this exam. It has made the following recommendations:

Area or Course Equivalent: Principles of Supervision

Level: Lower-level baccalaureate

Amount of Credit: 3 Semester Hours

Minimum Score: 400

Source: www.acenet.edu

EXAM CONTENT OUTLINE

The following is an outline of the content areas covered in the examination. The approximate percentage of the examination devoted to each content area is also noted.

I. Roles and Responsibilities of Managers and Supervisors – 20%

- a. Evolution of management/supervision
- b. Knowledge and skill requirements
- c. Managerial roles
- d. Levels of management
- e. Business ethics and corporate social responsibility

II. Management Functions – 50%

- a. Planning
- b. Organizing and staffing
- c. Leading
- d. Controlling

III. Organizational Environment – 30%

- a. Legal, political, economic and social
- b. Labor-management relations (e.g. unions vs. non-union, exempt vs. non-exempt)
- c. Organizational culture
- d. Diversity and inclusion
- e. Global
- f. Sustainable environments
- g. Organizational change
- h. Workplace safety and security

REFERENCES

Below is a list of reference publications that were either used as a reference to create the exam, or were used as textbooks in college courses of the same or similar title at the time the test was developed. You may reference either the current edition of these titles or textbooks currently used at a local college or university for

the same class title. It is recommended that you reference more than one textbook on the topics outlined in this fact sheet.

You should begin by checking textbook content against the content outline provided before selecting textbooks that cover the test content from which to study.

Sources for study material are suggested but not limited to the following:

1. *Supervision, Today*, 8th Edition, Stephen Robbins, Prentice Hall, 2015.
 2. *Management Leading & Collaborating in the Competitive World*, 11th Edition, Thomas Bateman and Scott Snell, McGraw-Hill, 2014.
 3. *Management*, 1st Edition, Ranjay Gulati, Anthony J. Mayo & Nitin Nohria, Cengage Learning, 2014.
 4. *Supervision: Key Link to Productivity*, 11th Edition, Leslie Rue, Nabil Ibrahim & Lloyd Byars, McGraw-Hill, 2013.
-

SAMPLE QUESTIONS

All test questions are in a multiple-choice format, with one correct answer and three incorrect options. The following are samples of the types of questions that may appear on the exam.

1. Which of the following terms is commonly used to refer to each employee's obligation to execute all duties to the best of his or her ability?
 - a. Authority
 - b. Responsibility
 - c. Delegation
 - d. Accountability
2. The planning that supervisors do is directly derived from plans of?
 - a. customers
 - b. subordinates
 - c. upper management
 - d. colleagues
3. A supervisor who works in a company that follows the party principle of delegation would be most likely to say which of the following?
 - a. "I have adequate responsibility but not enough authority."
 - b. "I have adequate authority but not enough responsibility."
 - c. "I have an equal amount of authority and responsibility."
 - d. "I have adequate authority to meet my responsibility."
4. Which of the following is an example of a line employee?
 - a. An industrial engineer
 - b. A salesperson
 - c. A security guard
 - d. A manufacturing department foreman
5. Employee counseling is usually NOT appropriate for addressing an employee's?
 - a. marital problems
 - b. substance abuse
 - c. career planning
 - d. pre-retirement planning
6. When a prospective employee is being interviewed, which of the following questions CANNOT be asked?

- a. "Do you have any training that qualifies you for this job?"
 - b. "Do you have any relatives working for this company?"
 - c. "What is your marital status?"
 - d. "Are you in this country on a visa that permits you to work?"
7. Which of the following persons developed the theory of a hierarchy of needs?
- a. Douglas McGregor
 - b. Rensis Likert
 - c. Abraham Maslow
 - d. Kurt Lewin
8. Maintenance of departmental discipline in a factory is the function of the?
- a. human relations manager
 - b. supervisor
 - c. president
 - d. shop steward
9. All of the following are steps in the controlling process EXCEPT?
- a. establishing performance standards
 - b. developing employee benefits
 - c. monitoring performance
 - d. taking corrective action
10. Which of the following organizations has the power to enforce basic labor laws?
- a. National Labor Relations Board
 - b. Federal Mediation and Conciliation Service
 - c. United States Department of Labor
 - d. American Federation of Labor

Answers to sample questions:

1-B, 2-C, 3-D, 4-D, 5-A, 6-C, 7-C, 8-B, 9-B, 10-A