

**New York State
Department of Civil Service**

Committed to Innovation, Quality, and Excellence

A Guide to the Written Test

for the

Local Court Security Series



**Department of
Civil Service**

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INTRODUCTION

The New York State Department of Civil Service has developed this test guide to familiarize you with some of the written test materials which will be included in the Court Security Series. This test guide provides a general description of the most common subject areas which will be tested and an explanation of the different types of questions you may see on the test.

Not all subject areas tested in the Court Security Series are covered in this test guide. The Examination Announcement will list the subject areas that will be included on the particular test you will be taking.

The most common subject areas included in the Court Security Series are:

1. **APPLYING WRITTEN INFORMATION (LAWS, RULES, REGULATIONS, PROCEDURES, ETC.) IN CIVIL LAW ENFORCEMENT AND COURT-RELATED SITUATIONS:** These questions test how well you can apply written information, in the form of rules, to given situations similar to those typically encountered by Civil Law Enforcement employees, Court Attendants, and Court Security Officers. All information needed to answer the questions is contained in the rules, regulations, etc., which are cited.
2. **OFFICE RECORD KEEPING:** These questions test your ability to perform common office record keeping tasks. The test consists of two or more “sets” of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.
3. **PUBLIC CONTACT PRINCIPLES AND PRACTICES:** These questions test for the ability to interact with other people, to gather and present information, and to provide assistance, advice, and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.
4. **FOLLOWING DIRECTIONS (MAPS):** These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.
5. **PREPARING WRITTEN MATERIAL:** These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences, followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

INTRODUCTION (Continued)

6. **UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL:** These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.
7. **MAINTAINING COURT SECURITY AND PROPER RESPONSE TO COURTROOM SITUATIONS:** These questions will test for knowledge of accepted practices in the court security field. The subtest will consist of questions, many in a situational format, that will assess the ability of the candidate to ensure the security of courtrooms and related areas and to respond appropriately to situations commonly confronted by court security officers.
8. **NEW YORK STATE LAWS RELATED TO COURT SECURITY:** These questions will test for knowledge of laws in effect on January 1, 2017 that court security personnel may encounter in the course of doing their work. These questions may cover, but not necessarily be limited to, job-related sections of the Penal Law, the Criminal Procedure Law and other laws relevant to court security personnel in New York State.
9. **SUPERVISION:** 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.
10. **ADMINISTRATIVE SUPERVISION:** 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.

The remainder of this test guide explains how you will be tested in each subject area listed above. A **TEST TASK** is provided for each subject area. This is an explanation of how a question is presented and how to correctly answer it. Read each explanation carefully. This test guide also provides at least one **SAMPLE QUESTION** for each subject area. The sample question is similar to the type of questions that will be presented on the actual test. This test guide provides the **SOLUTION** and correct answer to each sample question. You should study each sample question and solution in order to understand how the correct answer was determined.

SUBJECT AREA 1

APPLYING WRITTEN INFORMATION (LAWS, RULES, REGULATIONS, PROCEDURES, ETC.) IN CIVIL LAW ENFORCEMENT AND COURT-RELATED SITUATIONS: These questions test how well you can apply written information, in the form of rules, to given situations similar to those typically encountered by Civil Law Enforcement employees, Court Attendants, and Court Security Officers. All information needed to answer the questions is contained in the rules, regulations, etc., which are cited.

TEST TASK: You will be given a set of rules, regulations, or other written information to read. You will then be asked a question which requires you to apply the rule to a given situation.

SAMPLE QUESTION:

RULE: As a court officer you must always:

1. Obey all lawful orders of your superiors.
2. Remain on your assigned post until properly relieved.
3. Refrain from unnecessary talking with other court employees or the public while on duty.
4. Refer all requests for information from the media to your supervisor.
5. Report any unusual situations or problems to your supervisor.

SITUATION: During a recess of a criminal trial to which you are assigned, a woman approaches you in the hallway outside the courtroom. She identifies herself as a reporter for one of the local television stations. She says she has heard a rumor that the defendant's mother is attending the trial today and asks you to confirm this.

Based solely on the above Rule and Situation, which one of the following is your most appropriate response to the reporter?

- A. Refer her request to your supervisor.
- B. Confirm the rumor, but offer no further information.
- C. Tell her that you are unable to give her any information.
- D. Show her the list of attendees and allow her to draw her own conclusions.

The correct answer to this sample question is choice A.

SOLUTION: *The Situation states that a reporter is asking you to confirm the attendance of the defendant's mother at a trial. The question asks for the most appropriate response to the reporter. To answer the question, evaluate all of the choices.*

Choice A *states that you should refer the reporter's request to your supervisor. This conforms to the given rule that states that, as a court officer, you must always refer all requests for information from the media to your supervisor. Choice A is the correct answer.*

Choice B *states that you should confirm the rumor, but offer no further information. The rule states that you must refer all requests for information from the media to your supervisor. Choice B is incorrect.*

Choice C *states that you should tell the reporter that you are unable to give her any information. The rule states that you must refer all requests for information from the media to your supervisor. Choice C is incorrect.*

Choice D *states that you should show the reporter the list of attendees and allow her to draw her own conclusions. There is nothing in the rule that states that you should do this. Choice D is incorrect.*

SUBJECT AREA 2

OFFICE RECORD KEEPING: These questions test for ability to perform common office record-keeping tasks.

TEST TASK: You will be presented with two or more “sets” of questions, each set concerning a different problem. Typical record-keeping problems might involve organizing or collating data from several sources; scheduling; maintaining a record system using running balances; or completing a table summarizing data using totals, subtotals, averages, and percents.

SAMPLE QUESTIONS: Base your answers to the two sample questions which follow, on the “Summary Report of Office Expenses for 2005,” below. Complete as much of the report as needed to answer the sample questions. Base the completion of the report, and your answers to the two sample questions, on the information given in the summary report itself and in the “Report of Office Expenses – 3rd and 4th Quarters,” shown below.

| REPORT OF OFFICE EXPENSES 3rd & 4th QUARTERS (26 weeks) | | | | |
|--|-------------------------|----------|-------------------------|----------|
| | 3 rd Quarter | | 4 th Quarter | |
| | 2005 | 2006 | 2005 | 2006 |
| Payroll Expenses | \$55,900 | \$47,800 | \$72,700 | \$65,100 |
| Rental Expenses | 22,500 | 18,900 | 22,500 | 18,900 |
| Maintenance Expenses | | | | |
| Cleaning | 2,700 | 2,800 | 2,900 | 3,000 |
| Repairs | 160 | 200 | 240 | 400 |
| Equipment Expenses | 705 | 375 | 25,575 | 675 |

| EXPENSE ITEM | SUMMARY REPORT OF OFFICE EXPENSES FOR 2005 | | | | | | |
|----------------------|---|----------------------------|-------------------------|----------------------------|----------------------------|-------------------------|----------------------|
| | 1 ST Quarter | 2 ND Quarter | 1 ST Half | 3 RD Quarter | 4 TH Quarter | 2 ND Half | Total for Year \$ |
| Payroll Expenses | \$81,800 | \$69,300 | \$151,100 | | | R | |
| Rental Expenses | 22,500 | 22,500 | 45,000 | | | | |
| Utilities Expenses | 6,675 | 5,125 | 11,800 | | | | |
| Maintenance Expenses | 2,850 | 3,050 | 5,900 | | | | S |
| Equipment Expenses | 2,385 | 495 | 2,880 | | | | |

SUBJECT AREA 2 (Continued)

OFFICE RECORD KEEPING (cont.)

SAMPLE QUESTION 1:

What is the value of R?

- A. \$112,900
- B. \$128,600
- C. \$137,800
- D. none of the above

The correct answer to this sample question is choice B.

SOLUTION TO SAMPLE QUESTION 1: *Payroll Expenses for the second half of 2005 are calculated by locating and adding the figure for 3rd Quarter Payroll Expenses for 2005 (\$55,900) to the figure for 4th Quarter Payroll Expenses for 2005 (\$72,700). These figures are found in the "REPORT OF OFFICE EXPENSES – 3rd & 4th QUARTERS." **The result, \$128,600 (choice B), is the value of R.***

SAMPLE QUESTION 2:

What is the value of S?

- A. \$11,500
- B. \$11,700
- C. \$11,900
- D. \$12,300

The correct answer to this sample question is choice C.

SOLUTION TO SAMPLE QUESTION 2: *Total Maintenance Expenses for the year 2005 are calculated by first calculating the Maintenance Expenses for the second half of 2005, similarly to what was done in Sample Question 1. In this case, however, you must first combine figures from the sub-categories of "Cleaning" and "Repairs" for the 3rd Quarter of 2005 (\$2,700+\$160) and add this total to the combination of "Cleaning" and "Repairs" for the 4th Quarter of 2005 (\$2,900+\$240). This calculation (\$2,700+\$160+\$2,900+\$240) results in total Maintenance Expenses of \$6,000 for the 2nd Half of 2005. **Finally, this 2nd Half total (\$6,000) is added to Maintenance Expenses for the 1st Half of 2005 (\$5,900) to get a total for the year (the value of S) of \$11,900 (choice C).***

SUBJECT AREA 3

PUBLIC CONTACT PRINCIPLES AND PRACTICES: These questions test for the ability to interact with other people, to gather and present information, and to provide assistance, advice, and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

TEST TASK: You will be presented with questions regarding the basic principles and practices of public contact. Read each question and select the best response.

SAMPLE QUESTION:

A person approaches you expressing anger about a recent action by your department. Which one of the following should be your **first** response to this person?

- A. Interrupt to say you cannot discuss the situation until he calms down.
- B. Say you are sorry that he has been negatively affected by your department's action.
- C. Listen and express understanding that he has been upset by your department's action.
- D. Give him an explanation of the reasons for your department's action.

The correct answer to this sample question is choice C.

SOLUTION:

Choice A is not correct. It would be inappropriate to interrupt. In addition, saying that you cannot discuss the situation until the person calms down will likely aggravate him further.

Choice B is not correct. Apologizing for your department's action implies that the action was improper.

Choice C is the correct answer to this question. By listening and expressing understanding that your department's action has upset him, you demonstrate that you have heard and understand his feelings and point of view.

Choice D is not correct. While an explanation of the reasons for the action may be appropriate at a later time, at this moment the person is angry and would not be receptive to such an explanation.

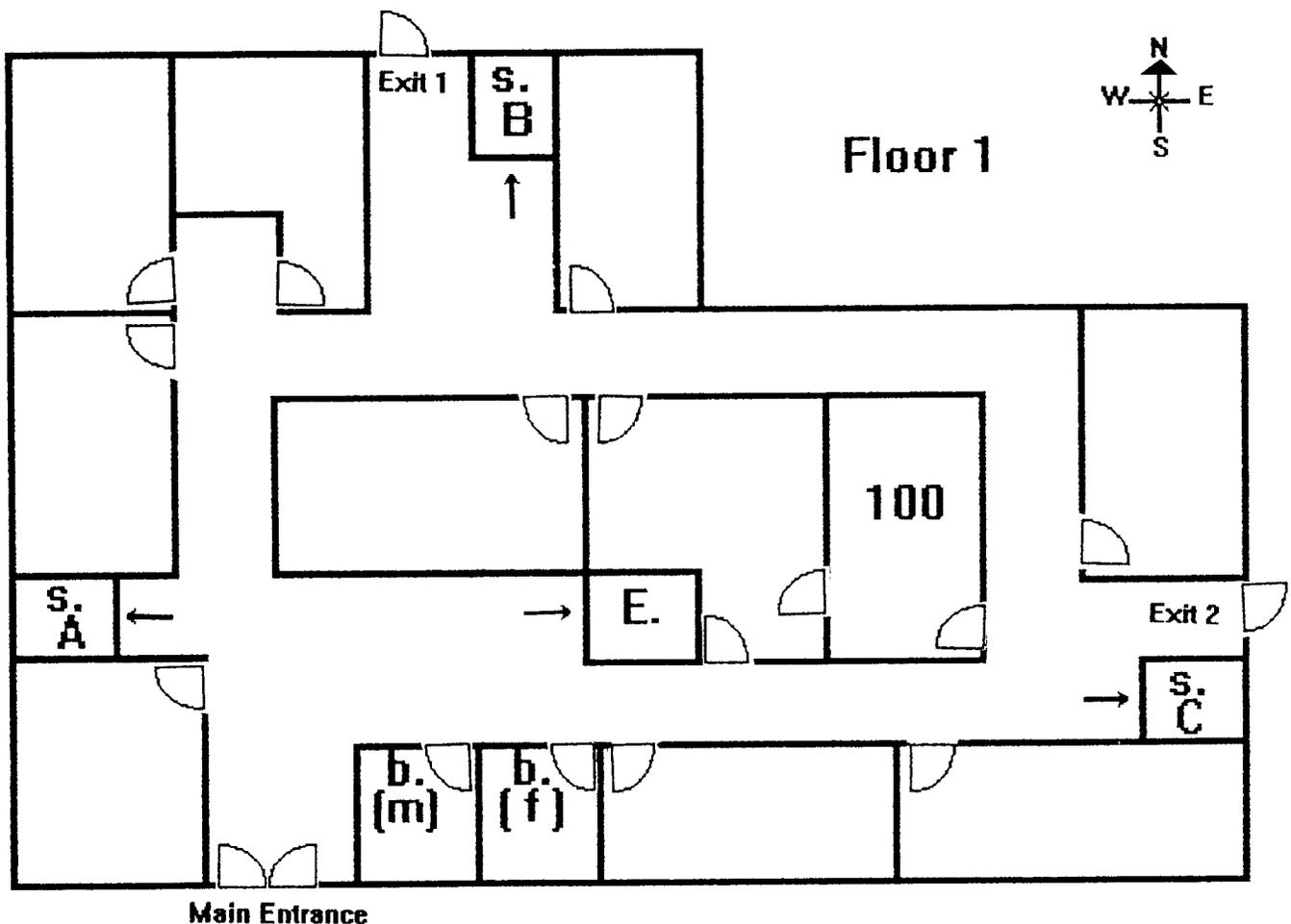
SUBJECT AREA 4

FOLLOWING DIRECTIONS (MAPS): These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.

TEST TASK: You will be provided with street maps or building maps. You will then be asked questions which require you to refer to the given maps and related information.

SAMPLE QUESTION:

DIRECTIONS: The following sample map presents a diagram of a floor of an office building. You should become familiar with the map and interpret it with the sample legend provided. Use the map to answer the question that follows the map.



SUBJECT AREA 4 (Continued)

Legend:

Office Numbers appear inside the rooms; e.g., 100 = Office No. 100

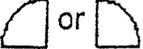
E. = Elevator

s. = Stairwell; e.g., s.C = Stairwell C

b. = bathroom; e.g., b.(m) = bathroom (male)
b.(f) = bathroom (female)

Assume that people receiving directions are able-bodied unless otherwise noted.

→ = the entrance to a stairwell or elevator used to access other floors in the building

 or = doors to an office or the building

QUESTION: For a person in Office No. 100, which one of the following is the most direct route to leave the building in an emergency?

- A. through exit 1
- B. through exit 2
- C. through stairwell C
- D. through the Main Entrance

The correct answer to this sample question is choice B.

SOLUTION:

Choice A is not correct. A person in Office No. 100 would have to go around at least one corner in the hall to reach exit 1.

Choice B is the correct answer to this question. When leaving Office No. 100 the person can go straight across the hall and through exit 2.

Choice C is not correct. The legend states that stairwells and elevators are used to access other floors of the building.

Choice D is not correct. A person in office No. 100 would have to go around at least one corner in the hall to reach the Main Entrance.

SUBJECT AREA 5

PREPARING WRITTEN MATERIAL: These questions test for the ability to present information clearly and accurately and for the ability to organize paragraphs logically and comprehensibly.

TEST TASK: There are two separate test tasks in this subject area.

- For the first, **Information Presentation**, you will be given information in two or three sentences, followed by four restatements of the information. You must then choose the best version.
- For the second, **Paragraph Organization**, you will be given paragraphs with their sentences out of order, and then be asked to choose, from among four choices, the best order for the sentences.

INFORMATION PRESENTATION SAMPLE QUESTION:

Martin Wilson failed to take proper precautions. His failure to take proper precautions caused a personal injury accident.

Which one of the following best presents the information above?

- A. Martin Wilson failed to take proper precautions that caused a personal injury accident.
- B. Proper precautions, which Martin Wilson failed to take, caused a personal injury accident.
- C. Martin Wilson's failure to take proper precautions caused a personal injury accident.
- D. Martin Wilson, who failed to take proper precautions, was in a personal injury accident.

The correct answer to this sample question is choice C.

SOLUTION:

Choice A conveys the incorrect impression that proper precautions caused a personal injury accident.

Choice B conveys the incorrect impression that proper precautions caused a personal injury accident.

Choice C best presents the original information: Martin Wilson failed to take proper precautions and this failure caused a personal injury accident.

Choice D states that Martin Wilson was in a personal injury accident. The original information states that Martin Wilson caused a personal injury accident, but it does not state that Martin Wilson was in a personal injury accident.

SUBJECT AREA 5 (Continued)

PARAGRAPH ORGANIZATION SAMPLE QUESTION:

The following question is based upon a group of sentences. The sentences are shown out of sequence, but when correctly arranged, they form a connected, well-organized paragraph. Read the sentences, and then answer the question about the best arrangement of these sentences.

1. Eventually, they piece all of this information together and make a choice.
2. Before actually deciding upon a human services job, people usually think about several possibilities.
3. They imagine themselves in different situations, and in so doing, they probably think about their interests, goals, and abilities.
4. Choosing among occupations in the field of human services is an important decision to make.

Which one of the following is the best arrangement of these sentences?

- A. 2-4-1-3
- B. 2-3-4-1
- C. 4-2-1-3
- D. 4-2-3-1

The correct answer to this sample question is choice D.

SOLUTION:

Choices A and C present the information in the paragraph out of logical sequence. In both A and C, sentence 1 comes before sentence 3. The key element in the organization of this paragraph is that sentence 3 contains the information to which sentence 1 refers; therefore, in logical sequence, sentence 3 should come before sentence 1.

Choice B also presents the information in the paragraph out of logical sequence. Choice B places the main idea of the paragraph (Sentence 4) in between two detail sentences (Sentences 1 and 3). The logical sequence of the information presented in the paragraph is therefore interrupted.

Choice D presents the information in the paragraph in the best logical sequence. Sentence 4 introduces the main idea of the paragraph: “choosing an occupation in the field of human services.” Sentences 2-3-1 then follow up on this idea by describing, in order, the steps involved in making such a choice. Choice D is the best answer to this sample question.

SUBJECT AREA 6

UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL: These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

TEST TASK: You will be provided with brief reading passages and then will be asked questions relating to the passages. All the information required to answer the questions will be provided in the passages.

SAMPLE QUESTION:

The increasing demands upon our highways from a growing population and the development of forms of transportation not anticipated when the highways were first built have brought about congestion, confusion, and conflict, until the yearly toll of traffic accidents is now at an appalling level. If the death and disaster that traffic accidents bring throughout the year were concentrated into one calamity, we would shudder at the tremendous catastrophe. The loss is no less catastrophic because it is spread out over time and space.

Which one of the following statements concerning the yearly toll of traffic accidents is best supported by the passage above?

- A. It is increasing the demands for safer means of transportation.
- B. It has resulted in increased congestion, confusion, and conflict on our highways.
- C. It does not shock us as much as it should because the accidents do not all occur together.
- D. It has resulted mainly from the new forms of transportation.

The correct answer to this sample question is choice C.

SOLUTION: To answer this question correctly, you must evaluate each choice against the written selection and determine the one that is best supported by the written selection.

Choice A: *Nowhere in the passage does it say that there has been any demand for safer means of transportation. Someone who picks this choice may believe that there could be or should be a demand for safer transportation, but there is nothing in the passage to base it on. This choice is incorrect.*

Choice B: *The passage states that it is the congestion, confusion, and conflict which results in the high toll of traffic accidents and not the other way around. A person who picks this choice could either be confused as to which is the cause and which is the effect or not have read the choice carefully. This choice is incorrect.*

Choice C: *This choice is supported by the last two sentences in the passage. The writer says, "If ..., we would shudder." (A shudder is a response to shock.) The implication is that we don't shudder because traffic accidents do not all occur at the same time and place. The writer then points out that we should think of the yearly toll as being catastrophic (shocking) even though the accidents are spread out over time and space. This choice is supported by the information in the passage.*

Choice D: *There are two reasons given in the passage for the high accident rate. One is the development of new forms of transportation; the other is the increased highway use from a growing population. Neither one is described as the main reason. It is clearly incorrect to say that the new forms of transportation are the main reason. This choice is incorrect.*

SUBJECT AREA 7

MAINTAINING COURT SECURITY AND PROPER RESPONSE TO COURTROOM SITUATIONS: These questions will test for knowledge of accepted practices in the court security field. The subtest will consist of questions, many in a situational format, that will assess the ability of the candidate to ensure the security of courtrooms and related areas and to respond appropriately to situations commonly confronted by court security officers.

TEST TASK: You will be presented with situations in which you must apply knowledge of court security practices and proper response to courtroom situations in order to answer the questions correctly.

SAMPLE QUESTION:

Eight items of evidence are introduced and placed in a court security officer's custody during the course of a trial. When the jury goes into deliberation, the judge directs the officer to present the evidence to them for their consideration. At this point the officer can locate only seven items. Which one of the following is the best action for the officer to take?

- A. Tell the judge to request a duplicate from the attorney who gave the item in evidence.
- B. Present the available evidence to the jury so that they may begin their deliberations.
- C. Immediately inform the judge of the situation so that proper action may be taken.
- D. Retain the evidence until such time as the item can be located.

The correct answer to this sample question is choice C.

SOLUTION:

Choice A is not correct. *It is inappropriate for the court security officer to tell the judge to take action. The judge must be informed of the situation immediately so that he or she can determine how to proceed.*

Choice B is not correct. *A court security officer should not present the jury with only seven items of evidence unless this is instructed by the judge after the situation has been explained to the judge.*

Choice C is the correct answer to this question. *The best action for the court security officer to take is to immediately inform the judge of the situation so that the judge can determine how to proceed.*

Choice D is not correct. *The judge directed the court security officer to present the evidence to the jury for their consideration and so the court security officer should not decide on his or her own to retain the evidence. The judge must be informed immediately of the situation so that he or she can determine how to proceed.*

SUBJECT AREA 8

NEW YORK STATE LAWS RELATED TO COURT SECURITY: These questions will test for knowledge of laws in effect on January 1, 2017 that court security personnel may encounter in the course of doing their work. These questions may cover, but not necessarily be limited to, job-related sections of the Criminal Procedure Law, the Penal Law and other laws relevant to court security personnel in New York State.

TEST TASK: You will be asked to answer questions which will require you to demonstrate knowledge of job-related portions of the Criminal Procedure Law, the Penal Law and other laws relevant to court security personnel in New York State.

SAMPLE QUESTION:

Court security officers in certain jurisdictions are “*Persons designated as peace officers*” by the New York State

- A. Criminal Procedure Law
- B. Executive Law
- C. Family Court Act
- D. Penal Law

The correct answer to this sample question is choice A.

SOLUTION:

Choice A is the correct answer to this question. It is the New York State Criminal Procedure Law Section 2.10 which defines court security officers of certain jurisdictions as “*Persons designated as peace officers*”.

Choice B is not correct. The Executive Law does not define court security officers of certain jurisdictions as “*Persons designated as peace officers*”.

Choice C is not correct. The Family Court Act does not define court security officers of certain jurisdictions as “*Persons designated as peace officers*”.

Choice D is not correct. The Penal Law does not define court security officers of certain jurisdictions as “*Persons designated as peace officers*”.

SUBJECT AREA 9

SUPERVISION: 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.

TEST TASK: You will be presented with situations in which you must apply knowledge of the principles and practices of supervision in order to answer the questions correctly.

SAMPLE QUESTION:

Assume that the unit you supervise is given a new work assignment and that you are unsure about the proper procedure to use in performing this assignment. Which one of the following actions should you take FIRST in this situation?

- A. Obtain input from your staff.
- B. Consult other unit supervisors who have had similar assignments.
- C. Use an appropriate procedure from a similar assignment that you are familiar with.
- D. Discuss the matter with your supervisor.

The correct answer to this sample question is choice D.

SOLUTION:

Choice A is not correct. Since this assignment is new for your unit, your staff would not be expected to be more knowledgeable than you about the proper procedure.

Choice B is not correct. Although discussing this matter with other supervisors may increase your knowledge of the new assignment, similar assignments performed in other units may differ in some important way from your new assignment. Other units may also function differently from your unit, so the procedures used to perform similar assignments may differ accordingly.

Choice C is not correct. Since this assignment is new for your unit, you would have no way of knowing whether the procedure from a similar assignment is appropriate to use. You would need someone with the appropriate knowledge, usually your supervisor, to determine if the procedure from a similar assignment could be used before you actually employed this procedure in the performance of your new assignment.

Choice D is the correct answer to this question. Your supervisor is more likely to be informed about what procedure may be appropriate for work that he or she assigns to you than would other unit supervisors or your staff. Even if your supervisor does not know what procedure is appropriate, a decision regarding which procedure to use should be made with his or her participation, since he or she has the ultimate responsibility for your unit's work.

SUBJECT AREA 10

ADMINISTRATIVE SUPERVISION: 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.

TEST TASK: You will be presented with situations in which you must apply knowledge of the principles and practices of administrative supervision to answer the questions correctly. You will be placed in the role of a supervisor of a section, which is made up of several units. Each unit has a supervisor and several employees. All unit supervisors report directly to you.

SAMPLE QUESTION:

You have delegated a work project to two unit supervisors and have asked them to collaborate on it. Later, you observe two employees strongly arguing about which one of them is responsible for a certain activity within the work project. The arguing employees work for different units. Which one of the following actions is most appropriate for you to take in this situation?

- A. Intercede in the employees' argument and settle it.
- B. Meet with the unit supervisors of the two employees and inform them of the situation you observed.
- C. Inform one unit supervisor of the situation and ask this supervisor to take care of it.
- D. Set up a meeting that includes both unit supervisors and both employees to resolve the situation.

The correct answer to this sample question is choice B.

SOLUTION:

Choice A is not correct. In your position, you supervise properly by giving direction through your unit supervisors. By taking this choice, you are not allowing your unit supervisors to handle a problem involving their staff members. Also, it is not reasonable that you would be able to settle the employees' dispute. Earlier, you delegated the work project to the two unit supervisors, who would be responsible for assigning activities related to the project. The two unit supervisors must deal with the problem.

Choice B is the correct answer to this question. The two unit supervisors are collaborating on the work project and therefore giving the assignments. You should meet with them and tell them about the employees' argument. The unit supervisors should be informed about the point of contention and the fact that the two employees had a heated argument. The unit supervisors must then work out a way to handle the situation.

SUBJECT AREA 10 (Continued)

ADMINISTRATIVE SUPERVISION (cont.)

Choice C is not correct. Speaking to only one supervisor about the situation means that the second supervisor may be uninformed, or only partly informed, about the situation. You cannot be assured that the first supervisor will include the second supervisor in finding a way to settle the issue. If the first unit supervisor chooses to handle the situation on his own and speak to both employees, this supervisor would be giving direction to one employee from another unit. This is not good supervisory practice. Also, in taking Choice C, you are favoring one supervisor and slighting the other.

Choice D is not correct. The unit supervisors need to come up with a way of handling the situation that you observed. To do this, they must be informed without the employees present. Also, by including the employees in the meeting, you may get a replay of their earlier argument, which is not helpful.

TEST SECURITY

The test you will be taking is the property of the New York State Department of Civil Service. Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others. Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine. Additionally, candidates may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years. After you take the test, other individuals may want to talk with you about the test. You should not discuss the questions and answers, even in general terms. You should be careful that you do not inadvertently violate test security and put yourself at risk.

CONCLUSION

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best.

Before the test ...

- Study and review this guide to familiarize yourself with some of the material which the test will cover.
- Study and review the subject areas to be covered on the test.

On the day of the test ...

- Arrive at the test site on time.
- Bring your Admission Notice, two No. 2 pencils, a photo ID containing your signature, a quiet lunch or snack, and any other materials as instructed on the admission notice or the announcement.
- Do **NOT** bring this test guide to the test site.

At the test site ...

- Do **NOT** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site.
- The use of such devices anywhere on the grounds of the test site (this includes the test room, hallways, restrooms, building, grounds, and parking lots) could result in your disqualification.

During the test ...

- Read and follow all directions on your Admission Notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

After the test ...

- Do **NOT** remove any test materials from the test room.
- Do **NOT** paraphrase, reconstruct, or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information to individuals with disabilities. If you need an auxiliary aid or service to make the information in this test guide available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.

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