

**New York State
Department of Civil Service**

Committed to Innovation, Quality, and Excellence

A Guide to the Written Test

for the

Professional Careers Test

Exam No. 25-145

Professional Careers Test (Diversity Management)

Exam No. 25-146

Opportunities at **work.**



INTRODUCTION

The New York State Department of Civil Service has developed this test guide to familiarize you with the written test for the Professional Careers Test and the Professional Careers Test (Diversity Management). This test guide provides a general description of the subject areas to be tested and an explanation of the different types of questions that will be presented.

The written test for the Professional Careers Test and Professional Careers Test (Diversity Management) has a time allowance of 3 1/2 hours. The test will cover the following subject areas:

1. **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.
2. **Quantitative analysis** – These questions cover the interpretation and manipulation of numeric data provided in tables. You must decide the logical structure of the data and then manipulate it in some way (e.g., complete missing entries). You may be asked to draw conclusions and to analyze data trends or interrelationships.
3. **Understanding and interpreting written material related to government and social issues** – This test area covers reading comprehension. It includes questions based upon passages related to government and social issues, which can be answered without additional knowledge of the content area of the passages.
4. **Verbal analysis** – These questions test for the ability to evaluate conclusions in the light of known facts. The test area consists of sets of facts and conclusions. You must decide whether the conclusion is proven by the facts, disproven by the facts, or neither proven nor disproven. The questions are not specific to any job title.

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

At the end of this test guide we have included a Sample Test which includes additional examples of the types of questions you will see on the Professional Careers Test. Answers are provided in the Sample Test Key so that you can see how well you have done.

SUBJECT AREA 1

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.

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. There will be ten Information Presentation questions on the written test.
- 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 suggestions, the best order for the sentences. There will be five Paragraph Organization questions on the written test.

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 best answer to this sample question is 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 1 (cont.)

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 best answer to this sample question is 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 sentence 4 in between sentence 1 and sentence 3, thereby interrupting the logical sequence of the information in the paragraph.

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 2

QUANTITATIVE ANALYSIS: These questions cover the interpretation and manipulation of numeric data provided in tables. You must decide the logical structure of the data and then manipulate it in some way (e.g., complete missing entries). You may be asked to draw conclusions and to analyze data trends or interrelationships. There will be 15 questions in this subject area on the written test.

TEST TASK: The questions in this subject area are contained in two or more sets. Each set consists of data presented in one or more tables, followed by a number of questions. You must use the appropriate data from the tables, in combination with the information given in each question, in order to answer the questions correctly.

NOTE: You will be allowed to bring a calculator and use it during this test.

SAMPLE TABLE:

DIRECTIONS: Base your answers to the following two questions on the information in the table below.

**Population of a City in 2007 by Age and Gender
(in Thousands)**

Age	Female	Male	Total
Under 25	70	72	142
25-34	?	27	?
35-44	?	28	53
45-54	27	28	55
55-64	30	?	57
65 and over	85	75	160
Total	261	257	518

NOTE: Spaces with question marks can be filled in using information given in the table and in the questions.

SAMPLE QUESTION 1:

How many people in the city in 2007 were between 25 and 34 years old?

- A. 51
- B. 27,000
- C. 51,000
- D. cannot be determined from the information provided

The correct answer to sample question 1 is C. (see the solution on the next page).

SUBJECT AREA 2 (cont.)

SOLUTION: To answer this question correctly, you must first note that the numbers in the table represent thousands of people (see the table heading). You are asked to find the total number of people aged 25-34. Since this information is missing from the table, it is necessary to calculate it by using other information which is in the table. You must add the number of people in all of the age groups other than 25-34, and then subtract this sum from the total population of the city. This will then give the number of people aged 25-34.

142,000	under 25	
+ 53,000	35-44	518,000 total population (all ages)
+ 55,000	45-54	-467,000 total population (all ages except 25-34)
+ 57,000	55-64	51,000 population aged 25-34
+160,000	65 and over	
467,000		

There are 51,000 people in the city between the ages of 25 and 34. (Choice C).

SAMPLE QUESTION 2:

Most nearly, what percent of the total population of the city was female aged 35 to 54?

- A. 5%
- B. 10%
- C. 14%
- D. 20%

The correct answer to sample question 2 is B.

SOLUTION: To answer this question correctly you must find the number of females aged 35 to 54. This requires you to add the number of females aged 35-44 to the number aged 45-54. You must first find the number of females who are aged 35 to 44. This information is missing from the table, but you can calculate it by subtracting the number of males who are aged 35 to 44 from the total number of people in that age group.

$(53,000 - 28,000 = 25,000; \text{there are } 25,000 \text{ females aged } 35-44).$

You then need to add the number of females aged 35-44 to the number of females aged 45 to 54; $(25,000 + 27,000 = 52,000; \text{there are } 52,000 \text{ females between the ages of } 35 \text{ and } 54).$

You must then divide this number by the total population of the city, and convert the answer to a percent. $(52,000/518,000 = .100386; \text{this is nearest to } 10\%).$

Therefore, the percentage of the total population of the city which was female aged 35 to 54 is 10%. (Choice B).

SUBJECT AREA 3

UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL RELATED TO GOVERNMENT AND SOCIAL ISSUES – This test area covers reading comprehension. It includes questions based upon passages related to government and social issues, which can be answered without additional knowledge of the content area of the passages. There will be 15 questions in this subject area on the written test.

TEST TASK: For each question, you will be provided with a brief written selection, followed by a question and a set of alternative statements relating to the selection. You must choose the statement that best answers the question.

Your answer should be based on the information found in the selection only, NOT on knowledge you may have about the subject from other sources.

SAMPLE QUESTION:

“Increasingly, behavior termed ‘road rage’ is being viewed as a public health issue, because of the number of deaths and injuries related to it. Such behavior is often a reaction to the feeling that one has been treated unfairly by another driver, and it is much less likely to occur if a driver is treated fairly. ‘Fair play’ on the road includes the observance not only of traffic regulations but also of the rules of courtesy. Courteous driving is based on common sense consideration for other drivers and a strong desire to make the roads safe for everyone. Good highway manners should become just as much a matter of habit as other kinds of manners.”

Which one of the following statements is best supported by the above selection?

- A. Courteous driving contributes to road safety.
- B. Those who are generally polite are also courteous drivers
- C. Unlike driving courtesy, the observance of traffic regulations is a matter of habit.
- D. Being courteous when driving is more important than observing traffic regulations.

The correct answer to this sample question is A.

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 states, “Courteous driving contributes to road safety.” Choice A is supported by the statement in the written selection that, “Courteous driving is based on...a strong desire to make the roads safe for everyone.” This is the correct answer.

Choice B states, “Those who are generally polite are also courteous drivers.” Choice B is not supported by the written selection. The written selection does not mention “those who are generally polite” at all. Choice B is not the correct answer to this question.

Choice C states, “Unlike driving courtesy, the observance of traffic regulations is a matter of habit.” Choice C is not supported by the written selection. The written selection makes no such bold statement. Instead, the written material mildly suggests that “Good highway manners should become just as much a matter of habit as other kinds of manners.” Choice C is not the correct answer to this question.

Choice D states, “Being courteous when driving is more important than observing traffic regulations.” Choice D is not supported by the written selection. The written selection states, “‘Fair play’ on the road includes the observance not only of traffic regulations but also of the rules of courtesy.” The written selection does not state that being courteous is more important than observing traffic regulations. Choice D is not the correct answer to this question.

SUBJECT AREA 4

VERBAL ANALYSIS: These questions test for the ability to evaluate conclusions in the light of known facts. The test area consists of sets of facts and conclusions. You must decide whether the conclusion is proven by the facts, disproven by the facts, or neither proven nor disproven. The questions are not specific to any job title. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be given a set of statements (**FACTS**) you are to assume to be true and a **CONCLUSION** based on the statements. The conclusion is derived from these statements only—NOT on what you may happen to know about the subject discussed. Each question has three possible answers. You must then select the correct answer in the following manner:

Select **A**, if the statements prove that the conclusion is TRUE.

Select **B**, if the statements prove that the conclusion is FALSE.

Select **C**, if the statements are INADEQUATE to prove the conclusion EITHER TRUE OR FALSE.

SAMPLE QUESTION #1

FACTS: All file folders are delivered by the Conroy Company. Blue file folders are delivered on Mondays or Fridays; green or brown file folders are delivered on Wednesdays. Human Resources and Finance use blue file folders, Legal uses green file folders and Data Processing uses brown file folders.

CONCLUSION: The file folders Finance uses are delivered on Wednesdays.

The correct answer to this sample question is B.

SOLUTION: *The last sentence of the FACTS says that Finance uses blue file folders. The second sentence of the FACTS says that blue file folders are delivered on Monday or Friday. The CONCLUSION says the file folders Finance uses are delivered on Wednesday. Wednesday is neither Monday nor Friday. Therefore, the conclusion must be FALSE (choice B).*

SAMPLE QUESTION #2

FACTS: If Zhili works overtime, the assignment will be completed. If the assignment is completed, then all unit employees will receive a bonus. Zhili works overtime.

CONCLUSION: A bonus will be given to all unit employees.

The correct answer to this sample question is A.

SOLUTION: *The CONCLUSION follows necessarily from the FACTS. Zhili works overtime. The assignment is completed. Therefore, all unit employees will receive a bonus.*

SAMPLE QUESTION #3

FACTS: Dennis has more seniority than Isabel. Amaya has more seniority than Dennis. Sarah has twice as much seniority as Isabel.

CONCLUSION: Sarah has more seniority than Amaya.

The correct answer to this sample question is C.

SOLUTION: *We know from the facts that both Sarah and Amaya have more seniority than Isabel. We do not have any other information about the relative seniority of Sarah and Amaya. Therefore, no conclusion about whether or not Sarah has more seniority than Amaya can be made.*

SAMPLE TEST

The following are additional examples of the types of questions that will be on the Professional Careers Test. The answers are given on page 15. Good Luck!

1. Senator Martinez met with the county legislature. Then Senator Martinez announced that the meal subsidy program would start in June.

Which one of the following best presents the information given above?

- A. After meeting with the county legislature, Senator Martinez announced that the meal subsidy program would start in June.
- B. Senator Martinez met with the county legislature and announced that the meal subsidy program would start in June.
- C. Senator Martinez announced that the meal subsidy program would start in June after a meeting with the county legislature.
- D. Senator Martinez, who met with the county legislature, announced that the meal subsidy program would start in June.

2. Frank Colombe wrote the press release. He sent three copies to the Director. The Director then gave one of the copies to the Commissioner.

Which one of the following best presents the information given above?

- A. Frank Colombe sent to the Director three copies of the press release he had written, who then gave a copy to the Commissioner.
- B. Frank Colombe sent three copies of the press release he had written to the Director, who then gave one of the copies to the Commissioner.
- C. The Director gave the Commissioner one of the three copies of the press release Frank Colombe had written and had been sent to him.
- D. Of the three copies of the press release Frank Colombe had written and sent to the Director, one was then given to the Commissioner by him.

- 3.
1. The phosphates in detergents are carried into sewage systems, and from there into local rivers and streams, and eventually into large bodies of water.
 2. The algae absorb much of the available oxygen that is necessary to sustain marine life.
 3. There is no doubt that phosphates damage the environment through a complex chain of events.
 4. Phosphates are nutrients, and, as such, they aid the growth of the algae living in the water.
 5. This results not only in the death of fish and other aquatic life, but also in the too-thick growth of vegetation in the water.

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

- A. 1-3-4-2-5
- B. 1-4-2-5-3
- C. 3-1-4-2-5
- D. 3-4-2-1-5

- 4.
1. Never before has time been measured at a speed beyond the realm of experience.
 2. Just how profound an effect it is having on society is as yet to be determined.
 3. The computer has accelerated our sense of time beyond anything we have experienced before.
 4. Though it is possible to conceive of an interval that brief and even to manipulate time at that speed, it is not possible to experience it.
 5. It works in a time frame in which the nanosecond—a billionth of a second—is the primary measurement.

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

- A. 1-2-3-5-4
- B. 1-4-3-5-2
- C. 3-2-5-4-1
- D. 3-5-4-1-2

DIRECTIONS: Base your answers to the next THREE questions on the information in the table below and in the questions.

**Population of a City in 2007 by Age and Gender
(in Thousands)**

Age	Female	Male	Total
Under 25	70	72	142
25-34	?	27	?
34-44	?	28	53
45-54	27	28	55
55-64	30	?	57
65 and over	85	75	160
Total	261	257	518

NOTE: Spaces with question marks can be filled in using information given in the table and in the questions.

5. How many people in the city in 2007 were **males** who were between 45 and 64 years old?

- A. 28,000
- B. 55,000
- C. 56,000
- D. 57,000

6. Most nearly what percent of the total population of the city was 55 years of age or older?

- A. 11%
- B. 31%
- C. 42%
- D. 44%

7. In 2007 in the city, 42,000 people who were under the age of 25 caught colds, and 40,000 people aged 65 and over caught colds. What is the ratio of people under 25 who did NOT catch a cold to people 65 and over who did NOT catch a cold?

- A. 5:6
- B. 142:160
- C. 21:20
- D. 6:5

8. "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 has resulted mainly from the new forms of transportation.
- D. It does not shock us as much as it should because the accidents do not all occur at the same time.

9. "Depression is one of the top public health problems in the United States, and its occurrence is on the rise. One in 20 Americans develops a case of depression serious enough to require professional treatment. The incidence of depression has been escalating among Baby Boomers (Americans born in the years 1946 through 1964). The reason for this increase is that the lifestyles of this generation have become increasingly demanding while offering little support. Also, stress and poor eating habits are now more the rule than the exception, and both can disrupt brain chemistry enough to bring on depression."

Which one of the following statements is best supported by the above selection?

- A. We can expect about five percent of the population to require treatment for depression at some time in their lives.
- B. Baby Boomers have the highest rate of depression in the United States.
- C. Lifestyle demands are the major cause of depression in the current generation.
- D. Depression can cause a disruption in the chemistry of the brain.

DIRECTIONS: Each of the following three questions present a set of statements which you are to assume to be true. The conclusion is derived from **THESE** statements **only**. Each question has three possible answers. Select your answer to each of these questions in the following manner:

Select **A**, if the statements prove that the conclusion is TRUE.

Select **B**, if the statements prove that the conclusion is FALSE.

Select **C**, if the statements are INADEQUATE to prove the conclusion EITHER TRUE OR FALSE.

Base your answer to each question solely on what is presented in the set of statements and **NOT** on what you may happen to know about the subject discussed.

10. **FACTS:** Deion processed more applications than Dave who processed more applications than Ellen. Jacob processed the same number of applications as Ellen but processed more applications than Juan.

CONCLUSION: Juan processed more applications than Dave.

11. **FACTS:** Whenever Aisha attends a seminar, Aisha forwards her telephone calls to the section clerk. Aisha has forwarded her telephone calls to the section clerk today.

CONCLUSION: Aisha is attending a seminar today.

12. **FACTS:** All public utilities are regulated by the Public Service Commission. Some companies listed on the American Stock Exchange are public utilities.

CONCLUSION: Some companies listed on the American Stock Exchange are regulated by the Public Service Commission.

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 what the test will cover.
- Study and review the subject areas that will 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 **allowed** materials.
- Quiet, hand-held, solar- or battery-powered calculators are permitted.
- 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.

SAMPLE TEST KEY

- (1) A
- (2) B
- (3) C
- (4) D
- (5) B
- (6) C
- (7) A
- (8) D
- (9) A
- (10) B
- (11) C
- (12) A

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 available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.

Visit the New York State
Department of Civil Service web site
www.cs.ny.gov



New York State
Department of Civil Service
Albany, NY 12239

2010