



**Department of  
Civil Service**

# A Guide to the Written Test

for the

## Supervising Motor Vehicle Representative Series

## **Table of Contents**

General Information .....	3
Sample Test Plan Chart.....	4
List of Subject Areas .....	5
Subject Areas, Test Tasks, Sample Questions, Solutions:	
1. Supervision and training .....	6
2. Working with office records .....	7-11
3. Preparing written material.....	12-13
4. Customer service .....	14
5. Administrative supervision .....	15
6. Understanding and interpreting tabular material .....	16-17
7. Office management .....	18
Test Security.....	19
Helpful Tips.....	19
For Further Information about NYS Civil Service Examinations .....	20
Reasonable Accommodation Policy .....	20

## **GENERAL INFORMATION**

**Introduction:** The New York State Department of Civil Service has developed this **Test Guide** to familiarize you with the written tests for the **Supervising Motor Vehicle Representative Examination Series**. The information presented in this Test Guide may help you in preparing to take the examinations in this examination series.

**What is an examination series:** An examination series is a collection of examinations that are held on the same date and that use the same test booklet(s). An examination series may contain just a few examinations or several hundred.

**Determining the subject areas for your examination(s):** To determine the subject areas that are included on your examination(s), you should refer to the examination announcement(s) for the particular examination(s) you are taking. On the announcement(s), the subject areas are listed under the heading: "Subjects of Examination."

**Using the Candidate Directions to determine the test questions for your examination(s):** At the test site, you will be given a set of Candidate Directions. The Candidate Directions will contain a Test Plan Chart for your examination(s). Read the directions for the Test Plan Chart very carefully so that you correctly identify the sets of questions you need to answer for the examination(s) you are taking. Any set of questions that is part of more than one of your examinations only needs to be answered once. You will get credit for those questions on all of your examinations in which they appear. A Sample Test Plan Chart appears in the next section of this Test Guide.

**Test question format:** All the test questions in the Supervising Motor Vehicle Representative examination series will be multiple-choice questions.

**Time allowance:** The overall time allowance for the Supervising Motor Vehicle Representative examination series is **3 hours 30 minutes**.

**Subject area information:** This Test Guide provides a detailed description of each subject area in this examination series. For each subject area, a Test Task is provided. This is an explanation of how questions will be presented and how to correctly answer them. Read each explanation carefully.

**Sample questions:** This Test Guide provides at least one sample question for each subject area in this examination series. The sample questions are similar to what will be presented in the test booklet. This Test Guide provides the solution and correct/best answer for each sample question presented. You should study these carefully in order to understand how the correct or best answers were determined.

**Test Security:** Please read the brief discussion on Test Security provided at the end of this Test Guide. It provides an explanation of the test taker's obligations and responsibilities.

**Helpful Tips:** This section of this Test Guide provides some helpful tips on how to prepare for and take a NYS Civil Service test.

## **SAMPLE TEST PLAN CHART**

At the test site, you will receive a set of **Candidate Directions**. The Candidate Directions will contain a **Test Plan Chart**, similar to the one shown below. You will use the Test Plan Chart you receive on the day of the written test to determine which test questions you should answer for the examination(s) you are taking.

**Sample Test Plan Chart**

Test Plan No.	Test Booklet		Questions					
	Exam No.	Exam Title	1-15	16-30	31-60	61-75	76-105	Total
1	37-665	Agency Representative 1	x	x	x			60
2	37-666	Agency Representative 2		x	x	x		60
3	37-667	Agency Representative 3			x	x	x	75

### **Determining which test questions to answer:**

On the Test Plan Chart you receive on the day of the written test, you should take the following steps:

- Circle each **Test Plan Number** for the examination(s) you are taking.
- For each Test Plan Number you have circled, circle each **x** that appears in the same row.
- Answer each set of questions listed at the top of each column in which you have circled an **x**.

**Note:** These are the questions you need to answer. You will need to answer each set of questions with a circled **x only once**.

In the last column of the Test Plan Chart is the total number of questions to answer for each examination.

### **Example using the Sample Test Plan Chart above:**

- If you applied to take the Agency Representative 1 examination, you should answer questions 1-60 in the Test Booklet: a total of 60 questions.
- If you applied to take the Agency Representative 2 examination, you should answer questions 16-75 in the Test Booklet: a total of 60 questions.
- If you applied to take the Agency Representative 3 examination, you should answer questions 31-105 in the Test Booklet: a total of 75 questions.
- If you applied to take the Agency Representative 1 examination and the Agency Representative 2 examination, you should answer questions 1-75 in the Test Booklet: a total of 75 questions.

## **LIST OF SUBJECT AREAS**

---

**There are 7 subject areas for the Supervising Motor Vehicle Representative Examination Series:**

- 1. SUPERVISION AND TRAINING:** These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.
- 2. WORKING WITH OFFICE RECORDS:** These questions test your ability to work with office records. This work might involve one or more of the following: organization or collation of numerical data from several sources; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. The test consists of two or more sets of questions, each set concerning a different problem. You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.
- 3. 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.
- 4. CUSTOMER SERVICE:** These questions test for knowledge of techniques used 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.
- 5. 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.
- 6. UNDERSTANDING AND INTERPRETING TABULAR MATERIAL:** These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test.
- 7. OFFICE MANAGEMENT:** These questions test for knowledge of the principles and practices of planning, organizing, and controlling the activities of an office and directing those performing office activities so as to achieve predetermined objectives such as accomplishing work within reasonable limits of time, effort, and cost expenditure. Typical activities may include but will not be restricted to: simplifying and improving procedures, increasing office efficiency, improving the office work environment, and controlling office supplies.

## **SUBJECT AREA 1**

**SUPERVISION AND TRAINING:** These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.

There will be 15 questions in this subject area on the written test.

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

### **SAMPLE QUESTION:**

A new employee is assigned to the unit you supervise. Which one of the following is MOST important to consider when you set training objectives for this employee?

- A. the current production level of the unit
- B. the educational level of the employee at the time of hire
- C. the performance standards established by the workplace
- D. the volume of work produced by the senior employee in the unit

*The correct answer to this sample question is C.*

### **SOLUTION:**

**Choice A** is not correct. The current production level of the unit may be higher or lower than the acceptable standard. Also, choice A deals only with work quantity, not work quality.

**Choice B** is not correct. While the educational level of the employee may affect how the training is given, it is not strongly linked to training objectives. A training objective is a job performance standard that an employee should achieve by the completion of training. This standard does not vary with the educational level of the employee receiving training.

**Choice C is the correct answer to this question.** The workplace must establish performance standards for all activities that are critical to the job so that supervisors can determine if work is being successfully performed and work goals are being met. As supervisor, you should use these performance standards to set training objectives and to train new employees to meet the standards.

**Choice D** is not correct. The senior employee's volume of work may not necessarily meet the job standard. Also, choice D deals only with work volume, not work quality.

## **SUBJECT AREA 2**

**WORKING WITH OFFICE RECORDS:** These questions test your ability to work with office records. This work might involve one or more of the following: organization or collation of numerical data from several sources; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. The test consists of two or more sets of questions, each set concerning a different problem. You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.

There will be 15 questions in this subject area on the written test.

**TEST TASK:** You will be presented with several problems involving office record charts and tables. Each problem will be followed by a set of related questions. For some problems, you may have to fill in missing information on the charts and tables in order to answer the questions correctly.

**NOTE:** You should bring a hand-held battery- or solar-powered calculator for use on this test. You will **not** be permitted to use the calculator function of your cell phone.

**SAMPLE PROBLEM:** *(Only one type of problem set for this subject area is presented in this Test Guide. The actual test may or may not have a problem set of this type.)*

**DIRECTIONS:** Following are two office record tables and three sample questions. Fill in as much of the *Summary Report* table as needed to answer the questions.

**See tables, questions, and solutions on the the following pages.**

## **SUBJECT AREA 2 (cont.)**

### **WORKING WITH OFFICE RECORDS:**

<b>REPORT OF OFFICE EXPENSES 3<sup>RD</sup> &amp; 4<sup>TH</sup> QUARTERS (26 weeks)</b>				
<b>EXPENSES</b>	<b>3<sup>rd</sup> Quarter</b>		<b>4<sup>TH</sup> Quarter</b>	
	<b>This Year</b>	<b>Last Year</b>	<b>This Year</b>	<b>Last Year</b>
Payroll Expenses	\$55,900	\$47,800	\$72,700	\$65,100
Rental Expenses	22,500	18,900	22,500	18,900
Equipment Expenses:				
New Equipment	705	375	5,575	675
Maintenance/Repair	2,860	3,000	3,140	3,400
Utility Expenses:				
Electricity	4,850	4,630	4,590	4,450
Heat	130	270	440	410
Employee Benefit Expenses	18,450	15,850	24,100	21,550
Employee Contributions*	*2,500	*2,200	*3,350	*3,040
Total Net Office Expenses		\$88,625		\$111,445
* <b>Note:</b> Employee contributions are subtracted from office expenses to obtain Total Net Office Expenses.				

<b>SUMMARY REPORT OF OFFICE EXPENSES FOR THIS YEAR</b>							
<b>EXPENSES</b>	<b>1<sup>ST</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>1<sup>st</sup> Half</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>2<sup>nd</sup> Half</b>	<b>Total for This Year</b>
Payroll Expenses	\$81,800	\$69,300	\$151,100			<b>P</b>	
Rental Expenses	22,500	22,500	45,000				
Equipment Expenses	5,235	3,545	8,780				<b>E</b>
Utilities Expenses	6,675	5,125	11,800				
Employee Benefit Expenses	26,900	22,900	49,800				
Employee Contributions*	*3,750	*3,200	*6,950				
Total Net Office Expenses* for <b>This Year</b>	139,360	120,170	259,530				
Total Net Office Expenses* for <b>Last Year</b>			\$231,780			\$200,070	
% Change**			<b>C</b>				
* <b>Note:</b> Employee contributions are subtracted from office expenses to obtain Total Net Office Expenses.							
** <b>Note:</b> % Change is the % of increase in Total Net Office Expenses from last year to this year.							



## **SUBJECT AREA 2 (cont.)**

---

### **WORKING WITH OFFICE RECORDS:**

#### **SAMPLE QUESTION 1:**

What is the value of **P**?

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

*The correct answer to Sample Question 1 is choice B.*

#### **SOLUTION:**

*To answer this question correctly:*

- *Recognize that **P** represents the Payroll Expenses for the 2<sup>nd</sup> half of this year.*
- *To calculate the value of **P**, go to the Report of Office Expenses, 3<sup>rd</sup> & 4<sup>th</sup> Quarters.*
- *Add the figure for 3<sup>rd</sup> Quarter Payroll Expenses, This Year (\$55,900), to the figure for 4<sup>th</sup> Quarter Payroll Expenses, This Year (\$72,700), to arrive at **P**, the Payroll Expenses for the 2<sup>nd</sup> half of this year. (\$55,900 + \$72,700 = \$128,600.)*

**Since the value of P is \$128,600, the correct answer to Sample Question 1 is choice B.**

## **SUBJECT AREA 2 (cont.)**

---

### **WORKING WITH OFFICE RECORDS:**

#### **SAMPLE QUESTION 2:**

What is the value of **E**?

- A. \$ 8,780
- B. \$15,060
- C. \$16,230
- D. none of the above

*The correct answer to Sample Question 2 is choice D.*

#### **SOLUTION:**

*To answer this question correctly:*

*Recognize that **E** represents the total Equipment Expenses for this year.*

*To calculate the value of **E**, go to the Report of Office Expenses, 3<sup>rd</sup> & 4<sup>th</sup> Quarters:*

- *First, combine the Equipment Expense figures for New Equipment and for Maintenance/Repair for the 3<sup>rd</sup> quarter of this year. ( $\$705 + \$2,860 = \$3,565$ )*
- *Then, combine the Equipment Expense figures for New Equipment and for Maintenance/Repair for the 4<sup>th</sup> quarter of this year. ( $\$5,575 + \$3,140 = \$8,715$ )*
- *Then, add these figures together to arrive at the Equipment Expenses for the 2<sup>nd</sup> half of this year. ( $\$3,565 + \$8,715 = \$12,280$ )*
- *Finally, go to the Summary Report of Office Expenses for This Year and find the figure for the Equipment Expenses for the 1<sup>st</sup> Half of this year (\$8,780). Add this figure to the Equipment Expenses for the 2<sup>nd</sup> half of this year (\$12,280), to arrive at **E**, the total Equipment Expenses for this year. ( $\$8,780 + \$12,280 = \$21,060$ )*

**Since \$21,060, the value of E, is not listed as one of the choices given, the correct answer to Sample Question 2 is choice D.**

## **SUBJECT AREA 2 (cont.)**

### **WORKING WITH OFFICE RECORDS:**

#### **SAMPLE QUESTION 3:**

Which one of the following is closest to the value of **C**?

- A. 10%
- B. 11%
- C. 12%
- D. 28%

*The correct answer to Sample Question 3 is choice C.*

#### **SOLUTION:**

*To answer this question correctly:*

*Recognize that **C** represents the % change in Total Net Office Expenses from the 1<sup>st</sup> half of last year to the 1<sup>st</sup> half of this year. Also recognize that the figure for the Total Net Office Expenses for the 1<sup>st</sup> half of last year is given in the Summary Report table for this year.*

*To calculate the value of **C**:*

- *First, subtract the dollar amount of Total Net Office Expenses for the 1<sup>st</sup> half of last year (\$231,780) from the dollar amount of Total Net Office Expenses for the 1<sup>st</sup> half of this year (\$259,530), to arrive at the dollar amount of the change that occurred during this period. The result is \$27,750.*
- *Then, calculate the % change in Total Net Office Expenses from the 1<sup>st</sup> half of last year to the 1<sup>st</sup> half of this year by dividing the dollar amount of the change that occurred during this period, by the dollar amount on hand at the beginning of this period. (\$27,750 divided by \$231,780 = .119726)*
- *Finally, convert .119726 to a percent value. (.119726 = 11.9726%)*

**Since, of the choices given, the value of C (11.9726%) is closest to 12%, the correct answer to Sample Question 3 is choice C.**

**The relevant figures for Sample Questions 1, 2, & 3 have been filled in on the table below:**

SUMMARY REPORT OF OFFICE EXPENSES FOR THIS YEAR							
EXPENSES	1 <sup>ST</sup> Quarter	2 <sup>ND</sup> Quarter	1 <sup>ST</sup> Half	3 <sup>RD</sup> Quarter	4 <sup>TH</sup> Quarter	2 <sup>ND</sup> Half	Total for This Year
Payroll Expenses	\$81,800	\$69,300	\$151,100	\$55,900	\$72,700	<b>P=\$128,600</b>	
Rental Expenses	22,500	22,500	45,000				
Equipment Expenses	5,235	3,545	8,780	3,565	8,715	12,280	<b>E = \$21,060</b>
Utilities Expenses	6,675	5,125	11,800				
Employee Benefit Expenses	26,900	22,900	49,800				
Employee Contributions*	*3,750	*3,200	*6,950				
Total Net Office Expenses* for This Year	139,360	120,170	259,530				
Total Net Office Expenses* for Last Year			\$231,780			\$200,070	
% Change**			<b>C = 12%</b>				

## **SUBJECT AREA 3**

**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.

There will be 15 questions in this subject area on the written test.

**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 choose the best restatement.
- For the second, **Paragraph Organization**, you will be given paragraphs with the sentences out of order. You must choose, from four suggestions, 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.

*Choice C is the best answer to this sample question.*

#### **SOLUTION:**

**Choices A and B** convey 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 C is the best answer to this sample question.**

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

## **SUBJECT AREA 3 (cont.)**

### **PREPARING WRITTEN MATERIAL (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 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 an occupation 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

*Choice D is the best answer to this sample question.*

#### **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 3 and sentence 1, 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." 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 4**

**CUSTOMER SERVICE:** These questions test for knowledge of techniques used 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.

There will be 15 questions in this subject area on the written test.

**TEST TASK:** You will be presented with situations in which you must apply knowledge of how best to serve your agency's customers.

### **SAMPLE QUESTION:**

An individual emotionally expresses anger about a recent action taken by your agency. Which one of the following is the best response?

- A. Tell the individual the reasons for the agency's action.
- B. Tell the individual you cannot discuss the agency's action until he/she calms down.
- C. Tell the individual you are sorry he/she has been negatively affected by the agency's action.
- D. Listen to the individual and express sympathy that he/she has been upset by the agency's action.

*Choice D is the correct answer to this sample question.*

### **SOLUTION:**

*To answer this question correctly, consider each choice given; then, select the choice which is the best response to the situation.*

**Choice A:** *Providing reasons for the agency's action closes off receptiveness to the individual's point of view. Choice A is not the correct answer to this question.*

**Choice B:** *Telling the individual you cannot discuss the agency's action until he/she calms down makes the individual's behavior seem unacceptable. Choice B is not the correct answer to this question.*

**Choice C:** *Telling the individual you are sorry he/she has been negatively affected by the agency's action could be interpreted to mean that the agency's action was not positive. Choice C is not the correct answer to this question.*

**Choice D:** *Listening to the individual and expressing sympathy that he/she has been upset by the agency's action shows respect for the individual's point of view and feelings. **Choice D is the correct answer to this sample question.***

## **SUBJECT AREA 5**

**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.

There will be 15 questions in this subject area on the written test.

**TEST TASK:** You will be presented with situations in which you must apply knowledge of the principles and practices of administrative supervision in order to answer the questions correctly. You will be placed in the role of a supervisor of a section 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. Inform one unit supervisor of the situation and ask this supervisor to take care of it.
- C. Meet with the unit supervisors of the two employees and inform them of the situation.
- D. Set up a meeting that includes both unit supervisors and both employees to resolve the situation.

*Choice C is the correct answer to this question.*

### **SOLUTION:**

**Choice A** is not correct. In your position, you supervise properly by giving direction through your unit supervisors. By taking choice A, you are not allowing your unit supervisors to handle a problem involving their staff members. 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 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 to speak to both employees, this supervisor would be giving direction to an employee from another unit. This is not good supervisory practice. Also, in taking choice B, you are favoring one supervisor and slighting the other.

**Choice C 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 both of them to inform them that the two employees had a heated argument and about the point of contention. The unit supervisors should then work out a way to handle the situation.

**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. If you include both employees in the meeting, you may get a replay of their earlier argument, which will not be helpful.

## **SUBJECT AREA 6**

**UNDERSTANDING AND INTERPRETING TABULAR MATERIAL:** These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test.

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 information given in the questions, in order to answer the questions correctly.

**NOTE:** You should bring a hand-held battery- or solar-powered calculator for use on this test. You will **not** be permitted to use the calculator function of your cell phone.

### **SAMPLE PROBLEM:**

**DIRECTIONS:** Base your answers to the following two sample questions, on the information in the table below. Missing data in the table can be filled in using other information given in the table and in the questions.

**Population of a City (in thousands),  
by Age and Gender**

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

### **SAMPLE QUESTION 1:**

How many people in the city are 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 choice C.  
(Solution on the next page).*



## **SUBJECT AREA 6 (cont.)**

### **UNDERSTANDING AND INTERPRETING TABULAR MATERIAL (cont.):**

#### **SOLUTION TO SAMPLE QUESTION 1:**

- *To answer this question correctly, first note that the numbers given in the table represent the number of people, in thousands.*
- *You are asked how many people in the city are between 25 and 34 years old. Since some of this information is missing from the table, you must calculate the total for this age group by using other information in the table:*
  - *First, add the total number of people in all the age groups other than 25-34:*
    - $142 + 53 + 55 + 57 + 160 = 467$
  - *Then, subtract this sum (467) from the total population of the city (518):*
    - $518 \text{ minus } 467 = 51$
    - *This number, 51 (in thousands), is the number of people in the city aged 25-34.*

***Since there are 51,000 people in the city between 25 and 34 years old, the correct answer to Sample Question 1 is choice C.***

#### **SAMPLE QUESTION 2:**

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

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

*The correct answer to Sample Question 2 is choice B.*

#### **SOLUTION:**

- *To answer this question correctly, you must find the number of females in the city, aged 35 to 54. This requires you to add the number of females aged 35-44, to the number of females aged 45-54.*
  - *First, determine the number of females aged 35 to 44.*
  - *Since this information is missing from the table, you must calculate it by subtracting the number of males aged 35 to 44 (28), from the total number of people aged 35-44 (53).*
  - $53 \text{ minus } 28 = 25 \text{ (in thousands) females aged 35-44.}$
- *Then, add the number of females aged 35-44 (25), to the number of females aged 45-54 (27), to determine how many females in the city are between the ages of 35 and 54.*
  - $25 + 27 = 52 \text{ (in thousands) females aged 35 to 54.}$
- *Then, divide the number of females aged 35 to 54 (52, in thousands), by the total population of the city (518, in thousands), to determine what fraction of the population is female aged 35-54.*
  - $52,000 \text{ divided by } 518,000 = .100386.$
- *Finally, convert .100386 to a percentage value (10.0386%), to determine what percent of the total population of the city is female aged 35-54.*

***Since 10.0386% is most nearly 10%, the correct answer to Sample Question 2 is choice B.***

## **SUBJECT AREA 7**

**OFFICE MANAGEMENT:** These questions test for knowledge of the principles and practices of planning, organizing, and controlling the activities of an office and directing those performing office activities so as to achieve predetermined objectives such as accomplishing work within reasonable limits of time, effort, and cost expenditure. Typical activities may include but will not be restricted to: simplifying and improving procedures, increasing office efficiency, improving the office work environment, and controlling office supplies.

There will be 15 questions in this subject area on the written test.

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

### **SAMPLE QUESTION:**

An office manager wants to evaluate how well various tasks are being performed, in order to improve overall office effectiveness. Which one of the following types of tasks should the office manager choose FIRST for this evaluation?

- A. tasks that are performed mainly at the end of each calendar quarter
- B. tasks that are routine and performed many times a day by most employees
- C. tasks that are complicated and performed by only a few employees in the office
- D. tasks that come up unexpectedly and are not covered by regular office procedures

*Choice B is the correct answer to this question.*

### **SOLUTION:**

**Choice A** is not correct. Tasks that are performed mainly at the end of each calendar quarter are infrequent tasks. They make up only a small part of the office work during the year. Since the office manager is trying to improve overall office effectiveness, the greatest payoff is far more likely to come from evaluating tasks that are performed regularly.

**Choice B is the correct answer to this question.** Routine tasks are easier to analyze than complex tasks. Since these tasks are performed every day by most employees, they make up a substantial part of the office work. If the office manager evaluates this type of task and finds areas for improvement, the payoff in overall office effectiveness will be high. The office manager should evaluate this type of task first.

**Choice C** is not correct. Evaluating a complicated task requires a high level of analysis that is time consuming. Also, if complicated tasks are performed by only a few employees, the likelihood of improvement in overall office effectiveness based on this type of task is small. An office manager should not evaluate this type of task first.

**Choice D** is not correct. Unexpected tasks that are not covered by regular office procedure are infrequent tasks. Also, since the office manager cannot predict the content or impact of unexpected tasks, it would be impossible to evaluate how such tasks would affect office effectiveness.

## **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.
- Candidates who violate test security 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.
- You should not discuss the questions and answers, even in general terms, after you take the test.
- You should be careful that you do not inadvertently violate test security and put yourself at risk.

## **HELPFUL TIPS**

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 *Test Guide* to familiarize yourself with what 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 if you'd like, and any other **allowed** materials.
- Calculators are allowed as described in the announcement. **You should bring a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the calculator function of your cell phone.
- 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, including 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.

**For further information about NYS Civil Service examinations, please visit  
The New York State Department of Civil Service website at:**

***<http://www.cs.ny.gov/jobseeker>***

There, you will find:

- *A General Guide to Written Tests*, which contains information about:
  - The Examination Announcement
  - The Admission Notice
  - Tips for Completing Written Test Materials
  - Test Security
  - Conclusion
- *How To Take a Written Test for NYS Civil Service Examinations*, which contains:
  - Information for New York State Examination Candidates
  - How to Find Out About New York State Civil Service Examinations
  - What a Civil Service Examination Announcement Tells You
    - Special Test Administration Needs
    - Religious Accommodation
    - Military Personnel
    - Multiple Examinations Scheduled for the Same Day
  - How to Apply for a Civil Service Examination
  - The Admission Notice
  - On the Day of the Test
  - How to Prepare for the Test
  - Multiple-Choice Question Tips
  - Test-Taking Strategies
  - Test Security
  - Final Tips
  - Sample Test Questions for:
    - Arithmetic Reasoning
    - Educating and Interacting with the Public
    - Office Record Keeping
    - Understanding and Interpreting Written Material
  - Sample Admission Notice
  - Sample Candidate Directions
  - Sample Answer Sheet
  - Sample Test Booklet Cover
  - How to Read the Test Booklet Cover
  - Examples of Permitted Calculators
  - Calculators That Are Not Permitted

### **Reasonable Accommodation Policy**

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.



## Department of Civil Service

New York State  
Department of Civil Service  
Albany, NY 12239  
[www.cs.ny.gov](http://www.cs.ny.gov)

**Content Last Updated**

**2019**