



PRINCIPLES OF SUPERVISION FACT SHEET 2009

TEST INFORMATION

This test was developed to enable schools to award credit to students for knowledge equivalent to that learned by students taking the course. The school may choose to award college credit to the student based on the achievement of a passing score. The ultimate passing score for each examination is determined by the school. The school is provided with a recommended passing score established by a national committee of college faculty who teach this course. The DSST program is approved by the American Council on Education (ACE), and the ACE provides both a recommended passing score and a recommended number of credits that could be awarded to successful students. Some schools set their own standards for awarding credit and may require a higher score than the ACE recommendation. Students should obtain this information from the institution from which they expect to receive credit.

CONTENT OUTLINE

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

Principles of Supervision Exam Content Outline

I. Roles and Responsibilities of

the Supervisor – 20%

- A. Skill requirements (e.g., technical, communications, human relations)
- B. Managerial roles (e.g., facilitator, negotiator, spokesperson)
- C. Levels of management
- D. Business ethics and social and corporate responsibility

II. Management Functions – 60%

- A. Planning
- B. Organizing and staffing
- C. Leading
- D. Controlling

III. Organizational Environment – 20%

- A. Legal, political, and economic
- B. Labor-management relations (e.g., unions vs. non-union, exempt vs. non-exempt)
- C. Organizational culture
- D. Diversity and inclusion
- E. Global

REFERENCES

The following references were used to create exam questions and may be useful as study materials. You are not allowed to use these references in the testing center.

1. *A Primer for Management*, 2nd Edition. 2008 South-Western, (academic.cengage.com), 20 Davis Drive Belmont, CA, 94002
2. *Management: Leading & Collaborating in the Competitive World*, 8th Edition. 2008 McGraw-Hill, (books.mcgrawhill.com), Two Penn Plaza New York, NY, 10121

SAMPLE QUESTIONS

All test questions are in a multiple-choice format, with one correct answer and three incorrect options. You may want to review these samples for the type of questions that may appear on the exam.

1. Which of the following terms is commonly used to refer to each employee's obligation to execute all duties to the best of his or her ability?
 - A. Authority
 - B. Responsibility
 - C. Delegation
 - D. Accountability

2. The planning that supervisors do is directly derived from plans of
 - A. customers
 - B. subordinates
 - C. upper management
 - D. colleagues

3. A supervisor who works in a company that follows the parity principle of delegation would be most likely to say which of the following?
 - A. "I have adequate responsibility but not enough authority."
 - B. "I have adequate authority but not enough responsibility."
 - C. "I have an equal amount of authority and responsibility."
 - D. "I have adequate authority to meet my responsibility."

4. Which of the following is an example of a line employee?
 - A. An industrial engineer
 - B. salesperson
 - C. A security guard
 - D. A manufacturing department foreman

5. Employee counseling is usually NOT appropriate for addressing an employee's
 - A. marital problems
 - B. substance abuse
 - C. career planning
 - D. preretirement planning

6. When a prospective employee is being interviewed, which of the following questions CANNOT be asked?
 - A. "Do you have any training that qualifies you for this job?"
 - B. "Do you have any relatives working for this company?"
 - C. "What is your marital status?"
 - D. "Are you in this country on a visa that permits you to work?"

7. Which of the following persons developed the theory of a hierarchy of needs?
 - A. Douglas McGregor
 - B. Rensis Likert
 - C. Abraham Maslow
 - D. Kurt Lewin

8. Maintenance of departmental discipline in a factory is the function of the
 - A. human relations manager
 - B. supervisor
 - C. president
 - D. shop steward

9. All of the following are steps in the controlling process EXCEPT
 - A. establishing performance standards
 - B. developing employee benefits
 - C. monitoring performance
 - D. taking corrective action

10. Which of the following organizations has the power to enforce basic labor laws?
 - A. National Labor Relations Board
 - B. Federal Mediation and Conciliation Service
 - C. United States Department of Labor
 - D. American Federation of Labor

Answers to sample questions: 1-B; 2-C; 3-D; 4-D; 5-A; 6-C; 7-C; 8-B; 9-B; 10-A.

CREDIT RECOMMENDATIONS

The Center for Adult Learning and Educational Credentials of the American Council on Education (ACE) has reviewed and evaluated the DSST test development process and has made the following recommendations:

Area or Course Equivalent	Principles of Management and Supervision
Level	Lower level baccalaureate
Amount of Credit	Three (3) semester hours
Source	ACE Commission on Education Credit and Credentials

It is advisable that schools develop a consistent policy about awarding credit based on scores from this test and that the policy be reviewed periodically. Prometric will be happy to help schools in this effort.