

## Chapter 02

1. What are the two general types of motivators?
  - a. personal and moral
  - b. money and benefits
  - c. economic and work conditions
  - \*d. personal and professional
2. What factors affect the salaries for the heads of law enforcement agencies?
  - a. size of the community
  - b. the affluence of the community
  - c. the salary of the previous chief
  - \*d. all of the above
3. What are the three Ps that police chiefs have to deal with?
  - a. pensions, problems, and pay
  - \*b. politicians, the public, and the press
  - c. policy, promises and promotions
  - d. none of the above
4. A philosophy is defined as:
  - a. a course of action
  - \*b. values, beliefs, and principles
  - c. interests and concerns
  - d. standards and guidelines
5. According to the text, what should follow policies, decisions, practices, and procedures?
  - a. decisions
  - \*b. principles
  - c. policy manuals
  - d. commitment
6. According to the text, principles are best stated in:
  - \*a. a policy manual
  - b. memoranda
  - c. standard operating procedures
  - d. postings on the bulletin board
7. According to the text, a few general principles are better than a long list, because:
  - a. it is easier to understand and adhere to a few
  - b. development of a long list could create conflict between principles
  - c. none of the above
  - \*d. both a and b
8. To be successfully translated into results, principles must be reflected in:

- a. daily decision making
- b. actions and behaviors
- c. actions and behaviors of the chief
- \*d. all of the above

9. Examples of how values, beliefs, and principles can be reflected in actions and behavior include:

- \*a. Daily decision making, routine activities, standards, and policies and procedures
- b. Policies and standards only
- c. Routine activities only
- d. Standards only

10. The police leader's values and beliefs will be evaluated according to:

- a. whether he or she believes in unions
- \*b. how he or she makes decisions
- c. how he or she makes assignments
- d. how he or she determines promotability

11. If a manager truly believes that that his or her employees are competent, he or she will:

- a. keep control in his or her hands
- b. insist that every action be approved by a supervisor
- c. make decisions without any consultation with employees
- \*d. allow employees to act on their own judgment

12. Decisions that emphasize coordination as opposed to control and delegation or centralized decision making gives a clear message to department personnel that:

- \*a. they are competent and trusted
- b. they are willing to do the manager's job
- c. the manager is detached and uninvolved
- d. the manager is in over his or her head

13. Ethical standards for law enforcement:

- a. govern professional standards
- b. have been developed by the International Association of Chiefs of Police
- \*c. both a and b
- d. none of the above

14. Moral standards pertain to right or wrong behavior, and

- a. cannot be forced on subordinates
- b. this is something the chief must try to guard against trying to control with written policies
- \*c. both a and b
- d. none of the above

15. A stated or written guide for action

- a. is called a statement of purpose
- \*b. is called a policy

- c. should not be easily accessible
- d. should cover any potential occurrence