

1. You are a newly assigned staff analyst in the Department of Correction. Your job is to calculate the date an inmate is to be released from custody accurately. State law does not allow an inmate to be released on the weekend. Inmates due to be released on a Saturday or Sunday are released on Friday. If the inmate is released too early, correction officers must find him, arrest him again, and return him to custody to complete his incarceration. If the inmate is released too late, he will most likely file a lawsuit against the city for unlawful incarceration. Inmates who do not receive any infractions during incarceration receive one-third days off for good behavior. On April 12, 2023, the judge sentences Inmate Brown to 120 days. Brown turns out to be a model inmate receiving no infractions.

One-third time off for Inmate Brown would be:

- A. 90 days
- B. 40 days
- C. 120 days
- D. 80 days

What is his release date?

- A. Monday, July 3, 2023
- B. Saturday, July 1, 2023
- C. Friday, June 30, 2023
- D. Friday, June 31, 2023

2. You work in a department where your boss is experiencing her first assignment as supervisor. She works long and hard hours, determined to succeed. She works under tight deadlines, anxious to prove herself by meeting all of them. Morale is low in your area because the strong performers are beset with an ever increasing workload while the poor performers are given nothing more than menial assignments that require little to no energy or industry. They cannot be trusted to get the work done right or on time. The assistant commissioner asks you to train everyone to improve morale and productivity in your workplace.

What actions will you take after being given this assignment?

- A. Inform the commissioner of your observations and recommend an alternative course of action.
- B. Stress the benefits of improved productivity during the training.

- C. Tell the supervisor what you have been assigned to do and ask her for suggestions.
- D. Provide training on the history of your department. It will foster pride in the workplace and improve morale as well as performance.

Using the above scenario, what else should be done to improve performance in the workplace?

- A. Remove the reward for poor performance and remove the punishment strong performers have for getting so much work.
 - B. Give an award for strong performance, and transfer the poor performers to another area.
 - C. Leave things as they are. Sudden changes could adversely affect morale further.
 - D. Provide closer supervision to the poor performances and initiate appropriate disciplinary procedures as needed.
3. Active listening means you are not just hearing people but listening to what they are saying. An active listener is characterized by someone who listens without interrupting, is not thinking of how to respond while the other person is talking, minimizes distractions where possible, and asks questions to be sure she understands what is being said. Your supervisor sends an email to you and your co-workers requiring everyone to answer his emails immediately, no matter where you are or what you are doing. He also requires that you reply to this email that you will follow his request. You accumulate approximately 50 to 60 emails every day. Monday is the day you receive most of them since he also sends them to your work computer on weekends.
- A. This is a good idea because he is required to respond to his superiors in like manner. Additionally, it shows that you are a dedicated worker interested in getting the necessary information to the right source expeditiously.
 - B. This is a bad idea since you have a demanding workload. Research shows it takes on average 16 minutes to read an email, think of a response, and type the same.
 - C. This is the work environment you are in and what you are being paid for. You should seek help from your fellow workers where possible and try to work faster. Coworker cooperation is essential in a fast-paced work environment .

- D. This is a bad idea because it precludes you from getting other assignments done in a timely manner, but it demonstrates you are being responsive to his wishes.

4. Your supervisor asks to you to co-write a report with John Leaf, an employee who has a great deal of departmental experience but is a bit careless when it comes to punctuation and spelling. He tells you that Leaf's input may prove to be invaluable in getting the task done.
- A. The supervisor is as much as telling you that since Leaf's experience is invaluable, he will contribute little to the task.
 - B. The supervisor means John Leaf's experience will be advantageous to you in completing the task.
 - C. Don't ask the supervisor what he meant. Ask your co-workers when you return to your desk.
 - D. Ask your supervisor what he meant by the word invaluable.
5. Your supervisor schedules you to attend a meeting off site in one of the outer boroughs. It is scheduled for 8:00 A.M. to 11:00 A.M. He expects you to submit a complete report on the meeting by close of business at 4 P.M. At 11:30 the meeting is still not over when you receive a text to return to headquarters in Manhattan for another meeting at 1:00 P.M. How will you respond?
- A. Write the report while the afternoon meeting is in progress.
 - B. Text your supervisor that you are scheduled for an afternoon meeting with the assistant commissioner at headquarters.
 - C. Text your supervisor that you are scheduled for an afternoon meeting with the assistant commissioner at headquarters. Ask if the report can be postponed.
 - D. Advise your supervisor about the afternoon meeting when you return to the office at close of business.
6. You are asked by the legal department to complete a report as soon as possible. You write a complete report in a matter of two days and submit it to your supervisor who then submits it to the assistant commissioner. Four months later, the legal department emails your supervisor and the assistant commissioner asking why they haven't sent the report. You are copied on the email. What action, if any, should you take?
- A. Email the report you completed months earlier to the legal department.
 - B. Allow your supervisors to respond.
 - C. Don't email a response. It might anger your supervisors.

- D. Remind your supervisors by email that you submitted the report months earlier.
7. A fellow analyst confides in you that her supervisor is harassing her by always making suggestive comments about her figure, and pressuring her for dates. She asks you not to tell anyone. What action should you take?
- A. Keep your promise and tell no one.
 - B. Encourage that she make a complaint to Human Resources.
 - C. Ask who is harassing her and why is he harassing her and no one else.
 - D. Tell her that being silent makes you complicit in the harassment. You are duty-bound to report it.
8. You and two other analysts are assigned to complete a project together, but you are selected to supervise it. Susan is very experienced in this type of task and requires no help whatsoever. On the other hand James is very eager to be assigned to the project, but has no experience at doing it. What would be the best way to supervise them?
- A. Supervise both of them equally. Assign each of them milestones to achieve in a specific time frame.
 - B. Supervise both of them closely to ensure that their work is completed at the same time.
 - C. Delegate the work to Susan, but give specific direction to James and monitor his progress.
 - D. Delegate the work to James and let him learn by trial and error. Supervise Susan closely.

If James comes to you for assistance, the best way you can help him is to:

- A. tell him to do the best he can. It shows you have confidence in him.
- B. guide him through the steps to a resolution. Ask him to repeat the steps for understanding.
- C. tell him to ask Susan, especially if you are busy.
- D. criticize him for asking. Criticism keeps employees on their toes.

9. You are a part of a six-person team working together on a project for several months, except you and one other person has done almost all the work. The director decides to reward the entire team with a seven percent merit pay increase. The director is well aware that you and the other analyst have done most of the work. In fact she confides to both of you that the project wouldn't have been finished without either of you, but she makes it clear that the other team members deserve the reward as well, convinced that everyone should be treated equally.
- A. The director should rethink her decision. It is more important to treat employees fairly rather than equally.
 - B. The director is right. All team members should be rewarded equally and in every situation.
 - C. The director is correct. She doesn't believe in having favorites, and giving to one or some without giving to the others is doing just that.
 - D. Treating people fairly means everyone should be paid the same.
10. The most important elements of a job to employees are:
- A. a decent salary and an easy commute.
 - B. job satisfaction and a pleasant work environment.
 - C. a pleasant work environment and good pay.
 - D. a good supervisor and good pay.

11. The process of making a decision should begin with:
- A. identifying the problem.
 - B. considering all options.
 - C. getting consensus on choices and alternatives.
 - D. gathering as many ideas as possible.
12. Decision-making can be very costly. Businesses have failed because of bad decisions and people have died because of them. The following should be considered first.
- A. Postpone making any decisions. Time has a way of resolving even the thorniest problems.
 - B. Postpone making a decision indefinitely. Making decisions come with risks. There are no decisions without risks.
 - C. Decision-making is a constant process. It begins with identifying problems.
 - D. Decision-making is a daily job requirement. It begins with critical thinking skills.
13. There are various techniques for problem-solving. Two in particular have been used extensively to generate ideas and identifying the pros and cons. They are:
- A. The Gilbert Behavioral Model and Brainstorming.
 - B. Critical Thinking and Force Field Analysis.
 - C. Brainstorming and Force Field Analysis.
 - D. Force Field Analysis and the Venetian Analysis Method.
14. You are put in charge of archives that go back to the year 2000. You are in the job two months when the deputy commissioner calls you and asks how many employees have retired, transferred or resigned since then. He screams at you through the phone asking why you don't know when you cannot answer his question immediately. Your most professional reaction should be:
- A. Interrupt him, telling him you have just been put in charge of the archives.
 - B. Avoid taking it personally. Wait until he finishes speaking.
 - C. Tell him he shouldn't be talking to you that way.
 - D. Wait until he is finished speaking. Tell him you will research his request immediately, and email him the results.

15. Planning and organizing are essential to changes in policies, procedures and practices. The difference between them is:
- A. Planning is deciding what to do and how to do it. Organizing is assigning tasks to employees to carry out the changes.
 - B. Planning is controlling what employees do in their assignments, and organizing is deciding what actions are to be taken.
 - C. Organizing is delegating tasks while planning is exploring ideas for implementation
 - D. Planning is employing critical thinking skills and identifying problems.

16. What is the correct alphabetical order for the following names?

- 1. F. Mitchell Jones
- 2. Donald Chaves
- 3. Kyle Milliner Jr.
- 4. Felicia McDonald
- 5. Karen K. Miller
- 6. Albert Chavez

- A. 2-6-1-4-5-3
- B. 2-6-4-1-5-3
- C. 6-1-5-2-5-3
- D. 6-2-1-5-4-3

17. A promotional associate staff analyst exam is being given on June 1, 2023. The word promotional means it is for city employees only. To qualify, five years work experience is required on the day of the test. Additionally, only applicants with a minimum of a bachelor's degree or two years of college credits or two years of military experience, currently employed, and over the age of 25 years will be considered. Who is eligible to take the exam?

Applicant	D.O.B.	Hire Date	Degree	Employer	Status
Angela Paul	09/0799	07/02/17	B.A. Military 3 yrs	Sanitation	Employed
Lori Goncalves	03/11/97	07/02/17	PhD	Dewey, Cheatum & Howe	Employed
Mary Smith	02/31/95	05/31/18	M.A	NYPD	Employed
Frank Malone	10/01/86	04/15/00	Military 1 yr.	DMV	Employed
Jacob Jones	12/23/68	08/25/01	B.A.	Mayor's Office	Retired

- A. Lori Goncalves
- B. Frank Malone
- C. Mary Smith
- D. Angela Paul
- E. Jacob Jones

18. John Smith is a staff analyst in the National Guard. He has been with the Department since 1996. He accrues 15 hours of vacation time and seven hours of sick time every month. He works a seven-hour day, Monday through Friday. Smith goes on active duty for once a month every. His contract reduces his vacation time by half while he is serving on active duty. How many hours of vacation and sick leave will he accrue annually?

- A. 172 hours of vacation and 77 sick hours a year.
- B. 172.5 hours of vacation, and 84 sick hours a year
- C. 172 hours of vacation and 84 hours of sick time.
- D. 172.5 hours of vacation and 80 hours of sick time.

19. Examples of Sexual harassment can include someone asking for a sexual favor, using vulgar language knowing other coworkers will hear it, or allowing strangers access to the workplace and distracting workers. Which of the following is not an example of sexual harassment?

- A. Complimenting a person on his or her appearance.
- B. Quid Pro Quo.
- C. Third Party Complaint.
- D. A hostile work environment.

20. Employees at Ryan Manufacturing get one sick day and 2.5 hours vacation per month. New hires do not qualify for vacation hours during their three-month probationary period. If an employee hired is on January 1st, how many sick days and vacation hours would she have at the end of the year?
- A. 12 sick days and 30 vacation hours.
 - B. 12 sick days and 22.5 vacation hours.
 - C. 9 sick days and 30 vacation hours.
 - D. 9 sick days and 22.5 vacation hours.
21. In fast-paced work environments, employees are often faced with dealing with urgent tasks or important tasks. It is not unusual for employees to prioritize to urgent tasks.
- A. This is the right priority because it requires immediate attention and helps you avoid immediate consequences.
 - B. This is the right priority because it helps you accomplish your long-term goals.
 - C. This is the wrong priority because it does not help you accomplish your long-term goals.
 - D. This is the wrong priority because the important tasks will still require being resolved.

Answers to Questions

OSA Answers to Question 230511

1. D, C
2. C, A
3. B.
4. B.
5. C.
6. B.
7. B.
8. C, B.
9. A.
10. B.
11. A.
12. C.
13. C.
14. D.
15. A.
- 16, A.
17. C.
18. B.
19. A.
20. B.
21. C.