

Worker motivation can be defined as the psychological forces within a person that determine

- A) the person's level of effort
- B) the person's likelihood of success
- C) the person's level of persistence in the face of obstacles
- D) the person's ability to become empowered
- E) B & D are correct
- F) A & C are correct

The "all or none" approach to empowerment of police employees can be

- A) successful as long as all employees are properly trained
- B) mistakenly adopted by a supervisor who needs to treat every employee equally
- C) a failure unless all the employees already identify themselves as a cohesive team
- D) All of the above

What is likely to put the most strain on the values of a police organization?

- A) When an officer is found to have committed a crime
- B) When two, three or sometimes more generations of officers work in an agency
- C) When the top leaders of the organization retire or resign
- D) When job satisfaction plunges two years in a row due to low pay and benefits
- E) none of the above

The 3 key reasons for assessing a person's performance are

- A) behavioral motivation, control and feedback
- B) inward motivation, self control and legal requirements
- C) motivation, modification and granting a pay raise
- D) promotion potential, probation evaluation and legal requirements

In supervising by objectives (SBO), the organization's overall goals are

- A) translated into specific objectives for every level of the department
  - B) reviewed with every supervisor and commander to ensure they are tangible, verifiable and measurable
  - C) set by the police union, city officials and the department management
  - D) tied in with performance reviews and raises for each officer in the department
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