

The Weighting of Factors approach to determine the distribution and deployment of field forces can be used to compute

- A) the ratio of crime proportionate to concerns of the community
- B) using crime x injuries divided by man hours = average number of patrol zones
- C) the overall average percent of the police problem by hour of the day, day of the week, and by area of the community
- D) using the formula crimes against property weighted against crimes against persons
- E) none of the above

Concerning the deployment of field forces, experience has shown that \_\_\_\_\_ are more subject to control by police than \_\_\_\_\_.

- A) narcotics crimes / domestic crimes
- B) crimes against property / crimes against public order
- C) crimes against persons / crimes against property
- D) crimes against property / crimes against persons
- E) none of the above

The total numbers of police personnel assigned to patrol duty is usually based on

- A) stated needs of the community
- B) highly accurate measures of crime occurrences
- C) estimates of crime relying heavily on records of past experiences and operations
- D) computer projections of calls for service
- E) none of the above

---

Employee complaints, grievances and dissatisfaction can be broadly categorized into four areas, which are (choose all that apply)

- A) harsh working environment
- B) inept or abusive supervision
- C) bad publicity in the local media
- D) misunderstandings about policies, rules and procedures
- E) management failures
- F) harassment from other employees
- G) lack of support from the political subdivision
- H) lack of support from close friends and family

What aspect of supervisory conduct in enforcing organizational rules is frequently the source of employee complaints?

- A) triviality
- B) inconsistency
- C) lack of written policy
- D) lack of training
- E) all of the above

The U.S. Supreme Court case entitled *Cleveland Board of Education v. Loudermill* held what about tenured public employees?

- A) they are entitled to a form of trial before termination
- B) they are entitled to a presumption of innocence before an arbitrator
- C) they are entitled to notice of the charges against them and a chance to tell their side of the story before termination
- D) they must have received prior lower forms of discipline before the department can opt for termination
- E) all of the above

Which style of communication is hardest to understand and encourages mistakes?

- A) autocratic
- B) democratic
- C) free-rein
- D) none of the above

The tangential speaker is described as a communicator who

- A) responds to irrelevant side issues
- B) fails to give a direct response
- C) uses lofty, meaningless words and phrases
- D) uses phrases and words too far above the listener's educational level
- E) A and B only
- F) C and D only