Office Procedures and Technology 7th edition Oliverio Test Bank

SKU: 9781337281362-TEST-BANK

TRUE/FALSE

1 : E-commerce is business conducted electronically, as in buying and selling on the World Wide Web.
A : true
B : false

Correct Answer : A

2 : To the year 2024, office and administrative support jobs are expected to increase at a higher rate than total jobs.
A : true
B : false

Correct Answer : B

3 : Many persons entering the workforce are expected to have basic office skills or competencies.
A : true
B : false

Correct Answer : A

4 : Desktop publishing is closely related to word processing and requires many of the same skills.
A : true
B : false

Correct Answer : A

5 : Word processing is the collecting, organizing, analyzing, and summarizing of data, generally in numeric form.
A : true
B : false

Correct Answer : B

6 : Data processing and word processing require different activities and skills that do not overlap.
A : true
B : false

Correct Answer : B

7 : A very limited range of workers needs information management and transmission skills.
A : true
B : false

Correct Answer : B

8 : The ability to establish priorities is an important skill for general managing and communicating.

A : true
B : false

Correct Answer : A

9 : The term work/life balance is commonly used to describe the need workers have to balance work with other aspects of life.
A : true
B : false

Correct Answer : A

10 : Issues such as quality management, customer satisfaction, and teamwork do not affect how successful an organization is in achieving its goals.
A : true
B : false

Correct Answer : B

11 : Continuous improvement and total quality management are primarily undertaken by the managers of a company with little involvement by other employees.
A : true
B : false

Correct Answer : B

12 : Some companies have developed standards of conduct, called codes of ethics, for their employees.
A : true
B : false

Correct Answer : A

13 : In most companies, office employees work alone, and teamwork skills are not needed by office employees.
A : true
B : false

Correct Answer : B

14 : Many U.S. companies do business in the global marketplace, selling goods or services in countries around the world.
A : true
B : false

Correct Answer : A

15 : Employers expect workers to be reliable and to cooperate with others in achieving company goals.
A : true
B : false

Correct Answer : A

MULTIPLE CHOICE

16 : Organizing, maintaining, and accessing records or data is
A : total quality management
B : information management
C : word processing
D : desktop publishing

Correct Answer : B

17 : In the United States, projections to 2024 are for total jobs to
A : increase about 14 percent
B : increase about 10 percent
C : decrease about 6.5 percent
D : decrease about 3 percent

Correct Answer : C

18 : Workers who need word processing skills are
A : office support personnel
B : managers
C : engineers
D : all the above

Correct Answer : D

19 : Proficiency with a spreadsheet program is needed by workers who perform
A : word processing activities
B : desktop publishing activities
C : data processing activities
D : none of the above

Correct Answer : C

20 : Knowledge of records management principles and basic filing rules is a basic skill for workers who perform
A : word processing activities
B : desktop publishing activities
C : data processing activities
D : information management and transmission activities

Correct Answer : D

21 : The area of general managing and communicating involves
A : managing time effectively
B : setting up schedules
C : almost no interaction with other employees
D : both A and B

Correct Answer : D

22 : A U.S. government publication that discusses the major occupations in the country is
A : The Jobs Guide
B : Jobs Review
C : The Occupational Outlook Handbook
D : none of the above

Correct Answer : C

23 : In many companies, customer service is
A : not important
B : a key focus
C : evaluated using customer surveys
D : both B and C

Correct Answer : D

24 : An employee who is guilty of violating the companys code of ethics may
A : be subject to disciplinary action
B : be dismissed immediately if the violation is very serious
C : cause harm to the companys reputation
D : all the above

Correct Answer : D

25 : An employee can exhibit independence in learning by
A : reading current articles
B : participating in professional organizations
C : attending formal education or training programs
D : all the above

Correct Answer : D

26 : To work effectively in a team, employees
A : should not worry about obstacles to achieving the teams goals
B : need not consider how the success of the team will be measured
C : should set clear goals for the team
D : should avoid considering the strengths of individuals because all work will be done as a team

Correct Answer : C

27 : Moving into the global marketplace means that
A : fewer U.S. employees are traveling to other countries
B : all company personnel must be sensitive to variations in cultures as they communicate with people of other countries
C : traveling executives do not have to worry about varying time zones
D : both A and C

Correct Answer : B

28 : An employee who is dependable and trustworthy exhibits
A : reliability

B : productivity
C : cooperativeness
D : independence in learning

Correct Answer : A

29 : Establishing and maintaining high standards in how work is done is
A : total quality management
B : information management
C : employee productivity
D : initiative

Correct Answer : A

30 : Being alert at all times to ways of working more productively is
A : total quality management
B : information management
C : continuous improvement
D : lifelong learning

Correct Answer : C

31 : When employees work 10 hours a day for four days a week it is called
A : flextime
B : a compressed workweek
C : job sharing
D : telecommuting

Correct Answer : B

32 : Combining the efforts of two or more people to accomplish a task or achieve a goal is
A : total quality management
B : teamwork
C : continuous improvement
D : ongoing learning

Correct Answer : B

33 : Employees can continue to learn through
A : reading current magazine and journal articles
B : attending conferences
C : observing others at work
D : all of the above

Correct Answer : D

34 : A barrier to productivity is
A : keeping an organized workstation
B : setting appropriate priorities
C : chatting with coworkers
D : completing one task at a time

Correct Answer : C

35 : An individual who can see beyond the moment and understand the consequences of choices is
A : mature
B : diverse
C : responsible
D : productive

Correct Answer : A

MATCHING

36 : Match each item with the correct statement below.

A : The quality or state of having differences or variety	A : character
B : Ability to perform at a satisfactory level	B : data processing
C : Honesty and trustworthiness	C : diversity
D : Basic values and principles that are reflected in a persons behavior	D : ethics
E : A measure of the amount of quality work done in a certain amount of time	E : integrity
F : Standards or values reflected in behavior	F : personality
G : Creating written documents, such as reports or letters, by using a computer and software	G : productivity
H : The combination of traits that distinguishes one person from another	H : proficiency
I : Estimates or guesses about the future based on known data	I : projections
J : Collecting, organizing, analyzing, and summarizing data	J : word processing

Correct Answer :
A : C

B : H

C : E

D : A

E : G

F : D

G : J

H : F

I : I

J : B