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39	A	B	C	D	E

PRACTICE QUESTIONS

DANTES Eligible Military Service Member (DSST)

SN532

Principles of Supervision

EDITION

Demo

QUESTIONS

9

FORMAT

Limited Edition PDF

Before you begin

What this is

9 practice questions for DANTES Eligible Military Service Member (DSST) SN532 , each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, SN532
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

QUESTION 1

SINGLE CHOICE

A first-line supervisor's primary responsibility within an organization is to:

- ☐ A establish long-term strategic goals for the company
- ☒ B translate management's plans into daily work assignments for employees
- ☐ C set the organization's overall financial policies
- ☐ D appoint members to the board of directors

ANSWER B

WHY First-line supervisors operate at the interface between management and the workforce. Their main job is to take the goals and plans set by higher management and convert them into the day-to-day tasks, schedules, and assignments carried out by front-line employees. Setting strategy, financial policy, and selecting board members are functions of top/executive management, not first-line supervision.

QUESTION 2

SINGLE CHOICE

Which leadership style is characterized by a manager who makes decisions alone, dictates work methods, and uses unilateral rewards and punishments?

- ☐ A Democratic
- ☐ B Laissez-faire
- ☒ C Authoritarian (autocratic)
- ☐ D Transformational

ANSWER C

WHY The autocratic or authoritarian leadership style centralizes decision-making authority in the leader, who closely directs employee activities and applies rewards and punishments personally. Democratic leaders share decision-making, laissez-faire leaders leave decisions to the group, and transformational leaders focus on inspiring change and vision.

QUESTION 3

SINGLE CHOICE

In the communication process, the element that converts the sender's idea into a transmittable form (such as spoken words, written text, or gestures) is called the:

- ☐ A message
- ☒ B encoding
- ☐ C channel
- ☐ D decoding

ANSWER B

WHY Encoding is the step in which the sender translates the idea into a symbolic form (words, symbols, gestures) that can be sent through a channel. Decoding is the receiver's reverse process. The message is the encoded content itself, and the channel is the medium carrying it.

QUESTION 4

SINGLE CHOICE

According to Maslow's hierarchy of needs, which level of need must be satisfied before an employee can be motivated by higher-level needs such as esteem and self-actualization?

- ☒ A Physiological and safety needs
- ☐ B Self-actualization needs
- ☐ C Esteem needs
- ☐ D Social (belongingness) needs

ANSWER A

WHY Maslow's hierarchy is typically arranged from the lowest to the highest level: physiological, safety, social/belongingness, esteem, and self-actualization. The lowest two levels (physiological and safety) are the deficiency needs that must be reasonably satisfied before an individual is driven by the higher growth needs of esteem and self-actualization.

QUESTION 5 SINGLE CHOICE

A supervisor who sets specific performance targets, measures actual results against those targets, and takes corrective action when deviations occur is performing which function of management?

- ☐ A Organizing
- ☐ B Leading
- ☒ C Controlling
- ☐ D Staffing

ANSWER C

WHY Controlling is the management function that involves establishing standards, measuring actual performance against those standards, and taking corrective action to bring performance in line with expectations. Organizing arranges resources and tasks; leading motivates and directs people; staffing acquires and develops human resources.

QUESTION 6 SINGLE CHOICE

Which of the following is a primary benefit of effective delegation for a supervisor?

- ☐ A It eliminates the supervisor's accountability for the delegated task's outcome.
- ☒ B It allows the supervisor to focus on higher-level duties while developing employees.
- ☐ C It removes the need for the supervisor to follow up on the employee's progress.
- ☐ D It transfers the supervisor's authority permanently to the subordinate.

ANSWER B

WHY Delegation frees the supervisor to concentrate on more important responsibilities while giving subordinates opportunities to grow their skills. Accountability remains with the supervisor, follow-up is still required, and authority is delegated for a specific task and timeframe rather than transferred permanently.

QUESTION 7

SINGLE CHOICE

Which performance appraisal error occurs when a supervisor rates an employee highly on all performance dimensions because of one outstanding achievement?

- ☒ **A Halo effect**
- ☐ B Recency effect
- ☐ C Central tendency
- ☐ D Strictness error

ANSWER A

WHY The halo effect happens when a supervisor's overall positive impression of an employee (often based on one strong trait or recent success) causes inflated ratings across unrelated performance dimensions. Recency effect weights behavior near the evaluation date; central tendency clusters ratings near the middle; strictness error rates everyone low.

QUESTION 8

SINGLE CHOICE

Which conflict resolution technique involves a manager who works with both parties to find a mutually acceptable solution that partially satisfies each side?

- ☐ A Avoidance
- ☐ B Competing
- ☒ **C Compromising**
- ☐ D Collaborating

ANSWER C

WHY Compromising is a resolution style in which each party gives up something to reach a partially acceptable middle-ground solution, typically used when goals are moderately important and time is limited. Collaborating seeks a fully win-win solution; competing is win-lose; avoidance postpones or sidesteps the conflict.

QUESTION 9

MULTIPLE CHOICE

Which of the following are recognized as the four functions of management according to classical management theory? (Choose two.)

- ☒ **A** Planning
- ☐ **B** Budgeting
- ☒ **C** Organizing
- ☐ **D** Recruiting

ANSWER A • C

WHY The classical functions of management are planning, organizing, leading, and controlling. Planning (A) sets objectives and the actions to achieve them; organizing (C) arranges resources and tasks. Budgeting and recruiting are activities that support those functions but are not themselves primary functions of management in the classical model.