

Office Procedures and Technology 7th edition
Oliverio Test Bank

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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

