MULTIPLE CHOICE. Choose the ONE alternative that BEST completes the statement or answers the question.

1) Elected officials exemplify how an ______ community influences police-community relations.
   A) external  
   B) internal  
   C) overlapping  
   D) gated

2) An example of police efforts to solicit feedback would be:
   A) citizen academies  
   B) community surveys  
   C) customer contacts  
   D) all of the above

3) Operations personnel are also known as ______ personnel.
   A) staff  
   B) line  
   C) support  
   D) useless

4) The use of non-sworn police employees to perform tasks that do not require sworn police officers is known as:
   A) decertification  
   B) civilianization  
   C) consolidation  
   D) union busting

5) The process by which we selectively pay attention to certain dimensions of our experience and exclude others is known as:
   A) deletion  
   B) generalization  
   C) distortion  
   D) ignoring

6) How is justice usually defined?  
   A) preservation  
   B) internalized order  
   C) safety  
   D) law and order

7) Police public relations activities are designed to create a favorable environment which:
   A) keeps the public informed and enhances the police image  
   B) involves citizens in determining services and establishes mechanisms for solving mutual problems  
   C) ensures that the police department is effective  
   D) makes the job of the police officer easier

8) ______ communication is usually written and includes memorandums, policy, letters, etc.
   A) Intrapersonal  
   B) Official  
   C) Person-to-group  
   D) Interpersonal

9) To deal effectively with the many internal and external communities, the police organization must:
   A) be managed in a fair and competent manner  
   B) provide equal access and equitable treatment  
   C) both A and B  
   D) neither A nor B
10) The development of crime prevention programs such as "neighborhood watch" and "operation identification" are consistent with:
   A) public relations  
   B) community relations  
   C) both A and B  
   D) neither A nor B

11) Police-community relations programs of the 1960s and 1970s were primarily concerned with:
   A) enhancing minority relations  
   B) reassuring the elderly  
   C) crime prevention  
   D) looking good

12) In _______ the level of citizen involvement is kept to a minimum.
   A) public relations  
   B) community relations  
   C) both A and B  
   D) neither A nor B

13) The individual whose principles have been a guide for the police for decades is:
   A) Sir Robert Peel  
   B) J. Edgar Hoover  
   C) James Q. Wilson  
   D) Chris Jauch

14) Keeping departmental public relations responses as routine as possible reduces confusion, maintains control, and reduces unpredictable outcomes. This is known as:
   A) extraordinary  
   B) cooperation  
   C) disorientation  
   D) standardization

15) Community relations seeks to:
   A) create an image that the police department is effective  
   B) involve citizens in determining services, and establish mechanisms for solving mutual problems  
   C) create a favorable environment and keep the public informed  
   D) make the job of the police officer easier

16) What is the average size of a U.S. police department?
   A) 100  
   B) 20  
   C) 10 or less  
   D) 60

17) The process by which we detach some part of one model from an original experience and apply this model to an entire category is known as:
   A) generalization  
   B) deletion  
   C) distortion  
   D) listening

18) The average citizen’s perception of police roles is more frequently based upon:
   A) personal experiences  
   B) information provided by the police  
   C) media depictions  
   D) the neighbors
19) The elderly are a challenge for the police due to their:
   A) fears of being victimized
   B) susceptibility to becoming victims of crime
   C) increasing involvement in committing crimes
   D) all the above

20) Speakers bureaus, ride-along programs, station tours, and safety lectures are more consistent with:
   A) community relations
   B) public relations
   C) both A and B
   D) neither A nor B

21) Which amendment protects a citizen against an unreasonable search?
   A) 10th
   B) 4th
   C) 8th
   D) 18th

22) The key to successful police-community relations is:
   A) effective communications
   B) understanding cultural diversity
   C) image enhancement

23) In order to distinguish between public relations and police-community programs one must examine:
   A) the extent of citizen involvement in the activity
   B) the processes involved in the activity
   C) the purpose of the activity
   D) all of the above

24) The key to managing change within a police organization is understanding:
   A) how change is to occur
   B) why change must occur
   C) what the effects of change are
   D) all the above

25) Special or technical language used by certain groups or a particular discipline is known as:
   A) jargon
   B) legalistic
   C) slang
   D) jive

26) The refusal on the part of many police officers to admit that they could be affected by stress is known as:
   A) Munchausen syndrome
   B) John Wayne mentality
   C) blue blindness

27) Communications between people are:
   A) official communication
   B) person-to-group
   C) intrapersonal
   D) interpersonal

28) Citizen avoidance and not communicating with the police is more frequently due to:
   A) lethargy
   B) apathy
   C) distrust

29) How many amendments are in the Bill of Rights?
   A) 18
   B) 10
   C) 20
   D) 15
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>30) Civilian employees exemplify how an ________ community influences police-community relations.</td>
<td>30) C) external</td>
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<td>31) In ________, information flow is both outward and inward in order to obtain feedback from the community.</td>
<td>31) C) both A and B</td>
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<td>32) To truly enhance police-minority relations the police must first provide services that are:</td>
<td>32) A) fair and equitable</td>
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<td>33) The influence of certain clothing can be deemed as being:</td>
<td>33) A) symbolic</td>
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<td>34) The police role that is most frequently accepted by both the police and the public is that of:</td>
<td>34) C) order maintenance</td>
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<td>35) The negotiation process between police unions and police organizations is known as:</td>
<td>35) B) collective bargaining</td>
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<td>36) The police subculture may be said to be the product of police feelings of:</td>
<td>36) B) superiority and contempt</td>
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<td>37) Which of the following is an appropriate means for the police to create and maintain positive role expectations?</td>
<td>37) C) problems are not confronted</td>
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<td>38) ________ is the most vital skill needed to be an effective police officer.</td>
<td>38) C) Communicating</td>
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<td>39) It appears that a large segment of the public is seeking ________ the police.</td>
<td>39) C) more involvement with</td>
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<td>40) The components within the police organization that provide direct services to the public are known as ________ units.</td>
<td>40) B) administration</td>
</tr>
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<td>41) ________ are an example of police external communities.</td>
<td>41) B) Police unions</td>
</tr>
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A) isolation and rejection  
B) superiority and contempt  
C) both A and B  
D) neither A nor B
42) When symbols are not clear, the sender is not clear, the receiver does not get all of it, and there is some interference in the communications process, it is known as:
   A) receiver distraction
   B) message interruption
   C) sources of distortion
   D) external disruption

43) ________ stresses the interrelationships and mutual dependencies of police agencies and citizens.
   A) Public relations
   B) Community relations
   C) both A and B
   D) neither A nor B

44) The police role that is more central to the modern police officer's job is:
   A) service
   B) crime control
   C) order maintenance

45) During the 1950s, the police attempted to reform their image and focused primarily on the ________ class population.
   A) lower
   B) middle
   C) upper
   D) all levels

46) Police behavior is the product of learning experiences:
   A) prior to entering police work
   B) after entering police work
   C) both A and B
   D) neither A nor B

47) The theory that police behaviors are learned through interactions with other police officers is known as:
   A) selection
   B) predisposition
   C) socialization

48) ________ requires the observer to weigh facts in an unbiased manner, setting aside preconceived notions and personal prejudices.
   A) Subjectivity
   B) Objectivity
   C) both A and B
   D) neither A nor B

49) The process by which we exaggerate our experiences is known as:
   A) deletion
   B) distortion
   C) generalization

50) Fast speech is perceived as:
    A) excitement
    B) a cultural trait
    C) non-thinking gibberish
    D) nervousness

51) The favorite "drug of choice" for police officers is:
    A) aspirin
    B) caffeine
    C) nicotine
    D) none of the above

52) The UN's definition of human rights can be described as:
    A) the right to practice one's religion freely
    B) the right to free speech
    C) a person's right to basic necessities
    D) a person's right to a speedy trial
53) Which of the following implies structure where one person addresses more than one person?
   A) official communication
   B) interpersonal
   C) person-to-group
   D) intrapersonal

54) The leadership style that is based on leaders who go "by the book" is known as:
   A) diplomatic
   B) authoritative
   C) bureaucratic

55) Role conflict occurs when:
   A) expectations of others are different from those of the person in the role
   B) a person disagrees with the job description they are filling
   C) a person does not pick up on signals from others
   D) a person refuses to be like others want him/her to be

56) The components within the police organization that are responsible for the processes by which police personnel are disciplined and rewarded are known as _______ units.
   A) administration
   B) auxiliary
   C) operations

57) The use of personal and social space is known as:
   A) symbolic
   B) proxemics
   C) kinesics

58) The leadership style in which leaders make their own decisions and then try to "sell" them to subordinates is known as:
   A) participative
   B) consultative
   C) diplomatic
   D) bureaucratic

59) For many police officers, the best means of coping with stress is thought to be:
   A) mental relaxation
   B) physical exercise
   C) alcohol consumption

60) Male police officers have become more sensitive to issues which impact upon women mainly due to:
   A) pressures from female activists
   B) increasing numbers of female officers
   C) federal court orders

61) The age group which experiences the most difficulties with the police is the:
   A) middle-aged
   B) young
   C) elderly

62) The process of communications begins with a:
   A) message
   B) source
   C) receiver
63) During the 1960s, police response to riots and civil disorder was characterized as being:
A) too laid back
B) too concerned with individual rights
C) too forceful with little regard for rights
D) just right, effective

64) An increasingly popular police-community relations program that enables the police and citizens to work together in preventing crimes and providing support to crime victims is:
A) neighborhood watch
B) crime stoppers
C) citizen volunteers

65) For a police-community relations program to be successful it must be:
A) demanded by the citizens
B) the chief’s responsibility
C) well financed by government
D) part of every officer’s behavior

66) In the U.S. and other democracies ________ is considered to be a primary police role.
A) emergency rescue
B) information gathering
C) protecting individual rights

67) Who is the head of the U.S. Department of Justice?
A) supreme court
B) attorney general
C) FBI

68) Communicating with yourself, problem-solving, forming ideas, etc., is:
A) intrapersonal
B) interpersonal
C) person-to-group
D) official communication

69) Rumor control, storefront centers, and neighborhood patrols are more consistent with:
A) public relations
B) community relations
C) both A and B
D) neither A nor B

70) The leadership style that is based on what the leaders deem to be important is known as:
A) diplomatic
B) bureaucratic
C) authoritative

71) The relations between the police and the media should be based upon:
A) availability
B) honesty
C) openness
D) all the above

72) One example of changing the operation of a police department is to put managers through communications skills seminars.

73) Efforts to implement change within the police organization must consider the interactions among the various work groups.
74) Public relations seek to actively involve the community in police service decisions.

75) Of all the skills needed to be an effective officer, skill in communicating is the most vital.

76) During the 1980s, the focus of police-community relations changed to reassuring the public about crime.

77) Prejudice can be said to be a tendency to make judgments about certain groups or individuals.

78) For the most part, the relations between the police and religious organizations are amicable.

79) Amendment six of the Bill of Rights guarantees the right to bear arms.

80) Community relations are agency oriented and primarily serve agency needs.

81) Profanity generally strengthens a person's power of negotiation.

82) Auxiliary services are those police activities performed on a continuing basis for the benefit of other organizational tasks.

83) The police officer's role in society tends to alienate the officer from society as a whole.

84) The traditional police organization of today consists of a top down philosophy where bottom level personnel rarely come into contact with administrative personnel.

85) The average citizen's perception of the police role is often based upon Hollywood stereotypes.

86) Predispositional theory holds that certain personality types are attracted to police work.

87) Few police-community relations programs are fully deserving of the name.

88) Discrimination is an act of exclusion prompted by prejudice.

89) The elderly are not only attractive victims but are increasingly becoming perpetrators of crimes.

90) Operations are those police activities performed in direct assistance to the public.

91) Ethnic minorities frequently discriminate against one another.

92) Informal communication networks often inhibit the success of programs.

93) Contagious diseases are no longer considered to be a significant threat to police officers.

94) Feedback, or information flow, is important to successful police community relations.
95) Politics cannot be eliminated from policing.

96) How officers behave in the field must reflect the policies and philosophy of the department.

97) Informal communication networks often ensure that the formal organization’s work is done.

98) Most crime prevention programs are in reality public relations programs.

99) The police frequently view themselves as members of a minority group.

100) Early police-community relations programs tended to concentrate on enhancing relations with minority communities.