

TEST BANK

Problem Solving in Recreation and Parks

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5th Edition



SAGAMORE
P U B L I S H I N G

EXAMINATION QUESTIONS (* INDICATES CORRECT ANSWER)

1. Few managers are able or willing to delegate decision-making responsibilities.
 - a. True *
 - b. False
2. A good manager gives subordinates full responsibility in making decisions.
 - a. True
 - b. False *
3. A legitimate problem statement reflects the viewpoints of those who should be represented in any solutions considered.
 - a. True *
 - b. False
4. Most problem solvers agree that gathering all the facts is impossible.
 - a. True
 - b. False *
5. To solve any problem and to know whether the solution has been effective, we must be able to measure or evaluate it.
 - a. True *
 - b. False
6. Decision making may be discussed as a skill in itself apart from problem solving.
 - a. True
 - b. False *
7. The skills needed for decision making are completely separate from problem analysis.
 - a. True
 - b. False *
8. Brainstorming encourages the suspension of judgment to encourage ideas without the constraints of critical evaluation.
 - a. True *
 - b. False
9. Many problems for recreation and park administrators can be solved by stimulating creative thinking.
 - a. True *
 - b. False
10. Individuals are more creative in a group if they are sure that their ideas will not be attacked or criticized.
 - a. True *
 - b. False

11. Using the brainstorming technique is the only way to generate creative ideas and solutions to problems.
 - a. True
 - b. False *
12. A positive work environment improves creative thinking in an organization.
 - a. True *
 - b. False
13. A major block to problem solving is the lack of receptibility to change.
 - a. True *
 - b. False
14. Defining organizational objectives is not necessary to consider in the problem-solving process.
 - a. True
 - b. False *
15. Managers should delegate to subordinates, but always require they notify them prior to taking action.
 - a. True
 - b. False *
16. Decision making and problem solving are totally separate in the management process.
 - a. True
 - b. False *
17. Decision making involves choosing between two or more alternatives; planning involves a series of decisions leading to action.
 - a. True *
 - b. False
18. Using the case study method in teaching brings reality to the classroom.
 - a. True *
 - b. False
19. The case study method of teaching often involves important research findings.
 - a. True *
 - b. False
20. Managers should set goals high enough that employees have to strive to meet them.
 - a. True *
 - b. False
21. Long-term objectives have no relationship to short-term objectives.
 - a. True
 - b. False *

22. Problem solving requires transparent communication in which everyone's concerns and points of view are freely expressed.
- True *
 - False
23. Managers should not be quick to take back delegated authority. Making mistakes and finding and correcting them is a useful form of self-training.
- True *
 - False
24. An effective problem statement lists the possible solutions for a problem before making a comprehensive problem statement.
- True
 - False *
25. Few educators or curricula train students in problem solving and practical skills.
- True *
 - False
26. A major advantage of teaching with case studies is that students are actively engaged in figuring out the principles by abstracting from examples.
- True *
 - False
27. Using case studies for teaching purposes sometimes eliminates the importance of research on the subject matter being studied.
- True *
 - False
28. The manager's primary function is not to solve the problem, but to teach employees to think about solving problems.
- True *
 - False
29. Decision making requires that you always try to predict results of events that have not occurred yet.
- True
 - False *
30. A harmonious group is not necessary in an effective or productive group.
- True *
 - False
31. Human and financial resources should be discussed during the brainstorming session.
- True
 - False *

32. To be successful at problem solving, problem solvers must develop an attitude of constructive discontent and a desire to find a way of doing things.
- True *
 - False
33. Problem solvers can create their own time wasters or other people can generate them for the problem solver.
- True *
 - False
34. Identifying and defining the problems is the first and most critical step of the problem-solving process.
- True *
 - False
35. If a problem is a departure from a preferred situation, then problem solvers must have a standard in mind for what they want to do.
- True *
 - False
36. In every case of asking *why* as a means of finding out more about the problem, the problem solver should keep personal judgment to a minimum.
- True
 - False *
37. There is little difference between creating an idea for a solution and solving the problem. Once you have the idea for a solution, the implementation is easy.
- True
 - False *
38. Creativity is a dynamic process. It reflects our state of mind, our concentration, and our motivation level.
- True *
 - False
39. Creative problem-solving skills are useful, but they have little to no value without a basis of factual data.
- True
 - False *
40. Creativity involves taking the time to shift the style and tempo of our thinking and breaking with old habits of thought.
- True *
 - False
41. Creative experts often feel that formal education limits rather than encourages creativity.
- True *
 - False

42. The two important and relative advantages of group brainstorming are (1) you get to work with creative people and (2) you have the possibility to make friends with them.
- a. True
 - b. False *
43. The personal idiosyncrasies of the decision maker have less of a bearing on problem solving than do quantitative tools such as computerized programs and models.
- a. True
 - b. False *