

Miller, More, and Braswell: Effective Police Supervision, 8th ed.

Chapter 2: Community-Oriented Policing and Problem Solving—Improving Neighborhood Quality of Life

MULTIPLE-CHOICE QUESTIONS

1. What is community policing?
 - a. Neighborhood saturation with intensive patrol activities
 - b. Residents becoming officers in order to prevent crime in their communities
 - c. A philosophy of policing in which officers work closely with community residents
 - d. All of the above

ANS: c.

Rationale: Community policing is viewed as an all-encompassing philosophy and managerial stratagem. It is a challenging process in which the public plays a new role.

2. Community policing involves
 - a. Reduction of crime and fear of crime
 - b. Addressing overall neighborhood decay and social problems
 - c. Addressing civil disobedience and striving to improve the quality of life in neighborhoods
 - d. All of the above

ANS: d.

Rationale: Working together it provides for identifying and prioritizing contemporary problems with the goal of resolving issues that are of concern.

3. If community policing is to be successful, it demands
 - a. A short-term commitment
 - b. An authoritarian management style
 - c. Long-term commitment
 - d. None of the above

ANS: c.

Rationale: If it is to be successful, it demands a long-term commitment.

4. An essential ingredient of community policing is
 - a. Increased funding
 - b. Empowerment of officers and first-line supervisors
 - c. Involvement of upper management
 - d. Flexibility of shift assignments

ANS: b.

Rationale: Empowerment of officers and first-line supervisors is an essential ingredient of community policing.

5. Instead of making decisions, the supervisor
 - a. Coaches, supports, mediates and helps officers
 - b. Helps officers identify, plan, and analyze community problems
 - c. Helps officers solve community problems
 - d. All of the above

ANS: d.

Rationale: Instead of making decisions, the supervisor coaches, supports, mediates, and helps officers in identifying, planning, analyzing, and solving community problems.

6. Supervisors can reinforce the collaboration process of problem solving by
 - a. Requiring detailed paperwork
 - b. Checking the efforts of officers
 - c. Requiring notification of every effort
 - d. Using a “hands-off” approach that encourages independence

ANS: b.

Rationale: Supervisors can reinforce the collaboration process of problem solving by monitoring the efforts of officers.

7. During the facilitation process, the supervisor must do all of the following except
 - a. Take over the task of an independent problem solver
 - b. Convince police officers that community engagement and problem solving are real police work
 - c. Genuinely support organizational changes
 - d. Articulate and reinforce the philosophy of community policing

ANS: a.

Rationale: The operational motto is “facilitate-facilitate-facilitate.”

8. What is the SARA model?
 - a. Scanning, analysis, responsibility, assessment
 - b. Supervising, analysis, response, assessment
 - c. Scanning, analysis, response, assessment
 - d. Supervising, analysis, responsibility, assessment

ANS: c.

Rationale: SARA is a strategy consisting of four stages: scanning, analysis, response, assessment.

9. In identifying community problems, surveys that are helpful include
 - a. Crime prevention surveys
 - b. Follow-up crime surveys
 - c. Environmental surveys
 - d. All of the above

ANS: d.

Rationale: One thing an author should consider when identifying problems is surveys such as crime prevention surveys, follow-up crime surveys, and environmental surveys.

10. Failure should lead to
 - a. A review board
 - b. Growth
 - c. Punishment
 - d. Reparation

ANS: b.

Rationale: Management of the total department begins with the attitude that positive failures can become the power that propels the organization toward the attainment of goals.

TRUE/FALSE QUESTIONS

1. According to the text, philosophically, community policing is an insignificant change in the provision of police services.

True

False

ANS: False

Rationale: Community policing is viewed as an all-encompassing philosophy and managerial stratagem.

2. Community policing is a transitional process in which the chief executive officer removes barriers that impede change.

True

False

ANS: True

Rationale: When implemented, community policing can threaten the traditionalists who will do everything to thwart the development of a program that dilutes their power and authority.

3. When it comes to community policing, all residents will cooperate with enthusiasm.

True

False

ANS: False

Rationale: Some residents will cooperate with enthusiasm, whereas others will take a path of least resistance because of their opposition to the police.

4. When implementing change, a good technique is to implement change on a full scale and evaluate its effectiveness.

True

False

ANS: False

Rationale: One successful technique is to implement change on a small scale and evaluate its effectiveness prior to full-scale implementation.

5. Empowerment is the deliberate decision of police executives to create organizational change that allows officers to operate within a frame of reference of self-direction.

True

False

ANS: True

Rationale: Empowerment is the placement of authority and responsibility at the lowest levels of the organization.

6. Every aspect of the organization must foster traits such as integrity, risk taking, originality, creativity, individuality, and problem solving.

True

False

ANS: True

Rationale: A broad range of traits such as integrity, risk taking, originality, creativity, individuality, and problem solving must be fostered by the organization.

7. Empowerment is rejected by some officers because with it comes the assumption of additional responsibility and the concomitant risk.

True

False

ANS: True

Rationale: The added accountability and the demands of becoming innovative can be unsettling to some officers.

8. The first-line supervisor must manage in a formal manner in order to avoid a mistake.

True

False

ANS: False

Rationale: The first-line supervisor must manage in a casual manner.

9. The analysis component of the problem-solving approach involves identification of a community problem.

True

False

ANS: False

Rationale: Analysis is an in-depth exploration of the problem and its underlying causes.

10. Evaluations have to reflect current community policing efforts, not the time-honored and traditional policing techniques.

True

False

ANS: True

Rationale: Traditional policing will overwhelm community policing efforts, which is why evaluations should reflect current community policing efforts.