Test Bank for Designing and Managing Programs An Effectiveness Based Approach 5th Kettner

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Chapter 2

Multiple choice

1. A cookbook approach to the use of theory in Program Planning does NOT answer which of the following:
a. methodology.
b. set of activities.
*c. why the set of activities produce the result.
d. assembly and order of introduction.
Cognitive Domain: Knowledge
Answer Location: The Use of Theory in Program Planning
Questions Type: MC

2. Program Planning is driven by:
a. using the right methodology.
b. client need.
*c. theory.
4. available resources.
Cognitive Domain: Comprehension
Answer Location: The Use of Theory in Program Planning
Questions Type: MC

3. Which pre-eminent social scientist is quoted “researchers who collect data without a roadmap are merely on a fishing expedition”?
a. Faludi
b. Tolman
c. Rosen
*d. Karl Popper
Cognitive Domain: Knowledge
Answer Location: The Use of Theory in Program Planning
Questions Type: MC

4. A hypothesis used in Program Planning must be:
a. verified.
b. be written as a question.
c. identify which program methodology to use.
*d. be written as the summary statement in Program Planning.
Cognitive Domain: Knowledge
Answer Location: The Use of Theory in Program Planning
Questions Type: MC

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5. A program is:
a. planned by first collecting data to support the program.
b. the same as a hypothesis.
*c. a set of activities to produce a desired effect.
d. planned according to what clients' need in the community.
Cognitive Domain: Comprehension
Answer Location: The Use of Theory in Program Planning
Questions Type: MC

6. Faludi distinguished two types of theory—the first type is the process of problem solving. The second type:
a. collects the data necessary for problems.
b. provides the basis for the hypothesis.
*c. provides the understanding of the problem.
d. is a summary of the review of the literature.
Cognitive Domain: Comprehension
Answer Location: The Use of Theory in Program Planning
Questions Type: MC

7. The etiology of poverty might include all of the following EXCEPT:
a. low education.
b. poor health.
*c. poor anger control.
d. unemployment.
Cognitive Domain: Knowledge and Comprehension
Answer Location: Theory in Practice
Questions Type: MC

8. It is important to understand the cause and effect of a problem...
a. as the second step in developing the hypothesis.
b. so you can limit services to just the presenting problem.
c. to so you know what theory to use.
*d. which can then be used to form the hypothesis.
Cognitive Domain: Comprehension
Answer Location: Theory in Practice
Questions Type: MC

9. Laissez-faire economics in the early 20th century controlled the _____ decision-making.
a. interest in eliminating poverty
b. safety and health

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*c. political
d. east coast
Cognitive Domain: Comprehension
Answer Location: Theory in Practice
Questions Type: MC

10. Scientific management is based on:
a. exploring all the options and then choosing the best.
b. having all levels of workers reach consensus on quotas.
*c. having a single best way to achieve goals.
d. guaranteeing quality control.
Cognitive Domain: Knowledge
Answer Location: Theory in Practice
Questions Type: MC

11. Banfield and Meyerson concluded that effective planning must be comprehensive in scope. Which of the following is NOT a component of this type of planning?
a. Analysis needs to identify the etiology of the problem
b. To identify all the possible means to solve the problem in terms of efficiency and effectiveness
c. Development of goals and objectives
*d. Creation of a balanced budget as a part of the plan
Cognitive Domain: Knowledge
Answer Location: Planning Theory
Questions Type: MC

12. Herbert Simon suggested that comprehensive planning was neither feasible nor useful and that "suboptimizing" was a more reasonable alternative. Which of the following is the best description of "suboptimizing"?
a. Identifying and analyzing all alternatives
b. The development of goals and objectives that are comprehensive
*c. The selection of an alternative that achieves some of the desired goals
d. Recognizing the ways in which the client is not optimizing their potential
Cognitive Domain: Comprehension
Answer Location: Theory in Practice
Questions Type: MC

13. Which of the following is NOT produced during strategic planning?
a. A statement of strategic direction
b. Strategic goals
*c. Strategy for securing adequate resources for the program
d. Strategic analysis
Cognitive Domain: Knowledge

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Answer Location: Types of Planning
Questions Type: MC

14. Management Planning focuses on:
a. the manager assigning specific responsibilities to staff.
b. that the program is viewed only as a small part of a larger organization.
c. management analyzing where the organization wants to be in 10 years.
*d. resources being used effectively and efficiently.
Cognitive Domain: Comprehension
Answer Location: Types of Planning
Questions Type: MC

15. Two of the problem-solving approaches in planning are efficiency and _____.
*a. effectiveness
b. profit
c. sustainability
d. growth
Cognitive Domain: Comprehension
Answer Location: Types of Planning
Questions Type: MC

16. Assets planning and assets mapping is a new approach to program planning that is based on:
a. resources needed.
b. need.
*c. strengths.
d. an adequate financial ratio.
Cognitive Domain: Knowledge
Answer Location: Types of Planning
Questions Type: MC

17. Which of the following is NOT a part of Assets Planning?
a. Identifying community leaders and organizations
b. Community engagement
*c. Identifying the needs of the community
d. Community-building
Cognitive Domain: Knowledge
Answer Location: Types of Planning
Questions Type: MC

18. When working with a client/patient, which of the following is NOT a part of the activities or process?
a. Monitoring of progress
b. Assessment of the problem based on data collected

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*c. Getting a good financial history
d. Evaluation
Cognitive Domain: Knowledge
Answer Location: Application of Planning Theory to Clinical Process: Problem Solving as Applied to Practice with a Client
Questions Type: MC

18. In Macro Practice, as differentiated from Clinical Practice, which of following planning activity includes developing the hypothesis?
*a. Problem analysis
b. Establishing goals and objectives
c. Designing the program
d. Developing a monitoring and evaluation plan
Cognitive Domain: Comprehension
Answer Location: Application of Planning Theory to Macro Practice: Problem Solving as Applied to Program Planning
Questions Type: MC

20. Theory of planning provides an approach to problem solving and:
a. sets goals and objectives.
*b. identifies the etiology of the problem.
c. identifies the problem.
d. identifies the best intervention.
Cognitive Domain: Knowledge
Answer Location: Theory in Program Planning
Questions Type: MC

True/False

1. Social science research begins with hypotheses that can be verified and tested.
*a. True
b. False
Cognitive Domain: Knowledge
Answer Location: The Use of Theory in Program Planning
Question Type: TF

2. A program can start so long as the Coordinator has experience in the type of program.
a. True
*b. False
Cognitive Domain: Comprehension
Answer Location: The Use of Theory in Program Planning

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Question Type: TF

3. Faludi distinguished the two types of theory used by a planner are the process of problem-solving and the etiology of the problem.
*a. True
b. False
Cognitive Domain: Knowledge
Answer Location: The Use of Theory in Program Planning
Question Type: TF

4. “Theory in” provides a blueprint for action.”
a. True
*b. False
Cognitive Domain: Comprehension
Answer Location: Theory in Practice
Question Type: TF

5. When a woman/man seeks help for domestic violence, the program should be designed to understand the etiology of the problem as well as the barriers to seeking help.
*a. True
b. False
Cognitive Domain: Comprehension
Answer Location: Theory in Practice
Question Type: TF

6. In planning, a problem statement is translated into a hypothesis and a hypothesis is translated into goals and objectives.
*a. True
b. False
Cognitive Domain: Knowledge
Answer Location: Planning Theory
Question Type: TF

7. Faludi published his work “The Principles of Scientific Management” which introduced the era of scientific research.
a. True
*b. False
Cognitive Domain: Knowledge
Answer Location: Planning Theory
Question Type: TF

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8. Suboptimizing" requires that the planner selects the best possible solution after examining all possible solutions.
a. True
*b. False
Cognitive Domain: Comprehension
Answer Location: Planning Theory
Question Type: TF

9. Three major types of planning are used in the human services: strategic planning, financial planning and program planning.
a. True
*b. False
Cognitive Domain: Comprehension
Answer Location: Types of Planning
Question Type: TF

10. Efficiency is much more important than effectiveness in human service planning.
a. True
*b. False
Cognitive Domain: Knowledge
Answer Location: Types of Planning
Question Type: TF

Short Answer

Type: S
Question 1: The collection of_____, social history data, and etiology of the problem are important to selecting an intervention.
a. demographic data
Cognitive Domain: Comprehension
Answer Location: Application of Planning Theory to Clinical Practice: Problem Solving as Applied to Practice with a Client
Question Type: SA

Type: SA
Question 2: There are five components of Planning Theory: problem analysis and needs assessment; establishing goals and objectives; designing the program; developing a data collection system; and_____.
a. developing a monitoring and evaluation plan
Cognitive Domain: Knowledge

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Answer Location: Application of Planning Theory to Macro Practice: Problem Solving as Applied to Program Planning
Question Type: SA

Type: SA
Question 3: The hypothesis is a series of _____ in hierarchical form.
a. statements
Cognitive Domain: Comprehension
Answer Location: Problem Analysis and Needs Assessment
Question Type: SA

Type: SA
Question 4: Intake data for a client might include demographic, social history, and _____.
a. etiology of the Problem
Cognitive Domain: Knowledge
Answer Location: Application of Planning Theory to Clinical Practice: Problem Solving as Applied to Practice with a Client
Question Type: SA

Type: SA
Question 5: Assets Mapping is built around the _____ of a community.
a. strengths rather than needs
Cognitive Domain: Knowledge
Answer Location: Types of Planning
Question Type: SA

Essay

Type: E
1. Your human services organization's Director has appointed you to head the staff and management committee which will develop the organization's planning effort. You have used strategic planning, management planning and program planning models before to develop the organization's program planning. But you believe strongly that taking a strengths-based approach will produce better results for long term sustainable change in the community. Below, explain to the committee the three different types of planning models and then compare/contrast those to the methods of Assets Planning and Mapping. Describe one example of each of the three standard models (strategic, management and program) and then one example of Assets Planning and Mapping. Tell your committee in one sentence why you want to use Assets Planning and Mapping for the organization's planning process.
*a. Strategic planning involves a process of deciding on the future of an organization, setting goals and objectives and identifying new resources

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Management planning is the process by which managers assure that the resources, once obtained, are used efficiently and effectively in the accomplishments of the goals identified in the strategic plan.

Program planning is the development of a discrete set of activities that focus on one aspect of the overall mission of the organization: addresses a problem or need.

Cognitive Domain: Application
Answer Location: Types of Planning
Question Type: ESS

Type: E
Question 2: Compare and contrast efficiency and effectiveness as they might be defined in a human services agency.
*a. Efficiency is concerned with the ratio between effort and output—the cost of delivering service

Effectiveness looks for the balance between cheaper and more successful as services are offered

Cognitive Domain: Comprehension
Answer Location: Types of Planning
Question Type: ESS

Type: E
Question 3: Strategic planning takes a long-range view and may establish a vision. The process often produces a vision statement, a mission statement, a statement of strategic direction, strategic analysis and strategic goals. Describe how each of these products might be used in a human service organization.
*a. vision statement—the ultimate goal of the organization

Mission statement—the reason(s) the organizations is in existence

A statement of strategic direction—a guide for the organization of forward looking goals and objectives

Strategic analysis—Strengths, Weakness, Opportunities, and Threats that may affect services, resources and strategic direction of the organization.

Cognitive Domain: Comprehension
Answer Location: Types of Planning
Question Type: ESS

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