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POSITION PAPER

HB 511

Section 1 of this bill amends AS 39.25.150 to grant employment preference rights to persons who are certified professional secretaries in job classifications or positions requiring the skills tested by the Certified Professional Secretary (CPS) examination.

Employment preference rights are currently granted under AS 39.25.150(19) to war-period veterans for initial hire in the classified service by adding points to qualified applicants' scores. Severely handicapped persons receive employment preference rights under AS 39.25.150(21). This provision allows the noncompetitive appointment of the severely handicapped for up to four months to allow the individual to demonstrate the ability to perform in a job.

The granting of employment preference rights under current law is aimed at assisting persons who have been removed from the traditional workforce to transition back into it. Current provisions do not differentiate between professions or training levels or opportunities. The effect of Section 1 would be to provide preference in state employment to a limited number of the members of a specific profession as recognition for achievement in that profession.

It is our understanding that the skills tested by the CPS examination vary widely, from such topics as general supervision, economics and management, and accounting, to specific elements of the secretarial profession such as transcription. There are currently over 1100 state job classifications, any number of which require some of the skills tested by the CPS examination. The legislation as written could therefore be construed to provide employment preference in many diverse job classifications outside the secretarial profession ranging from accountant to any supervisory position.

Section 2 of HB 511 would provide monetary rewards to current state employees and those entering state employment who have successfully completed the CPS examination. Current employees in positions requiring the skills tested by the CPS exam would receive a one step increase notwithstanding eligibility for other pay increases. A new employee holding the rating of CPS would automatically be hired above the entry step A in positions requiring skills tested by the CPS exam.

There are no current provisions, statutory, contractual or otherwise, which give automatic monetary incentives for professional achievement among state employees. Yet there are any number of state employees in professions or belonging to professional organizations which impose strict testing or

other requirements on their members. Statutorily imposed monetary recognition of one profession can only lead to requests for similar recognition by other professions. Providing different pay for positions in the same job classification based solely on possession of a professional certificate is also contrary to the principle of equal pay for equal work. If the Personnel Rules promulgated under proposed HB 511 do not apply to employees covered by collective bargaining, there will be further inconsistencies in the method by which employees are paid.

Contemplation of adjusting pay rates in this manner at this point in time is of particular concern in light of the current Classification Study. One of the principle goals of the Classification Study is to examine the issues of equity and consistency across job classes and pay practices.

Frank Raye

Frank Raye, Director
Division of Personnel

2/15/86

Date

Eleanor Andrews

Commissioner Eleanor Andrews
Department of Administration

2/16/86

Date

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CONTINUATION of FISCAL NOTE ANALYSIS

For Bill/Resolution No. HB 511

SUBJECT OF PROPOSED BILL:

Section 1 of this bill amends AS 39.25.150 to grant employment preference rights to persons who are certified professional secretaries in job classifications or positions requiring the skills tested by the Certified Professional Secretary (CPS) examination.

7 Section 1 would require a validation study of the CPS examination in order to identify the job related skills the exam tests for. Once the validation study is completed, an exhaustive review of all State job classifications would be required to identify those classes which require skills that the CPS exam tests for. Since the Division of Personnel does not have personnel with test validation expertise, contractual monies of approximately \$60,000 would be necessary to conduct the test validation and identify the affected job classifications.

8 Assuming that adding points to final scores would be the method used to award employment preference, the Division of Personnel would have to rewrite the two most complex programs in the applicant tracking system. It would also require modifying the two largest record files on line plus additional updates and modifications to other portions of the system. An additional \$10,000 in contractual services would be required to implement Section 1.

9 Section 2 of HB 511 would provide a direct monetary reward in the form of a "bonus" salary increase to those current and prospective State employees who hold a CPS. There are at present approximately 150 such individuals in Alaska. There are 437 current employees in secretarial and administrative assistant positions who could potentially receive their CPS and obtain the bonus salary increase under Section 2 of HB 511.

The following assumptions were made in calculating the increased personal services cost:

10 Although the proposed HB 511 as written could apply to a wide range of jobs, a narrow interpretation of which positions would be covered would limit the scope to Secretarial and Administrative Assistant job classes. Only individuals in ten job classes (Administrative Assistant I/II/III, Executive Secretary I/II/III, Legal Secretary I/II, and Secretary I/II) would be eligible for the bonus salary increase; there would be an annual 25 percent increase in the number of current and prospective employees who receive their CPS and would be eligible for the bonus salary increase. This assumption is made because Section 2, HB 511, provides a direct monetary incentive for obtaining the CPS. Therefore, the increased cost in successive fiscal years is based on increased numbers of employees qualifying for the bonuses, not on assumed salary increases.

Attachment to Fiscal Note HB 511

JOB CLASS	NO. OF EMPLOYEE		AVERAGE PAY RATE (MONTH)	WEIGHTED TOTAL
Administrative Assistant I	107	X	\$2,314	\$247,598
Administrative Assistant II	43	X	2,671	114,853
Administrative Assistant III	24	X	2,924	70,176
Executive Secretary I	2	X	2,445	4,890
Executive Secretary II	10	X	2,585	25,850
Executive Secretary III	2	X	2,812	5,624
Legal Secretary I	84	X	2,088	175,392
Legal Secretary II	28	X	2,266	63,448
Secretary I	113	X	2,028	229,164
Secretary II	24	X	2,207	52,968
TOTAL	437			\$989,963

(Weighted) Average Monthly Pay Rate: $\frac{989,963}{437} = \$2,265$

"Bonus" Salary Increase	Per Person Monthly	Per Person Annual
Salary: .0325 X \$2,265	\$74	\$ 888
Benefits: additional .25%	18	216
	\$92	\$1,104

FY 87 Annual Cost for 150	\$165,600
FY 88 Annual Cost for 187 (25% increase)	206,448
FY 89 Annual Cost for 234 (25% increase)	258,336
FY 90 Annual Cost for 292 (25% increase)	322,920
FY 91 Annual Cost for 365 (25% increase)	402,960
FY 92 Annual Cost for 437 (increase to maximum number of positions)	503,700

STATE OF ALASKA 1986 LEGISLATIVE SESSION
FISCAL NOTE

Revision Date: _____

REQUEST
 Bill/Resolution No.: HB 511
 Title: Act Relating to Certified
Professional Secretaries

FISCAL DETAIL
 Agency Affected: Administration
 BRU: Personnel

Sponsor: Martin
 Requestor: House Labor and Commerce
 Date of Request: _____

Components: Personnel

EXPENDITURES/REVENUES: (Thousands of Dollars)

	FY 86	FY 87	FY 88	FY 89	FY 90	FY 91
OPERATING						
PERSONAL SERVICES	0	165.6	206.5	258.3	322.9	403.0
TRAVEL	0	0	0	0	0	0
CONTRACTUAL	0	70.0	0	0	0	0
SUPPLIES	0	0	0	0	0	0
EQUIPMENT	0	0	0	0	0	0
LAND & STRUCTURES	0	0	0	0	0	0
GRANTS, CLAIMS	0	0	0	0	0	0
MISCELLANEOUS	0	0	0	0	0	0
TOTAL OPERATING	0	235.6	206.5	258.3	322.9	403.0
CAPITAL	0	0	0	0	0	0
REVENUE	0	0	0	0	0	0

FUNDING: (Thousands of Dollars)

GENERAL FUND	0	235.6	206.5	258.3	322.9	403.0
FEDERAL FUNDS	0	0	0	0	0	0
OTHER	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0

POSITIONS:

FULL-TIME	0	0	0	0	0	0
PART-TIME	0	0	0	0	0	0
TEMPORARY	0	0	0	0	0	0

ANALYSIS: Attach a separate page if necessary Attached

Prepared By: Frank Raye, Director *Frank Raye* Phone: 465-4430
 Division: Personnel Date: 1/29/86

Approved by Commissioner: Eleanor Andrews *Eleanor Andrews* Date: 2/6/86
 Agency: Department of Administration

Distribution (by Agency preparing fiscal note):

- Legislative Finance
- Legislative Sponsor
- Requestor
- Office of Management and Budget
- Impacted Agency(ies)

CONTINUATION of FISCAL NOTE ANALYSIS

For Bill/Resolution No. HB 511

SUBJECT OF PROPOSED BILL:

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RESPONSE TO FISCAL NOTE
HB 511

In light of the overstated fiscal note provided by the Division of Personnel, I would like to take a few minutes to clarify the effect of HB 511. I have copied and marked the position paper so that you can easily follow as I refer to various sections of the paper. The Division's main points are underlined.

1. The effect of section 1 [of the bill] would be to provide preference in state employment to a limited number of the members of a specific profession....

This same preference, in the form of extra points, is not uncommon within the Division of Personnel. Points are awarded for a number of things, ranging from pertinent experience to formal education. What is uncommon is a statutory mandate. A legislative mandate as provided in this bill appears to be the only way to accomplish the CPS point preference, since Division of Personnel is reluctant to otherwise acknowledge the advanced skills, training and commitment of the CPS.

2. The legislation as written could...be construed to provide employment preference in...classifications outside the secretarial profession....

This objection has been addressed in our proposed Amendment #1, which limits the preference to those in "secretarial and clerical job classes."

3. There are no current provisions...which give automatic monetary incentives for professional achievement among state employees.

and

4. Providing different pay for...the same job classification...is also contrary to the principle of equal pay for equal work.

If we give equal pay for equal work, why do we pay non-degreed substitute teachers less than substitutes holding a degree? Why are teachers with a masters degree paid more than one with a bachelors degree? Because these higher paid employees are better qualified, so we reward them with money. This is not a new concept. If there is no value to formal education, certification or other evidence of competence, then why do we require these things at all?

5. There is no intention to exclude members of collective bargaining units.
6. This will be referred to later.
7. Section 1 would require a validation study...in order to identify the job related skills the exam tests for.... [Then] an exhaustive review of all State job classifications would be required... (\$60,000)

The CPS test is a nationally recognized certificate. Other states have enacted legislation almost identical to the legislation before you today. In your packets you have copies of laws enacted by the states of Tennessee and Maine.

It is my understanding that, in order to comply with Equal Opportunity laws, the State does in fact have to somehow evaluate this test. Given that other states have successfully implemented the same legislation, it is safe to say that this test is a lawful, nondiscriminatory measure of ability. However, since the validation must take place and is a one-time expense, I will not argue further with this figure.

As for identifying the job classes that would be affected, the legislature will do so with the adoption of Amendment #1.

8. ...The Division of Personnel would have to rewrite the two most complex programs in the applicant tracking system. (\$10,000)

If there is some reason why this revision is necessary, why can't the employment preference be included in any revisions resulting from the "current Classification Study" referred to in Argument #6--with no additional fiscal impact?

- 9, 10 and 11: [The assumption is made that all 437 State secretarial employees would qualify for the pay increase by 1991] (\$9,882,000 total)

Here we have a groundless argument. The Division of Personnel assumes that, because a secretary stands to gain approximately \$70 a month, every secretary in the State's employ will rush out and pass the CPS test. It is true that, potentially, 437 employees might pass the test. True, but highly unlikely. Of the 5,754 secretaries in Alaska, only 149 are CPSs. That is less than 3% of the secretaries statewide--and Alaska has the highest number of CPSs per capita in the United States! Why should the State of Alaska assume that 100% of its secretarial employees will attempt and pass the CPS exam in order to gain about \$800 a year? Does this strike you as reasonable? Likely?

Conclusion:

I must repeat that the CPS examination is rigorous and difficult--a true test of a secretary's skill, knowledge and commitment. We can certainly afford the \$15,000 or so per year that it might cost the State to attract and retain competent, dedicated secretaries.

I strongly urge your swift, unanimous passage of HB 511 and HCR 40, with adoption of the proposed amendments and a new fiscal note.

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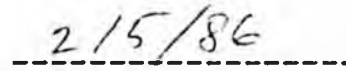
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Frank Raye, Director
Division of Personnel

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Date

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Commissioner Eleanor Andrews
Department of Administration

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Date

REP. TERRY MARTIN

ELECTIVE DISTRICT 13
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EUMENIDORE AFB
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Alaska House of Representatives

MEMORANDUM

Date: February 7, 1986

To: Representative Mike Navarre, Chairman
House Labor & Commerce Committee

From: Representative Terry Martin *TMM*

Subject: Proposed Amendments to HB 511
relating to Certified Professional Secretaries

Amendment Number 1

This amendment is being offered to clarify that the one-step salary increase and the job preference/advanced step hire portions of this bill would apply only to secretarial and cleric_1 job classes. I am submitting this amendment because the Division of Personnel indicated apprehension that, since the Certified Professional Secretary examination covers so many topics, it might affect too many people. Although this is unlikely, in that very few people who are not secretaries will take the examination, it seemed reasonable to amend the bill so that we are specifying exactly to whom this bill will apply.

Amendment Number 2

In recent correspondence with various Certified Professional Secretaries around the state, it has come to my attention that I neglected to include the other professional secretarial arm in this bill; namely, Professional Legal Secretaries (PLSs).

The PLS test is almost identical to the CPS test, in that it is a rigorous measure of a secretary's skills and abilities. However, it adds to the examination sections relating specifically to skills necessary to a competent legal secretary. The manner and level of testing is comparable to that of the CPS test, and is as esteemed a rating as the CPS. It is my own unfortunate oversight that the PLS was not included in the original bill.

I have attached materials relating to the PLS examination. For your information, there are currently only 21 Professional Legal Secretaries in the state of Alaska. Alaska, by the way, ranks first per capita in the United States in numbers of both Certified Professional Secretaries and Professional Legal Secretaries--quite a distinction.



Utermohle

A M E N D M E N T

#1

Offered in the HOUSE

BY MARTIN

TO: HB 511

Page 5, lines 15 - 17, delete all material after "in" and insert:

" secretarial and clerical job classes; and"

A M E N D M E N T

#2

Offered in the HOUSE

BY MARTIN

TO: HB 511

Page 5, line 15, after "secretary" insert

"or professional legal secretary"

Page 5, line 17, after "exam" insert

"or the professional legal secretary exam"

Page 5, line 21, after "SECRETARIES" insert

"AND PROFESSIONAL LEGAL SECRETARIES"

Page 5, line 23, after "secretary" insert

"or professional legal secretary"

Page 5, line 27, after "secretary" insert

"or professional legal secretary"

Page 5, line 29, after "exam" insert

"or the professional legal secretary exam"

REP. TERRY MARTIN

ELECTIVE DISTRICT 13
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Alaska House of Representatives

MEMORANDUM

Date: January 30, 1986
To: Representative Mike Navarre
Chairman, House Labor and Commerce Committee
From: Representative Terry Martin
Subject: House Bill 511

"An Act relating to certified professional secretaries"

This bill will reward secretaries employed by the State of Alaska who pass all portions of the Certified Professional Secretary Examination and receive the certificate of Certified Professional Secretary (CPS).

As you may be aware, the CPS exam is a rigorous test of a number of business, techniques and knowledge of behavioral science in business, business law, economics and management, accounting, office administration and communication, and office technology. There are minimum requirements for secretarial experience, including the requirement that the applicant be employed as a secretary, with credit given for higher education.

Because the test is so difficult (I have attached sample questions from the CPS exam), any secretary achieving the CSP rating demonstrates superior skills and professional commitment. Knowledgeable employers in the private sector often give hiring preference to job applicants with the CPS; correspondingly, most employers will do their best to retain their CPS's.

I see twofold benefits to this bill: 1) Secretaries who achieve the CPS rating will be financially rewarded in recognition of their hard work and superior achievement; and, 2) the State of Alaska will benefit in employing professional secretaries who view their jobs as worthwhile careers, bringing a higher caliber of job performance and commitment to the workplace.



January 30, 1986

Finally, it should be recognized that Alaska rates first in the nation in terms of certified professional secretaries per capita.

The fiscal impact of this bill will be low. Of the 5,754¹ secretaries in Alaska, 437 (or 7.6%) are employed by the State of Alaska.² There are 149 CPSs in Alaska³, so only 2.6% of all secretaries in Alaska are CPSs. 2.6% of 437 = 11.4--so only 11½ secretaries employed in State government are likely to be affected.

Although there are several salary ranges for the various secretaries employed by the State, an average range would be Secretary II, at a Range 11. Over half of all the secretaries in state government, regardless of range, are at a Step C or below. So we are assuming the average CPS would be paid at a Range 11-C at the time they receive their rating. Range 11-C pays \$2072 per month. A one step salary increase (to 11-D) would bring this wage to \$2135 per month--an increase of \$63 a month, or \$756 per year.

Therefore, the fiscal note on this bill should be $756 \times 11.5 = \$8,694$ per year for the estimated 11.5 secretaries affected. To be incredibly generous and assume that twice the estimated number of CPS's are or will be employed by the State at Range 11-C and subsequently stepped up to Range 11-D, for a total of 23 CPS's, would bring the annual fiscal note to \$17,388.

The bill also gives hiring preference to CPS's, and authorization to hire a CPS at an advanced step.

As you can see, this bill will not have a large financial impact on the budget; at least not visibly. The invisible impact on the State's operating budget will likely be this: the State will have to invest less time and money in retraining secretarial personnel, because when it hires a CPS, it hires a person with commitment to a profession; a person likely to bring more stability, skills, professionalism and longevity to the job being filled.

I strongly urge you to pass HB 511. If you have any questions, I'd be happy to respond.



Representative Terry Martin

jfh

attachments

- 1 "Alaska Occupational Information", Alaska Department of Labor, page 25, table II-1, published January, 1985.
- 2 Alaska Department of Administration, Division of Personnel.
- 3 Patti Rizer, Anchorage Community College, Office Occupations Department.

QUALIFICATIONS CHECKLIST FOR APPLICANTS

- A. When secretarial experience is completed before taking the examination, one (1) year of the required experience must have been for twelve (12) months continuous with one employer in the past five (5) years and the total required experience within the past twenty-five (25) years. Current employment will be computed through December 31 prior to the examination. When these criteria are met, one of the following educational and experience requirements shall apply:
1. If a high school graduate, equivalent or less, six (6) years of verified secretarial experience.
 2. If one (1) year of post high school formal education, equaling 30 credit hours, five (5) years of verified secretarial experience.
 3. If two (2) years of post high school formal education, equaling 60 credit hours, four (4) years of verified secretarial experience.
 4. If three (3) years of post high school formal education, equaling 90 credit hours, three (3) years of verified secretarial experience.
 5. If four (4) years or more of post high school formal education, equaling 120 credit hours, two (2) years of verified secretarial experience.
- B. A full-time employed secretary or college/university student may take the CPS_® Examination prior to meeting the foregoing requirements; however, all educational and satisfactory secretarial experience must be obtained before certification is granted.
1. All requirements must be met within six (6) years of the date of approval of the application to take the examination.
 2. Full-time employed secretaries must submit verification of current secretarial employment with the application; and all experience and educational verification available.
 3. Proof of any remaining balance of experience and education must be received in PSI Headquarters by June 1 in order to be processed for the current year. Candidates who have passed all six (6) parts of the examination and who submit proof of education and experience after June 1 will be certified the following year.

General Qualifications Information

Membership in Professional Secretaries International is not a requirement.

Business educators must submit verification of a minimum of 12 months of accumulative secretarial experience within the past 25 years and a letter of employment verification from school where currently employed.

For the purpose of evaluating experience, no period of less than 2 months of continuous employment will be counted. Part-time and/or volunteer secretarial experience is acceptable provided at least 20 hours a week are worked.

PREPARATION POINTERS FOR THE EXAMINATION

Every effort is made in the CPS_® Examination to adhere to the common office experience familiar to any good secretary. Secretaries who have already passed it assist in its preparation.

However, some of the examination is necessarily based on information which must be obtained by the secretary through formal education and informal reading. The Institute believes that a top-level secretary should have basic knowledge of economics, business organization, psychology, accounting, and business law from which to draw as required on the job. Courses offered in many schools and review of basic texts in the fields of the examination will probably be essential if you are to pass the various parts.

Finally, the examination is predicated on the premise that any competent secretary will be thoroughly familiar with modern developments in secretarial practices and procedures, will be aware of developments in office management and technology, will be competent in

transcription and composition skills (although these skills are not tested in the examination by the recording of notes and transcribing them on a typewriter) and know how to apply the principles of good human relations.

To assist candidates, the Institute for Certifying Secretaries has prepared material which may be ordered using the coupon below. Of course, study of the recommended material does not guarantee that you will pass, but it should certainly guide your intelligent preparation for the examination.

SIX STUDY REVIEW MANUALS FOR THE CPS EXAMINATION

Parts I, II, IV available in October; Parts III, V, and VI available in December.

Contact: Marketing Manager, Occupational Publishing Division, John Wiley & Sons, 605 Third Avenue, New York NY 10158.

TO ORDER CPS_® STUDY MATERIALS FROM PSI

Mail to: Order Department, Professional Secretaries International
2440 Pershing Rd. G-10, Kansas City MO 64108-2560

Please send the item(s) checked to:

Name _____

Street Address _____

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State Prov _____

Zip PCID _____

- | | |
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| <input type="checkbox"/> CPS _® OUTLINE AND BIBLIOGRAPHY | \$2.75 |
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| <input type="checkbox"/> TIME SCHEDULE FOR CPS _® REVIEW
(For planning Review Course) | \$2.00 |
| <input type="checkbox"/> <i>The Secretary</i> (1-year, 9 issues) | \$12.00 |

Enclosed (U.S. Funds) \$ _____

(Shipping is included in cost of all materials.)

A sampling of questions...



certified professional Secretary. EXAMINATION

Certified Professional Secretary®, CPS®, is the registered service mark for the rating that has become the recognized standard of the measurement of secretarial proficiency.

Since the first Certified Professional Secretary Examination in 1951, 17,257 have achieved the CPS rating.

To attain the CPS rating, a secretary must meet certain education and work experience requirements, and pass the two-day examination. The six-part examination is administered annually in May by the Institute for

Certifying Secretaries, a department of **Professional Secretaries International**. Although advantageous, membership in PSI is not required to become a CPS.

The CPS Examination covers six parts: behavioral science in business, business law, economics and management, accounting, office administration and communication, and office technology.

For additional information and application to sit for the examination request a free copy of Capstone from PSI.

The 1984 CPS Examination will be administered May 4 and 5. Deadline for application is December 1.

Preface

The sampling of questions from the CPS Examination battery was prepared for CPS candidates to provide a general overview of the objective parts of the examination. The questions are intended to be representative of the content which is examined and to demonstrate the format in which the questions are cast.

The number of questions in the sample tests is not commensurate with that in the CPS Examination. There is no intent to suggest that familiarity with the sample questions will insure a candidate's success on the entire CPS Examination battery.

The Institute for Certifying Secretaries does recommend

that taking objective examinations be an important part of any CPS study program. Use of this sample will be a worthwhile experience for candidates and a good guide for instructors who wish to develop other examinations for their study courses.

Each item consists of a question or of an incomplete

statement followed by four choices. For each item you are to decide which one of the four choices best answers the question or completes the statement; then on the answer sheet you are to blacken the space having the letter of that choice. The answer key is included for your grading.

ANSWER SHEET For Sampling of Test Items

For each item you are to decide which one of the four choices BEST answers the question or completes the statement; then on this answer sheet you are to blacken the circle having the letter of that choice.

PART I				PART II				PART III				PART IV				PART V				PART VI				
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No claim is made that study of this material will ensure the passing of the examination.

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BEHAVIORAL SCIENCE IN BUSINESS

- A readiness or inclination to react favorably or unfavorably to objects or symbols in the environment is called a (an)
 - attitude.
 - group norm.
 - perceptual norm.
 - prejudice.
- Attainment of immediate satisfaction about a desired goal or purpose through the use of imagination is called
 - fantasizing.
 - idealization.
 - identification.
 - sublimation.
- Last week I came home from work upset because a project I had just completed was changed drastically by my supervisor, requiring everything to be redone. Then I found my husband eating a piece of the cake I had baked for our PTA bake sale. I flew off the handle. This is an example of
 - displacement.
 - regression.
 - projection.
 - sublimation.
- The leadership characteristic considered MOST important for the successful functioning of a group is the ability to
 - become a member of the group being led.
 - recognize and utilize the attitudes and needs of the group.
 - transmit the organizational objectives to the group.
 - understand what motivates the members of the group.
- In a learning situation, a sense of personal progress and accomplishment as well as encouragement provided by an outsider such as a supervisor is an example of
 - motivation.
 - negative feedback.
 - reinforcement.
 - repetition.
- The MOST effective type of communication for overcoming resistance to change
 - is downward to all employees who will be affected by the change.
 - is downward and upward among all involved in the change.
 - is upward from all employees in the company.
 - involves using the grapevine to inform employees of the change.
- The tendency to attribute our own feelings and attitudes to others is called
 - compensation.
 - compulsion.
 - projection.
 - rationalization.
- Which one of the components of the personality theory developed by Freud would be most likely to help her make a rational approach in a crisis situation?
 - Ego
 - Id
 - Psyche
 - Super-ego
- Under which one of the following types of leadership are hostility and apathy MOST likely to appear?
 - Autocratic
 - Democratic
 - Participative
 - Representative
- An employee is motivated extrinsically by
 - financial rewards.
 - interests.
 - needs.
 - the nature of the work to be done.
- The skill that increases in importance as one moves from the supervisory level to middle management is
 - conceptual.
 - experimental.
 - organizational.
 - technical.
- In group dynamics, research indicates that
 - achievement-motivated people will work only with their friends.
 - groups produce fewer ideas than individuals working alone.
 - leaders have difficulty accepting their right to influence others.
 - the task leader and social leader are generally two different people.
- In a pre-employment test, Jo is given a stack of materials to read, analyze, and mark for action. This type of training is called
 - an action technique.
 - an achievement test.
 - competency test.
 - in-basket technique.
- A formula developed by Robert Gunning to determine the educational level of written material is the
 - California Readability Formula.
 - Comprehension Index.
 - Fog Index.
 - Readability Ease Formula (REF).
- In an employment interview, Jim said, "I had to assume responsibility in my present job." The interviewer responded with, "Exactly how did you do this?" This is what type of question?
 - Leading
 - Loaded
 - Mirror
 - Probing

Part II

BUSINESS LAW

- Burke contracted to work as a pharmacist for the Beebe Pharmacy for four years. This was an oral agreement made in the presence of others. Beebe Pharmacy discharged Burke six months after hiring her. May Burke retain her job?
 - No. The contract could not be completed in one year and should have been in writing.
 - No. A pharmacist's services are not unique.
 - Yes. The agreed upon period had three and one-half years to run.
 - Yes. Assuming the witnesses can be produced, the evidence is supportable.
- Mason, a ghost writer, agrees to prepare a speech for Pepping. Mason cannot complete the speech and, without Pepping's consent, turns the work over to another writer to complete. Under these circumstances, which of the following statements is TRUE?
 - All of the following statements are true.
 - Pepping is not obligated to pay because this is a voidable contract.
 - Pepping is obligated to pay because this is an automatic assignment.
 - Pepping is not obligated to pay because contracts for personal services cannot be assigned.
- Alderman borrowed \$300 from Vidals and signed a five-month promissory note. Three months after Alderman wrote the note, he painted Vidals' house and submitted a bill for \$500. Vidals endorsed the note to Behrens, a holder in due course. Under proper presentment by Behrens, Alderman refused to pay the face of the note, claiming he owed only \$300. Behrens may collect from Alderman the full amount of the note because
 - a counterclaim is a personal defense not good against a holder in due course.
 - a counterclaim is a real defense good against a holder in due course.
 - a holder in due course has superior rights.
 - Vidals endorsed the

- note incorrectly.
- The method of making available for the payment of one's debts certain property which is in the possession of a third person is called a
 - garnishment.
 - judgment claim.
 - writ of attachment.
 - writ of execution.
 - Williams, as agent for Murray, enters into a contract with Peters. Williams informs Peters that she is acting as agent for another but does not identify her principal. If Murray fails to fulfill her part of the contract,
 - Murray, as principal, is the only party liable to Peters.
 - Peters has no recourse since Williams informed her that she was acting as an agent for someone else and she does not know the identity of the principal.
 - Williams and Murray, if Murray's identity as principal can be ascertained, are both liable to Peters.
 - Williams, only, is liable to Peters because she failed to disclose Murray was her principal.
 - Alex sued Bill seeking a table lamp that Bill had in his possession. Alex claimed the lamp was made by his great grandfather and was a family heirloom. Alex was successful in the lawsuit, but Bill would not relinquish possession. Alex should seek a
 - writ of sequestration.
 - writ of habeas corpus.
 - writ of mandamus.
 - writ of quo warranto.
 - A tenant, who had a lease for a year, holds over and pays rent which is accepted. The tenant
 - has a periodic tenancy.
 - has a tenancy at sufferance.
 - has a tenancy at will.
 - is a trespasser.
 - Jones purchased a lawn mower from a local store. When he was using it, he was severely cut because the blades were defective. Jones lives in a region

- which recognizes strict liability; therefore, against whom would he bring suit?
 - All in the chain of supply.
 - The distributor.
 - The local store.
 - The manufacturer.
- Which of the following is considered to be a "real defense" as opposed to a "personal defense" relating to negotiable instruments?
 - Breach of contract
 - Fraud in the execution
 - Fraud in the inducement
 - Lack of consideration
- Moore received an unopened book in the mail with an invoice for \$9.95. Which one of the following is TRUE?
 - Moore does not need to pay for the book nor return it.
 - Moore must pay for the book.
 - Moore must return the book if she does not pay for it.
 - Moore must write the company and explain why she does not want the book.
- An agent may attempt to do an act on behalf of a principal that was not authorized. The principal in such a case may either

- ratify the act or ignore it. If the principal chooses to ratify the act, which one of the following conditions holds true?
 - The agent is still liable because he acted without authority.
 - The principal must ratify the entire transaction.
 - The principal only need ratify the portion of the act satisfactory to the principal.
 - The principal was not capable of authorizing the act at the time of the transaction, but now has the authority.
- An injury was sustained by a customer using a cleaning product in the home. The customer wanted to sue the manufacturer for a defect in the product. This is possible if
 - the customer followed instructions on the label.
 - the customer proved the product caused the injury.
 - there was defect in the product which was caused or not removed by the manufacturer.
 - treatment for the injury amounts to \$100 medical expenses.
- Bates makes an offer to Barnum which he would

- like to accept with one small exception. Barnum writes to Bates accepting and drawing attention to the point of difference. Do they have a valid contract?
 - No, because it was sent through the mail.
 - No, because the acceptance must have the same content as the offer.
 - Yes, because Barnum sent it back accepting.
 - Yes, a small change has no effect on a binding contract.
- When one person transfers possession of personal property to another for a specific purpose and the property is to be returned upon accomplishment thereof, the transaction is considered a
 - bailment.
 - conditional sale.
 - consignment.
 - contractual agreement.
- An agency may be created to perform any act which the principal could lawfully do, such as
 - make application for license.
 - make a will.
 - swear to the truth of documents.
 - testify in court.

Part III

ECONOMICS AND MANAGEMENT

- Minimum-wage legislation finds its roots in the concept of
 - Equilibrating Theory.
 - Marginal-Productivity Theory.
 - Standard-of-Living Theory.
 - Supply-and-Demand Theory.
- Workable competition results when
 - a variety of products is purchased by consumers.
 - a willingness to earn representative profits for each unit of output exists.
 - comparable commodities are purchased by

- well-informed consumers.
 - the size of the firm is small compared to the total demand.
- As a quantitative means for decision making, simulation
 - is used when few variables are present.
 - converges as a systematic trial-and-error approach to complex problems.
 - tests the alternatives only once.
 - uses mathematical formula to calculate the answer.
- A distribution which has the same mean, median,

- and mode is a
 - negatively skewed distribution.
 - positively skewed distribution.
 - regular distribution.
 - symmetrical distribution.
- in the management-by-objectives approach, when the objectives at each organizational level contribute to those at the next higher organizational level, the outcome is referred to as
 - a division objective.
 - a hierarchy of objectives.
 - measurable goals.
 - the overall product or

service objective.

6. Fiscal policy is a course of government action to stabilize the level of national output through

A careful regulation of the volume of foreign trade.

B encouraging businesses to make investments at certain critical times.

C expanding and contracting the money supply through Federal Reserve controls.

D use of government's taxing and spending powers to control the total volume of purchasing power in the economy.

7. Banks are required to maintain legal reserves

A allow Federal Reserve authorities to control the amount of demand deposits that member banks can create.

B guard against "bank runs."

C insure the public's deposits are safe and liquid.

D prevent commercial banks from becoming too profitable.

8. The best way to solve the problem of information overload is to

A develop and maintain various specialized channels of information.

B filter out some information in accordance with ability.

C hold managers responsible for the information they transmit.

D process information immediately.

9. Which of the following is NOT an advantage of converting to the metric system?

A It is a decimal system.

B It provides for precise measurement.

C It simplifies trade between countries.

D Workers can easily be trained to use the new system.

10. "Multiple expansion of bank deposits," or the creation of money, occurs with the

A acceptance of loan deposits.

B deposit of reserves in Federal Reserve Bank.

C exchange of demand deposits for the IOUs of business and individuals.

D sale of government bonds.

11. Which of the following legislation encouraged union growth?

A Taft-Hartley Act

B Wagner Act

C Fair Labor Standards Act

D Charles-Winters Act

12. Which of the following would be one of Herzberg's motivational factors?

A Growth possibilities

B Job security

C Pleasant working conditions

D Supervision

13. The organizational structure in which the manager in charge has the responsibility for getting results through employees who report directly to another manager or who have dual reporting responsibilities is

A divisionalized structure.

B functional structure.

C matrix structure.

D mechanistic structure.

14. The Program Evaluation Review Technique (PERT)

A illustrates the relationship between costs and benefits of projects.

B provides a means of

obtaining a probability estimate of time to complete activities.

C provides the ability to predict changes in profits under various operating conditions.

D shows clearly the effect of sales beyond the break-even point on profit.

15. Having fewer machines or women in a particular job classification (one or a group of jobs having similar content, wage rates, and opportunities) than would reasonably be expected by their availability is known as

A affirmative action.

B racial discrimination.

C systemic discrimination.

D underutilization.

PART IV

ACCOUNTING

1. A corporation with a net capital loss

A is entitled to deduct all of the loss.

B is entitled to deduct 50 percent in the same year.

C must deduct it from other income first.

D must first carry it back three years, then forward five years and deduct it from any capital gains of those years.

2. One advantage of a partnership is

A income taxes are paid by the partnership from the revenues earned.

B limited personal liability for the debts incurred.

C personal rights to the assets contributed are retained.

D the opportunity to bring together sufficient capital and skills.

3. A lump-sum write-off of part or all of the remaining cost of an intangible asset with limited legal life

A is justified if the company is in a loss position.

B is required when the asset is sold or other-

wise acquired by another company through merger or acquisition.

C is required when the remaining amortization schedule is no longer representative of the intangible's contribution to future revenues.

D should be debited to Retained Earnings if the value of the asset has become impaired.

4. The cost actually incurred by a company in acquiring an asset is known as the

A book value.

B carrying value.

C historical cost.

D replacement cost.

5. What rule is followed when a small loss is involved in plant asset exchanges and there is a negligible effect on periodic net income?

A Objectivity principle

B Present-value concept

C Principle of materiality

D Realization principle

6. When a note receivable is dishonored,

A it is charged back to the maker's account.

B it is debited to cash.

C it is impossible to attempt further collection.

D the maker is relieved of obligation.

7. An example of a revenue expenditure is a

A battery for the company automobile.

B piece of new machinery.

C piece of second-hand machinery.

D truck.

8. To minimize the possibility of inefficiency, errors, and fraud, assignment of a sequence of related operations should be the responsibility of

A one department within the company.

B one individual.

C the owner of the company.

D two or more persons.

9. What is the effect if Alan Company gives a note to a creditor instead of paying the account with cash?

A Debit Accounts Payable and credit Notes Payable.

B Debit Cash and credit Accounts Payable.

C Debit Notes Payable

- and credit Accounts Payable.
- D Note grants indefinite extension of time for payment of account.
10. When a corporation buys bonds at premium, the effective rate of interest earned will be
 A less than the contract rate of interest stated on the bonds.
 B more than the contract rate of interest stated on the bonds.
 C the face value divided by the interest accrued.
 D the face value divided by the original cost.
11. The establishment of specific goals for future operations and periodic comparison of actual results are essential to
 A break-even analysis.
 B budgeting.
 C determining operating income.
 D unit costing.
12. If an employer wanted protection against losses incurred due to the dishonest acts of his/hur employees, the employer would purchase
 A contract bonds.
 B fidelity bonds.
 C maintenance bonds.
 D surety bonds.
13. A Statement of Changes in Financial Position is also commonly called
 A cash provided from operations.
 B a consolidated income statement.
 C a funds statement.
 D working capital flow.
14. The items below are included in the January 1 opening balance sheet of Elizabeth Good, proprietor of Good's Bakery:
 Accounts Receivable \$ 100
 Accounts Payable 750
 Accrued Salaries 75
 Cash on Hand 700
 Equipment 4,350
 Accumulated Depreciation 500
15. When the units in the ending inventory are priced at the average unit cost of the merchandise on hand during the entire fiscal period, the company is said to be using the
 A FIFO method.
 B LIFO method.
 C perpetual method.
 D weighted average method.

PART V

OFFICE ADMINISTRATION AND COMMUNICATION

1. As soon as the secretary learns her employer is planning a trip, she should begin to
 A accumulate pertinent information and material and place it in a folder--all correspondence, memos, and other related papers.
 B make plans for reeking the filing system and catching up on work she hasn't had time to do.
 C make reservations and prepare a tentative itinerary.
 D mark it on the calendar and contact a travel agency.
2. If the time limit set by the airline for redeeming unused tickets has expired, the ticket can still be redeemed for a properly cancelled reservation at
 A the airline ticket office.
 B the main office of the airline.
 C the travel agency arranging the trip.
 D all of the foregoing.
3. A passport is valid for
 A six months.
 B one year.
 C five years.
 D trip that it was issued for only.
4. The vertical file in a public library is
 A a collection of bulletins, pamphlets, and reprints.
 B frequently not as current as information appearing in a book on the subject.
 C so-called because the materials are kept in folders on shelves.
 D all of the foregoing.
5. Terminal-digit filing is
 A characterized by a combination of letters and numbers.
 B an expansion of a numeric system.
 C an entirely new filing system.
 D to read from left to right.
6. In a bibliography, the proper sequence of information for an article appearing in a magazine is
 A Chamberlain, J., "Your Writing Can Get Action," *Nation's Business*, 45:62-5, September, 1969.
 B Chamberlain, J., *Nation's Business*, "Your Writing Can Get Action," 45:62-5, September, 1969.
 C *Nation's Business*, 45:62-5, September, 1969, Chamberlain, J., "Your Writing Can Get Action."
7. Which of the following considerations is PRIMARY in the preparation of business correspondence?
 A Conciseness
 B Company policy
 C Reader orientation
 D Sentence structure
8. If a conference reporter is employed, which one of the following responsibilities does he assume for the secretary?
 A Organizing and editing the papers and dictation following their presentation.
 B Processing the report.
 C Securing copies of papers presented.
 D Securing mailing addresses of conference participants who want a conference report.
9. Information to be included in the notes of a stockholder's meeting is determined by the
 A articles of association.
 B bylaws of the corporation.
 C code of ethics of the corporation.
- D legal department of the corporation.
10. You have been asked to gather data on "Zero-Basis Budgeting." To determine what publications, if any, have been written on this subject, you should first consult which one of the following?
 A *Cumulative Book Index*
 B *Guide to Reference Books*
 C *How and Where to Look It Up*
 D *Information Please Almanac*
11. *Thesaur's International Rogatus* classifies words according to
 A letters, parts of speech, synonyms, antonyms.
 B synonyms only.
 C synonyms with pronunciation.
 D all of the foregoing.
12. To learn about a company's history, facilities, products, officers, and income statements, the secretary would consult
 A *Harvard Business Review*.
 B *AfacPas's Blue Book*.
 C *Moody's Bank and Finance Manual*.
 D *Sources of Business Information*.

SUCCESSFUL STATE RECOGNITION TO DATE

- Florida -- Director of Personnel incorporated CPS in class specifications of Secretary III through Executive Secretary III, and placement on registers for consideration for promotion without further testing. Memorandum issued May 20, 1971.
- Illinois -- University Civil Service System added CPS in class specifications. In 1979 the Illinois Department of Personnel stated recognition of significant attainment and determined that for certain state positions requiring college training or experience in the business administration field, certification as a professional secretary can appropriately be recognized as being equal to the completion of two years of college training. This was implemented on April 1, 1979.
- Indiana -- The minimum qualifications required in applying for jobs will be modified to reflect the importance of the CPS Program and allow employees to qualify for promotions as of February 1, 1979. The State Personnel Division is pursuing the possibility of awarding additional recognition and/or monetary rewards.
- Iowa -- Iowa has two merit systems in state employment. The Iowa Merit Employment Department, in 1978, incorporated CPS in class specifications of Secretary I through Administrative Assistant I and II, and Administrative Officer I. It was stated that the Extra Meritorious Increase ruling would be relevant to the pay issue.
- The Iowa Board of Regents Merit System has included CPS in class specifications of Secretary III and IV, and Office Coordinator I and II. Effective July 1, 1979.
- Kentucky -- One-step increase for CPS rating granted by Department of Personnel--1975.
- Montana -- States recognition of CPS Program, and directs that a system be developed to "provide opportunity for merit pay or productivity bonuses, based upon demonstrated superior job performance; and to implement the system to encourage employee initiative in gaining increased relevant job knowledge such as demonstrated by professional certification." Joint resolution passed in 1979.
- North Dakota -- Bill passed the legislature in 1977, commending CPS in government employment as well as in business and private industry.
- Nebraska -- Director of Personnel gave directive granting merit increase on presentation of certification--1976.
- Tennessee -- 1972 legislation giving automatic two-step increase on CPS certification.
- Virginia -- 1975 legislation giving consideration for promotion for CPS.

Schedule of CPS Review Courses 1983-84

To prepare students for the CPS Examination, Anchorage Community College will offer the following one-credit study courses during the fall and spring semesters. You may register at the first class meeting or at regular registration. *Orientation for the fall semester is September 12 and for the spring semester, January 16.*

FALL SEMESTER

- **PART I: Behavioral Science in Business**
Class meets: 10/3, 10/24, 11/7, 11/28
- **PART II: Business Law**
Class meets: 9/26, 10/17, 11/14, 12/5
- **PART IV: Accounting**
Class meets: 9/19, 10/10, 10/31, 11/21

SPRING SEMESTER

(Meeting dates are tentative.)

- **PART V: Communication Applications**
Class meets: 1/23, 2/13, 3/12, 4/2, 4/23
- **PART VI: Office Administration and Technology**
Class meets: 1/30, 2/27, 3/19, 4/9
- **PART III: Economics and Management**
Class meets: 2/6, 3/5, 3/26, 4/16

All classes meet on Mondays from 5 to 8 p.m.

College Credits for the CPS Rating

Credit for the following courses is granted upon the successful completion of the CPS Examination:

Course No.	Title	Credit
OO 209	Interpersonal Skills	3
or		
Psy 153	Human Relations	3
BA 241	Business Law	3
BA 151	Introduction to Business	3
ACCT 51	Bookkeeping for Business I	3
ACCT 52	Bookkeeping for Business II	3
OO 103	Typing I - Elementary	3
OO 105	Typing II - Intermediate	3
OO 106	Typing III - Advanced	3
OO 131	Comprehensive Business English	3
OO 101	Beginning Shorthand	4
OO 102	Intermediate Shorthand	4
OO 210	Secretarial Procedures	3



Anchorage Community College, 2533 Providence Avenue, provides equal educational and employment opportunities for all, regardless of race, religion, color, national origin, sex, age, handicap, or veteran status.

OFFICE OCCUPATIONS
Business Division
Anchorage Community College
2533 Providence Avenue
Anchorage, Alaska 99508-4670

BUSINESS PROGRAMS

at

Anchorage Community College



Prepare to become
the best you can be

CERTIFIED PROFESSIONAL SECRETARY

The Certified Professional Secretary (CPS)

The Certified Professional Secretary, or CPS, is recognized as the *capstone* of the secretarial profession. The CPS rating offers a significant, measurable, and attainable goal for career-oriented secretaries who want to be identified as exceptional.

The CPS is the least known—and one of the most scarce—of all professionals. Comparatively speaking, the percentage of secretaries who even qualify to sit for the examination is minimal and, of those who do qualify and sit, the percentage who pass all six parts is minute in relation to the number of secretaries working throughout the world. Several years ago research indicated that one in every 4,000 secretaries in America earned the CPS key.

Congressional Record
July 17, 1974



The CPS Examination

Since its inception in 1951, the *CPS Examination* has been continuously developed and administered by the Institute of Certifying Secretaries. Men and women appointed to the Institute include members from top-level business management, from the business education field, and Certified Professional Secretaries who are members of Professional Secretaries International, of which the Institute is a department.

The two-day, six-part examination is administered each year on the first Friday and Saturday in May at Anchorage Community College, as well as at seven other test sites in Alaska.

Preparation for the CPS Exam and College Credit

To help candidates prepare for the six-part exam, Anchorage Community College conducts several one-credit review courses. Anyone who successfully completes the *CPS Exam* is eligible to apply for up to 38 credits toward an Associate degree through the College.

December 1 is the deadline to submit an application to take the *CPS Exam* the following May 1.

For More Information

If you would like more information about our CPS offerings or would like an application for the *CPS Exam*, call:

Patti Rizer, CPS (786-1145)
Donna Bohner, CPS, PLS (786-1141)

EXAMINATION CONTENT

The examination is based upon an analysis of secretarial work with emphasis on judgment, understanding, and administrative ability gained through education and work experience. It includes skills, techniques, and knowledge in the following areas:

Part I: Behavioral Science in Business

Tests the principles of human relations and the understanding of self, peers, subordinates, and superiors. Focuses on the fundamentals of personal needs and motivations, the nature of conflict, problem solving techniques, essentials of supervision and communication, leadership styles, and understanding of the informal organization.

Part II: Business Law

Measures:

- the secretary's knowledge of the principles of business law as they may operate in the work-a-day world (not merely definitions); and
- knowledge of the content and implications of the operation of governmental controls on business.

Part III: Economics and Management

Consists of two major subject areas: economics (35%) and management (65%). Emphasis is on the understanding of basic concepts underlying United States business operations.

Part IV: Accounting

Measures knowledge of the elements of the accounting cycle as well as the ability to:

- analyze financial statements;
- perform arithmetical operations associated with accounting, e.g., computing interest and discounts; and
- summarize and interpret financial data.

Part V: Communication Applications

Measures the secretary's proficiency in preparing communications. Consists of:

- Composing communications from directions given orally at approximately 70-80 wpm (60%); and
- Editing, abstracting, and preparing communications in final format (40%).

Part VI: Office Administration and Technology

Covers subject matter unique to the secretary's position. Includes traditional and contemporary responsibilities created by data processing, communications media, advances in office management, records management, and office systems.

APPROVED

CHAPTER

STATE OF MAINE

NOV 20 1971

33

BY COMMISSIONER

PUBLIC L.

IN THE YEAR OF OUR LORD NINETEEN HUNDRED SEVENTY-ONE

H. P. 973 — L. D. 1334

AN ACT to Provide an Automatic Pay Increase to Classified State Employees Who Pass the Certified Professional Secretary Examination.

Emergency preamble. Whereas, Acts of the Legislature do not become effective until 90 days after adjournment of the Legislature, unless enacted as emergencies; and

Whereas, examinations will be held in May of 1971 under the certified Professional Secretary Program sponsored by the National Secretaries Association; and

Whereas, persons qualifying in May will be needlessly precluded from the provisions of this Act until October unless passed as an emergency;

Whereas, it is the intention of the Legislature, that facts create an emergency within the meaning of the Constitution of Maine and require the following legislation as immediately necessary for the preservation of the public peace, health and safety; now, therefore,

Be it enacted by the People of the State of Maine, as follows:

§ 1. § 5, P. S. 563, amended. The 2nd paragraph of section 5 of Title 5 of the Revised Statutes is amended by adding after the last sentence the following as sentence 2:

Notwithstanding the prohibition against retroactive pay increases, any person who passes the certified professional secretary examination shall be granted an immediate salary increase at the rate of the applicable plan. This salary increase shall be retroactive to the date of the examination. If necessary, an additional step shall be added to the compensation plan to provide for such increase.

Emergency clause. In view of the emergency cited in the preamble, this Act shall take effect when approved.

PUBLIC CHARTER NO. 537

HOUSE BILL NO. 1619

By Mrs. Fleming, Haddell, Murphy (Davidson),
McWhorter, Lowe, Howman, Broyles, Miller, Quales,
Ford (Coske), Stafford, Denton, Byrd, Campbell, Hillis,
Garnes

Substituted for Senate Bill No. 1470

By Ayes

All ACT to provide for an automatic pay increase to public employees
who pass the certified professional secretary examination.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF
THE STATE OF TENNESSEE:

SECTION 1. Any employee in the state service who passes all parts of the certified professional secretary examination sponsored by the National Secretaries Association shall be granted an automatic two-step salary advancement under the state's basic compensation plan. Such an automatic pay increase shall become effective with the next pay period beginning after the employee's passing grades on all parts of the examination are certified by the Institute for Certifying Secretaries or after the effective date of this Act in the case of state employees who are certified professional secretaries on or before the effective date of this Act. The automatic pay increase provided for in this Act shall not affect any such employee's eligibility for any regular merit increase. If necessary, one or two steps shall be added to the compensation plan to provide for the automatic increase provided for by this Act.

CPSS PER CAPITA IN THE UNITED STATES

<u>Ranking</u>	<u>State</u>	<u>1980 Population (from U. S. Census figures)</u>	<u>Total No. of CPSS in 1983</u>	<u>Percentage of CPSS Per Capita</u>
23	AL	3,742,000	304	.00812%
1	AK	403,000	124	.03076%
4	AZ	2,354,000	307	.01304%
37	AR	2,186,000	101	.00462%
28	CA	22,294,000	1586	.00711%
6	CO	2,670,000	336	.01258%
35	CT	3,096,951	177	.00571%
38	DE	594,711	27	.00454%
27	FL	8,594,000	656	.00763%
15	GA	5,084,000	453	.00891%
45	HI	297,000	29	.00923%
16	ID	878,000	78	.00888%
20	IL	11,243,000	964	.00857%
22	IN	5,374,000	441	.00820%
13	IA	2,895,000	259	.00894%
25	KS	2,848,000	131	.00770%
34	KY	3,398,000	202	.00577%
10	LA	3,966,000	372	.00937%
48	ME	1,125,560	28	.00249%
43	MD	4,143,000	151	.00364%
40	MA	5,725,983	236	.00412%
26	MI	9,189,000	705	.00767%
12	MN	4,008,000	365	.00910%
44	MS	2,404,000	84	.00349%

<u>Ranking</u>	<u>State</u>	<u>1980 Population (From U. S. Census figures)</u>	<u>Total No. of CPSs in 1983</u>	<u>Percentage of CPSs Per Capita</u>
7	MO	4,860,000	576	.01185%
24	MT	783,647	61	.00778%
13	NB	1,565,000	140	.00894%
21	NV	662,000	55	.00829%
49	NH	918,959	7	.00076%
42	NJ	7,327,000	281	.00383%
18	NM	1,212,000	106	.00874%
39	NY	17,748,000	795	.00447%
29	NC	5,577,000	396	.00710%
36	ND	652,222	30	.00551%
30	OH	10,749,000	751	.00698%
3	OK	2,880,000	394	.01368%
9	OR	2,444,000	239	.00977%
47	PA	11,750,000	331	.00281%
31	RI	945,761	58	.00613%
22	SC	2,918,000	177	.00606%
33	SD	587,540	41	.00596%
2	TN	4,357,000	1028	.02359%
5	TX	13,014,000	1652	.01269%
19	UT	1,484,680	125	.00859%
50	VT	511,297	3	.00058%
17	VA	5,142,000	454	.00881%
8	WA	3,774,000	374	.00990%
41	WV	1,860,000	75	.00403%
11	WI	4,679,000	430	.00918%
46	WY	468,909	15	.00319%

13. By which of the following actions may a principal motion be treated?
 A To commit.
 B To lay on the table.
 C To reconsider.
 D By all of the foregoing.

14. "Coding" in records management terminology is
 A another name for "classifying" a record.
 B no longer considered an important part of records management.
 C synonymous with "indexing."
 D the actual marking of the record to indicate its placement in the file.

15. The procedure that is aimed at eliminating
 A the actual marking of the record to indicate its placement in the file.
 B wasteful motions in work is called
 C a performance leveling.
 D production recording.
 E time study.
 F work sampling.

13. Combining physiological and psychological elements to develop an efficient work station is called the science of
 A ergonomics.
 B conventional office design.
 C landscape office design.
 D office design.

Part VI

OFFICE TECHNOLOGY

1. The development of the laser printer is extremely important in the information processing industry because it
 A allows more typing per line.
 B creates a light image that indicates where to print the characters as it moves across the page.
 C enables the line count per page to be increased.
 D increases production speed considerably as compared to other printing devices.
2. One of the advantages of ultrafiche is that
 A it is relatively inexpensive.
 B it makes use of computer technology.
 C the process of producing it is relatively simple.
 D very long documents can be stored in very little space.
3. Acoustical panels in an office area
 A do not absorb unwanted noise.
 B provide little visual privacy for the intended user.
 C solve all sound problems.
 D work only as well as the total environment works.
4. Which of the following dialing systems cannot be accessed from outside the office?
 A Centmax
 B PBX
 C PAX
 D PBX
5. A teleprocessing system consists of a
 A central computer with

- off-line data preparation units.
 B a central computer with remote terminals.
 C computer system with teletype facilities.
 D minicomputer with acoustic couplers.
6. The term "leased voice-band lines" is associated with
 A communication systems.
 B intracompany paging systems.
 C microwaves.
 D television circuits.
7. Work simplification can be described as
 A an evaluation and followup procedure.
 B decentralization.
 C systems and procedure analysis.
 D word processing.
8. A combination telephone and teleprinter that enables a subscriber to dial directly any other subscriber and quickly send or receive a recorded message describes a
 A Datacom.
 B Data-phone.
 C Telemeter.
 D Telenet.
9. The processing of a batch of transactions in one continuous operation is referred to as a
 A convention.
 B cycle.
 C run.
 D transaction.
10. The media which provide fast, direct access in a record by computer and do not require a search for a record in sequence are
 A drums and disks.
 B magnetic tapes and cores.
 C microfiches and ultrafiches.

- D punched cards and edge-notched cards.
11. In recent years, organizations have begun turning to a functional floor plan which provides a combination of the following: stationary and supplies storage, mail and communications services, filing and records management, secretarial and clerical assistance and information and retrieval and library facilities. Such services are provided by
 A administrative service centers.
 B communications centers.
 C environmental service centers.
 D futuristic floor plans.
12. Phototypesetting is a printing process that uses
 A direct impression.
 B film.
 C ink.
 D lead plates.

13. Combining physiological and psychological elements to develop an efficient work station is called the science of
 A ergonomics.
 B conventional office design.
 C landscape office design.
 D office design.
14. The process of examining critically the components of a job in order to determine the conditions and duties to be performed is called
 A job analysis.
 B job description.
 C work analysis chart.
 D work division.
15. Which one of the following would be most effective in reducing paper handling?
 A Open office
 B Ticker file
 C Work analysis
 D Word processing equipment

November/December 1980
 Vol. 10, No. 6

OSP Sample Examination									
ANSWER KEY									
1. A	1. C	1. D	1. A	1. C	1. A	1. A	1. A	1. A	1. D
2. A	2. C	2. B	2. A	2. C	2. A	2. A	2. A	2. A	2. D
3. A	3. B	3. B	3. A	3. B	3. A	3. A	3. A	3. A	3. A
4. B	4. D	4. A	4. A	4. D	4. A	4. A	4. A	4. A	4. B
5. C	5. C	5. B	5. C	5. B	5. A	5. A	5. A	5. A	5. C
6. B	6. A	6. D	6. A	6. D	6. A	6. A	6. A	6. A	6. B
7. C	7. C	7. A	7. C	7. A	7. C	7. C	7. C	7. C	7. C
8. A	8. A	8. A	8. A	8. A	8. A	8. A	8. A	8. A	8. A
9. C	9. B	9. A	9. A	9. C	9. A	9. A	9. A	9. A	9. C
10. D	10. B	10. A	10. B	10. A	10. B	10. A	10. A	10. A	10. D
11. A	11. A	11. B	11. A	11. B	11. A	11. A	11. A	11. A	11. A
12. B	12. C	12. A	12. B	12. C	12. A	12. A	12. A	12. A	12. B
13. A	13. C	13. C	13. B	13. C	13. C	13. C	13. C	13. C	13. C
14. B	14. D	14. B	14. A	14. D	14. B	14. A	14. A	14. A	14. C
15. D	15. C	15. D	15. A	15. C	15. D	15. A	15. A	15. A	15. D

PART I PART II PART III PART IV PART V PART VI



professional Secretaries international™

Matanuska Chapter

Palmer, Alaska

February 6, 1986

Mike Navarre, Chairman
Labor and Commerce Committee
House of Representatives
Box V
Juneau, AK 99811

re: HB 511/HCR40

Dear Representative Navarre:

I understand that House Bill 511, which recognizes the importance of the Certified Professional Secretary (CPS) rating, will come before your Labor and Commerce Committee on Wednesday, February 12.

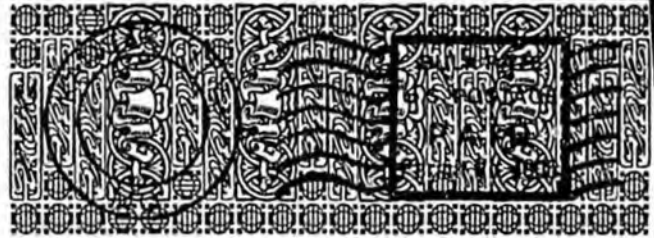
The CPS rating, often misunderstood and seldom acknowledged, has brought professionalism to the secretarial profession. House Bill 511 will educate the public about the CPS rating.

I would appreciate your support of HB 511.

Sincerely,

PROFESSIONAL SECRETARIES
INTERNATIONAL

Melinda Kolivosky, CPS
President, Matanuska Chapter
634 S. Bailey, Suite 201
Palmer, AK 99645



PLACE STAMP ABOVE



professional Secretaries international®

301 East Armour Boulevard • Kansas City MO 64111-1209 • 816/531-7010

For more information about the CPS Examination:

- Yes, send my secretary(s) a free copy of Capstone, with additional information and application to sit for the examination.
- Yes, send my secretary(s) the list of colleges and universities who grant credit hours for CPS.
- Yes, send my secretary(s) more information about membership in Professional Secretaries International.

NAME

ADDRESS

CITY

STATE/PROVINCE

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Please send the same material to:

NAME

ADDRESS

CITY

STATE/PROVINCE

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MANAGERS

THE KEY TO
PRODUCTIVITY
IN YOUR
OFFICE

CPS

CERTIFIED
PROFESSIONAL
SECRETARY

What is the CPS rating?

Certified Professional Secretary®, CPS®, is the registered service mark for the recognized rating that measures secretarial proficiency. The six-part examination is administered annually in May by the Institute for Certifying Secretaries, a department of Professional Secretaries International.

How does a secretary obtain the CPS rating?

The rating is obtained by meeting educational and work experience requirements and passing a six-part, two-day examination.

What are the six parts of the exam?

The six parts of the examination are: behavioral science in business, business law, economics and management, accounting, office administration and communication, and office technology.

What are the common goals of those who seek the CPS rating?

Those who seek the CPS rating have the common goals of pride in their profession, an interest in education, and a desire to develop their skills to a high level.

"Nationwide Insurance has long encouraged pursuit of such professional designations as CLU, CPA, and CPS. Like other professional designations, CPS is an objective indicator of important measurable competences. At Nationwide, CPS is a valuable criterion, though not a requirement, for advancement in the secretarial field. Most of our top executive secretaries are certified and several women with the designation hold significant management positions."

Ohmer O. Crowell
Senior Vice President,
Marketing
Nationwide Insurance
Columbus OH

How many secretaries have achieved the CPS rating?

Since the first CPS Examination in 1951, 18,398 secretaries have achieved the CPS designation.

How does the CPS benefit you and your company?

The employee in your company who works to attain the CPS rating is investing in a career. Your employee who attains the

"We at Daniel have been pleased in what the CPS program has done for us and our employees. This certification focuses attention on the professional aspects of secretarial work and, in doing so, reminds all of the critical contributions a professional secretary makes to a business enterprise."

Ies McCraw
President
Daniel International
Greenville SC

CPS rating will have a wealth of knowledge to draw upon when faced with difficult office situations and will be able to handle problems as they arise on the job. Your secretary will be prepared to take on broader administrative responsibilities, thus freeing you for executive duties.

What does your company gain from the CPS Examination?

The application of job knowledge and skill gained through preparation for the CPS Examination ensures a knowledgeable, professional member of the management team for you and your company. The benefits will last a career. The effects spread beyond the individuals involved.

What can you do to promote CPS in your company?

Encourage your secretary to strive for professional development through attainment of the CPS rating. Inform company secretaries about the CPS program by periodically posting information on the bulletin board or putting it in your company publication.

Join the many companies in both the private and public sector which offer tangible forms of encouragement to those aspiring to be a CPS.

What are common precertification programs?

Precertification encouragement programs most commonly include:

- In-House study program
- Tuition-paid plans for preparatory class studies and review courses
- Books for self-study programs
- Processing and examination fees paid by employer
- Compensated time off for taking the examination
- Educational and professional seminars

"I believe there is no substitute for professionalism in any job in any organization. It is management's responsibility to cultivate this spirit, and the rewards for doing this are the high standards, increased productivity, and personal satisfaction that professionals contribute to a business. The CPS program has my support because it reflects my commitment to promote the secretarial skills and values that are vital to Utah Power and Light Company."

James C. Taylor
President & Chief Operating Officer
Utah Power and Light Company
Salt Lake City UT

What are typical post certification programs?

Post certification encouragement programs frequently include one or more of the following:

- Automatic annual salary increase for certification
- Bonus for achieving the CPS rating
- Extension of maximum salary range in present position
- Priority consideration for promotion as advanced positions become available
- Continuing education seminars

What does the American Council on Education recommend?

The American Council on Education recommends 32 semester hours of academic credit for CPS. Many colleges and universities are granting automatic credit hours to those who have attained the CPS rating who enroll in degree programs.

Are study manuals available?

Individual study manuals and an instructor's manual for all parts of the CPS Examination have been published through a joint venture between Professional Secretaries International and John Wiley & Sons, New York City. For additional information about the manuals, contact: John Wiley & Sons, Inc., Order Processing Department, One Wiley Drive, East Somerset, NJ 08873.

How does a secretary qualify and take the CPS Examination?

Full-time employed secretaries, experienced secretaries, college/university students, and business educators with previous secretarial experience are those eligible to take the CPS Examination. Membership in Professional Secretaries International is not a requirement.

When is the CPS Examination given?

The CPS Examination is given annually the first Friday and Saturday in May, concurrently in about 250 examination centers in the United States, Virgin Islands, Puerto Rico, and Malaysia; and nationalized versions are given in Jamaica and Canada, with French language offered in Canada.

Are there provisions for military employees?

The Institute has entered into a formal agreement with the Defense Activity for Non-Traditional Education Support (DANTES), an educational activity of The Department of Defense, to administer the CPS Examination to military and civilian personnel in military installations overseas and, if feasible, within the United States.



RECORDS CERTIFICATION



I, the undersigned, an employee of the State of Alaska, do hereby certify that the microfilm images on this microform are accurate reproductions of the original records of the State of Alaska as accumulated during the regular course of business, and that it is the established policy and practice of this State to microfilm its records and to dispose of the original records after microfilm reproductions have been made.

James O. Smith

Signature of Camera Operator

9/5/89

Date