Chapter 9: Time and Workstation Management

TRUE/FALSE

1. Analyzing how you spend your time can increase your effectiveness in managing your work.
2. Talking on the telephone is always a time-waster.
3. Unplanned questions from coworkers that relate to your work are time-wasters.
4. Being disorganized can be a major time-waster.
5. A time log is a written record of what you do and how much time is used.
6. A task list can be created using a calendar program or PIM program.
7. PDAs usually come with programs for storing contact data but not for scheduling appointments.
8. Modular workstations are popular because they are made up of parts that can be put together in various ways.
9. Having many items on your desktop may look cluttered, but this arrangement makes finding items easy.
10. You should use the same type of paper for all printing tasks to avoid spending time selecting paper for each job.
11. To get dependable service from your equipment, you will need to do preventive maintenance and give your equipment routine care.
12. Work simplification is the study of the effects of the work environment on the health of workers.
13. To prevent unnecessary strain on the arms and wrists, the height of the desktop should not allow your elbows to be parallel to the computer keyboard and floor.
14. You should arrange your work so that you seldom have to get out of your chair and walk to the copier or to the supply cabinet.
15. Applying safety practices at your workstation will help prevent accidents and injuries.

MULTIPLE CHOICE

1. The process of improving the procedures for getting work done is
   a. ergonomics
   b. work simplification
   c. procrastination
   d. prioritizing

2. When you work alone at the office after regular hours
   a. work near a phone and keep emergency telephone numbers handy
   b. lock all doors to your work area
   c. get to know the cleaning staff and when to expect them
   d. all the above

3. To improve safety at work
a. do not keep emergency numbers posted by your telephone
b. know which employees have completed first aid training and are qualified to help in an emergency
c. do not waste time learning fire exits routes as someone will escort you in case of a fire
d. both B and C

4. Security measures used by businesses
   a. typically control outsider access to parts of the building
   b. do not control employee access to parts of the building
   c. may include badges read by proximity readers for employees
   d. both A and C
   e. both B and C

5. To use supplies properly
   a. select the quality of the supply according to the nature and importance of the task
   b. do not waste time reading product labels
   c. keep as many supplies as you can in your workstation to avoid trips to the supply closet
   d. both A and C

6. Lighting provided by overhead light fixtures for the entire work area is called
   a. task lighting
   b. ambient lighting
   c. indirect lighting
   d. direct lighting

7. Carpal tunnel syndrome
   a. is a repetitive strain injury
   b. occurs when stress is placed on the hands, wrists, or arms
   c. can occur while working at the computer keyboard for long periods of time
   d. all the above

8. When working at a computer
   a. good posture is not important since you will be sitting
   b. you should keep your back straight against the back of your chair
   c. let your feet dangle from your chair part of the time
   d. all the above

9. Which of the following information will you need to schedule an appointment?
   a. the name and telephone number of the individual requesting the appointment
   b. the date, time, and approximate length of the appointment
   c. the location and purpose of the meeting
   d. all the above

10. When making appointments
    a. it is a good idea to schedule overlapping appointments since meetings often run short
    b. confirm the time with your manager if you make appointments for him or her
    c. do not keep the previous year’s appointment data because it requires too much storage space
    d. both A and B

11. Which of the following is a common time-waster at work?
    a. unnecessary telephone conversations
    b. excessive socializing
    c. ineffective communication
    d. all the above
12. To avoid disorganization at work
   a. do not group similar tasks together
   b. prepare a daily plan for your work
   c. plan complicated jobs before starting them
   d. both A and B
   e. both B and C

13. When analyzing how you spend your time
   a. look at only the major activities
   b. review the busy periods but do not be concerned about the slow periods
   c. determine how well the tasks you complete contribute to meeting your work goals
   d. all the above

14. When prioritizing work tasks
   a. identify the date by which the task should be completed
   b. how much time a task will take is not a concern
   c. determine whether other people will be involved in completing the task
   d. both A and C
   e. both B and C

15. Manual reminder systems include
   a. desk calendars and personal planners
   b. desk calendars but not day planners
   c. personal information management programs
   d. both A and C

MATCHING
Match each item with the correct statement below.
   a. analyze
   b. chronologically
   c. ergonomics
   d. evacuation
   e. interruption
   f. prioritize
   g. procrastinate
   h. recurring
   i. time management
   j. workstation

1. Departure or flight
2. The physical area in which a person performs a job
3. Study to determine parts, qualities, operations, or relationships
4. Happening again after an interval or periodically
5. A distraction that stops you from doing an activity
6. Managing your actions in relation to time
7. Put off or delay intentionally
8. Arranged by date
9. The study of the effects of the work environment on the health of workers
10. Rank in order of importance or urgency