



Virginia Office of EMS

EMS Officer I Program

Homework Assignment – Module 1

Chapter 6 - Understanding People: Management Concepts

1. What is an EMS Officer's greatest challenge? _____

2. What are two (2) schools of thought in Human Resources management?
 - a. _____
 - b. _____

3. What are the elements of Frederick W. Taylor's theory of management?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____

4. "*The Principles of Scientific Management*" outlines the application of Humanistic Management.

TRUE *FALSE*

5. Who is the individual developed the concept of Theory X and Theory Y as part of Humanistic Management.



6. List the Human Needs as defined by Abraham Maslow's "*Hierarchy of Needs*".
- a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
7. Staffing, as defined in Human Resource Management is the process of attracting, selecting and maintaining an adequate supply of labor.
TRUE *FALSE*
8. An EMS Agency's Mission Statement is designed to guide the actions of all agency personnel.
TRUE *FALSE*
9. A Theory X manager believes that workers need to be _____:
- a. *Closely controlled*
 - b. *Encouraged*
 - c. *Given minimum oversight*
 - d. *Given unlimited financial support*