

MGT111

Introduction to Public Administration

Important mcqs

Lec 1 - Introduction

1. **What is the purpose of an introduction?**

- a) To provide the main argument or idea
- b) To summarize the entire work
- c) To engage the audience's attention and provide background information
- d) To conclude the work

Answer: c) To engage the audience's attention and provide background information

2. **What is typically included in an introduction?**

- a) The conclusion of the work
- b) The main argument or idea
- c) The background information, purpose, and scope of the work
- d) None of the above

Answer: c) The background information, purpose, and scope of the work

3. **What is a thesis statement?**

- a) A statement that summarizes the entire work
- b) A statement that presents the main argument or idea
- c) A statement that concludes the work
- d) A statement that provides background information

Answer: b) A statement that presents the main argument or idea

4. **What is the significance of a well-crafted introduction?**

- a) It can captivate the audience and motivate them to read or listen further
- b) It can provide a summary of the entire work
- c) It can conclude the work
- d) None of the above

Answer: a) It can captivate the audience and motivate them to read or listen further

5. **Which section of a piece of writing or a speech is the introduction?**

- a) The concluding section
- b) The middle section
- c) The opening section
- d) None of the above

Answer: c) The opening section

6. **What is the tone of an introduction?**

- a) Formal and serious
- b) Casual and lighthearted
- c) Angry and hostile
- d) None of the above

Answer: a) Formal and serious

7. **What should be the length of an introduction?**

- a) No more than one sentence
- b) No more than one paragraph
- c) No more than one page
- d) There is no specific length requirement

Answer: d) There is no specific length requirement

8. **Why is it important to include background information in an introduction?**

- a) To provide context for the topic
- b) To avoid engaging the audience's attention
- c) To skip to the main argument or idea
- d) None of the above

Answer: a) To provide context for the topic

9. **What is the scope of a work?**

- a) The audience's attention
- b) The purpose of the work
- c) The length of the work
- d) The extent of the topic that the work covers

Answer: d) The extent of the topic that the work covers

10. **What is the primary goal of an introduction?**

- a) To provide a summary of the entire work
- b) To engage the audience's attention and provide background information
- c) To present the conclusion of the work
- d) To entertain the audience

Answer: b) To engage the audience's attention and provide background information

Lec 2 - Evolution of Public Administration

1. Which of the following is not considered an ancient civilization that contributed to the evolution of public administration?
- Greek
 - Roman
 - Chinese
 - French

Answer: d. French

2. Who is considered the father of scientific management and an early contributor to the evolution of public administration?
- Max Weber
 - Frederick Taylor
 - Woodrow Wilson
 - Herbert Simon

Answer: b. Frederick Taylor

3. Which era of public administration focused on the principles of efficiency and productivity?
- Progressive Era
 - New Deal Era
 - Post-World War II Era
 - Digital Era

Answer: a. Progressive Era

4. Which of the following is not one of the core principles of the New Public Management movement?
- Decentralization
 - Accountability
 - Privatization
 - Bureaucratization

Answer: d. Bureaucratization

5. Which of the following is not one of the key features of the Digital Era of public administration?
- E-government
 - Open data
 - Social media
 - Max Weber's bureaucracy

Answer: d. Max Weber's bureaucracy

6. Which of the following is not considered one of the three branches of government according to Montesquieu's theory of separation of powers?
- Legislative

- b. Executive
- c. Judicial
- d. Administrative

Answer: d. Administrative

7. **Which of the following is not one of the four functions of government according to the classic theory of public administration?**
- a. Planning
 - b. Organizing
 - c. Directing
 - d. Controlling

Answer: c. Directing

8. **Who is known for advocating for a more humanistic and participatory approach to public administration?**
- a. Max Weber
 - b. Mary Parker Follett
 - c. Frederick Taylor
 - d. Herbert Simon

Answer: b. Mary Parker Follett

9. **Which of the following is not a factor that influenced the evolution of public administration?**
- a. Political factors
 - b. Economic factors
 - c. Technological factors
 - d. Philosophical factors

Answer: d. Philosophical factors

10. **Who is considered the founder of the classical theory of public administration?**
- a. Woodrow Wilson
 - b. Max Weber
 - c. Frederick Taylor
 - d. Herbert Simon

Answer: a. Woodrow Wilson

Lec 3 - Classical School of Thoughts – I

1. **Who is known as the father of scientific management?**

- a. Max Weber
- b. Frederick Taylor
- c. Henri Fayol
- d. Elton Mayo

Answer: b. Frederick Taylor

2. **According to the scientific management approach, what is the best way to improve efficiency?**

- a. Increasing worker autonomy
- b. Decreasing worker specialization
- c. Standardizing work procedures
- d. Encouraging worker creativity

Answer: c. Standardizing work procedures

3. **Which of the following is not one of the principles of management identified by Henri Fayol?**

- a. Unity of direction
- b. Scalar chain
- c. Span of control
- d. Unity of command

Answer: c. Span of control

4. **The concept of bureaucracy was first introduced by:**

- a. Frederick Taylor
- b. Henri Fayol
- c. Max Weber
- d. Elton Mayo

Answer: c. Max Weber

5. **According to Max Weber, what is the ideal type of bureaucracy?**

- a. A flexible and adaptive organization
- b. A highly centralized and hierarchical organization
- c. A decentralized and participatory organization
- d. A profit-oriented and market-driven organization

Answer: b. A highly centralized and hierarchical organization

6. **Who proposed the Administrative Management approach?**

- a. Frederick Taylor
- b. Henri Fayol
- c. Max Weber
- d. Elton Mayo

Answer: b. Henri Fayol

7. **According to the Administrative Management approach, what is the primary function of management?**

- a. To increase efficiency through scientific analysis
- b. To coordinate and control activities to achieve organizational goals
- c. To provide a supportive work environment for employees
- d. To facilitate employee participation in decision-making

Answer: b. To coordinate and control activities to achieve organizational goals

8. **Which of the following is not one of the functions of management identified by Henri Fayol?**

- a. Planning
- b. Organizing
- c. Staffing
- d. Empowering

Answer: d. Empowering

9. **What is the main criticism of the Classical School of Thoughts?**

- a. It ignores the importance of human motivation and behavior
- b. It overemphasizes the role of technology in management
- c. It is too focused on short-term goals and profitability
- d. It does not provide a clear framework for decision-making

Answer: a. It ignores the importance of human motivation and behavior

10. **Which of the following is not an example of bureaucracy?**

- a. A government agency
- b. A hospital
- c. A university
- d. A startup company

Answer: d. A startup company

Lec 4 - Classical School of Thoughts – II

1. **Which school of thought focused on the human factor in organizations?**
 - a) Scientific Management
 - b) Administrative Management
 - c) Classical School of Thoughts - II
 - d) Behavioral Management**Answer: c) Classical School of Thoughts - II**

2. **Who is considered the founder of the Neoclassical School of Thoughts?**
 - a) Frederick Taylor
 - b) Henri Fayol
 - c) Max Weber
 - d) Elton Mayo**Answer: d) Elton Mayo**

3. **What is the concept of informal organization introduced by the Neoclassical School of Thoughts?**
 - a) An organization that does not follow any formal structure
 - b) An organization that is highly bureaucratic
 - c) An organization that is highly specialized
 - d) An organization that exists alongside the formal organization and influences behavior**Answer: d) An organization that exists alongside the formal organization and influences behavior**

4. **Who emphasized the importance of communication and leadership in achieving organizational goals?**
 - a) Frederick Taylor
 - b) Henri Fayol
 - c) Max Weber
 - d) Elton Mayo**Answer: d) Elton Mayo**

5. **What is the main focus of the Neoclassical School of Thoughts?**
 - a) Scientific analysis of work procedures
 - b) Standardization of work tasks
 - c) Human behavior and motivation
 - d) Coordination and control**Answer: c) Human behavior and motivation**

6. **What is the main criticism of the Classical School of Thoughts by the Neoclassical School of Thoughts?**
 - a) Being too rigid and bureaucratic
 - b) Ignoring the importance of individual behavior and motivation
 - c) Overemphasis on informal organization
 - d) Lack of attention to financial incentives**Answer: b) Ignoring the importance of individual behavior and motivation**

7. **Who developed the concept of bureaucracy?**
 - a) Frederick Taylor
 - b) Henri Fayol
 - c) Max Weber

d) Elton Mayo

Answer: c) Max Weber

8. **Which school of thought emphasized the need for a highly formalized and hierarchical organization structure?**

a) Scientific Management

b) Administrative Management

c) Classical School of Thoughts - II

d) Behavioral Management

Answer: a) Scientific Management

9. **Who developed a set of 14 principles of management?**

a) Frederick Taylor

b) Henri Fayol

c) Max Weber

d) Elton Mayo

Answer: b) Henri Fayol

10. **Which school of thought emphasized the importance of coordination and control in achieving organizational goals?**

a) Scientific Management

b) Administrative Management

c) Classical School of Thoughts - II

d) Behavioral Management

Answer: b) Administrative Management

Lec 5 - Human Relations Schools

1. **What is the Human Relations School of thought?**

- A) Emphasizes efficiency and standardization in organizations
- B) Focuses on individual behavior and motivation in organizations
- C) Emphasizes bureaucratic rules in organizations
- D) Focuses on the technical aspects of organizations

Answer: B

2. **Who is considered the founder of the Human Relations School of thought?**

- A) Max Weber
- B) Frederick Taylor
- C) Elton Mayo
- D) Henri Fayol

Answer: C

3. **What is the Hawthorne effect?**

- A) The impact of social and personal relationships on individual behavior and motivation in the workplace
- B) The potential for bureaucracy to become too rigid and bureaucratic rules to impede organizational performance
- C) The impact of lighting on employee productivity
- D) The impact of financial incentives on employee motivation

Answer: A

4. **What is the informal organization?**

- A) The official hierarchy and structure of an organization
- B) The social and personal relationships between individuals within an organization
- C) The rules and procedures that govern an organization
- D) The physical layout of an organization

Answer: B

5. **What is the role of effective communication in the Human Relations School of thought?**

- A) To ensure efficiency and standardization in organizations
- B) To motivate employees with financial incentives
- C) To build strong personal relationships within the organization
- D) To ensure that all individuals within an organization are aware of the organization's goals and objectives

Answer: D

6. **What is the role of effective leadership in the Human Relations School of thought?**

- A) To enforce bureaucratic rules and procedures
- B) To motivate employees with financial incentives
- C) To direct individuals towards achieving organizational goals
- D) To ensure efficiency and standardization in organizations

Answer: C

7. **What is the focus of the Human Relations School of thought in terms of organizational performance?**

- A) Technical aspects of organizations
- B) Efficiency and standardization in organizations
- C) Social and psychological factors in organizations

D) Bureaucratic rules and procedures in organizations

Answer: C

8. **Which approach to management theory emphasizes individual behavior and motivation in the workplace?**

A) Classical School of thought

B) Neoclassical School of thought

C) Human Relations School of thought

D) Contingency School of thought

Answer: C

9. **Who developed the concept of bureaucracy?**

A) Elton Mayo

B) Max Weber

C) Henri Fayol

D) Frederick Taylor

Answer: B

10. **What is the importance of understanding the informal organization in the Human Relations School of thought?**

A) It ensures efficient and standardized performance in organizations

B) It provides a clear hierarchy and structure in organizations

C) It highlights the impact of social and personal relationships on organizational performance

D) It ensures adherence to bureaucratic rules and procedures in organizations

Answer: C

Lec 6 - Power And Politics

1. **What is power in an organizational context?**

- A) The ability to influence others
- B) The authority to make decisions
- C) The ability to control resources
- D) All of the above

Answer: D) All of the above

2. **Which of the following is NOT a source of power?**

- A) Expertise
- B) Charisma
- C) Gender
- D) Legitimacy

Answer: C) Gender

3. **Which type of power is based on the ability to reward or punish others?**

- A) Coercive power
- B) Legitimate power
- C) Reward power
- D) Referent power

Answer: C) Reward power

4. **What is the difference between power and authority?**

- A) Authority is derived from one's position, while power is based on personal attributes
- B) Power is derived from one's position, while authority is based on personal attributes
- C) There is no difference between power and authority
- D) Both are derived from personal attributes

Answer: A) Authority is derived from one's position, while power is based on personal attributes

5. **Which of the following is a political tactic used in organizations?**

- A) Negotiation
- B) Collaboration
- C) Sabotage
- D) Teamwork

Answer: C) Sabotage

6. **Which type of power is based on the admiration and respect of others?**

- A) Coercive power
- B) Legitimate power
- C) Reward power
- D) Referent power

Answer: D) Referent power

7. **Which type of power is based on knowledge and expertise?**

- A) Coercive power
- B) Legitimate power
- C) Reward power
- D) Expert power

Answer: D) Expert power

8. **What is the difference between a formal and informal leader?**

- A) Formal leaders are appointed, while informal leaders emerge naturally
- B) Formal leaders are more powerful than informal leaders
- C) There is no difference between formal and informal leaders
- D) Informal leaders are appointed, while formal leaders emerge naturally

Answer: A) Formal leaders are appointed, while informal leaders emerge naturally

9. **Which type of power is based on the ability to control information?**

- A) Coercive power
- B) Legitimate power
- C) Reward power
- D) Information power

Answer: D) Information power

10. **What is the difference between power and influence?**

- A) Power is the ability to control others, while influence is the ability to persuade others
- B) There is no difference between power and influence
- C) Influence is the ability to control others, while power is the ability to persuade others
- D) Power and influence are the same thing

Answer: A) Power is the ability to control others, while influence is the ability to persuade others.

Lec 7 - History of Public Administration – I

1. **Which ancient civilization had a sophisticated system of administration?**
 - a) Egypt
 - b) Greece
 - c) Rome
 - d) China**Answer: d) China**

2. **The term "bureaucracy" was coined by which French philosopher?**
 - a) Jean-Jacques Rousseau
 - b) Montesquieu
 - c) Voltaire
 - d) Max Weber**Answer: d) Max Weber**

3. **Who is considered the father of Indian Public Administration?**
 - a) Kautilya
 - b) Mahatma Gandhi
 - c) Jawaharlal Nehru
 - d) Rabindranath Tagore**Answer: a) Kautilya**

4. **Which ancient Greek city-state is associated with the concept of democracy?**
 - a) Sparta
 - b) Athens
 - c) Corinth
 - d) Thebes**Answer: b) Athens**

5. **Which Roman emperor introduced a vast administrative system that included a civil service?**
 - a) Julius Caesar
 - b) Augustus
 - c) Nero
 - d) Constantine**Answer: b) Augustus**

6. **The feudal system of administration emerged during which period in Europe?**
 - a) Renaissance
 - b) Middle Ages
 - c) Enlightenment
 - d) Industrial Revolution**Answer: b) Middle Ages**

7. **Who wrote the book "The Prince," which outlined the principles of effective governance during the Renaissance period?**
 - a) Machiavelli
 - b) Hobbes
 - c) Locke
 - d) Rousseau**Answer: a) Machiavelli**

8. **Which Chinese philosopher emphasized the importance of a well-ordered society and the rule of law?**
- a) Confucius
 - b) Laozi
 - c) Sun Tzu
 - d) Mencius

Answer: a) Confucius

9. **Which ancient Indian text provides insights into the principles of governance and administration?**
- a) Ramayana
 - b) Mahabharata
 - c) Arthashastra
 - d) Vedas

Answer: c) Arthashastra

10. **Who is considered the father of modern public administration in Europe?**
- a) Max Weber
 - b) Woodrow Wilson
 - c) Frederick Taylor
 - d) Henri Fayol

Answer: b) Woodrow Wilson

Lec 8 - History of Public Administration – II

1. **What was the major focus of New Public Management (NPM)?**

- a) Decentralization and delegation of power
- b) Professionalization of bureaucracy
- c) Emphasis on public service values
- d) Social equity and justice

Answer: a) Decentralization and delegation of power

2. **The development of electronic governance is also known as:**

- a) E-governance
- b) I-governance
- c) Digital governance
- d) Virtual governance

Answer: a) E-governance

3. **Which of the following is not a challenge of globalization for public administration?**

- a) Managing diversity and cultural differences
- b) Ensuring accountability and transparency
- c) Balancing regional and national interests
- d) Reducing interdependence among nations

Answer: d) Reducing interdependence among nations

4. **Which approach focuses on citizens' participation and involvement in public decision-making?**

- a) Performance-based management
- b) Collaborative governance
- c) Public-private partnership
- d) Scientific management

Answer: b) Collaborative governance

5. **What is the primary goal of outcome-based performance management?**

- a) Achieving organizational objectives
- b) Enhancing employee motivation
- c) Ensuring public accountability
- d) Maintaining ethical standards

Answer: a) Achieving organizational objectives

6. **Which model of public administration emphasizes citizen participation and democratic governance?**

- a) New Public Management
- b) Public Choice Model
- c) Participatory Model
- d) Scientific Management

Answer: c) Participatory Model

7. **The development of social media has led to which of the following?**

- a) Greater privacy concerns
- b) Reduced citizen engagement
- c) Decreased access to information
- d) Increased transparency and accountability

Answer: d) Increased transparency and accountability

8. **Which of the following is a criticism of public-private partnerships?**

- a) Lack of accountability and transparency
- b) Reduced efficiency and effectiveness
- c) Decreased innovation and flexibility
- d) Increased government control over private sector

Answer: a) Lack of accountability and transparency

9. **Which approach to public management emphasizes collaboration, learning, and continuous improvement?**

- a) Traditional model
- b) Rational model
- c) Systems model
- d) Learning model

Answer: d) Learning model

10. **Which of the following is not a characteristic of the new public service model?**

- a) Focus on professionalism and expertise
- b) Emphasis on results and outcomes
- c) Recognition of the importance of political leadership
- d) Emphasis on public service values

Answer: c) Recognition of the importance of political leadership

Lec 9 - Civil Service

1. **What is the primary objective of civil service?**

- A) Promote political agenda
- B) Promote merit-based hiring and promotion
- C) Promote corruption
- D) None of the above

Answer: B) Promote merit-based hiring and promotion

2. **Civil servants are:**

- A) Elected officials
- B) Political appointees
- C) Non-political, permanent employees
- D) None of the above

Answer: C) Non-political, permanent employees

3. **The civil service system is intended to promote:**

- A) Professionalism
- B) Impartiality
- C) Accountability
- D) All of the above

Answer: D) All of the above

4. **Which of the following is a merit-based system of recruitment?**

- A) Nepotism
- B) Cronyism
- C) Patronage
- D) Competitive examination

Answer: D) Competitive examination

5. **Which of the following is an advantage of the civil service system?**

- A) Promotes corruption
- B) Promotes political interference
- C) Promotes impartiality and accountability
- D) None of the above

Answer: C) Promotes impartiality and accountability

6. **In which country did the concept of civil service originate?**

- A) China
- B) India
- C) United Kingdom
- D) United States

Answer: A) China

7. **The Pendleton Civil Service Reform Act was passed in:**

- A) 1877
- B) 1883
- C) 1890
- D) 1901

Answer: B) 1883

8. **The concept of "spoils system" is associated with which US president?**

- A) Andrew Jackson
- B) Abraham Lincoln
- C) Thomas Jefferson
- D) George Washington

Answer: A) Andrew Jackson

9. **Which of the following is not a principle of civil service?**

- A) Professionalism
- B) Impartiality
- C) Accountability
- D) Partisanship

Answer: D) Partisanship

10. **Which organization is responsible for overseeing the civil service in the United States?**

- A) Office of Personnel Management
- B) Department of Defense
- C) Environmental Protection Agency
- D) Department of Education

Answer: A) Office of Personnel Management

Lec 10 - Civil Service Reforms

- Which country was the first to introduce the civil service system?**
 - A) China
 - B) France
 - C) England
 - D) United States

Answer: A) China
- Who among the following is known for his contribution to the merit system in civil service?**
 - A) Woodrow Wilson
 - B) Max Weber
 - C) Frederick Taylor
 - D) Adam Smith

Answer: A) Woodrow Wilson
- Which of the following is not one of the principles of the Pendleton Act?**
 - A) Merit system
 - B) Competitive examinations
 - C) Patronage
 - D) Prohibition of political activity by civil servants

Answer: C) Patronage
- Which of the following acts led to the creation of the modern civil service system in the United States?**
 - A) Hatch Act
 - B) Pendleton Act
 - C) Taft-Hartley Act
 - D) Wagner Act

Answer: B) Pendleton Act
- The New Public Management model emphasizes on:**
 - A) Hierarchical structure
 - B) Bureaucratic control
 - C) Customer satisfaction
 - D) Centralized decision making

Answer: C) Customer satisfaction
- Which of the following is a characteristic of the reinventing government movement?**
 - A) Centralization of power
 - B) Emphasis on rules and procedures
 - C) Decentralization of power
 - D) Emphasis on hierarchy

Answer: C) Decentralization of power
- Who among the following is considered to be the founder of the scientific management movement?**
 - A) Max Weber
 - B) Woodrow Wilson
 - C) Frederick Taylor
 - D) Chester Barnard

Answer: C) Frederick Taylor

8. **The Civil Service Reform Act of 1978:**

- A) Established the Office of Personnel Management
- B) Created the Senior Executive Service
- C) Established the Merit Systems Protection Board
- D) All of the above

Answer: D) All of the above

9. **Which of the following is not a feature of the contemporary civil service system?**

- A) Political neutrality
- B) Merit system
- C) Job security
- D) Political patronage

Answer: D) Political patronage

10. **Which of the following is a criticism of the New Public Management model?**

- A) Emphasis on results over process
- B) Lack of accountability
- C) Lack of customer satisfaction
- D) Emphasis on rules and procedures

Answer: B) Lack of accountability

Lec 11 - 1973 Constitution of Pakistan

1. **When was the 1973 Constitution of Pakistan adopted?**

- a) April 12, 1973
- b) August 14, 1947
- c) March 23, 1956
- d) December 16, 1971

Solution: a) April 12, 1973

2. **What is the name of the previous constitution that was replaced by the 1973 Constitution?**

- a) Constitution of 1956
- b) Constitution of 1962
- c) Both a and b
- d) None of the above

Solution: c) Both a and b

3. **Which principles is the 1973 Constitution based on?**

- a) Democracy
- b) Federalism
- c) Islamic socialism
- d) All of the above

Solution: d) All of the above

4. **What is the form of government defined by the 1973 Constitution?**

- a) Federal parliamentary republic
- b) Absolute monarchy
- c) Military dictatorship
- d) Presidential republic

Solution: a) Federal parliamentary republic

5. **Who is the head of state under the 1973 Constitution?**

- a) Prime Minister
- b) President
- c) Chief Justice
- d) None of the above

Solution: b) President

6. **Who is the head of government under the 1973 Constitution?**

- a) President
- b) Prime Minister
- c) Chief Justice
- d) None of the above

Solution: b) Prime Minister

7. **Which article of the 1973 Constitution guarantees fundamental rights to all citizens?**
- a) Article 14
 - b) Article 19
 - c) Article 25
 - d) Article 32

Solution: b) Article 19

8. **What is the state religion recognized by the 1973 Constitution?**
- a) Christianity
 - b) Hinduism
 - c) Islam
 - d) None of the above

Solution: c) Islam

9. **Which article of the 1973 Constitution ensures religious freedom for minorities?**
- a) Article 20
 - b) Article 25
 - c) Article 30
 - d) Article 36

Solution: b) Article 25

10. **Which document is the 1973 Constitution of Pakistan?**
- a) The first constitution of the country
 - b) The second constitution of the country
 - c) The third constitution of the country
 - d) The fourth constitution of the country

Solution: c) The third constitution of the country

Lec 12 - Structure of Government

- 1. What is the main function of the legislative branch of government?**
 - a) Enforce laws
 - b) Interpret laws
 - c) Create laws
 - d) Execute laws

Answer: c) Create laws
- 2. Who is the head of the executive branch of government in a parliamentary system?**
 - a) President
 - b) Prime Minister
 - c) Speaker of the House
 - d) Chief Justice

Answer: b) Prime Minister
- 3. Which branch of government is responsible for interpreting laws?**
 - a) Legislative
 - b) Executive
 - c) Judicial
 - d) Administrative

Answer: c) Judicial
- 4. In a federal system of government, power is divided between which two levels?**
 - a) National and international
 - b) International and local
 - c) National and local
 - d) Local and municipal

Answer: c) National and local
- 5. Which of the following is not a characteristic of a presidential system of government?**
 - a) Separation of powers
 - b) Fixed terms of office
 - c) Direct election of the executive
 - d) Strong role of the legislature

Answer: d) Strong role of the legislature
- 6. Which branch of government is responsible for implementing laws?**
 - a) Legislative
 - b) Executive
 - c) Judicial
 - d) Administrative

Answer: b) Executive
- 7. Which branch of government is responsible for approving treaties and appointments?**
 - a) Legislative
 - b) Executive
 - c) Judicial
 - d) Administrative

Answer: a) Legislative

8. Which of the following is not a principle of a democratic system of government?

- a) Rule of law
- b) Separation of powers
- c) Majority rule
- d) One-party system

Answer: d) One-party system

9. Which type of government is characterized by a single party holding all political power?

- a) Democracy
- b) Monarchy
- c) Dictatorship
- d) Anarchy

Answer: c) Dictatorship

10. What is the purpose of the administrative branch of government?

- a) Create laws
- b) Implement laws
- c) Interpret laws
- d) Enforce laws

Answer: b) Implement laws

Lec 13 - Public and Private Administration

1. **Which of the following is a key difference between public and private administration?**
- a) Accountability
 - b) Organizational structure
 - c) Management principles
 - d) All of the above

Answer: a) Accountability

2. **Public administration is primarily responsible for:**
- a) Generating profit
 - b) Providing services for the common good
 - c) Serving shareholders
 - d) All of the above

Answer: b) Providing services for the common good

3. **Private administration is primarily accountable to:**
- a) The public
 - b) Shareholders
 - c) Government agencies
 - d) None of the above

Answer: b) Shareholders

4. **Public administration is typically associated with:**
- a) Government agencies
 - b) Private corporations
 - c) Non-profit organizations
 - d) All of the above

Answer: a) Government agencies

5. **Private administration is primarily focused on:**
- a) Providing services to the public
 - b) Generating revenue and profit
 - c) Promoting social welfare
 - d) All of the above

Answer: b) Generating revenue and profit

6. **Public administration is accountable to:**
- a) Shareholders
 - b) Government agencies
 - c) The public
 - d) None of the above

Answer: c) The public

7. **Private administration is primarily responsible for:**

- a) Serving the public interest
- b) Maximizing shareholder wealth
- c) Providing public goods and services
- d) All of the above

Answer: b) Maximizing shareholder wealth

8. **The organizational structure of public administration is typically:**

- a) Hierarchical and centralized
- b) Decentralized and flexible
- c) Flat and non-hierarchical
- d) None of the above

Answer: a) Hierarchical and centralized

9. **The organizational structure of private administration is typically:**

- a) Hierarchical and centralized
- b) Decentralized and flexible
- c) Flat and non-hierarchical
- d) None of the above

Answer: b) Decentralized and flexible

10. **Which of the following is a common goal of both public and private administration?**

- a) Maximizing profit
- b) Providing services
- c) Promoting social welfare
- d) None of the above

Answer: b) Providing services

Lec 14 - Organization

1. Which of the following is a characteristic of a well-organized workplace?

- a. Lack of communication among employees
- b. Chaotic and cluttered work environment
- c. Clear job roles and responsibilities
- d. Undefined goals and objectives

Answer: c. Clear job roles and responsibilities

2. Which of the following is not a type of organizational structure?

- a. Hierarchical
- b. Matrix
- c. Flat
- d. Random

Answer: d. Random

3. What is the process of dividing work into smaller, more manageable tasks called?

- a. Delegation
- b. Coordination
- c. Planning
- d. Division of labor

Answer: d. Division of labor

4. What is the term for the formal system of authority, communication, and roles within an organization?

- a. Hierarchy
- b. Network
- c. Matrix
- d. Structure

Answer: a. Hierarchy

5. Which of the following is not a factor that affects organizational structure?

- a. Size of the organization
- b. Industry in which the organization operates
- c. Employee personality types
- d. Organizational culture

Answer: c. Employee personality types

6. What is the term for the process of assigning tasks and responsibilities to subordinates?

- a. Delegation
- b. Coordination
- c. Planning
- d. Division of labor

Answer: a. Delegation

7. **What is the term for the flow of information within an organization?**

- a. Communication
- b. Coordination
- c. Delegation
- d. Planning

Answer: a. Communication

8. **Which of the following is a disadvantage of a hierarchical organizational structure?**

- a. Lack of clarity in job roles and responsibilities
- b. Slow decision-making processes
- c. High levels of employee autonomy
- d. Undefined reporting relationships

Answer: b. Slow decision-making processes

9. **Which of the following is a benefit of a flat organizational structure?**

- a. Clear reporting relationships
- b. Quick decision-making processes
- c. High levels of employee autonomy
- d. Hierarchical reporting relationships

Answer: c. High levels of employee autonomy

10. **What is the term for the process of bringing people together to achieve a common goal?**

- a. Coordination
- b. Communication
- c. Delegation
- d. Planning

Answer: a. Coordination

Lec 15 - Departmentalization

1. What is departmentalization?

- a) Grouping activities and resources into separate departments
- b) Division of labor
- c) Delegation of authority
- d) None of the above

Answer: a

2. Which of the following is not a basis for departmentalization?

- a) Product
- b) Customer
- c) Technology
- d) Salary

Answer: d

3. Departmentalization based on geography is also known as:

- a) Product departmentalization
- b) Customer departmentalization
- c) Geographical departmentalization
- d) Functional departmentalization

Answer: c

4. Which of the following is a disadvantage of departmentalization?

- a) Improved coordination
- b) Efficient allocation of resources
- c) Creates barriers between departments
- d) None of the above

Answer: c

5. Departmentalization based on functions is commonly used in:

- a) Manufacturing companies
- b) Service companies
- c) Retail companies
- d) None of the above

Answer: a

6. Which of the following is an advantage of departmentalization based on customers?

- a) Customized products and services
- b) Efficient use of resources
- c) Improved communication
- d) None of the above

Answer: a

7. **Which of the following is an example of departmentalization based on products?**
- a) Finance department
 - b) Human resources department
 - c) Marketing department
 - d) Product development department

Answer: d

8. **Which of the following is a disadvantage of departmentalization based on geography?**
- a) Increases communication and coordination
 - b) Increases costs due to duplication of resources
 - c) Facilitates customization of products and services
 - d) None of the above

Answer: b

9. **Which of the following is an advantage of departmentalization based on technology?**
- a) Improved coordination and communication
 - b) Efficient use of resources
 - c) Encourages innovation and specialization
 - d) None of the above

Answer: c

10. **Which of the following is an example of departmentalization based on customers?**
- a) Sales department
 - b) Research and development department
 - c) Legal department
 - d) Production department

Answer: a

Lec 16 - Power and Authority

1. Which of the following refers to the legitimate right to exercise power?

- a) Power
- b) Authority
- c) Control
- d) Influence

Answer: b) Authority

2. Which of the following is a source of power?

- a) Knowledge
- b) Legitimacy
- c) Charisma
- d) All of the above

Answer: d) All of the above

3. Which of the following is an example of authority?

- a) A manager who has the legal right to make decisions for the organization
- b) A wealthy person who uses their money to influence others
- c) A charismatic leader who inspires followers
- d) A strong-arm enforcer who uses force to make others comply

Answer: a) A manager who has the legal right to make decisions for the organization

4. Which type of power is derived from one's position in the organization?

- a) Legitimate power
- b) Expert power
- c) Referent power
- d) Coercive power

Answer: a) Legitimate power

5. Which of the following types of power is based on fear?

- a) Expert power
- b) Coercive power
- c) Referent power
- d) Legitimate power

Answer: b) Coercive power

6. Which of the following types of power is based on admiration or respect?

- a) Expert power
- b) Coercive power
- c) Referent power
- d) Legitimate power

Answer: c) Referent power

7. Which of the following types of power is based on specialized knowledge or skills?

- a) Expert power
- b) Coercive power
- c) Referent power
- d) Legitimate power

Answer: a) Expert power

8. Which of the following is an example of power?

- a) A parent asking their child to clean their room
- b) A teacher grading a student's paper
- c) A police officer using force to arrest a suspect
- d) All of the above

Answer: d) All of the above

9. Which of the following can impact the functioning and performance of organizations?

- a) The use of power and authority
- b) The size of the organization
- c) The location of the organization
- d) The age of the organization

Answer: a) The use of power and authority

10. Which of the following is an example of a coercive power tactic?

- a) Persuasion
- b) Collaboration
- c) Threats
- d) Consultation

Answer: c) Threats

Lec 17 - Delegation of Authority

1. **What is delegation of authority?**

- a) Giving tasks to subordinates
- b) Transferring decision-making power to subordinates
- c) Providing resources to subordinates
- d) All of the above

Answer: b

2. **Which of the following is NOT a benefit of delegation of authority?**

- a) Increased efficiency
- b) Reduced workload
- c) Decreased employee growth and development
- d) Improved decision making

Answer: c

3. **What is the first step in effective delegation of authority?**

- a) Assigning tasks
- b) Providing resources
- c) Granting decision-making power
- d) Identifying tasks to delegate

Answer: d

4. **Which of the following is a characteristic of effective delegation of authority?**

- a) Micromanaging subordinates
- b) Avoiding communication with subordinates
- c) Granting decision-making power
- d) Ignoring subordinates' opinions

Answer: c

5. **Which of the following is an example of delegation of authority?**

- a) A manager makes all decisions for their department
- b) A manager assigns tasks and grants decision-making power to their team
- c) A manager assigns tasks but does not provide resources or decision-making power
- d) A manager delegates tasks and resources but not decision-making power

Answer: b

6. **What is the role of a manager in delegation of authority?**

- a) To micromanage subordinates
- b) To make all decisions for their department
- c) To identify tasks to delegate and provide resources and decision-making power to subordinates
- d) To avoid communication with subordinates

Answer: c

7. **Which of the following is a benefit of delegation of authority for subordinates?**

- a) Increased workload
- b) Decreased autonomy
- c) Opportunities for growth and development
- d) Limited decision-making power

Answer: c

8. **Which of the following is a disadvantage of delegation of authority?**

- a) Decreased efficiency
- b) Increased workload
- c) Limited opportunities for employee growth and development
- d) Reduced decision-making power for managers

Answer: a

9. **Which of the following is a key factor in effective delegation of authority?**

- a) Providing limited resources to subordinates
- b) Granting decision-making power to subordinates without training or support
- c) Establishing clear expectations and guidelines for subordinates
- d) Micromanaging subordinates

Answer: c

10. **Which of the following is an example of effective delegation of authority?**

- a) A manager assigns a task to a subordinate but does not provide necessary resources or decision-making power
- b) A manager assigns a task and provides necessary resources and decision-making power, but does not establish clear expectations or guidelines
- c) A manager assigns a task, provides necessary resources and decision-making power, and establishes clear expectations and guidelines
- d) A manager makes all decisions for their department without involving subordinates

Answer: c

Lec 18 - Planning – I

1. **What is the first step in the planning process?**
 - a) Identifying alternatives
 - b) Setting objectives
 - c) Evaluating alternatives
 - d) Implementing plans

Answer: b) Setting objectives
2. **Which type of plan specifies the details of how to achieve specific objectives?**
 - a) Strategic plan
 - b) Tactical plan
 - c) Operational plan
 - d) Contingency plan

Answer: c) Operational plan
3. **Which of the following is not a step in the planning process?**
 - a) Evaluating alternatives
 - b) Communicating plans
 - c) Monitoring and controlling
 - d) Hiring employees

Answer: d) Hiring employees
4. **What is the main purpose of contingency planning?**
 - a) To provide guidance on day-to-day operations
 - b) To identify potential risks and develop responses
 - c) To outline long-term strategic goals
 - d) To establish financial targets for the organization

Answer: b) To identify potential risks and develop responses
5. **Which of the following is an example of a strategic objective?**
 - a) Increase sales by 10% in the next quarter
 - b) Launch a new product line in the next year
 - c) Reduce employee turnover by 20%
 - d) Improve customer service response time

Answer: b) Launch a new product line in the next year
6. **Which type of plan outlines the actions to be taken in a specific, unplanned situation?**
 - a) Strategic plan
 - b) Tactical plan
 - c) Operational plan
 - d) Contingency plan

Answer: d) Contingency plan
7. **Which step in the planning process involves comparing the costs and benefits of each alternative?**
 - a) Setting objectives
 - b) Identifying alternatives
 - c) Evaluating alternatives
 - d) Implementing plans

Answer: c) Evaluating alternatives

8. **Which type of plan is typically the shortest in duration?**

- a) Strategic plan
- b) Tactical plan
- c) Operational plan
- d) Contingency plan

Answer: d) Contingency plan

9. **Which step in the planning process involves assigning responsibility for implementing the plan?**

- a) Setting objectives
- b) Identifying alternatives
- c) Evaluating alternatives
- d) Implementing plans

Answer: d) Implementing plans

10. **Which type of plan outlines the organization's long-term goals and strategies?**

- a) Strategic plan
- b) Tactical plan
- c) Operational plan
- d) Contingency plan

Answer: a) Strategic plan

Lec 19 - Planning – II

1. **What is the second stage of the planning process?**

- A. Developing goals and objectives
- B. Implementation and monitoring
- C. Evaluating results
- D. Gathering information

Answer: B. Implementation and monitoring

2. **What is the purpose of planning - II?**

- A. Developing strategies
- B. Assigning tasks and responsibilities
- C. Monitoring and evaluating plans
- D. Gathering information

Answer: C. Monitoring and evaluating plans

3. **Which of the following is not an essential factor in planning - II?**

- A. Effective communication
- B. Coordination
- C. Control
- D. Timely completion

Answer: C. Control

4. **What is the role of monitoring and evaluation in planning - II?**

- A. To identify necessary adjustments and changes
- B. To gather information
- C. To develop strategies
- D. To assign tasks and responsibilities

Answer: A. To identify necessary adjustments and changes

5. **Which of the following is not an example of effective communication in planning - II?**

- A. Providing clear instructions
- B. Setting unrealistic goals
- C. Encouraging feedback
- D. Providing regular updates

Answer: B. Setting unrealistic goals

6. **What is the importance of coordination in planning - II?**

- A. To ensure timely completion
- B. To avoid duplication of effort
- C. To ensure effective communication
- D. To gather information

Answer: B. To avoid duplication of effort

7. **What is the role of timelines in planning - II?**

- A. To assign tasks and responsibilities
- B. To ensure timely completion
- C. To develop strategies
- D. To evaluate results

Answer: B. To ensure timely completion

8. **Which of the following is not an example of effective monitoring and evaluation in planning - II?**

- A. Regularly reviewing progress
- B. Gathering feedback from stakeholders
- C. Ignoring results
- D. Making necessary adjustments

Answer: C. Ignoring results

9. **What is the importance of assigning tasks and responsibilities in planning - II?**

- A. To ensure effective communication
- B. To avoid duplication of effort
- C. To gather information
- D. To identify necessary adjustments and changes

Answer: A. To ensure effective communication

10. **Which of the following is not an example of effective implementation in planning - II?**

- A. Following the established timeline
- B. Assigning tasks and responsibilities
- C. Ignoring feedback from stakeholders
- D. Regularly monitoring progress

Answer: C. Ignoring feedback from stakeholders

Lec 20 - Planning Commission and Planning Development

1. Which of the following is the primary role of the Planning Commission?

- a) Implementing government policies
- b) Developing plans for growth and development
- c) Allocating resources for public projects
- d) Regulating economic activities

Answer: b) Developing plans for growth and development

2. What is the primary focus of land use planning?

- a) Protecting the environment
- b) Promoting economic growth
- c) Ensuring social development
- d) Efficient use of resources

Answer: d) Efficient use of resources

3. Which of the following is an example of infrastructure development?

- a) Building schools and hospitals
- b) Constructing roads and bridges
- c) Establishing a public transportation system
- d) All of the above

Answer: c) Establishing a public transportation system

4. What is the role of private businesses in planning and development?

- a) Providing financial resources
- b) Offering expertise and technology
- c) Creating job opportunities
- d) All of the above

Answer: d) All of the above

5. Which of the following is an important consideration in environmental protection in planning and development?

- a) Conservation of natural resources
- b) Preservation of cultural heritage
- c) Promotion of economic growth
- d) None of the above

Answer: a) Conservation of natural resources

6. What is the goal of inclusive planning and development?

- a) To involve all stakeholders in decision-making
- b) To promote economic growth
- c) To allocate resources more efficiently
- d) To regulate development activities

Answer: a) To involve all stakeholders in decision-making

7. **What is the role of the Planning Commission in implementing government policies?**
- a) Primary responsibility
 - b) Supporting role
 - c) Advisory role
 - d) No role

Answer: c) Advisory role

8. **Which of the following is an example of social development in planning and development?**
- a) Promoting gender equality
 - b) Developing infrastructure
 - c) Encouraging entrepreneurship
 - d) All of the above

Answer: a) Promoting gender equality

9. **What is the importance of public participation in planning and development?**
- a) It ensures transparency and accountability
 - b) It promotes community engagement
 - c) It helps identify local needs and priorities
 - d) All of the above

Answer: d) All of the above

10. **Which of the following is an example of sustainable development in planning and development?**
- a) Encouraging energy-efficient buildings
 - b) Developing high-rise buildings
 - c) Promoting car-centric transportation
 - d) None of the above

Answer: a) Encouraging energy-efficient buildings

Lec 21 - Decision Making

1. What is decision making?

- a) The process of making informed choices
- b) The process of following orders
- c) The process of delegating tasks
- d) The process of ignoring problems

Answer: a) The process of making informed choices

2. Which of the following is not a step in the decision-making process?

- a) Identifying the problem
- b) Gathering information
- c) Avoiding risks
- d) Evaluating alternatives

Answer: c) Avoiding risks

3. What is the role of intuition in decision making?

- a) It is the only factor that should be considered
- b) It should be used as the primary factor in decision making
- c) It should be balanced with logic and analysis
- d) It is not important in decision making

Answer: c) It should be balanced with logic and analysis

4. Which of the following is an example of a programmed decision?

- a) Deciding which university to attend
- b) Deciding what to have for dinner
- c) Deciding how to respond to a customer complaint
- d) Deciding whether to invest in a new product line

Answer: c) Deciding how to respond to a customer complaint

5. What is the difference between a non-programmed and programmed decision?

- a) A non-programmed decision is a routine decision while a programmed decision is a unique decision
- b) A non-programmed decision is a unique decision while a programmed decision is a routine decision
- c) A non-programmed decision involves a lot of analysis while a programmed decision is made without analysis
- d) There is no difference between the two

Answer: b) A non-programmed decision is a unique decision while a programmed decision is a routine decision

6. What is the purpose of brainstorming in the decision-making process?

- a) To identify and generate multiple alternatives
- b) To evaluate and select the best alternative
- c) To avoid making decisions

d) To follow a predetermined decision-making process

Answer: a) To identify and generate multiple alternatives

7. **What is the difference between an individual and group decision-making process?**

- a) Individual decision making is more effective than group decision making
- b) Group decision making is more effective than individual decision making
- c) Individual decision making is faster than group decision making
- d) There is no difference between the two

Answer: b) Group decision making is more effective than individual decision making

8. **What is the purpose of a decision-making model?**

- a) To provide a framework for decision making
- b) To ensure that decisions are always made by the same person
- c) To avoid making decisions
- d) To eliminate risks and uncertainties

Answer: a) To provide a framework for decision making

9. **What is the role of ethics in decision making?**

- a) Ethics should never be considered in decision making
- b) Ethics should always be the primary factor in decision making
- c) Ethics should be balanced with other factors in decision making
- d) Ethics are only important in personal decisions, not in business decisions

Answer: c) Ethics should be balanced with other factors in decision making

10. **Which of the following is an example of a decision-making bias?**

- a) Groupthink
- b) Brainstorming
- c) Cost-benefit analysis
- d) SWOT analysis

Answer: a) Groupthink

Lec 22 - Human Resource Management (HRM)

1. **What is the primary goal of HRM?**

- A) To maximize profits
- B) To optimize the productivity and effectiveness of the workforce
- C) To minimize employee turnover
- D) To create a hierarchical organizational structure

Answer: B) To optimize the productivity and effectiveness of the workforce

2. **Which of the following is not a function of HRM?**

- A) Recruitment and selection
- B) Training and development
- C) Financial management
- D) Performance appraisal

Answer: C) Financial management

3. **What is the process of identifying and developing employees for future leadership roles called?**

- A) Recruitment
- B) Succession planning
- C) Performance management
- D) Training and development

Answer: B) Succession planning

4. **Which type of compensation includes base pay, incentives, and benefits?**

- A) Performance-based compensation
- B) Variable compensation
- C) Total compensation
- D) Salary compensation

Answer: C) Total compensation

5. **What is the process of formally evaluating employee performance against established goals and objectives?**

- A) Recruitment
- B) Performance appraisal
- C) Training and development
- D) Succession planning

Answer: B) Performance appraisal

6. **What is the process of determining the relative worth of different jobs within an organization?**

- A) Performance management
- B) Job analysis
- C) Job evaluation
- D) Job design

Answer: C) Job evaluation

7. **Which of the following laws regulates workplace health and safety in the United States?**
- A) Fair Labor Standards Act
 - B) Americans with Disabilities Act
 - C) Family and Medical Leave Act
 - D) Occupational Safety and Health Act

Answer: D) Occupational Safety and Health Act

8. **What is the process of assisting employees to transition out of an organization called?**
- A) Recruitment
 - B) Termination
 - C) Separation
 - D) Retirement

Answer: C) Separation

9. **Which of the following is not a benefit of effective HRM?**
- A) Increased employee morale
 - B) Reduced employee turnover
 - C) Increased organizational productivity
 - D) Reduced legal compliance

Answer: D) Reduced legal compliance

10. **Which type of training is conducted for current employees to enhance their knowledge and skills?**
- A) Onboarding
 - B) Orientation
 - C) Developmental training
 - D) Compliance training

Answer: C) Developmental training

