# 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?
  - a. Greek
  - b. Roman
  - c. Chinese
  - d. French

#### Answer: d. French

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

### Answer: b. Frederick Taylor

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

#### Answer: a. Progressive Era

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

#### Answer: d. Bureaucratization

- 5. Which of the following is not one of the key features of the Digital Era of public administration?
  - a. E-government
  - b. Open data
  - c. Social media
  - d. 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?
  - a. 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 Favol
- 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 decisionmaking?
  - 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

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

Answer: A) China

- 2. 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

- 3. 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

- 4. 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

- 5. The New Public Management model emphasizes on:
  - A) Hierarchical structure
  - B) Bureaucratic control
  - C) Customer satisfaction
  - D) Centralized decision making

Answer: C) Customer satisfaction

- 6. 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

- 7. 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?

nal facilities

- 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

# Lec 23 - Selection Process and Training

#### 1. What is the first step in the selection process?

- A) Interviewing candidates
- B) Posting job openings
- C) Screening resumes
- D) Conducting background checks

Solution: B) Posting job openings

#### 2. Which of the following is NOT a common selection method used by organizations?

- A) Cognitive ability tests
- B) Personality tests
- C) Interviews
- D) Phone calls

Solution: D) Phone calls

### 3. What is the purpose of a job analysis?

- A) To determine the qualifications of candidates
- B) To determine the pay scale for the job
- C) To determine the duties and responsibilities of the job
- D) To determine the training needs of the job

Solution: C) To determine the duties and responsibilities of the job

# 4. Which of the following is a disadvantage of external recruitment?

- A) It can bring fresh ideas and perspectives to the organization
- B) It can be costly and time-consuming
- C) It can improve employee morale
- D) It can reduce employee turnover

Solution: B) It can be costly and time-consuming

# 5. Which type of training is focused on improving an individual's job-specific skills?

- A) Soft skills training
- B) On-the-job training
- C) Classroom training
- D) Online training

Solution: B) On-the-job training

#### 6. Which of the following is a benefit of a mentorship program?

- A) It can be completed quickly, saving time and resources
- B) It can help employees develop new technical skills
- C) It can provide networking opportunities for employees
- D) It can be used as a substitute for formal training programs

Solution: C) It can provide networking opportunities for employees

## 7. What is the purpose of a performance appraisal?

- A) To determine whether an employee is eligible for a promotion
- B) To determine an employee's job-specific skills
- C) To provide feedback to employees on their job performance
- D) To determine an employee's salary

Solution: C) To provide feedback to employees on their job performance

# 8. Which type of training is typically used to improve communication and interpersonal skills?

- A) Soft skills training
- B) On-the-job training
- C) Classroom training
- D) Online training

Solution: A) Soft skills training

### 9. Which of the following is a characteristic of an effective training program?

- A) It is one-size-fits-all
- B) It does not take into account the organization's goals and objectives
- C) It is regularly evaluated and updated
- D) It is not tailored to meet the needs of the individual employees

Solution: C) It is regularly evaluated and updated

#### 10. Which of the following is NOT a potential consequence of inadequate training?

- A) Reduced employee morale
- B) Increased employee turnover
- C) Improved productivity
- D) Decreased quality of work

Solution: C) Improved productivity

# Lec 24 - Performance Appraisal

# 1. What is the purpose of a performance appraisal?

- a. To determine an employee's salary
- b. To identify areas for improvement
- c. To discipline an employee
- d. To evaluate an employee's work-life balance

#### Answer: b. To identify areas for improvement

### 2. Who typically conducts a performance appraisal?

- a. The employee being appraised
- b. The employee's supervisor or manager
- c. The human resources department
- d. An external consultant

# Answer: b. The employee's supervisor or manager

# 3. Which of the following is NOT a common performance appraisal method?

- a. Management by objectives
- b. Behaviorally anchored rating scales
- c. Cost-benefit analysis
- d. Graphic rating scales

# Answer: c. Cost-benefit analysis

# 4. Which of the following is a potential consequence of a poorly conducted performance appraisal?

- a. Increased employee morale and job satisfaction
- b. Decreased employee turnover
- c. Improved job performance
- d. Decreased trust in the organization

#### Answer: d. Decreased trust in the organization

# 5. Which type of performance appraisal focuses on specific job-related tasks and activities?

- a. Trait-based appraisal
- b. Behavioral appraisal
- c. Results-based appraisal
- d. Task-based appraisal

#### Answer: d. Task-based appraisal

# 6. Which of the following is an advantage of using a 360-degree feedback system in a performance appraisal?

- a. It is easy and quick to implement
- b. It provides a well-rounded view of an employee's performance
- c. It is unbiased
- d. It is typically more cost-effective than other methods

### Answer: b. It provides a well-rounded view of an employee's performance

- 7. What is a potential drawback of using a graphic rating scale in a performance appraisal?
  - a. It can be subjective and lack specificity
  - b. It can be time-consuming and expensive
  - c. It can be confusing for employees to understand
  - d. It can be biased in favor of certain employees

## Answer: a. It can be subjective and lack specificity

- 8. Which type of performance appraisal focuses on an employee's personal characteristics, such as their personality and attitude?
  - a. Trait-based appraisal
  - b. Behavioral appraisal
  - c. Results-based appraisal
  - d. Task-based appraisal

#### Answer: a. Trait-based appraisal

- 9. Which of the following is an example of a performance appraisal error?
  - a. Central tendency bias
  - b. Leniency bias
  - c. Recency bias
  - d. All of the above

#### Answer: d. All of the above

- 10. Which of the following is a potential benefit of using a behaviorally anchored rating scale in a performance appraisal?
  - a. It is easy to understand and use
  - b. It is cost-effective
  - c. It provides specific examples of job behaviors
  - d. It is not subject to bias

Answer: c. It provides specific examples of job behaviors

# Lec 25 - Selection and Training and Public Organizations

### 1. What is the purpose of selection in public organizations?

- A. To ensure diversity in the workplace
- B. To ensure that the right candidates are hired
- C. To promote employees based on seniority
- D. To comply with government regulations

#### **Answer: B**

### 2. What is the primary goal of training programs in public organizations?

- A. To enhance employee skills and knowledge
- B. To promote employee socialization
- C. To provide a venue for team-building activities
- D. To reduce employee turnover

#### Answer: A

### 3. What is the role of job analysis in the selection process?

- A. To identify the required qualifications for a job
- B. To ensure that candidates meet the organization's mission
- C. To promote diversity in the workplace
- D. To identify potential training needs for new employees

#### Answer: A

#### 4. What is a pre-employment test?

- A. A test taken by current employees to assess their job performance
- B. A test taken by potential employees to assess their qualifications
- C. A test taken by management to assess their leadership skills
- D. A test taken by HR to assess the company's recruitment strategy

#### **Answer: B**

# 5. What is the purpose of performance appraisals in public organizations?

- A. To provide employees with a bonus
- B. To ensure that employees meet government regulations
- C. To evaluate an employee's job performance
- D. To promote employees based on seniority

#### Answer: C

# 6. What is the benefit of diversity in the workplace?

- A. Increased employee turnover
- B. Decreased creativity and innovation
- C. Improved employee satisfaction and productivity
- D. Increased competition among employees

#### **Answer: C**

# 7. What is the role of management in the selection and training process?

- A. To select and train employees
- B. To assess the effectiveness of the selection and training process
- C. To oversee the selection and training process
- D. To develop the selection and training process

#### Answer: C

### 8. What is a potential consequence of poor training programs in public organizations?

- A. Increased employee productivity
- B. Decreased employee morale and job satisfaction
- C. Increased employee turnover
- D. Increased creativity and innovation

#### Answer: B

### 9. What is the purpose of a needs assessment in training programs?

- A. To evaluate employee job performance
- B. To identify potential training needs for employees
- C. To promote diversity in the workplace
- D. To ensure that employees meet government regulations

#### Answer: B

#### 10. What is the benefit of a well-conducted selection process?

- A. Decreased employee productivity
- B. Increased employee turnover
- C. Improved employee job satisfaction
- D. Decreased employee diversity

#### **Answer: C**

#### Lec 26 - Public Finance

## 1. Which of the following is not a source of government revenue?

- a) Income tax
- b) Sales tax
- c) Property tax
- d) All of the above are sources of government revenue

Solution: d) All of the above are sources of government revenue

#### 2. Which of the following is an example of an indirect tax?

- a) Income tax
- b) Property tax
- c) Sales tax
- d) None of the above

Solution: c) Sales tax

# 3. What is the primary objective of fiscal policy?

- a) To maintain price stability
- b) To promote economic growth
- c) To achieve a balanced budget
- d) To reduce income inequality

Solution: b) To promote economic growth

#### 4. Which of the following is not a component of the budget?

- a) Revenues
- b) Expenditures
- c) Deficits
- d) All of the above are components of the budget

Solution: d) All of the above are components of the budget

# 5. Which of the following is an example of a transfer payment?

- a) Social Security benefits
- b) Military spending
- c) Interest payments on government debt
- d) All of the above

Solution: a) Social Security benefits

#### 6. What is the difference between a budget deficit and a budget surplus?

- a) A budget deficit occurs when revenues exceed expenditures.
- b) A budget surplus occurs when revenues exceed expenditures.
- c) A budget deficit occurs when expenditures exceed revenues.
- d) A budget surplus occurs when expenditures exceed revenues.

Solution: c) A budget deficit occurs when expenditures exceed revenues.

# 7. Which of the following is an example of an automatic stabilizer?

- a) Unemployment insurance
- b) Corporate tax cuts
- c) Military spending
- d) None of the above

Solution: a) Unemployment insurance

# 8. What is the purpose of debt management?

- a) To reduce the national debt
- b) To minimize interest payments on the national debt
- c) To maximize interest payments on the national debt
- d) None of the above

Solution: b) To minimize interest payments on the national debt

# 9. Which of the following is not a type of government expenditure?

- a) Transfer payments
- b) National defense
- c) Interest payments on government debt
- d) All of the above are types of government expenditure
- Solution: d) All of the above are types of government expenditure

#### 10. What is the difference between a progressive tax and a regressive tax?

- a) A progressive tax takes a larger percentage of income from high-income earners than from low-income earners, while a regressive tax takes a larger percentage of income from low-income earners than from high-income earners.
- b) A progressive tax takes a larger percentage of income from low-income earners than from high-income earners, while a regressive tax takes a larger percentage of income from high-income earners than from low-income earners.
- c) A progressive tax takes a flat percentage of income from all earners, while a regressive tax takes a variable percentage of income based on income level.
- d) None of the above

Solution: a) A progressive tax takes a larger percentage of income from high-income earners than from low-income earners, while a regressive tax takes a larger percentage of income from low-income earners than from high-income earners.

# Lec 27 - Budget

#### 1. What is a budget?

- A. A plan of expected income and expenses for a specific period
- B. The actual amount of money earned or spent
- C. A record of past income and expenses
- D. An estimate of future investment returns

#### Solution: A

# 2. What is the purpose of creating a budget?

- A. To keep track of income and expenses
- B. To increase debt
- C. To decrease savings
- D. To have no financial plan

#### Solution: A

### 3. What is the first step in creating a budget?

- A. Identifying sources of income
- B. Listing expenses
- C. Analyzing spending habits
- D. Setting financial goals

### Solution: A

# 4. What is the recommended percentage of income that should be allocated for housing expenses?

- A. 10-15%
- B. 20-30%
- C. 40-50%
- D. 60-70%

#### Solution: B

## 5. What is a fixed expense?

- A. An expense that changes from month to month
- B. An expense that stays the same from month to month
- C. An expense that is not necessary
- D. An expense that is optional

#### Solution: B

#### 6. What is a variable expense?

- A. An expense that changes from month to month
- B. An expense that stays the same from month to month
- C. An expense that is not necessary
- D. An expense that is optional

#### Solution: A

#### 7. What is an emergency fund?

- A. A fund used to cover unexpected expenses
- B. A fund used for luxury purchases
- C. A fund used to pay off debt
- D. A fund used for long-term investments

#### Solution: A

## 8. What is the purpose of a budget review?

- A. To see if financial goals are being met
- B. To increase spending
- C. To decrease savings
- D. To ignore financial habits

#### Solution: A

# 9. What is the recommended percentage of income that should be allocated for savings?

- A. 5-10%
- B. 15-20%
- C. 25-30%
- D. 35-40%

#### Solution: B

# 10. What is the recommended time period to review and adjust a budget?

- A. Every month
- B. Every six months
- C. Every year
- D. Every five years

#### Solution: A

# Lec 28 - Public Budget

- 1. Which of the following is not a component of a public budget?
  - A) Expenditures
  - B) Revenues
  - C) Assets
  - D) Deficits

## Solution: C) Assets

#### 2. A public budget deficit occurs when:

- A) Revenues exceed expenditures
- B) Expenditures exceed revenues
- C) The budget is balanced
- D) None of the above

## Solution: B) Expenditures exceed revenues

- 3. Which of the following is an example of a direct tax?
  - A) Sales tax
  - B) Excise tax
  - C) Income tax
  - D) Property tax

## Solution: C) Income tax

#### 4. A budget surplus occurs when:

- A) Revenues exceed expenditures
- B) Expenditures exceed revenues
- C) The budget is balanced
- D) None of the above

# Solution: A) Revenues exceed expenditures

- 5. Which of the following is not a type of government expenditure?
  - A) Transfer payments
  - B) Capital expenditures
  - C) Interest payments
  - D) Income tax

# Solution: D) Income tax

- 6. The federal budget is prepared by:
  - A) The President
  - B) The Congress
  - C) The Treasury Department
  - D) The Office of Management and Budget

Solution: D) The Office of Management and Budget

# 7. Which of the following is not a source of government revenue?

- A) Income taxes
- B) Sales taxes
- C) Borrowing
- D) Budget deficits

# Solution: D) Budget deficits

#### 8. A progressive tax system means that:

- A) Everyone pays the same tax rate
- B) High-income earners pay a higher tax rate than low-income earners
- C) Low-income earners pay a higher tax rate than high-income earners
- D) Tax rates are based on a random selection process

## Solution: B) High-income earners pay a higher tax rate than low-income earners

### 9. Which of the following is a limitation of using a balanced budget approach?

- A) It can lead to inflation
- B) It can be difficult to achieve during times of economic recession
- C) It can increase the national debt
- D) None of the above

# Solution: B) It can be difficult to achieve during times of economic recession

#### 10. Which of the following is a common use of government borrowing?

- A) To finance capital projects
- B) To provide transfer payments
- C) To pay interest on existing debt
- D) To reduce the budget deficit

Solution: A) To finance capital projects

#### Lec 29 - National Finance Commission

- 1. Which article of the Constitution of Pakistan deals with the National Finance Commission?
  - A) Article 158
  - B) Article 160
  - C) Article 161
  - D) Article 162

Answer: B) Article 160

- 2. How many members are there in the National Finance Commission of Pakistan?
  - A) 5
  - B) 7
  - C) 9
  - D) 11

Answer: C) 9

- 3. When was the National Finance Commission of Pakistan established?
  - A) 1947
  - B) 1950
  - C) 1973
  - D) 1985

Answer: B) 1950

- 4. What is the main function of the National Finance Commission?
  - A) To distribute the net proceeds of taxes among the provinces
  - B) To regulate the budget of the federal government
  - C) To oversee the operations of the State Bank of Pakistan
  - D) To set monetary policy for the country

Answer: A) To distribute the net proceeds of taxes among the provinces

- 5. How often does the National Finance Commission of Pakistan submit its recommendations to the President of Pakistan?
  - A) Every year
  - B) Every two years
  - C) Every three years
  - D) Every four years

Answer: C) Every three years

- 6. Which is the latest National Finance Commission Award in Pakistan?
  - A) 6th NFC Award
  - B) 7th NFC Award
  - C) 8th NFC Award
  - D) 9th NFC Award

Answer: C) 8th NFC Award

- 7. Which province receives the largest share of the divisible pool under the 8th NFC Award?
  - A) Punjab
  - B) Sindh
  - C) Khyber Pakhtunkhwa
  - D) Balochistan

## Answer: A) Punjab

- 8. Which of the following is not a criterion for the distribution of resources under the NFC Award?
  - A) Population
  - B) Poverty level
  - C) Revenue generation
  - D) Area of the province

Answer: D) Area of the province

- 9. Who is the current Chairman of the National Finance Commission of Pakistan?
  - A) Asad Umar
  - B) Hammad Azhar
  - C) Dr. Abdul Hafeez Shaikh
  - D) Dr. Ishrat Hussain

Answer: C) Dr. Abdul Hafeez Shaikh

- 10. Which of the following taxes is not included in the divisible pool under the NFC Award?
  - A) Income tax
  - B) Sales tax
  - C) Customs duty
  - D) Excise duty

Answer: C) Customs duty

#### Lec 30 - Administrative Control

- 1. Which of the following is not a type of administrative control?
  - a) Hierarchical control
  - b) Bureaucratic control
  - c) Financial control
  - d) Technical control

#### Answer: d) Technical control

- 2. Which of the following is an example of bureaucratic control?
  - a) Performance reviews
  - b) Budgetary control
  - c) Setting goals and objectives
  - d) Employee training programs

### Answer: a) Performance reviews

- 3. Which of the following is not a characteristic of administrative control?
  - a) It is a continuous process
  - b) It focuses on achieving organizational goals
  - c) It is implemented through policies and procedures
  - d) It relies solely on technology

#### Answer: d) It relies solely on technology

- 4. Which of the following is a disadvantage of bureaucratic control?
  - a) It ensures consistency and standardization
  - b) It can lead to inflexibility
  - c) It encourages innovation
  - d) It is cost-effective

#### Answer: b) It can lead to inflexibility

- 5. Which of the following is an example of financial control?
  - a) Quality control
  - b) Inventory control
  - c) Budgetary control
  - d) Time management

#### Answer: c) Budgetary control

- 6. Which of the following is not a level of administrative control?
  - a) Top-level control
  - b) Middle-level control
  - c) Bottom-level control
  - d) Customer-level control

#### Answer: d) Customer-level control

### 7. Which of the following is a type of hierarchical control?

- a) Financial control
- b) Strategic control
- c) Operational control
- d) None of the above

#### Answer: c) Operational control

### 8. Which of the following is an advantage of administrative control?

- a) It improves accountability
- b) It hinders communication
- c) It increases bureaucracy
- d) It leads to a lack of standardization

## Answer: a) It improves accountability

### 9. Which of the following is not a benefit of bureaucratic control?

- a) It ensures consistency and standardization
- b) It provides clear guidelines for decision making
- c) It encourages innovation
- d) It facilitates coordination and communication

#### Answer: c) It encourages innovation

#### 10. Which of the following is an example of technical control?

- a) Password protection
- b) Performance reviews
- c) Budgetary control
- d) Employee training programs

Answer: a) Password protection

#### Lec 31 - Audit

- 1. What is the primary objective of an audit?
  - A. To detect fraud
  - B. To provide an opinion on the financial statements
  - C. To ensure compliance with laws and regulations
  - D. To provide a detailed report on the company's operations

#### **Answer: B**

- 2. Which of the following is not a type of audit?
  - A. Internal audit
  - B. External audit
  - C. Government audit
  - D. Stock audit

#### Answer: D

- 3. Who is responsible for appointing the auditor in a company?
  - A. The shareholders
  - B. The board of directors
  - C. The management
  - D. The auditors themselves

#### Answer: A

- 4. Which of the following is not a phase of the audit process?
  - A. Planning
  - B. Fieldwork
  - C. Reporting
  - D. Monitoring

#### **Answer: D**

- 5. Which of the following statements is true about materiality in auditing?
  - A. Materiality is a measure of the size of the company being audited.
  - B. Materiality is only relevant for external audits, not internal audits.
  - C. Materiality is a concept that relates to the significance of an item to the financial statements.
  - D. Materiality is not relevant for audits of nonprofit organizations.

#### **Answer: C**

- 6. Which of the following is not an example of an internal control?
  - A. Separation of duties
  - B. Use of passwords to restrict access to information
  - C. Approval of expenditures by a supervisor
  - D. Preparing financial statements

#### Answer: D

### 7. Which of the following is an example of a substantive test in auditing?

- A. Reviewing internal controls
- B. Observing inventory counts
- C. Testing journal entries for accuracy
- D. Testing the effectiveness of fraud prevention controls

## **Answer: B**

### 8. Which of the following statements is true about audit sampling?

- A. Audit sampling involves examining every transaction in a population.
- B. The sample size should always be as large as possible.
- C. The sample should be representative of the population being tested.
- D. Sampling is only relevant for external audits.

#### **Answer: C**

## 9. Which of the following is not an example of a type of audit report?

- A. Unqualified
- B. Qualified
- C. Adverse
- D. Management

#### Answer: D

## 10. Which of the following is not a risk associated with an audit engagement?

- A. Detection risk
- B. Control risk
- C. Fraud risk
- D. Market risk

#### Answer: D

#### Lec 32 - Motivation

- 1. Which of the following is NOT a type of motivation?
  - a) Extrinsic motivation
  - b) Intrinsic motivation
  - c) Autonomic motivation
  - d) Self-determination theory

#### Solution: c) Autonomic motivation

- Which theory of motivation suggests that human needs can be categorized into a hierarchy of needs?
  - a) Maslow's hierarchy of needs
  - b) Self-determination theory
  - c) Cognitive evaluation theory
  - d) Incentive theory

# Solution: a) Maslow's hierarchy of needs

- 3. Which of the following is an example of extrinsic motivation?
  - a) Studying for a test because you enjoy learning the material
  - b) Exercising to improve your overall health and well-being
  - c) Cleaning your room because your parents will give you a reward
  - d) Playing a sport because you find it personally fulfilling

#### Solution: c) Cleaning your room because your parents will give you a reward

- 4. Which theory of motivation suggests that people are motivated by the desire to maintain a level of stimulation that is optimal for their functioning?
  - a) Drive reduction theory
  - b) Incentive theory
  - c) Arousal theory
  - d) Self-determination theory

#### Solution: c) Arousal theory

- 5. Which of the following is an example of intrinsic motivation?
  - a) Working hard on a project because you want to get a good grade
  - b) Playing a musical instrument because you enjoy the process
  - c) Taking a job because it pays well
  - d) Exercising to improve your appearance

# Solution: b) Playing a musical instrument because you enjoy the process

- 6. Which theory of motivation suggests that people are motivated by a sense of competence, autonomy, and relatedness?
  - a) Self-determination theory
  - b) Maslow's hierarchy of needs
  - c) Incentive theory
  - d) Cognitive evaluation theory

### Solution: a) Self-determination theory

#### 7. Which of the following is an example of an extrinsic reward?

- a) A feeling of accomplishment after completing a challenging task
- b) A promotion at work
- c) A sense of pride in oneself
- d) A feeling of satisfaction after helping someone in need

### Solution: b) A promotion at work

## 8. Which of the following is an example of an intrinsic reward?

- a) A bonus for completing a project on time
- b) A sense of accomplishment after finishing a difficult task
- c) A prize for winning a competition
- d) A promotion at work

# Solution: b) A sense of accomplishment after finishing a difficult task

- 9. Which theory of motivation suggests that people are motivated by the desire to reduce a state of tension or discomfort?
  - a) Self-determination theory
  - b) Arousal theory
  - c) Incentive theory
  - d) Drive reduction theory

# Solution: d) Drive reduction theory

#### 10. Which of the following is an example of extrinsic motivation?

- a) Painting a picture because it brings you joy
- b) Cleaning your room because you want to maintain a tidy living space
- c) Running a marathon because you want to improve your personal best time
- d) Completing a task because you will receive a financial reward

Solution: d) Completing a task because you will receive a financial reward

?

- 1. Which of the following is NOT a theory of motivation?
  - a) Maslow's Hierarchy of Needs
  - b) Herzberg's Two-Factor Theory
  - c) Skinner's Reinforcement Theory
  - d) McGregor's Theory X and Theory Y

Solution: c) Skinner's Reinforcement Theory

- 2. According to Maslow's Hierarchy of Needs, which need must be fulfilled before a person can focus on the next level of needs?
  - a) Safety Needs
  - b) Physiological Needs
  - c) Self-Actualization Needs
  - d) Esteem Needs

Solution: b) Physiological Needs

- 3. What is the difference between intrinsic and extrinsic motivation?
  - a) Intrinsic motivation comes from within oneself, while extrinsic motivation comes from external factors.
  - b) Intrinsic motivation comes from external factors, while extrinsic motivation comes from within oneself.
  - c) Intrinsic motivation is only found in leaders, while extrinsic motivation is only found in followers.
  - d) There is no difference between intrinsic and extrinsic motivation.

Solution: a) Intrinsic motivation comes from within oneself, while extrinsic motivation comes from external factors.

- 4. Which of the following is NOT a leadership style?
  - a) Autocratic
  - b) Democratic
  - c) Laissez-faire
  - d) Bureaucratic

Solution: d) Bureaucratic

- 5. Which leadership style involves making all decisions without any input from subordinates?
  - a) Autocratic
  - b) Democratic
  - c) Laissez-faire
  - d) Transformational

Solution: a) Autocratic

- 6. Which leadership style is characterized by a leader who encourages participation and collaboration from subordinates?
  - a) Autocratic
  - b) Democratic
  - c) Laissez-faire
  - d) Transformational

## Solution: b) Democratic

- 7. Which leadership style allows subordinates to make all decisions without input from the leader?
  - a) Autocratic
  - b) Democratic
  - c) Laissez-faire
  - d) Transformational

Solution: c) Laissez-faire

- 8. Which of the following is NOT a characteristic of a transformational leader?
  - a) Charismatic
  - b) Inspirational
  - c) Hands-off
  - d) Visionary

Solution: c) Hands-off

- 9. Which theory of motivation proposes that individuals are motivated by achieving a sense of equity or fairness?
  - a) Maslow's Hierarchy of Needs
  - b) Herzberg's Two-Factor Theory
  - c) Expectancy Theory
  - d) Equity Theory

Solution: d) Equity Theory

- 10. According to Herzberg's Two-Factor Theory, which of the following is a hygiene factor that can cause dissatisfaction if not present?
  - a) Recognition
  - b) Achievement
  - c) Responsibility
  - d) Working Conditions

**Solution: d) Working Conditions** 

# Lec 34 - Leadership

- 1. Which of the following is not a characteristic of effective leadership?
  - a) Vision
  - b) Integrity
  - c) Micromanagement
  - d) Communication

### Solution: c) Micromanagement

- 2. Which of the following is not a leadership style?
  - a) Autocratic
  - b) Laissez-faire
  - c) Collaborative
  - d) Inclusive

### Solution: d) Inclusive

- 3. What is the ability to influence others called in the context of leadership?
  - a) Persuasion
  - b) Delegation
  - c) Motivation
  - d) Decisiveness

### Solution: a) Persuasion

- 4. Which of the following is not a benefit of effective leadership?
  - a) Higher employee satisfaction
  - b) Improved productivity
  - c) Decreased turnover rates
  - d) Increased micromanagement

#### Solution: d) Increased micromanagement

- 5. Which leadership style emphasizes on team collaboration and decision-making through consensus?
  - a) Autocratic
  - b) Transformational
  - c) Laissez-faire
  - d) Democratic

## Solution: d) Democratic

- 6. What is the key difference between a leader and a manager?
  - a) A leader focuses on short-term goals, while a manager focuses on long-term goals.
  - b) A leader focuses on achieving goals through people, while a manager focuses on achieving goals through processes.
  - c) A leader is more concerned with maintaining the status quo, while a manager is more focused on innovation.
  - d) A leader is only responsible for leading a team, while a manager is responsible for both

leading and managing.

# Solution: b) A leader focuses on achieving goals through people, while a manager focuses on achieving goals through processes.

- 7. What is the leadership style that emphasizes on individualized consideration and intellectual stimulation?
  - a) Transformational
  - b) Servant
  - c) Autocratic
  - d) Laissez-faire

# Solution: a) Transformational

- 8. Which of the following is not a common leadership trait?
  - a) Honesty
  - b) Emotional intelligence
  - c) Creativity
  - d) Micro-management

# Solution: d) Micro-management

- 9. What is the term used to describe a leader's ability to recognize and understand their own emotions and those of others?
  - a) Motivation
  - b) Emotional intelligence
  - c) Vision
  - d) Charisma

## Solution: b) Emotional intelligence

- 10. What is the process of assigning tasks and responsibilities to subordinates called?
  - a) Delegation
  - b) Micromanagement
  - c) Vision casting
  - d) Motivation

Solution: a) Delegation

#### **Lec 35 - Team - I**

- 1. What is Team I?
  - a) A group of people who work alone
  - b) A group of people who work together to achieve common goals
  - c) A group of people who work against each other

#### Solution: b

- 2. What is the key to Team I's success?
  - a) Effective communication
  - b) Isolation
  - c) Micromanagement

#### Solution: a

- 3. What is the importance of mutual trust in Team I?
  - b) It creates unnecessary tension among team members
  - c) It promotes competition between team members

#### Solution: a

- 4. What is the importance of respecting each other's strengths and weaknesses in Team I?
  - a) It helps team members work together more harmoniously
  - b) It creates unhealthy competition among team members
  - c) It makes team members feel inferior to each other

#### Solution: a

- 5. What is the significance of teamwork in Team I?
  - a) It helps team members accomplish more than they would individually
  - b) It limits the potential of each team member
  - c) It creates a toxic work environment

## Solution: a

- 6. How can Team I achieve its goals and objectives?
  - a) By working together
  - b) By working in isolation
  - c) By working against each other

#### Solution: a

- 7. What is the importance of having a unique role in Team I?
  - a) It allows team members to contribute to the team's success
  - b) It creates unhealthy competition among team members
  - c) It makes team members feel inferior to each other

#### Solution: a

- 8. What is the importance of building strong relationships in Team I?
  - a) It supports personal and professional growth
  - b) It creates unnecessary tension among team members
  - c) It promotes unhealthy competition between team members

#### Solution: a

- 9. What are the benefits of effective teamwork in Team I?
  - a) Increased productivity and efficiency
  - b) Decreased productivity and efficiency
  - c) Increased conflicts among team members

#### Solution: a

- 10. How can Team I improve their teamwork skills?
  - a) By practicing effective communication
  - b) By isolating themselves from each other
  - c) By creating unhealthy competition among team members

#### Solution: a

#### Lec 36 - Team – II

#### 1. What is Team - II?

- a) A group of individuals working towards different goals
- b) A group of individuals working collaboratively towards common goals
- c) A group of individuals working independently towards common goals

Answer: b) A group of individuals working collaboratively towards common goals

#### 2. What is the importance of effective communication in Team - II?

- a) It promotes mutual respect among team members
- b) It helps in achieving common goals and objectives
- c) It enables team members to work independently

Answer: b) It helps in achieving common goals and objectives

#### 3. What is the role of mutual trust in Team - II?

- a) It enables team members to work independently
- b) It helps in achieving common goals and objectives
- c) It promotes a positive work environment

Answer: b) It helps in achieving common goals and objectives

#### 4. How can conflicts be resolved within Team - II?

- a) By ignoring them
- b) By acknowledging each other's perspectives and finding common ground
- c) By blaming others for the conflict

Answer: b) By acknowledging each other's perspectives and finding common ground

### 5. How can Team - II encourage individual growth and development?

- a) By limiting opportunities for learning and development
- b) By recognizing individual contributions
- c) By discouraging career advancement

Answer: b) By recognizing individual contributions

#### 6. What is the significance of teamwork in achieving success for Team - II?

- a) It allows team members to work independently
- b) It promotes a positive work culture
- c) It helps in achieving common goals and objectives

Answer: c) It helps in achieving common goals and objectives

# 7. What is the importance of respecting each other's strengths and weaknesses in Team -

- a) It fosters a positive work culture
- b) It allows team members to work independently
- c) It enables team members to achieve common goals and objectives

Answer: c) It enables team members to achieve common goals and objectives

#### 8. How can Team - II maintain mutual trust and respect?

- a) By being dishonest and unreliable
- b) By following through on commitments and being reliable
- c) By ignoring feedback and constructive criticism

Answer: b) By following through on commitments and being reliable

# 9. What is the role of diversity in Team - II?

- a) It hinders collaboration among team members
- b) It promotes mutual trust and respect
- c) It limits opportunities for innovation and creativity

Answer: b) It promotes mutual trust and respect

# 10. How can Team - II handle underperforming team members?

- a) By ignoring underperformance
- b) By providing constructive feedback and coaching
- c) By blaming others for underperformance

Answer: b) By providing constructive feedback and coaching

#### Lec 37 - Communication – I

#### 1. What is communication - I?

- a) The process of exchanging information and ideas
- b) The process of exchanging goods and services
- c) The process of exchanging money and assets

# Answer: a) The process of exchanging information and ideas

- 2. Which of the following is an example of nonverbal communication I?
  - a) Speaking
  - b) Writing
  - c) Facial expressions

**Answer: c) Facial expressions** 

- 3. Which of the following is an essential element of effective communication I?
  - a) Speaking loudly
  - b) Active listening
  - c) Interrupting

**Answer: b) Active listening** 

- 4. Which of the following is not a barrier to effective communication I?
  - a) Language differences
  - b) Cultural differences
  - c) Trust and respect

**Answer: c) Trust and respect** 

- 5. What is the primary purpose of communication I?
  - a) To express oneself
  - b) To persuade others
  - c) To exchange information and ideas

Answer: c) To exchange information and ideas

- 6. Which of the following is an example of formal communication I?
  - a) Text messaging
  - b) Face-to-face conversation
  - c) Email

Answer: c) Email

- 7. Which of the following is an example of downward communication I?
  - a) A manager communicating with a subordinate
  - b) A subordinate communicating with a manager
  - c) A peer communicating with another peer

Answer: a) A manager communicating with a subordinate

- 8. Which of the following is a type of interpersonal communication I?
  - a) Writing an email
  - b) Giving a speech
  - c) Having a conversation

**Answer: c) Having a conversation** 

- 9. What is the role of feedback in communication I?
  - a) To interrupt the communication process

- b) To evaluate the effectiveness of the communication
- c) To persuade the receiver to agree

Answer: b) To evaluate the effectiveness of the communication

- 10. Which of the following is a potential consequence of poor communication I?
  - a) Increased productivity
  - b) Improved relationships
  - c) Confusion and misunderstandings

**Answer: c) Confusion and misunderstandings** 

### Lec 38 - Communication - II

- 1. What is the process of adapting one's communication style to fit a specific audience or situation called? a) Active listening b) Persuasion c) Empathy d) Communication adaptation Answer: d)

  Communication adaptation
- 2. What type of communication involves using words to convey information or ideas? a) Verbal communication b) Nonverbal communication c) Written communication d) Formal communication Answer: a) Verbal communication
- 3. What is the process of receiving, interpreting, and responding to verbal and nonverbal messages called? a) Active listening b) Feedback c) Empathy d) Communication adaptation Answer: a) Active listening
- 4. Which of the following is NOT a characteristic of effective public speaking? a) Clear and concise delivery b) Relevant and engaging content c) Use of jargon and technical terms d) Appropriate body language Answer: c) Use of jargon and technical terms
- 5. What is the process of reaching a mutually acceptable agreement through discussion and compromise called? a) Persuasion b) Negotiation c) Conflict resolution d) Crisis communication Answer: b) Negotiation
- 6. Which of the following is NOT a barrier to effective intercultural communication? a) Language differences b) Cultural stereotypes c) Limited time for communication d) Ethnocentrism Answer: c) Limited time for communication
- 7. What is the process of conveying a message or idea through images, symbols, or gestures called? a) Verbal communication b) Nonverbal communication c) Written communication d) Informal communication Answer: b) Nonverbal communication
- 8. Which of the following is a key element of crisis communication? a) Denying responsibility b) Minimizing the impact of the crisis c) Being transparent and honest d) Delaying communication until all information is available Answer: c) Being transparent and honest
- 9. Which of the following is NOT a step in the communication process? a) Encoding b) Feedback c) Analysis d) Decoding Answer: c) Analysis
- 10. Which of the following is an effective strategy for overcoming communication barriers? a) Avoiding feedback b) Using technical jargon c) Using active listening skills d) Ignoring cultural differences Answer: c) Using active listening skills

#### Lec 39 - District Administration

#### 1. Who is the head of the district administration?

- A) Mayor
- B) Governor
- C) District Administrator
- D) City Manager

**Answer: C) District Administrator** 

## 2. Which of the following is the primary function of district administration?

- A) Maintaining law and order
- B) Collecting taxes
- C) Providing healthcare services
- D) Conducting elections

Answer: A) Maintaining law and order

# 3. Which government body is responsible for overseeing the administrative functions of a district?

- A) State Government
- B) Federal Government
- C) Municipal Corporation
- D) Local Government

**Answer: A) State Government** 

## 4. What is the role of the district administrator in managing resources?

- A) Allocating funds to different departments
- B) Maintaining the district's infrastructure
- C) Recruiting and training staff
- D) All of the above

Answer: D) All of the above

# 5. Which of the following is NOT a responsibility of the district administration?

- A) Enforcing laws and regulations
- B) Providing education services
- C) Implementing policies and programs
- D) Managing resources

**Answer: B) Providing education services** 

#### 6. Who is responsible for providing services to the residents of the district?

- A) District Administrator
- B) Mayor
- C) City Council
- D) State Government

**Answer: A) District Administrator** 

# 7. What is the purpose of district administration?

- A) To serve the residents of the district
- B) To generate revenue for the government
- C) To maintain law and order
- D) All of the above

Answer: D) All of the above

### 8. Which of the following is a district-level administrative unit in India?

- A) Gram Panchayat
- B) Tehsil
- C) Village Council
- D) Municipal Corporation

**Answer: B) Tehsil** 

# 9. What is the role of the district administration in conducting elections?

- A) Counting votes
- B) Providing security
- C) Registering voters
- D) All of the above

**Answer: B) Providing security** 

# 10. Who is responsible for enforcing laws and regulations in a district?

- A) Police Department
- B) District Administration
- C) Municipal Corporation
- D) State Government

**Answer: A) Police Department** 

#### Lec 40 - Devolution Plan – I

#### 1. What is Devolution Plan - I?

- a) A plan to centralize political and administrative power
- b) A plan to decentralize political and administrative power
- c) A plan to privatize government services
- d) A plan to nationalize private industries

Answer: b

## 2. When was Devolution Plan - I initiated in Pakistan?

- a) 1995
- b) 2001
- c) 2005
- d) 2010

Answer: b

#### 3. Which ordinance initiated Devolution Plan - I in Pakistan?

- a) Local Government Ordinance 2001
- b) Education Ordinance 2001
- c) Agriculture Ordinance 2001
- d) Health Ordinance 2001

Answer: a

### 4. What is the main objective of Devolution Plan - I?

- a) Centralize power and resources
- b) Decentralize power and resources
- c) Nationalize private industries
- d) Privatize government services

Answer: b

### 5. Under Devolution Plan - I, what level of government has more decision-making authority?

- a) Federal government
- b) Provincial government
- c) Local government
- d) Military government

Answer: c

### 6. What is the role of local governments under Devolution Plan - I?

- a) To implement policies made by the federal government
- b) To implement policies made by the provincial government
- c) To make and implement policies at the local level
- d) To provide advisory services to the federal government

Answer: c

# 7. Which political party initiated Devolution Plan - I in Pakistan?

- a) Pakistan People's Party
- b) Pakistan Muslim League (Nawaz)
- c) Pakistan Tehreek-e-Insaf
- d) None of the above

Answer: a

### 8. What is the significance of Devolution Plan - I?

- a) It gives more power and autonomy to local governments
- b) It centralizes power and resources
- c) It reduces the role of local governments
- d) It is a plan to privatize government services

### Answer: a

# 9. How does Devolution Plan - I help address the needs and priorities of local communities?

- a) By centralizing power and resources
- b) By reducing the role of local governments
- c) By giving more decision-making authority to local governments
- d) By privatizing government services

#### Answer: c

## 10. What challenges did Devolution Plan - I face in Pakistan?

- a) Limited resources and capacity of local governments
- b) Resistance from federal and provincial governments
- c) Lack of public awareness and participation
- d) All of the above

#### Answer: d

#### Lec 41 - Devolution Plan – II

- 1. What was the main objective of Devolution Plan II in Pakistan?
  - A. To centralize political and administrative power
  - B. To empower local governments and promote democratic governance
  - C. To limit the role and responsibilities of local governments
  - D. None of the above

#### Answer: B

- 2. When was Devolution Plan II initiated in Pakistan?
  - A. 2001
  - B. 2010
  - C. 2015
  - D. 2020

#### **Answer: B**

- 3. What was the significance of Devolution Plan II in Pakistan?
  - A. It promoted centralization of political and administrative power
  - B. It limited the role and responsibilities of local governments
  - C. It empowered local governments and promoted decentralization
  - D. None of the above

#### **Answer: C**

- 4. What was the main challenge faced during the implementation of Devolution Plan II in Pakistan?
  - A. Resistance from federal and provincial governments
  - B. Limited resources and capacity of local governments
  - C. Lack of public awareness and participation
  - D. All of the above

#### **Answer: D**

- 5. What was the role of Devolution Plan II in promoting local development in Pakistan?
  - A. It restricted the role and responsibilities of local governments
  - B. It empowered local governments to address the needs and priorities of their communities
  - C. It centralized political and administrative power in the central government
  - D. None of the above

#### Answer: B

- 6. Which political party initiated Devolution Plan II in Pakistan?
  - A. Pakistan Muslim League-Nawaz (PML-N)
  - B. Pakistan Peoples Party (PPP)
  - C. Pakistan Tehreek-e-Insaf (PTI)
  - D. None of the above

#### Answer: B

# 7. What was the aim of expanding the role and responsibilities of local governments under Devolution Plan - II?

- A. To restrict the decision-making power of local governments
- B. To promote centralization of political and administrative power
- C. To empower local governments to better serve their communities
- D. None of the above

#### Answer: C

# 8. How did Devolution Plan - Il contribute to strengthening democratic governance in Pakistan?

- A. By centralizing political and administrative power
- B. By limiting the role and responsibilities of local governments
- C. By empowering local governments and promoting decentralization
- D. None of the above

#### **Answer: C**

# 9. What was the main difference between Devolution Plan - I and Devolution Plan - II in Pakistan?

- A. Devolution Plan II expanded the role and responsibilities of local governments
- B. Devolution Plan I restricted the role and responsibilities of local governments
- C. Devolution Plan II centralized political and administrative power
- D. Devolution Plan I promoted democratic governance

#### Answer: A

# 10. What was the impact of Devolution Plan - II on service delivery to the people in Pakistan?

- A. It reduced the quality of service delivery
- B. It improved service delivery to the people at the grassroots level
- C. It had no impact on service delivery
- D. None of the above

#### **Answer: B**

#### Lec 42 - Political Reforms

- 1. Which of the following is not a goal of political reforms?
  - a) Improving the functioning of the government
  - b) Increasing transparency and accountability
  - c) Promoting corruption and nepotism
  - d) Promoting democratic values

## **Answer: c) Promoting corruption and nepotism**

- 2. What is the purpose of electoral reforms?
  - a) To strengthen democratic institutions
  - b) To improve the voting process
  - c) To ensure fair and transparent elections
  - d) All of the above

## Answer: d) All of the above

- 3. Which of the following is an example of a political reform?
  - a) Increasing the number of political parties
  - b) Banning opposition parties
  - c) Promoting nepotism
  - d) Reducing the number of polling stations

# Answer: a) Increasing the number of political parties

- 4. What is the purpose of constitutional changes?
  - a) To improve the functioning of the government
  - b) To ensure the protection of citizens' rights
  - c) To combat corruption and promote good governance
  - d) All of the above

### Answer: d) All of the above

- 5. Which of the following is a democratic institution that is often strengthened through political reforms?
  - a) Military
  - b) Judiciary
  - c) Police
  - d) None of the above

### **Answer: b) Judiciary**

- 6. What is the purpose of decentralization of power?
  - a) To promote corruption and nepotism
  - b) To increase transparency and accountability
  - c) To ensure the equitable distribution of resources
  - d) All of the above

## Answer: c) To ensure the equitable distribution of resources

## 7. What is the role of political reforms in combating corruption?

- a) To increase transparency and accountability
- b) To promote nepotism and favoritism
- c) To weaken democratic institutions
- d) None of the above

# Answer: a) To increase transparency and accountability

## 8. What is the purpose of strengthening democratic institutions?

- a) To increase government control
- b) To ensure fair and transparent elections
- c) To promote nepotism and corruption
- d) None of the above

# Answer: b) To ensure fair and transparent elections

## 9. Which of the following is a challenge to political reforms?

- a) Resistance from the bureaucracy
- b) Lack of citizen participation
- c) Political interference
- d) All of the above

### Answer: d) All of the above

# 10. Which of the following is not an example of political reforms?

- a) Increasing the salaries of government officials
- b) Strengthening democratic institutions
- c) Decentralization of power
- d) Electoral reforms

Answer: a) Increasing the salaries of government officials

# Lec 43 - New Public Management (NPM)

- 1. Which of the following is a key feature of New Public Management (NPM)?
  - a) Bureaucratic structure
  - b) Decentralization
  - c) Political influence
  - d) Emphasis on hierarchy

# **Answer: b) Decentralization**

#### 2. What is the main goal of NPM?

- a) To increase bureaucracy
- b) To improve efficiency and effectiveness of public sector organizations
- c) To promote political interference
- d) To reduce accountability

# Answer: b) To improve efficiency and effectiveness of public sector organizations

- 3. Which of the following is not a characteristic of NPM?
  - a) Focus on results
  - b) Decentralization
  - c) Increased government regulation
  - d) Performance-based management

## Answer: c) Increased government regulation

#### 4. What is the primary focus of NPM?

- a) Increasing public sector employment
- b) Reducing public sector employment
- c) Improving public sector performance
- d) All of the above

### **Answer: c) Improving public sector performance**

- 5. NPM emphasizes which of the following management practices?
  - a) Performance-based management
  - b) Hierarchy-based management
  - c) Rule-based management
  - d) Centralized management

# **Answer: a) Performance-based management**

- 6. Which of the following is not a benefit of NPM?
  - a) Increased accountability
  - b) Improved customer focus
  - c) Reduced bureaucracy
  - d) Increased political interference

#### Answer: d) Increased political interference

## 7. NPM is most closely associated with which type of organization?

- a) Private sector organizations
- b) Non-profit organizations
- c) Public sector organizations
- d) None of the above

# **Answer: c) Public sector organizations**

## 8. Which of the following is a criticism of NPM?

- a) It is too expensive to implement
- b) It does not increase efficiency
- c) It leads to the privatization of public services
- d) It does not emphasize customer focus

# Answer: c) It leads to the privatization of public services

# 9. What is the main purpose of decentralization in NPM?

- a) To reduce the power of government
- b) To increase the power of government
- c) To improve decision-making
- d) To increase bureaucracy

### **Answer: c) To improve decision-making**

## 10. What is the primary advantage of NPM?

- a) Increased accountability
- b) Reduced bureaucracy
- c) Improved decision-making
- d) All of the above

Answer: d) All of the above

# Lec 44 - Managerial Programme Agenda – I

- 1. Which of the following is NOT a component of the Managerial Programme Agenda I?
  - a) Resource optimization
  - b) Employee training
  - c) Customer engagement
  - d) Workflow streamlining

**Answer: c) Customer engagement** 

- 2. The primary objective of the Managerial Programme Agenda I is to:
  - a) Improve organizational efficiency
  - b) Enhance customer satisfaction
  - c) Increase revenue
  - d) Reduce operational costs

Answer: a) Improve organizational efficiency

- 3. Which of the following is a key benefit of implementing the Managerial Programme Agenda I?
  - a) Improved employee retention
  - b) Increased customer complaints
  - c) Reduced profitability
  - d) Decreased productivity

Answer: a) Improved employee retention

- 4. Which of the following is an example of resource optimization under the Managerial Programme Agenda I?
  - a) Reducing employee salaries
  - b) Increasing marketing expenditure
  - c) Implementing energy-efficient technologies
  - d) Eliminating employee training programs

Answer: c) Implementing energy-efficient technologies

- 5. Which of the following is an example of workflow streamlining under the Managerial Programme Agenda I?
  - a) Adding unnecessary steps to a process
  - b) Increasing the number of approvals required for a task
  - c) Automating manual processes
  - d) Delaying project timelines

**Answer: c) Automating manual processes** 

- 6. Which of the following is an example of employee training under the Managerial Programme Agenda I?
  - a) Reducing employee salaries
  - b) Providing access to online learning platforms
  - c) Eliminating employee benefits
  - d) Increasing working hours

Answer: b) Providing access to online learning platforms

- 7. Which of the following is a potential challenge in implementing the Managerial Programme Agenda I?
  - a) Improved employee morale
  - b) Resistance to change

- c) Decreased productivity
- d) Increased customer complaints

### **Answer: b) Resistance to change**

- 8. Which of the following is a potential outcome of effective implementation of the Managerial Programme Agenda I?
  - a) Decreased employee satisfaction
  - b) Decreased customer loyalty
  - c) Increased revenue
  - d) Increased operational costs

**Answer: c) Increased revenue** 

- 9. The Managerial Programme Agenda I is aimed at improving:
  - a) Employee benefits
  - b) Customer service
  - c) Organizational performance
  - d) Shareholder returns

**Answer: c) Organizational performance** 

- 10. Which of the following is a key strategy in the Managerial Programme Agenda I?
  - a) Increasing employee turnover
  - b) Outsourcing all organizational functions
  - c) Implementing continuous improvement initiatives
  - d) Reducing employee benefits

**Answer: c) Implementing continuous improvement initiatives** 

# Lec 45 - Managerial Programme Agenda – II

- 1. What is the primary goal of Managerial Programme Agenda (MPA)?
  - A) To develop a strong private sector
  - B) To enhance public sector performance
  - C) To provide social services to the community
  - D) To increase government control

### Answer: B

- 2. Which of the following is not a component of the MPA?
  - A) Monitoring and evaluation
  - B) Public financial management
  - C) Institutional reforms
  - D) Political campaigns

#### **Answer: D**

- 3. What is the purpose of public financial management in the MPA?
  - A) To increase government revenue
  - B) To reduce government spending
  - C) To improve budget allocation and management
  - D) To decrease taxes for citizens

# Answer: C

- 4. What is the main objective of institutional reforms in the MPA?
  - A) To increase government control
  - B) To strengthen public institutions
  - C) To limit citizen participation in government
  - D) To reduce government bureaucracy

#### **Answer: B**

- 5. Which of the following is a key feature of the MPA approach?
  - A) Centralized decision-making
  - B) Top-down implementation
  - C) Bottom-up planning
  - D) Decentralized implementation

#### **Answer: D**

- 6. What is the role of monitoring and evaluation in the MPA?
  - A) To track the progress of MPA implementation
  - B) To enforce compliance with MPA policies
  - C) To penalize non-compliant agencies
  - D) To increase government control

#### **Answer: A**

## 7. What is the main goal of the MPA in terms of service delivery?

- A) To increase access to services
- B) To decrease the quality of services
- C) To privatize all services
- D) To decrease government spending on services

#### **Answer: A**

# 8. Which of the following is not a challenge associated with implementing the MPA?

- A) Resistance to change from government agencies
- B) Lack of funding for MPA initiatives
- C) Lack of political will from government leaders
- D) Lack of citizen participation

### Answer: D

## 9. What is the main benefit of using the MPA approach?

- A) Increased government control over resources
- B) Improved public sector performance
- C) Reduced citizen participation in government
- D) Increased government revenue

#### **Answer: B**

# 10. Which of the following is a key principle of the MPA approach?

- A) Decentralization of power and resources
- B) Centralization of power and resources
- C) Limitation of citizen participation in government
- D) Privatization of all government services

#### **Answer: A**