

MGT111

Introduction to Public Administration

Important mcqs

Lec 1 - Introduction

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Answer: c) The opening section

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

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

Answer: a) Formal and serious

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

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

Answer: d) There is no specific length requirement

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

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

Answer: a) To provide context for the topic

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

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

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

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

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

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

Lec 2 - Evolution of Public Administration

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

Answer: d. French

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

Answer: b. Frederick Taylor

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

Answer: a. Progressive Era

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

Answer: d. Bureaucratization

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

Answer: d. Max Weber's bureaucracy

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

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

Answer: d. Administrative

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

Answer: c. Directing

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

Answer: b. Mary Parker Follett

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

Answer: d. Philosophical factors

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

Answer: a. Woodrow Wilson

Lec 3 - Classical School of Thoughts – I

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

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

Answer: b. Frederick Taylor

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

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

Answer: c. Standardizing work procedures

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

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

Answer: c. Span of control

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

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

Answer: c. Max Weber

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

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

Answer: b. A highly centralized and hierarchical organization

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

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

Answer: b. Henri Fayol

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

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

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

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

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

Answer: d. Empowering

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

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

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

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

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

Answer: d. A startup company

Lec 4 - Classical School of Thoughts – II

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

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

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

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

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

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

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

d) Elton Mayo

Answer: c) Max Weber

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

a) Scientific Management

b) Administrative Management

c) Classical School of Thoughts - II

d) Behavioral Management

Answer: a) Scientific Management

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

a) Frederick Taylor

b) Henri Fayol

c) Max Weber

d) Elton Mayo

Answer: b) Henri Fayol

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

a) Scientific Management

b) Administrative Management

c) Classical School of Thoughts - II

d) Behavioral Management

Answer: b) Administrative Management

Lec 5 - Human Relations Schools

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

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

Answer: B

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

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

Answer: C

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

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

Answer: A

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

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

Answer: B

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

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

Answer: D

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

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

Answer: C

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

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

D) Bureaucratic rules and procedures in organizations

Answer: C

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

A) Classical School of thought

B) Neoclassical School of thought

C) Human Relations School of thought

D) Contingency School of thought

Answer: C

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

A) Elton Mayo

B) Max Weber

C) Henri Fayol

D) Frederick Taylor

Answer: B

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

A) It ensures efficient and standardized performance in organizations

B) It provides a clear hierarchy and structure in organizations

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

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

Answer: C

Lec 6 - Power And Politics

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

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

Answer: D) All of the above

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

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

Answer: C) Gender

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

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

Answer: C) Reward power

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

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

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

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

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

Answer: C) Sabotage

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

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

Answer: D) Referent power

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

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

Answer: D) Expert power

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

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

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

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

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

Answer: D) Information power

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

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

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

Lec 7 - History of Public Administration – I

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

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

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

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

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

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

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

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

Answer: a) Confucius

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

Answer: c) Arthashastra

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

Answer: b) Woodrow Wilson

Lec 8 - History of Public Administration – II

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

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

Answer: a) Decentralization and delegation of power

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

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

Answer: a) E-governance

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

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

Answer: d) Reducing interdependence among nations

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

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

Answer: b) Collaborative governance

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

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

Answer: a) Achieving organizational objectives

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

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

Answer: c) Participatory Model

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

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

Answer: d) Increased transparency and accountability

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

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

Answer: a) Lack of accountability and transparency

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

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

Answer: d) Learning model

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

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

Answer: c) Recognition of the importance of political leadership

Lec 9 - Civil Service

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

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

Answer: B) Promote merit-based hiring and promotion

2. **Civil servants are:**

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

Answer: C) Non-political, permanent employees

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

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

Answer: D) All of the above

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

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

Answer: D) Competitive examination

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

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

Answer: C) Promotes impartiality and accountability

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

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

Answer: A) China

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

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

Answer: B) 1883

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

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

Answer: A) Andrew Jackson

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

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

Answer: D) Partisanship

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

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

Answer: A) Office of Personnel Management

Lec 10 - Civil Service Reforms

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

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

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

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

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

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

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

Answer: C) Frederick Taylor

8. **The Civil Service Reform Act of 1978:**
- A) Established the Office of Personnel Management
 - B) Created the Senior Executive Service
 - C) Established the Merit Systems Protection Board
 - D) All of the above

Answer: D) All of the above

9. **Which of the following is not a feature of the contemporary civil service system?**
- A) Political neutrality
 - B) Merit system
 - C) Job security
 - D) Political patronage

Answer: D) Political patronage

10. **Which of the following is a criticism of the New Public Management model?**
- A) Emphasis on results over process
 - B) Lack of accountability
 - C) Lack of customer satisfaction
 - D) Emphasis on rules and procedures

Answer: B) Lack of accountability

Lec 11 - 1973 Constitution of Pakistan

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

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

Solution: a) April 12, 1973

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

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

Solution: c) Both a and b

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

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

Solution: d) All of the above

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

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

Solution: a) Federal parliamentary republic

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

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

Solution: b) President

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

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

Solution: b) Prime Minister

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

Solution: b) Article 19

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

Solution: c) Islam

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

Solution: b) Article 25

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

Solution: c) The third constitution of the country

Lec 12 - Structure of Government

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

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

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

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

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

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

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

Answer: a) Legislative

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

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

Answer: d) One-party system

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

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

Answer: c) Dictatorship

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

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

Answer: b) Implement laws

Lec 13 - Public and Private Administration

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

Answer: a) Accountability

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

Answer: b) Providing services for the common good

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

Answer: b) Shareholders

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

Answer: a) Government agencies

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

Answer: b) Generating revenue and profit

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

Answer: c) The public

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

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

Answer: b) Maximizing shareholder wealth

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

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

Answer: a) Hierarchical and centralized

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

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

Answer: b) Decentralized and flexible

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

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

Answer: b) Providing services

Lec 14 - Organization

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

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

Answer: c. Clear job roles and responsibilities

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

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

Answer: d. Random

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

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

Answer: d. Division of labor

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

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

Answer: a. Hierarchy

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

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

Answer: c. Employee personality types

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

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

Answer: a. Delegation

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

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

Answer: a. Communication

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

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

Answer: b. Slow decision-making processes

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

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

Answer: c. High levels of employee autonomy

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

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

Answer: a. Coordination

Lec 15 - Departmentalization

1. **What is departmentalization?**

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

Answer: a

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

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

Answer: d

3. **Departmentalization based on geography is also known as:**

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

Answer: c

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

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

Answer: c

5. **Departmentalization based on functions is commonly used in:**

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

Answer: a

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

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

Answer: a

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

Answer: d

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

Answer: b

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

Answer: c

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

Answer: a

Lec 16 - Power and Authority

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

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

Answer: b) Authority

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

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

Answer: d) All of the above

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

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

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

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

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

Answer: a) Legitimate power

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

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

Answer: b) Coercive power

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

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

Answer: c) Referent power

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

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

Answer: a) Expert power

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

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

Answer: d) All of the above

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

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

Answer: a) The use of power and authority

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

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

Answer: c) Threats

Lec 17 - Delegation of Authority

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

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

Answer: b

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

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

Answer: c

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

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

Answer: d

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

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

Answer: c

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

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

Answer: b

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

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

Answer: c

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

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

Answer: c

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

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

Answer: a

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

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

Answer: c

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

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

Answer: c

Lec 18 - Planning – I

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

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

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

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

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

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

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

Answer: c) Evaluating alternatives

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

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

Answer: d) Contingency plan

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

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

Answer: d) Implementing plans

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

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

Answer: a) Strategic plan

Lec 19 - Planning – II

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

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

Answer: B. Implementation and monitoring

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

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

Answer: C. Monitoring and evaluating plans

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

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

Answer: C. Control

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

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

Answer: A. To identify necessary adjustments and changes

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

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

Answer: B. Setting unrealistic goals

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

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

Answer: B. To avoid duplication of effort

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

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

Answer: B. To ensure timely completion

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

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

Answer: C. Ignoring results

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

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

Answer: A. To ensure effective communication

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

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

Answer: C. Ignoring feedback from stakeholders

Lec 20 - Planning Commission and Planning Development

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

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

Answer: b) Developing plans for growth and development

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

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

Answer: d) Efficient use of resources

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

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

Answer: c) Establishing a public transportation system

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

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

Answer: d) All of the above

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

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

Answer: a) Conservation of natural resources

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

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

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

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

Answer: c) Advisory role

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

Answer: a) Promoting gender equality

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

Answer: d) All of the above

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

Answer: a) Encouraging energy-efficient buildings

Lec 21 - Decision Making

1. What is decision making?

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

Answer: a) The process of making informed choices

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

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

Answer: c) Avoiding risks

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

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

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

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

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

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

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

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

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

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

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

d) To follow a predetermined decision-making process

Answer: a) To identify and generate multiple alternatives

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

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

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

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

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

Answer: a) To provide a framework for decision making

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

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

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

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

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

Answer: a) Groupthink

Lec 22 - Human Resource Management (HRM)

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

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

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

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

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

Answer: C) Financial management

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

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

Answer: B) Succession planning

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

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

Answer: C) Total compensation

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

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

Answer: B) Performance appraisal

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

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

Answer: C) Job evaluation

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

Answer: D) Occupational Safety and Health Act

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

Answer: C) Separation

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

Answer: D) Reduced legal compliance

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

Answer: C) Developmental training

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

- Which article of the Constitution of Pakistan deals with the National Finance Commission?**
 - Article 158
 - Article 160
 - Article 161
 - Article 162

Answer: B) Article 160
- How many members are there in the National Finance Commission of Pakistan?**
 - 5
 - 7
 - 9
 - 11

Answer: C) 9
- When was the National Finance Commission of Pakistan established?**
 - 1947
 - 1950
 - 1973
 - 1985

Answer: B) 1950
- What is the main function of the National Finance Commission?**
 - To distribute the net proceeds of taxes among the provinces
 - To regulate the budget of the federal government
 - To oversee the operations of the State Bank of Pakistan
 - To set monetary policy for the country

Answer: A) To distribute the net proceeds of taxes among the provinces
- How often does the National Finance Commission of Pakistan submit its recommendations to the President of Pakistan?**
 - Every year
 - Every two years
 - Every three years
 - Every four years

Answer: C) Every three years
- Which is the latest National Finance Commission Award in Pakistan?**
 - 6th NFC Award
 - 7th NFC Award
 - 8th NFC Award
 - 9th NFC Award

Answer: C) 8th NFC Award
- Which province receives the largest share of the divisible pool under the 8th NFC Award?**
 - Punjab
 - Sindh
 - Khyber Pakhtunkhwa
 - 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

2. 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

Lec 33 - Motivation and Leadership

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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 - II?

- 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 - II 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

- Which of the following is NOT a component of the Managerial Programme Agenda – I?**
 - Resource optimization
 - Employee training
 - Customer engagement
 - Workflow streamlining**Answer: c) Customer engagement**
- The primary objective of the Managerial Programme Agenda – I is to:**
 - Improve organizational efficiency
 - Enhance customer satisfaction
 - Increase revenue
 - Reduce operational costs**Answer: a) Improve organizational efficiency**
- Which of the following is a key benefit of implementing the Managerial Programme Agenda – I?**
 - Improved employee retention
 - Increased customer complaints
 - Reduced profitability
 - Decreased productivity**Answer: a) Improved employee retention**
- Which of the following is an example of resource optimization under the Managerial Programme Agenda – I?**
 - Reducing employee salaries
 - Increasing marketing expenditure
 - Implementing energy-efficient technologies
 - Eliminating employee training programs**Answer: c) Implementing energy-efficient technologies**
- Which of the following is an example of workflow streamlining under the Managerial Programme Agenda – I?**
 - Adding unnecessary steps to a process
 - Increasing the number of approvals required for a task
 - Automating manual processes
 - Delaying project timelines**Answer: c) Automating manual processes**
- Which of the following is an example of employee training under the Managerial Programme Agenda – I?**
 - Reducing employee salaries
 - Providing access to online learning platforms
 - Eliminating employee benefits
 - Increasing working hours**Answer: b) Providing access to online learning platforms**
- Which of the following is a potential challenge in implementing the Managerial Programme Agenda – I?**
 - Improved employee morale
 - 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

