

MGT111

Introduction to Public Administration

Important mcqs

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

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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

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

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

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

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

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

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

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

- c) Decreased productivity
- d) Increased customer complaints

Answer: b) Resistance to change

8. Which of the following is a potential outcome of effective implementation of the Managerial Programme Agenda – I?

- a) Decreased employee satisfaction
- b) Decreased customer loyalty
- c) Increased revenue
- d) Increased operational costs

Answer: c) Increased revenue

9. The Managerial Programme Agenda – I is aimed at improving:

- a) Employee benefits
- b) Customer service
- c) Organizational performance
- d) Shareholder returns

Answer: c) Organizational performance

10. Which of the following is a key strategy in the Managerial Programme Agenda – I?

- a) Increasing employee turnover
- b) Outsourcing all organizational functions
- c) Implementing continuous improvement initiatives
- d) Reducing employee benefits

Answer: c) Implementing continuous improvement initiatives

Lec 45 - Managerial Programme Agenda – II

1. **What is the primary goal of Managerial Programme Agenda (MPA)?**

- A) To develop a strong private sector
- B) To enhance public sector performance
- C) To provide social services to the community
- D) To increase government control

Answer: B

2. **Which of the following is not a component of the MPA?**

- A) Monitoring and evaluation
- B) Public financial management
- C) Institutional reforms
- D) Political campaigns

Answer: D

3. **What is the purpose of public financial management in the MPA?**

- A) To increase government revenue
- B) To reduce government spending
- C) To improve budget allocation and management
- D) To decrease taxes for citizens

Answer: C

4. **What is the main objective of institutional reforms in the MPA?**

- A) To increase government control
- B) To strengthen public institutions
- C) To limit citizen participation in government
- D) To reduce government bureaucracy

Answer: B

5. **Which of the following is a key feature of the MPA approach?**

- A) Centralized decision-making
- B) Top-down implementation
- C) Bottom-up planning
- D) Decentralized implementation

Answer: D

6. **What is the role of monitoring and evaluation in the MPA?**

- A) To track the progress of MPA implementation
- B) To enforce compliance with MPA policies
- C) To penalize non-compliant agencies
- D) To increase government control

Answer: A

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

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

Answer: A

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

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

Answer: D

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

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

Answer: B

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

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

Answer: A

