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

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

Answer: B) Article 160

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

Answer: C) 9

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

Answer: B) 1950

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

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

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

Answer: C) Every three years

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

Answer: C) 8th NFC Award

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

Answer: A) Punjab

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

Answer: D) Area of the province

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

Answer: C) Dr. Abdul Hafeez Shaikh

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

Answer: C) Customs duty

Lec 30 - Administrative Control

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

Answer: d) Technical control

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

Answer: a) Performance reviews

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

Answer: d) It relies solely on technology

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

Answer: b) It can lead to inflexibility

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

Answer: c) Budgetary control

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

Answer: d) Customer-level control

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

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

Answer: c) Operational control

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

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

Answer: a) It improves accountability

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

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

Answer: c) It encourages innovation

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

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

Answer: a) Password protection

Lec 31 - Audit

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

Answer: B

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

Answer: D

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

Answer: A

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

Answer: D

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

Answer: C

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

Answer: D

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

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

Answer: B

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

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

Answer: C

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

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

Answer: D

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

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

Answer: D

Lec 32 - Motivation

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

Solution: c) Autonomic motivation

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

Solution: a) Maslow's hierarchy of needs

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

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

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

Solution: c) Arousal theory

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

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

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

Solution: a) Self-determination theory

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

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

Solution: b) A promotion at work

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

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

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

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

Solution: d) Drive reduction theory

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

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

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

?

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

Solution: c) Skinner's Reinforcement Theory

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

Solution: b) Physiological Needs

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

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

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

Solution: d) Bureaucratic

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

Solution: a) Autocratic

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

Solution: b) Democratic

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

Solution: c) Laissez-faire

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

Solution: c) Hands-off

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

Solution: d) Equity Theory

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

Solution: d) Working Conditions

Lec 34 - Leadership

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

Solution: c) Micromanagement

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

Solution: d) Inclusive

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

Solution: a) Persuasion

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

Solution: d) Increased micromanagement

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

Solution: d) Democratic

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

leading and managing.

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

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

Solution: a) Transformational

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

Solution: d) Micro-management

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

Solution: b) Emotional intelligence

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

Solution: a) Delegation

Lec 35 - Team - I

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

Solution: b

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

Solution: a

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

Solution: a

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

Solution: a

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

Solution: a

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

Solution: a

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

Solution: a

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

Solution: a

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

Solution: a

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

Solution: a

Lec 36 - Team – II

1. What is Team - II?

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

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

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

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

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

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

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

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

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

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

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

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

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

Answer: b) By recognizing individual contributions

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

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

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

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

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

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

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

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

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

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

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

Answer: b) It promotes mutual trust and respect

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

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

Answer: b) By providing constructive feedback and coaching

Lec 37 - Communication – I

1. What is communication - I?

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

Answer: a) The process of exchanging information and ideas

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

Answer: c) Facial expressions

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

Answer: b) Active listening

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

Answer: c) Trust and respect

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

Answer: c) To exchange information and ideas

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

Answer: c) Email

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

Answer: a) A manager communicating with a subordinate

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

Answer: c) Having a conversation

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

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

Answer: b) To evaluate the effectiveness of the communication

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

Answer: c) Confusion and misunderstandings

Lec 38 - Communication - II

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

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

Lec 39 - District Administration

1. Who is the head of the district administration?

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

Answer: C) District Administrator

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

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

Answer: A) Maintaining law and order

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

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

Answer: A) State Government

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

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

Answer: D) All of the above

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

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

Answer: B) Providing education services

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

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

Answer: A) District Administrator

7. What is the purpose of district administration?

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

Answer: D) All of the above

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

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

Answer: B) Tehsil

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

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

Answer: B) Providing security

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

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

Answer: A) Police Department

Lec 40 - Devolution Plan – I

1. What is Devolution Plan - I?

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

Answer: b

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

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

Answer: b

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

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

Answer: a

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

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

Answer: b

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

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

Answer: c

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

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

Answer: c

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

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

Answer: a

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

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

Answer: a

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

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

Answer: c

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

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

Answer: d

Lec 41 - Devolution Plan – II

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

Answer: B

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

Answer: B

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

Answer: C

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

Answer: D

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

Answer: B

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

Answer: B

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

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

Answer: C

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

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

Answer: C

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

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

Answer: A

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

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

Answer: B

Lec 42 - Political Reforms

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

Answer: c) Promoting corruption and nepotism

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

Answer: d) All of the above

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

Answer: a) Increasing the number of political parties

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

Answer: d) All of the above

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

Answer: b) Judiciary

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

Answer: c) To ensure the equitable distribution of resources

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

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

Answer: a) To increase transparency and accountability

8. What is the purpose of strengthening democratic institutions?

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

Answer: b) To ensure fair and transparent elections

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

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

Answer: d) All of the above

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

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

Answer: a) Increasing the salaries of government officials

Lec 43 - New Public Management (NPM)

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

Answer: b) Decentralization

2. What is the main goal of NPM?

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

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

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

Answer: c) Increased government regulation

4. What is the primary focus of NPM?

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

Answer: c) Improving public sector performance

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

Answer: a) Performance-based management

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

Answer: d) Increased political interference

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

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

Answer: c) Public sector organizations

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

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

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

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

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

Answer: c) To improve decision-making

10. What is the primary advantage of NPM?

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

Answer: d) All of the above

Lec 44 - Managerial Programme Agenda – I

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

Answer: c) Customer engagement

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

Answer: a) Improve organizational efficiency

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

Answer: a) Improved employee retention

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

Answer: c) Implementing energy-efficient technologies

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

Answer: c) Automating manual processes

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

Answer: b) Providing access to online learning platforms

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

- c) Decreased productivity
- d) Increased customer complaints

Answer: b) Resistance to change

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

Answer: c) Increased revenue

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

Answer: c) Organizational performance

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

Answer: c) Implementing continuous improvement initiatives

Lec 45 - Managerial Programme Agenda – II

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

Answer: B

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

Answer: D

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

Answer: C

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

Answer: B

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

Answer: D

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

Answer: A

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

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

Answer: A

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

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

Answer: D

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

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

Answer: B

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

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

Answer: A