

10 Lecture - MGT111

Important Mcqs

1. Which country was the first to introduce the civil service system?

- A) China
- B) France
- C) England
- D) United States

Answer: A) China

2. Who among the following is known for his contribution to the merit system in civil service?

- A) Woodrow Wilson
- B) Max Weber
- C) Frederick Taylor
- D) Adam Smith

Answer: A) Woodrow Wilson

3. Which of the following is not one of the principles of the Pendleton Act?

- A) Merit system
- B) Competitive examinations
- C) Patronage
- D) Prohibition of political activity by civil servants

Answer: C) Patronage

4. Which of the following acts led to the creation of the modern civil service system in the United States?

- A) Hatch Act
- B) Pendleton Act
- C) Taft-Hartley Act
- D) Wagner Act

Answer: B) Pendleton Act

5. The New Public Management model emphasizes on:

- A) Hierarchical structure
- B) Bureaucratic control
- C) Customer satisfaction
- D) Centralized decision making

Answer: C) Customer satisfaction

6. Which of the following is a characteristic of the reinventing government movement?

- A) Centralization of power
- B) Emphasis on rules and procedures
- C) Decentralization of power
- D) Emphasis on hierarchy

Answer: C) Decentralization of power

7. **Who among the following is considered to be the founder of the scientific management movement?**

- A) Max Weber
- B) Woodrow Wilson
- C) Frederick Taylor
- D) Chester Barnard

Answer: C) Frederick Taylor

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

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

Answer: D) All of the above

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

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

Answer: D) Political patronage

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

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

Answer: B) Lack of accountability