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