

Public Administration **Solved MCQS - 2000**

- (1) The founder of Scientific Management School of thought was:
(a) F.W. Taylor
(b) Herber Simon
(c) Pfiffner John
(d) Mary Parker Follet
- (2) The father of Human Relations theory was:
(a) Douglas M. McGregor
(b) Elton Mayo
(c) E.N. Gladden
(d) L. Urwick
- (3) The founding father of theory of Bureaucracy was:
(a) Herman Finer
(b) La Palombra
(b) Max Weber
(d) Albert Lepawsky
- (4) Systems theory of management is based on the concept of components having:
(a) Independence
(b) Inter- dependence
(c) Dependence
(d) Contingency
- (5) Bureaucracy of Pakistan is:
(a) Elitist
(b) Agilitarian
(c) Oligarchy
(d) Paternalistic
- (6) Administrative accountability is established in government organizations by:
(a) Executive
(b) Legislature
(c) Judiciary
(d) All the three above
- (7) The first book on Public Administration was written by:
(a) Pfiffner and Presthus
(b) L. D. White
(c) Simon, Smithburg and Thompson
(d) E.N. Gladden
- (8) Public Administration is the study of:
(a) Maintenance of Law and Order
(b) Control of trade and commerce
(c) Public Policy implementation
(d) Politico-administrative dynamics of the state.

(9) Planning machinery in Pakistan is:

- (a) **Centralized**
- (b) Decentralized
- (c) Departmentalized

(10) Financially the performance of public corporations in Pakistan during the last decade has been:

- (a) Excellent
- (b) Good
- (c) Satisfactory
- (d) **Poor**

(11) Public Personnel Management in Pakistan is based on the principle of:

- (a) Spoils
- (b) Patronage
- (c) **Merit**
- (d) Give and take

(12) Communication runs faster in:

- (a) **Centralized structure**
- (b) Decentralized structure
- (c) Matrix structure
- (d) Line structure

(13) Performance budgeting is based on:

- (a) items of expenditure
- (b) items of investment
- (c) **objectives of expenditure**
- (d) plan of implementation

(14) The concept of Politics-Administration dichotomy was given by:

- (a) **Frank Henry Goodnow**
- (b) James W. Fesler
- (c) W Paul Appleby
- (d) Ordway Tead

(15) The form of Leadership in the bureaucracy of Pakistan is:

- (a) **Aristocratic**
- (b) Democratic
- (c) Dictatorial
- (d) Paternalistic

(16) The President of U. S. who laid the foundation of the study of public administration was:

- (a) **President Wilson**
- (b) President Hoover
- (c) President Kennedy
- (d) President Roosevelt

(17) Formal relationship in an organization is based On:

- (a) Friendship
- (b) Peer groups
- (c) Authority on subordinates
- (d) **Rules and Regulations**

(18) The Ideal Model of bureaucracy is based on authority of:

- (a) Tradition
- (b) Charisma
- (c) Legal rational**
- (d) Money

(19) Pressure groups in public administration work for:

- (a) Public interest
- (b) Self interest
- (c) Foreign interest
- (d) Sectoral interest**

(20) The administrative reforms under which various services were merged in occupational groups were introduced in:

- (a) 1960
- (b) 1973**
- (c) 1989
- (d) 1994

Public Administration **Solved MCQS - 2001**

(1) Public Administration may be defined as:

- (A) Management of industry
- (B) Administration of Public**
- (C) Management of Property
- (D) Administrative Capacity
- (E) None of these

(2) The concept of "bounded rationality" was given by:

- (A) Max Weber
- (B) F. W. Riggs
- (C) Herbert Simon**
- (D) Abraham Maslow
- (E) None of these

(3) Bureaucracy is based on:

- (A) Traditional Authority**
- (B) Personal Authority
- (C) Charismatic Authority
- (D) Corporate Authority
- (E) None of these

(4) Behaviorism is associated with:

- (A) Rationalism.
- (B) Communication.
- (C) Socialism.**
- (D) Humanism
- (E) None of these

- (5) The author of "The Function of the Executive" is:
(A) F. W. Taylor
(B) Chester Bernard
(C) Mary Parker Follet
(D) Henry Fayol
(E) None of these
- (6) Which of the following is not of the core values of public administration?
(A) Equity
(B) Efficiency
(C) Effectiveness
(D) Bureaucracy
(E) None of these
- (7) Which of the following is one of the features of bureaucracy conceived by Max Weber?
(A) Authority
(B) Hierarchy
(C) Publicness
(D) Civil society
(E) None of these.
- (8) Which of the following is an essential component of a formal organization?
(A) Decentralization
(B) Formal Structure
(C) Power
(D) Centralization
(E) None of these
- (9) Bureaucracy is a form of:
(A) Political Organization.
(B) Social Organization
(C) Community Organization
(D) Private organization
(E) None of these
- (10) McGregor's name is most commonly associated with one of the following:
(A) Bureaucratic Theory
(B) Scientific Management
(C) Theory X and theory Y
(D) Human Relations
(E) None of these
- (11) "Legal-rational authority" is a core concept of:
(A) Public Choice Theory
(B) Theory of Emergency
(C) Maslow's Theory of Motivation
(D) Theory of Bureaucracy
(E) None of these
- (12) One of the four functional imperatives of a system identified by Talcott Parsons is:
(A) Efficiency
(B) Effectiveness
(C) Adaptation
(D) Entropy

- (E) None of these
- (13) "Entropy" is a law of nature in which all forms of organizations move towards:
(A) Growth and Continuity
(D) Continuous Improvement
(C) Rebirth and Emergency
(D) Disorganization and Death
(E) None of these
- (14) One choice theory is economic explanation of:
(A) Religion
(B) Islam.
(C) Political decision making
(D) Psychology.
(E) None of these.
- (15) System. Theory is associated with the work of following:
(A) Leonard While
(B) Mary Parker Follet
(C) Talcott Parsons
(D) F.W. Taylor
(E) None of these
- (16) Which one of the following is the foundation of modern Human Resource
(A) Specialization
(B) Compensation
(C) Job Analysis
(D) Job Evaluation
(E) None of these
- (17) The process of transmitting the idea or thought into meaningful symbols is called:
(A) Decoding
(B) Feedback
(C) Reception
(D) Encoding
(E) None of these
- (18) Which of the following will not be considered as a formal organization?
(A) A Hospital
(B) A University
(C) A Group of Friends
(D) A Service Industry
(E) None of these
- (19) Which of the following violates the principle of Utility of Command?
(A) Bureaucratic Organization
(B) Functional Organization
(C) Manufacturing Organization
(D) Product Organization
(E) None of these.
- (20) Which of the following is not a feature of good governance?
(A) Accountability
(B) Transparency
(C) Nepotism
(D) Rule of law
(E) None or these.

Public Administration Solved MCQS - 2002

1. An organization which successfully achieve the goals will be considered as:
 - (a) Efficient
 - (b) Systemic
 - (c) Effective**
 - (d) Reasonable
 - (e) None of these

2. An organization using its resources wisely and in a cost effectively way is considered:
 - (a) Conservative
 - (b) Modern
 - (c) Effective
 - (d) Efficient**
 - (e) None of these

3. Grouping activities and resources in an organization is a function of:
 - (a) Leading
 - (b) Organizing**
 - (c) Coordination
 - (d) Monitoring
 - (e) None of these

4. The dominant role in developing Scientific Management was played by:
 - (a) Henri Fayol**
 - (b) F. W. Taylor
 - (c) Harrington Emerson
 - (d) Frank Gilbreth
 - (e) None of these

5. The most articulate spokesperson of Administrative Management was:
 - (a) Max Weber
 - (b) Chester Barnard
 - (c) Lyndall Urwick
 - (d) Henri Fayol**
 - (e) None of these

6. Hawthorne studies were mainly conducted by:
 - (a) Elton Mayo**
 - (b) Hugo Munsterberg
 - (c) Mary Parker
 - (d) Henry Gantt
 - (e) None of these

7. Two or more sub systems working together to produce more than the total of what they might produce working alone is
 - (a) Open System
 - (b) Closed System
 - (c) Sub System
 - (d) Synergy**
 - (e) None of these

8. An attempt to integrate common business practices from the United States and Japan into one middle ground framework has been termed as:

- (a) Theory X
- (b) Theory Y
- (c) Type Z Model
- (d) Universal Model**
- (e) None of these

9. The owners, Employees, Board or Directors and Culture will form the organization's:

- (a) Internal Environment
- (b) External Environment**
- (c) Task Environment
- (d) General Environment
- (e) None of these

10. The appropriate managerial behavior in a given situation depends on a wide variety of elements is:

- (a) Classical Approach
- (b) Quantitative Approach
- (c) Behavioral Approach
- (d) Contingency Approach**
- (e) None of these

11. A goal set by and for top management of the organization is:

- (a) Tactical Goal
- (b) Strategic Goal**
- (c) Operational Goal
- (d) Specific Goal
- (e) None of these

12. Balancing and reconciling possible conflicts among goals is:

- (a) Communication
- (b) Leading
- (c) Inconsistency
- (d) Optimizing**
- (e) None of these

13. A plan that generally covers a span of one year or less is:

- (a) Operational Plan
- (b) Intermediate Plan
- (c) Long range Plan
- (d) Short range Plan
- (e) None of these**

14. Behavior that does not conform to generally social norms will be considered as:

- (a) Arrogant Behavior
- (b) Arbitrary Behavior
- (c) Ethical Behavior
- (d) Unethical Behavior**
- (e) None of these

15. Conceptual and Diagnostic skills in an organization are mostly used by:

- (a) General managers
- (b) Top managers**
- (c) Middle managers
- (d) First line managers
- (e) None of these

16. A theory suggesting that people are motivated by a hierarchy of needs was advanced by:

- (a) Douglas Mc Gregor
- (b) Arthur D. Little
- (c) Abraham Maslow**
- (d) F. W. Riggs
- (e) None of these

17. The extent to which an organization complies with local, state and Federal Laws is:

- (a) Social Compliance
- (b) Philanthropic Awarding
- (c) Ethical Compliance
- (d) Legal Compliance**
- (e) None of these

18. The process by which a manager assigns some of his total work load to others is:

- (a) Decentralization
- (b) Delegation**
- (c) Division of work
- (d) Centralization
- (e) None of these

19. Power that has been legitimized by the state is:

- (a) Political authority
- (b) Charismatic authority
- (c) Traditional authority
- (d) Legal authority**
- (e) None of these

20. A condition in which the availability of each alternative and its potential pay off and costs are all associated with probability estimates is:

- (a) State of risk
- (b) State of certainty
- (c) State of mild certainty**
- (d) State of high certainty
- (e) None of these

Public Administration Solved MCQS - 2004

- (1) The connection between the politics and public administration is:
- a) **Politics seeks to deal controversial issues and public administration is the means whereby decisions are implemented.**
 - b) The politicians and administrators do not share unique partnership.
 - c) Public administrator indulges in party politics.
 - d) Administrators having strong political conviction, they cannot pursue a career of public servant.
 - e) None of these
2. How the Role of public administration is determined by the people or Government? Can it be a
- a) The civilization fails means the breakdown of public administration.
 - b) **Modern democracy can perform this job well.**
 - c) Moral conviction is vital for its role.
 - d) Social and economical developments are more feasible than any branch of government.
 - e) None of these
3. Human Relations is the study of the people in action that is:
- a) **The people work in a team spirit or not.**
 - b) Social factors are equally important besides technical.
 - c) Human aspect's ignorance is at management's risk
 - d) Human's dignity is inseparable from human relations.
 - e) None of these
4. Management improvement is possible by systematic theory if:
- a) **Investigator helps the decision-maker in solving problem.**
 - b) Systematic theory identifies with operation research.
 - c) Defence problem's programming is done smoothly.
 - d) It ascertains the future performance.
 - e) None of these
5. The bureaucracy has certain characteristics that are:
- a) It is hero or villain or form of social organization.
 - b) It has pathological tendencies.
 - c) **It has a specialized structure of the nation.**
 - d) It is indispensable in modern country.
 - e) None of these
6. Bureaucracy is seen as corruptible or otherwise:
- a) **Bureaucracy is essential and necessary evil.**
 - b) Bureaucracy's role as a pariah or savior.
 - c) Bureaucracy is suspected politically.
 - d) If bureaucracy fails, it is accused as pariah.
 - e) None of these
7. Administrative leadership's character inspires confidence when it uses:
- a) Force and bargain to achieve goals.
 - b) **Bases adequately built up**
 - c) Leader must become the servant of the people
 - d) Leader must possess professional ethics.
 - e) None of these

8. Administrative accountability must be accompanied by:
- If power is not abused.
 - If Ombudsman is independent and non-partisan.**
 - If it brings home through legislature.
 - It can be achieved through responsible government.
 - None of these
9. Judicial control can achieve administrative accountability successfully if:
- Rule of law is strictly followed.**
 - Judicial process should not be cumbersome.
 - Judicial process should be easy and approachable.
 - Administrative action must be under judicial review.
 - None of these
10. Planning and its technique is common to all human activity such as:
- Unity of programme and timeliness of programme.
 - Peoples following is necessary for successful plan.
 - Planners require reliable data for success.
 - Coordination is must in viable planning.**
 - None of these
11. How can effective planning be made meaningful:
- If it has management support
 - Its objective must be clearly defined.**
 - Its feasibility standards must show wisdom
 - It provides valuable learning experience.
 - None of these
12. Public corporation is the innovation of 20th century. The basic features are:
- Public corporation is a corporation by courtesy
 - It is created for particular purpose.
 - It is the result of Government's entry into business.**
 - It has virtue of business management.
 - None of these
13. Mechanistic theory is formal structure of organization. Its functions are:
- Drawing up plan for large-scale enterprises**
 - It does not tally with realities.
 - It is the result of Government's entry into business
 - A human problem requires human solution.
 - None of these
14. The organization is the act of designing administrative structure. It requires:
- The determination of what activities are necessary.
 - No engineering approach to achieve goal.
 - Staff for managing it.
 - The allocation of functions and responsibilities to individual.**
 - None of these
15. Centralization and decentralization are the problems of relationship between higher and lower levels of government. They can be solved by:
- Introduction of local bodies in the country.
 - Solving territorial and functional problems
 - Solving the jurisdictional disputes.**
 - Active determination of external factors between the two
 - None of these

16. Zero-base budgeting evaluates current and new activities and programs which solve:

- a) The governmental programs in detail.
- b) The risks involving decision-developing and ranking packages.
- c) The organizational services programs.
- d) The basic developmental issues.**
- e) None of these

17. The civil services of Pakistan have become a caste by themselves involving public criticism such as:

- a) They are legacies of British colonial rule
- b) They have lowered the quality of national life.
- c) They have bred corruption and inefficiencies.
- d) They have become professionally incompetent.**
- e) None of these

18. Communication is a crucial element in administration and felt by:

- a) As the heart of management.**
- b) As it makes administrative procedure smooth.
- c) As it is the nerve center of administration.
- d) As it is the blood stream of the organization.
- e) None of these

19. Co-ordination is the removal of conflicts from the organization by:

- a) Securing co-operation and team work**
- b) Securing organizational goals
- c) Securing harmonious organization
- d) Removing overlapping and working cross purposes.
- e) None of these

20. The Public Services of Pakistan can be made worthwhile if:

- a) Young men and women are recruited on merit.
- b) They are not used for political ulterior motives.**
- c) They are trained in nationalistic spirit and religious values
- d) They must be awarded equal opportunity of advancement.
- e) None of these

Public Administration Solved MCQS - 2005

(1) In an organization, if uniformity of standards and policies is maintained and the head provides direction to all activities, then it is sign of:

- (a) Efficiency
- (b) Decentralization
- (c) Centralizations**
- (d) Effective Coordination
- (e) "None of these

(2) Span of Control Means:

- (a) Power to control an enterprise
- (b) Duration of executive control
- (c) Number of subordinates under a superior's direct control**
- (d) Overall control of an organization
- (e) None of these

(3) Public corporations have been created with the objective of:

- (a) Increased profits
- (b) Handling large scale projects
- (c) Creating various job opportunities
- (d) Operational flexibility and autonomy**
- (e) None of these

(4) In United State the practice of making appointments in public services on the basis of political affiliation and personal relationship is known as:

- (a) Party Privilege
- (b) Spoils System**
- (c) Fitness Principle
- (d) Discretion System
- (e) None of these

(5) In some countries office of the Procurator General, has been created to:

- (a) Ensure the working of government departments according to rules and regulations.
- (b) Provide legal support to administrative bodies.
- (c) Assess the training needs of government departments.
- (d) Advocate cases on behalf of the government in the court of law.**
- (e) None of these.

(6) Ecole National d' Administration of France acts as:

- (a) A consulting organization to improve administration.
- (b) An institution of higher learning
- (c) A recruiting-cum-training agency.**
- (d) A public complaint office
- (e) None of these

(7) The necessary purpose of financial audit should be to focus on:

- (a) Whether the expenditure was incurred for right purpose.
- (b) Whether the expenditure had the approval of the top management.
- (c) Whether the expenditure was in accordance with rules and procedures.**
- (d) Whether the expenditure was made on proper time.
- (e) None of these.

8-fiscal deficit in government budget can be reduced by:

- (a) Improving the productivity of the departments.
- (b) Closing down some of the expensive projects.
- (c) Banning the recreational activities.
- (d) Rationalizing expenditure for economy.**
- (e) None of these.

9-In the Maslov's hierarchy of needs, the middle level needs have been categorized as:

- (a.) Self fulfillment needs
- (b) Survival needs
- (c) Security needs
- (d) Egoistic needs
- (e) None of these**

10-Motivation is the function of intrinsic factors such as appreciation, recognition etc. who gave this theory?

- (a)Victor Veroom
- (b) Herbert Simon
- (c) Fredrick Hcrzberg**
- (d) David Me Clelland
- (e) None of these

11-One of the following is not the function of the Cabinet Division of the Federal Government:

- (a) Preparation of the agenda for Cabinet meeting.
- (b) Recording the decisions of the Cabinet.
- (c) Follow up 'of the implementation of Cabinet decisions.**
- (d) Provision of staff to Cabinet members.
- (e) None of these.

(12) Which of the following is categorized as a strategic decision:

- (a) An officer approving the application for driving license.
- (b) An executive ordering the transfer of an employee in another department.
- (c) A head of the department approving a financial sanction.
- (d) A committee approving a new rule to meet the future public requirements.**
- (e) None of these.

(13) A budget is essentially a statement of:

- (a) Identification of targets to be achieved.
- (b) Surplus or deficit of the previous budget.
- (c) Estimated revenue and expenditure over a period of time.**
- (d) Allocation of funds in various heads of expenditure.
- (e) None of these.

14-The categorization of functions with reference to their direct or indirect concern with the achievement of organizational goals is called as:

- (a) Primary and Secondary functions**
- (b) Line and Staff functions
- (c) Major and Minor functions
- (d) Central and Peripheral functions
- (e) None of these

15-Who wrote the famous book "Research on the Bureaucracy in Pakistan":

- (a) Muneer Ahmad
- (b) Brian Chapman
- (c) Inayatullah
- (d) Ralph Braibanti**
- (e) None of these

16-Administrative Reforms-have been a consistent effort in Pakistan since independence. The first Re-organization Committee was constituted in 1947. Who headed the Committee?

- (a) Justice Muhammad Muneer
- (b) Sir Victor Turner
- (c) Akhtar Hussain
- (d) Rowland Eggar**
- (e) None of these

17-In the Constitution of Pakistan, the subjects for legislation have been divided into:

- (a) Two Lists
- (b) Three Lists**
- (c) Four Lists
- (d) Five Lists
- (e) None of these

18-One of the most significant achievement of the Ford Foundation's technical assistance to Pakistan in 1960, was the establishment of:

- (a) Pakistan Administrative Staff College, Lahore.**
- (b) National Institute of Public Administration Karachi.
- (c) Secretariat Training Institute, Islamabad,
- (d) National Defence College, Rawalpindi,
- (e) None of these.

19-The introduction of the Section Officers Scheme in the Central (Federal) Secretariat in 1961, was made on the recommendation contained in:

- (a) Farooqi Report
- (b) Cornelius Report
- (c) Shoib Report
- (d) G. Ahmed Report**
- (e) None of these

20-"Leaders are born and not made" is perception based on:

- (a) Contingency Theory of leadership
- (b) Trait Theory of Leadership**
- (c) Fiedler's Model of Leadership
- (d) Situational Leadership
- (e) None of these

Public Administration Solved MCQS - 2006

- 1) The study of individuals and groups in organizations is known as:
- a) total quality management
 - b) Human resource maintenance
 - c) the manager's challenge
 - d) the contingency approach
 - e) organizational behaviour**
- 2) Organizational behaviour is:
- a) a commitment to continuous improvement
 - b) a relatively permanent change in behaviour that occurs as a result of work experiences
 - c) the attempt by scholars to identify how situations can be understood and managed in ways that respond appropriately to their unique characteristics.
 - d) the study of individuals and groups in organizations.**
 - e) the attraction and continuation of a viable workforce.
- 3) Total quality management is:
- a) a commitment to continuous improvement.**
 - b) a relatively permanent change in behaviour that occurs as a result of work experiences.
 - c) the attempt by scholars to identify how situations can be understood and managed in ways that respond appropriately to their unique characteristics.
 - d) the study of individuals and groups in organizations.
 - e) the attraction and continuation of a viable workforce.
- 4) Each of the following are requirements of twenty-first century managers except that they:
- a) must be prepared to deal with people of different ethnic and racial backgrounds.**
 - b) must value quality.
 - c) contend with a workforce whose skills match new tasks and technologies.
 - d) must personally do things to add value to the organization's ability to meet customers' needs.
 - e) value diversity.
- 5) A relatively permanent change in behaviour that happens as a result of experience is known as:
- a) learning
 - b) life-long learning
 - c) experiential learning**
 - d) organizational learning
 - e) the manager's challenge
- 6) The process of continuous learning from the full variety of one's actual work and life experience is known as :
- a) learning
 - b) life-long learning**
 - c) experiential learning
 - d) organizational learning
 - e) the manager's challenge
- 7) The individual performance equation is concerned with:
- a) capacity, willingness, opportunity**
 - b) capacity , effort, opportunity
 - c) effectiveness, effort, willingness
 - d) effort , opportunity, threat
 - e) opportunity, capacity, intelligence

8) Personality contributes to considerations of:

- a) **what individuals can be**
- b) what individuals will do
- c) what individuals are like
- d) organizational support
- e) difference between men and women

9) For people who work hard but still do not achieve high performance levels, there may be:

- a) **lack of fit between individuals attributes and task requirements.**
- b) improper allocation of rewards
- c) low motivation
- d) too much motivation
- e) lack of psychological need satisfaction

10) Content motivation theories are represented by:

- a) **Maslow, Alderfer, Herzberg, and McClland**
- b) Maslow, Alderfer, Herzberg, and vroom
- c) Maslow, Adams, Herzberg, and vroom
- d) Alderfer, Adams, McClland, and vroom
- e) Alderfer, Maslow, Adams

11) Intrinsic work rewards are:

- a) received by an individual directly as a result of task performance.
- b) externally controlled
- c) sometimes internally controlled, sometimes externally controlled.
- d) **generally less important than extrinsic reward.**
- e) generally outside the control of managers.

12) Vertical job loading involves:

- a) employee planning and evaluating responsibilities.
- b) performance of more tasks.
- c) performance of different tasks on different days.
- d) employee cleanup responsibilities
- e) **employee promotion up the organization hierarchy**

13) Job enrichment:

- a) must be directed towards individuals
- b) must be directed towards groups
- c) **can be directed toward either groups or individuals.**
- d) tends to receive strong labor union support
- e) can be applied to all workers equally well.

14) Rewarding individual results tends to:

- a) increase cohesiveness
- b) decrease cohesiveness
- c) increase performance norms
- d) decrease performance norms
- e) have little or no effect on cohesiveness nor performance norms

15) The process whereby individuals or groups are held responsible for making their own decisions is known as:

- a) **autonomy**
- b) empowerment
- c) team building
- d) multiskilling
- e) self-responsibility

16) Which of the following term is used in leadership research to describe a leader who shows a great degree of emphasis on the welfare of his/her subordinates?

- a) **employee-centered**
- b) production-centered
- c) compassion-centered
- d) work -oriented
- e) structure-centered

17) Charisma is related to which type of leadership?

- a) managerial
- b) **transformational**
- c) relationship motivated
- d) employee-centered
- e) structuring

18) What are the two basic type of leadership?

- a) ethical and programmed
- b) programmed and crafted
- c) programmed and certain
- d) crafted and uncertain
- e) non routine and crafted

19) Interpersonal communications is the:

- a) process of translating and idea or thought into meaningful symbols.
- b) interpretation of symbols sent from sender to the receiver.
- c) process by which entities exchange information and establish a common understanding.
- d) process of telling someone else how can feels about something the person did or said about the situation in general.
- e) **process of sending and receiving symbols with attached meanings--from one person---to another.**

20) Effective communication occurs when:

- a) the receiver does as the sender says.
- b) job satisfaction is improved
- c) **the intended meaning of the source is the same as the perceived meaning of the receiver**
- d) the sender is clear and articulate
- e) the receiver provides feedback to the sender.

Public Administration Solved MCQS - 2007

- (1) Who has defined Public Administration as a detailed and systematic application of law? Every particular application of law is an act administration:
- (a) L.D. White
 - (b) Woodrow Wilson**
 - (c) Pfiffner
 - (d) Luther Guilik
 - (e) None of these
- (2) What is another view of the scope of POSDCORB study of public Administration in modern times?
- (a) Subject matter view of Public AD.
 - (b) principle view of P.Ad**
 - (c) Process view of P. Ad
 - (d) Coordination view of P.Ad
 - (e)none of these
- (3) The Human-relation approach was the result of over-emphasized the character of scientific - movement approach. Name the leader of this approach:
- (a) Max-Weber
 - (b) Elton Mayo**
 - (c) F.J Taylor
 - (d) Roethlisborge
 - (e)none of these
- (4) The bureaucracy has been defined as a system of administration characterized by expertness, impartiality and absence of humanity. who defined this.
- (a) Charles Kannady
 - (b) Max-weber**
 - (c) Braibanti Ralph
 - (d) Peter M . Blau
 - (e)none of these
- (5) What do u assess the status of bureaucracy under devolution plan-2000? whether they have become?
- (a) Reformer.**
 - (b) Pariah
 - (c) more responsible
 - (d) more nationalist
 - (e)none of these
- (6) The system-theory is mostly applied in military operations because:
- (a) it is most objective**
 - (b) it has many alternatives
 - (c) it is less costly
 - (d) it has many major policy alternatives
 - (e) none of these

(7) The charismatic leadership whose authority has a legitimacy based on charismatic grounds. Do u think it is suitable in Pakistan on following grounds:

- (a) Social - relation grounds
- (b) political grounds**
- (c) Larger mission grounds
- (d) organizational grounds
- (e) None

(8) There r many bases of administrative leadership, u select one more suitable:

- (a) more appropriate base
- (b) political base
- (c) economic base
- (d) dynamic base
- (e) institutional base**
- (f) none

(9) in ur view which is the best way of tackling administrative complaints:

- (a) By judiciary
- (b) By legislature
- (c) By people representation
- (d) By professional bodies**
- (e) none

(10) In the best interest of country, what types of planning is more suitable and appropriate:

- (a) Participative
- (b) Physical
- (c) Social
- (d) Economic**
- (e) None

(11) there are many theories of organization bt all have been classified in two. which theory u consider viable in present era?

- (a) Human relation theory**
- (b) Mechanistic theory
- (c) Behavioural theory
- (d) communication theory
- (e) None

(12) The units of organization r divided into line unit and staff unit according to their functions. u name the units accordingly:

- (a) Advisory**
- (b) legislative
- (c) judicial
- (d) executive
- (e) none

(13) the following r the foundations of modern personal system. which system u preferred most:

- (a) tenure system
- (b) merit system**
- (c) public service as a career
- (d) system of position classification
- (e) none

- (14) there r many sources of coordination and control which r mentioned blow. which source u consider more viable?
- (a) human attributes
 - (b) function differentiation
 - (c) specialization
 - (d) delegation of authority**
 - (e) none
- (15) the proper continuity of communication system in public administration is a serious problem. u point out which hindrance blow must be removed first?
- (a) language difficulty
 - (b) frame of mind
 - (c) status distance**
 - (d) geographical distance
 - (e) none
- (16) you point out correct on in the following:
- (a) Deficit-financing is boon in developing countries**
 - (b) Deficit-financing is curse in the developing countries
 - (c) Deficit-budgeting is a boon in the developing countries
 - (d) Deficit-budgeting is a curse in the developing countries
 - (e) none
- (17) U tick out the correct one machinery which is most effective in financial admn.
- (a) Legislature
 - (b) the central department concerned with financial Admn.
 - (c) principal financial officers in the administrative deptt.**
 - (d) audit organization
 - (e) none
- (18) the oral and written communication of individual is mentioned in the following. u mark out the most effective communication.
- (a) discretion of the individual
 - (b) individual skills
 - (c) individual intelligence
 - (d) personal contacts**
 - (e) none
- (19) the followings r some administrative changes r made made under administrative reform-1972. u point out the most sustainable change in it:
- (a) reorganization of secretariat and departmental structure**
 - (b) eradication of corruption
 - (c) steam lining of disciplinary procedure
 - (d) reorganization of system retirement
 - (e) none
- (20) point out the most important defect in public bureaucracy of Pakistan. some are given below:
- (a) Exploitative
 - (b) Aggrandizing
 - (c) corrupt**
 - (d) most privileged
 - (e) none

Public Administration Solved MCQS - 2008

1. All are the characteristics of Administration except:
 - a. It is a science and art
 - b. Has techniques that are universally applicable
 - c. Is a profession
 - d. Is not distinct from ownership**
 - e. None of these

2. According to an early definition that kind of management which conducts a business or affairs by standards established by facts or truth gained through systematic observation experiments or reasoning is known as
 - a. Classical management
 - b. Bureaucratic management
 - c. Neo-classical management
 - d. Scientific management**
 - e. None of these

3. H.Foyal, Terry, Koontz and O' Donnel had the following view regarding Administration and management
 - a. Management and Administration are one**
 - b. Administration is a part of Management
 - c. Management and Administration are different
 - d. Depends on the type of organization
 - e. None of these

4. Human Relations approach was a metamorphic step in management theory and practice. The studies for this movement were carried out at
 - a. Hawthorne plant at Western Electric Company, Chicago
 - b. Hawthorne plant at Harvard University
 - c. HRD Department, Stanford University
 - d. General Electric Company, New york**
 - e. None of these

5. The Principle of unity of command implies
 - a. In union there is strength
 - b. Employees should receive orders from one superior only**
 - c. Group to be assigned the responsibility of commanding
 - d. Command be equally distributed among horizontal line
 - e. None of these

6. Which of the following was not enunciated as a principle of management by Henry Fayol
 - a. Division of work**
 - b. Planning and Organization
 - c. Authority and responsibility
 - d. Espirit de corps
 - e. None of these

7. A Plan is a determined course of action. The first major step in the process is
 - a. Developing premises
 - b. Stating organizational objectives**
 - c. Developing plans
 - d. Putting plans into action
 - e. None of these

8. Which of the statements given below regarding decision making is false?
- a. It is a continuous process
 - b. It implies a choice
 - c. It is an intellectual activity
 - d. Decision making is identical with problem solving**
 - e. None of these
9. Which of the following statements about span of management is false?
- a. A manager cannot supervise the activities of an unlimited number of people
 - b. Span of management directly affects the number of management levels in the organization
 - c. The capacity and the ability of the executive have absolutely no role in determining the span of management**
 - d. Higher the degree of decentralization, larger can the span of management be
 - e. None of these
10. Line organization is most suitable where
- a. Business is carried on large scale
 - b. Methods of operations are complex
 - c. Where expertise of specialist is required**
 - d. All of these
 - e. None of these
11. Managerial authority denotes
- a. Right to act or direct the action of other in attainment of organizational goals**
 - b. Right to give orders and power to extract obedience
 - c. Supreme coordinating power
 - d. All of these
 - e. None of these
12. Which of the following statements is false?
- a. Authority and responsibility co-exist
 - b. Responsibility can be delegated**
 - c. Accountability arise out responsibility
 - d. Authority is the Supreme coordinating power
 - e. None of these
13. Decentralization is (as an organization concept)
- a. Delegation of actual performance of work
 - b. Physical or geographical dispersal of its activities
 - c. Delegation of decision making**
 - d. All of these
 - e. None of these
14. Personnel functions is a
- a. Line function
 - b. Staff functions**
 - c. Can be either line or staff
 - d. Neither line nor staff
 - e. None of these
15. All of the following statements regarding manpower planning are true except
- a. Manpower planning is merely forecasting of demand and supply of humans resources
 - b. planning of Manpower is a continuous process
 - c. Manpower plans may be formal or informal
 - d. Manpower planning is a vital managerial function**
 - e. None of these

16. Job description implies
- a. Personal capacities and inclinations deemed necessary for successful job performance.
 - b. Written statement of the main duties and responsibilities which job entails**
 - c. Process that ensures that right kind of people at the right place at the right time do things for which they are economically most useful
 - d. None of these
17. An individual who systematically develops a subordinate's abilities through intensive tutoring is named as
- a. Mentor**
 - b. Manager
 - c. supervisor
 - d. Peer
 - e. None of these
18. A plan for allowing each employee to determine the make-up of his or her fringe benefit Package is
- a. Compensation
 - b. Salary administration
 - c. Cafeteria compensation**
 - d. Loaning
 - e. None of these
19. Which of the following statements regarding communication is false
- a. communication is perception
 - b. communication is expectation
 - c. communication provides for feedback mechanism
 - d. communication and information are synonymous**
 - e. None of these
20. Open door policy is an aid to
- a. Downward communication
 - b. upward communication**
 - c. Both a & b
 - d. None of these

Public Administration Solved MCQS – 2009

1. Health and wellness is a currently important work-related value
(a) true
(b) false
2. The cognitive component of an attitude consists of beliefs and values antecedents
(a) true
(b) false
3. The effective component of an attitude is a specific feeling regarding the personal impact of the antecedents.
(a) True
(b) false
4. An attitude results in intended behavior.
(a) true
(b) false
5. Job satisfaction is closely related to organizational commitment and job environment.
(a) true
(b) false
6. A loyalty response to low job satisfaction occurs when an employee passively waits for conditions to improve because of a trend in the organization.
(a) true
(b) false
7. Expectancy can have both positive and negative results for a manager.
(a) true
(b) false
8. The earliest studies of leadership tended to focus on leader behavior
(a) true
(b) false
9. Transactional leadership includes charisma.
(a) true
(b) false
10. Leader behaviors for high performance work teams tend to be charismatic.
(a) true
(b) false
11. One major power that bureaucracy has is simply its staying power.
(a) true
(b) false
12. Implement is the most “hands-on” facet of public administration.
(a) true
(b) false

13. A geographical information system is a location-related computer programme data and maps for a variety of uses.

- (a) **true**
- (b) false

14. The most powerful reason for the growing recognition of the global economy is

- (a) **the growth of international trade groupings and pacts.**
- (b) that more people are working domestically for foreign employees..
- (c) that the major cities of the western world are culturally heterogeneous.
- (d) that domestic organizations are feeling the impact of international competition.

15. The learned and shared ways of thinking and doing things found among members of a society is known as:

- (a) Parochialism
- (b) Culture shock
- (c) **Culture**
- (d) Ethnocentrism
- (e) Domestic multiculturalism

16. Each of the following is a popular dimension of culture except:

- (a) Language
- (b) **Use of space**
- (c) Religion
- (d) Individualism
- (e) Time orientation

17. To help combat selective perception, a manager should:

- (a) **View the situation as others view it**
- (b) Give more performance feedback to subordinates
- (c) Spend more time helping subordinates learn job skills
- (d) Gather additional opinions about a situation from others
- (e) Increase feedback to subordinates and train them personally

18. Assigning personal attributes to other individuals is known as:

- (a) **Stereotyping**
- (b) The halo effect
- (c) Selective perception
- (d) Projection
- (e) Expectancy

19. The key elements of the communication process include all but which of the following:

- (a) **An interpreter**
- (b) A receiver
- (c) A source
- (d) Feedback
- (e) Noise

20. Nonverbal communication is:

- (a) The acknowledgment of a message and a response to its reception.
- (b) **Communication through physical gesture**
- (c) The same as noise
- (d) Anything that interferes with the effectiveness of the communication attempt
- (e) Often unimportant during interviews.

Public Administration Solved MCQS – 2010

- (i). The difference between public administration and business administration is :
- (a) **amount of political and legal constraints on decision making**
 - (b) the emphasis on efficiency
 - (c) management structure and processes
 - (d) no difference between public administration and business administration
 - (e) None of these
- (ii) The emphasis of the politics-administration dichotomy is on:
- (a) **the focus or "what" of public administration**
 - (b) the actors or "who" of public administration
 - (c) the span or "when" of public administration
 - (d) the locus or "where" of public administration
 - (e) None of these
- (iii) Gulick and Urwick's POSDCORB anagram was:
- (a) **reference to the locus of public administration**
 - (b) a listing of when to utilize public administration
 - (c) an expression of administrative principles to follow
 - (d) a means of identifying the problem associate with bureaucracy
 - (e) None of these
- (iv) The three components that compromise publicness and privateness in society are:
- (a) bureaucracy, consistancy and budget
 - (b) administration, management and organization
 - (c) **execution, regulation and structure**
 - (d) agency, access, interest
 - (e) None of these
- (v) Simon refuted the administrative
- (a) revealing the administrative principles
 - (b) showing that for every principle there is a counter-principle
 - (c) explaining that administrative principles can only be used in complex organization
 - (d) relating that administrative principles always allowed for rational descisions
 - (e) **None of these**
- (vi) The New Public Management can be best described as:
- (a) public administration in 21st century
 - (b) bureaucratic model of public administration
 - (c) **application of business practices in public management**
 - (d) a mechanism for improving service delivery
 - (e) None of these
- (vii) The open model for organization is referred to as:
- (a) hierarchical and militaristic
 - (b) technological and anti-humanistic
 - (c) restrictive and rigid
 - (d) **collegial and competitive**
 - (e) None of these

- (viii) The aim of Taylor's scientific management was to:
- (a) stress individual accomplishment over organizational yield
 - (b) reduce production and increase morale
 - (c) improve organizational efficiency and production'**
 - (d) alter machinery to lessen burden on the labour force
 - (e) None of these
- (xi) In comparison to managers of private organizations, public bureaucrats must:
- (a) spend less time on external environment and more time on internal management
 - (b) spend more time on external environment and less time on internal management
 - (c) spend less time on both external environment and internal management
 - (d) spend more time on both external environment and internal management**
 - (e) None of these
- (x) Supervision as a mechanism of control over subordinates has been founded to be:
- (a) the most effective mechanism of control
 - (b) as effective as input control
 - (c) the less effective mechanism of control
 - (d) more effective than behavior control**
 - (e) None of these
- (xi) According to Weber, the three types of leadership are:
- (a) charismatic, traditional, legal/rational**
 - (b) titular, controllers, organizers
 - (c) institutionalists, specialists, hybrids
 - (d) charismatic, institutionalists, specialists
 - (e) None of these
- (xii) In terms of public administration, one defines a system:
- (a) according to the organizational structure**
 - (b) according to the administrative effectiveness
 - (c) according to problem one wishes to resolve
 - (d) according to the amount of resource available
 - (e) None of these
- (xiii) The advantage of systems approach is:
- (a) it allows us to disregard the differences in world views
 - (b) it allows means and ends to remain ambiguous
 - (c) it forces us to delineate the differences and similarities in world views and improves efficiency and effectiveness**
 - (d) it allows for new and fresh solutions to old and distressing problems
 - (e) None of these
- (xiv) According to humanists approach, the management scientist's system is incomplete because:
- (a) it fails to factor in the variable of environment and instability
 - (b) it fails to account for the variable of uniquely human qualities such as genius and despair**
 - (c) it gives too much emphasis to the variable of uniquely human qualities
 - (d) it does not consider quantifiable and measureable variables
 - (e) None of these
- (xv) The purpose of decision tree is:
- (a) decision alternatives
 - (b) cost analysis**
 - (c) project coordination
 - (d) time analysis
 - (e) None of these

(xvi) the line-item budget covers:

- (a) **inputs only**
- (b) outputs only
- (c) inputs and outputs
- (d) neither inputs nor outputs
- (e) None of these

(xvii) Performance budget covers:

- (a) inputs only
- (b) outputs only
- (c) neither inputs nor outputs
- (d) **inputs and outputs**
- (e) None of these

(xviii) The essential difference between management-by-objectives and planning-programming-budgeting is that:

- (a) MBO does not necessarily focus on inputs
- (b) MBO does not necessarily focus on outputs
- (b) MBO does not necessarily focus on alternatives
- (b) **MBO necessarily focus on alternatives**
- (e) None of these

(xix) one of the salient feature of civil service system of Pakistan is:

- (a) preference for contract appointments
- (b) preference for professionals
- (c) **preference for generalists**
- (d) preference for doctors
- (e) None of these

(xx) Public goods differ from private goods on the basis of:

- (a) price
- (b) delivery
- (c) **exclusion**
- (d) public interest
- (e) None of these

Public Administration Solved MCQS – 2011

- (i) Public administration refers to:
- (a) A process
 - (b) A discipline
 - (c) A field of study
 - (d) All of these**
- (ii) The concept of “separation between politics and public administration” was first propounded by:
- (a) Aristotle
 - (b) Woodrow Wilson**
 - (c) Karl Marx
 - (d) Machiavelli
- (iii) The famous fourteen principles of organization were given by:
- (a) Plato
 - (b) Henri Fayol**
 - (c) Fredrick Taylor
 - (d) Max Weber
- (iv) The author of the famous essay “ The Study of Administration” was:
- (a) Dwight Waldo
 - (b) Woodrow Wilson**
 - (c) Fredrick Taylor
 - (d) Margaret Thatcher
- (v) Span of control means:
- (a) Tenure on a post
 - (b) Geographical jurisdiction
 - (c) Power to control others
 - (d) Number of subordinates under a superior**
- (vi) Job description relates to appointing a suitable person on a job:
- (a) True
 - (b) False**
- (vii) Job specification defines the parameters of the job to be done:
- (a) True**
 - (b) False
- (viii) Proper job analysis is based on:
- (a) Job description
 - (b) Job specification
 - (c) Both of these
 - (d) None of these**
- (ix) Bureaucracy refers to:
- (a) Red tape
 - (b) The totality of government officials
 - (c) A specific set of structural arrangement
 - (d) All of these**

(x) The mnemonic POSDCORB for management was introduced by:

- (a) James Mooney
- (b) Adam Smith
- (c) Luther Gulick**
- (d) None of these

(xi) The famous Hawthorne experiments were conducted by:

- (a) Elton Mayo**
- (b) Abraham H. Maslow
- (c) Mark Twain
- (d) None of these

(xii) “Hawthorne effect” refers to increase in productivity because of:

- (a) Good physical working environment
- (b) Secure job
- (c) Presence of observers**
- (d) None of these

(xiii) Maslow’s highest need in his “hierarchy of needs” was:

- (a) Love or affiliation needs
- (b) Self –actualization needs**
- (c) Esteem needs
- (d) None of these

(xiv) “The average human being inherently dislikes work”

- (a) An assumption of theory X**
- (b) An assumption of theory Y
- (c) An assumption of theory Z
- (d) None of these

(xv) Spoils system refers to:

- (a) Management through objectives
- (b) Public sector concept of staffing
- (c) Awarding jobs to political supporters**
- (d) None of these

(xvi) Deficit financing is:

- (a) Excess revenues
- (b) Excess expenditures**
- (c) Both of these
- (d) None of these

(xvii) Performance audit is used as a comparison between:

- (a) Actual expenditure and booked expenditure
- (b) Revenue collected and potential revenue
- (c) Activities of an organization with the assigned objectives**
- (d) None of these

(xviii) A whistle blower in an organization is a person:

- (a) Who reveals bad things about his department to the public**
- (b) Who is a good singer
- (c) Who is assigned security duties
- (d) None of these



(xix) The budget cycle is:

- (a) The duration for which it is applicable
- (b) The process through which it has to go**
- (c) The time frame of preparation
- (d) None of these

(xx) Group dynamics refers to:

- (a) Nature of a group
- (b) Development of a group
- (c) Interrelationship of a group**
- (d) All of these