Commonwealth Advanced Online Training Programme in Government Performance Management

Problem Set #1

Instructions:

Please answer the following multiple choice questions after watching Session 1 video here:

Video 1: The Problems of Government Performance Management

Questions:

1. The fundamental reason why government departments do not perform well is:
   ○ a. Poor quality of government workforce.
   ○ b. Lack of leadership in government
   ○ c. Everyone thinks they have a right to supervise the government
   ○ d. Everyone seems to have different expectations from government
   ○ e. Many of these multiple expectations are mutually inconsistent
   ○ f. None of the above
   ○ g. c, d, and e

2. The 'Not-Me-Syndrome' in government implies:
   ○ a. We do not care about the government
   ○ b. We do not think government problems are our problem
   ○ c. That we cannot have accountability in government
   ○ d. Passing the buck to others
   ○ e. Fuzziness about what is expected from government employees
   ○ f. None of the above

3. The video clip from Fareed Zakaria's show 'Global Public Square (GPS)' for CNN is an illustration of:
   ○ a. Undesirable consequences of 'multiple principals with multiple objectives' syndrome
   ○ b. The 'Passing-the-Buck' syndrome
   ○ c. Strength of the government sector
   ○ d. All of the above
   ○ e. None of the above

4. Which of the following is considered the most fundamental divide that explains all others?
   ○ a. Digital Divide
   ○ b. Financial Divide
   ○ c. Health Divide
   ○ d. Implementation Divide

   e. Development Divide

5.   The crisis of modern governance is:
- a. Effective policymaking
- b. Robust data collection
- c. Exposure to best practices
- d. Ability to implement promises made
- e. Information and knowledge

6.   Which one of the following is **not** part of the nine habits of an effective government?

- a. Creation of effective systems
- b. Using whole of department approach
- c. Accountability for results trickles down
- d. Have clarity of goals and objectives
- e. Transparency of data

7.   Which is the most important habit from the following list of nine habits of an effective government?
- a. Have clarity of goals and objectives
- b. Accountability for results trickles down.
- c. Create an effective system for government performance management
- d. Transparency of data and operations
- e. Effective communications

8.   Which of the following is most important for creating an effective government performance management system?

- a. Performance Information System
- b. Performance Evaluation System
- c. Performance Incentive system
- d. All of them
- e. None of them