



Commonwealth Advanced Online Training Programme in Government Performance Management

Problem Set #2

Instructions:

Please answer the following multiple choice questions. There is only one correct answer. Therefore, choose the answer that you think is most appropriate.

These questions are based on [Video 1](#) and [Video 2](#). Hence, please answer after you have watched Video 1 and Video 2.

Questions:

1. What is the main reason for the inefficiency of civil servants?
 - ☐ a. The selection procedure for civil servants
 - ☐ b. Confusion resulting from multiple principals who have multiple objective which are often conflicting.
 - ☐ c. Lack of motivation to work.
 - ☐ d. Lack of any incentive to work.
 - ☐ e. All of the above
 - ☐ f. None of the above
2. Why does the private sector perform better than the government?
 - ☐ a. Multiple shareholders but single objective
 - ☐ b. Different companies work in different domains and there is no conflict
 - ☐ c. All of the above
 - ☐ d. (a) and (b)
3. In a public sector enterprise what issue does the 'not me syndrome' generate
 - ☐ a. Lack of trust
 - ☐ b. Lack of transparency
 - ☐ c. Lack of accountability
 - ☐ d. The syndrome does not have any negative effect
 - ☐ e. Lack of leadership
4. What differentiates successful governments from others?
 - ☐ a. Better policies and better officers
 - ☐ b. Less gap between promise and delivery
 - ☐ c. Country's developmental model
 - ☐ d. The working of the government departments
 - ☐ e. Degree of budget constraint
5. The main determinant for successful government performance is:



Commonwealth Advanced Online Training Programme in Government Performance Management

- ☐ a. The quality of people working in the government
 - ☐ b. The degree of available funding
 - ☐ c. The quality of system
 - ☐ d. The working of the government departments
 - ☐ e. Degree of budget constraint
6. What are the elements required for improving government performance?
- ☐ a. Quality of information system, evaluation system and incentive system
 - ☐ b. Quality of information system, process orientation, and evaluation
 - ☐ c. General management system and information system
 - ☐ d. Sustainable system, evidence-based system and public system
7. Best method to ensure accountability in government is to:
- ☐ a. Start from the top
 - ☐ b. Start from the grassroots (or bottom) to the top
 - ☐ c. Customize the method for each sector
 - ☐ d. Incentivize civil servants.
8. What is one of the main messages in the “Yes Minister” clip in Video 2 convey?
- ☐ a. That one should go according to a plan
 - ☐ b. Need for better budgeting
 - ☐ c. Need for clarity of objective
 - ☐ d. Wastage of resources is undesirable
 - ☐ e. None of the above