

PAPER III · PART A

ETHICS, INTEGRITY & APTITUDE

600 Syllabus-Mapped Multiple-Choice Questions

*Based principally on Lexicon for Ethics, Integrity & Aptitude
Reorganised for the Mizoram Civil Service Limited Competitive Examination*

Concept questions · discrimination tests · administrative applications · case vignettes

How this bank is organised

Purpose. This is a practice bank for the 70-mark Ethics portion of Paper III Part A. It converts the Lexicon's descriptive material into objective questions and gives greater weight to the terms expressly named in the MCS LCE syllabus.

Important boundary. Simple arithmetic is part of Paper III Part A but is not taught in the Lexicon; therefore, it is intentionally excluded from this Ethics bank and should be prepared separately.

Legal-currentness note. The uploaded Lexicon is an older edition. Questions here emphasise stable ethical concepts. Where statutory instruments are mentioned, the wording is kept principle-based rather than reproducing outdated penalties or institutional details from the book.

Recommended attempt method

- Attempt one 50-question module without looking at its answer section.
- Mark each response C (certain), D (doubtful) or G (guess). Review doubtful and guessed items even when correct.
- Maintain an error log under four labels: definition confusion, value conflict, institutional mechanism, and case judgment.
- Reattempt incorrect questions after 2 days, 7 days and 21 days.

Coverage blueprint

Module	Primary focus	Questions
1. Ethical Foundations and Human Action	Underlying concepts needed to understand civil-service values and ethical choices.	50
2. Aptitude, Attitude and Public Values	Aptitude and foundational values for civil service.	50
3. Integrity and Moral Courage	Integrity in conduct, thought, institutions and public office.	50
4. Impartiality, Non-partisanship and Neutrality	Merit-based, politically neutral and fair administration.	50
5. Objectivity and Evidence-based Administration	Decisions based on relevant evidence, reasons and fair procedure.	50
6. Dedication, Empathy and Citizen Orientation	Dedication to public service and supporting humane civil-service values.	50
7. Public Service Values and Administrative Ethics	Public/civil-service values and ethics in public administration.	50
8. Ethical Dilemmas and Sources of Guidance	Laws, rules, regulations, conscience and ethical reasoning in administration.	50

Module	Primary focus	Questions
9. Accountability and Ethical Governance	Answerability, enforceability, participation and institutional control.	50
10. Probity Instruments: Transparency, RTI and Codes	Probity tools, information sharing, codes and citizen-facing commitments.	50
11. Work Culture, Service Delivery and Public Funds	Quality of service delivery, work culture and responsible use of public resources.	50
12. Corruption, Abuse of Office and Prevention	Forms, consequences and prevention of corruption.	50

Total: 12 modules × 50 questions = 600 MCQs.

Module 1: Ethical Foundations and Human Action

Syllabus link: *Underlying concepts needed to understand civil-service values and ethical choices.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q1. Which term is best described as reasoned standards for judging voluntary human conduct as right or wrong?

- A. Value
- B. Means-end consistency
- C. Ethics
- D. Morality

Q2. Which term is best described as a conscious and voluntary act performed with knowledge, intention and choice?

- A. Public-private ethical consistency
- B. Human action
- C. Ethical dilemma
- D. Legality

Q3. Which term is best described as an individual or social body of beliefs about right and wrong conduct?

- A. Means-end consistency
- B. Morality
- C. Conscience
- D. Conflict of interest

Q4. Which term is best described as conformity of conduct with valid law?

- A. Public-private ethical consistency
- B. Ethics
- C. Legality
- D. Value

Q5. Which term is best described as an inward moral faculty that judges the rightness of one's proposed or completed conduct?

- A. Conscience
- B. Ethical dilemma
- C. Human action
- D. Conflict of interest

Q6. Which term is best described as a relatively stable judgment about what is worthwhile that guides choices and behaviour?

- A. Ethics
- B. Means-end consistency
- C. Morality
- D. Value

Q7. Which term is best described as a situation in which important moral duties or values point toward competing choices?

- A. Public-private ethical consistency
- B. Human action
- C. Legality
- D. Ethical dilemma

Q8. Which term is best described as the principle that a desirable public goal does not automatically justify unethical means?

- A. Conflict of interest
- B. Conscience
- C. Morality
- D. Means-end consistency

Q9. Which term is best described as the expectation that core honesty and responsibility remain relevant across public and private roles?

- A. Legality
- B. Value
- C. Public-private ethical consistency
- D. Ethics

Q10. Which term is best described as a situation in which private interests could improperly influence, or appear to influence, official duties?

- A. Human action
- B. Conscience
- C. Conflict of interest
- D. Ethical dilemma

Q11. Which action most clearly demonstrates Ethics?

- A. assign moral blame to an entirely involuntary reflex
- B. test a proposed action against duties, consequences and public values
- C. describe a choice between clear honesty and personal profit as morally balanced
- D. silence moral doubt merely because misconduct may remain hidden

Q12. Which action most clearly demonstrates Human action?

- A. change one's professed principles whenever personal gain changes
- B. assume every inherited social practice is ethically conclusive
- C. fabricate beneficiary data to secure funds for a useful scheme
- D. examine the intention and freedom behind an official decision

Q13. Which action most clearly demonstrates Morality?

- A. describe a choice between clear honesty and personal profit as morally balanced
- B. claim private conflicts of interest can never affect public duty
- C. recognise the community's moral concerns while applying constitutional standards
- D. claim that a useful result excuses an unlawful method

Q14. Which action most clearly demonstrates Legality?

- A. secretly evaluate a bid submitted by one's own family firm
- B. silence moral doubt merely because misconduct may remain hidden
- C. fabricate beneficiary data to secure funds for a useful scheme
- D. verify that an administrative order has lawful authority

Q15. Which action most clearly demonstrates Conscience?

- A. treat personal convenience as the only standard of right action
- B. change one's professed principles whenever personal gain changes
- C. pause and reconsider an order that appears gravely unjust
- D. claim private conflicts of interest can never affect public duty

Q16. Which action most clearly demonstrates Value?

- A. secretly evaluate a bid submitted by one's own family firm
- B. use declared service values to choose between competing courses
- C. describe a choice between clear honesty and personal profit as morally balanced
- D. assign moral blame to an entirely involuntary reflex

Q17. Which action most clearly demonstrates Ethical dilemma?

- A. treat personal convenience as the only standard of right action
- B. assume every inherited social practice is ethically conclusive
- C. identify competing duties before selecting and recording a proportionate response
- D. fabricate beneficiary data to secure funds for a useful scheme

Q18. Which action most clearly demonstrates Means-end consistency?

- A. claim that a useful result excuses an unlawful method
- B. claim private conflicts of interest can never affect public duty
- C. assign moral blame to an entirely involuntary reflex
- D. pursue a welfare target through lawful and fair procedures

Q19. Which action most clearly demonstrates Public-private ethical consistency?

- A. secretly evaluate a bid submitted by one's own family firm
- B. avoid private conduct that creates serious doubt about official trustworthiness
- C. silence moral doubt merely because misconduct may remain hidden
- D. assume every inherited social practice is ethically conclusive

Q20. Which action most clearly demonstrates Conflict of interest?

- A. change one's professed principles whenever personal gain changes
- B. declare a relative's interest and withdraw from the procurement decision
- C. treat personal convenience as the only standard of right action
- D. claim that a useful result excuses an unlawful method

Q21. Which action most directly violates Ethics?

- A. verify that an administrative order has lawful authority
- B. examine the intention and freedom behind an official decision
- C. avoid private conduct that creates serious doubt about official trustworthiness
- D. treat personal convenience as the only standard of right action

Q22. Which action most directly violates Human action?

- A. declare a relative's interest and withdraw from the procurement decision
- B. pause and reconsider an order that appears gravely unjust
- C. recognise the community's moral concerns while applying constitutional standards
- D. assign moral blame to an entirely involuntary reflex

Q23. Which action most directly violates Morality?

- A. test a proposed action against duties, consequences and public values
- B. assume every inherited social practice is ethically conclusive
- C. use declared service values to choose between competing courses
- D. verify that an administrative order has lawful authority

Q24. Which action most directly violates Legality?

- A. identify competing duties before selecting and recording a proportionate response
- B. pause and reconsider an order that appears gravely unjust
- C. examine the intention and freedom behind an official decision
- D. claim that a useful result excuses an unlawful method

Q25. Which action most directly violates Conscience?

- A. use declared service values to choose between competing courses
- B. recognise the community's moral concerns while applying constitutional standards
- C. pursue a welfare target through lawful and fair procedures
- D. silence moral doubt merely because misconduct may remain hidden

Q26. Which action most directly violates Value?

- A. avoid private conduct that creates serious doubt about official trustworthiness
- B. verify that an administrative order has lawful authority
- C. identify competing duties before selecting and recording a proportionate response
- D. change one's professed principles whenever personal gain changes

Q27. Which action most directly violates Ethical dilemma?

- A. describe a choice between clear honesty and personal profit as morally balanced
- B. pause and reconsider an order that appears gravely unjust
- C. declare a relative's interest and withdraw from the procurement decision
- D. pursue a welfare target through lawful and fair procedures

Q28. Which action most directly violates Means-end consistency?

- A. avoid private conduct that creates serious doubt about official trustworthiness
- B. use declared service values to choose between competing courses
- C. fabricate beneficiary data to secure funds for a useful scheme
- D. test a proposed action against duties, consequences and public values

Q29. Which action most directly violates Public-private ethical consistency?

- A. claim private conflicts of interest can never affect public duty
- B. examine the intention and freedom behind an official decision
- C. declare a relative's interest and withdraw from the procurement decision
- D. identify competing duties before selecting and recording a proportionate response

Q30. Which action most directly violates Conflict of interest?

- A. pursue a welfare target through lawful and fair procedures
- B. test a proposed action against duties, consequences and public values
- C. secretly evaluate a bid submitted by one's own family firm
- D. recognise the community's moral concerns while applying constitutional standards

Q31. Which statement best distinguishes Ethics from Human action?

- A. Neither Ethics nor Human action has any relevance to public administration.
- B. Ethics concerns reasoned standards for judging voluntary human conduct as right or wrong, whereas Human action concerns a conscious and voluntary act performed with knowledge, intention and choice.
- C. Ethics and Human action are identical and can never be distinguished.
- D. Ethics concerns a conscious and voluntary act performed with knowledge, intention and choice, whereas Human action concerns reasoned standards for judging voluntary human conduct as right or wrong.

Q32. Which statement best distinguishes Human action from Morality?

- A. Human action concerns an individual or social body of beliefs about right and wrong conduct, whereas Morality concerns a conscious and voluntary act performed with knowledge, intention and choice.
- B. Human action concerns a conscious and voluntary act performed with knowledge, intention and choice, whereas Morality concerns an individual or social body of beliefs about right and wrong conduct.
- C. Human action and Morality are identical and can never be distinguished.
- D. Neither Human action nor Morality has any relevance to public administration.

Q33. Which statement best distinguishes Morality from Legality?

- A. Morality concerns an individual or social body of beliefs about right and wrong conduct, whereas Legality concerns conformity of conduct with valid law.
- B. Morality concerns conformity of conduct with valid law, whereas Legality concerns an individual or social body of beliefs about right and wrong conduct.
- C. Neither Morality nor Legality has any relevance to public administration.
- D. Morality and Legality are identical and can never be distinguished.

Q34. Which statement best distinguishes Legality from Conscience?

- A. Legality and Conscience are identical and can never be distinguished.
- B. Legality concerns conformity of conduct with valid law, whereas Conscience concerns an inward moral faculty that judges the rightness of one's proposed or completed conduct.
- C. Neither Legality nor Conscience has any relevance to public administration.
- D. Legality concerns an inward moral faculty that judges the rightness of one's proposed or completed conduct, whereas Conscience concerns conformity of conduct with valid law.

Q35. Which statement best distinguishes Conscience from Value?

- A.** Conscience concerns an inward moral faculty that judges the rightness of one's proposed or completed conduct, whereas Value concerns a relatively stable judgment about what is worthwhile that guides choices and behaviour.
- B.** Conscience and Value are identical and can never be distinguished.
- C.** Neither Conscience nor Value has any relevance to public administration.
- D.** Conscience concerns a relatively stable judgment about what is worthwhile that guides choices and behaviour, whereas Value concerns an inward moral faculty that judges the rightness of one's proposed or completed conduct.

Q36. Which statement best distinguishes Value from Ethical dilemma?

- A.** Value and Ethical dilemma are identical and can never be distinguished.
- B.** Value concerns a relatively stable judgment about what is worthwhile that guides choices and behaviour, whereas Ethical dilemma concerns a situation in which important moral duties or values point toward competing choices.
- C.** Value concerns a situation in which important moral duties or values point toward competing choices, whereas Ethical dilemma concerns a relatively stable judgment about what is worthwhile that guides choices and behaviour.
- D.** Neither Value nor Ethical dilemma has any relevance to public administration.

Q37. Which statement best distinguishes Ethical dilemma from Means-end consistency?

- A.** Ethical dilemma concerns the principle that a desirable public goal does not automatically justify unethical means, whereas Means-end consistency concerns a situation in which important moral duties or values point toward competing choices.
- B.** Ethical dilemma concerns a situation in which important moral duties or values point toward competing choices, whereas Means-end consistency concerns the principle that a desirable public goal does not automatically justify unethical means.
- C.** Neither Ethical dilemma nor Means-end consistency has any relevance to public administration.
- D.** Ethical dilemma and Means-end consistency are identical and can never be distinguished.

Q38. Which statement best distinguishes Means-end consistency from Public-private ethical consistency?

- A.** Means-end consistency concerns the expectation that core honesty and responsibility remain relevant across public and private roles, whereas Public-private ethical consistency concerns the principle that a desirable public goal does not automatically justify unethical means.
- B.** Neither Means-end consistency nor Public-private ethical consistency has any relevance to public administration.
- C.** Means-end consistency and Public-private ethical consistency are identical and can never be distinguished.
- D.** Means-end consistency concerns the principle that a desirable public goal does not automatically justify unethical means, whereas Public-private ethical consistency concerns the expectation that core honesty and responsibility remain relevant across public and private roles.

Q39. Which statement best distinguishes Public-private ethical consistency from Conflict of interest?

- A. Public-private ethical consistency concerns a situation in which private interests could improperly influence, or appear to influence, official duties, whereas Conflict of interest concerns the expectation that core honesty and responsibility remain relevant across public and private roles.
- B. Public-private ethical consistency concerns the expectation that core honesty and responsibility remain relevant across public and private roles, whereas Conflict of interest concerns a situation in which private interests could improperly influence, or appear to influence, official duties.
- C. Neither Public-private ethical consistency nor Conflict of interest has any relevance to public administration.
- D. Public-private ethical consistency and Conflict of interest are identical and can never be distinguished.

Q40. Which statement best distinguishes Conflict of interest from Ethics?

- A. Conflict of interest and Ethics are identical and can never be distinguished.
- B. Conflict of interest concerns a situation in which private interests could improperly influence, or appear to influence, official duties, whereas Ethics concerns reasoned standards for judging voluntary human conduct as right or wrong.
- C. Neither Conflict of interest nor Ethics has any relevance to public administration.
- D. Conflict of interest concerns reasoned standards for judging voluntary human conduct as right or wrong, whereas Ethics concerns a situation in which private interests could improperly influence, or appear to influence, official duties.

Q41. A district officer discovers that the present practice effectively means officials treat personal convenience as the only standard of right action. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Test a proposed action against duties, consequences and public values, document the reasons, and permit appropriate review.

Q42. A department head discovers that the present practice effectively means officials assign moral blame to an entirely involuntary reflex. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Continue the practice because changing it may attract criticism.
- D. Examine the intention and freedom behind an official decision, document the reasons, and permit appropriate review.

Q43. A block development officer discovers that the present practice effectively means officials assume every inherited social practice is ethically conclusive. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Recognise the community's moral concerns while applying constitutional standards, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q44. A procurement officer discovers that the present practice effectively means officials claim that a useful result excuses an unlawful method. What is the most ethically appropriate response?

- A. Verify that an administrative order has lawful authority, document the reasons, and permit appropriate review.
- B. Continue the practice because changing it may attract criticism.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q45. A secretariat officer discovers that the present practice effectively means officials silence moral doubt merely because misconduct may remain hidden. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Pause and reconsider an order that appears gravely unjust, document the reasons, and permit appropriate review.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q46. A district officer discovers that the present practice effectively means officials change one's professed principles whenever personal gain changes. What is the most ethically appropriate response?

- A. Use declared service values to choose between competing courses, document the reasons, and permit appropriate review.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Continue the practice because changing it may attract criticism.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q47. A department head discovers that the present practice effectively means officials describe a choice between clear honesty and personal profit as morally balanced. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Continue the practice because changing it may attract criticism.
- C. Identify competing duties before selecting and recording a proportionate response, document the reasons, and permit appropriate review.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q48. A block development officer discovers that the present practice effectively means officials fabricate beneficiary data to secure funds for a useful scheme. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Pursue a welfare target through lawful and fair procedures, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Continue the practice because changing it may attract criticism.

Q49. A procurement officer discovers that the present practice effectively means officials claim private conflicts of interest can never affect public duty. What is the most ethically appropriate response?

- A. Avoid private conduct that creates serious doubt about official trustworthiness, document the reasons, and permit appropriate review.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Continue the practice because changing it may attract criticism.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q50. A secretariat officer discovers that the present practice effectively means officials secretly evaluate a bid submitted by one's own family firm. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Declare a relative's interest and withdraw from the procurement decision, document the reasons, and permit appropriate review.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Module 1: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
1	C	2	B	3	B	4	C	5	A
6	D	7	D	8	D	9	C	10	C
11	B	12	D	13	C	14	D	15	C
16	B	17	C	18	D	19	B	20	B
21	D	22	D	23	B	24	D	25	D
26	D	27	A	28	C	29	A	30	C
31	B	32	B	33	A	34	B	35	A
36	B	37	B	38	D	39	B	40	B
41	D	42	D	43	B	44	A	45	B
46	A	47	C	48	B	49	A	50	B

Explanations

Q1 — C. Ethics means reasoned standards for judging voluntary human conduct as right or wrong.

Q2 — B. Human action means a conscious and voluntary act performed with knowledge, intention and choice.

Q3 — B. Morality means an individual or social body of beliefs about right and wrong conduct.

Q4 — C. Legality means conformity of conduct with valid law.

Q5 — A. Conscience means an inward moral faculty that judges the rightness of one's proposed or completed conduct.

Q6 — D. Value means a relatively stable judgment about what is worthwhile that guides choices and behaviour.

Q7 — D. Ethical dilemma means a situation in which important moral duties or values point toward competing choices.

Q8 — D. Means-end consistency means the principle that a desirable public goal does not automatically justify unethical means.

Q9 — C. Public-private ethical consistency means the expectation that core honesty and responsibility remain relevant across public and private roles.

Q10 — C. Conflict of interest means a situation in which private interests could improperly influence, or appear to influence, official duties.

Q11 — B. The action demonstrates Ethics because it applies reasoned standards for judging voluntary human conduct as right or wrong in practice.

Q12 — D. The action demonstrates Human action because it applies a conscious and voluntary act performed with knowledge, intention and choice in practice.

Q13 — C. The action demonstrates Morality because it applies an individual or social body of beliefs about right and wrong conduct in practice.

Q14 — D. The action demonstrates Legality because it applies conformity of conduct with valid law in practice.

Q15 — C. The action demonstrates Conscience because it applies an inward moral faculty that judges the rightness of one's proposed or completed conduct in practice.

Q16 — B. The action demonstrates Value because it applies a relatively stable judgment about what is worthwhile that guides choices and behaviour in practice.

Q17 — C. The action demonstrates Ethical dilemma because it applies a situation in which important moral duties or values point toward competing choices in practice.

Q18 — D. The action demonstrates Means-end consistency because it applies the principle that a desirable public goal does not automatically justify unethical means in practice.

Q19 — B. The action demonstrates Public-private ethical consistency because it applies the expectation that core honesty and responsibility remain relevant across public and private roles in practice.

Q20 — B. The action demonstrates Conflict of interest because it applies a situation in which private interests could improperly influence, or appear to influence, official duties in practice.

Q21 — D. This action contradicts Ethics: reasoned standards for judging voluntary human conduct as right or wrong.

Q22 — D. This action contradicts Human action: a conscious and voluntary act performed with knowledge, intention and choice.

Q23 — B. This action contradicts Morality: an individual or social body of beliefs about right and wrong conduct.

Q24 — D. This action contradicts Legality: conformity of conduct with valid law.

Q25 — D. This action contradicts Conscience: an inward moral faculty that judges the rightness of one's proposed or completed conduct.

Q26 — D. This action contradicts Value: a relatively stable judgment about what is worthwhile that guides choices and behaviour.

Q27 — A. This action contradicts Ethical dilemma: a situation in which important moral duties or values point toward competing choices.

Q28 — C. This action contradicts Means-end consistency: the principle that a desirable public goal does not automatically justify unethical means.

Q29 — A. This action contradicts Public-private ethical consistency: the expectation that core honesty and responsibility remain relevant across public and private roles.

Q30 — C. This action contradicts Conflict of interest: a situation in which private interests could improperly influence, or appear to influence, official duties.

Q31 — B. Ethics concerns reasoned standards for judging voluntary human conduct as right or wrong, whereas Human action concerns a conscious and voluntary act performed with knowledge, intention and choice.

Q32 — B. Human action concerns a conscious and voluntary act performed with knowledge, intention and choice, whereas Morality concerns an individual or social body of beliefs about right and wrong conduct.

Q33 — A. Morality concerns an individual or social body of beliefs about right and wrong conduct, whereas Legality concerns conformity of conduct with valid law.

Q34 — B. Legality concerns conformity of conduct with valid law, whereas Conscience concerns an inward moral faculty that judges the rightness of one's proposed or completed conduct.

Q35 — A. Conscience concerns an inward moral faculty that judges the rightness of one's proposed or completed conduct, whereas Value concerns a relatively stable judgment about what is worthwhile that guides choices and behaviour.

Q36 — B. Value concerns a relatively stable judgment about what is worthwhile that guides choices and behaviour, whereas Ethical dilemma concerns a situation in which important moral duties or values point toward competing choices.

Q37 — B. Ethical dilemma concerns a situation in which important moral duties or values point toward competing choices, whereas Means-end consistency concerns the principle that a desirable public goal does not automatically justify unethical means.

Q38 — D. Means-end consistency concerns the principle that a desirable public goal does not automatically justify unethical means, whereas Public-private ethical consistency concerns the expectation that core honesty and responsibility remain relevant across public and private roles.

Q39 — B. Public-private ethical consistency concerns the expectation that core honesty and responsibility remain relevant across public and private roles, whereas Conflict of interest concerns a situation in which private interests could improperly influence, or appear to influence, official duties.

Q40 — B. Conflict of interest concerns a situation in which private interests could improperly influence, or appear to influence, official duties, whereas Ethics concerns reasoned standards for judging voluntary human conduct as right or wrong.

Q41 — D. The best response operationalises Ethics (reasoned standards for judging voluntary human conduct as right or wrong) while preserving reasons, procedure and review.

Q42 — D. The best response operationalises Human action (a conscious and voluntary act performed with knowledge, intention and choice) while preserving reasons, procedure and review.

Q43 — B. The best response operationalises Morality (an individual or social body of beliefs about right and wrong conduct) while preserving reasons, procedure and review.

Q44 — A. The best response operationalises Legality (conformity of conduct with valid law) while preserving reasons, procedure and review.

Q45 — B. The best response operationalises Conscience (an inward moral faculty that judges the rightness of one's proposed or completed conduct) while preserving reasons, procedure and review.

Q46 — A. The best response operationalises Value (a relatively stable judgment about what is worthwhile that guides choices and behaviour) while preserving reasons, procedure and review.

Q47 — C. The best response operationalises Ethical dilemma (a situation in which important moral duties or values point toward competing choices) while preserving reasons, procedure and review.

Q48 — B. The best response operationalises Means-end consistency (the principle that a desirable public goal does not automatically justify unethical means) while preserving reasons, procedure and review.

Q49 — A. The best response operationalises Public-private ethical consistency (the expectation that core honesty and responsibility remain relevant across public and private roles) while preserving reasons, procedure and review.

Q50 — B. The best response operationalises Conflict of interest (a situation in which private interests could improperly influence, or appear to influence, official duties) while preserving reasons, procedure and review.

Module 2: Aptitude, Attitude and Public Values

Syllabus link: *Aptitude and foundational values for civil service.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q51. Which term is best described as present ability or potential to acquire competence for a particular kind of work?

- A. Responsibility
- B. Aptitude
- C. Administrative leadership
- D. Competence

Q52. Which term is best described as an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue?

- A. Professionalism
- B. Constitutional morality
- C. Public value
- D. Attitude

Q53. Which term is best described as the integrated ability to apply knowledge, skill and judgment to perform a role effectively?

- A. Public service motivation
- B. Value pluralism
- C. Administrative leadership
- D. Competence

Q54. Which term is best described as substantive benefit created for citizens through legitimate, feasible and sustainable public action?

- A. Public value
- B. Aptitude
- C. Responsibility
- D. Constitutional morality

Q55. Which term is best described as recognition that several genuine public values may coexist and sometimes conflict?

- A. Attitude
- B. Professionalism
- C. Value pluralism
- D. Public service motivation

Q56. Which term is best described as a duty to perform an assigned role and own the foreseeable effects of one's choices?

- A. Responsibility
- B. Aptitude
- C. Administrative leadership
- D. Competence

Q57. Which term is best described as competent, disciplined and ethical performance according to the standards of public service?

- A. Professionalism
- B. Attitude
- C. Constitutional morality
- D. Public value

Q58. Which term is best described as the capacity to guide people and institutions toward lawful public purposes?

- A. Competence
- B. Value pluralism
- C. Administrative leadership
- D. Public service motivation

Q59. Which term is best described as fidelity to constitutional values, procedures and limits even against popular or personal pressure?

- A. Constitutional morality
- B. Aptitude
- C. Responsibility
- D. Public value

Q60. Which term is best described as a durable orientation to serve society and contribute to public welfare?

- A. Professionalism
- B. Public service motivation
- C. Attitude
- D. Value pluralism

Q61. Which action most clearly demonstrates Aptitude?

- A. use office time and information for a private side business
- B. develop analytical skill needed for complex administrative tasks
- C. pretend every policy conflict has one value and no trade-off
- D. assume technical ability prevents biased behaviour

Q62. Which action most clearly demonstrates Attitude?

- A. examine whether negative beliefs about a group affect official behaviour
- B. shift blame to subordinates for an order one personally approved
- C. centralise credit and punish staff who report problems
- D. rely on designation alone as proof of ability

Q63. Which action most clearly demonstrates Competence?

- A. use office time and information for a private side business
- B. measure government success only by internal expenditure
- C. combine rule knowledge with practical problem-solving and sound judgment
- D. follow a majority demand that directly denies a lawful minority right

Q64. Which action most clearly demonstrates Public value?

- A. pretend every policy conflict has one value and no trade-off
- B. centralise credit and punish staff who report problems
- C. design a service that meets real needs and can be lawfully delivered
- D. treat every posting only as an opportunity for status and contacts

Q65. Which action most clearly demonstrates Value pluralism?

- A. mistake loyalty to a person for professional capability
- B. shift blame to subordinates for an order one personally approved
- C. balance liberty, equality, efficiency and fairness with stated reasons
- D. follow a majority demand that directly denies a lawful minority right

Q66. Which action most clearly demonstrates Responsibility?

- A. treat every posting only as an opportunity for status and contacts
- B. assume technical ability prevents biased behaviour
- C. accept ownership of a decision and correct its avoidable harm
- D. use office time and information for a private side business

Q67. Which action most clearly demonstrates Professionalism?

- A. rely on designation alone as proof of ability
- B. centralise credit and punish staff who report problems
- C. mistake loyalty to a person for professional capability
- D. give timely, well-reasoned advice without favour

Q68. Which action most clearly demonstrates Administrative leadership?

- A. measure government success only by internal expenditure
- B. follow a majority demand that directly denies a lawful minority right
- C. assume technical ability prevents biased behaviour
- D. build team competence while accepting responsibility for difficult decisions

Q69. Which action most clearly demonstrates Constitutional morality?

- A. protect equal citizenship despite local hostility
- B. rely on designation alone as proof of ability
- C. treat every posting only as an opportunity for status and contacts
- D. pretend every policy conflict has one value and no trade-off

Q70. Which action most clearly demonstrates Public service motivation?

- A. measure government success only by internal expenditure
- B. shift blame to subordinates for an order one personally approved
- C. choose a difficult field assignment because citizens urgently need the service
- D. mistake loyalty to a person for professional capability

Q71. Which action most directly violates Aptitude?

- A. mistake loyalty to a person for professional capability
- B. examine whether negative beliefs about a group affect official behaviour
- C. protect equal citizenship despite local hostility
- D. design a service that meets real needs and can be lawfully delivered

Q72. Which action most directly violates Attitude?

- A. combine rule knowledge with practical problem-solving and sound judgment
- B. choose a difficult field assignment because citizens urgently need the service
- C. balance liberty, equality, efficiency and fairness with stated reasons
- D. assume technical ability prevents biased behaviour

Q73. Which action most directly violates Competence?

- A. develop analytical skill needed for complex administrative tasks
- B. design a service that meets real needs and can be lawfully delivered
- C. rely on designation alone as proof of ability
- D. accept ownership of a decision and correct its avoidable harm

Q74. Which action most directly violates Public value?

- A. measure government success only by internal expenditure
- B. balance liberty, equality, efficiency and fairness with stated reasons
- C. examine whether negative beliefs about a group affect official behaviour
- D. give timely, well-reasoned advice without favour

Q75. Which action most directly violates Value pluralism?

- A. pretend every policy conflict has one value and no trade-off
- B. build team competence while accepting responsibility for difficult decisions
- C. combine rule knowledge with practical problem-solving and sound judgment
- D. accept ownership of a decision and correct its avoidable harm

Q76. Which action most directly violates Responsibility?

- A. protect equal citizenship despite local hostility
- B. design a service that meets real needs and can be lawfully delivered
- C. give timely, well-reasoned advice without favour
- D. shift blame to subordinates for an order one personally approved

Q77. Which action most directly violates Professionalism?

- A. choose a difficult field assignment because citizens urgently need the service
- B. build team competence while accepting responsibility for difficult decisions
- C. use office time and information for a private side business
- D. balance liberty, equality, efficiency and fairness with stated reasons

Q78. Which action most directly violates Administrative leadership?

- A. protect equal citizenship despite local hostility
- B. accept ownership of a decision and correct its avoidable harm
- C. centralise credit and punish staff who report problems
- D. develop analytical skill needed for complex administrative tasks

Q79. Which action most directly violates Constitutional morality?

- A. give timely, well-reasoned advice without favour
- B. choose a difficult field assignment because citizens urgently need the service
- C. examine whether negative beliefs about a group affect official behaviour
- D. follow a majority demand that directly denies a lawful minority right

Q80. Which action most directly violates Public service motivation?

- A. treat every posting only as an opportunity for status and contacts
- B. combine rule knowledge with practical problem-solving and sound judgment
- C. build team competence while accepting responsibility for difficult decisions
- D. develop analytical skill needed for complex administrative tasks

Q81. Which statement best distinguishes Aptitude from Attitude?

- A. Aptitude concerns an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue, whereas Attitude concerns present ability or potential to acquire competence for a particular kind of work.
- B. Neither Aptitude nor Attitude has any relevance to public administration.
- C. Aptitude concerns present ability or potential to acquire competence for a particular kind of work, whereas Attitude concerns an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue.
- D. Aptitude and Attitude are identical and can never be distinguished.

Q82. Which statement best distinguishes Attitude from Competence?

- A. Attitude and Competence are identical and can never be distinguished.
- B. Attitude concerns the integrated ability to apply knowledge, skill and judgment to perform a role effectively, whereas Competence concerns an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue.
- C. Neither Attitude nor Competence has any relevance to public administration.
- D. Attitude concerns an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue, whereas Competence concerns the integrated ability to apply knowledge, skill and judgment to perform a role effectively.

Q83. Which statement best distinguishes Competence from Public value?

- A. Neither Competence nor Public value has any relevance to public administration.
- B. Competence and Public value are identical and can never be distinguished.
- C. Competence concerns substantive benefit created for citizens through legitimate, feasible and sustainable public action, whereas Public value concerns the integrated ability to apply knowledge, skill and judgment to perform a role effectively.
- D. Competence concerns the integrated ability to apply knowledge, skill and judgment to perform a role effectively, whereas Public value concerns substantive benefit created for citizens through legitimate, feasible and sustainable public action.

Q84. Which statement best distinguishes Public value from Value pluralism?

- A. Public value concerns recognition that several genuine public values may coexist and sometimes conflict, whereas Value pluralism concerns substantive benefit created for citizens through legitimate, feasible and sustainable public action.
- B. Public value and Value pluralism are identical and can never be distinguished.
- C. Neither Public value nor Value pluralism has any relevance to public administration.
- D. Public value concerns substantive benefit created for citizens through legitimate, feasible and sustainable public action, whereas Value pluralism concerns recognition that several genuine public values may coexist and sometimes conflict.

Q85. Which statement best distinguishes Value pluralism from Responsibility?

- A.** Value pluralism concerns recognition that several genuine public values may coexist and sometimes conflict, whereas Responsibility concerns a duty to perform an assigned role and own the foreseeable effects of one's choices.
- B.** Value pluralism and Responsibility are identical and can never be distinguished.
- C.** Neither Value pluralism nor Responsibility has any relevance to public administration.
- D.** Value pluralism concerns a duty to perform an assigned role and own the foreseeable effects of one's choices, whereas Responsibility concerns recognition that several genuine public values may coexist and sometimes conflict.

Q86. Which statement best distinguishes Responsibility from Professionalism?

- A.** Neither Responsibility nor Professionalism has any relevance to public administration.
- B.** Responsibility concerns competent, disciplined and ethical performance according to the standards of public service, whereas Professionalism concerns a duty to perform an assigned role and own the foreseeable effects of one's choices.
- C.** Responsibility and Professionalism are identical and can never be distinguished.
- D.** Responsibility concerns a duty to perform an assigned role and own the foreseeable effects of one's choices, whereas Professionalism concerns competent, disciplined and ethical performance according to the standards of public service.

Q87. Which statement best distinguishes Professionalism from Administrative leadership?

- A.** Neither Professionalism nor Administrative leadership has any relevance to public administration.
- B.** Professionalism and Administrative leadership are identical and can never be distinguished.
- C.** Professionalism concerns the capacity to guide people and institutions toward lawful public purposes, whereas Administrative leadership concerns competent, disciplined and ethical performance according to the standards of public service.
- D.** Professionalism concerns competent, disciplined and ethical performance according to the standards of public service, whereas Administrative leadership concerns the capacity to guide people and institutions toward lawful public purposes.

Q88. Which statement best distinguishes Administrative leadership from Constitutional morality?

- A.** Administrative leadership concerns fidelity to constitutional values, procedures and limits even against popular or personal pressure, whereas Constitutional morality concerns the capacity to guide people and institutions toward lawful public purposes.
- B.** Administrative leadership and Constitutional morality are identical and can never be distinguished.
- C.** Neither Administrative leadership nor Constitutional morality has any relevance to public administration.
- D.** Administrative leadership concerns the capacity to guide people and institutions toward lawful public purposes, whereas Constitutional morality concerns fidelity to constitutional values, procedures and limits even against popular or personal pressure.

Q89. Which statement best distinguishes Constitutional morality from Public service motivation?

- A. Constitutional morality concerns fidelity to constitutional values, procedures and limits even against popular or personal pressure, whereas Public service motivation concerns a durable orientation to serve society and contribute to public welfare.
- B. Constitutional morality and Public service motivation are identical and can never be distinguished.
- C. Constitutional morality concerns a durable orientation to serve society and contribute to public welfare, whereas Public service motivation concerns fidelity to constitutional values, procedures and limits even against popular or personal pressure.
- D. Neither Constitutional morality nor Public service motivation has any relevance to public administration.

Q90. Which statement best distinguishes Public service motivation from Aptitude?

- A. Public service motivation and Aptitude are identical and can never be distinguished.
- B. Public service motivation concerns a durable orientation to serve society and contribute to public welfare, whereas Aptitude concerns present ability or potential to acquire competence for a particular kind of work.
- C. Public service motivation concerns present ability or potential to acquire competence for a particular kind of work, whereas Aptitude concerns a durable orientation to serve society and contribute to public welfare.
- D. Neither Public service motivation nor Aptitude has any relevance to public administration.

Q91. A district officer discovers that the present practice effectively means officials mistake loyalty to a person for professional capability. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Develop analytical skill needed for complex administrative tasks, document the reasons, and permit appropriate review.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q92. A department head discovers that the present practice effectively means officials assume technical ability prevents biased behaviour. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Continue the practice because changing it may attract criticism.
- C. Examine whether negative beliefs about a group affect official behaviour, document the reasons, and permit appropriate review.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q93. A block development officer discovers that the present practice effectively means officials rely on designation alone as proof of ability. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Continue the practice because changing it may attract criticism.
- D. Combine rule knowledge with practical problem-solving and sound judgment, document the reasons, and permit appropriate review.

Q94. A procurement officer discovers that the present practice effectively means officials measure government success only by internal expenditure. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Design a service that meets real needs and can be lawfully delivered, document the reasons, and permit appropriate review.
- C. Continue the practice because changing it may attract criticism.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q95. A secretariat officer discovers that the present practice effectively means officials pretend every policy conflict has one value and no trade-off. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Balance liberty, equality, efficiency and fairness with stated reasons, document the reasons, and permit appropriate review.
- D. Continue the practice because changing it may attract criticism.

Q96. A district officer discovers that the present practice effectively means officials shift blame to subordinates for an order one personally approved. What is the most ethically appropriate response?

- A. Accept ownership of a decision and correct its avoidable harm, document the reasons, and permit appropriate review.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Continue the practice because changing it may attract criticism.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q97. A department head discovers that the present practice effectively means officials use office time and information for a private side business. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Give timely, well-reasoned advice without favour, document the reasons, and permit appropriate review.
- C. Continue the practice because changing it may attract criticism.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q98. A block development officer discovers that the present practice effectively means officials centralise credit and punish staff who report problems. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Build team competence while accepting responsibility for difficult decisions, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q99. A procurement officer discovers that the present practice effectively means officials follow a majority demand that directly denies a lawful minority right. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Protect equal citizenship despite local hostility, document the reasons, and permit appropriate review.

Q100. A secretariat officer discovers that the present practice effectively means officials treat every posting only as an opportunity for status and contacts. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Choose a difficult field assignment because citizens urgently need the service, document the reasons, and permit appropriate review.
- D. Continue the practice because changing it may attract criticism.

Module 2: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
51	B	52	D	53	D	54	A	55	C
56	A	57	A	58	C	59	A	60	B
61	B	62	A	63	C	64	C	65	C
66	C	67	D	68	D	69	A	70	C
71	A	72	D	73	C	74	A	75	A
76	D	77	C	78	C	79	D	80	A
81	C	82	D	83	D	84	D	85	A
86	D	87	D	88	D	89	A	90	B
91	C	92	C	93	D	94	B	95	C
96	A	97	B	98	C	99	D	100	C

Explanations

Q51 — B. Aptitude means present ability or potential to acquire competence for a particular kind of work.

Q52 — D. Attitude means an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue.

Q53 — D. Competence means the integrated ability to apply knowledge, skill and judgment to perform a role effectively.

Q54 — A. Public value means substantive benefit created for citizens through legitimate, feasible and sustainable public action.

Q55 — C. Value pluralism means recognition that several genuine public values may coexist and sometimes conflict.

Q56 — A. Responsibility means a duty to perform an assigned role and own the foreseeable effects of one's choices.

Q57 — A. Professionalism means competent, disciplined and ethical performance according to the standards of public service.

Q58 — C. Administrative leadership means the capacity to guide people and institutions toward lawful public purposes.

Q59 — A. Constitutional morality means fidelity to constitutional values, procedures and limits even against popular or personal pressure.

Q60 — B. Public service motivation means a durable orientation to serve society and contribute to public welfare.

Q61 — B. The action demonstrates Aptitude because it applies present ability or potential to acquire competence for a particular kind of work in practice.

Q62 — A. The action demonstrates Attitude because it applies an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue in practice.

Q63 — C. The action demonstrates Competence because it applies the integrated ability to apply knowledge, skill and judgment to perform a role effectively in practice.

Q64 — C. The action demonstrates Public value because it applies substantive benefit created for citizens through legitimate, feasible and sustainable public action in practice.

Q65 — C. The action demonstrates Value pluralism because it applies recognition that several genuine public values may coexist and sometimes conflict in practice.

Q66 — C. The action demonstrates Responsibility because it applies a duty to perform an assigned role and own the foreseeable effects of one's choices in practice.

Q67 — D. The action demonstrates Professionalism because it applies competent, disciplined and ethical performance according to the standards of public service in practice.

Q68 — D. The action demonstrates Administrative leadership because it applies the capacity to guide people and institutions toward lawful public purposes in practice.

Q69 — A. The action demonstrates Constitutional morality because it applies fidelity to constitutional values, procedures and limits even against popular or personal pressure in practice.

Q70 — C. The action demonstrates Public service motivation because it applies a durable orientation to serve society and contribute to public welfare in practice.

Q71 — A. This action contradicts Aptitude: present ability or potential to acquire competence for a particular kind of work.

Q72 — D. This action contradicts Attitude: an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue.

Q73 — C. This action contradicts Competence: the integrated ability to apply knowledge, skill and judgment to perform a role effectively.

Q74 — A. This action contradicts Public value: substantive benefit created for citizens through legitimate, feasible and sustainable public action.

Q75 — A. This action contradicts Value pluralism: recognition that several genuine public values may coexist and sometimes conflict.

Q76 — D. This action contradicts Responsibility: a duty to perform an assigned role and own the foreseeable effects of one's choices.

Q77 — C. This action contradicts Professionalism: competent, disciplined and ethical performance according to the standards of public service.

Q78 — C. This action contradicts Administrative leadership: the capacity to guide people and institutions toward lawful public purposes.

Q79 — D. This action contradicts Constitutional morality: fidelity to constitutional values, procedures and limits even against popular or personal pressure.

Q80 — A. This action contradicts Public service motivation: a durable orientation to serve society and contribute to public welfare.

Q81 — C. Aptitude concerns present ability or potential to acquire competence for a particular kind of work, whereas Attitude concerns an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue.

Q82 — D. Attitude concerns an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue, whereas Competence concerns the integrated ability to apply knowledge, skill and judgment to perform a role effectively.

Q83 — D. Competence concerns the integrated ability to apply knowledge, skill and judgment to perform a role effectively, whereas Public value concerns substantive benefit created for citizens through legitimate, feasible and sustainable public action.

Q84 — D. Public value concerns substantive benefit created for citizens through legitimate, feasible and sustainable public action, whereas Value pluralism concerns recognition that several genuine public values may coexist and sometimes conflict.

Q85 — A. Value pluralism concerns recognition that several genuine public values may coexist and sometimes conflict, whereas Responsibility concerns a duty to perform an assigned role and own the foreseeable effects of one's choices.

Q86 — D. Responsibility concerns a duty to perform an assigned role and own the foreseeable effects of one's choices, whereas Professionalism concerns competent, disciplined and ethical performance according to the standards of public service.

Q87 — D. Professionalism concerns competent, disciplined and ethical performance according to the standards of public service, whereas Administrative leadership concerns the capacity to guide people and institutions toward lawful public purposes.

Q88 — D. Administrative leadership concerns the capacity to guide people and institutions toward lawful public purposes, whereas Constitutional morality concerns fidelity to constitutional values, procedures and limits even against popular or personal pressure.

Q89 — A. Constitutional morality concerns fidelity to constitutional values, procedures and limits even against popular or personal pressure, whereas Public service motivation concerns a durable orientation to serve society and contribute to public welfare.

Q90 — B. Public service motivation concerns a durable orientation to serve society and contribute to public welfare, whereas Aptitude concerns present ability or potential to acquire competence for a particular kind of work.

Q91 — C. The best response operationalises Aptitude (present ability or potential to acquire competence for a particular kind of work) while preserving reasons, procedure and review.

Q92 — C. The best response operationalises Attitude (an evaluative tendency to think, feel and act favourably or unfavourably toward an object or issue) while preserving reasons, procedure and review.

Q93 — D. The best response operationalises Competence (the integrated ability to apply knowledge, skill and judgment to perform a role effectively) while preserving reasons, procedure and review.

Q94 — B. The best response operationalises Public value (substantive benefit created for citizens through legitimate, feasible and sustainable public action) while preserving reasons, procedure and review.

Q95 — C. The best response operationalises Value pluralism (recognition that several genuine public values may coexist and sometimes conflict) while preserving reasons, procedure and review.

Q96 — A. The best response operationalises Responsibility (a duty to perform an assigned role and own the foreseeable effects of one's choices) while preserving reasons, procedure and review.

Q97 — B. The best response operationalises Professionalism (competent, disciplined and ethical performance according to the standards of public service) while preserving reasons, procedure and review.

Q98 — C. The best response operationalises Administrative leadership (the capacity to guide people and institutions toward lawful public purposes) while preserving reasons, procedure and review.

Q99 — D. The best response operationalises Constitutional morality (fidelity to constitutional values, procedures and limits even against popular or personal pressure) while preserving reasons, procedure and review.

Q100 — C. The best response operationalises Public service motivation (a durable orientation to serve society and contribute to public welfare) while preserving reasons, procedure and review.

Module 3: Integrity and Moral Courage

Syllabus link: *Integrity in conduct, thought, institutions and public office.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q101. Which term is best described as consistent adherence to sound moral principles in word, decision and action?

- A. Institutional integrity
- B. Intellectual integrity
- C. Recusal
- D. Integrity

Q102. Which term is best described as truthfulness and freedom from deceit in representation and conduct?

- A. Honesty
- B. Consistency of word and deed
- C. Moral courage
- D. Financial integrity

Q103. Which term is best described as applying the same standards to one's own reasoning that one expects of others?

- A. Disclosure
- B. Institutional integrity
- C. Intellectual integrity
- D. Whistleblowing

Q104. Which term is best described as alignment between professed principles and actual behaviour?

- A. Moral courage
- B. Consistency of word and deed
- C. Recusal
- D. Integrity

Q105. Which term is best described as timely revelation of relevant interests, facts or risks to the proper authority?

- A. Whistleblowing
- B. Disclosure
- C. Honesty
- D. Financial integrity

Q106. Which term is best described as withdrawal from participation when impartial performance is compromised by a conflict?

- A. Institutional integrity
- B. Intellectual integrity
- C. Recusal
- D. Integrity

Q107. Which term is best described as honest, authorised and accurately recorded handling of money and financial decisions?

- A. Consistency of word and deed
- B. Honesty
- C. Moral courage
- D. Financial integrity

Q108. Which term is best described as alignment of an organisation's systems, incentives and conduct with its declared ethical purpose?

- A. Institutional integrity
- B. Whistleblowing
- C. Intellectual integrity
- D. Disclosure

Q109. Which term is best described as willingness to do what is right despite fear, pressure or personal cost?

- A. Moral courage
- B. Integrity
- C. Recusal
- D. Consistency of word and deed

Q110. Which term is best described as good-faith disclosure of suspected wrongdoing to a person or body able to address it?

- A. Whistleblowing
- B. Disclosure
- C. Financial integrity
- D. Honesty

Q111. Which action most clearly demonstrates Integrity?

- A. split purchases to evade the prescribed approval process
- B. conceal a material fact to make performance appear better
- C. keep a relevant private connection hidden from the decision process
- D. give honest advice and stand by the lawful decision despite personal cost

Q112. Which action most clearly demonstrates Honesty?

- A. continue deciding a case in which one has a substantial personal stake
- B. ignore contradictions in one's argument while attacking them in others
- C. display a code of ethics while rewarding concealed target manipulation
- D. report an error in a file even though it may invite criticism

Q113. Which action most clearly demonstrates Intellectual integrity?

- A. admit evidence that weakens one's preferred conclusion
- B. preach economy while using public resources for personal luxury
- C. split purchases to evade the prescribed approval process
- D. approve a wrongful order solely to avoid displeasing a powerful person

Q114. Which action most clearly demonstrates Consistency of word and deed?

- A. leak unverified allegations for revenge against a colleague
- B. display a code of ethics while rewarding concealed target manipulation
- C. keep a relevant private connection hidden from the decision process
- D. follow the disclosure rule one publicly demands from colleagues

Q115. Which action most clearly demonstrates Disclosure?

- A. profess fairness while secretly manipulating the result
- B. continue deciding a case in which one has a substantial personal stake
- C. record a financial interest before a related official matter is considered
- D. approve a wrongful order solely to avoid displeasing a powerful person

Q116. Which action most clearly demonstrates Recusal?

- A. leak unverified allegations for revenge against a colleague
- B. split purchases to evade the prescribed approval process
- C. leave a selection committee considering a close relative
- D. conceal a material fact to make performance appear better

Q117. Which action most clearly demonstrates Financial integrity?

- A. maintain a complete audit trail for every expenditure
- B. display a code of ethics while rewarding concealed target manipulation
- C. profess fairness while secretly manipulating the result
- D. ignore contradictions in one's argument while attacking them in others

Q118. Which action most clearly demonstrates Institutional integrity?

- A. protect complaint channels and act consistently on verified misconduct
- B. preach economy while using public resources for personal luxury
- C. conceal a material fact to make performance appear better
- D. approve a wrongful order solely to avoid displeasing a powerful person

Q119. Which action most clearly demonstrates Moral courage?

- A. keep a relevant private connection hidden from the decision process
- B. leak unverified allegations for revenge against a colleague
- C. refuse an unlawful direction and record reasons through proper channels
- D. ignore contradictions in one's argument while attacking them in others

Q120. Which action most clearly demonstrates Whistleblowing?

- A. continue deciding a case in which one has a substantial personal stake
- B. report documented procurement fraud through a protected channel
- C. preach economy while using public resources for personal luxury
- D. profess fairness while secretly manipulating the result

Q121. Which action most directly violates Integrity?

- A. refuse an unlawful direction and record reasons through proper channels
- B. profess fairness while secretly manipulating the result
- C. follow the disclosure rule one publicly demands from colleagues
- D. report an error in a file even though it may invite criticism

Q122. Which action most directly violates Honesty?

- A. record a financial interest before a related official matter is considered
- B. conceal a material fact to make performance appear better
- C. report documented procurement fraud through a protected channel
- D. admit evidence that weakens one's preferred conclusion

Q123. Which action most directly violates Intellectual integrity?

- A. ignore contradictions in one's argument while attacking them in others
- B. follow the disclosure rule one publicly demands from colleagues
- C. give honest advice and stand by the lawful decision despite personal cost
- D. leave a selection committee considering a close relative

Q124. Which action most directly violates Consistency of word and deed?

- A. report an error in a file even though it may invite criticism
- B. maintain a complete audit trail for every expenditure
- C. preach economy while using public resources for personal luxury
- D. record a financial interest before a related official matter is considered

Q125. Which action most directly violates Disclosure?

- A. leave a selection committee considering a close relative
- B. protect complaint channels and act consistently on verified misconduct
- C. admit evidence that weakens one's preferred conclusion
- D. keep a relevant private connection hidden from the decision process

Q126. Which action most directly violates Recusal?

- A. maintain a complete audit trail for every expenditure
- B. continue deciding a case in which one has a substantial personal stake
- C. refuse an unlawful direction and record reasons through proper channels
- D. follow the disclosure rule one publicly demands from colleagues

Q127. Which action most directly violates Financial integrity?

- A. protect complaint channels and act consistently on verified misconduct
- B. split purchases to evade the prescribed approval process
- C. report documented procurement fraud through a protected channel
- D. record a financial interest before a related official matter is considered

Q128. Which action most directly violates Institutional integrity?

- A. give honest advice and stand by the lawful decision despite personal cost
- B. display a code of ethics while rewarding concealed target manipulation
- C. refuse an unlawful direction and record reasons through proper channels
- D. leave a selection committee considering a close relative

Q129. Which action most directly violates Moral courage?

- A. approve a wrongful order solely to avoid displeasing a powerful person
- B. report documented procurement fraud through a protected channel
- C. report an error in a file even though it may invite criticism
- D. maintain a complete audit trail for every expenditure

Q130. Which action most directly violates Whistleblowing?

- A. give honest advice and stand by the lawful decision despite personal cost
- B. admit evidence that weakens one's preferred conclusion
- C. protect complaint channels and act consistently on verified misconduct
- D. leak unverified allegations for revenge against a colleague

Q131. Which statement best distinguishes Integrity from Honesty?

- A. Integrity concerns consistent adherence to sound moral principles in word, decision and action, whereas Honesty concerns truthfulness and freedom from deceit in representation and conduct.
- B. Neither Integrity nor Honesty has any relevance to public administration.
- C. Integrity and Honesty are identical and can never be distinguished.
- D. Integrity concerns truthfulness and freedom from deceit in representation and conduct, whereas Honesty concerns consistent adherence to sound moral principles in word, decision and action.

Q132. Which statement best distinguishes Honesty from Intellectual integrity?

- A. Neither Honesty nor Intellectual integrity has any relevance to public administration.
- B. Honesty concerns truthfulness and freedom from deceit in representation and conduct, whereas Intellectual integrity concerns applying the same standards to one's own reasoning that one expects of others.
- C. Honesty concerns applying the same standards to one's own reasoning that one expects of others, whereas Intellectual integrity concerns truthfulness and freedom from deceit in representation and conduct.
- D. Honesty and Intellectual integrity are identical and can never be distinguished.

Q133. Which statement best distinguishes Intellectual integrity from Consistency of word and deed?

- A. Intellectual integrity concerns alignment between professed principles and actual behaviour, whereas Consistency of word and deed concerns applying the same standards to one's own reasoning that one expects of others.
- B. Intellectual integrity and Consistency of word and deed are identical and can never be distinguished.
- C. Intellectual integrity concerns applying the same standards to one's own reasoning that one expects of others, whereas Consistency of word and deed concerns alignment between professed principles and actual behaviour.
- D. Neither Intellectual integrity nor Consistency of word and deed has any relevance to public administration.

Q134. Which statement best distinguishes Consistency of word and deed from Disclosure?

- A. Neither Consistency of word and deed nor Disclosure has any relevance to public administration.
- B. Consistency of word and deed concerns timely revelation of relevant interests, facts or risks to the proper authority, whereas Disclosure concerns alignment between professed principles and actual behaviour.
- C. Consistency of word and deed concerns alignment between professed principles and actual behaviour, whereas Disclosure concerns timely revelation of relevant interests, facts or risks to the proper authority.
- D. Consistency of word and deed and Disclosure are identical and can never be distinguished.

Q135. Which statement best distinguishes Disclosure from Recusal?

- A. Disclosure and Recusal are identical and can never be distinguished.
- B. Disclosure concerns withdrawal from participation when impartial performance is compromised by a conflict, whereas Recusal concerns timely revelation of relevant interests, facts or risks to the proper authority.
- C. Neither Disclosure nor Recusal has any relevance to public administration.
- D. Disclosure concerns timely revelation of relevant interests, facts or risks to the proper authority, whereas Recusal concerns withdrawal from participation when impartial performance is compromised by a conflict.

Q136. Which statement best distinguishes Recusal from Financial integrity?

- A. Neither Recusal nor Financial integrity has any relevance to public administration.
- B. Recusal concerns withdrawal from participation when impartial performance is compromised by a conflict, whereas Financial integrity concerns honest, authorised and accurately recorded handling of money and financial decisions.
- C. Recusal concerns honest, authorised and accurately recorded handling of money and financial decisions, whereas Financial integrity concerns withdrawal from participation when impartial performance is compromised by a conflict.
- D. Recusal and Financial integrity are identical and can never be distinguished.

Q137. Which statement best distinguishes Financial integrity from Institutional integrity?

- A. Neither Financial integrity nor Institutional integrity has any relevance to public administration.
- B. Financial integrity concerns honest, authorised and accurately recorded handling of money and financial decisions, whereas Institutional integrity concerns alignment of an organisation's systems, incentives and conduct with its declared ethical purpose.
- C. Financial integrity and Institutional integrity are identical and can never be distinguished.
- D. Financial integrity concerns alignment of an organisation's systems, incentives and conduct with its declared ethical purpose, whereas Institutional integrity concerns honest, authorised and accurately recorded handling of money and financial decisions.

Q138. Which statement best distinguishes Institutional integrity from Moral courage?

- A. Institutional integrity and Moral courage are identical and can never be distinguished.
- B. Institutional integrity concerns willingness to do what is right despite fear, pressure or personal cost, whereas Moral courage concerns alignment of an organisation's systems, incentives and conduct with its declared ethical purpose.
- C. Institutional integrity concerns alignment of an organisation's systems, incentives and conduct with its declared ethical purpose, whereas Moral courage concerns willingness to do what is right despite fear, pressure or personal cost.
- D. Neither Institutional integrity nor Moral courage has any relevance to public administration.

Q139. Which statement best distinguishes Moral courage from Whistleblowing?

- A. Moral courage and Whistleblowing are identical and can never be distinguished.
- B. Neither Moral courage nor Whistleblowing has any relevance to public administration.
- C. Moral courage concerns willingness to do what is right despite fear, pressure or personal cost, whereas Whistleblowing concerns good-faith disclosure of suspected wrongdoing to a person or body able to address it.
- D. Moral courage concerns good-faith disclosure of suspected wrongdoing to a person or body able to address it, whereas Whistleblowing concerns willingness to do what is right despite fear, pressure or personal cost.

Q140. Which statement best distinguishes Whistleblowing from Integrity?

- A. Whistleblowing concerns consistent adherence to sound moral principles in word, decision and action, whereas Integrity concerns good-faith disclosure of suspected wrongdoing to a person or body able to address it.
- B. Neither Whistleblowing nor Integrity has any relevance to public administration.
- C. Whistleblowing concerns good-faith disclosure of suspected wrongdoing to a person or body able to address it, whereas Integrity concerns consistent adherence to sound moral principles in word, decision and action.
- D. Whistleblowing and Integrity are identical and can never be distinguished.

Q141. A district officer discovers that the present practice effectively means officials profess fairness while secretly manipulating the result. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Continue the practice because changing it may attract criticism.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Give honest advice and stand by the lawful decision despite personal cost, document the reasons, and permit appropriate review.

Q142. A department head discovers that the present practice effectively means officials conceal a material fact to make performance appear better. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Report an error in a file even though it may invite criticism, document the reasons, and permit appropriate review.
- C. Continue the practice because changing it may attract criticism.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q143. A block development officer discovers that the present practice effectively means officials ignore contradictions in one's argument while attacking them in others. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Admit evidence that weakens one's preferred conclusion, document the reasons, and permit appropriate review.
- D. Continue the practice because changing it may attract criticism.

Q144. A procurement officer discovers that the present practice effectively means officials preach economy while using public resources for personal luxury. What is the most ethically appropriate response?

- A. Follow the disclosure rule one publicly demands from colleagues, document the reasons, and permit appropriate review.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Continue the practice because changing it may attract criticism.

Q145. A secretariat officer discovers that the present practice effectively means officials keep a relevant private connection hidden from the decision process. What is the most ethically appropriate response?

- A. Record a financial interest before a related official matter is considered, document the reasons, and permit appropriate review.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Continue the practice because changing it may attract criticism.

Q146. A district officer discovers that the present practice effectively means officials continue deciding a case in which one has a substantial personal stake. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Leave a selection committee considering a close relative, document the reasons, and permit appropriate review.
- D. Continue the practice because changing it may attract criticism.

Q147. A department head discovers that the present practice effectively means officials split purchases to evade the prescribed approval process. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Continue the practice because changing it may attract criticism.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Maintain a complete audit trail for every expenditure, document the reasons, and permit appropriate review.

Q148. A block development officer discovers that the present practice effectively means officials display a code of ethics while rewarding concealed target manipulation. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Protect complaint channels and act consistently on verified misconduct, document the reasons, and permit appropriate review.
- C. Continue the practice because changing it may attract criticism.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q149. A procurement officer discovers that the present practice effectively means officials approve a wrongful order solely to avoid displeasing a powerful person. What is the most ethically appropriate response?

- A.** Continue the practice because changing it may attract criticism.
- B.** Conceal the issue and inform only persons who personally benefit from silence.
- C.** Refuse an unlawful direction and record reasons through proper channels, document the reasons, and permit appropriate review.
- D.** Respond through personal retaliation without verifying facts or following fair procedure.

Q150. A secretariat officer discovers that the present practice effectively means officials leak unverified allegations for revenge against a colleague. What is the most ethically appropriate response?

- A.** Conceal the issue and inform only persons who personally benefit from silence.
- B.** Report documented procurement fraud through a protected channel, document the reasons, and permit appropriate review.
- C.** Respond through personal retaliation without verifying facts or following fair procedure.
- D.** Continue the practice because changing it may attract criticism.

Module 3: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
101	D	102	A	103	C	104	B	105	B
106	C	107	D	108	A	109	A	110	A
111	D	112	D	113	A	114	D	115	C
116	C	117	A	118	A	119	C	120	B
121	B	122	B	123	A	124	C	125	D
126	B	127	B	128	B	129	A	130	D
131	A	132	B	133	C	134	C	135	D
136	B	137	B	138	C	139	C	140	C
141	D	142	B	143	C	144	A	145	A
146	C	147	D	148	B	149	C	150	B

Explanations

Q101 — D. Integrity means consistent adherence to sound moral principles in word, decision and action.

Q102 — A. Honesty means truthfulness and freedom from deceit in representation and conduct.

Q103 — C. Intellectual integrity means applying the same standards to one's own reasoning that one expects of others.

Q104 — B. Consistency of word and deed means alignment between professed principles and actual behaviour.

Q105 — B. Disclosure means timely revelation of relevant interests, facts or risks to the proper authority.

Q106 — C. Recusal means withdrawal from participation when impartial performance is compromised by a conflict.

Q107 — D. Financial integrity means honest, authorised and accurately recorded handling of money and financial decisions.

Q108 — A. Institutional integrity means alignment of an organisation's systems, incentives and conduct with its declared ethical purpose.

Q109 — A. Moral courage means willingness to do what is right despite fear, pressure or personal cost.

Q110 — A. Whistleblowing means good-faith disclosure of suspected wrongdoing to a person or body able to address it.

Q111 — D. The action demonstrates Integrity because it applies consistent adherence to sound moral principles in word, decision and action in practice.

Q112 — D. The action demonstrates Honesty because it applies truthfulness and freedom from deceit in representation and conduct in practice.

Q113 — A. The action demonstrates Intellectual integrity because it applies applying the same standards to one's own reasoning that one expects of others in practice.

Q114 — D. The action demonstrates Consistency of word and deed because it applies alignment between professed principles and actual behaviour in practice.

Q115 — C. The action demonstrates Disclosure because it applies timely revelation of relevant interests, facts or risks to the proper authority in practice.

Q116 — C. The action demonstrates Recusal because it applies withdrawal from participation when impartial performance is compromised by a conflict in practice.

Q117 — A. The action demonstrates Financial integrity because it applies honest, authorised and accurately recorded handling of money and financial decisions in practice.

Q118 — A. The action demonstrates Institutional integrity because it applies alignment of an organisation's systems, incentives and conduct with its declared ethical purpose in practice.

Q119 — C. The action demonstrates Moral courage because it applies willingness to do what is right despite fear, pressure or personal cost in practice.

Q120 — B. The action demonstrates Whistleblowing because it applies good-faith disclosure of suspected wrongdoing to a person or body able to address it in practice.

Q121 — B. This action contradicts Integrity: consistent adherence to sound moral principles in word, decision and action.

Q122 — B. This action contradicts Honesty: truthfulness and freedom from deceit in representation and conduct.

Q123 — A. This action contradicts Intellectual integrity: applying the same standards to one's own reasoning that one expects of others.

Q124 — C. This action contradicts Consistency of word and deed: alignment between professed principles and actual behaviour.

Q125 — D. This action contradicts Disclosure: timely revelation of relevant interests, facts or risks to the proper authority.

Q126 — B. This action contradicts Recusal: withdrawal from participation when impartial performance is compromised by a conflict.

Q127 — B. This action contradicts Financial integrity: honest, authorised and accurately recorded handling of money and financial decisions.

Q128 — B. This action contradicts Institutional integrity: alignment of an organisation's systems, incentives and conduct with its declared ethical purpose.

Q129 — A. This action contradicts Moral courage: willingness to do what is right despite fear, pressure or personal cost.

Q130 — D. This action contradicts Whistleblowing: good-faith disclosure of suspected wrongdoing to a person or body able to address it.

Q131 — A. Integrity concerns consistent adherence to sound moral principles in word, decision and action, whereas Honesty concerns truthfulness and freedom from deceit in representation and conduct.

Q132 — B. Honesty concerns truthfulness and freedom from deceit in representation and conduct, whereas Intellectual integrity concerns applying the same standards to one's own reasoning that one expects of others.

Q133 — C. Intellectual integrity concerns applying the same standards to one's own reasoning that one expects of others, whereas Consistency of word and deed concerns alignment between professed principles and actual behaviour.

Q134 — C. Consistency of word and deed concerns alignment between professed principles and actual behaviour, whereas Disclosure concerns timely revelation of relevant interests, facts or risks to the proper authority.

Q135 — D. Disclosure concerns timely revelation of relevant interests, facts or risks to the proper authority, whereas Recusal concerns withdrawal from participation when impartial performance is compromised by a conflict.

Q136 — B. Recusal concerns withdrawal from participation when impartial performance is compromised by a conflict, whereas Financial integrity concerns honest, authorised and accurately recorded handling of money and financial decisions.

Q137 — B. Financial integrity concerns honest, authorised and accurately recorded handling of money and financial decisions, whereas Institutional integrity concerns alignment of an organisation's systems, incentives and conduct with its declared ethical purpose.

Q138 — C. Institutional integrity concerns alignment of an organisation's systems, incentives and conduct with its declared ethical purpose, whereas Moral courage concerns willingness to do what is right despite fear, pressure or personal cost.

Q139 — C. Moral courage concerns willingness to do what is right despite fear, pressure or personal cost, whereas Whistleblowing concerns good-faith disclosure of suspected wrongdoing to a person or body able to address it.

Q140 — C. Whistleblowing concerns good-faith disclosure of suspected wrongdoing to a person or body able to address it, whereas Integrity concerns consistent adherence to sound moral principles in word, decision and action.

Q141 — D. The best response operationalises Integrity (consistent adherence to sound moral principles in word, decision and action) while preserving reasons, procedure and review.

Q142 — B. The best response operationalises Honesty (truthfulness and freedom from deceit in representation and conduct) while preserving reasons, procedure and review.

Q143 — C. The best response operationalises Intellectual integrity (applying the same standards to one's own reasoning that one expects of others) while preserving reasons, procedure and review.

Q144 — A. The best response operationalises Consistency of word and deed (alignment between professed principles and actual behaviour) while preserving reasons, procedure and review.

Q145 — A. The best response operationalises Disclosure (timely revelation of relevant interests, facts or risks to the proper authority) while preserving reasons, procedure and review.

Q146 — C. The best response operationalises Recusal (withdrawal from participation when impartial performance is compromised by a conflict) while preserving reasons, procedure and review.

Q147 — D. The best response operationalises Financial integrity (honest, authorised and accurately recorded handling of money and financial decisions) while preserving reasons, procedure and review.

Q148 — B. The best response operationalises Institutional integrity (alignment of an organisation's systems, incentives and conduct with its declared ethical purpose) while preserving reasons, procedure and review.

Q149 — C. The best response operationalises Moral courage (willingness to do what is right despite fear, pressure or personal cost) while preserving reasons, procedure and review.

Q150 — B. The best response operationalises Whistleblowing (good-faith disclosure of suspected wrongdoing to a person or body able to address it) while preserving reasons, procedure and review.

Module 4: Impartiality, Non-partisanship and Neutrality

Syllabus link: *Merit-based, politically neutral and fair administration.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q151. Which term is best described as deciding solely on relevant merits without improper favour or prejudice?

- A. Impartiality
- B. Political patronage
- C. Loyal implementation
- D. Political neutrality

Q152. Which term is best described as performance of public duty without supporting or opposing a political party in one's official capacity?

- A. Evidence-based advice
- B. Civil-service anonymity
- C. Non-partisanship
- D. Equality of treatment

Q153. Which term is best described as free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology?

- A. Political neutrality
- B. Procedural fairness
- C. Merit principle
- D. Loyal implementation

Q154. Which term is best described as the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive?

- A. Equality of treatment
- B. Impartiality
- C. Civil-service anonymity
- D. Political patronage

Q155. Which term is best described as selection and advancement on relevant ability, performance and fair criteria?

- A. Procedural fairness
- B. Non-partisanship
- C. Merit principle
- D. Evidence-based advice

Q156. Which term is best described as granting jobs, contracts or privileges in exchange for political support?

- A. Political patronage
- B. Impartiality
- C. Loyal implementation
- D. Political neutrality

Q157. Which term is best described as professional recommendations grounded in reliable facts, analysis and stated assumptions?

- A. Civil-service anonymity
- B. Evidence-based advice
- C. Equality of treatment
- D. Non-partisanship

Q158. Which term is best described as competent execution of a lawful final decision even when it differs from an official's prior advice?

- A. Procedural fairness
- B. Political neutrality
- C. Merit principle
- D. Loyal implementation

Q159. Which term is best described as application of the same relevant standards to persons similarly situated?

- A. Political patronage
- B. Equality of treatment
- C. Impartiality
- D. Civil-service anonymity

Q160. Which term is best described as a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable?

- A. Procedural fairness
- B. Merit principle
- C. Evidence-based advice
- D. Non-partisanship

Q161. Which action most clearly demonstrates Impartiality?

- A. apply the same eligibility test to supporters and critics
- B. use an official programme to campaign for the ruling party
- C. promote an inferior candidate as repayment for political support
- D. tailor facts to the political answer presumed to be desired

Q162. Which action most clearly demonstrates Non-partisanship?

- A. serve successive elected governments with equal professional commitment
- B. withhold a lawful service because the minister belongs to another party
- C. reserve public appointments for campaign supporters
- D. quietly sabotage a lawful policy because one's recommendation was rejected

Q163. Which action most clearly demonstrates Political neutrality?

- A. offer evidence-based objections, then implement the lawful final decision
- B. tailor facts to the political answer presumed to be desired
- C. create an unwritten exception for an influential family
- D. publicly claim personal political credit for a ministerial policy

Q164. Which action most clearly demonstrates Civil-service anonymity?

- A. quietly sabotage a lawful policy because one's recommendation was rejected
- B. decide an adverse case using secret allegations the affected person cannot answer
- C. promote an inferior candidate as repayment for political support
- D. provide candid advice through official channels without seeking political publicity

Q165. Which action most clearly demonstrates Merit principle?

- A. alter a benefit decision because the applicant is personally disliked
- B. create an unwritten exception for an influential family
- C. use published criteria and independently scored interviews
- D. reserve public appointments for campaign supporters

Q166. Which action most clearly demonstrates Political patronage?

- A. decide an adverse case using secret allegations the affected person cannot answer
- B. identify and reject pressure to reward party workers with contracts
- C. tailor facts to the political answer presumed to be desired
- D. use an official programme to campaign for the ruling party

Q167. Which action most clearly demonstrates Evidence-based advice?

- A. present the minister with data, alternatives and foreseeable risks
- B. alter a benefit decision because the applicant is personally disliked
- C. withhold a lawful service because the minister belongs to another party
- D. quietly sabotage a lawful policy because one's recommendation was rejected

Q168. Which action most clearly demonstrates Loyal implementation?

- A. implement the approved programme faithfully after recording professional advice
- B. create an unwritten exception for an influential family
- C. use an official programme to campaign for the ruling party
- D. publicly claim personal political credit for a ministerial policy

Q169. Which action most clearly demonstrates Equality of treatment?

- A. process equivalent applications by the same published rules
- B. decide an adverse case using secret allegations the affected person cannot answer
- C. withhold a lawful service because the minister belongs to another party
- D. promote an inferior candidate as repayment for political support

Q170. Which action most clearly demonstrates Procedural fairness?

- A. alter a benefit decision because the applicant is personally disliked
- B. hear an employee's response before imposing a penalty
- C. reserve public appointments for campaign supporters
- D. publicly claim personal political credit for a ministerial policy

Q171. Which action most directly violates Impartiality?

- A. provide candid advice through official channels without seeking political publicity
- B. alter a benefit decision because the applicant is personally disliked
- C. serve successive elected governments with equal professional commitment
- D. process equivalent applications by the same published rules

Q172. Which action most directly violates Non-partisanship?

- A. hear an employee's response before imposing a penalty
- B. use published criteria and independently scored interviews
- C. use an official programme to campaign for the ruling party
- D. offer evidence-based objections, then implement the lawful final decision

Q173. Which action most directly violates Political neutrality?

- A. apply the same eligibility test to supporters and critics
- B. provide candid advice through official channels without seeking political publicity
- C. identify and reject pressure to reward party workers with contracts
- D. withhold a lawful service because the minister belongs to another party

Q174. Which action most directly violates Civil-service anonymity?

- A. publicly claim personal political credit for a ministerial policy
- B. present the minister with data, alternatives and foreseeable risks
- C. use published criteria and independently scored interviews
- D. serve successive elected governments with equal professional commitment

Q175. Which action most directly violates Merit principle?

- A. offer evidence-based objections, then implement the lawful final decision
- B. identify and reject pressure to reward party workers with contracts
- C. implement the approved programme faithfully after recording professional advice
- D. promote an inferior candidate as repayment for political support

Q176. Which action most directly violates Political patronage?

- A. provide candid advice through official channels without seeking political publicity
- B. process equivalent applications by the same published rules
- C. reserve public appointments for campaign supporters
- D. present the minister with data, alternatives and foreseeable risks

Q177. Which action most directly violates Evidence-based advice?

- A. tailor facts to the political answer presumed to be desired
- B. hear an employee's response before imposing a penalty
- C. use published criteria and independently scored interviews
- D. implement the approved programme faithfully after recording professional advice

Q178. Which action most directly violates Loyal implementation?

- A. quietly sabotage a lawful policy because one's recommendation was rejected
- B. process equivalent applications by the same published rules
- C. apply the same eligibility test to supporters and critics
- D. identify and reject pressure to reward party workers with contracts

Q179. Which action most directly violates Equality of treatment?

- A. present the minister with data, alternatives and foreseeable risks
- B. hear an employee's response before imposing a penalty
- C. serve successive elected governments with equal professional commitment
- D. create an unwritten exception for an influential family

Q180. Which action most directly violates Procedural fairness?

- A. decide an adverse case using secret allegations the affected person cannot answer
- B. offer evidence-based objections, then implement the lawful final decision
- C. apply the same eligibility test to supporters and critics
- D. implement the approved programme faithfully after recording professional advice

Q181. Which statement best distinguishes Impartiality from Non-partisanship?

- A. Neither Impartiality nor Non-partisanship has any relevance to public administration.
- B. Impartiality concerns performance of public duty without supporting or opposing a political party in one's official capacity, whereas Non-partisanship concerns deciding solely on relevant merits without improper favour or prejudice.
- C. Impartiality concerns deciding solely on relevant merits without improper favour or prejudice, whereas Non-partisanship concerns performance of public duty without supporting or opposing a political party in one's official capacity.
- D. Impartiality and Non-partisanship are identical and can never be distinguished.

Q182. Which statement best distinguishes Non-partisanship from Political neutrality?

- A. Non-partisanship and Political neutrality are identical and can never be distinguished.
- B. Non-partisanship concerns performance of public duty without supporting or opposing a political party in one's official capacity, whereas Political neutrality concerns free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology.
- C. Neither Non-partisanship nor Political neutrality has any relevance to public administration.
- D. Non-partisanship concerns free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology, whereas Political neutrality concerns performance of public duty without supporting or opposing a political party in one's official capacity.

Q183. Which statement best distinguishes Political neutrality from Civil-service anonymity?

- A. Political neutrality concerns free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology, whereas Civil-service anonymity concerns the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive.
- B. Neither Political neutrality nor Civil-service anonymity has any relevance to public administration.
- C. Political neutrality and Civil-service anonymity are identical and can never be distinguished.
- D. Political neutrality concerns the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive, whereas Civil-service anonymity concerns free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology.

Q184. Which statement best distinguishes Civil-service anonymity from Merit principle?

- A. Civil-service anonymity concerns selection and advancement on relevant ability, performance and fair criteria, whereas Merit principle concerns the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive.
- B. Neither Civil-service anonymity nor Merit principle has any relevance to public administration.
- C. Civil-service anonymity and Merit principle are identical and can never be distinguished.
- D. Civil-service anonymity concerns the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive, whereas Merit principle concerns selection and advancement on relevant ability, performance and fair criteria.

Q185. Which statement best distinguishes Merit principle from Political patronage?

- A. Neither Merit principle nor Political patronage has any relevance to public administration.
- B. Merit principle and Political patronage are identical and can never be distinguished.
- C. Merit principle concerns selection and advancement on relevant ability, performance and fair criteria, whereas Political patronage concerns granting jobs, contracts or privileges in exchange for political support.
- D. Merit principle concerns granting jobs, contracts or privileges in exchange for political support, whereas Political patronage concerns selection and advancement on relevant ability, performance and fair criteria.

Q186. Which statement best distinguishes Political patronage from Evidence-based advice?

- A. Neither Political patronage nor Evidence-based advice has any relevance to public administration.
- B. Political patronage concerns granting jobs, contracts or privileges in exchange for political support, whereas Evidence-based advice concerns professional recommendations grounded in reliable facts, analysis and stated assumptions.
- C. Political patronage concerns professional recommendations grounded in reliable facts, analysis and stated assumptions, whereas Evidence-based advice concerns granting jobs, contracts or privileges in exchange for political support.
- D. Political patronage and Evidence-based advice are identical and can never be distinguished.

Q187. Which statement best distinguishes Evidence-based advice from Loyal implementation?

- A. Neither Evidence-based advice nor Loyal implementation has any relevance to public administration.
- B. Evidence-based advice concerns professional recommendations grounded in reliable facts, analysis and stated assumptions, whereas Loyal implementation concerns competent execution of a lawful final decision even when it differs from an official's prior advice.
- C. Evidence-based advice concerns competent execution of a lawful final decision even when it differs from an official's prior advice, whereas Loyal implementation concerns professional recommendations grounded in reliable facts, analysis and stated assumptions.
- D. Evidence-based advice and Loyal implementation are identical and can never be distinguished.

Q188. Which statement best distinguishes Loyal implementation from Equality of treatment?

- A. Loyal implementation and Equality of treatment are identical and can never be distinguished.
- B. Loyal implementation concerns competent execution of a lawful final decision even when it differs from an official's prior advice, whereas Equality of treatment concerns application of the same relevant standards to persons similarly situated.
- C. Neither Loyal implementation nor Equality of treatment has any relevance to public administration.
- D. Loyal implementation concerns application of the same relevant standards to persons similarly situated, whereas Equality of treatment concerns competent execution of a lawful final decision even when it differs from an official's prior advice.

Q189. Which statement best distinguishes Equality of treatment from Procedural fairness?

- A. Equality of treatment and Procedural fairness are identical and can never be distinguished.
- B. Neither Equality of treatment nor Procedural fairness has any relevance to public administration.
- C. Equality of treatment concerns application of the same relevant standards to persons similarly situated, whereas Procedural fairness concerns a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable.
- D. Equality of treatment concerns a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable, whereas Procedural fairness concerns application of the same relevant standards to persons similarly situated.

Q190. Which statement best distinguishes Procedural fairness from Impartiality?

- A. Procedural fairness concerns a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable, whereas Impartiality concerns deciding solely on relevant merits without improper favour or prejudice.
- B. Procedural fairness and Impartiality are identical and can never be distinguished.
- C. Neither Procedural fairness nor Impartiality has any relevance to public administration.
- D. Procedural fairness concerns deciding solely on relevant merits without improper favour or prejudice, whereas Impartiality concerns a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable.

Q191. A district officer discovers that the present practice effectively means officials alter a benefit decision because the applicant is personally disliked. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Continue the practice because changing it may attract criticism.
- D. Apply the same eligibility test to supporters and critics, document the reasons, and permit appropriate review.

Q192. A department head discovers that the present practice effectively means officials use an official programme to campaign for the ruling party. What is the most ethically appropriate response?

- A. Serve successive elected governments with equal professional commitment, document the reasons, and permit appropriate review.
- B. Continue the practice because changing it may attract criticism.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q193. A block development officer discovers that the present practice effectively means officials withhold a lawful service because the minister belongs to another party. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Offer evidence-based objections, then implement the lawful final decision, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q194. A procurement officer discovers that the present practice effectively means officials publicly claim personal political credit for a ministerial policy. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Provide candid advice through official channels without seeking political publicity, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q195. A secretariat officer discovers that the present practice effectively means officials promote an inferior candidate as repayment for political support. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Use published criteria and independently scored interviews, document the reasons, and permit appropriate review.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Continue the practice because changing it may attract criticism.

Q196. A district officer discovers that the present practice effectively means officials reserve public appointments for campaign supporters. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Identify and reject pressure to reward party workers with contracts, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q197. A department head discovers that the present practice effectively means officials tailor facts to the political answer presumed to be desired. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Present the minister with data, alternatives and foreseeable risks, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q198. A block development officer discovers that the present practice effectively means officials quietly sabotage a lawful policy because one's recommendation was rejected. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Implement the approved programme faithfully after recording professional advice, document the reasons, and permit appropriate review.
- D. Continue the practice because changing it may attract criticism.

Q199. A procurement officer discovers that the present practice effectively means officials create an unwritten exception for an influential family. What is the most ethically appropriate response?

- A.** Conceal the issue and inform only persons who personally benefit from silence.
- B.** Process equivalent applications by the same published rules, document the reasons, and permit appropriate review.
- C.** Continue the practice because changing it may attract criticism.
- D.** Respond through personal retaliation without verifying facts or following fair procedure.

Q200. A secretariat officer discovers that the present practice effectively means officials decide an adverse case using secret allegations the affected person cannot answer. What is the most ethically appropriate response?

- A.** Respond through personal retaliation without verifying facts or following fair procedure.
- B.** Hear an employee's response before imposing a penalty, document the reasons, and permit appropriate review.
- C.** Continue the practice because changing it may attract criticism.
- D.** Conceal the issue and inform only persons who personally benefit from silence.

Module 4: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
151	A	152	C	153	A	154	C	155	C
156	A	157	B	158	D	159	B	160	A
161	A	162	A	163	A	164	D	165	C
166	B	167	A	168	A	169	A	170	B
171	B	172	C	173	D	174	A	175	D
176	C	177	A	178	A	179	D	180	A
181	C	182	B	183	A	184	D	185	C
186	B	187	B	188	B	189	C	190	A
191	D	192	A	193	B	194	C	195	B
196	C	197	C	198	C	199	B	200	B

Explanations

Q151 — A. Impartiality means deciding solely on relevant merits without improper favour or prejudice.

Q152 — C. Non-partisanship means performance of public duty without supporting or opposing a political party in one's official capacity.

Q153 — A. Political neutrality means free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology.

Q154 — C. Civil-service anonymity means the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive.

Q155 — C. Merit principle means selection and advancement on relevant ability, performance and fair criteria.

Q156 — A. Political patronage means granting jobs, contracts or privileges in exchange for political support.

Q157 — B. Evidence-based advice means professional recommendations grounded in reliable facts, analysis and stated assumptions.

Q158 — D. Loyal implementation means competent execution of a lawful final decision even when it differs from an official's prior advice.

Q159 — B. Equality of treatment means application of the same relevant standards to persons similarly situated.

Q160 — A. Procedural fairness means a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable.

Q161 — A. The action demonstrates Impartiality because it applies deciding solely on relevant merits without improper favour or prejudice in practice.

Q162 — A. The action demonstrates Non-partisanship because it applies performance of public duty without supporting or opposing a political party in one's official capacity in practice.

Q163 — A. The action demonstrates Political neutrality because it applies free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology in practice.

Q164 — D. The action demonstrates Civil-service anonymity because it applies the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive in practice.

Q165 — C. The action demonstrates Merit principle because it applies selection and advancement on relevant ability, performance and fair criteria in practice.

Q166 — B. The action demonstrates Political patronage because it applies granting jobs, contracts or privileges in exchange for political support in practice.

Q167 — A. The action demonstrates Evidence-based advice because it applies professional recommendations grounded in reliable facts, analysis and stated assumptions in practice.

Q168 — A. The action demonstrates Loyal implementation because it applies competent execution of a lawful final decision even when it differs from an official's prior advice in practice.

Q169 — A. The action demonstrates Equality of treatment because it applies application of the same relevant standards to persons similarly situated in practice.

Q170 — B. The action demonstrates Procedural fairness because it applies a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable in practice.

Q171 — B. This action contradicts Impartiality: deciding solely on relevant merits without improper favour or prejudice.

Q172 — C. This action contradicts Non-partisanship: performance of public duty without supporting or opposing a political party in one's official capacity.

Q173 — D. This action contradicts Political neutrality: free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology.

Q174 — A. This action contradicts Civil-service anonymity: the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive.

Q175 — D. This action contradicts Merit principle: selection and advancement on relevant ability, performance and fair criteria.

Q176 — C. This action contradicts Political patronage: granting jobs, contracts or privileges in exchange for political support.

Q177 — A. This action contradicts Evidence-based advice: professional recommendations grounded in reliable facts, analysis and stated assumptions.

Q178 — A. This action contradicts Loyal implementation: competent execution of a lawful final decision even when it differs from an official's prior advice.

Q179 — D. This action contradicts Equality of treatment: application of the same relevant standards to persons similarly situated.

Q180 — A. This action contradicts Procedural fairness: a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable.

Q181 — C. Impartiality concerns deciding solely on relevant merits without improper favour or prejudice, whereas Non-partisanship concerns performance of public duty without supporting or opposing a political party in one's official capacity.

Q182 — B. Non-partisanship concerns performance of public duty without supporting or opposing a political party in one's official capacity, whereas Political neutrality concerns free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology.

Q183 — A. Political neutrality concerns free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology, whereas Civil-service anonymity concerns the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive.

Q184 — D. Civil-service anonymity concerns the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive, whereas Merit principle concerns selection and advancement on relevant ability, performance and fair criteria.

Q185 — C. Merit principle concerns selection and advancement on relevant ability, performance and fair criteria, whereas Political patronage concerns granting jobs, contracts or privileges in exchange for political support.

Q186 — B. Political patronage concerns granting jobs, contracts or privileges in exchange for political support, whereas Evidence-based advice concerns professional recommendations grounded in reliable facts, analysis and stated assumptions.

Q187 — B. Evidence-based advice concerns professional recommendations grounded in reliable facts, analysis and stated assumptions, whereas Loyal implementation concerns competent execution of a lawful final decision even when it differs from an official's prior advice.

Q188 — B. Loyal implementation concerns competent execution of a lawful final decision even when it differs from an official's prior advice, whereas Equality of treatment concerns application of the same relevant standards to persons similarly situated.

Q189 — C. Equality of treatment concerns application of the same relevant standards to persons similarly situated, whereas Procedural fairness concerns a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable.

Q190 — A. Procedural fairness concerns a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable, whereas Impartiality concerns deciding solely on relevant merits without improper favour or prejudice.

Q191 — D. The best response operationalises Impartiality (deciding solely on relevant merits without improper favour or prejudice) while preserving reasons, procedure and review.

Q192 — A. The best response operationalises Non-partisanship (performance of public duty without supporting or opposing a political party in one's official capacity) while preserving reasons, procedure and review.

Q193 — B. The best response operationalises Political neutrality (free and frank advice followed by faithful implementation of lawful governmental decisions regardless of party ideology) while preserving reasons, procedure and review.

Q194 — C. The best response operationalises Civil-service anonymity (the convention that ministers publicly answer for policy while career officials ordinarily remain politically unobtrusive) while preserving reasons, procedure and review.

Q195 — B. The best response operationalises Merit principle (selection and advancement on relevant ability, performance and fair criteria) while preserving reasons, procedure and review.

Q196 — C. The best response operationalises Political patronage (granting jobs, contracts or privileges in exchange for political support) while preserving reasons, procedure and review.

Q197 — C. The best response operationalises Evidence-based advice (professional recommendations grounded in reliable facts, analysis and stated assumptions) while preserving reasons, procedure and review.

Q198 — C. The best response operationalises Loyal implementation (competent execution of a lawful final decision even when it differs from an official's prior advice) while preserving reasons, procedure and review.

Q199 — B. The best response operationalises Equality of treatment (application of the same relevant standards to persons similarly situated) while preserving reasons, procedure and review.

Q200 — B. The best response operationalises Procedural fairness (a fair decision process including notice, an opportunity to respond and an unbiased decision-maker where applicable) while preserving reasons, procedure and review.

Module 5: Objectivity and Evidence-based Administration

Syllabus link: *Decisions based on relevant evidence, reasons and fair procedure.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q201. Which term is best described as reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias?

- A. Evidence-based decision
- B. Prejudice
- C. Due process
- D. Objectivity

Q202. Which term is best described as a systematic inclination that distorts fair judgment for or against a person, group or conclusion?

- A. Reasoned order
- B. Bias
- C. Proportionality
- D. Stereotyping

Q203. Which term is best described as a pre-judgment, often adverse, formed without adequate knowledge or evidence?

- A. Due process
- B. Prejudice
- C. Confirmation bias
- D. Data integrity

Q204. Which term is best described as attributing assumed group characteristics to an individual without sufficient individual evidence?

- A. Objectivity
- B. Proportionality
- C. Stereotyping
- D. Evidence-based decision

Q205. Which term is best described as the tendency to seek and favour information that supports an existing belief?

- A. Data integrity
- B. Confirmation bias
- C. Bias
- D. Reasoned order

Q206. Which term is best described as a choice supported by credible, relevant and sufficiently tested information?

- A. Objectivity
- B. Evidence-based decision
- C. Due process
- D. Prejudice

Q207. Which term is best described as a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion?

- A. Stereotyping
- B. Reasoned order
- C. Bias
- D. Proportionality

Q208. Which term is best described as observance of legally required fair procedures before affecting rights or interests?

- A. Data integrity
- B. Confirmation bias
- C. Due process
- D. Prejudice

Q209. Which term is best described as matching the severity of an administrative measure to the legitimate aim and actual gravity of the case?

- A. Proportionality
- B. Stereotyping
- C. Objectivity
- D. Evidence-based decision

Q210. Which term is best described as accuracy, completeness, consistency and protection of information throughout its use?

- A. Confirmation bias
- B. Bias
- C. Data integrity
- D. Reasoned order

Q211. Which action most clearly demonstrates Objectivity?

- A. issue a bare rejection that reveals no basis
- B. score tenders against pre-declared technical criteria
- C. treat one's first preference as neutral evidence
- D. discard every report that challenges the initial view

Q212. Which action most clearly demonstrates Bias?

- A. impose a major adverse consequence without required process
- B. assume an applicant is unreliable solely because of group identity
- C. rely on an anonymous rumour when reliable records are available
- D. use independent review to check a suspected personal inclination

Q213. Which action most clearly demonstrates Prejudice?

- A. withhold judgment until individual facts are examined
- B. impose the maximum penalty for a trivial first lapse without justification
- C. issue a bare rejection that reveals no basis
- D. infer competence from age, gender or community alone

Q214. Which action most clearly demonstrates Stereotyping?

- A. delete inconvenient observations to improve a reported outcome
- B. assess each employee's actual performance
- C. discard every report that challenges the initial view
- D. impose a major adverse consequence without required process

Q215. Which action most clearly demonstrates Confirmation bias?

- A. impose the maximum penalty for a trivial first lapse without justification
- B. rely on an anonymous rumour when reliable records are available
- C. change scores because of affection for one bidder
- D. actively test a preferred hypothesis against contrary evidence

Q216. Which action most clearly demonstrates Evidence-based decision?

- A. issue a bare rejection that reveals no basis
- B. delete inconvenient observations to improve a reported outcome
- C. treat one's first preference as neutral evidence
- D. compare verified data and document the basis of selection

Q217. Which action most clearly demonstrates Reasoned order?

- A. assume an applicant is unreliable solely because of group identity
- B. explain why relevant evidence satisfies each statutory criterion
- C. change scores because of affection for one bidder
- D. impose a major adverse consequence without required process

Q218. Which action most clearly demonstrates Due process?

- A. impose the maximum penalty for a trivial first lapse without justification
- B. treat one's first preference as neutral evidence
- C. infer competence from age, gender or community alone
- D. give notice and follow the prescribed hearing procedure

Q219. Which action most clearly demonstrates Proportionality?

- A. discard every report that challenges the initial view
- B. delete inconvenient observations to improve a reported outcome
- C. assume an applicant is unreliable solely because of group identity
- D. choose the least restrictive effective measure

Q220. Which action most clearly demonstrates Data integrity?

- A. preserve source records and document every authorised correction
- B. rely on an anonymous rumour when reliable records are available
- C. change scores because of affection for one bidder
- D. infer competence from age, gender or community alone

Q221. Which action most directly violates Objectivity?

- A. choose the least restrictive effective measure
- B. use independent review to check a suspected personal inclination
- C. change scores because of affection for one bidder
- D. assess each employee's actual performance

Q222. Which action most directly violates Bias?

- A. treat one's first preference as neutral evidence
- B. actively test a preferred hypothesis against contrary evidence
- C. withhold judgment until individual facts are examined
- D. preserve source records and document every authorised correction

Q223. Which action most directly violates Prejudice?

- A. assume an applicant is unreliable solely because of group identity
- B. score tenders against pre-declared technical criteria
- C. assess each employee's actual performance
- D. compare verified data and document the basis of selection

Q224. Which action most directly violates Stereotyping?

- A. use independent review to check a suspected personal inclination
- B. actively test a preferred hypothesis against contrary evidence
- C. infer competence from age, gender or community alone
- D. explain why relevant evidence satisfies each statutory criterion

Q225. Which action most directly violates Confirmation bias?

- A. give notice and follow the prescribed hearing procedure
- B. withhold judgment until individual facts are examined
- C. discard every report that challenges the initial view
- D. compare verified data and document the basis of selection

Q226. Which action most directly violates Evidence-based decision?

- A. assess each employee's actual performance
- B. rely on an anonymous rumour when reliable records are available
- C. choose the least restrictive effective measure
- D. explain why relevant evidence satisfies each statutory criterion

Q227. Which action most directly violates Reasoned order?

- A. actively test a preferred hypothesis against contrary evidence
- B. issue a bare rejection that reveals no basis
- C. give notice and follow the prescribed hearing procedure
- D. preserve source records and document every authorised correction

Q228. Which action most directly violates Due process?

- A. score tenders against pre-declared technical criteria
- B. impose a major adverse consequence without required process
- C. choose the least restrictive effective measure
- D. compare verified data and document the basis of selection

Q229. Which action most directly violates Proportionality?

- A. impose the maximum penalty for a trivial first lapse without justification
- B. use independent review to check a suspected personal inclination
- C. preserve source records and document every authorised correction
- D. explain why relevant evidence satisfies each statutory criterion

Q230. Which action most directly violates Data integrity?

- A. give notice and follow the prescribed hearing procedure
- B. delete inconvenient observations to improve a reported outcome
- C. withhold judgment until individual facts are examined
- D. score tenders against pre-declared technical criteria

Q231. Which statement best distinguishes Objectivity from Bias?

- A. Objectivity and Bias are identical and can never be distinguished.
- B. Objectivity concerns reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias, whereas Bias concerns a systematic inclination that distorts fair judgment for or against a person, group or conclusion.
- C. Neither Objectivity nor Bias has any relevance to public administration.
- D. Objectivity concerns a systematic inclination that distorts fair judgment for or against a person, group or conclusion, whereas Bias concerns reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias.

Q232. Which statement best distinguishes Bias from Prejudice?

- A. Bias concerns a pre-judgment, often adverse, formed without adequate knowledge or evidence, whereas Prejudice concerns a systematic inclination that distorts fair judgment for or against a person, group or conclusion.
- B. Neither Bias nor Prejudice has any relevance to public administration.
- C. Bias concerns a systematic inclination that distorts fair judgment for or against a person, group or conclusion, whereas Prejudice concerns a pre-judgment, often adverse, formed without adequate knowledge or evidence.
- D. Bias and Prejudice are identical and can never be distinguished.

Q233. Which statement best distinguishes Prejudice from Stereotyping?

- A. Prejudice concerns a pre-judgment, often adverse, formed without adequate knowledge or evidence, whereas Stereotyping concerns attributing assumed group characteristics to an individual without sufficient individual evidence.
- B. Prejudice and Stereotyping are identical and can never be distinguished.
- C. Prejudice concerns attributing assumed group characteristics to an individual without sufficient individual evidence, whereas Stereotyping concerns a pre-judgment, often adverse, formed without adequate knowledge or evidence.
- D. Neither Prejudice nor Stereotyping has any relevance to public administration.

Q234. Which statement best distinguishes Stereotyping from Confirmation bias?

- A. Neither Stereotyping nor Confirmation bias has any relevance to public administration.
- B. Stereotyping and Confirmation bias are identical and can never be distinguished.
- C. Stereotyping concerns attributing assumed group characteristics to an individual without sufficient individual evidence, whereas Confirmation bias concerns the tendency to seek and favour information that supports an existing belief.
- D. Stereotyping concerns the tendency to seek and favour information that supports an existing belief, whereas Confirmation bias concerns attributing assumed group characteristics to an individual without sufficient individual evidence.

Q235. Which statement best distinguishes Confirmation bias from Evidence-based decision?

- A.** Confirmation bias concerns the tendency to seek and favour information that supports an existing belief, whereas Evidence-based decision concerns a choice supported by credible, relevant and sufficiently tested information.
- B.** Neither Confirmation bias nor Evidence-based decision has any relevance to public administration.
- C.** Confirmation bias and Evidence-based decision are identical and can never be distinguished.
- D.** Confirmation bias concerns a choice supported by credible, relevant and sufficiently tested information, whereas Evidence-based decision concerns the tendency to seek and favour information that supports an existing belief.

Q236. Which statement best distinguishes Evidence-based decision from Reasoned order?

- A.** Neither Evidence-based decision nor Reasoned order has any relevance to public administration.
- B.** Evidence-based decision concerns a choice supported by credible, relevant and sufficiently tested information, whereas Reasoned order concerns a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion.
- C.** Evidence-based decision and Reasoned order are identical and can never be distinguished.
- D.** Evidence-based decision concerns a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion, whereas Reasoned order concerns a choice supported by credible, relevant and sufficiently tested information.

Q237. Which statement best distinguishes Reasoned order from Due process?

- A.** Reasoned order concerns observance of legally required fair procedures before affecting rights or interests, whereas Due process concerns a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion.
- B.** Reasoned order and Due process are identical and can never be distinguished.
- C.** Neither Reasoned order nor Due process has any relevance to public administration.
- D.** Reasoned order concerns a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion, whereas Due process concerns observance of legally required fair procedures before affecting rights or interests.

Q238. Which statement best distinguishes Due process from Proportionality?

- A.** Neither Due process nor Proportionality has any relevance to public administration.
- B.** Due process and Proportionality are identical and can never be distinguished.
- C.** Due process concerns matching the severity of an administrative measure to the legitimate aim and actual gravity of the case, whereas Proportionality concerns observance of legally required fair procedures before affecting rights or interests.
- D.** Due process concerns observance of legally required fair procedures before affecting rights or interests, whereas Proportionality concerns matching the severity of an administrative measure to the legitimate aim and actual gravity of the case.

Q239. Which statement best distinguishes Proportionality from Data integrity?

- A. Proportionality concerns accuracy, completeness, consistency and protection of information throughout its use, whereas Data integrity concerns matching the severity of an administrative measure to the legitimate aim and actual gravity of the case.
- B. Neither Proportionality nor Data integrity has any relevance to public administration.
- C. Proportionality concerns matching the severity of an administrative measure to the legitimate aim and actual gravity of the case, whereas Data integrity concerns accuracy, completeness, consistency and protection of information throughout its use.
- D. Proportionality and Data integrity are identical and can never be distinguished.

Q240. Which statement best distinguishes Data integrity from Objectivity?

- A. Neither Data integrity nor Objectivity has any relevance to public administration.
- B. Data integrity concerns accuracy, completeness, consistency and protection of information throughout its use, whereas Objectivity concerns reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias.
- C. Data integrity and Objectivity are identical and can never be distinguished.
- D. Data integrity concerns reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias, whereas Objectivity concerns accuracy, completeness, consistency and protection of information throughout its use.

Q241. A district officer discovers that the present practice effectively means officials change scores because of affection for one bidder. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Score tenders against pre-declared technical criteria, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q242. A department head discovers that the present practice effectively means officials treat one's first preference as neutral evidence. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Use independent review to check a suspected personal inclination, document the reasons, and permit appropriate review.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q243. A block development officer discovers that the present practice effectively means officials assume an applicant is unreliable solely because of group identity. What is the most ethically appropriate response?

- A. Withhold judgment until individual facts are examined, document the reasons, and permit appropriate review.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Continue the practice because changing it may attract criticism.

Q244. A procurement officer discovers that the present practice effectively means officials infer competence from age, gender or community alone. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Assess each employee's actual performance, document the reasons, and permit appropriate review.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q245. A secretariat officer discovers that the present practice effectively means officials discard every report that challenges the initial view. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Continue the practice because changing it may attract criticism.
- D. Actively test a preferred hypothesis against contrary evidence, document the reasons, and permit appropriate review.

Q246. A district officer discovers that the present practice effectively means officials rely on an anonymous rumour when reliable records are available. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Compare verified data and document the basis of selection, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q247. A department head discovers that the present practice effectively means officials issue a bare rejection that reveals no basis. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Explain why relevant evidence satisfies each statutory criterion, document the reasons, and permit appropriate review.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q248. A block development officer discovers that the present practice effectively means officials impose a major adverse consequence without required process. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Give notice and follow the prescribed hearing procedure, document the reasons, and permit appropriate review.
- D. Continue the practice because changing it may attract criticism.

Q249. A procurement officer discovers that the present practice effectively means officials impose the maximum penalty for a trivial first lapse without justification. What is the most ethically appropriate response?

- A.** Continue the practice because changing it may attract criticism.
- B.** Conceal the issue and inform only persons who personally benefit from silence.
- C.** Choose the least restrictive effective measure, document the reasons, and permit appropriate review.
- D.** Respond through personal retaliation without verifying facts or following fair procedure.

Q250. A secretariat officer discovers that the present practice effectively means officials delete inconvenient observations to improve a reported outcome. What is the most ethically appropriate response?

- A.** Preserve source records and document every authorised correction, document the reasons, and permit appropriate review.
- B.** Respond through personal retaliation without verifying facts or following fair procedure.
- C.** Continue the practice because changing it may attract criticism.
- D.** Conceal the issue and inform only persons who personally benefit from silence.

Module 5: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
201	D	202	B	203	B	204	C	205	B
206	B	207	B	208	C	209	A	210	C
211	B	212	D	213	A	214	B	215	D
216	D	217	B	218	D	219	D	220	A
221	C	222	A	223	A	224	C	225	C
226	B	227	B	228	B	229	A	230	B
231	B	232	C	233	A	234	C	235	A
236	B	237	D	238	D	239	C	240	B
241	B	242	C	243	A	244	C	245	D
246	C	247	B	248	C	249	C	250	A

Explanations

Q201 — D. Objectivity means reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias.

Q202 — B. Bias means a systematic inclination that distorts fair judgment for or against a person, group or conclusion.

Q203 — B. Prejudice means a pre-judgment, often adverse, formed without adequate knowledge or evidence.

Q204 — C. Stereotyping means attributing assumed group characteristics to an individual without sufficient individual evidence.

Q205 — B. Confirmation bias means the tendency to seek and favour information that supports an existing belief.

Q206 — B. Evidence-based decision means a choice supported by credible, relevant and sufficiently tested information.

Q207 — B. Reasoned order means a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion.

Q208 — C. Due process means observance of legally required fair procedures before affecting rights or interests.

Q209 — A. Proportionality means matching the severity of an administrative measure to the legitimate aim and actual gravity of the case.

Q210 — C. Data integrity means accuracy, completeness, consistency and protection of information throughout its use.

Q211 — B. The action demonstrates Objectivity because it applies reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias in practice.

Q212 — D. The action demonstrates Bias because it applies a systematic inclination that distorts fair judgment for or against a person, group or conclusion in practice.

Q213 — A. The action demonstrates Prejudice because it applies a pre-judgment, often adverse, formed without adequate knowledge or evidence in practice.

Q214 — B. The action demonstrates Stereotyping because it applies attributing assumed group characteristics to an individual without sufficient individual evidence in practice.

Q215 — D. The action demonstrates Confirmation bias because it applies the tendency to seek and favour information that supports an existing belief in practice.

Q216 — D. The action demonstrates Evidence-based decision because it applies a choice supported by credible, relevant and sufficiently tested information in practice.

Q217 — B. The action demonstrates Reasoned order because it applies a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion in practice.

Q218 — D. The action demonstrates Due process because it applies observance of legally required fair procedures before affecting rights or interests in practice.

Q219 — D. The action demonstrates Proportionality because it applies matching the severity of an administrative measure to the legitimate aim and actual gravity of the case in practice.

Q220 — A. The action demonstrates Data integrity because it applies accuracy, completeness, consistency and protection of information throughout its use in practice.

Q221 — C. This action contradicts Objectivity: reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias.

Q222 — A. This action contradicts Bias: a systematic inclination that distorts fair judgment for or against a person, group or conclusion.

Q223 — A. This action contradicts Prejudice: a pre-judgment, often adverse, formed without adequate knowledge or evidence.

Q224 — C. This action contradicts Stereotyping: attributing assumed group characteristics to an individual without sufficient individual evidence.

Q225 — C. This action contradicts Confirmation bias: the tendency to seek and favour information that supports an existing belief.

Q226 — B. This action contradicts Evidence-based decision: a choice supported by credible, relevant and sufficiently tested information.

Q227 — B. This action contradicts Reasoned order: a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion.

Q228 — B. This action contradicts Due process: observance of legally required fair procedures before affecting rights or interests.

Q229 — A. This action contradicts Proportionality: matching the severity of an administrative measure to the legitimate aim and actual gravity of the case.

Q230 — B. This action contradicts Data integrity: accuracy, completeness, consistency and protection of information throughout its use.

Q231 — B. Objectivity concerns reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias, whereas Bias concerns a systematic inclination that distorts fair judgment for or against a person, group or conclusion.

Q232 — C. Bias concerns a systematic inclination that distorts fair judgment for or against a person, group or conclusion, whereas Prejudice concerns a pre-judgment, often adverse, formed without adequate knowledge or evidence.

Q233 — A. Prejudice concerns a pre-judgment, often adverse, formed without adequate knowledge or evidence, whereas Stereotyping concerns attributing assumed group characteristics to an individual without sufficient individual evidence.

Q234 — C. Stereotyping concerns attributing assumed group characteristics to an individual without sufficient individual evidence, whereas Confirmation bias concerns the tendency to seek and favour information that supports an existing belief.

Q235 — A. Confirmation bias concerns the tendency to seek and favour information that supports an existing belief, whereas Evidence-based decision concerns a choice supported by credible, relevant and sufficiently tested information.

Q236 — B. Evidence-based decision concerns a choice supported by credible, relevant and sufficiently tested information, whereas Reasoned order concerns a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion.

Q237 — D. Reasoned order concerns a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion, whereas Due process concerns observance of legally required fair procedures before affecting rights or interests.

Q238 — D. Due process concerns observance of legally required fair procedures before affecting rights or interests, whereas Proportionality concerns matching the severity of an administrative measure to the legitimate aim and actual gravity of the case.

Q239 — C. Proportionality concerns matching the severity of an administrative measure to the legitimate aim and actual gravity of the case, whereas Data integrity concerns accuracy, completeness, consistency and protection of information throughout its use.

Q240 — B. Data integrity concerns accuracy, completeness, consistency and protection of information throughout its use, whereas Objectivity concerns reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias.

Q241 — B. The best response operationalises Objectivity (reliance on observable facts, relevant criteria and reasoned analysis rather than personal bias) while preserving reasons, procedure and review.

Q242 — C. The best response operationalises Bias (a systematic inclination that distorts fair judgment for or against a person, group or conclusion) while preserving reasons, procedure and review.

Q243 — A. The best response operationalises Prejudice (a pre-judgment, often adverse, formed without adequate knowledge or evidence) while preserving reasons, procedure and review.

Q244 — C. The best response operationalises Stereotyping (attributing assumed group characteristics to an individual without sufficient individual evidence) while preserving reasons, procedure and review.

Q245 — D. The best response operationalises Confirmation bias (the tendency to seek and favour information that supports an existing belief) while preserving reasons, procedure and review.

Q246 — C. The best response operationalises Evidence-based decision (a choice supported by credible, relevant and sufficiently tested information) while preserving reasons, procedure and review.

Q247 — B. The best response operationalises Reasoned order (a decision that states material facts, applicable standards and the reasoning connecting them to the conclusion) while preserving reasons, procedure and review.

Q248 — C. The best response operationalises Due process (observance of legally required fair procedures before affecting rights or interests) while preserving reasons, procedure and review.

Q249 — C. The best response operationalises Proportionality (matching the severity of an administrative measure to the legitimate aim and actual gravity of the case) while preserving reasons, procedure and review.

Q250 — A. The best response operationalises Data integrity (accuracy, completeness, consistency and protection of information throughout its use) while preserving reasons, procedure and review.

Module 6: Dedication, Empathy and Citizen Orientation

Syllabus link: *Dedication to public service and supporting humane civil-service values.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q251. Which term is best described as sustained commitment to public duty and citizen welfare beyond minimal formal compliance?

- A. Dedication to public service
- B. Perseverance
- C. Citizen-centricity
- D. Sympathy

Q252. Which term is best described as accurately understanding another person's feelings and perspective from that person's standpoint?

- A. Empathy
- B. Stewardship
- C. Compassion
- D. Responsiveness

Q253. Which term is best described as feeling concern or sorrow for another person's difficulty?

- A. Service orientation
- B. Sympathy
- C. Tolerance
- D. Citizen-centricity

Q254. Which term is best described as empathetic concern accompanied by a desire and effort to reduce suffering?

- A. Compassion
- B. Stewardship
- C. Dedication to public service
- D. Perseverance

Q255. Which term is best described as respectful acceptance of differences one may not personally share?

- A. Responsiveness
- B. Service orientation
- C. Tolerance
- D. Empathy

Q256. Which term is best described as continued purposeful effort despite difficulty, delay or setback?

- A. Dedication to public service
- B. Citizen-centricity
- C. Sympathy
- D. Perseverance

Q257. Which term is best described as timely and appropriate reaction to citizens' expressed needs and changing circumstances?

- A. Stewardship
- B. Empathy
- C. Responsiveness
- D. Compassion

Q258. Which term is best described as designing administration around citizens' rights, needs, access and lived experience?

- A. Citizen-centricity
- B. Sympathy
- C. Service orientation
- D. Tolerance

Q259. Which term is best described as careful guardianship of public institutions and resources for present and future citizens?

- A. Dedication to public service
- B. Perseverance
- C. Stewardship
- D. Compassion

Q260. Which term is best described as readiness to assist the public respectfully, fairly and effectively?

- A. Tolerance
- B. Responsiveness
- C. Empathy
- D. Service orientation

Q261. Which action most clearly demonstrates Dedication to public service?

- A. use public power to suppress a harmless view merely because it offends personal taste
- B. leave repeated safety complaints unanswered without assessment
- C. remain engaged until an urgent relief bottleneck is lawfully resolved
- D. assume everyone experiences displacement exactly as the officer would

Q262. Which action most clearly demonstrates Empathy?

- A. confuse pity alone with understanding the person's perspective
- B. listen to a displaced family before designing rehabilitation support
- C. design a service solely for departmental convenience
- D. abandon a valid reform after the first administrative obstacle

Q263. Which action most clearly demonstrates Sympathy?

- A. exhaust a common resource for a short-term publicity gain
- B. leave repeated safety complaints unanswered without assessment
- C. express humane concern while arranging the proper referral
- D. notice avoidable suffering but take no feasible remedial action

Q264. Which action most clearly demonstrates Compassion?

- A. design a service solely for departmental convenience
- B. use public power to suppress a harmless view merely because it offends personal taste
- C. create an accessible fast-track for a person facing acute hardship
- D. treat information sought by citizens as a personal favour

Q265. Which action most clearly demonstrates Tolerance?

- A. leave a preventable crisis unattended because office hours ended
- B. exhaust a common resource for a short-term publicity gain
- C. protect peaceful expression of an unpopular lawful belief
- D. abandon a valid reform after the first administrative obstacle

Q266. Which action most clearly demonstrates Perseverance?

- A. treat information sought by citizens as a personal favour
- B. leave repeated safety complaints unanswered without assessment
- C. keep coordinating departments until a long-pending entitlement is delivered
- D. assume everyone experiences displacement exactly as the officer would

Q267. Which action most clearly demonstrates Responsiveness?

- A. acknowledge a grievance, investigate it and communicate action promptly
- B. leave a preventable crisis unattended because office hours ended
- C. design a service solely for departmental convenience
- D. confuse pity alone with understanding the person's perspective

Q268. Which action most clearly demonstrates Citizen-centricity?

- A. assume everyone experiences displacement exactly as the officer would
- B. simplify a certificate process after observing barriers faced by applicants
- C. notice avoidable suffering but take no feasible remedial action
- D. exhaust a common resource for a short-term publicity gain

Q269. Which action most clearly demonstrates Stewardship?

- A. confuse pity alone with understanding the person's perspective
- B. maintain public assets and consider long-term consequences
- C. treat information sought by citizens as a personal favour
- D. use public power to suppress a harmless view merely because it offends personal taste

Q270. Which action most clearly demonstrates Service orientation?

- A. notice avoidable suffering but take no feasible remedial action
- B. guide an eligible person through a confusing but lawful process
- C. abandon a valid reform after the first administrative obstacle
- D. leave a preventable crisis unattended because office hours ended

Q271. Which action most directly violates Dedication to public service?

- A. listen to a displaced family before designing rehabilitation support
- B. maintain public assets and consider long-term consequences
- C. leave a preventable crisis unattended because office hours ended
- D. create an accessible fast-track for a person facing acute hardship

Q272. Which action most directly violates Empathy?

- A. express humane concern while arranging the proper referral
- B. guide an eligible person through a confusing but lawful process
- C. protect peaceful expression of an unpopular lawful belief
- D. assume everyone experiences displacement exactly as the officer would

Q273. Which action most directly violates Sympathy?

- A. confuse pity alone with understanding the person's perspective
- B. keep coordinating departments until a long-pending entitlement is delivered
- C. create an accessible fast-track for a person facing acute hardship
- D. remain engaged until an urgent relief bottleneck is lawfully resolved

Q274. Which action most directly violates Compassion?

- A. listen to a displaced family before designing rehabilitation support
- B. protect peaceful expression of an unpopular lawful belief
- C. acknowledge a grievance, investigate it and communicate action promptly
- D. notice avoidable suffering but take no feasible remedial action

Q275. Which action most directly violates Tolerance?

- A. use public power to suppress a harmless view merely because it offends personal taste
- B. express humane concern while arranging the proper referral
- C. simplify a certificate process after observing barriers faced by applicants
- D. keep coordinating departments until a long-pending entitlement is delivered

Q276. Which action most directly violates Perseverance?

- A. abandon a valid reform after the first administrative obstacle
- B. acknowledge a grievance, investigate it and communicate action promptly
- C. maintain public assets and consider long-term consequences
- D. create an accessible fast-track for a person facing acute hardship

Q277. Which action most directly violates Responsiveness?

- A. simplify a certificate process after observing barriers faced by applicants
- B. protect peaceful expression of an unpopular lawful belief
- C. guide an eligible person through a confusing but lawful process
- D. leave repeated safety complaints unanswered without assessment

Q278. Which action most directly violates Citizen-centricity?

- A. keep coordinating departments until a long-pending entitlement is delivered
- B. maintain public assets and consider long-term consequences
- C. design a service solely for departmental convenience
- D. remain engaged until an urgent relief bottleneck is lawfully resolved

Q279. Which action most directly violates Stewardship?

- A. listen to a displaced family before designing rehabilitation support
- B. acknowledge a grievance, investigate it and communicate action promptly
- C. exhaust a common resource for a short-term publicity gain
- D. guide an eligible person through a confusing but lawful process

Q280. Which action most directly violates Service orientation?

- A. express humane concern while arranging the proper referral
- B. remain engaged until an urgent relief bottleneck is lawfully resolved
- C. simplify a certificate process after observing barriers faced by applicants
- D. treat information sought by citizens as a personal favour

Q281. Which statement best distinguishes Dedication to public service from Empathy?

- A. Neither Dedication to public service nor Empathy has any relevance to public administration.
- B. Dedication to public service concerns accurately understanding another person's feelings and perspective from that person's standpoint, whereas Empathy concerns sustained commitment to public duty and citizen welfare beyond minimal formal compliance.
- C. Dedication to public service and Empathy are identical and can never be distinguished.
- D. Dedication to public service concerns sustained commitment to public duty and citizen welfare beyond minimal formal compliance, whereas Empathy concerns accurately understanding another person's feelings and perspective from that person's standpoint.

Q282. Which statement best distinguishes Empathy from Sympathy?

- A. Empathy concerns accurately understanding another person's feelings and perspective from that person's standpoint, whereas Sympathy concerns feeling concern or sorrow for another person's difficulty.
- B. Neither Empathy nor Sympathy has any relevance to public administration.
- C. Empathy concerns feeling concern or sorrow for another person's difficulty, whereas Sympathy concerns accurately understanding another person's feelings and perspective from that person's standpoint.
- D. Empathy and Sympathy are identical and can never be distinguished.

Q283. Which statement best distinguishes Sympathy from Compassion?

- A. Sympathy concerns empathetic concern accompanied by a desire and effort to reduce suffering, whereas Compassion concerns feeling concern or sorrow for another person's difficulty.
- B. Neither Sympathy nor Compassion has any relevance to public administration.
- C. Sympathy concerns feeling concern or sorrow for another person's difficulty, whereas Compassion concerns empathetic concern accompanied by a desire and effort to reduce suffering.
- D. Sympathy and Compassion are identical and can never be distinguished.

Q284. Which statement best distinguishes Compassion from Tolerance?

- A. Neither Compassion nor Tolerance has any relevance to public administration.
- B. Compassion concerns empathetic concern accompanied by a desire and effort to reduce suffering, whereas Tolerance concerns respectful acceptance of differences one may not personally share.
- C. Compassion concerns respectful acceptance of differences one may not personally share, whereas Tolerance concerns empathetic concern accompanied by a desire and effort to reduce suffering.
- D. Compassion and Tolerance are identical and can never be distinguished.

Q285. Which statement best distinguishes Tolerance from Perseverance?

- A. Tolerance and Perseverance are identical and can never be distinguished.
- B. Tolerance concerns continued purposeful effort despite difficulty, delay or setback, whereas Perseverance concerns respectful acceptance of differences one may not personally share.
- C. Neither Tolerance nor Perseverance has any relevance to public administration.
- D. Tolerance concerns respectful acceptance of differences one may not personally share, whereas Perseverance concerns continued purposeful effort despite difficulty, delay or setback.

Q286. Which statement best distinguishes Perseverance from Responsiveness?

- A. Neither Perseverance nor Responsiveness has any relevance to public administration.
- B. Perseverance concerns timely and appropriate reaction to citizens' expressed needs and changing circumstances, whereas Responsiveness concerns continued purposeful effort despite difficulty, delay or setback.
- C. Perseverance and Responsiveness are identical and can never be distinguished.
- D. Perseverance concerns continued purposeful effort despite difficulty, delay or setback, whereas Responsiveness concerns timely and appropriate reaction to citizens' expressed needs and changing circumstances.

Q287. Which statement best distinguishes Responsiveness from Citizen-centricity?

- A. Responsiveness and Citizen-centricity are identical and can never be distinguished.
- B. Responsiveness concerns designing administration around citizens' rights, needs, access and lived experience, whereas Citizen-centricity concerns timely and appropriate reaction to citizens' expressed needs and changing circumstances.
- C. Neither Responsiveness nor Citizen-centricity has any relevance to public administration.
- D. Responsiveness concerns timely and appropriate reaction to citizens' expressed needs and changing circumstances, whereas Citizen-centricity concerns designing administration around citizens' rights, needs, access and lived experience.

Q288. Which statement best distinguishes Citizen-centricity from Stewardship?

- A. Citizen-centricity and Stewardship are identical and can never be distinguished.
- B. Citizen-centricity concerns careful guardianship of public institutions and resources for present and future citizens, whereas Stewardship concerns designing administration around citizens' rights, needs, access and lived experience.
- C. Citizen-centricity concerns designing administration around citizens' rights, needs, access and lived experience, whereas Stewardship concerns careful guardianship of public institutions and resources for present and future citizens.
- D. Neither Citizen-centricity nor Stewardship has any relevance to public administration.

Q289. Which statement best distinguishes Stewardship from Service orientation?

- A. Neither Stewardship nor Service orientation has any relevance to public administration.
- B. Stewardship concerns readiness to assist the public respectfully, fairly and effectively, whereas Service orientation concerns careful guardianship of public institutions and resources for present and future citizens.
- C. Stewardship concerns careful guardianship of public institutions and resources for present and future citizens, whereas Service orientation concerns readiness to assist the public respectfully, fairly and effectively.
- D. Stewardship and Service orientation are identical and can never be distinguished.

Q290. Which statement best distinguishes Service orientation from Dedication to public service?

- A. Service orientation concerns sustained commitment to public duty and citizen welfare beyond minimal formal compliance, whereas Dedication to public service concerns readiness to assist the public respectfully, fairly and effectively.
- B. Neither Service orientation nor Dedication to public service has any relevance to public administration.
- C. Service orientation and Dedication to public service are identical and can never be distinguished.
- D. Service orientation concerns readiness to assist the public respectfully, fairly and effectively, whereas Dedication to public service concerns sustained commitment to public duty and citizen welfare beyond minimal formal compliance.

Q291. A district officer discovers that the present practice effectively means officials leave a preventable crisis unattended because office hours ended. What is the most ethically appropriate response?

- A. Remain engaged until an urgent relief bottleneck is lawfully resolved, document the reasons, and permit appropriate review.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Continue the practice because changing it may attract criticism.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q292. A department head discovers that the present practice effectively means officials assume everyone experiences displacement exactly as the officer would. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Continue the practice because changing it may attract criticism.
- D. Listen to a displaced family before designing rehabilitation support, document the reasons, and permit appropriate review.

Q293. A block development officer discovers that the present practice effectively means officials confuse pity alone with understanding the person's perspective. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Express humane concern while arranging the proper referral, document the reasons, and permit appropriate review.

Q294. A procurement officer discovers that the present practice effectively means officials notice avoidable suffering but take no feasible remedial action. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Create an accessible fast-track for a person facing acute hardship, document the reasons, and permit appropriate review.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q295. A secretariat officer discovers that the present practice effectively means officials use public power to suppress a harmless view merely because it offends personal taste. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Protect peaceful expression of an unpopular lawful belief, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q296. A district officer discovers that the present practice effectively means officials abandon a valid reform after the first administrative obstacle. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Keep coordinating departments until a long-pending entitlement is delivered, document the reasons, and permit appropriate review.

Q297. A department head discovers that the present practice effectively means officials leave repeated safety complaints unanswered without assessment. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Acknowledge a grievance, investigate it and communicate action promptly, document the reasons, and permit appropriate review.
- C. Continue the practice because changing it may attract criticism.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q298. A block development officer discovers that the present practice effectively means officials design a service solely for departmental convenience. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Simplify a certificate process after observing barriers faced by applicants, document the reasons, and permit appropriate review.

Q299. A procurement officer discovers that the present practice effectively means officials exhaust a common resource for a short-term publicity gain. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Continue the practice because changing it may attract criticism.
- D. Maintain public assets and consider long-term consequences, document the reasons, and permit appropriate review.

Q300. A secretariat officer discovers that the present practice effectively means officials treat information sought by citizens as a personal favour. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Guide an eligible person through a confusing but lawful process, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Module 6: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
251	A	252	A	253	B	254	A	255	C
256	D	257	C	258	A	259	C	260	D
261	C	262	B	263	C	264	C	265	C
266	C	267	A	268	B	269	B	270	B
271	C	272	D	273	A	274	D	275	A
276	A	277	D	278	C	279	C	280	D
281	D	282	A	283	C	284	B	285	D
286	D	287	D	288	C	289	C	290	D
291	A	292	D	293	D	294	B	295	C
296	D	297	B	298	D	299	D	300	B

Explanations

Q251 — A. Dedication to public service means sustained commitment to public duty and citizen welfare beyond minimal formal compliance.

Q252 — A. Empathy means accurately understanding another person's feelings and perspective from that person's standpoint.

Q253 — B. Sympathy means feeling concern or sorrow for another person's difficulty.

Q254 — A. Compassion means empathetic concern accompanied by a desire and effort to reduce suffering.

Q255 — C. Tolerance means respectful acceptance of differences one may not personally share.

Q256 — D. Perseverance means continued purposeful effort despite difficulty, delay or setback.

Q257 — C. Responsiveness means timely and appropriate reaction to citizens' expressed needs and changing circumstances.

Q258 — A. Citizen-centricity means designing administration around citizens' rights, needs, access and lived experience.

Q259 — C. Stewardship means careful guardianship of public institutions and resources for present and future citizens.

Q260 — D. Service orientation means readiness to assist the public respectfully, fairly and effectively.

Q261 — C. The action demonstrates Dedication to public service because it applies sustained commitment to public duty and citizen welfare beyond minimal formal compliance in practice.

Q262 — B. The action demonstrates Empathy because it applies accurately understanding another person's feelings and perspective from that person's standpoint in practice.

Q263 — C. The action demonstrates Sympathy because it applies feeling concern or sorrow for another person's difficulty in practice.

Q264 — C. The action demonstrates Compassion because it applies empathetic concern accompanied by a desire and effort to reduce suffering in practice.

Q265 — C. The action demonstrates Tolerance because it applies respectful acceptance of differences one may not personally share in practice.

Q266 — C. The action demonstrates Perseverance because it applies continued purposeful effort despite difficulty, delay or setback in practice.

Q267 — A. The action demonstrates Responsiveness because it applies timely and appropriate reaction to citizens' expressed needs and changing circumstances in practice.

Q268 — B. The action demonstrates Citizen-centricity because it applies designing administration around citizens' rights, needs, access and lived experience in practice.

Q269 — B. The action demonstrates Stewardship because it applies careful guardianship of public institutions and resources for present and future citizens in practice.

Q270 — B. The action demonstrates Service orientation because it applies readiness to assist the public respectfully, fairly and effectively in practice.

Q271 — C. This action contradicts Dedication to public service: sustained commitment to public duty and citizen welfare beyond minimal formal compliance.

Q272 — D. This action contradicts Empathy: accurately understanding another person's feelings and perspective from that person's standpoint.

Q273 — A. This action contradicts Sympathy: feeling concern or sorrow for another person's difficulty.

Q274 — D. This action contradicts Compassion: empathetic concern accompanied by a desire and effort to reduce suffering.

Q275 — A. This action contradicts Tolerance: respectful acceptance of differences one may not personally share.

Q276 — A. This action contradicts Perseverance: continued purposeful effort despite difficulty, delay or setback.

Q277 — D. This action contradicts Responsiveness: timely and appropriate reaction to citizens' expressed needs and changing circumstances.

Q278 — C. This action contradicts Citizen-centricity: designing administration around citizens' rights, needs, access and lived experience.

Q279 — C. This action contradicts Stewardship: careful guardianship of public institutions and resources for present and future citizens.

Q280 — D. This action contradicts Service orientation: readiness to assist the public respectfully, fairly and effectively.

Q281 — D. Dedication to public service concerns sustained commitment to public duty and citizen welfare beyond minimal formal compliance, whereas Empathy concerns accurately understanding another person's feelings and perspective from that person's standpoint.

Q282 — A. Empathy concerns accurately understanding another person's feelings and perspective from that person's standpoint, whereas Sympathy concerns feeling concern or sorrow for another person's difficulty.

Q283 — C. Sympathy concerns feeling concern or sorrow for another person's difficulty, whereas Compassion concerns empathetic concern accompanied by a desire and effort to reduce suffering.

Q284 — B. Compassion concerns empathetic concern accompanied by a desire and effort to reduce suffering, whereas Tolerance concerns respectful acceptance of differences one may not personally share.

Q285 — D. Tolerance concerns respectful acceptance of differences one may not personally share, whereas Perseverance concerns continued purposeful effort despite difficulty, delay or setback.

Q286 — D. Perseverance concerns continued purposeful effort despite difficulty, delay or setback, whereas Responsiveness concerns timely and appropriate reaction to citizens' expressed needs and changing circumstances.

Q287 — D. Responsiveness concerns timely and appropriate reaction to citizens' expressed needs and changing circumstances, whereas Citizen-centricity concerns designing administration around citizens' rights, needs, access and lived experience.

Q288 — C. Citizen-centricity concerns designing administration around citizens' rights, needs, access and lived experience, whereas Stewardship concerns careful guardianship of public institutions and resources for present and future citizens.

Q289 — C. Stewardship concerns careful guardianship of public institutions and resources for present and future citizens, whereas Service orientation concerns readiness to assist the public respectfully, fairly and effectively.

Q290 — D. Service orientation concerns readiness to assist the public respectfully, fairly and effectively, whereas Dedication to public service concerns sustained commitment to public duty and citizen welfare beyond minimal formal compliance.

Q291 — A. The best response operationalises Dedication to public service (sustained commitment to public duty and citizen welfare beyond minimal formal compliance) while preserving reasons, procedure and review.

Q292 — D. The best response operationalises Empathy (accurately understanding another person's feelings and perspective from that person's standpoint) while preserving reasons, procedure and review.

Q293 — D. The best response operationalises Sympathy (feeling concern or sorrow for another person's difficulty) while preserving reasons, procedure and review.

Q294 — B. The best response operationalises Compassion (empathetic concern accompanied by a desire and effort to reduce suffering) while preserving reasons, procedure and review.

Q295 — C. The best response operationalises Tolerance (respectful acceptance of differences one may not personally share) while preserving reasons, procedure and review.

Q296 — D. The best response operationalises Perseverance (continued purposeful effort despite difficulty, delay or setback) while preserving reasons, procedure and review.

Q297 — B. The best response operationalises Responsiveness (timely and appropriate reaction to citizens' expressed needs and changing circumstances) while preserving reasons, procedure and review.

Q298 — D. The best response operationalises Citizen-centricity (designing administration around citizens' rights, needs, access and lived experience) while preserving reasons, procedure and review.

Q299 — D. The best response operationalises Stewardship (careful guardianship of public institutions and resources for present and future citizens) while preserving reasons, procedure and review.

Q300 — B. The best response operationalises Service orientation (readiness to assist the public respectfully, fairly and effectively) while preserving reasons, procedure and review.

Module 7: Public Service Values and Administrative Ethics

Syllabus link: *Public/civil-service values and ethics in public administration.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q301. Which term is best described as the welfare, rights and legitimate common concerns of the community rather than private advantage?

- A. Administrative legality
- B. Fiduciary duty
- C. Answerability
- D. Public interest

Q302. Which term is best described as government and citizens alike are governed by publicly known law applied through authorised institutions?

- A. Rule of law
- B. Confidentiality
- C. Enforceability
- D. Administrative discretion

Q303. Which term is best described as exercise of public power only for authorised purposes and within legal limits?

- A. Public trust
- B. Official responsibility
- C. Fiduciary duty
- D. Administrative legality

Q304. Which term is best described as lawful room for judgment among permissible choices?

- A. Answerability
- B. Public interest
- C. Confidentiality
- D. Administrative discretion

Q305. Which term is best described as the obligation attached to an office to perform duties and own decisions?

- A. Official responsibility
- B. Public trust
- C. Rule of law
- D. Enforceability

Q306. Which term is best described as the duty to provide information, reasons and justification to an authorised forum?

- A. Fiduciary duty
- B. Administrative legality
- C. Public interest
- D. Answerability

Q307. Which term is best described as the capacity to investigate conduct and impose consequences or corrective action?

- A. Rule of law
- B. Enforceability
- C. Confidentiality
- D. Administrative discretion

Q308. Which term is best described as the duty to exercise entrusted power and resources loyally for beneficiaries or the public?

- A. Public trust
- B. Fiduciary duty
- C. Official responsibility
- D. Administrative legality

Q309. Which term is best described as protection of information that legitimately requires restricted access?

- A. Answerability
- B. Administrative discretion
- C. Public interest
- D. Confidentiality

Q310. Which term is best described as citizens' justified confidence that institutions and officials will act competently, fairly and honestly?

- A. Public trust
- B. Rule of law
- C. Enforceability
- D. Official responsibility

Q311. Which action most clearly demonstrates Public interest?

- A. claim delegation erased all responsibility of the delegating officer
- B. treat every breach as resolved merely by requesting an explanation
- C. choose the option producing lawful broad benefit over a private favour
- D. replace legal procedure with the personal command of an official

Q312. Which action most clearly demonstrates Rule of law?

- A. refuse to give reasons for the use of public power
- B. divert entrusted funds to advance the trustee's private interest
- C. require even a powerful office-holder to follow the same legal process
- D. use a statutory power for an unrelated political purpose

Q313. Which action most clearly demonstrates Administrative legality?

- A. publish a citizen's protected personal record for curiosity
- B. treat discretion as freedom to act on whim
- C. treat every breach as resolved merely by requesting an explanation
- D. confirm jurisdiction before issuing a coercive order

Q314. Which action most clearly demonstrates Administrative discretion?

- A. use relevant factors and record reasons when selecting among options
- B. conceal misconduct to preserve a temporary appearance of reputation
- C. divert entrusted funds to advance the trustee's private interest
- D. claim delegation erased all responsibility of the delegating officer

Q315. Which action most clearly demonstrates Official responsibility?

- A. supervise delegated work and correct known failures
- B. refuse to give reasons for the use of public power
- C. publish a citizen's protected personal record for curiosity
- D. use regulatory power to enrich a connected business

Q316. Which action most clearly demonstrates Answerability?

- A. explain a procurement decision to the audit authority
- B. treat every breach as resolved merely by requesting an explanation
- C. conceal misconduct to preserve a temporary appearance of reputation
- D. replace legal procedure with the personal command of an official

Q317. Which action most clearly demonstrates Enforceability?

- A. use regulatory power to enrich a connected business
- B. use a statutory power for an unrelated political purpose
- C. divert entrusted funds to advance the trustee's private interest
- D. apply a lawful sanction after a fair finding of misconduct

Q318. Which action most clearly demonstrates Fiduciary duty?

- A. replace legal procedure with the personal command of an official
- B. publish a citizen's protected personal record for curiosity
- C. treat discretion as freedom to act on whim
- D. manage a welfare fund solely for its authorised beneficiaries

Q319. Which action most clearly demonstrates Confidentiality?

- A. claim delegation erased all responsibility of the delegating officer
- B. use a statutory power for an unrelated political purpose
- C. conceal misconduct to preserve a temporary appearance of reputation
- D. share sensitive personal data only with authorised officials for a lawful need

Q320. Which action most clearly demonstrates Public trust?

- A. treat discretion as freedom to act on whim
- B. refuse to give reasons for the use of public power
- C. disclose and correct an institutional error transparently
- D. use regulatory power to enrich a connected business

Q321. Which action most directly violates Public interest?

- A. use regulatory power to enrich a connected business
- B. require even a powerful office-holder to follow the same legal process
- C. share sensitive personal data only with authorised officials for a lawful need
- D. use relevant factors and record reasons when selecting among options

Q322. Which action most directly violates Rule of law?

- A. supervise delegated work and correct known failures
- B. disclose and correct an institutional error transparently
- C. confirm jurisdiction before issuing a coercive order
- D. replace legal procedure with the personal command of an official

Q323. Which action most directly violates Administrative legality?

- A. use a statutory power for an unrelated political purpose
- B. explain a procurement decision to the audit authority
- C. choose the option producing lawful broad benefit over a private favour
- D. use relevant factors and record reasons when selecting among options

Q324. Which action most directly violates Administrative discretion?

- A. require even a powerful office-holder to follow the same legal process
- B. supervise delegated work and correct known failures
- C. apply a lawful sanction after a fair finding of misconduct
- D. treat discretion as freedom to act on whim

Q325. Which action most directly violates Official responsibility?

- A. claim delegation erased all responsibility of the delegating officer
- B. explain a procurement decision to the audit authority
- C. confirm jurisdiction before issuing a coercive order
- D. manage a welfare fund solely for its authorised beneficiaries

Q326. Which action most directly violates Answerability?

- A. share sensitive personal data only with authorised officials for a lawful need
- B. apply a lawful sanction after a fair finding of misconduct
- C. refuse to give reasons for the use of public power
- D. use relevant factors and record reasons when selecting among options

Q327. Which action most directly violates Enforceability?

- A. manage a welfare fund solely for its authorised beneficiaries
- B. treat every breach as resolved merely by requesting an explanation
- C. disclose and correct an institutional error transparently
- D. supervise delegated work and correct known failures

Q328. Which action most directly violates Fiduciary duty?

- A. share sensitive personal data only with authorised officials for a lawful need
- B. divert entrusted funds to advance the trustee's private interest
- C. explain a procurement decision to the audit authority
- D. choose the option producing lawful broad benefit over a private favour

Q329. Which action most directly violates Confidentiality?

- A. apply a lawful sanction after a fair finding of misconduct
- B. disclose and correct an institutional error transparently
- C. publish a citizen's protected personal record for curiosity
- D. require even a powerful office-holder to follow the same legal process

Q330. Which action most directly violates Public trust?

- A. conceal misconduct to preserve a temporary appearance of reputation
- B. confirm jurisdiction before issuing a coercive order
- C. manage a welfare fund solely for its authorised beneficiaries
- D. choose the option producing lawful broad benefit over a private favour

Q331. Which statement best distinguishes Public interest from Rule of law?

- A. Public interest concerns the welfare, rights and legitimate common concerns of the community rather than private advantage, whereas Rule of law concerns government and citizens alike are governed by publicly known law applied through authorised institutions.
- B. Public interest concerns government and citizens alike are governed by publicly known law applied through authorised institutions, whereas Rule of law concerns the welfare, rights and legitimate common concerns of the community rather than private advantage.
- C. Public interest and Rule of law are identical and can never be distinguished.
- D. Neither Public interest nor Rule of law has any relevance to public administration.

Q332. Which statement best distinguishes Rule of law from Administrative legality?

- A. Rule of law concerns exercise of public power only for authorised purposes and within legal limits, whereas Administrative legality concerns government and citizens alike are governed by publicly known law applied through authorised institutions.
- B. Rule of law and Administrative legality are identical and can never be distinguished.
- C. Rule of law concerns government and citizens alike are governed by publicly known law applied through authorised institutions, whereas Administrative legality concerns exercise of public power only for authorised purposes and within legal limits.
- D. Neither Rule of law nor Administrative legality has any relevance to public administration.

Q333. Which statement best distinguishes Administrative legality from Administrative discretion?

- A. Administrative legality and Administrative discretion are identical and can never be distinguished.
- B. Administrative legality concerns lawful room for judgment among permissible choices, whereas Administrative discretion concerns exercise of public power only for authorised purposes and within legal limits.
- C. Administrative legality concerns exercise of public power only for authorised purposes and within legal limits, whereas Administrative discretion concerns lawful room for judgment among permissible choices.
- D. Neither Administrative legality nor Administrative discretion has any relevance to public administration.

Q334. Which statement best distinguishes Administrative discretion from Official responsibility?

- A.** Administrative discretion concerns lawful room for judgment among permissible choices, whereas Official responsibility concerns the obligation attached to an office to perform duties and own decisions.
- B.** Neither Administrative discretion nor Official responsibility has any relevance to public administration.
- C.** Administrative discretion and Official responsibility are identical and can never be distinguished.
- D.** Administrative discretion concerns the obligation attached to an office to perform duties and own decisions, whereas Official responsibility concerns lawful room for judgment among permissible choices.

Q335. Which statement best distinguishes Official responsibility from Answerability?

- A.** Official responsibility concerns the duty to provide information, reasons and justification to an authorised forum, whereas Answerability concerns the obligation attached to an office to perform duties and own decisions.
- B.** Official responsibility concerns the obligation attached to an office to perform duties and own decisions, whereas Answerability concerns the duty to provide information, reasons and justification to an authorised forum.
- C.** Neither Official responsibility nor Answerability has any relevance to public administration.
- D.** Official responsibility and Answerability are identical and can never be distinguished.

Q336. Which statement best distinguishes Answerability from Enforceability?

- A.** Neither Answerability nor Enforceability has any relevance to public administration.
- B.** Answerability concerns the capacity to investigate conduct and impose consequences or corrective action, whereas Enforceability concerns the duty to provide information, reasons and justification to an authorised forum.
- C.** Answerability and Enforceability are identical and can never be distinguished.
- D.** Answerability concerns the duty to provide information, reasons and justification to an authorised forum, whereas Enforceability concerns the capacity to investigate conduct and impose consequences or corrective action.

Q337. Which statement best distinguishes Enforceability from Fiduciary duty?

- A.** Enforceability and Fiduciary duty are identical and can never be distinguished.
- B.** Enforceability concerns the duty to exercise entrusted power and resources loyally for beneficiaries or the public, whereas Fiduciary duty concerns the capacity to investigate conduct and impose consequences or corrective action.
- C.** Neither Enforceability nor Fiduciary duty has any relevance to public administration.
- D.** Enforceability concerns the capacity to investigate conduct and impose consequences or corrective action, whereas Fiduciary duty concerns the duty to exercise entrusted power and resources loyally for beneficiaries or the public.

Q338. Which statement best distinguishes Fiduciary duty from Confidentiality?

- A. Fiduciary duty concerns the duty to exercise entrusted power and resources loyally for beneficiaries or the public, whereas Confidentiality concerns protection of information that legitimately requires restricted access.
- B. Neither Fiduciary duty nor Confidentiality has any relevance to public administration.
- C. Fiduciary duty concerns protection of information that legitimately requires restricted access, whereas Confidentiality concerns the duty to exercise entrusted power and resources loyally for beneficiaries or the public.
- D. Fiduciary duty and Confidentiality are identical and can never be distinguished.

Q339. Which statement best distinguishes Confidentiality from Public trust?

- A. Confidentiality concerns protection of information that legitimately requires restricted access, whereas Public trust concerns citizens' justified confidence that institutions and officials will act competently, fairly and honestly.
- B. Neither Confidentiality nor Public trust has any relevance to public administration.
- C. Confidentiality concerns citizens' justified confidence that institutions and officials will act competently, fairly and honestly, whereas Public trust concerns protection of information that legitimately requires restricted access.
- D. Confidentiality and Public trust are identical and can never be distinguished.

Q340. Which statement best distinguishes Public trust from Public interest?

- A. Public trust concerns the welfare, rights and legitimate common concerns of the community rather than private advantage, whereas Public interest concerns citizens' justified confidence that institutions and officials will act competently, fairly and honestly.
- B. Neither Public trust nor Public interest has any relevance to public administration.
- C. Public trust concerns citizens' justified confidence that institutions and officials will act competently, fairly and honestly, whereas Public interest concerns the welfare, rights and legitimate common concerns of the community rather than private advantage.
- D. Public trust and Public interest are identical and can never be distinguished.

Q341. A district officer discovers that the present practice effectively means officials use regulatory power to enrich a connected business. What is the most ethically appropriate response?

- A. Choose the option producing lawful broad benefit over a private favour, document the reasons, and permit appropriate review.
- B. Continue the practice because changing it may attract criticism.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q342. A department head discovers that the present practice effectively means officials replace legal procedure with the personal command of an official. What is the most ethically appropriate response?

- A. Require even a powerful office-holder to follow the same legal process, document the reasons, and permit appropriate review.
- B. Continue the practice because changing it may attract criticism.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q343. A block development officer discovers that the present practice effectively means officials use a statutory power for an unrelated political purpose. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Confirm jurisdiction before issuing a coercive order, document the reasons, and permit appropriate review.

Q344. A procurement officer discovers that the present practice effectively means officials treat discretion as freedom to act on whim. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Use relevant factors and record reasons when selecting among options, document the reasons, and permit appropriate review.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q345. A secretariat officer discovers that the present practice effectively means officials claim delegation erased all responsibility of the delegating officer. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Supervise delegated work and correct known failures, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Continue the practice because changing it may attract criticism.

Q346. A district officer discovers that the present practice effectively means officials refuse to give reasons for the use of public power. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Explain a procurement decision to the audit authority, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q347. A department head discovers that the present practice effectively means officials treat every breach as resolved merely by requesting an explanation. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Apply a lawful sanction after a fair finding of misconduct, document the reasons, and permit appropriate review.

Q348. A block development officer discovers that the present practice effectively means officials divert entrusted funds to advance the trustee's private interest. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Manage a welfare fund solely for its authorised beneficiaries, document the reasons, and permit appropriate review.

Q349. A procurement officer discovers that the present practice effectively means officials publish a citizen's protected personal record for curiosity. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Share sensitive personal data only with authorised officials for a lawful need, document the reasons, and permit appropriate review.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q350. A secretariat officer discovers that the present practice effectively means officials conceal misconduct to preserve a temporary appearance of reputation. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Disclose and correct an institutional error transparently, document the reasons, and permit appropriate review.

Module 7: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
301	D	302	A	303	D	304	D	305	A
306	D	307	B	308	B	309	D	310	A
311	C	312	C	313	D	314	A	315	A
316	A	317	D	318	D	319	D	320	C
321	A	322	D	323	A	324	D	325	A
326	C	327	B	328	B	329	C	330	A
331	A	332	C	333	C	334	A	335	B
336	D	337	D	338	A	339	A	340	C
341	A	342	A	343	D	344	B	345	B
346	B	347	D	348	D	349	B	350	D

Explanations

Q301 — D. Public interest means the welfare, rights and legitimate common concerns of the community rather than private advantage.

Q302 — A. Rule of law means government and citizens alike are governed by publicly known law applied through authorised institutions.

Q303 — D. Administrative legality means exercise of public power only for authorised purposes and within legal limits.

Q304 — D. Administrative discretion means lawful room for judgment among permissible choices.

Q305 — A. Official responsibility means the obligation attached to an office to perform duties and own decisions.

Q306 — D. Answerability means the duty to provide information, reasons and justification to an authorised forum.

Q307 — B. Enforceability means the capacity to investigate conduct and impose consequences or corrective action.

Q308 — B. Fiduciary duty means the duty to exercise entrusted power and resources loyally for beneficiaries or the public.

Q309 — D. Confidentiality means protection of information that legitimately requires restricted access.

Q310 — A. Public trust means citizens' justified confidence that institutions and officials will act competently, fairly and honestly.

Q311 — C. The action demonstrates Public interest because it applies the welfare, rights and legitimate common concerns of the community rather than private advantage in practice.

Q312 — C. The action demonstrates Rule of law because it applies government and citizens alike are governed by publicly known law applied through authorised institutions in practice.

Q313 — D. The action demonstrates Administrative legality because it applies exercise of public power only for authorised purposes and within legal limits in practice.

Q314 — A. The action demonstrates Administrative discretion because it applies lawful room for judgment among permissible choices in practice.

Q315 — A. The action demonstrates Official responsibility because it applies the obligation attached to an office to perform duties and own decisions in practice.

Q316 — A. The action demonstrates Answerability because it applies the duty to provide information, reasons and justification to an authorised forum in practice.

Q317 — D. The action demonstrates Enforceability because it applies the capacity to investigate conduct and impose consequences or corrective action in practice.

Q318 — D. The action demonstrates Fiduciary duty because it applies the duty to exercise entrusted power and resources loyally for beneficiaries or the public in practice.

Q319 — D. The action demonstrates Confidentiality because it applies protection of information that legitimately requires restricted access in practice.

Q320 — C. The action demonstrates Public trust because it applies citizens' justified confidence that institutions and officials will act competently, fairly and honestly in practice.

Q321 — A. This action contradicts Public interest: the welfare, rights and legitimate common concerns of the community rather than private advantage.

Q322 — D. This action contradicts Rule of law: government and citizens alike are governed by publicly known law applied through authorised institutions.

Q323 — A. This action contradicts Administrative legality: exercise of public power only for authorised purposes and within legal limits.

Q324 — D. This action contradicts Administrative discretion: lawful room for judgment among permissible choices.

Q325 — A. This action contradicts Official responsibility: the obligation attached to an office to perform duties and own decisions.

Q326 — C. This action contradicts Answerability: the duty to provide information, reasons and justification to an authorised forum.

Q327 — B. This action contradicts Enforceability: the capacity to investigate conduct and impose consequences or corrective action.

Q328 — B. This action contradicts Fiduciary duty: the duty to exercise entrusted power and resources loyally for beneficiaries or the public.

Q329 — C. This action contradicts Confidentiality: protection of information that legitimately requires restricted access.

Q330 — A. This action contradicts Public trust: citizens' justified confidence that institutions and officials will act competently, fairly and honestly.

Q331 — A. Public interest concerns the welfare, rights and legitimate common concerns of the community rather than private advantage, whereas Rule of law concerns government and citizens alike are governed by publicly known law applied through authorised institutions.

Q332 — C. Rule of law concerns government and citizens alike are governed by publicly known law applied through authorised institutions, whereas Administrative legality concerns exercise of public power only for authorised purposes and within legal limits.

Q333 — C. Administrative legality concerns exercise of public power only for authorised purposes and within legal limits, whereas Administrative discretion concerns lawful room for judgment among permissible choices.

Q334 — A. Administrative discretion concerns lawful room for judgment among permissible choices, whereas Official responsibility concerns the obligation attached to an office to perform duties and own decisions.

Q335 — B. Official responsibility concerns the obligation attached to an office to perform duties and own decisions, whereas Answerability concerns the duty to provide information, reasons and justification to an authorised forum.

Q336 — D. Answerability concerns the duty to provide information, reasons and justification to an authorised forum, whereas Enforceability concerns the capacity to investigate conduct and impose consequences or corrective action.

Q337 — D. Enforceability concerns the capacity to investigate conduct and impose consequences or corrective action, whereas Fiduciary duty concerns the duty to exercise entrusted power and resources loyally for beneficiaries or the public.

Q338 — A. Fiduciary duty concerns the duty to exercise entrusted power and resources loyally for beneficiaries or the public, whereas Confidentiality concerns protection of information that legitimately requires restricted access.

Q339 — A. Confidentiality concerns protection of information that legitimately requires restricted access, whereas Public trust concerns citizens' justified confidence that institutions and officials will act competently, fairly and honestly.

Q340 — C. Public trust concerns citizens' justified confidence that institutions and officials will act competently, fairly and honestly, whereas Public interest concerns the welfare, rights and legitimate common concerns of the community rather than private advantage.

Q341 — A. The best response operationalises Public interest (the welfare, rights and legitimate common concerns of the community rather than private advantage) while preserving reasons, procedure and review.

Q342 — A. The best response operationalises Rule of law (government and citizens alike are governed by publicly known law applied through authorised institutions) while preserving reasons, procedure and review.

Q343 — D. The best response operationalises Administrative legality (exercise of public power only for authorised purposes and within legal limits) while preserving reasons, procedure and review.

Q344 — B. The best response operationalises Administrative discretion (lawful room for judgment among permissible choices) while preserving reasons, procedure and review.

Q345 — B. The best response operationalises Official responsibility (the obligation attached to an office to perform duties and own decisions) while preserving reasons, procedure and review.

Q346 — B. The best response operationalises Answerability (the duty to provide information, reasons and justification to an authorised forum) while preserving reasons, procedure and review.

Q347 — D. The best response operationalises Enforceability (the capacity to investigate conduct and impose consequences or corrective action) while preserving reasons, procedure and review.

Q348 — D. The best response operationalises Fiduciary duty (the duty to exercise entrusted power and resources loyally for beneficiaries or the public) while preserving reasons, procedure and review.

Q349 — B. The best response operationalises Confidentiality (protection of information that legitimately requires restricted access) while preserving reasons, procedure and review.

Q350 — D. The best response operationalises Public trust (citizens' justified confidence that institutions and officials will act competently, fairly and honestly) while preserving reasons, procedure and review.

Module 8: Ethical Dilemmas and Sources of Guidance

Syllabus link: *Laws, rules, regulations, conscience and ethical reasoning in administration.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q351. Which term is best described as formally enacted and enforceable standards that set minimum public obligations?

- A. Law as ethical guidance
- B. Regulations
- C. Consequential reasoning
- D. Value conflict

Q352. Which term is best described as authoritative prescriptions governing conduct within a defined institution or procedure?

- A. Deontological reasoning
- B. Rules
- C. Conscience as guidance
- D. Utilitarian reasoning

Q353. Which term is best described as delegated legal norms issued under statutory authority to implement a law?

- A. Regulations
- B. Rights-based reasoning
- C. Hierarchy as guidance
- D. Consequential reasoning

Q354. Which term is best described as reflective inner judgment used to assess the moral quality of action?

- A. Law as ethical guidance
- B. Value conflict
- C. Conscience as guidance
- D. Utilitarian reasoning

Q355. Which term is best described as direction and supervision flowing through the authorised chain of command?

- A. Hierarchy as guidance
- B. Rights-based reasoning
- C. Deontological reasoning
- D. Rules

Q356. Which term is best described as tension between two or more legitimate values that cannot all be fully realised?

- A. Consequential reasoning
- B. Law as ethical guidance
- C. Value conflict
- D. Regulations

Q357. Which term is best described as judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes?

- A. Conscience as guidance
- B. Deontological reasoning
- C. Rules
- D. Utilitarian reasoning

Q358. Which term is best described as judging options substantially by their foreseeable results for affected persons?

- A. Rights-based reasoning
- B. Consequential reasoning
- C. Hierarchy as guidance
- D. Regulations

Q359. Which term is best described as choosing the option expected to produce the greatest net well-being for all affected?

- A. Law as ethical guidance
- B. Conscience as guidance
- C. Value conflict
- D. Utilitarian reasoning

Q360. Which term is best described as giving strong moral weight to basic rights and equal respect that cannot be traded away casually?

- A. Rules
- B. Rights-based reasoning
- C. Deontological reasoning
- D. Hierarchy as guidance

Q361. Which action most clearly demonstrates Law as ethical guidance?

- A. justify deception solely because it may produce more total benefit
- B. obey a manifestly unlawful order without question
- C. treat legal compliance as essential while also considering higher ethical duties
- D. ignore a valid rule whenever compliance is inconvenient

Q362. Which action most clearly demonstrates Rules?

- A. invent binding conditions without legal authority
- B. follow a procurement rule designed to prevent favouritism
- C. ignore all foreseeable effects because intention alone is sufficient
- D. hide the conflict and present a preference as mechanically inevitable

Q363. Which action most clearly demonstrates Regulations?

- A. count only the happiness of the most powerful group
- B. use personal conscience as a secret excuse to deny another person's legal right
- C. check that an administrative requirement is authorised by its parent law
- D. justify deception solely because it may produce more total benefit

Q364. Which action most clearly demonstrates Conscience as guidance?

- A. seek review when a formally permitted action would cause grave unjust harm
- B. sacrifice a vulnerable person's basic right for a minor administrative saving
- C. obey a manifestly unlawful order without question
- D. ignore all foreseeable effects because intention alone is sufficient

Q365. Which action most clearly demonstrates Hierarchy as guidance?

- A. seek written clarification of a doubtful instruction and use review channels
- B. hide the conflict and present a preference as mechanically inevitable
- C. count only the happiness of the most powerful group
- D. assume everything not expressly prohibited is ethically ideal

Q366. Which action most clearly demonstrates Value conflict?

- A. sacrifice a vulnerable person's basic right for a minor administrative saving
- B. justify deception solely because it may produce more total benefit
- C. state the trade-off between transparency and lawful confidentiality
- D. ignore a valid rule whenever compliance is inconvenient

Q367. Which action most clearly demonstrates Deontological reasoning?

- A. assume everything not expressly prohibited is ethically ideal
- B. invent binding conditions without legal authority
- C. reject fabrication because truthfulness is a duty even if numbers look better
- D. ignore all foreseeable effects because intention alone is sufficient

Q368. Which action most clearly demonstrates Consequential reasoning?

- A. use personal conscience as a secret excuse to deny another person's legal right
- B. count only the happiness of the most powerful group
- C. ignore a valid rule whenever compliance is inconvenient
- D. compare the likely benefits and harms of alternative relief plans

Q369. Which action most clearly demonstrates Utilitarian reasoning?

- A. obey a manifestly unlawful order without question
- B. compare total benefits and burdens impartially across the population
- C. invent binding conditions without legal authority
- D. sacrifice a vulnerable person's basic right for a minor administrative saving

Q370. Which action most clearly demonstrates Rights-based reasoning?

- A. hide the conflict and present a preference as mechanically inevitable
- B. reject a convenient programme that arbitrarily denies due process
- C. use personal conscience as a secret excuse to deny another person's legal right
- D. assume everything not expressly prohibited is ethically ideal

Q371. Which action most directly violates Law as ethical guidance?

- A. seek review when a formally permitted action would cause grave unjust harm
- B. follow a procurement rule designed to prevent favouritism
- C. assume everything not expressly prohibited is ethically ideal
- D. compare total benefits and burdens impartially across the population

Q372. Which action most directly violates Rules?

- A. reject a convenient programme that arbitrarily denies due process
- B. seek written clarification of a doubtful instruction and use review channels
- C. check that an administrative requirement is authorised by its parent law
- D. ignore a valid rule whenever compliance is inconvenient

Q373. Which action most directly violates Regulations?

- A. state the trade-off between transparency and lawful confidentiality
- B. seek review when a formally permitted action would cause grave unjust harm
- C. treat legal compliance as essential while also considering higher ethical duties
- D. invent binding conditions without legal authority

Q374. Which action most directly violates Conscience as guidance?

- A. use personal conscience as a secret excuse to deny another person's legal right
- B. reject fabrication because truthfulness is a duty even if numbers look better
- C. seek written clarification of a doubtful instruction and use review channels
- D. follow a procurement rule designed to prevent favouritism

Q375. Which action most directly violates Hierarchy as guidance?

- A. obey a manifestly unlawful order without question
- B. compare the likely benefits and harms of alternative relief plans
- C. check that an administrative requirement is authorised by its parent law
- D. state the trade-off between transparency and lawful confidentiality

Q376. Which action most directly violates Value conflict?

- A. reject fabrication because truthfulness is a duty even if numbers look better
- B. hide the conflict and present a preference as mechanically inevitable
- C. seek review when a formally permitted action would cause grave unjust harm
- D. compare total benefits and burdens impartially across the population

Q377. Which action most directly violates Deontological reasoning?

- A. compare the likely benefits and harms of alternative relief plans
- B. seek written clarification of a doubtful instruction and use review channels
- C. justify deception solely because it may produce more total benefit
- D. reject a convenient programme that arbitrarily denies due process

Q378. Which action most directly violates Consequential reasoning?

- A. compare total benefits and burdens impartially across the population
- B. treat legal compliance as essential while also considering higher ethical duties
- C. state the trade-off between transparency and lawful confidentiality
- D. ignore all foreseeable effects because intention alone is sufficient

Q379. Which action most directly violates Utilitarian reasoning?

- A. reject fabrication because truthfulness is a duty even if numbers look better
- B. count only the happiness of the most powerful group
- C. reject a convenient programme that arbitrarily denies due process
- D. follow a procurement rule designed to prevent favouritism

Q380. Which action most directly violates Rights-based reasoning?

- A. sacrifice a vulnerable person's basic right for a minor administrative saving
- B. compare the likely benefits and harms of alternative relief plans
- C. treat legal compliance as essential while also considering higher ethical duties
- D. check that an administrative requirement is authorised by its parent law

Q381. Which statement best distinguishes Law as ethical guidance from Rules?

- A. Neither Law as ethical guidance nor Rules has any relevance to public administration.
- B. Law as ethical guidance and Rules are identical and can never be distinguished.
- C. Law as ethical guidance concerns formally enacted and enforceable standards that set minimum public obligations, whereas Rules concerns authoritative prescriptions governing conduct within a defined institution or procedure.
- D. Law as ethical guidance concerns authoritative prescriptions governing conduct within a defined institution or procedure, whereas Rules concerns formally enacted and enforceable standards that set minimum public obligations.

Q382. Which statement best distinguishes Rules from Regulations?

- A. Rules concerns delegated legal norms issued under statutory authority to implement a law, whereas Regulations concerns authoritative prescriptions governing conduct within a defined institution or procedure.
- B. Neither Rules nor Regulations has any relevance to public administration.
- C. Rules and Regulations are identical and can never be distinguished.
- D. Rules concerns authoritative prescriptions governing conduct within a defined institution or procedure, whereas Regulations concerns delegated legal norms issued under statutory authority to implement a law.

Q383. Which statement best distinguishes Regulations from Conscience as guidance?

- A. Regulations concerns reflective inner judgment used to assess the moral quality of action, whereas Conscience as guidance concerns delegated legal norms issued under statutory authority to implement a law.
- B. Neither Regulations nor Conscience as guidance has any relevance to public administration.
- C. Regulations and Conscience as guidance are identical and can never be distinguished.
- D. Regulations concerns delegated legal norms issued under statutory authority to implement a law, whereas Conscience as guidance concerns reflective inner judgment used to assess the moral quality of action.

Q384. Which statement best distinguishes Conscience as guidance from Hierarchy as guidance?

- A. Conscience as guidance concerns reflective inner judgment used to assess the moral quality of action, whereas Hierarchy as guidance concerns direction and supervision flowing through the authorised chain of command.
- B. Neither Conscience as guidance nor Hierarchy as guidance has any relevance to public administration.
- C. Conscience as guidance concerns direction and supervision flowing through the authorised chain of command, whereas Hierarchy as guidance concerns reflective inner judgment used to assess the moral quality of action.
- D. Conscience as guidance and Hierarchy as guidance are identical and can never be distinguished.

Q385. Which statement best distinguishes Hierarchy as guidance from Value conflict?

- A. Hierarchy as guidance and Value conflict are identical and can never be distinguished.
- B. Neither Hierarchy as guidance nor Value conflict has any relevance to public administration.
- C. Hierarchy as guidance concerns tension between two or more legitimate values that cannot all be fully realised, whereas Value conflict concerns direction and supervision flowing through the authorised chain of command.
- D. Hierarchy as guidance concerns direction and supervision flowing through the authorised chain of command, whereas Value conflict concerns tension between two or more legitimate values that cannot all be fully realised.

Q386. Which statement best distinguishes Value conflict from Deontological reasoning?

- A. Value conflict and Deontological reasoning are identical and can never be distinguished.
- B. Value conflict concerns judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes, whereas Deontological reasoning concerns tension between two or more legitimate values that cannot all be fully realised.
- C. Neither Value conflict nor Deontological reasoning has any relevance to public administration.
- D. Value conflict concerns tension between two or more legitimate values that cannot all be fully realised, whereas Deontological reasoning concerns judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes.

Q387. Which statement best distinguishes Deontological reasoning from Consequential reasoning?

- A. Deontological reasoning and Consequential reasoning are identical and can never be distinguished.
- B. Neither Deontological reasoning nor Consequential reasoning has any relevance to public administration.
- C. Deontological reasoning concerns judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes, whereas Consequential reasoning concerns judging options substantially by their foreseeable results for affected persons.
- D. Deontological reasoning concerns judging options substantially by their foreseeable results for affected persons, whereas Consequential reasoning concerns judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes.

Q388. Which statement best distinguishes Consequential reasoning from Utilitarian reasoning?

- A. Consequential reasoning concerns choosing the option expected to produce the greatest net well-being for all affected, whereas Utilitarian reasoning concerns judging options substantially by their foreseeable results for affected persons.
- B. Consequential reasoning concerns judging options substantially by their foreseeable results for affected persons, whereas Utilitarian reasoning concerns choosing the option expected to produce the greatest net well-being for all affected.
- C. Consequential reasoning and Utilitarian reasoning are identical and can never be distinguished.
- D. Neither Consequential reasoning nor Utilitarian reasoning has any relevance to public administration.

Q389. Which statement best distinguishes Utilitarian reasoning from Rights-based reasoning?

- A. Utilitarian reasoning concerns giving strong moral weight to basic rights and equal respect that cannot be traded away casually, whereas Rights-based reasoning concerns choosing the option expected to produce the greatest net well-being for all affected.
- B. Utilitarian reasoning concerns choosing the option expected to produce the greatest net well-being for all affected, whereas Rights-based reasoning concerns giving strong moral weight to basic rights and equal respect that cannot be traded away casually.
- C. Neither Utilitarian reasoning nor Rights-based reasoning has any relevance to public administration.
- D. Utilitarian reasoning and Rights-based reasoning are identical and can never be distinguished.

Q390. Which statement best distinguishes Rights-based reasoning from Law as ethical guidance?

- A. Neither Rights-based reasoning nor Law as ethical guidance has any relevance to public administration.
- B. Rights-based reasoning and Law as ethical guidance are identical and can never be distinguished.
- C. Rights-based reasoning concerns giving strong moral weight to basic rights and equal respect that cannot be traded away casually, whereas Law as ethical guidance concerns formally enacted and enforceable standards that set minimum public obligations.
- D. Rights-based reasoning concerns formally enacted and enforceable standards that set minimum public obligations, whereas Law as ethical guidance concerns giving strong moral weight to basic rights and equal respect that cannot be traded away casually.

Q391. A district officer discovers that the present practice effectively means officials assume everything not expressly prohibited is ethically ideal. What is the most ethically appropriate response?

- A. Treat legal compliance as essential while also considering higher ethical duties, document the reasons, and permit appropriate review.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Continue the practice because changing it may attract criticism.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q392. A department head discovers that the present practice effectively means officials ignore a valid rule whenever compliance is inconvenient. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Continue the practice because changing it may attract criticism.
- D. Follow a procurement rule designed to prevent favouritism, document the reasons, and permit appropriate review.

Q393. A block development officer discovers that the present practice effectively means officials invent binding conditions without legal authority. What is the most ethically appropriate response?

- A. Check that an administrative requirement is authorised by its parent law, document the reasons, and permit appropriate review.
- B. Continue the practice because changing it may attract criticism.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q394. A procurement officer discovers that the present practice effectively means officials use personal conscience as a secret excuse to deny another person's legal right. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Seek review when a formally permitted action would cause grave unjust harm, document the reasons, and permit appropriate review.
- D. Continue the practice because changing it may attract criticism.

Q395. A secretariat officer discovers that the present practice effectively means officials obey a manifestly unlawful order without question. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Continue the practice because changing it may attract criticism.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Seek written clarification of a doubtful instruction and use review channels, document the reasons, and permit appropriate review.

Q396. A district officer discovers that the present practice effectively means officials hide the conflict and present a preference as mechanically inevitable. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. State the trade-off between transparency and lawful confidentiality, document the reasons, and permit appropriate review.

Q397. A department head discovers that the present practice effectively means officials justify deception solely because it may produce more total benefit. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Reject fabrication because truthfulness is a duty even if numbers look better, document the reasons, and permit appropriate review.
- C. Continue the practice because changing it may attract criticism.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q398. A block development officer discovers that the present practice effectively means officials ignore all foreseeable effects because intention alone is sufficient. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Compare the likely benefits and harms of alternative relief plans, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q399. A procurement officer discovers that the present practice effectively means officials count only the happiness of the most powerful group. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Compare total benefits and burdens impartially across the population, document the reasons, and permit appropriate review.

Q400. A secretariat officer discovers that the present practice effectively means officials sacrifice a vulnerable person's basic right for a minor administrative saving. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Reject a convenient programme that arbitrarily denies due process, document the reasons, and permit appropriate review.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Module 8: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
351	A	352	B	353	A	354	C	355	A
356	C	357	B	358	B	359	D	360	B
361	C	362	B	363	C	364	A	365	A
366	C	367	C	368	D	369	B	370	B
371	C	372	D	373	D	374	A	375	A
376	B	377	C	378	D	379	B	380	A
381	C	382	D	383	D	384	A	385	D
386	D	387	C	388	B	389	B	390	C
391	A	392	D	393	A	394	C	395	D
396	D	397	B	398	C	399	D	400	C

Explanations

Q351 — A. Law as ethical guidance means formally enacted and enforceable standards that set minimum public obligations.

Q352 — B. Rules means authoritative prescriptions governing conduct within a defined institution or procedure.

Q353 — A. Regulations means delegated legal norms issued under statutory authority to implement a law.

Q354 — C. Conscience as guidance means reflective inner judgment used to assess the moral quality of action.

Q355 — A. Hierarchy as guidance means direction and supervision flowing through the authorised chain of command.

Q356 — C. Value conflict means tension between two or more legitimate values that cannot all be fully realised.

Q357 — B. Deontological reasoning means judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes.

Q358 — B. Consequential reasoning means judging options substantially by their foreseeable results for affected persons.

Q359 — D. Utilitarian reasoning means choosing the option expected to produce the greatest net well-being for all affected.

Q360 — B. Rights-based reasoning means giving strong moral weight to basic rights and equal respect that cannot be traded away casually.

Q361 — C. The action demonstrates Law as ethical guidance because it applies formally enacted and enforceable standards that set minimum public obligations in practice.

Q362 — B. The action demonstrates Rules because it applies authoritative prescriptions governing conduct within a defined institution or procedure in practice.

Q363 — C. The action demonstrates Regulations because it applies delegated legal norms issued under statutory authority to implement a law in practice.

Q364 — A. The action demonstrates Conscience as guidance because it applies reflective inner judgment used to assess the moral quality of action in practice.

Q365 — A. The action demonstrates Hierarchy as guidance because it applies direction and supervision flowing through the authorised chain of command in practice.

Q366 — C. The action demonstrates Value conflict because it applies tension between two or more legitimate values that cannot all be fully realised in practice.

Q367 — C. The action demonstrates Deontological reasoning because it applies judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes in practice.

Q368 — D. The action demonstrates Consequential reasoning because it applies judging options substantially by their foreseeable results for affected persons in practice.

Q369 — B. The action demonstrates Utilitarian reasoning because it applies choosing the option expected to produce the greatest net well-being for all affected in practice.

Q370 — B. The action demonstrates Rights-based reasoning because it applies giving strong moral weight to basic rights and equal respect that cannot be traded away casually in practice.

Q371 — C. This action contradicts Law as ethical guidance: formally enacted and enforceable standards that set minimum public obligations.

Q372 — D. This action contradicts Rules: authoritative prescriptions governing conduct within a defined institution or procedure.

Q373 — D. This action contradicts Regulations: delegated legal norms issued under statutory authority to implement a law.

Q374 — A. This action contradicts Conscience as guidance: reflective inner judgment used to assess the moral quality of action.

Q375 — A. This action contradicts Hierarchy as guidance: direction and supervision flowing through the authorised chain of command.

Q376 — B. This action contradicts Value conflict: tension between two or more legitimate values that cannot all be fully realised.

Q377 — C. This action contradicts Deontological reasoning: judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes.

Q378 — D. This action contradicts Consequential reasoning: judging options substantially by their foreseeable results for affected persons.

Q379 — B. This action contradicts Utilitarian reasoning: choosing the option expected to produce the greatest net well-being for all affected.

Q380 — A. This action contradicts Rights-based reasoning: giving strong moral weight to basic rights and equal respect that cannot be traded away casually.

Q381 — C. Law as ethical guidance concerns formally enacted and enforceable standards that set minimum public obligations, whereas Rules concerns authoritative prescriptions governing conduct within a defined institution or procedure.

Q382 — D. Rules concerns authoritative prescriptions governing conduct within a defined institution or procedure, whereas Regulations concerns delegated legal norms issued under statutory authority to implement a law.

Q383 — D. Regulations concerns delegated legal norms issued under statutory authority to implement a law, whereas Conscience as guidance concerns reflective inner judgment used to assess the moral quality of action.

Q384 — A. Conscience as guidance concerns reflective inner judgment used to assess the moral quality of action, whereas Hierarchy as guidance concerns direction and supervision flowing through the authorised chain of command.

Q385 — D. Hierarchy as guidance concerns direction and supervision flowing through the authorised chain of command, whereas Value conflict concerns tension between two or more legitimate values that cannot all be fully realised.

Q386 — D. Value conflict concerns tension between two or more legitimate values that cannot all be fully realised, whereas Deontological reasoning concerns judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes.

Q387 — C. Deontological reasoning concerns judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes, whereas Consequential reasoning concerns judging options substantially by their foreseeable results for affected persons.

Q388 — B. Consequential reasoning concerns judging options substantially by their foreseeable results for affected persons, whereas Utilitarian reasoning concerns choosing the option expected to produce the greatest net well-being for all affected.

Q389 — B. Utilitarian reasoning concerns choosing the option expected to produce the greatest net well-being for all affected, whereas Rights-based reasoning concerns giving strong moral weight to basic rights and equal respect that cannot be traded away casually.

Q390 — C. Rights-based reasoning concerns giving strong moral weight to basic rights and equal respect that cannot be traded away casually, whereas Law as ethical guidance concerns formally enacted and enforceable standards that set minimum public obligations.

Q391 — A. The best response operationalises Law as ethical guidance (formally enacted and enforceable standards that set minimum public obligations) while preserving reasons, procedure and review.

Q392 — D. The best response operationalises Rules (authoritative prescriptions governing conduct within a defined institution or procedure) while preserving reasons, procedure and review.

Q393 — A. The best response operationalises Regulations (delegated legal norms issued under statutory authority to implement a law) while preserving reasons, procedure and review.

Q394 — C. The best response operationalises Conscience as guidance (reflective inner judgment used to assess the moral quality of action) while preserving reasons, procedure and review.

Q395 — D. The best response operationalises Hierarchy as guidance (direction and supervision flowing through the authorised chain of command) while preserving reasons, procedure and review.

Q396 — D. The best response operationalises Value conflict (tension between two or more legitimate values that cannot all be fully realised) while preserving reasons, procedure and review.

Q397 — B. The best response operationalises Deontological reasoning (judging conduct primarily by duties, rules and respect for persons rather than aggregate outcomes) while preserving reasons, procedure and review.

Q398 — C. The best response operationalises Consequential reasoning (judging options substantially by their foreseeable results for affected persons) while preserving reasons, procedure and review.

Q399 — D. The best response operationalises Utilitarian reasoning (choosing the option expected to produce the greatest net well-being for all affected) while preserving reasons, procedure and review.

Q400 — C. The best response operationalises Rights-based reasoning (giving strong moral weight to basic rights and equal respect that cannot be traded away casually) while preserving reasons, procedure and review.

Module 9: Accountability and Ethical Governance

Syllabus link: *Answerability, enforceability, participation and institutional control.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q401. Which term is best described as an obligation to explain and justify conduct, coupled with the possibility of correction or sanction?

- A. Transparency
- B. Accountability
- C. Audit
- D. Citizen oversight

Q402. Which term is best described as governance shaped by integrity, fairness, transparency, accountability and public welfare?

- A. Ethical governance
- B. Grievance redress
- C. Openness
- D. Social audit

Q403. Which term is best described as availability and clarity of relevant governmental information, processes and reasons?

- A. Transparency
- B. Performance accountability
- C. Citizen oversight
- D. Participation

Q404. Which term is best described as institutional willingness to receive scrutiny, ideas, information and participation?

- A. Grievance redress
- B. Audit
- C. Accountability
- D. Openness

Q405. Which term is best described as meaningful involvement of affected people in public decisions and implementation?

- A. Participation
- B. Performance accountability
- C. Ethical governance
- D. Social audit

Q406. Which term is best described as independent examination of records, controls and performance against established criteria?

- A. Citizen oversight
- B. Transparency
- C. Audit
- D. Accountability

Q407. Which term is best described as public verification of programme records and outcomes by or with affected communities?

- A. Ethical governance
- B. Social audit
- C. Grievance redress
- D. Openness

Q408. Which term is best described as scrutiny of public action through accessible information, institutions and civic participation?

- A. Performance accountability
- B. Transparency
- C. Citizen oversight
- D. Participation

Q409. Which term is best described as a fair, accessible and time-bound process for resolving complaints and correcting service failure?

- A. Openness
- B. Grievance redress
- C. Accountability
- D. Audit

Q410. Which term is best described as responsibility for agreed outputs and outcomes assessed through relevant indicators and review?

- A. Participation
- B. Ethical governance
- C. Performance accountability
- D. Social audit

Q411. Which action most clearly demonstrates Accountability?

- A. submit records to review and accept lawful consequences
- B. announce a finished decision as consultation after all choices are closed
- C. depend entirely on the personal goodness of one office-holder
- D. limit programme verification to the implementing official's private report

Q412. Which action most clearly demonstrates Ethical governance?

- A. alter supporting records after auditors request them
- B. exclude all service users from evaluating delivery
- C. keep routine public criteria secret to preserve official convenience
- D. embed ethical standards in decisions, systems and institutional incentives

Q413. Which action most clearly demonstrates Transparency?

- A. treat every external question as disloyalty
- B. count receipt of a grievance as its disposal
- C. limit programme verification to the implementing official's private report
- D. publish selection criteria, decisions and permitted records in accessible form

Q414. Which action most clearly demonstrates Openness?

- A. announce a finished decision as consultation after all choices are closed
- B. exclude all service users from evaluating delivery
- C. invite reasoned feedback before finalising a local service design
- D. reward target numbers that were achieved by excluding difficult cases

Q415. Which action most clearly demonstrates Participation?

- A. provide publicity without any forum able to question or correct
- B. alter supporting records after auditors request them
- C. consult users early enough for their input to influence design
- D. count receipt of a grievance as its disposal

Q416. Which action most clearly demonstrates Audit?

- A. depend entirely on the personal goodness of one office-holder
- B. preserve evidence and act on verified audit findings
- C. reward target numbers that were achieved by excluding difficult cases
- D. limit programme verification to the implementing official's private report

Q417. Which action most clearly demonstrates Social audit?

- A. provide publicity without any forum able to question or correct
- B. exclude all service users from evaluating delivery
- C. display works records and enable beneficiaries to verify delivery
- D. keep routine public criteria secret to preserve official convenience

Q418. Which action most clearly demonstrates Citizen oversight?

- A. treat every external question as disloyalty
- B. count receipt of a grievance as its disposal
- C. depend entirely on the personal goodness of one office-holder
- D. enable a representative monitoring committee to review service standards

Q419. Which action most clearly demonstrates Grievance redress?

- A. reward target numbers that were achieved by excluding difficult cases
- B. track a complaint to a reasoned resolution and inform the complainant
- C. keep routine public criteria secret to preserve official convenience
- D. announce a finished decision as consultation after all choices are closed

Q420. Which action most clearly demonstrates Performance accountability?

- A. treat every external question as disloyalty
- B. alter supporting records after auditors request them
- C. link authority and resources to measurable service results
- D. provide publicity without any forum able to question or correct

Q421. Which action most directly violates Accountability?

- A. provide publicity without any forum able to question or correct
- B. track a complaint to a reasoned resolution and inform the complainant
- C. invite reasoned feedback before finalising a local service design
- D. embed ethical standards in decisions, systems and institutional incentives

Q422. Which action most directly violates Ethical governance?

- A. publish selection criteria, decisions and permitted records in accessible form
- B. depend entirely on the personal goodness of one office-holder
- C. link authority and resources to measurable service results
- D. consult users early enough for their input to influence design

Q423. Which action most directly violates Transparency?

- A. submit records to review and accept lawful consequences
- B. invite reasoned feedback before finalising a local service design
- C. preserve evidence and act on verified audit findings
- D. keep routine public criteria secret to preserve official convenience

Q424. Which action most directly violates Openness?

- A. embed ethical standards in decisions, systems and institutional incentives
- B. treat every external question as disloyalty
- C. display works records and enable beneficiaries to verify delivery
- D. consult users early enough for their input to influence design

Q425. Which action most directly violates Participation?

- A. announce a finished decision as consultation after all choices are closed
- B. preserve evidence and act on verified audit findings
- C. publish selection criteria, decisions and permitted records in accessible form
- D. enable a representative monitoring committee to review service standards

Q426. Which action most directly violates Audit?

- A. track a complaint to a reasoned resolution and inform the complainant
- B. alter supporting records after auditors request them
- C. display works records and enable beneficiaries to verify delivery
- D. invite reasoned feedback before finalising a local service design

Q427. Which action most directly violates Social audit?

- A. link authority and resources to measurable service results
- B. limit programme verification to the implementing official's private report
- C. consult users early enough for their input to influence design
- D. enable a representative monitoring committee to review service standards

Q428. Which action most directly violates Citizen oversight?

- A. exclude all service users from evaluating delivery
- B. submit records to review and accept lawful consequences
- C. preserve evidence and act on verified audit findings
- D. track a complaint to a reasoned resolution and inform the complainant

Q429. Which action most directly violates Grievance redress?

- A. link authority and resources to measurable service results
- B. count receipt of a grievance as its disposal
- C. embed ethical standards in decisions, systems and institutional incentives
- D. display works records and enable beneficiaries to verify delivery

Q430. Which action most directly violates Performance accountability?

- A. reward target numbers that were achieved by excluding difficult cases
- B. enable a representative monitoring committee to review service standards
- C. submit records to review and accept lawful consequences
- D. publish selection criteria, decisions and permitted records in accessible form

Q431. Which statement best distinguishes Accountability from Ethical governance?

- A. Accountability and Ethical governance are identical and can never be distinguished.
- B. Accountability concerns governance shaped by integrity, fairness, transparency, accountability and public welfare, whereas Ethical governance concerns an obligation to explain and justify conduct, coupled with the possibility of correction or sanction.
- C. Accountability concerns an obligation to explain and justify conduct, coupled with the possibility of correction or sanction, whereas Ethical governance concerns governance shaped by integrity, fairness, transparency, accountability and public welfare.
- D. Neither Accountability nor Ethical governance has any relevance to public administration.

Q432. Which statement best distinguishes Ethical governance from Transparency?

- A. Ethical governance concerns availability and clarity of relevant governmental information, processes and reasons, whereas Transparency concerns governance shaped by integrity, fairness, transparency, accountability and public welfare.
- B. Neither Ethical governance nor Transparency has any relevance to public administration.
- C. Ethical governance and Transparency are identical and can never be distinguished.
- D. Ethical governance concerns governance shaped by integrity, fairness, transparency, accountability and public welfare, whereas Transparency concerns availability and clarity of relevant governmental information, processes and reasons.

Q433. Which statement best distinguishes Transparency from Openness?

- A. Transparency and Openness are identical and can never be distinguished.
- B. Transparency concerns availability and clarity of relevant governmental information, processes and reasons, whereas Openness concerns institutional willingness to receive scrutiny, ideas, information and participation.
- C. Transparency concerns institutional willingness to receive scrutiny, ideas, information and participation, whereas Openness concerns availability and clarity of relevant governmental information, processes and reasons.
- D. Neither Transparency nor Openness has any relevance to public administration.

Q434. Which statement best distinguishes Openness from Participation?

- A. Openness and Participation are identical and can never be distinguished.
- B. Openness concerns institutional willingness to receive scrutiny, ideas, information and participation, whereas Participation concerns meaningful involvement of affected people in public decisions and implementation.
- C. Neither Openness nor Participation has any relevance to public administration.
- D. Openness concerns meaningful involvement of affected people in public decisions and implementation, whereas Participation concerns institutional willingness to receive scrutiny, ideas, information and participation.

Q435. Which statement best distinguishes Participation from Audit?

- A.** Participation concerns meaningful involvement of affected people in public decisions and implementation, whereas Audit concerns independent examination of records, controls and performance against established criteria.
- B.** Neither Participation nor Audit has any relevance to public administration.
- C.** Participation and Audit are identical and can never be distinguished.
- D.** Participation concerns independent examination of records, controls and performance against established criteria, whereas Audit concerns meaningful involvement of affected people in public decisions and implementation.

Q436. Which statement best distinguishes Audit from Social audit?

- A.** Audit and Social audit are identical and can never be distinguished.
- B.** Audit concerns public verification of programme records and outcomes by or with affected communities, whereas Social audit concerns independent examination of records, controls and performance against established criteria.
- C.** Audit concerns independent examination of records, controls and performance against established criteria, whereas Social audit concerns public verification of programme records and outcomes by or with affected communities.
- D.** Neither Audit nor Social audit has any relevance to public administration.

Q437. Which statement best distinguishes Social audit from Citizen oversight?

- A.** Social audit concerns scrutiny of public action through accessible information, institutions and civic participation, whereas Citizen oversight concerns public verification of programme records and outcomes by or with affected communities.
- B.** Social audit and Citizen oversight are identical and can never be distinguished.
- C.** Social audit concerns public verification of programme records and outcomes by or with affected communities, whereas Citizen oversight concerns scrutiny of public action through accessible information, institutions and civic participation.
- D.** Neither Social audit nor Citizen oversight has any relevance to public administration.

Q438. Which statement best distinguishes Citizen oversight from Grievance redress?

- A.** Citizen oversight and Grievance redress are identical and can never be distinguished.
- B.** Neither Citizen oversight nor Grievance redress has any relevance to public administration.
- C.** Citizen oversight concerns scrutiny of public action through accessible information, institutions and civic participation, whereas Grievance redress concerns a fair, accessible and time-bound process for resolving complaints and correcting service failure.
- D.** Citizen oversight concerns a fair, accessible and time-bound process for resolving complaints and correcting service failure, whereas Grievance redress concerns scrutiny of public action through accessible information, institutions and civic participation.

Q439. Which statement best distinguishes Grievance redress from Performance accountability?

- A. Neither Grievance redress nor Performance accountability has any relevance to public administration.
- B. Grievance redress concerns responsibility for agreed outputs and outcomes assessed through relevant indicators and review, whereas Performance accountability concerns a fair, accessible and time-bound process for resolving complaints and correcting service failure.
- C. Grievance redress concerns a fair, accessible and time-bound process for resolving complaints and correcting service failure, whereas Performance accountability concerns responsibility for agreed outputs and outcomes assessed through relevant indicators and review.
- D. Grievance redress and Performance accountability are identical and can never be distinguished.

Q440. Which statement best distinguishes Performance accountability from Accountability?

- A. Performance accountability concerns responsibility for agreed outputs and outcomes assessed through relevant indicators and review, whereas Accountability concerns an obligation to explain and justify conduct, coupled with the possibility of correction or sanction.
- B. Performance accountability and Accountability are identical and can never be distinguished.
- C. Performance accountability concerns an obligation to explain and justify conduct, coupled with the possibility of correction or sanction, whereas Accountability concerns responsibility for agreed outputs and outcomes assessed through relevant indicators and review.
- D. Neither Performance accountability nor Accountability has any relevance to public administration.

Q441. A district officer discovers that the present practice effectively means officials provide publicity without any forum able to question or correct. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Submit records to review and accept lawful consequences, document the reasons, and permit appropriate review.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q442. A department head discovers that the present practice effectively means officials depend entirely on the personal goodness of one office-holder. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Embed ethical standards in decisions, systems and institutional incentives, document the reasons, and permit appropriate review.

Q443. A block development officer discovers that the present practice effectively means officials keep routine public criteria secret to preserve official convenience. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Continue the practice because changing it may attract criticism.
- C. Publish selection criteria, decisions and permitted records in accessible form, document the reasons, and permit appropriate review.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q444. A procurement officer discovers that the present practice effectively means officials treat every external question as disloyalty. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Invite reasoned feedback before finalising a local service design, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q445. A secretariat officer discovers that the present practice effectively means officials announce a finished decision as consultation after all choices are closed. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Consult users early enough for their input to influence design, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Continue the practice because changing it may attract criticism.

Q446. A district officer discovers that the present practice effectively means officials alter supporting records after auditors request them. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Preserve evidence and act on verified audit findings, document the reasons, and permit appropriate review.
- D. Continue the practice because changing it may attract criticism.

Q447. A department head discovers that the present practice effectively means officials limit programme verification to the implementing official's private report. What is the most ethically appropriate response?

- A. Display works records and enable beneficiaries to verify delivery, document the reasons, and permit appropriate review.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Continue the practice because changing it may attract criticism.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q448. A block development officer discovers that the present practice effectively means officials exclude all service users from evaluating delivery. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Enable a representative monitoring committee to review service standards, document the reasons, and permit appropriate review.
- C. Continue the practice because changing it may attract criticism.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q449. A procurement officer discovers that the present practice effectively means officials count receipt of a grievance as its disposal. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Continue the practice because changing it may attract criticism.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Track a complaint to a reasoned resolution and inform the complainant, document the reasons, and permit appropriate review.

Q450. A secretariat officer discovers that the present practice effectively means officials reward target numbers that were achieved by excluding difficult cases. What is the most ethically appropriate response?

- A. Link authority and resources to measurable service results, document the reasons, and permit appropriate review.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Continue the practice because changing it may attract criticism.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Module 9: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
401	B	402	A	403	A	404	D	405	A
406	C	407	B	408	C	409	B	410	C
411	A	412	D	413	D	414	C	415	C
416	B	417	C	418	D	419	B	420	C
421	A	422	B	423	D	424	B	425	A
426	B	427	B	428	A	429	B	430	A
431	C	432	D	433	B	434	B	435	A
436	C	437	C	438	C	439	C	440	A
441	B	442	D	443	C	444	C	445	B
446	C	447	A	448	B	449	D	450	A

Explanations

Q401 — B. Accountability means an obligation to explain and justify conduct, coupled with the possibility of correction or sanction.

Q402 — A. Ethical governance means governance shaped by integrity, fairness, transparency, accountability and public welfare.

Q403 — A. Transparency means availability and clarity of relevant governmental information, processes and reasons.

Q404 — D. Openness means institutional willingness to receive scrutiny, ideas, information and participation.

Q405 — A. Participation means meaningful involvement of affected people in public decisions and implementation.

Q406 — C. Audit means independent examination of records, controls and performance against established criteria.

Q407 — B. Social audit means public verification of programme records and outcomes by or with affected communities.

Q408 — C. Citizen oversight means scrutiny of public action through accessible information, institutions and civic participation.

Q409 — B. Grievance redress means a fair, accessible and time-bound process for resolving complaints and correcting service failure.

Q410 — C. Performance accountability means responsibility for agreed outputs and outcomes assessed through relevant indicators and review.

Q411 — A. The action demonstrates Accountability because it applies an obligation to explain and justify conduct, coupled with the possibility of correction or sanction in practice.

Q412 — D. The action demonstrates Ethical governance because it applies governance shaped by integrity, fairness, transparency, accountability and public welfare in practice.

Q413 — D. The action demonstrates Transparency because it applies availability and clarity of relevant governmental information, processes and reasons in practice.

Q414 — C. The action demonstrates Openness because it applies institutional willingness to receive scrutiny, ideas, information and participation in practice.

Q415 — C. The action demonstrates Participation because it applies meaningful involvement of affected people in public decisions and implementation in practice.

Q416 — B. The action demonstrates Audit because it applies independent examination of records, controls and performance against established criteria in practice.

Q417 — C. The action demonstrates Social audit because it applies public verification of programme records and outcomes by or with affected communities in practice.

Q418 — D. The action demonstrates Citizen oversight because it applies scrutiny of public action through accessible information, institutions and civic participation in practice.

Q419 — B. The action demonstrates Grievance redress because it applies a fair, accessible and time-bound process for resolving complaints and correcting service failure in practice.

Q420 — C. The action demonstrates Performance accountability because it applies responsibility for agreed outputs and outcomes assessed through relevant indicators and review in practice.

Q421 — A. This action contradicts Accountability: an obligation to explain and justify conduct, coupled with the possibility of correction or sanction.

Q422 — B. This action contradicts Ethical governance: governance shaped by integrity, fairness, transparency, accountability and public welfare.

Q423 — D. This action contradicts Transparency: availability and clarity of relevant governmental information, processes and reasons.

Q424 — B. This action contradicts Openness: institutional willingness to receive scrutiny, ideas, information and participation.

Q425 — A. This action contradicts Participation: meaningful involvement of affected people in public decisions and implementation.

Q426 — B. This action contradicts Audit: independent examination of records, controls and performance against established criteria.

Q427 — B. This action contradicts Social audit: public verification of programme records and outcomes by or with affected communities.

Q428 — A. This action contradicts Citizen oversight: scrutiny of public action through accessible information, institutions and civic participation.

Q429 — B. This action contradicts Grievance redress: a fair, accessible and time-bound process for resolving complaints and correcting service failure.

Q430 — A. This action contradicts Performance accountability: responsibility for agreed outputs and outcomes assessed through relevant indicators and review.

Q431 — C. Accountability concerns an obligation to explain and justify conduct, coupled with the possibility of correction or sanction, whereas Ethical governance concerns governance shaped by integrity, fairness, transparency, accountability and public welfare.

Q432 — D. Ethical governance concerns governance shaped by integrity, fairness, transparency, accountability and public welfare, whereas Transparency concerns availability and clarity of relevant governmental information, processes and reasons.

Q433 — B. Transparency concerns availability and clarity of relevant governmental information, processes and reasons, whereas Openness concerns institutional willingness to receive scrutiny, ideas, information and participation.

Q434 — B. Openness concerns institutional willingness to receive scrutiny, ideas, information and participation, whereas Participation concerns meaningful involvement of affected people in public decisions and implementation.

Q435 — A. Participation concerns meaningful involvement of affected people in public decisions and implementation, whereas Audit concerns independent examination of records, controls and performance against established criteria.

Q436 — C. Audit concerns independent examination of records, controls and performance against established criteria, whereas Social audit concerns public verification of programme records and outcomes by or with affected communities.

Q437 — C. Social audit concerns public verification of programme records and outcomes by or with affected communities, whereas Citizen oversight concerns scrutiny of public action through accessible information, institutions and civic participation.

Q438 — C. Citizen oversight concerns scrutiny of public action through accessible information, institutions and civic participation, whereas Grievance redress concerns a fair, accessible and time-bound process for resolving complaints and correcting service failure.

Q439 — C. Grievance redress concerns a fair, accessible and time-bound process for resolving complaints and correcting service failure, whereas Performance accountability concerns responsibility for agreed outputs and outcomes assessed through relevant indicators and review.

Q440 — A. Performance accountability concerns responsibility for agreed outputs and outcomes assessed through relevant indicators and review, whereas Accountability concerns an obligation to explain and justify conduct, coupled with the possibility of correction or sanction.

Q441 — B. The best response operationalises Accountability (an obligation to explain and justify conduct, coupled with the possibility of correction or sanction) while preserving reasons, procedure and review.

Q442 — D. The best response operationalises Ethical governance (governance shaped by integrity, fairness, transparency, accountability and public welfare) while preserving reasons, procedure and review.

Q443 — C. The best response operationalises Transparency (availability and clarity of relevant governmental information, processes and reasons) while preserving reasons, procedure and review.

Q444 — C. The best response operationalises Openness (institutional willingness to receive scrutiny, ideas, information and participation) while preserving reasons, procedure and review.

Q445 — B. The best response operationalises Participation (meaningful involvement of affected people in public decisions and implementation) while preserving reasons, procedure and review.

Q446 — C. The best response operationalises Audit (independent examination of records, controls and performance against established criteria) while preserving reasons, procedure and review.

Q447 — A. The best response operationalises Social audit (public verification of programme records and outcomes by or with affected communities) while preserving reasons, procedure and review.

Q448 — B. The best response operationalises Citizen oversight (scrutiny of public action through accessible information, institutions and civic participation) while preserving reasons, procedure and review.

Q449 — D. The best response operationalises Grievance redress (a fair, accessible and time-bound process for resolving complaints and correcting service failure) while preserving reasons, procedure and review.

Q450 — A. The best response operationalises Performance accountability (responsibility for agreed outputs and outcomes assessed through relevant indicators and review) while preserving reasons, procedure and review.

Module 10: Probity Instruments: Transparency, RTI and Codes

Syllabus link: *Probity tools, information sharing, codes and citizen-facing commitments.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q451. Which term is best described as uprightness, integrity and adherence to high ethical standards in public office?

- A. Sevottam
- B. Citizen's Charter
- C. Proactive disclosure
- D. Probity

Q452. Which term is best described as a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions?

- A. Service standard
- B. Code of ethics
- C. E-governance
- D. Right to Information

Q453. Which term is best described as publication of important public information without waiting for individual requests?

- A. Open government
- B. Sevottam
- C. Proactive disclosure
- D. Code of conduct

Q454. Which term is best described as a statement of broad values and principles that should guide judgment and behaviour?

- A. Probity
- B. Citizen's Charter
- C. Code of ethics
- D. E-governance

Q455. Which term is best described as specific enforceable standards describing required and prohibited official behaviour?

- A. Code of conduct
- B. Right to Information
- C. Service standard
- D. Open government

Q456. Which term is best described as a public declaration of service standards, responsibilities and grievance avenues?

- A. Probity
- B. Sevottam
- C. Proactive disclosure
- D. Citizen's Charter

Q457. Which term is best described as a clear, measurable and public commitment about the level or time of service?

- A. Code of ethics
- B. E-governance
- C. Right to Information
- D. Service standard

Q458. Which term is best described as a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability?

- A. Code of conduct
- B. Sevottam
- C. Proactive disclosure
- D. Open government

Q459. Which term is best described as use of information and communication technology to improve governmental processes, access and services?

- A. Citizen's Charter
- B. Probity
- C. E-governance
- D. Code of ethics

Q460. Which term is best described as governance that combines transparency, participation and accountability?

- A. Code of conduct
- B. Right to Information
- C. Service standard
- D. Open government

Q461. Which action most clearly demonstrates Probity?

- A. promise to act 'soon' without a measurable benchmark
- B. reject a request merely because disclosure may embarrass the office
- C. replace every concrete conduct rule with an undefined aspiration
- D. choose a transparent process that avoids both wrongdoing and its reasonable appearance

Q462. Which action most clearly demonstrates Right to Information?

- A. force citizens to file separate requests for routinely publishable information
- B. announce vague promises with no standards or complaint channel
- C. focus only on publicity while ignoring grievances and delivery capability
- D. process an information request within the legal framework and justify any exemption

Q463. Which action most clearly demonstrates Proactive disclosure?

- A. digitise a confusing process without removing arbitrary steps
- B. treat a values statement as a complete list of punishable offences
- C. promise to act 'soon' without a measurable benchmark
- D. regularly publish functions, rules, budgets and decision procedures

Q464. Which action most clearly demonstrates Code of ethics?

- A. focus only on publicity while ignoring grievances and delivery capability
- B. replace every concrete conduct rule with an undefined aspiration
- C. publish large unreadable files while blocking participation and review
- D. use integrity and impartiality principles to reason through an unforeseen issue

Q465. Which action most clearly demonstrates Code of conduct?

- A. announce vague promises with no standards or complaint channel
- B. use technical legality to conceal a self-serving arrangement
- C. digitise a confusing process without removing arbitrary steps
- D. apply a rule barring acceptance of an improper gift

Q466. Which action most clearly demonstrates Citizen's Charter?

- A. publish realistic timelines and remedies and monitor compliance
- B. reject a request merely because disclosure may embarrass the office
- C. promise to act 'soon' without a measurable benchmark
- D. publish large unreadable files while blocking participation and review

Q467. Which action most clearly demonstrates Service standard?

- A. focus only on publicity while ignoring grievances and delivery capability
- B. use technical legality to conceal a self-serving arrangement
- C. commit to issuing eligible certificates within a stated number of working days
- D. force citizens to file separate requests for routinely publishable information

Q468. Which action most clearly demonstrates Sevottam?

- A. treat a values statement as a complete list of punishable offences
- B. reject a request merely because disclosure may embarrass the office
- C. improve standards, complaint handling and organisational capacity together
- D. digitise a confusing process without removing arbitrary steps

Q469. Which action most clearly demonstrates E-governance?

- A. provide a traceable online service with assisted access for excluded users
- B. publish large unreadable files while blocking participation and review
- C. replace every concrete conduct rule with an undefined aspiration
- D. force citizens to file separate requests for routinely publishable information

Q470. Which action most clearly demonstrates Open government?

- A. use technical legality to conceal a self-serving arrangement
- B. announce vague promises with no standards or complaint channel
- C. treat a values statement as a complete list of punishable offences
- D. release usable data, invite participation and respond to scrutiny

Q471. Which action most directly violates Probity?

- A. provide a traceable online service with assisted access for excluded users
- B. use integrity and impartiality principles to reason through an unforeseen issue
- C. use technical legality to conceal a self-serving arrangement
- D. process an information request within the legal framework and justify any exemption

Q472. Which action most directly violates Right to Information?

- A. release usable data, invite participation and respond to scrutiny
- B. reject a request merely because disclosure may embarrass the office
- C. apply a rule barring acceptance of an improper gift
- D. regularly publish functions, rules, budgets and decision procedures

Q473. Which action most directly violates Proactive disclosure?

- A. force citizens to file separate requests for routinely publishable information
- B. publish realistic timelines and remedies and monitor compliance
- C. use integrity and impartiality principles to reason through an unforeseen issue
- D. choose a transparent process that avoids both wrongdoing and its reasonable appearance

Q474. Which action most directly violates Code of ethics?

- A. commit to issuing eligible certificates within a stated number of working days
- B. process an information request within the legal framework and justify any exemption
- C. apply a rule barring acceptance of an improper gift
- D. treat a values statement as a complete list of punishable offences

Q475. Which action most directly violates Code of conduct?

- A. improve standards, complaint handling and organisational capacity together
- B. replace every concrete conduct rule with an undefined aspiration
- C. regularly publish functions, rules, budgets and decision procedures
- D. publish realistic timelines and remedies and monitor compliance

Q476. Which action most directly violates Citizen's Charter?

- A. commit to issuing eligible certificates within a stated number of working days
- B. provide a traceable online service with assisted access for excluded users
- C. announce vague promises with no standards or complaint channel
- D. use integrity and impartiality principles to reason through an unforeseen issue

Q477. Which action most directly violates Service standard?

- A. release usable data, invite participation and respond to scrutiny
- B. improve standards, complaint handling and organisational capacity together
- C. promise to act 'soon' without a measurable benchmark
- D. apply a rule barring acceptance of an improper gift

Q478. Which action most directly violates Sevottam?

- A. focus only on publicity while ignoring grievances and delivery capability
- B. publish realistic timelines and remedies and monitor compliance
- C. choose a transparent process that avoids both wrongdoing and its reasonable appearance
- D. provide a traceable online service with assisted access for excluded users

Q479. Which action most directly violates E-governance?

- A. digitise a confusing process without removing arbitrary steps
- B. process an information request within the legal framework and justify any exemption
- C. release usable data, invite participation and respond to scrutiny
- D. commit to issuing eligible certificates within a stated number of working days

Q480. Which action most directly violates Open government?

- A. choose a transparent process that avoids both wrongdoing and its reasonable appearance
- B. improve standards, complaint handling and organisational capacity together
- C. regularly publish functions, rules, budgets and decision procedures
- D. publish large unreadable files while blocking participation and review

Q481. Which statement best distinguishes Probity from Right to Information?

- A. Probity concerns a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions, whereas Right to Information concerns uprightness, integrity and adherence to high ethical standards in public office.
- B. Neither Probity nor Right to Information has any relevance to public administration.
- C. Probity and Right to Information are identical and can never be distinguished.
- D. Probity concerns uprightness, integrity and adherence to high ethical standards in public office, whereas Right to Information concerns a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions.

Q482. Which statement best distinguishes Right to Information from Proactive disclosure?

- A. Right to Information concerns publication of important public information without waiting for individual requests, whereas Proactive disclosure concerns a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions.
- B. Right to Information and Proactive disclosure are identical and can never be distinguished.
- C. Right to Information concerns a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions, whereas Proactive disclosure concerns publication of important public information without waiting for individual requests.
- D. Neither Right to Information nor Proactive disclosure has any relevance to public administration.

Q483. Which statement best distinguishes Proactive disclosure from Code of ethics?

- A. Proactive disclosure concerns a statement of broad values and principles that should guide judgment and behaviour, whereas Code of ethics concerns publication of important public information without waiting for individual requests.
- B. Neither Proactive disclosure nor Code of ethics has any relevance to public administration.
- C. Proactive disclosure and Code of ethics are identical and can never be distinguished.
- D. Proactive disclosure concerns publication of important public information without waiting for individual requests, whereas Code of ethics concerns a statement of broad values and principles that should guide judgment and behaviour.

Q484. Which statement best distinguishes Code of ethics from Code of conduct?

- A. Code of ethics concerns a statement of broad values and principles that should guide judgment and behaviour, whereas Code of conduct concerns specific enforceable standards describing required and prohibited official behaviour.
- B. Neither Code of ethics nor Code of conduct has any relevance to public administration.
- C. Code of ethics concerns specific enforceable standards describing required and prohibited official behaviour, whereas Code of conduct concerns a statement of broad values and principles that should guide judgment and behaviour.
- D. Code of ethics and Code of conduct are identical and can never be distinguished.

Q485. Which statement best distinguishes Code of conduct from Citizen's Charter?

- A. Code of conduct and Citizen's Charter are identical and can never be distinguished.
- B. Code of conduct concerns a public declaration of service standards, responsibilities and grievance avenues, whereas Citizen's Charter concerns specific enforceable standards describing required and prohibited official behaviour.
- C. Neither Code of conduct nor Citizen's Charter has any relevance to public administration.
- D. Code of conduct concerns specific enforceable standards describing required and prohibited official behaviour, whereas Citizen's Charter concerns a public declaration of service standards, responsibilities and grievance avenues.

Q486. Which statement best distinguishes Citizen's Charter from Service standard?

- A. Citizen's Charter concerns a clear, measurable and public commitment about the level or time of service, whereas Service standard concerns a public declaration of service standards, responsibilities and grievance avenues.
- B. Neither Citizen's Charter nor Service standard has any relevance to public administration.
- C. Citizen's Charter and Service standard are identical and can never be distinguished.
- D. Citizen's Charter concerns a public declaration of service standards, responsibilities and grievance avenues, whereas Service standard concerns a clear, measurable and public commitment about the level or time of service.

Q487. Which statement best distinguishes Service standard from Sevottam?

- A. Service standard concerns a clear, measurable and public commitment about the level or time of service, whereas Sevottam concerns a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability.
- B. Service standard and Sevottam are identical and can never be distinguished.
- C. Neither Service standard nor Sevottam has any relevance to public administration.
- D. Service standard concerns a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability, whereas Sevottam concerns a clear, measurable and public commitment about the level or time of service.

Q488. Which statement best distinguishes Sevottam from E-governance?

- A. Neither Sevottam nor E-governance has any relevance to public administration.
- B. Sevottam and E-governance are identical and can never be distinguished.
- C. Sevottam concerns use of information and communication technology to improve governmental processes, access and services, whereas E-governance concerns a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability.
- D. Sevottam concerns a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability, whereas E-governance concerns use of information and communication technology to improve governmental processes, access and services.

Q489. Which statement best distinguishes E-governance from Open government?

- A. Neither E-governance nor Open government has any relevance to public administration.
- B. E-governance concerns governance that combines transparency, participation and accountability, whereas Open government concerns use of information and communication technology to improve governmental processes, access and services.
- C. E-governance concerns use of information and communication technology to improve governmental processes, access and services, whereas Open government concerns governance that combines transparency, participation and accountability.
- D. E-governance and Open government are identical and can never be distinguished.

Q490. Which statement best distinguishes Open government from Probity?

- A. Open government concerns governance that combines transparency, participation and accountability, whereas Probity concerns uprightness, integrity and adherence to high ethical standards in public office.
- B. Open government concerns uprightness, integrity and adherence to high ethical standards in public office, whereas Probity concerns governance that combines transparency, participation and accountability.
- C. Neither Open government nor Probity has any relevance to public administration.
- D. Open government and Probity are identical and can never be distinguished.

Q491. A district officer discovers that the present practice effectively means officials use technical legality to conceal a self-serving arrangement. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Choose a transparent process that avoids both wrongdoing and its reasonable appearance, document the reasons, and permit appropriate review.

Q492. A department head discovers that the present practice effectively means officials reject a request merely because disclosure may embarrass the office. What is the most ethically appropriate response?

- A. Process an information request within the legal framework and justify any exemption, document the reasons, and permit appropriate review.
- B. Continue the practice because changing it may attract criticism.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q493. A block development officer discovers that the present practice effectively means officials force citizens to file separate requests for routinely publishable information. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Continue the practice because changing it may attract criticism.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Regularly publish functions, rules, budgets and decision procedures, document the reasons, and permit appropriate review.

Q494. A procurement officer discovers that the present practice effectively means officials treat a values statement as a complete list of punishable offences. What is the most ethically appropriate response?

- A. Use integrity and impartiality principles to reason through an unforeseen issue, document the reasons, and permit appropriate review.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Continue the practice because changing it may attract criticism.

Q495. A secretariat officer discovers that the present practice effectively means officials replace every concrete conduct rule with an undefined aspiration. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Apply a rule barring acceptance of an improper gift, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q496. A district officer discovers that the present practice effectively means officials announce vague promises with no standards or complaint channel. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Publish realistic timelines and remedies and monitor compliance, document the reasons, and permit appropriate review.

Q497. A department head discovers that the present practice effectively means officials promise to act 'soon' without a measurable benchmark. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Commit to issuing eligible certificates within a stated number of working days, document the reasons, and permit appropriate review.
- D. Continue the practice because changing it may attract criticism.

Q498. A block development officer discovers that the present practice effectively means officials focus only on publicity while ignoring grievances and delivery capability. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Improve standards, complaint handling and organisational capacity together, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q499. A procurement officer discovers that the present practice effectively means officials digitise a confusing process without removing arbitrary steps. What is the most ethically appropriate response?

- A.** Continue the practice because changing it may attract criticism.
- B.** Respond through personal retaliation without verifying facts or following fair procedure.
- C.** Conceal the issue and inform only persons who personally benefit from silence.
- D.** Provide a traceable online service with assisted access for excluded users, document the reasons, and permit appropriate review.

Q500. A secretariat officer discovers that the present practice effectively means officials publish large unreadable files while blocking participation and review. What is the most ethically appropriate response?

- A.** Conceal the issue and inform only persons who personally benefit from silence.
- B.** Release usable data, invite participation and respond to scrutiny, document the reasons, and permit appropriate review.
- C.** Continue the practice because changing it may attract criticism.
- D.** Respond through personal retaliation without verifying facts or following fair procedure.

Module 10: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
451	D	452	D	453	C	454	C	455	A
456	D	457	D	458	B	459	C	460	D
461	D	462	D	463	D	464	D	465	D
466	A	467	C	468	C	469	A	470	D
471	C	472	B	473	A	474	D	475	B
476	C	477	C	478	A	479	A	480	D
481	D	482	C	483	D	484	A	485	D
486	D	487	A	488	D	489	C	490	A
491	D	492	A	493	D	494	A	495	C
496	D	497	C	498	C	499	D	500	B

Explanations

Q451 — D. Probity means uprightness, integrity and adherence to high ethical standards in public office.

Q452 — D. Right to Information means a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions.

Q453 — C. Proactive disclosure means publication of important public information without waiting for individual requests.

Q454 — C. Code of ethics means a statement of broad values and principles that should guide judgment and behaviour.

Q455 — A. Code of conduct means specific enforceable standards describing required and prohibited official behaviour.

Q456 — D. Citizen's Charter means a public declaration of service standards, responsibilities and grievance avenues.

Q457 — D. Service standard means a clear, measurable and public commitment about the level or time of service.

Q458 — B. Sevottam means a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability.

Q459 — C. E-governance means use of information and communication technology to improve governmental processes, access and services.

Q460 — D. Open government means governance that combines transparency, participation and accountability.

Q461 — D. The action demonstrates Probity because it applies uprightness, integrity and adherence to high ethical standards in public office in practice.

Q462 — D. The action demonstrates Right to Information because it applies a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions in practice.

Q463 — D. The action demonstrates Proactive disclosure because it applies publication of important public information without waiting for individual requests in practice.

Q464 — D. The action demonstrates Code of ethics because it applies a statement of broad values and principles that should guide judgment and behaviour in practice.

Q465 — D. The action demonstrates Code of conduct because it applies specific enforceable standards describing required and prohibited official behaviour in practice.

Q466 — A. The action demonstrates Citizen's Charter because it applies a public declaration of service standards, responsibilities and grievance avenues in practice.

Q467 — C. The action demonstrates Service standard because it applies a clear, measurable and public commitment about the level or time of service in practice.

Q468 — C. The action demonstrates Sevottam because it applies a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability in practice.

Q469 — A. The action demonstrates E-governance because it applies use of information and communication technology to improve governmental processes, access and services in practice.

Q470 — D. The action demonstrates Open government because it applies governance that combines transparency, participation and accountability in practice.

Q471 — C. This action contradicts Probity: uprightness, integrity and adherence to high ethical standards in public office.

Q472 — B. This action contradicts Right to Information: a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions.

Q473 — A. This action contradicts Proactive disclosure: publication of important public information without waiting for individual requests.

Q474 — D. This action contradicts Code of ethics: a statement of broad values and principles that should guide judgment and behaviour.

Q475 — B. This action contradicts Code of conduct: specific enforceable standards describing required and prohibited official behaviour.

Q476 — C. This action contradicts Citizen's Charter: a public declaration of service standards, responsibilities and grievance avenues.

Q477 — C. This action contradicts Service standard: a clear, measurable and public commitment about the level or time of service.

Q478 — A. This action contradicts Sevottam: a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability.

Q479 — A. This action contradicts E-governance: use of information and communication technology to improve governmental processes, access and services.

Q480 — D. This action contradicts Open government: governance that combines transparency, participation and accountability.

Q481 — D. Probity concerns uprightness, integrity and adherence to high ethical standards in public office, whereas Right to Information concerns a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions.

Q482 — C. Right to Information concerns a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions, whereas Proactive disclosure concerns publication of important public information without waiting for individual requests.

Q483 — D. Proactive disclosure concerns publication of important public information without waiting for individual requests, whereas Code of ethics concerns a statement of broad values and principles that should guide judgment and behaviour.

Q484 — A. Code of ethics concerns a statement of broad values and principles that should guide judgment and behaviour, whereas Code of conduct concerns specific enforceable standards describing required and prohibited official behaviour.

Q485 — D. Code of conduct concerns specific enforceable standards describing required and prohibited official behaviour, whereas Citizen's Charter concerns a public declaration of service standards, responsibilities and grievance avenues.

Q486 — D. Citizen's Charter concerns a public declaration of service standards, responsibilities and grievance avenues, whereas Service standard concerns a clear, measurable and public commitment about the level or time of service.

Q487 — A. Service standard concerns a clear, measurable and public commitment about the level or time of service, whereas Sevottam concerns a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability.

Q488 — D. Sevottam concerns a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability, whereas E-governance concerns use of information and communication technology to improve governmental processes, access and services.

Q489 — C. E-governance concerns use of information and communication technology to improve governmental processes, access and services, whereas Open government concerns governance that combines transparency, participation and accountability.

Q490 — A. Open government concerns governance that combines transparency, participation and accountability, whereas Probity concerns uprightness, integrity and adherence to high ethical standards in public office.

Q491 — D. The best response operationalises Probity (uprightness, integrity and adherence to high ethical standards in public office) while preserving reasons, procedure and review.

Q492 — A. The best response operationalises Right to Information (a statutory mechanism enabling citizens to seek information held by public authorities, subject to lawful exemptions) while preserving reasons, procedure and review.

Q493 — D. The best response operationalises Proactive disclosure (publication of important public information without waiting for individual requests) while preserving reasons, procedure and review.

Q494 — A. The best response operationalises Code of ethics (a statement of broad values and principles that should guide judgment and behaviour) while preserving reasons, procedure and review.

Q495 — C. The best response operationalises Code of conduct (specific enforceable standards describing required and prohibited official behaviour) while preserving reasons, procedure and review.

Q496 — D. The best response operationalises Citizen's Charter (a public declaration of service standards, responsibilities and grievance avenues) while preserving reasons, procedure and review.

Q497 — C. The best response operationalises Service standard (a clear, measurable and public commitment about the level or time of service) while preserving reasons, procedure and review.

Q498 — C. The best response operationalises Sevottam (a quality-management framework integrating Citizen's Charters, grievance redress and service-delivery capability) while preserving reasons, procedure and review.

Q499 — D. The best response operationalises E-governance (use of information and communication technology to improve governmental processes, access and services) while preserving reasons, procedure and review.

Q500 — B. The best response operationalises Open government (governance that combines transparency, participation and accountability) while preserving reasons, procedure and review.

Module 11: Work Culture, Service Delivery and Public Funds

Syllabus link: *Quality of service delivery, work culture and responsible use of public resources.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q501. Which term is best described as shared workplace values, norms and habits that shape how an organisation performs?

- A. Effectiveness
- B. Service quality
- C. Value for money
- D. Work culture

Q502. Which term is best described as producing a given output with the least necessary time, cost or resources?

- A. Economy
- B. Outcome budgeting
- C. Timeliness
- D. Efficiency

Q503. Which term is best described as the extent to which an action achieves its intended objective or outcome?

- A. Value for money
- B. Equity
- C. Procurement integrity
- D. Effectiveness

Q504. Which term is best described as acquiring inputs of suitable quality at the lowest reasonable cost?

- A. Work culture
- B. Outcome budgeting
- C. Economy
- D. Service quality

Q505. Which term is best described as fair distribution that recognises relevant differences in need and disadvantage?

- A. Efficiency
- B. Timeliness
- C. Equity
- D. Procurement integrity

Q506. Which term is best described as the degree to which delivery is reliable, accurate, accessible and respectful?

- A. Service quality
- B. Work culture
- C. Effectiveness
- D. Value for money

Q507. Which term is best described as delivery within a period appropriate to the right, need and stated commitment?

- A. Economy
- B. Outcome budgeting
- C. Timeliness
- D. Efficiency

Q508. Which term is best described as the balanced pursuit of economy, efficiency and effectiveness in public spending?

- A. Value for money
- B. Effectiveness
- C. Equity
- D. Procurement integrity

Q509. Which term is best described as linking public expenditure to intended outputs and social outcomes?

- A. Service quality
- B. Work culture
- C. Economy
- D. Outcome budgeting

Q510. Which term is best described as fair, transparent and accountable acquisition that protects competition and public value?

- A. Equity
- B. Timeliness
- C. Efficiency
- D. Procurement integrity

Q511. Which action most clearly demonstrates Work culture?

- A. allow avoidable delay until the service becomes useless
- B. use more staff-hours than needed for the same reliable result
- C. leaders reward cooperation, integrity and timely problem-solving
- D. give identical channels while knowing one group cannot physically access them

Q512. Which action most clearly demonstrates Efficiency?

- A. increase speed by accepting frequent harmful mistakes
- B. choose the lowest initial price despite predictable failure
- C. judge success solely by money spent regardless of outcomes
- D. reduce duplicate verification while preserving accuracy

Q513. Which action most clearly demonstrates Effectiveness?

- A. measure whether a nutrition scheme actually reduces the targeted deficiency
- B. buy the cheapest unusable material and call it savings
- C. allow avoidable delay until the service becomes useless
- D. treat full budget utilisation as sufficient evidence of success

Q514. Which action most clearly demonstrates Economy?

- A. tailor specifications secretly to a favoured supplier
- B. choose the lowest initial price despite predictable failure
- C. purchase fit-for-purpose supplies through competitive and prudent sourcing
- D. give identical channels while knowing one group cannot physically access them

Q515. Which action most clearly demonstrates Equity?

- A. increase speed by accepting frequent harmful mistakes
- B. treat full budget utilisation as sufficient evidence of success
- C. provide additional access support to remote persons facing genuine barriers
- D. informal norms reward delay and punish employees who improve processes

Q516. Which action most clearly demonstrates Service quality?

- A. tailor specifications secretly to a favoured supplier
- B. allow avoidable delay until the service becomes useless
- C. use more staff-hours than needed for the same reliable result
- D. track errors, user experience and compliance with service standards

Q517. Which action most clearly demonstrates Timeliness?

- A. prioritise emergency relief while tracking ordinary applications
- B. choose the lowest initial price despite predictable failure
- C. judge success solely by money spent regardless of outcomes
- D. informal norms reward delay and punish employees who improve processes

Q518. Which action most clearly demonstrates Value for money?

- A. use more staff-hours than needed for the same reliable result
- B. buy the cheapest unusable material and call it savings
- C. select the option with sound life-cycle cost and expected results
- D. treat full budget utilisation as sufficient evidence of success

Q519. Which action most clearly demonstrates Outcome budgeting?

- A. judge success solely by money spent regardless of outcomes
- B. give identical channels while knowing one group cannot physically access them
- C. review whether funded activities produced the stated public results
- D. tailor specifications secretly to a favoured supplier

Q520. Which action most clearly demonstrates Procurement integrity?

- A. increase speed by accepting frequent harmful mistakes
- B. buy the cheapest unusable material and call it savings
- C. informal norms reward delay and punish employees who improve processes
- D. publish criteria, manage conflicts and keep a complete evaluation trail

Q521. Which action most directly violates Work culture?

- A. reduce duplicate verification while preserving accuracy
- B. purchase fit-for-purpose supplies through competitive and prudent sourcing
- C. review whether funded activities produced the stated public results
- D. informal norms reward delay and punish employees who improve processes

Q522. Which action most directly violates Efficiency?

- A. use more staff-hours than needed for the same reliable result
- B. publish criteria, manage conflicts and keep a complete evaluation trail
- C. provide additional access support to remote persons facing genuine barriers
- D. measure whether a nutrition scheme actually reduces the targeted deficiency

Q523. Which action most directly violates Effectiveness?

- A. leaders reward cooperation, integrity and timely problem-solving
- B. judge success solely by money spent regardless of outcomes
- C. purchase fit-for-purpose supplies through competitive and prudent sourcing
- D. track errors, user experience and compliance with service standards

Q524. Which action most directly violates Economy?

- A. prioritise emergency relief while tracking ordinary applications
- B. reduce duplicate verification while preserving accuracy
- C. provide additional access support to remote persons facing genuine barriers
- D. buy the cheapest unusable material and call it savings

Q525. Which action most directly violates Equity?

- A. give identical channels while knowing one group cannot physically access them
- B. select the option with sound life-cycle cost and expected results
- C. track errors, user experience and compliance with service standards
- D. measure whether a nutrition scheme actually reduces the targeted deficiency

Q526. Which action most directly violates Service quality?

- A. review whether funded activities produced the stated public results
- B. prioritise emergency relief while tracking ordinary applications
- C. purchase fit-for-purpose supplies through competitive and prudent sourcing
- D. increase speed by accepting frequent harmful mistakes

Q527. Which action most directly violates Timeliness?

- A. publish criteria, manage conflicts and keep a complete evaluation trail
- B. provide additional access support to remote persons facing genuine barriers
- C. allow avoidable delay until the service becomes useless
- D. select the option with sound life-cycle cost and expected results

Q528. Which action most directly violates Value for money?

- A. track errors, user experience and compliance with service standards
- B. choose the lowest initial price despite predictable failure
- C. leaders reward cooperation, integrity and timely problem-solving
- D. review whether funded activities produced the stated public results

Q529. Which action most directly violates Outcome budgeting?

- A. prioritise emergency relief while tracking ordinary applications
- B. reduce duplicate verification while preserving accuracy
- C. publish criteria, manage conflicts and keep a complete evaluation trail
- D. treat full budget utilisation as sufficient evidence of success

Q530. Which action most directly violates Procurement integrity?

- A. select the option with sound life-cycle cost and expected results
- B. tailor specifications secretly to a favoured supplier
- C. leaders reward cooperation, integrity and timely problem-solving
- D. measure whether a nutrition scheme actually reduces the targeted deficiency

Q531. Which statement best distinguishes Work culture from Efficiency?

- A. Work culture concerns producing a given output with the least necessary time, cost or resources, whereas Efficiency concerns shared workplace values, norms and habits that shape how an organisation performs.
- B. Work culture and Efficiency are identical and can never be distinguished.
- C. Work culture concerns shared workplace values, norms and habits that shape how an organisation performs, whereas Efficiency concerns producing a given output with the least necessary time, cost or resources.
- D. Neither Work culture nor Efficiency has any relevance to public administration.

Q532. Which statement best distinguishes Efficiency from Effectiveness?

- A. Efficiency concerns producing a given output with the least necessary time, cost or resources, whereas Effectiveness concerns the extent to which an action achieves its intended objective or outcome.
- B. Efficiency concerns the extent to which an action achieves its intended objective or outcome, whereas Effectiveness concerns producing a given output with the least necessary time, cost or resources.
- C. Efficiency and Effectiveness are identical and can never be distinguished.
- D. Neither Efficiency nor Effectiveness has any relevance to public administration.

Q533. Which statement best distinguishes Effectiveness from Economy?

- A. Effectiveness concerns acquiring inputs of suitable quality at the lowest reasonable cost, whereas Economy concerns the extent to which an action achieves its intended objective or outcome.
- B. Neither Effectiveness nor Economy has any relevance to public administration.
- C. Effectiveness concerns the extent to which an action achieves its intended objective or outcome, whereas Economy concerns acquiring inputs of suitable quality at the lowest reasonable cost.
- D. Effectiveness and Economy are identical and can never be distinguished.

Q534. Which statement best distinguishes Economy from Equity?

- A. Economy concerns fair distribution that recognises relevant differences in need and disadvantage, whereas Equity concerns acquiring inputs of suitable quality at the lowest reasonable cost.
- B. Neither Economy nor Equity has any relevance to public administration.
- C. Economy concerns acquiring inputs of suitable quality at the lowest reasonable cost, whereas Equity concerns fair distribution that recognises relevant differences in need and disadvantage.
- D. Economy and Equity are identical and can never be distinguished.

Q535. Which statement best distinguishes Equity from Service quality?

- A. Neither Equity nor Service quality has any relevance to public administration.
- B. Equity and Service quality are identical and can never be distinguished.
- C. Equity concerns fair distribution that recognises relevant differences in need and disadvantage, whereas Service quality concerns the degree to which delivery is reliable, accurate, accessible and respectful.
- D. Equity concerns the degree to which delivery is reliable, accurate, accessible and respectful, whereas Service quality concerns fair distribution that recognises relevant differences in need and disadvantage.

Q536. Which statement best distinguishes Service quality from Timeliness?

- A. Service quality and Timeliness are identical and can never be distinguished.
- B. Service quality concerns delivery within a period appropriate to the right, need and stated commitment, whereas Timeliness concerns the degree to which delivery is reliable, accurate, accessible and respectful.
- C. Neither Service quality nor Timeliness has any relevance to public administration.
- D. Service quality concerns the degree to which delivery is reliable, accurate, accessible and respectful, whereas Timeliness concerns delivery within a period appropriate to the right, need and stated commitment.

Q537. Which statement best distinguishes Timeliness from Value for money?

- A. Timeliness concerns the balanced pursuit of economy, efficiency and effectiveness in public spending, whereas Value for money concerns delivery within a period appropriate to the right, need and stated commitment.
- B. Timeliness and Value for money are identical and can never be distinguished.
- C. Neither Timeliness nor Value for money has any relevance to public administration.
- D. Timeliness concerns delivery within a period appropriate to the right, need and stated commitment, whereas Value for money concerns the balanced pursuit of economy, efficiency and effectiveness in public spending.

Q538. Which statement best distinguishes Value for money from Outcome budgeting?

- A. Value for money concerns the balanced pursuit of economy, efficiency and effectiveness in public spending, whereas Outcome budgeting concerns linking public expenditure to intended outputs and social outcomes.
- B. Value for money concerns linking public expenditure to intended outputs and social outcomes, whereas Outcome budgeting concerns the balanced pursuit of economy, efficiency and effectiveness in public spending.
- C. Neither Value for money nor Outcome budgeting has any relevance to public administration.
- D. Value for money and Outcome budgeting are identical and can never be distinguished.

Q539. Which statement best distinguishes Outcome budgeting from Procurement integrity?

- A. Outcome budgeting concerns linking public expenditure to intended outputs and social outcomes, whereas Procurement integrity concerns fair, transparent and accountable acquisition that protects competition and public value.
- B. Neither Outcome budgeting nor Procurement integrity has any relevance to public administration.
- C. Outcome budgeting concerns fair, transparent and accountable acquisition that protects competition and public value, whereas Procurement integrity concerns linking public expenditure to intended outputs and social outcomes.
- D. Outcome budgeting and Procurement integrity are identical and can never be distinguished.

Q540. Which statement best distinguishes Procurement integrity from Work culture?

- A. Procurement integrity concerns shared workplace values, norms and habits that shape how an organisation performs, whereas Work culture concerns fair, transparent and accountable acquisition that protects competition and public value.
- B. Procurement integrity concerns fair, transparent and accountable acquisition that protects competition and public value, whereas Work culture concerns shared workplace values, norms and habits that shape how an organisation performs.
- C. Neither Procurement integrity nor Work culture has any relevance to public administration.
- D. Procurement integrity and Work culture are identical and can never be distinguished.

Q541. A district officer discovers that the present practice effectively means officials informal norms reward delay and punish employees who improve processes. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Leaders reward cooperation, integrity and timely problem-solving, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q542. A department head discovers that the present practice effectively means officials use more staff-hours than needed for the same reliable result. What is the most ethically appropriate response?

- A. Reduce duplicate verification while preserving accuracy, document the reasons, and permit appropriate review.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Continue the practice because changing it may attract criticism.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q543. A block development officer discovers that the present practice effectively means officials judge success solely by money spent regardless of outcomes. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Measure whether a nutrition scheme actually reduces the targeted deficiency, document the reasons, and permit appropriate review.

Q544. A procurement officer discovers that the present practice effectively means officials buy the cheapest unusable material and call it savings. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Purchase fit-for-purpose supplies through competitive and prudent sourcing, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q545. A secretariat officer discovers that the present practice effectively means officials give identical channels while knowing one group cannot physically access them. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Continue the practice because changing it may attract criticism.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Provide additional access support to remote persons facing genuine barriers, document the reasons, and permit appropriate review.

Q546. A district officer discovers that the present practice effectively means officials increase speed by accepting frequent harmful mistakes. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Track errors, user experience and compliance with service standards, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q547. A department head discovers that the present practice effectively means officials allow avoidable delay until the service becomes useless. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Prioritise emergency relief while tracking ordinary applications, document the reasons, and permit appropriate review.
- C. Continue the practice because changing it may attract criticism.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q548. A block development officer discovers that the present practice effectively means officials choose the lowest initial price despite predictable failure. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Select the option with sound life-cycle cost and expected results, document the reasons, and permit appropriate review.

Q549. A procurement officer discovers that the present practice effectively means officials treat full budget utilisation as sufficient evidence of success. What is the most ethically appropriate response?

- A.** Respond through personal retaliation without verifying facts or following fair procedure.
- B.** Review whether funded activities produced the stated public results, document the reasons, and permit appropriate review.
- C.** Conceal the issue and inform only persons who personally benefit from silence.
- D.** Continue the practice because changing it may attract criticism.

Q550. A secretariat officer discovers that the present practice effectively means officials tailor specifications secretly to a favoured supplier. What is the most ethically appropriate response?

- A.** Respond through personal retaliation without verifying facts or following fair procedure.
- B.** Publish criteria, manage conflicts and keep a complete evaluation trail, document the reasons, and permit appropriate review.
- C.** Conceal the issue and inform only persons who personally benefit from silence.
- D.** Continue the practice because changing it may attract criticism.

Module 11: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
501	D	502	D	503	D	504	C	505	C
506	A	507	C	508	A	509	D	510	D
511	C	512	D	513	A	514	C	515	C
516	D	517	A	518	C	519	C	520	D
521	D	522	A	523	B	524	D	525	A
526	D	527	C	528	B	529	D	530	B
531	C	532	A	533	C	534	C	535	C
536	D	537	D	538	A	539	A	540	B
541	B	542	A	543	D	544	B	545	D
546	B	547	B	548	D	549	B	550	B

Explanations

Q501 — D. Work culture means shared workplace values, norms and habits that shape how an organisation performs.

Q502 — D. Efficiency means producing a given output with the least necessary time, cost or resources.

Q503 — D. Effectiveness means the extent to which an action achieves its intended objective or outcome.

Q504 — C. Economy means acquiring inputs of suitable quality at the lowest reasonable cost.

Q505 — C. Equity means fair distribution that recognises relevant differences in need and disadvantage.

Q506 — A. Service quality means the degree to which delivery is reliable, accurate, accessible and respectful.

Q507 — C. Timeliness means delivery within a period appropriate to the right, need and stated commitment.

Q508 — A. Value for money means the balanced pursuit of economy, efficiency and effectiveness in public spending.

Q509 — D. Outcome budgeting means linking public expenditure to intended outputs and social outcomes.

Q510 — D. Procurement integrity means fair, transparent and accountable acquisition that protects competition and public value.

Q511 — C. The action demonstrates Work culture because it applies shared workplace values, norms and habits that shape how an organisation performs in practice.

Q512 — D. The action demonstrates Efficiency because it applies producing a given output with the least necessary time, cost or resources in practice.

Q513 — A. The action demonstrates Effectiveness because it applies the extent to which an action achieves its intended objective or outcome in practice.

Q514 — C. The action demonstrates Economy because it applies acquiring inputs of suitable quality at the lowest reasonable cost in practice.

Q515 — C. The action demonstrates Equity because it applies fair distribution that recognises relevant differences in need and disadvantage in practice.

Q516 — D. The action demonstrates Service quality because it applies the degree to which delivery is reliable, accurate, accessible and respectful in practice.

Q517 — A. The action demonstrates Timeliness because it applies delivery within a period appropriate to the right, need and stated commitment in practice.

Q518 — C. The action demonstrates Value for money because it applies the balanced pursuit of economy, efficiency and effectiveness in public spending in practice.

Q519 — C. The action demonstrates Outcome budgeting because it applies linking public expenditure to intended outputs and social outcomes in practice.

Q520 — D. The action demonstrates Procurement integrity because it applies fair, transparent and accountable acquisition that protects competition and public value in practice.

Q521 — D. This action contradicts Work culture: shared workplace values, norms and habits that shape how an organisation performs.

Q522 — A. This action contradicts Efficiency: producing a given output with the least necessary time, cost or resources.

Q523 — B. This action contradicts Effectiveness: the extent to which an action achieves its intended objective or outcome.

Q524 — D. This action contradicts Economy: acquiring inputs of suitable quality at the lowest reasonable cost.

Q525 — A. This action contradicts Equity: fair distribution that recognises relevant differences in need and disadvantage.

Q526 — D. This action contradicts Service quality: the degree to which delivery is reliable, accurate, accessible and respectful.

Q527 — C. This action contradicts Timeliness: delivery within a period appropriate to the right, need and stated commitment.

Q528 — B. This action contradicts Value for money: the balanced pursuit of economy, efficiency and effectiveness in public spending.

Q529 — D. This action contradicts Outcome budgeting: linking public expenditure to intended outputs and social outcomes.

Q530 — B. This action contradicts Procurement integrity: fair, transparent and accountable acquisition that protects competition and public value.

Q531 — C. Work culture concerns shared workplace values, norms and habits that shape how an organisation performs, whereas Efficiency concerns producing a given output with the least necessary time, cost or resources.

Q532 — A. Efficiency concerns producing a given output with the least necessary time, cost or resources, whereas Effectiveness concerns the extent to which an action achieves its intended objective or outcome.

Q533 — C. Effectiveness concerns the extent to which an action achieves its intended objective or outcome, whereas Economy concerns acquiring inputs of suitable quality at the lowest reasonable cost.

Q534 — C. Economy concerns acquiring inputs of suitable quality at the lowest reasonable cost, whereas Equity concerns fair distribution that recognises relevant differences in need and disadvantage.

Q535 — C. Equity concerns fair distribution that recognises relevant differences in need and disadvantage, whereas Service quality concerns the degree to which delivery is reliable, accurate, accessible and respectful.

Q536 — D. Service quality concerns the degree to which delivery is reliable, accurate, accessible and respectful, whereas Timeliness concerns delivery within a period appropriate to the right, need and stated commitment.

Q537 — D. Timeliness concerns delivery within a period appropriate to the right, need and stated commitment, whereas Value for money concerns the balanced pursuit of economy, efficiency and effectiveness in public spending.

Q538 — A. Value for money concerns the balanced pursuit of economy, efficiency and effectiveness in public spending, whereas Outcome budgeting concerns linking public expenditure to intended outputs and social outcomes.

Q539 — A. Outcome budgeting concerns linking public expenditure to intended outputs and social outcomes, whereas Procurement integrity concerns fair, transparent and accountable acquisition that protects competition and public value.

Q540 — B. Procurement integrity concerns fair, transparent and accountable acquisition that protects competition and public value, whereas Work culture concerns shared workplace values, norms and habits that shape how an organisation performs.

Q541 — B. The best response operationalises Work culture (shared workplace values, norms and habits that shape how an organisation performs) while preserving reasons, procedure and review.

Q542 — A. The best response operationalises Efficiency (producing a given output with the least necessary time, cost or resources) while preserving reasons, procedure and review.

Q543 — D. The best response operationalises Effectiveness (the extent to which an action achieves its intended objective or outcome) while preserving reasons, procedure and review.

Q544 — B. The best response operationalises Economy (acquiring inputs of suitable quality at the lowest reasonable cost) while preserving reasons, procedure and review.

Q545 — D. The best response operationalises Equity (fair distribution that recognises relevant differences in need and disadvantage) while preserving reasons, procedure and review.

Q546 — B. The best response operationalises Service quality (the degree to which delivery is reliable, accurate, accessible and respectful) while preserving reasons, procedure and review.

Q547 — B. The best response operationalises Timeliness (delivery within a period appropriate to the right, need and stated commitment) while preserving reasons, procedure and review.

Q548 — D. The best response operationalises Value for money (the balanced pursuit of economy, efficiency and effectiveness in public spending) while preserving reasons, procedure and review.

Q549 — B. The best response operationalises Outcome budgeting (linking public expenditure to intended outputs and social outcomes) while preserving reasons, procedure and review.

Q550 — B. The best response operationalises Procurement integrity (fair, transparent and accountable acquisition that protects competition and public value) while preserving reasons, procedure and review.

Module 12: Corruption, Abuse of Office and Prevention

Syllabus link: *Forms, consequences and prevention of corruption.*

Questions 1-10: concepts · 11-20: application · 21-30: violations · 31-40: distinctions · 41-50: case vignettes

Q551. Which term is best described as abuse of entrusted power or position for improper private gain?

- A. Corruption
- B. Bribery
- C. Collusive corruption
- D. Cronyism

Q552. Which term is best described as extortion in which a person is compelled to pay for a service or protection already lawfully due?

- A. Rent-seeking
- B. Coercive corruption
- C. Abuse of discretion
- D. Nepotism

Q553. Which term is best described as cooperation between giver and public official for mutual benefit at society's expense?

- A. Bribery
- B. Vigilance
- C. Favoritism
- D. Collusive corruption

Q554. Which term is best described as improper favour shown to relatives, especially in appointments or benefits?

- A. Cronyism
- B. Nepotism
- C. Abuse of discretion
- D. Corruption

Q555. Which term is best described as unjustified preferential treatment based on personal liking or connection?

- A. Favoritism
- B. Rent-seeking
- C. Vigilance
- D. Coercive corruption

Q556. Which term is best described as preferential advantage granted to close associates, often in business or politics?

- A. Collusive corruption
- B. Bribery
- C. Corruption
- D. Cronyism

Q557. Which term is best described as obtaining private gain by manipulating public power or rules rather than creating productive value?

- A. Coercive corruption
- B. Rent-seeking
- C. Abuse of discretion
- D. Nepotism

Q558. Which term is best described as offering, giving, soliciting or receiving an improper advantage to influence action?

- A. Vigilance
- B. Favoritism
- C. Collusive corruption
- D. Bribery

Q559. Which term is best described as use of lawful decision-space for irrelevant, improper or self-serving purposes?

- A. Corruption
- B. Cronyism
- C. Abuse of discretion
- D. Nepotism

Q560. Which term is best described as preventive and corrective systems for detecting, examining and reducing integrity risks?

- A. Favoritism
- B. Rent-seeking
- C. Coercive corruption
- D. Vigilance

Q561. Which action most clearly demonstrates Corruption?

- A. separate private interest from office and report attempted inducement
- B. delay an entitlement until the citizen pays
- C. create needless approvals so access can be sold
- D. give scarce benefits first to friends without relevant reason

Q562. Which action most clearly demonstrates Coercive corruption?

- A. remove discretionary choke points and protect complainants
- B. award repeated contracts to connected associates despite inferior bids
- C. join a contractor in inflating bills and divide the proceeds
- D. accept cash to overlook a safety violation

Q563. Which action most clearly demonstrates Collusive corruption?

- A. use competition controls and data analysis to detect bid-rigging
- B. deny permission to punish a personal critic
- C. create needless approvals so access can be sold
- D. appoint an unqualified cousin by bypassing competition

Q564. Which action most clearly demonstrates Nepotism?

- A. give scarce benefits first to friends without relevant reason
- B. accept cash to overlook a safety violation
- C. exclude oneself from a relative's selection and insist on open merit
- D. act only after scandal while preserving the same vulnerable controls

Q565. Which action most clearly demonstrates Favoritism?

- A. sell an official decision for personal benefit
- B. apply published criteria regardless of friendship
- C. deny permission to punish a personal critic
- D. award repeated contracts to connected associates despite inferior bids

Q566. Which action most clearly demonstrates Cronyism?

- A. create needless approvals so access can be sold
- B. use transparent competition and disclose relationships
- C. act only after scandal while preserving the same vulnerable controls
- D. delay an entitlement until the citizen pays

Q567. Which action most clearly demonstrates Rent-seeking?

- A. accept cash to overlook a safety violation
- B. simplify licences and remove artificial scarcity
- C. join a contractor in inflating bills and divide the proceeds
- D. sell an official decision for personal benefit

Q568. Which action most clearly demonstrates Bribery?

- A. deny permission to punish a personal critic
- B. refuse and report a gift offered for favourable inspection
- C. delay an entitlement until the citizen pays
- D. appoint an unqualified cousin by bypassing competition

Q569. Which action most clearly demonstrates Abuse of discretion?

- A. give scarce benefits first to friends without relevant reason
- B. record relevant reasons and permit review of discretionary decisions
- C. join a contractor in inflating bills and divide the proceeds
- D. act only after scandal while preserving the same vulnerable controls

Q570. Which action most clearly demonstrates Vigilance?

- A. map corruption risks, rotate sensitive duties and investigate credible alerts
- B. appoint an unqualified cousin by bypassing competition
- C. sell an official decision for personal benefit
- D. award repeated contracts to connected associates despite inferior bids

Q571. Which action most directly violates Corruption?

- A. exclude oneself from a relative's selection and insist on open merit
- B. record relevant reasons and permit review of discretionary decisions
- C. sell an official decision for personal benefit
- D. remove discretionary choke points and protect complainants

Q572. Which action most directly violates Coercive corruption?

- A. delay an entitlement until the citizen pays
- B. map corruption risks, rotate sensitive duties and investigate credible alerts
- C. use competition controls and data analysis to detect bid-rigging
- D. apply published criteria regardless of friendship

Q573. Which action most directly violates Collusive corruption?

- A. join a contractor in inflating bills and divide the proceeds
- B. use transparent competition and disclose relationships
- C. exclude oneself from a relative's selection and insist on open merit
- D. separate private interest from office and report attempted inducement

Q574. Which action most directly violates Nepotism?

- A. simplify licences and remove artificial scarcity
- B. appoint an unqualified cousin by bypassing competition
- C. remove discretionary choke points and protect complainants
- D. apply published criteria regardless of friendship

Q575. Which action most directly violates Favoritism?

- A. use transparent competition and disclose relationships
- B. give scarce benefits first to friends without relevant reason
- C. refuse and report a gift offered for favourable inspection
- D. use competition controls and data analysis to detect bid-rigging

Q576. Which action most directly violates Cronyism?

- A. award repeated contracts to connected associates despite inferior bids
- B. exclude oneself from a relative's selection and insist on open merit
- C. simplify licences and remove artificial scarcity
- D. record relevant reasons and permit review of discretionary decisions

Q577. Which action most directly violates Rent-seeking?

- A. apply published criteria regardless of friendship
- B. create needless approvals so access can be sold
- C. map corruption risks, rotate sensitive duties and investigate credible alerts
- D. refuse and report a gift offered for favourable inspection

Q578. Which action most directly violates Bribery?

- A. separate private interest from office and report attempted inducement
- B. record relevant reasons and permit review of discretionary decisions
- C. use transparent competition and disclose relationships
- D. accept cash to overlook a safety violation

Q579. Which action most directly violates Abuse of discretion?

- A. map corruption risks, rotate sensitive duties and investigate credible alerts
- B. remove discretionary choke points and protect complainants
- C. simplify licences and remove artificial scarcity
- D. deny permission to punish a personal critic

Q580. Which action most directly violates Vigilance?

- A. use competition controls and data analysis to detect bid-rigging
- B. separate private interest from office and report attempted inducement
- C. act only after scandal while preserving the same vulnerable controls
- D. refuse and report a gift offered for favourable inspection

Q581. Which statement best distinguishes Corruption from Coercive corruption?

- A. Corruption concerns extortion in which a person is compelled to pay for a service or protection already lawfully due, whereas Coercive corruption concerns abuse of entrusted power or position for improper private gain.
- B. Corruption concerns abuse of entrusted power or position for improper private gain, whereas Coercive corruption concerns extortion in which a person is compelled to pay for a service or protection already lawfully due.
- C. Neither Corruption nor Coercive corruption has any relevance to public administration.
- D. Corruption and Coercive corruption are identical and can never be distinguished.

Q582. Which statement best distinguishes Coercive corruption from Collusive corruption?

- A. Coercive corruption concerns extortion in which a person is compelled to pay for a service or protection already lawfully due, whereas Collusive corruption concerns cooperation between giver and public official for mutual benefit at society's expense.
- B. Coercive corruption and Collusive corruption are identical and can never be distinguished.
- C. Neither Coercive corruption nor Collusive corruption has any relevance to public administration.
- D. Coercive corruption concerns cooperation between giver and public official for mutual benefit at society's expense, whereas Collusive corruption concerns extortion in which a person is compelled to pay for a service or protection already lawfully due.

Q583. Which statement best distinguishes Collusive corruption from Nepotism?

- A. Collusive corruption concerns cooperation between giver and public official for mutual benefit at society's expense, whereas Nepotism concerns improper favour shown to relatives, especially in appointments or benefits.
- B. Collusive corruption and Nepotism are identical and can never be distinguished.
- C. Neither Collusive corruption nor Nepotism has any relevance to public administration.
- D. Collusive corruption concerns improper favour shown to relatives, especially in appointments or benefits, whereas Nepotism concerns cooperation between giver and public official for mutual benefit at society's expense.

Q584. Which statement best distinguishes Nepotism from Favoritism?

- A. Nepotism and Favoritism are identical and can never be distinguished.
- B. Nepotism concerns unjustified preferential treatment based on personal liking or connection, whereas Favoritism concerns improper favour shown to relatives, especially in appointments or benefits.
- C. Nepotism concerns improper favour shown to relatives, especially in appointments or benefits, whereas Favoritism concerns unjustified preferential treatment based on personal liking or connection.
- D. Neither Nepotism nor Favoritism has any relevance to public administration.

Q585. Which statement best distinguishes Favoritism from Cronyism?

- A. Favoritism and Cronyism are identical and can never be distinguished.
- B. Favoritism concerns preferential advantage granted to close associates, often in business or politics, whereas Cronyism concerns unjustified preferential treatment based on personal liking or connection.
- C. Neither Favoritism nor Cronyism has any relevance to public administration.
- D. Favoritism concerns unjustified preferential treatment based on personal liking or connection, whereas Cronyism concerns preferential advantage granted to close associates, often in business or politics.

Q586. Which statement best distinguishes Cronyism from Rent-seeking?

- A. Cronyism concerns preferential advantage granted to close associates, often in business or politics, whereas Rent-seeking concerns obtaining private gain by manipulating public power or rules rather than creating productive value.
- B. Cronyism concerns obtaining private gain by manipulating public power or rules rather than creating productive value, whereas Rent-seeking concerns preferential advantage granted to close associates, often in business or politics.
- C. Neither Cronyism nor Rent-seeking has any relevance to public administration.
- D. Cronyism and Rent-seeking are identical and can never be distinguished.

Q587. Which statement best distinguishes Rent-seeking from Bribery?

- A. Rent-seeking concerns obtaining private gain by manipulating public power or rules rather than creating productive value, whereas Bribery concerns offering, giving, soliciting or receiving an improper advantage to influence action.
- B. Rent-seeking concerns offering, giving, soliciting or receiving an improper advantage to influence action, whereas Bribery concerns obtaining private gain by manipulating public power or rules rather than creating productive value.
- C. Rent-seeking and Bribery are identical and can never be distinguished.
- D. Neither Rent-seeking nor Bribery has any relevance to public administration.

Q588. Which statement best distinguishes Bribery from Abuse of discretion?

- A. Bribery and Abuse of discretion are identical and can never be distinguished.
- B. Bribery concerns use of lawful decision-space for irrelevant, improper or self-serving purposes, whereas Abuse of discretion concerns offering, giving, soliciting or receiving an improper advantage to influence action.
- C. Neither Bribery nor Abuse of discretion has any relevance to public administration.
- D. Bribery concerns offering, giving, soliciting or receiving an improper advantage to influence action, whereas Abuse of discretion concerns use of lawful decision-space for irrelevant, improper or self-serving purposes.

Q589. Which statement best distinguishes Abuse of discretion from Vigilance?

- A. Abuse of discretion and Vigilance are identical and can never be distinguished.
- B. Neither Abuse of discretion nor Vigilance has any relevance to public administration.
- C. Abuse of discretion concerns preventive and corrective systems for detecting, examining and reducing integrity risks, whereas Vigilance concerns use of lawful decision-space for irrelevant, improper or self-serving purposes.
- D. Abuse of discretion concerns use of lawful decision-space for irrelevant, improper or self-serving purposes, whereas Vigilance concerns preventive and corrective systems for detecting, examining and reducing integrity risks.

Q590. Which statement best distinguishes Vigilance from Corruption?

- A. Vigilance and Corruption are identical and can never be distinguished.
- B. Neither Vigilance nor Corruption has any relevance to public administration.
- C. Vigilance concerns abuse of entrusted power or position for improper private gain, whereas Corruption concerns preventive and corrective systems for detecting, examining and reducing integrity risks.
- D. Vigilance concerns preventive and corrective systems for detecting, examining and reducing integrity risks, whereas Corruption concerns abuse of entrusted power or position for improper private gain.

Q591. A district officer discovers that the present practice effectively means officials sell an official decision for personal benefit. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Continue the practice because changing it may attract criticism.
- D. Separate private interest from office and report attempted inducement, document the reasons, and permit appropriate review.

Q592. A department head discovers that the present practice effectively means officials delay an entitlement until the citizen pays. What is the most ethically appropriate response?

- A. Continue the practice because changing it may attract criticism.
- B. Remove discretionary choke points and protect complainants, document the reasons, and permit appropriate review.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q593. A block development officer discovers that the present practice effectively means officials join a contractor in inflating bills and divide the proceeds. What is the most ethically appropriate response?

- A. Use competition controls and data analysis to detect bid-rigging, document the reasons, and permit appropriate review.
- B. Continue the practice because changing it may attract criticism.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q594. A procurement officer discovers that the present practice effectively means officials appoint an unqualified cousin by bypassing competition. What is the most ethically appropriate response?

- A. Conceal the issue and inform only persons who personally benefit from silence.
- B. Exclude oneself from a relative's selection and insist on open merit, document the reasons, and permit appropriate review.
- C. Continue the practice because changing it may attract criticism.
- D. Respond through personal retaliation without verifying facts or following fair procedure.

Q595. A secretariat officer discovers that the present practice effectively means officials give scarce benefits first to friends without relevant reason. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Continue the practice because changing it may attract criticism.
- C. Apply published criteria regardless of friendship, document the reasons, and permit appropriate review.
- D. Conceal the issue and inform only persons who personally benefit from silence.

Q596. A district officer discovers that the present practice effectively means officials award repeated contracts to connected associates despite inferior bids. What is the most ethically appropriate response?

- A. Respond through personal retaliation without verifying facts or following fair procedure.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Continue the practice because changing it may attract criticism.
- D. Use transparent competition and disclose relationships, document the reasons, and permit appropriate review.

Q597. A department head discovers that the present practice effectively means officials create needless approvals so access can be sold. What is the most ethically appropriate response?

- A. Simplify licences and remove artificial scarcity, document the reasons, and permit appropriate review.
- B. Respond through personal retaliation without verifying facts or following fair procedure.
- C. Conceal the issue and inform only persons who personally benefit from silence.
- D. Continue the practice because changing it may attract criticism.

Q598. A block development officer discovers that the present practice effectively means officials accept cash to overlook a safety violation. What is the most ethically appropriate response?

- A. Refuse and report a gift offered for favourable inspection, document the reasons, and permit appropriate review.
- B. Conceal the issue and inform only persons who personally benefit from silence.
- C. Respond through personal retaliation without verifying facts or following fair procedure.
- D. Continue the practice because changing it may attract criticism.

Q599. A procurement officer discovers that the present practice effectively means officials deny permission to punish a personal critic. What is the most ethically appropriate response?

- A.** Continue the practice because changing it may attract criticism.
- B.** Respond through personal retaliation without verifying facts or following fair procedure.
- C.** Record relevant reasons and permit review of discretionary decisions, document the reasons, and permit appropriate review.
- D.** Conceal the issue and inform only persons who personally benefit from silence.

Q600. A secretariat officer discovers that the present practice effectively means officials act only after scandal while preserving the same vulnerable controls. What is the most ethically appropriate response?

- A.** Respond through personal retaliation without verifying facts or following fair procedure.
- B.** Map corruption risks, rotate sensitive duties and investigate credible alerts, document the reasons, and permit appropriate review.
- C.** Continue the practice because changing it may attract criticism.
- D.** Conceal the issue and inform only persons who personally benefit from silence.

Module 12: Answers and explanations

Q	Ans	Q	Ans	Q	Ans	Q	Ans	Q	Ans
551	A	552	B	553	D	554	B	555	A
556	D	557	B	558	D	559	C	560	D
561	A	562	A	563	A	564	C	565	B
566	B	567	B	568	B	569	B	570	A
571	C	572	A	573	A	574	B	575	B
576	A	577	B	578	D	579	D	580	C
581	B	582	A	583	A	584	C	585	D
586	A	587	A	588	D	589	D	590	D
591	D	592	B	593	A	594	B	595	C
596	D	597	A	598	A	599	C	600	B

Explanations

Q551 — A. Corruption means abuse of entrusted power or position for improper private gain.

Q552 — B. Coercive corruption means extortion in which a person is compelled to pay for a service or protection already lawfully due.

Q553 — D. Collusive corruption means cooperation between giver and public official for mutual benefit at society's expense.

Q554 — B. Nepotism means improper favour shown to relatives, especially in appointments or benefits.

Q555 — A. Favoritism means unjustified preferential treatment based on personal liking or connection.

Q556 — D. Cronyism means preferential advantage granted to close associates, often in business or politics.

Q557 — B. Rent-seeking means obtaining private gain by manipulating public power or rules rather than creating productive value.

Q558 — D. Bribery means offering, giving, soliciting or receiving an improper advantage to influence action.

Q559 — C. Abuse of discretion means use of lawful decision-space for irrelevant, improper or self-serving purposes.

Q560 — D. Vigilance means preventive and corrective systems for detecting, examining and reducing integrity risks.

Q561 — A. The action demonstrates Corruption because it applies abuse of entrusted power or position for improper private gain in practice.

Q562 — A. The action demonstrates Coercive corruption because it applies extortion in which a person is compelled to pay for a service or protection already lawfully due in practice.

Q563 — A. The action demonstrates Collusive corruption because it applies cooperation between giver and public official for mutual benefit at society's expense in practice.

Q564 — C. The action demonstrates Nepotism because it applies improper favour shown to relatives, especially in appointments or benefits in practice.

Q565 — B. The action demonstrates Favoritism because it applies unjustified preferential treatment based on personal liking or connection in practice.

Q566 — B. The action demonstrates Cronyism because it applies preferential advantage granted to close associates, often in business or politics in practice.

Q567 — B. The action demonstrates Rent-seeking because it applies obtaining private gain by manipulating public power or rules rather than creating productive value in practice.

Q568 — B. The action demonstrates Bribery because it applies offering, giving, soliciting or receiving an improper advantage to influence action in practice.

Q569 — B. The action demonstrates Abuse of discretion because it applies use of lawful decision-space for irrelevant, improper or self-serving purposes in practice.

Q570 — A. The action demonstrates Vigilance because it applies preventive and corrective systems for detecting, examining and reducing integrity risks in practice.

Q571 — C. This action contradicts Corruption: abuse of entrusted power or position for improper private gain.

Q572 — A. This action contradicts Coercive corruption: extortion in which a person is compelled to pay for a service or protection already lawfully due.

Q573 — A. This action contradicts Collusive corruption: cooperation between giver and public official for mutual benefit at society's expense.

Q574 — B. This action contradicts Nepotism: improper favour shown to relatives, especially in appointments or benefits.

Q575 — B. This action contradicts Favoritism: unjustified preferential treatment based on personal liking or connection.

Q576 — A. This action contradicts Cronyism: preferential advantage granted to close associates, often in business or politics.

Q577 — B. This action contradicts Rent-seeking: obtaining private gain by manipulating public power or rules rather than creating productive value.

Q578 — D. This action contradicts Bribery: offering, giving, soliciting or receiving an improper advantage to influence action.

Q579 — D. This action contradicts Abuse of discretion: use of lawful decision-space for irrelevant, improper or self-serving purposes.

Q580 — C. This action contradicts Vigilance: preventive and corrective systems for detecting, examining and reducing integrity risks.

Q581 — B. Corruption concerns abuse of entrusted power or position for improper private gain, whereas Coercive corruption concerns extortion in which a person is compelled to pay for a service or protection already lawfully due.

Q582 — A. Coercive corruption concerns extortion in which a person is compelled to pay for a service or protection already lawfully due, whereas Collusive corruption concerns cooperation between giver and public official for mutual benefit at society's expense.

Q583 — A. Collusive corruption concerns cooperation between giver and public official for mutual benefit at society's expense, whereas Nepotism concerns improper favour shown to relatives, especially in appointments or benefits.

Q584 — C. Nepotism concerns improper favour shown to relatives, especially in appointments or benefits, whereas Favoritism concerns unjustified preferential treatment based on personal liking or connection.

Q585 — D. Favoritism concerns unjustified preferential treatment based on personal liking or connection, whereas Cronyism concerns preferential advantage granted to close associates, often in business or politics.

Q586 — A. Cronyism concerns preferential advantage granted to close associates, often in business or politics, whereas Rent-seeking concerns obtaining private gain by manipulating public power or rules rather than creating productive value.

Q587 — A. Rent-seeking concerns obtaining private gain by manipulating public power or rules rather than creating productive value, whereas Bribery concerns offering, giving, soliciting or receiving an improper advantage to influence action.

Q588 — D. Bribery concerns offering, giving, soliciting or receiving an improper advantage to influence action, whereas Abuse of discretion concerns use of lawful decision-space for irrelevant, improper or self-serving purposes.

Q589 — D. Abuse of discretion concerns use of lawful decision-space for irrelevant, improper or self-serving purposes, whereas Vigilance concerns preventive and corrective systems for detecting, examining and reducing integrity risks.

Q590 — D. Vigilance concerns preventive and corrective systems for detecting, examining and reducing integrity risks, whereas Corruption concerns abuse of entrusted power or position for improper private gain.

Q591 — D. The best response operationalises Corruption (abuse of entrusted power or position for improper private gain) while preserving reasons, procedure and review.

Q592 — B. The best response operationalises Coercive corruption (extortion in which a person is compelled to pay for a service or protection already lawfully due) while preserving reasons, procedure and review.

Q593 — A. The best response operationalises Collusive corruption (cooperation between giver and public official for mutual benefit at society's expense) while preserving reasons, procedure and review.

Q594 — B. The best response operationalises Nepotism (improper favour shown to relatives, especially in appointments or benefits) while preserving reasons, procedure and review.

Q595 — C. The best response operationalises Favoritism (unjustified preferential treatment based on personal liking or connection) while preserving reasons, procedure and review.

Q596 — D. The best response operationalises Cronyism (preferential advantage granted to close associates, often in business or politics) while preserving reasons, procedure and review.

Q597 — A. The best response operationalises Rent-seeking (obtaining private gain by manipulating public power or rules rather than creating productive value) while preserving reasons, procedure and review.

Q598 — A. The best response operationalises Bribery (offering, giving, soliciting or receiving an improper advantage to influence action) while preserving reasons, procedure and review.

Q599 — C. The best response operationalises Abuse of discretion (use of lawful decision-space for irrelevant, improper or self-serving purposes) while preserving reasons, procedure and review.

Q600 — B. The best response operationalises Vigilance (preventive and corrective systems for detecting, examining and reducing integrity risks) while preserving reasons, procedure and review.

Final revision checklist

- I can distinguish aptitude, attitude, competence and public-service motivation.
- I can separate integrity from honesty, objectivity, impartiality and neutrality.
- I can identify conflicts of interest and choose disclosure, recusal or review appropriately.
- I can distinguish answerability from enforceability and transparency from accountability.
- I can distinguish a code of ethics, code of conduct and Citizen's Charter.
- I can distinguish efficiency, effectiveness, economy, equity and value for money.
- I can distinguish coercive and collusive corruption, nepotism, favoritism and cronyism.
- In a case vignette, I check legality, facts, stakeholders, conflicts, options, proportionality, reasons and review.

END OF MASTER BANK