1. **Choose one of the most correct answers by giving an X on the answer sheet**
2. Achievement of organizational goals set in advance through individual or team contributions and using existing organizational resources is interpreted as :

a. Work **c. Performance**

1. Achievements d. a,b,c everything is right
2. Public service Performance Standards include :
   1. Quality and quantity of performance
   2. **Input, process, output and outcome components**
   3. Punctuality and cost effectiveness
   4. a dan c everything is right
3. Statement of ability to carry out servants in accordance with service standards and willing to accept sanctions or provide compensation if not provide services if not in accordance with standards is a stage of :
   1. Service Commitment c. Statement Letter
   2. **Service Information** d. Service Announcement
4. The community satisfaction survey stage is:
   1. **Preparation, Data collection, Data processing, Analysis of Evaluation Results, Reporting and Publication**
   2. Data collection, data processing, Evaluation Result Analysis, Reporting
   3. Location Planning, Respondent Target, preparation of community survey instruments, consolidation of survey results.
   4. a,b,c everything is right
5. Performance Quality means :
   1. How well the work should be done.
   2. How effectively these activities give birth to organizational products.
   3. Related to accuracy, appearance, usefulness and effectiveness
   4. **a,b,c everything is right.**
6. Change is certain and has clear objectives, such is the goal of change management in the public sector. The objectives of Change Management in the Public Sector are:
7. Creating organizational governance and business processes that are more effective, productive, efficient, creative, systematic and performing.
8. Increase competitiveness and increase profits.
9. Improving the quality of public services (excellent service) and other tasks (development and government).
10. Improve organizational performance.
11. The following stages of Change Management based on PermenPAN and RB No. 10 of 2011 are:
12. Formulating a change management plan, managing changes, strengthening the results of changes.
13. Identify problems and needs of change, plan for change, implement changes including controlling change.
14. Understand problem problems, plan for change, implement changes including controlling changes and evaluating the results of implementation of change plans.
15. Identify the problems and needs of change, plan for change, implement changes and evaluate the results of the implementation of the change plan.
16. Your first steps as an organizational unit leader to make innovative change management are :
17. Identify the problem.
18. Diagnosing Organizational Needs.
19. Planning changes.
20. Implementation of Changes.
21. Raising the issue of stategis is very necessary in conducting organizational siagnosis. Strategic issues have 4 main requirements, namely :
    1. Actual, problematic, delusional, feasibility.
    2. Specific, Realistic, Feasibility, actual.
    3. Aktual, spesifik, dapat diaplikasikan dan problematic.
    4. Aktual, problematic, novatif, kelayakan.
22. The High Performance Organisation (OBT) demands leaders make innovative changes. Understanding Innovative Changes in this sense are:
23. Something new, which originally did not exist either in the form of ideas, thoughts, ways, processes, work equipment, transportation tools, and so on.
24. Do or introduce something new, or make changes to produce something new.
25. Changes that are novelty, contain something new or novelty, which previously did not exist in the agency, are groundbreaking and can improve performance.
26. The thought process, the implementation of something new and useful.
27. Every innovation is definitely a change, but not all changes are innovations. The following are the definitions of Innovation according to Steven P. Robbins and Timoty are:
28. A new idea is implemented to initiate or improve a product, process or service.
29. The process of turning creative ideas into useful products or working methods.
30. A process by which organizations use skills and resources to develop and operate systems so as to serve customer needs.
31. The introduction of new ways or new combinations of old ways of transforming inputs into outputs resulted in major changes.
32. The main step in making innovative changes is to perform organizational diacosis. The following are the objectives of diacosis needs of the organization are:
33. Find strategic issues that exist within the organization.
34. Finding Strategic Issues Organizational institutions.
35. View the existing discreteness in the organization by disposing of the problem.
36. Finding out exactly the problems in the organization including knowing the factors that cause the problem.
37. High-performance organizations always innovate. Innovation is a creation, development and implementation of a new product, process or service with the aim of improving efficiency, effectiveness or competitive advantage. The following characteristics of innovation are:
38. Relative Advantages, Compatibility, Complexity, Triability, Observability.
39. Renewable, useful, innovative, problem-appropriate, sustainable.
40. Relative advantages, compatible with the system, principle of benefits, new, sustainable.
41. Benefits, testable, innovative, according to development, recognized.
42. Innovative changes in the organization are often faced with the resistances that must be faced. The problem is, how to overcome it or even utilize the resistance appropriately so that it turns into support for the process of change. Here's how to deal with resistance according to Kurt Lewin is:
43. Forming, norming, performing
44. Education and communication, participation and engagement, facilitation and support.
45. Negosiasi dan kesepakatan. *manipulation* dan *cooptation* , pemaksaan eksplisit dan implisit
46. Unfreezing (mencairkan), movement (Change), efreezing
47. The role of leaders in moving innovation is very dominant. One leadership style that can boost innovation is transformational leadership. According to James MacGregor Burns, the meaning of transforasional leadership is:
48. A leader's ability to work with and or through others to optimally transform organizational resources in order to achieve meaningful goals in accordance with the set achievement targets.
49. Transformational leadership as a process that basically leaders and followers elevate each other to a higher level of morality and motivation.
50. Is a leader who has insights into the future and always strives to improve and develop the organization, not only for now but until the future.
51. A leader who bases himself on future ideals, regardless of whether his vision is recognized as a great and fundamental vision.
52. What is Panca Sila Leadership?
    1. Leadership based on the values of Pancasila.
    2. Leadership based on, among other things, the value of Humanity.
    3. Leadership based on, among others, the value of unity.
    4. everything is right.
53. Leadership based on, among others, the value of unity
    1. It is an honor for some citizens who are carried out with awareness, responsibility, and willing to sacrifice in devotion to the state and nation.
    2. Attitudes and behaviors of citizens imbued by his love for the Republic of Indonesia based on Pancasila & the 1945 Constitution in ensuring the survival of the nation & state.
    3. Numbers a and b, both true.
    4. Numbers a and b, both wrong.
54. The Defense of the State that we do today, is not a weapon, or not a physical defense but, defending the State through our respective Professions. In accordance with the statement stated on:
    1. UU No 23 Tahun 2019 Pasal 1 angka 11
    2. UU No. 3 Tahun 2002 Pasal 9 Ayat (1)
    3. UU No. 3 Tahun 2002 Pasal 9 Ayat (2)
    4. Answer a, b, c wrong all.
55. The purpose of the Indonesian state is "To protect the entire nation of Indonesia and the entire bloodshed of Indonesia and to promote the general welfare, educate the life of the nation, and participate in implementing world order based on independence, eternal peace and social justice. Listed on:
    1. Alinea ke-2 Pembukaan UUD NRI Tahun 1945.
    2. Alinea ke-4 Pembukaan UUD NRI Tahun 1945.
    3. Alinea ke-3 Pembukaan UUD NRI Tahun 1945.
    4. Answer a, b, c wrong all.
56. National Insights are :
    1. Point of view / way of looking that contains the ability of a person or group of people to understand the existence of identity as a nation in looking at itself & behave according to the philosophy of life of the nation in the internal environment & external environment.
    2. Indonesian viewpoint about themselves and the environment, prioritizing the unity and unity of the region in the implementation of community life, nation and state. National unity or integration is cultural and not only structural but contains one ideological unity, political unity, economic unity, socio-cultural unity, and security defense unity.
    3. Indonesian viewpoint in achieving national goals that include the realization of the Archipelago as a political, socio-cultural, economic and security defense unity.
    4. All answers are correct.
57. Included in the Implementation of National Insights are:
    1. Implementasi dalam kehidupan kehidupan Politik & Ekonomi.
    2. Implementasi dalam kehidupan Sosbud & Hankam
    3. The answer to A&B is correct.
    4. All wrong answers
58. Included in the Barriers to Ethics & Accountability of Public Services :
    1. Structural & Cultural Barriers.
    2. Cultural Barriers Ewuh Pakewuh Cultural.
    3. Kedua Jawaban a&b benar.
    4. Numbers a and b, both wrong.
59. Forms of National Vigilance are:
    1. Waspada diri & keluarga & tetangga.
    2. Waspada masyarakat & Lingkungan kerja.
    3. Waspada Nasional & Internasional.
    4. Waspada Kesehatan & Pendidikan.
60. to make the group of individuals / organizations into an effective and growing network of work, it is necessary to have an understanding related to some fundamental things about the network (Anklam, 2007), namely:

a. Purpose, Structure, Style, Value.

b. Purpose, Structure, Manajemen, Value.

c. Purpose, Structure, Style, Kepribadian.

d. Keahlian Structure, Style, Value.

1. To be able to lead the network with this "embrace and work together" approach, leaders must have the following characteristics (LLC, 2012):
   1. Want to share ideas, Want to share information, Want to share acquaintances / contacts, Able to knit networks.
   2. Want to share ideas, want to share information, Want to share acquaintances / contacts, Able to knit Networked.
   3. Want to share ideas, want to share information, want to share acquaintances / contacts, Able to knit sukma.
   4. Want to share ideas, do not want to share information, Want to share acquaintances / contacts, Able to knit networks.
2. The process of utilizing the network to achieve the objectives by :
   1. Purpose” “Design, “Grow, “Performance.
   2. Purpose” “Design, “Style, “Performance.
   3. Purpose” “Design, “Value, “Performance.
   4. Purpose” “Design, “Structure, “Performance.
3. Criteria for leadership success that will lead to the development of a better network of work, namely (Anklam, 2007) :
   1. Network leaders must be able to manage mutual trust among actors.
   2. Network leaders must be able to manage the expectations of each network member in order to optimally align with the achievement of the network objectives.
   3. Network leaders must be able to design mechanisms of work among network members with flexibility in network development and the challenges faced by networks'.
   4. All answers are correct.
4. You are trusted by your boss to be a team leader in completing an important job. The work requires you and your coworkers to work quickly, meticulously, effectively, efficiently and stick to the SOP. However, in the implementation of the work there is a co-worker you made a quite fatal mistake for not sticking to the SOP that has been set. How's your attitude?
   1. Talk to the boss about the issue.
   2. Discuss with other colleagues to make decisions.
   3. Ask him to take responsibility for the mistakes to the superiors.
   4. Get him out of the team and hold him accountable.
5. You and your coworkers have done a good job. To celebrate that success, your coworkers invite you to party. However, at that time your body condition was not healthy. How's your attitude?

a. Accept your coworker's invitation.

b. Apologized and went home to rest.

c. Follow the activity for a while, then go home early.

d. Refused the invitation and went home.

1. Here's what maslow doesn't include in the theory of need is...

a. Self-Actualization

b. Happy

c. Feeling Peaceful

d. Physiological Needs

1. There's a difference between a leader and a manager. Here are the characteristics of the leader, except....

a. Inovator.

b. Do something right.

c. Long-term insights.

d. Do something right.

1. Here's a dimension of leadership according to Rodney, except...

a. Function

b. Role

c. Desire

d. Culture

33. The following are included in seven principles of creating synergistic leadership according to Erik Ress regarding the new paradigm of transformational leadership, unless...

a. Motivasi

b. Moody

c. Inovasi

d. Open mind

1. Here are three components in transformational leadership according to Bass & Avolio, except...

a. Copycat

b. Charisma

c. Stimulasi intelektual

d. Individualized attention

1. Here's what the mentor's role in leadership training is...

a. Acting as a participant supervisor with a professional attitude.

b. Guiding participants in overcoming obstacles that arise during the implementation process.

c. Support participants morally and academically when presenting their innovation ideas and when presenting laboratory reports of participants' leadership.

d. Ask questions for analysis. The question asked is an open question, thus allowing the participant to develop his creative ideas. In addition to using open questions to dig deeper information.

1. Pernyataan bahwa: Mutu adalah kepuasan  pelanggan sepenuhnya  *(full customer satisfaction), dinytakan oleh :*
2. Juran
3. Crosby
4. Feigenbaum
5. Asqc
6. What does not include the Quality Management Component are:

a. Quality Plan, Quality Improvement.

b. Quality Control.

c. Quality Compare.

d. Quality Assurance.

1. Quality Management consists of, except:

a. Standar & Kontrol Kualitas

b. Jaminan Kualitas

c. Quality Assurance TQM

d. Quantity Assurance TQM

1. In the Historical Development of Quality Management, one of the famous theories is “Seven Tools for Quality Control”, oleh :

a. Joseph M Juran

b. Edward Deming

c. Kauro Ishikawa

d. Walter Shewart

1. Teori TQM (Total Quality Management)/ Pengendalian Mutu terpadu, terjadi/dipakai pada masa periode :

a. Tahun 1940 sd 1950

b. Tahun 1951 sd 1959

c. Tahun 1960 sd 1979

d. Tahun 1980 sd sekarang

1. Which includes parts of TQM, among others, except:
2. Manajemen Harian; Manajemen Kebijakan;
3. Manajmen Marketting
4. Manajemen *Cross-functional*; Gugus Kendali Mutu;
5. Manajemen Keselamatan Kerja
6. Included in the Implementation Stages QMS (Quality Management System) adalah :
7. Creating quality awareness in work units.
8. Agree on functions and activities, controlled by procedures & documenting activities.
9. Establish employee participation and training in quality management system.
10. All the answers are correct.
11. The causes of low quality of service include, among others, except:
12. Quality of human resources limited & Machinery / tools work is not appropriate / not available.
13. It is not clear the direction of duties and responsibilities & There is no available coaching and mentoring in the work.
14. No guidelines, business process guidelines & unclear communication mechanisms & No monitoring and evalausi mechanisms.
15. The MOU is not available.
16. Below are stakeholders grouped based on the amount of influence and interest in the Action Plan changes to be made, unless...
17. promoters
18. latents
19. defenders
20. pathetics
21. Stakeholders who have strong influence and strong interest are referred to as...
22. promoters
23. latents
24. defenders
25. apathetics
26. The flow of proper planning and budgeting documents is...
27. Renja K/L - RKA K/L - RKP - DIPA
28. RKP - Renja K/L - RKA K/L – DIPA
29. Renja K/L - RKP - RKA K/L - DIPA
30. RKA K/L - RKP - Renja K/L – DIPA
31. Below is a model of e-Government, kecuali...
32. *Government to Citizen/Government to Customer* (G2C)
33. *Government to Business* (G2B)
34. *Government to Government* (G2G)
35. *Government to Market* (G2M)
36. What does not include the type of public service based on information technology is...
37. Publikasi
38. Interaksi
39. Persuasi
40. Transaksi
41. Factors that can drive the success of public services with the use of information and communication technology as below, unless...
42. *overall vision and strategy*.
43. *requisite competencies*.
44. *adequate technological infrastructure*
45. ineffective management
46. Below is a successful element in the application of the concept of digitization in the public sector, unless...
47. *Support.*
48. Barrier.
49. *Capacity.*
50. *Value.*
51. Leadership style that prioritizes the interests of customers and welfare of the people is the leadership style as follows:
52. Servant leadership.
53. Situasional Style.
54. Instruktif Style.
55. Demikratis Style.
56. Understanding related Strategic ISSUES, the following are:
57. Network ( Partnership) or often called partnership.
58. A partner can be defined as a partner, a soul mate, an ally or a kompanyon.
59. Bureaucratic Reform Acceleration and determination of government performance.
60. News or information that is not yet clear that is relevant to the level of the organization or organizational unit is related and often talked about.
61. Differences between the current state and the desired circumstances :
62. Problem
63. Issues
64. Diagnosis of organosation
65. Gasper
66. Level of Strategic Issues :
67. Strategic Issues Nasional - Isu Daerah - Isu Strategis Organisasi peserta
68. Strategic Issues Daerah - Isu Strategis Organisasi - Isu Instansi peserta.
69. Strategic Issues Nasional - isu Daerah - Isu Strategis unit organisasi peserta.
70. Strategic Issues Nasional - Isu Strategis Organisasi/Instansi - Isu Strategis unit organisasi peserta.
71. Understanding Creative Thinking in Services are as follows :
    1. Network work ( Partnership) or often called partnership in service.
    2. A partner can be defined as a partner, soul mate, ally or kompanyon in service.
    3. Bureaucratic Reform Acceleration and determination of government performance in service.
    4. Provide innovative new ways of carrying out Public services.
72. The issue becomes clear and can be called a problem, when......
    1. Vision-Mission Similarity.
    2. If supported by accurate data/information evidence.
    3. Trust, Mutual benefit, Efficiency and effectiveness.
    4. Reciprocal communication and strong commitment.
73. Purpose of Diagnosing Organization :
74. Finding the exact problem in the organization / organizational unit including knowing the factors that cause the problem and formulating the solution.
75. Assess the current level of organizational functionality to design appropriate change interventions.
76. Organizing organizations whose internal strategies, objectives, and operations are continuously in line with the demands of the external environment in order to maximize organizational performance.
77. have a strong argument to convince stakeholders including the leadership on it about the proposed changes.
78. The level of Strategic issues in this case includes several things, except:
79. Strategic Issues Nasional/Daerah
80. Strategic Issues Organisasi/Instansi
81. Strategic Issues unit organisasi peserta PKP/PKA.
82. The Focus of Bureaucratic Reform.
83. Understanding The Diagnosis of Organizations that you understand below is….
    1. Diagnose or assess the current level of organizational functionality to design appropriate change interventions.
    2. Diagnose To Maintain and maintain conflicts of interest in carrying out tasks.
    3. Diagnose to Maintain confidentiality related to state policy.
    4. Can carry out tasks carefully and disciplined.
84. Leadership style that prioritizes the participation of men, is....
    1. Situasional style.
    2. parternalistik style.
    3. Instruktif style.
    4. Demokratis style
85. Instumen Diagnostic to select priority issues :
86. USG
87. Casual Map
88. Fishbone giagram
89. Teori Tapisan Mc Namara.
90. There are three important elements to watch out for during the Presentation, except...

a. Verbal

b. Vocal

c. Visual

d. Visi

1. Creatively, these words are often mentioned in our daily lives both at home, in the community and at work, therefore the meaning of the creative itself is:
2. People who have a lot of amazing ideas.
3. The ability of man to produce something new or in solving problems.
4. Think forward and always try to discover new and wonderful things.
5. The intelligence of a person who exceeds most average people.
6. Human ability to produce something new or in solving problems.

a. Think

b. Creative

c. Inovatif

d. Out of the box

1. Serving leaders are leaders who empower the men, the support of the men is very important therefore the leader is sometimes also as a parent for the men, participates in solving the problems of the men for the purposes of the organization, sometimes the leadership uses the approach of the problem of the men where the men are looking for their own way out. The troubleshooting is known as:
2. Mentoring
3. Coaching
4. Konseling
5. Training
6. Menurut Sondang P. Siagian (2005) Manajemen adalah...
7. the entire process of cooperation between two or more people based on a particular rationality to achieve a predetermined goal.
8. management is a process of working with and through individuals and groups and other resources to accomplish organizational goals.
9. management is the process of gettingsthing done through the efforts of other people.
10. management is performance of conceiving and achieving desired results by means of group efforts consisting of utilizing human talent and resources.
11. The important thing in supervision is the balance between organizational supervision anda.

a. individual freedom.

b. delegation of authority.

c. working procedures.

d. supervision plan

1. To overcome the rejection of changes, among others...

a. education and communication

b. develop organizational objectives

c. change the organizational structure

d. work motivation

1. National leadership or leadership certainly covers all aspects of fairy life of the nation, in the field of ......

a. socio-cultural,

b. politics, economy

c. national security

d. all true

1. At a glance Pusdiklat Management and Leadership for 2 Years achieved significant progress, on December 23, 2020 the submission of MURI 2020 received By His Excellency the Chairman of the Supreme Court Categorical Online Training Implementation followed by 16,893 participants during the Covid-19 Pandemic Year 2020, who is the Inspiration, and creative at pusdiklat Menpim....

a. Edward T.H. Simarmata, SH., LLM., MTL.

b. R. Yuatiar Nugroho, SH., MM., MH.

c. Jamaluddin, SE., MM.

d. Asep Safei, SE., MM.

1. Organizational Performance Change Action is a working paper produced by Participants that shows their leadership competence in managing changes in the form of innovations aimed at improving the quality of service. The theme of PKA and PKP Training Change Action in 2021 is....

a. Dukungan terhadap Penyelesaian Perkara Sesuai TUPOKSI.

b. Pengembangan Sibangkompas Pusdiklat Menpim.

c. IG Pusdiklat Menpim sebagai sarana Informasi Publik.

d. MURI 2020 Inovasi Reformasi Birokrasi Pusdiklat Menpim.