

Q1. What do you understand by the term “attitude”, how is attitude responsible for a positive workplace environment. (10 Marks, 150 Words)

Q2. Discuss the importance of transparency and accountability in ensuring good governance and suggest measures to enhance these aspects in governmental processes. (10 marks, 150 words)

Q3. ‘The Citizen Charter plays a prominent role in ensuring citizen-centric governance, but its implementation is riddled with complications.’ In this context, discuss the key problems in the implementation of the citizen charter in India. (10 marks, 150 words)

Q4. Persuasion plays an important role in public administration. Discuss. Also highlight the various elements of effective persuasion. (15 marks, 250 words)

Q5. E-governance has the potential to enhance anti-corruption efforts in government institutions, but implementing e-governance models faces challenges. Discuss. (15 Marks, 250 Words)