



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF HUMAN SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

QUALIFICATION: BACHELOR OF PUBLIC MANAGEMENT	
QUALIFICATION CODE: 07BPMN	LEVEL: 5
COURSE CODE: PMN521S	COURSE NAME: PUBLIC MANAGEMENT IN NAMIBIA
SESSION: JANUARY 2019	PAPER: EXAMINATION
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	PIA TEEK/MS. LUCIA SHALI
MODERATOR:	MR. M. HAIMBODI

INSTRUCTIONS	
1. This paper consists of four (4) questions. Answer ALL questions.	
2. Read the questions carefully.	
3. Please write legibly.	

PERMISSIBLE MATERIALS: NONE

THIS QUESTION PAPER CONSISTS OF 3 PAGES including the front page.

ANSWER ALL THE QUESTIONS

Question 1

A Public Service Charter is one of the most important instruments developed by the Public Sector to govern the relations between the public service and the recipients of such services. A Public Service Charter is founded on the notions of Professionalism and Ethics in order to promote greater understanding on the relationship and communication between public representatives and their respective users. Explain the contribution of *“Professionalism and Ethics”* for public organisations. In addition, develop an applicable charter for the Public Service in Namibia. [25]

Question 2

Amongst the calls for Public Sector reform in Namibia, is the need to promote active participation and democratic principles by representative organisations. The lack of active participation is said to negatively affect service delivery. In your view, what is the importance of participation and how best should representative organisations promote it? [25]

Question 3

‘Quality’ is the most talked about word in public sector organisations, but the least understood requirement. As a public official what are the basic characteristics of ‘Quality’ for the public service in Namibia? [25]

Question 4

Marginalisation is an unacceptable outcome, which is a result of deliberate neglect and isolation of certain groups or sectors in society. This implies that in the case of marginalisation, the process of service delivery tends to favour certain individuals over others thus, marginalising certain categories. Some public organisations in Namibia have been accused of marginalisation in certain instances. Write a complaints letter to your representative organisation in which you outline forms of marginalisation in your community, and the impact it has on the overall development of your area. [25]

END OF PAPER