



**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 NAME: Introduction to Public Management	COURSE CODE: ITP511S
DATE: July 2019	PAPER: THEORY
DURATION: 3 Hours	MARKS: 100

SECOND OPPORTUNITY EXAMINATION	
EXAMINER(S)	Mr. S Shikongo Ms. L Shali
MODERATOR:	Mr. M Haimbodi

INSTRUCTIONS
<ol style="list-style-type: none">1. This question paper consists of Five (5) questions of equal value.2. Answer any four (4) questions of equal value.3. Read the questions carefully, before you answer.4. Number answers according to the numbering structure provided in the question paper.5. You will be penalized for illegible handwriting.6. The Question Paper is applicable to full-time, part-time and distance students.

PERMISSIBLE MATERIALS

[None]

THIS EXAMINATION PAPER CONSISTS OF 2 PAGES (Including this front page)

QUESTION 1

Define the concept of public management and discuss relevant characteristics of public management. [25]

QUESTION 2

Participative management style - as opposed to military style - is a process whereby employees are directly involved in planning and decision making. With practical examples discuss various trust requirements for participative management.

[25]

QUESTION 3

Diversity refers to distinctiveness that differentiate one person from another, for it focus on individuals with distinctive characteristics and features. In this regard, discuss various skills and basic principles that can be applied by managers in managing diversity in their work places.

[25]

QUESTION 4

It is of outmost importance to eliminate unethical conduct in order to ensure public management excellence. In this regard, assess the causes of unethical behavior and suggest measures to prevent unethical behavior in public institutions.

[25]

QUESTION 5

A Public manager should possess skills relevant to identifying and eliminating conflicts. With relevant examples, discuss different sources of conflict and suggest appropriate measures to manage conflict in public institutions.

[25]