



**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: NOVEMBER 2019	PAPER: EXAMINATION
DURATION: 3 HOURS	MARKS: 100

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

INSTRUCTIONS
<ol style="list-style-type: none">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 2 PAGES INCLUDING THE FRONT PAGE.

ANSWER ALL THE QUESTIONS

QUESTION 1

A Service Charter is an instrument premised on the principles of Ethics and Morality in order to govern the relations between public servants and the community. As a public servant develop a Customer Service Charter, in which you also detail the enforcement mechanisms for your Charter. [30]

QUESTION 2

'Quality as opposed to Quantity' is a prerequisite for Public Sector transformation. Write an open letter to the Office of the Prime Minister in which you address the statement of "Quality over Quantity" and outline the basic characteristics of 'Quality' for the public service transformation agenda? [30]

QUESTION 3

The success of any State is dependent on many factors. One of these factors is the need to continuously promote cooperative governance between and amongst the different organs of government and spheres. In fact, any constitutional democracy must devise mechanisms to ensure the promotion of cooperative governance at all levels of government. Develop an appropriate mechanism for cooperative governance in the Public Sector. [30]

QUESTION 4

Citing appropriate examples, discuss why the legislature is often accused of 'rubber stamping' the decisions of the executive in Namibia. [10]

END OF QUESTION PAPER