



ΠΑΜΙΒΙΑ UNIVERSITY
OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF SOCIAL SCIENCES

QUALIFICATION: BACHELOR of PUBLIC MANAGEMENT	
QUALIFICATION CODE: 07BPMN	LEVEL: 5
COURSE NAME: Introduction to Public Management	COURSE CODE: ITP511S
DATE: June 2022	PAPER: THEORY
DURATION: 3 Hours	MARKS: 100

FIRST OPPORTUNITY EXAMINATION	
EXAMINER(S)	Mr. Joshua Mario, PMP®
MODERATOR:	Mr. Malakia Haimbodi

INSTRUCTIONS	
<ol style="list-style-type: none">1. Choose any four (4) questions of equal marks2. Read the questions carefully, before you answer.3. Number answers according to the numbering structure provided in the question paper.4. You will be penalised for illegible handwriting.5. The Question Paper is applicable to full-time, part-time and distance students.	

PERMISSIBLE MATERIALS

[None]

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

QUESTION 1

Define the following terms:

- 1.1. Public Management (5)
- 1.2. Ethical Principles (5)
- 1.3. Professionalism (5)
- 1.4. Planning (5)
- 1.5. Leadership (5)

[25]

QUESTION 2

The public sector is often criticised for lack of customer service and courtesy in the delivery of goods.

- 2.1. Discuss briefly the skills and attitude of effective public managers (15)
- 2.2. Name and explain the characteristics of Public Management (10)

[25]

QUESTION 3

The issue of ethics is very important for the purposes of service delivery in the public sector. With relevant examples, discuss briefly the types of ethics and how they can assist in service delivery.

[25]

QUESTION 4

You have been consulted as a public management consultant on issues of ethics. In your consultation, present the causes of unethical conduct, measures to prevent unethical conduct, and conclude with the elements of professional conduct.

[25]

QUESTION 5

In the field of public management, public policy plays a very critical role. Discuss policy issues, policy levels, policy initiators, and the public manager's role.

[25]

TOTAL MARKS = [100]



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P/Oag 13103
Windhoek
NAMIBIA

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SOCIAL SCIENCES

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