



NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF HUMAN SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

QUALIFICATION: Bachelor of Public Management	
QUALIFICATION CODE: 24BPMN	LEVEL: 7
COURSE NAME: Public Sector Organisational Behaviour	COURSE CODE: POB712S
DATE: January 2020	SESSION:
DURATION: Three(3) Hours	MARKS: 100

2nd OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER	Mr. Fred Koita
MODERATOR:	Prof. Lesley Blaauw

INSTRUCTIONS	
<ol style="list-style-type: none">1. This question paper consists of six (6) questions of equal value.2. Answer any FOUR (4) questions.3. Write clearly and neatly.4. Number the answers clearly.5. Read the questions carefully before answering.	

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

Question 1

Discuss the underlying organisational assumptions to change and describe how each of the assumptions are being challenged. (25)

Question 2

Total Quality Management (TQM) is both a philosophy and a set of guiding principles for managing an organisation. Discuss the various dimensions of TQM that are prominent in the public sector. Make use of practical examples to illustrate your answer. (25)

Question 3

Organisational inertia could be one of the reactions to change in the public sector setting. Discuss reactions to change and the reasons behind peoples' reaction to change. (25)

Question 4

Define and describe 21st century transformational leadership in the public sector setting. Draw on Burns' model to broaden your argument. (25)

Question 5

Critically discuss any five (5) principles as emphasised by Denhardt & Denhardt (2009), which are vital for contemporary public sector organisation and practice. (25)

Question 6

Critically describe the values and assumptions of organisational behaviour in the public sector. Use practical examples to substantiate your arguments. (25)

TOTAL MARKS (100)