



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT

QUALIFICATION: BACHELOR of PUBLIC MANAGEMENT	
QUALIFICATION CODE: 07BPMN	LEVEL: 5
COURSE NAME: Introduction to Public Management	COURSE CODE: ITP511S
DATE: June 2024	PAPER: THEORY
DURATION: 3 Hours	MARKS: 100

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

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

Conduct is very important in the Public Management domain and there are guidelines to that. Discuss the three broader sources of conduct guidelines for Public Managers to help them with service delivery.

[25]

QUESTION 2

It is argued that Public Administration cannot be studied in isolation as a social science, a multidisciplinary approach is recommended. Identify and explain the multidisciplinary approaches to Public Administration. Cite some examples to support your answers.

[25]

QUESTION 3

The Public Management environment is crucial for public service delivery, discuss the four characteristics that are important for public managers to know.

[25]

QUESTION 4

Control is critical in the domain of public management. Discuss the importance of control, different types and steps in the control process. Cite relevant examples to support your answers.

[25]

QUESTION 5

You have been recently appointed as a Director of operations in one of the Ministries and you are required to prepare a presentation on communication and negotiation. Discuss the importance of communication, factors for effective communication and factors that can necessitate negotiation.

[25]

TOTAL MARKS = [100]