



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**

**DEPARTMENT OF GOVERNANCE AND MANAGEMENT**

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

<b>SECOND/SUPPLEMENTARY OPPORTUNITY EXAMINATION</b>	
<b>EXAMINER(S)</b>	Mr. Joshua Mario, PMP®
<b>MODERATOR:</b>	Mr. Fred Koita

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

**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 it 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**

Public policy is very important in the public management domain, discuss issues of policy, levels of policy, policy initiators and the role the public manager play.

[25]

**TOTAL MARKS = [100]**