



PAMIBIA 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: July 2022	PAPER: THEORY
DURATION: 3 Hours	MARKS: 100

SECOND OPPORTUNITY/SUPPLEMENTARY 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

Conduct is very important in the public management domain, and there are guidelines for 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

Public management environments are crucial for public service delivery. Discuss 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 and the different types and steps in the control process. Cite relevant examples to support your answers.

[25]

QUESTION 5

You have recently been 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 other factors that can necessitate negotiation.

[25]

TOTAL MARKS = [100]

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