



GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **ONE** **THIRD** TRIMESTER EXAMINATION

SCHOOL OF EDUCATION ARTS AND SOCIAL SCIENCE

FOR THE DEGREE OF BACHELOR EDUCATION ARTS

COURSE CODE: PSA 111

COURSE TITLE: INTRODUCTION TO PUBLIC ADMINISTRATION

EXAMINATION DURATION: 2 HOURS

DATE: 09/08/18

TIME: 2.00-4.00PM

INSTRUCTION TO CANDIDATES

- The examination has **FIVE (5)** questions
- Question **ONE (1)** is **COMPULSORY**
- Choose any other **TWO (2)** questions from the remaining **FOUR (4)** questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of **TWO (2)** printed pages

please turn over



QUESTION ONE (COMPULSORY)

- a) Define the following terms:
- i. Industrial relations **[1 mark]**
 - ii. Human resource development **[1 mark]**
- b) Discuss any 5 challenges that a modern day manager faces as behavioral /operational scientist in an organization? **[15 marks]**
- c) Briefly describe the origin and the history of Public Administration **[8 marks]**
- d) Suppose you are a manager in a certain company/organization, how would you promote work ethics and positive culture in the organization? **[5 marks]**

QUESTION TWO

- a) Examine four (4) characteristics of an effective organization **[8 marks]**
- b) Discuss four (4) types of Organizational Structures in Public Administration **[12 marks]**

QUESTION THREE

Discuss any 5 principles of bureaucracy and their effectiveness. **[20 marks]**

QUESTION FOUR

- a) Explain any four (4) factors that affect policy making process in Public Administration **[8 marks]**
- b) Discuss the major steps to be followed when making a given policy for any organization **[12 marks]**

QUESTION FIVE

- a) Discuss 5 major contributions of Public Administration to the success of any organization **[15 marks]**
- b) Discuss 5 qualities of a good manager in an organization **[5 marks]**

