MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY (MMUST)

MAIN, KAKUMA AND WEBUYE CAMPUSES

UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR

SUPPLEMENTARY EXAMINATIONS

FOR THE DEGREE
OF
BACHELOR OF COMMERCE

COURSE CODE: BCB 405

COURSE TITLE: PUBLIC SECTOR MANAGEMENT

DATE: TBD   **TIME:** 8.00 a.m. – 10.00 a.m.

INSTRUCTIONS TO CANDIDATES

For a supplementary answer a minimum of 2 questions and for special exam answer 3 questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

Question ONE

    a. **Describe** the **causes of corporate planning failure in the public sector (10 marks)**

    a. Human resources remain the most critical asset in the management of public affairs. **Demonstrate** how the Salaries and Remuneration Commission is critical in staffing in the public sector. **(10 marks)**

    b. **Explain the types of organisational Structure in the Public Sector**. **(10 marks)**

Question TWO

Communication fails for a variety of reasons. Understanding the reasons for **communication failure** as a manager in the public sector will help you overcome the situations that frequently result in communication failure. **Describe** the common barriers to communication and suggest the measures to overcome these barriers. **(20 marks)**

Question THREE

    a. **"The work of government is very information-intensive and four main types of formal information are identifiable..." (Heeks 2002). Defend** this statement with appropriate examples. **(10 marks)**

    b. **Budgeting** is a public administrative activity of great importance as money is crucial to public administration. It is also scarce in that not all legitimate needs can be fully funded. Evaluate this statement by highlighting the role of the Controller of Budget. **(10 marks)**

Question FOUR

Describe the **critical leadership competencies for public managers. (20 marks)**

Question FIVE

    a. **To help public administrators think about e-government and their organisations, a four stage e-government development is proposed. Explain** to the newly appointed Governor of Bomet on the **'stages of growth' model for fully functional e-Government. (10 marks)**

    b. **Discuss** the **factors leading to resistance to change in the public service. (10 marks)**