

20

(Knowledge for Development)

KIBABII UNIVERSITY
UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR

FOURTH YEAR 2ND SEMESTER
MAIN EXAMINATIONS

**FOR THE DEGREE OF BACHELOR OF SCIENCE AGRICULTURE
AND BIOTECHNOLOGY**


COURSE CODE: SAB 484
**COURSE TITLE: ORGANIZATION, MANAGEMENT AND
PUBLIC ADMINISTRATION**

DATE: 1ST AUGUST 2018 **TIME: 2 – 4 PM**

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other TWO Questions.

TIME: 2 Hours

This paper consists of 2 printed pages. Please Turn Over 

KIBU observes ZERO tolerance to examination cheating

Question 1

(a) Define the following terms/phrases

- i). Administration (2 marks)
- ii). Management (2 marks)
- iii). Organization (2 marks)
- iv). Public officer (2 marks)
- v). Ethics (2 marks)

(b). Outline **five(5)** key characteristics of a formal organization(5marks)

(c). Highlight**five(5)** important traits of a leader (5marks)

(d). Briefly explain the importance of citizenry service charter to public/private institutions (5 marks)

(e). Briefly explain **five(5)** key tenets of Corporate governance (5 marks)

Question 2

a). Describe the **five(5)** functions/elements of management (10 marks)

b). Discuss the differences between leaders and managers (10 marks)

Question 3

a). Outline the key objectives of performance contracts in the Kenyan Public service(10 marks)

b). Describe **five (5)** benefits gained through the use of Result Based Management in public service management in Kenya (10 marks)

Question 4

a). Explain **five(5)** quality management principles (10 marks)

b). Highlight **five(5)** benefits of ISO certification in an organization (10 marks)