



(Knowledge for Development)

KIBABII UNIVERSITY
UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR

FOURTH YEAR 2ND SEMESTER
SPECIAL/SUPPLEMENTARY EXAMINATIONS

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

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


DATE: 10TH OCTOBER 2018

IME: 11:30 – 1:30 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 as applied in administrative management and Public administration?

i). Public administration (2 marks)

ii). Public service (2 marks)

iii). State officer (2 marks)

iv). Imprest (2 marks)

v). Leadership (2 marks)

(b). Explain the concept of accountability in the public service (5 marks)

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

(d). Explain **five** (5) challenges encountered in the implementation of performance contracts in the public sector (5 marks)

(e). Highlight **five** (5) dimensions of quality in service delivery in an organization (5 marks)

Question 2

a). Describe any **five** (5) common activities undertaken by a middle level public servant (10 marks)

b). Describe **five** (5) roles that a middle level public servant can play in actualizing a service charter (10 marks)

Question 3

a). Explain the key managerial roles (10 marks)

b). Describe **five** (5) managerial competencies that middle level public servants need to apply while undertaking their duties (10 marks)

Question 4

a). Discuss **five** (5) distinguishing features of public administration (10 marks)

b). Discuss **five** (5) similarities between public administration and private administration system (10 marks)