



(Knowledge for Development)

KIBABII UNIVERSITY
UNIVERSITY EXAMINATIONS
2019/2020 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:

02/02/2021.


TIME:

11-1PM.

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

Q. 1 a). Define the following:

i). Customer Service Charter. (3marks)

ii). Mission Statement. (3 marks)

iii). Change. (2marks)

iv). Adoption process. (2marks)

b). Outline 5 objectives of performance contracting in Kenya. (10 marks)

c). State ISO in full and describe its nature and benefits to the members. (10 marks)

Q.2a). Highlight and explain five elements of Effective Administration. (15 marks)

b). Explain what is meant by "Government Ethics". (5 marks)

Q.3). **One** of the **elements** of Public Administration is **organizational theory**.

a). Describe what is involved in this theory. (4 marks)

b). Identify and describe the classifications of this theory. (16 marks)

Q.4.) According to Terry Cooper, public administrators make decisions daily according to a distinctive four-level process. Discuss these four levels of decision-making. (20 marks)

Q.5a) Define capacity building in the context of management and explain the requisite factors for the ability to fulfill a capacity building mission. (10 marks)

b). Explain the meaning of "Regulatory Ethics". (5 marks)

c). Highlight **five (5)** Principles of Customer Service. (5marks)