

Uganda Martyrs University
INSTITUTE OF ETHICS AND DEVELOPMENT STUDIES

BA Democracy and Development Studies

Year IV 2008-2009

SPECIAL/SUPPLEMENTARY EXAMINATION

Module 13: PUBLIC POLICY AND ADMINISTRATION

Date: Thursday 8th October 2009

Time: 9:00a.m - 5:00p.m

Instructions:

- Answer any **THREE** questions
 - Read each question carefully and answer concisely and legibly
 - Write answers to each question on a fresh page
 - Clearly demarcate the different parts of every question you answer
-

1. (a) Analyse the conditions for successful policy implementation

(b) With examples, discuss the bottlenecks that are being encountered in implementing the Universal Primary Education Policy.

2. So many organisations perform below expectations because they have problems retaining the Human Resources they need as a result of poor Human Resource Planning!
(a) Discuss the most important ingredients for effective Human Resource Planning.
(b) Discuss the steps an organisation should take to retain its Human Resources in order to be able to compete favourably with its rivals.

3. (a) Explain the benefits of Performance appraisal to an employee in an Organisation.
(b) What are some of the pitfalls associated with performance appraisal?

4. (a) As an informed communicator, what key communication skills would you use to make listeners understand and appreciate what you are communicating?
(b) Explain the commonest barriers to effective communication.
5. (a) Discuss work-related factors that are responsible for causing stress.
(b) Suggest strategies that an individual should take to reduce stress.
6. Public administration is the process of achieving intended goals in accordance with given policies through public organisations.
(a) In view of this assertion, analyse the key functions of Public Administration.
(b) What are the major components of Good Public Administration?