

UGANDA MARTYRS UNIVERSITY
SCHOOL OF ARTS AND SOCIAL SCIENCES
DEPARTMENT OF GOVERNANCE, PEACE AND INTERNATIONAL STUDIES
BACHELOR OF PUBLIC ADMINISTRATION AND MANAGEMENT
END OF SEMESTER II EXAMNATIONS
PAM 3239: MANAGERIAL SKILLS AND OFFICE MANAGEMENT

Date: 25/MAY/2023

Time: 2:00PM-5:00PM

Instructions

Answer any four questions of your choice

All questions carry equal marks

Use of relevant examples adds value onto your response.

SECTION A

- 1 a) With concrete examples, give a detailed account of the types of plans *(10 Marks)*
b) Explain the different planning skills managers ought to possess *(15 Marks)*
2. a) Discuss the importance of staffing in organization management *(10Marks)*
b) Account for the internal and external recruitment sources in an organization *(15 Marks)*
- 3 a) Identify the major challenges the technical staff encounter in the execution of government programs in any town council of your choice *(10 Marks)*
b) Explain the roles of the different departments that constitute the town council you have chosen *(15 Marks)*
- 4 Most employers are interested in taking up a person with a right mix of conceptual, technical as well as human skills. As a student of management
a) Underscore the relevance of these skills to effective management *(10 Marks)*
b) Examine the different administrative skills your profession requires of you *(15Marks)*
- 5 An effective leader is a person who creates an inspiring vision of the future, Motivates and inspires people to engage with that vision, manages delivery of the vision, coaches and builds a team, so that it is more effective at achieving the vision.
a) Evaluate the extent to which the current political regime in Uganda has lived up to the above statement *(10 Marks)*
b) Discuss the different leadership styles *(15 Marks)*
6. a) Discuss the different types of delegation *(10 Marks)*
b) Examine the perquisites for successful delegation *(15 Marks)*
7. a) Examine the different recruitment methods employed by contemporary managers in organizations *(15 Marks)*
b) Discuss the effectiveness of the different sources of recruitment in use today *(10 Marks)*