



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELOW WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
JUNE/JULY, 2013 EXAMINATIONS**

COURSE CODE: PSM807 CREDIT UNIT: 2

COURSE TITLE: Management of Public Services

TIME ALLOWED: 2 hrs.

INSTRUCTION: 1. Attempt question Number one (1) and any other two (2).
2. Question number 1 is compulsory and carries 30 marks, while the other questions carry equal marks each.
3 Present all your points in coherent and orderly manner.

1a). Elucidate the terms Public Service.

b). A government cannot do without a public service. Explain this statement.

c). Explain the main duties of a public servant?

2). Discuss five problems of the Nigerian Public Service and suggest ways of ameliorate the problems.

3a). What are the rationale for Decree 43 of 1988 as provided by Dotun Phillips?

b) What are the key elements of the recommendations of 1994 Ayida Review Panel Report.

4). Discuss the elements of TQM and how it can be applied to your organization or an organization you are familiar with.

5). Explain the term retirement? Discuss in details the consequences of unplanned retirement.

b). What are the benefits of a planned retirement for an employee?