



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS**  
**SCHOOL OF MANAGEMENT SCIENCES**  
**MARCH/APRIL 2015 EXAMINATION**

**Course Code:** MGS771 **Credit Units:** 2  
**Course Title:** PUBLIC PERSONNEL ADMINISTRATION  
**Time Allowed:** 2 Hours.  
**Instructions:** 1. Attempt Question 1 and any other two (2) Questions.  
2. Question 1 is compulsory and carries 30 marks while the other two questions carry 20 marks each.  
3. Present all your points in coherent and orderly manner

1. a) Discuss the functions of the Civil Service.  
20 MARKS
- b) List any THREE advantages and THREE Disadvantages of the Civil Service. 10 MARKS
2. List and discuss the critical steps in decision making process.  
20 MARKS
3. What are essential duties to be performed by the employer to the employee?  
20 MARKS
4. Explain the concept of collective bargaining.  
20 MARKS
5. List and explain Abraham Maslow's Hierarchy of needs.  
20 MARKS