



NATIONAL OPEN UNIVERSITY OF NIGERIA

Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja

FACULTY OF MANAGEMENT SCIENCES

JANUARY/FEBRUARY EXAMINATIONS, 2018

COURSE CODE: PAD 312

COURSE TITLE: MANAGEMENT OF PUBLIC SERVICE

CREDIT UNIT: 3

INSTRUCTION:

1. Indicate your Matriculation Number clearly
2. Attempt question one (1) and any other three (3) questions; four questions in all
3. Question one (1) is compulsory and carries 25 marks, while the other questions carry 15 marks each.
4. Present all your points in a coherent and orderly Manner

TIME ALLOWED: 2½ Hours

1. Examine critically the major constraints of managing the public and private sectors of Nigeria. (25 marks)
2. (a) Define system theory. (5 marks)
(b) Mention the various features of the theory. (10 marks)
3. Enumerate the characteristics and functions of the civil service. (15 marks)
4. (a) Define the concept of performance appraisal. (5 marks)
(b) Vividly explain the problems of performance appraisal. (10 marks)
5. (a) What is collective bargaining? (5 marks)
(b) Enumerate its principles. (10 marks)
6. (a) Define the concept of materials management. (5 marks)
(b) Illustrate with examples the procedure for purchasing materials. (10 marks)