



**MASENO UNIVERSITY**  
**UNIVERSITY EXAMINATIONS 2013/2014**

**SECOND YEAR SECOND SEMESTER EXAMINATIONS FOR THE  
DIPLOMA IN PUBLIC ADMINISTRATION  
(CITY CAMPUS)**

**DDA 0110: PUBLIC PERSONNEL ADMINISTRATION**

Date: 12<sup>th</sup> April, 2014

Time: 9.00 - 11.00 a.m.

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**INSTRUCTIONS:**

- Answer **THREE** questions.



## (CITY CAMPUS)

### DDA 0110: PUBLIC PERSONNEL ADMINISTRATION

#### INSTRUCTION: ANSWER THREE QUESTIONS

1. Explain the importance of the following in personnel management
  - a) Rules
  - b) Policies
  - c) Regulations
2. Discuss with clear examples, challenges faced in managing public bureaucracies
3. Explain how public service unions have influenced industrial relations in Kenya.
4. An efficient and effective public service is a reflection of a healthy state. Discuss.
5. Gender and ethnic variables are the main cause of decay in the public service. Discuss.
6. Write short notes on the following processes
  - a) Job evaluation
  - b) Job promotion
  - c) Career development