



KENYA SCHOOL OF GOVERNMENT – BARINGO

SENIOR MANAGEMENT COURSE NO. 74/75

SUPPLIMENTARY EXAMINATION

DATE: 21st November, 2017

TIME: 3 Hours.

SUBJECT: PAPER ONE

INSTRUCTIONS: (1) Answer **one** Question from the unit(s) you are re-sitting

UNIT ONE (ANSWER ONE QUESTION ONLY)

QUESTION ONE

- (a) Outline **two (2)** areas of focus in the human resources management function of manpower audit and planning. **(4 marks)**
- (b) Describe **five (5)** factors that guide managers in making decisions regarding the remuneration of employees. **(15 marks)**
- (c) Explain **three (3)** consequences that an organization may suffer for failing to plan and manage succession. **(6 marks)**

QUESTION TWO

- (a) Explain **five (5)** challenges that a manager is likely to face in the implementation of decisions in the public service. **(10 marks)**
- (b) Describe the steps that guide a manager in solving managerial problems in the public service. **(15 Marks)**

UNIT TWO (ANSWER ONE QUESTION ONLY)

QUESTION ONE

- (a) Highlight **five(5)** roles of a project manager during the implementation of public service projects. **(10 Marks)**
- (b) Explain **five (5)** challenges that face effective implementation of development projects at the county governments. **(15 Marks)**

QUESTION TWO

- (a) Explain **five (5)** benefits of strategic management in the public service. **(10 marks)**
- (b) Describe **five (5)** challenges that face public policy implementation. **(15 Marks)**

UNIT THREE(ANSWER ONE QUESTION ONLY)

QUESTION ONE

- (a) Outline **five (5)** factors that may affect the outcome of a negotiator. **(10 Marks)**
- (b) Describe **five (5)** ways through which county governments can benefit by investing in negotiations. **(15 Marks)**

QUESTION TWO

- (a) Identify **five (5)** benefits that accrue to the presenter by maintaining polite eye contact with the audience during presentation. **(5 Marks)**
- (b) Outline **five (5)** challenges that face managers in the Kenyan public service in the day to day office correspondence and suggest **five (5)** ways of overcoming the challenges outlined. **(20 Marks)**

UNIT FOUR (ANSWER ONE QUESTION ONLY)

QUESTION ONE

- (a) Explain the meaning of a team. **(5 Marks)**
- (b) You are newly posted to a station and you realize that teamwork seems to be ineffective there. Explain **five (5)** techniques you would employ to build an effective team. **(20 Marks)**

QUESTION TWO

- (a) You have been given a leadership role in a public service department. Highlight **ten (10)** key skills you may require in order to succeed in your new role. **(10 Marks)**
- (b) Explain **five (5)** ways of improving your power source. **(15 marks)**