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KENYA SCHOOL OF GOVERNMENT – BARINGO

SENIOR MANAGEMENT COURSE NO. 43/2015

EXAMINATION

DATE: 26TH OCTOBER, 2015

TIME: 2 1/2 Hours.

SUBJECT: PAPER ONE

- INSTRUCTIONS:** (1) Answer **FOUR** Questions in total; **ONE** from each unit
(2) Each question must be answered in a separate answer sheet
(3) All questions carry equal marks

UNIT ONE (ANSWER ONLY ONE QUESTION FROM THIS UNIT)

QUESTION ONE

(a) Highlight **five (5)** challenges faced by Middle level managers (5 marks)

(b) Explain **ten (10)** common activities for a middle level manager in the public service (20 marks)

QUESTION TWO

(a) Outline **five (5)** ways managers can use to motivate their Junior staff (10 Marks)

(b) Explain **five (5)** functions of Human Resource Management that you execute as a senior Public officer in your department (15 marks)

UNIT TWO (ANSWER ONLY ONE QUESTION FROM THIS UNIT)

QUESTION ONE

(a) Highlight **five (5)** questions that strategic planning process attempts to address (10 marks)

(b) Describe **Five (5)** steps of public policy making process in the public sector (15 marks)

QUESTION TWO

a) Outline **five (5)** differences between a project and a program (10 marks)

b) Explain **five (5)** reasons that contribute to failure of public projects (15 marks)

UNIT THREE (ANSWER ONLY ONE QUESTION FROM THIS UNIT)

QUESTION ONE

- a) Outline **five (5)** common types of office communication in the Public Sector (5 Marks)
- b) Explain **ten (10)** ways a Public Sector manager can employ to make presentations more effective (20 Marks)

QUESTION TWO

Using relevant illustrations, explain **five (5)** elements of interpersonal communication skills. (25 marks)

UNIT FOUR (ANSWER ONLY ONE QUESTION FROM THIS UNIT)

QUESTION ONE

- a) Highlight **five (5)** challenges of leadership in the Public sector (5 marks)
- b) Explain **ten (10)** qualities of an effective leader. (20 marks)

QUESTION TWO

- (a) Outline **five (5)** reasons why people resist change (10 marks)
- (b) As a senior officer in your department, you have been tasked to Lead and Manage change on a new program to be introduced in the department
- Explain **five (5)** Principles you will apply in Leading and Managing the intended change. (15 marks)