

**NATIONAL OPEN UNIVERSITY OF NIGERIA**

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

**FACULTY OF MANAGEMENT SCIENCES**

**JULY 2017 EXAMINATION**

**Course Code: PSM800**

**Course Title: CONDUCT OF GOVERNMENT BUSINESS**

**Credit Unit: 3**

**Instructions: 1. Attempt Question 1 and any other three (3) questions**

 **2. Question 1 is compulsory and carries 25marks while the other 3 questions carry 15marks each**

 **3. Present all your points in coherent and orderly manner**

**Time Allowed: 3 Hours**

1. a. What is a council memorandum (5marks)

b. What are the basic techniques for a memorandum (5marks)

c. Financial memorandum should include the following, list and explain (5marks)

d. What are the features of a council memorandum (5marks)

e. Classify council memoranda (5marks)

(Total 25marks)

2. a. Public Administration can be said to be a concept, advance your reasons (5marks)

b. Give an outline of ten differences between public and private administration

(10marks)

(Total 15marks)

3. a. What are ethics? (5marks)

b. What are the institutional mechanisms for instilling ethics in the public service?

(10marks)

(Total 15marks)

4. a. What is a minute? (5marks)

1. State faults to guard against in drafting and minuting (10marks)

(Total 15marks)

5. a. Give a tacit definition of communication (5marks)

b. State the major functions of communications (5marks)

c. State and explain the communication process in an organization (5marks)

(Total 15marks)

6. a. What is file classification? (5marks)

 b. Name and explain 3 types of file classifications (10marks)