



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION

2019_2 EXAMINATION

COURSE CODE: MPA871

COURSE TITLE: PUBLIC PERSONNEL MANAGEMENT

CREDIT UNITS: 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 coherent and orderly Manner

TIME ALLOWED: 2 1/2Hours (Two Hours and 30 Minutes)

Question 1. a. Performance Appraisal is critical concept in personnel management. Identify five (5) reasons for Performance Appraisal. (10 marks)

b. Discuss briefly appraisal interview and Give five (5) objectives of the interview. (10 marks)

c. List and explain briefly the three (3) appraisal styles by Maier 1953. (5 marks)

Question 2. Identify and discuss briefly five (5) types of In-service training. (15 marks)

Question 3. List and discuss five (5) ethical principles in the public service. (15 marks)

Question 4. Enumerate and discuss five (5) conducts and ideals in the public service. (15 marks)

Question 5. Identify Drucker's five (5) steps to decision-making and explain them briefly. (15 marks)

Question 6. According to Flipppo, there are five (5) ways through which conflicts are discovered. Discuss them briefly. (15 marks)