



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2023_2 EXAMINATIONS

COURSE CODE: PAD 771

COURSE TITLE: INTRODUCTION TO PUBLIC ADMINISTRATION

CREDIT UNITS: 2

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt question one (1) and any other two (2) questions – three questions in all

3. Question one (1) is compulsory and carries 30marks, while the other questions carry 20marks each.

4. Present all your points in coherent and orderly Manner

TIME ALLOWED: 2 Hours

Q1a. What is personnel administration? (5 Marks)

Q1b. List and explain the functions of personnel Administration (20 Marks)

Q1c. Outline the basic characteristics of Personnel Administration (5 Marks)

Q2a. What are the basic differences between Personnel Administration and Human Resource Management (10 Marks)

Q2b. Explain the Managerial and Operation Functions of Personnel Administration (10 Marks)

Q3a. Define the term Industrial Democracy (5 marks)

Q3b. Mention and explain mechanisms adopted in industrial relations to achieve industrial democracy. (15 marks)

Q4. Explain the concept of Staff Control (5 Marks)

Q4b. Explain the organizational factors that contribute to the level of discipline in an organization with particular reference to public service. (15 marks)