



ICM

DECEMBER 2016

PUBLIC SERVICES MANAGEMENT

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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- 1. Financial management in the public sector has a number of distinctive features. Explain what these are. [20]
 - 2. Review the challenges facing policymakers in measuring public satisfaction with services. [20]
 - 3. Research has identified a number of motivators for public service employees. Review the key motivating factors. [20]
 - 4. Analyse the advantages and disadvantages typically associated with codes of conduct in the public sector. [20]
 - 5. Public accountability is a key concept in public services management. Explain the significance of public accountability in the public sector. [20]
 - 6. Performance indicators are widely used in the public sector. Analyse the key features and characteristics of a good performance indicator. [20]
 - 7. Review the widely recognised characteristics of public service cultures. [20]
 - 8. Analyse the concept of social entrepreneurship in the context of delivering public services. [20]