



ICM

JUNE 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 []
-
- 1. Evaluate the factors that are typically considered to be motivators for public service employees. [20]
 - 2. Assess the relevance and contribution of codes of conduct in the public sector. [20]
 - 3. Political accountability is one of the key distinctive features of the public sector worldwide. Analyse the importance of political accountability as a concept in public services management. [20]
 - 4. Analyse the benefits and challenges in managing the delivery of services through networks. [20]
 - 5. Review the key characteristics of public services cultures. [20]
 - 6. Critically evaluate the concept of social entrepreneurship in the delivery of public services. [20]
 - 7. Explain why public satisfaction with services is challenging to measure. [20]
 - 8. Review the features and characteristics of what is typically considered to be a good performance indicator in the public sector. [20]