INTERNATIONAL UNIVERSITY OF EAST AFRICA
'Learning to Succeed'

FACULTY OF BUSINESS MANAGEMENT

END OF SEMESTER EXAMINATIONS - DECEMBER 2025

PROGRAMME: BPA
YEAR/SEM: YEAR 3/SEMESTER 1
COURSE CODE: PSM 3102
NAME: INNOVATION IN PUBLIC MANAGEMENT

DATE:
TIME:

INSTRUCTIONS TO CANDIDATES:

SECTION A

SECTION A IS COMPULSORY

Question 1:

CASE STUDY QUESTION ONE

The new public service delivery ethos dictate the need for anew unique approach to service delivery. The construction of a new paradigm shift of service delivery demands that the state should play a minimalistic role in the service delivery industry and that we need to address government business for effective service delivery. This can only be ensured by adopting new revolutionary methods of work which now calls for a new re-think of not citizens any more but clients as bosses to service providers. So the narrative is no longer citizen centered but client centered.

a) Discuss the rationale of integrating public management in your country of origin(10 marks)

b) Examine the features of new public management(10 marks)

c) Distinguish public management from the traditional public administrative system of service delivery(10 marks)

d) Analyze the paradigms that characterized the revolution in Public administration(10 marks)

Question 2:

CASE STUDY QUESTION. TWO

The shift from traditional Public administration into New

Public Management (NPM) is informed by the changing and challenging forces of the government, entrenched in the Transactional-cost theory, Public Choice theory and Managerialism. The three theoretical framework brings to the fold: Persuasion and negotiation, government empowering and changing their mindset from citizens to customers, producing results and networking with those they serve. NPM demands that government must adopt techniques of Business administration. This means that government should no longer view her citizens as such but customers who have paid their taxes, now demanding accountability through service delivery.

a) Discuss the guiding principles of New Public Management (NPM) 10 marks)

b) Distinguish traditional public administration from NPM (10 marks)

c) Analyse the theoretical frameworks that underpin public management (10 marks)

d) What are some of the criticisms that have be levied against public management (10 marks)

Question 3:

Discuss the techniques and perspectives of public management(10 marks)

b. Evaluate the measures in ensuring the successful implementation of public management(10 marks)

SECTION B

CHOSE THREE QUESTIONS

Question 1:

Discuss the pillars of innovation and the key features in the innovation of public management.(10 marks)

b) How relevant are the drivers of innovation to your country of origin, illustrate with examples(10 marks)

Question 2:

. Examine the key characteristics of public sector innovation (10 marks)

b. How applicable are they to your country of origin (10 marks)

Question 3:

Analyze the key aspects of public management known to you(10 marks)

b) Discuss the classical public Management theories and their interplay in the domain of public administration (10 marks)

Question 4:

Evaluate the modern principles of Re-Inventing government in public management (10 marks)

b. To what extent are the principles applicable in your country (10 marks)

Question 5:

Examine the vitality of meta governance(10 marks)

b. Discuss the major elements of meta-governance (10 marks)

Question 6:

Justify the emergency of the third sector in public governance (10 marks)

b. Examine the factors that led to the disappearance of the third sector (10 marks)

Question 7:

. What endures in public governance is public reforms in the service delivery industry. With relevant examples, discuss the reforms that have been undertaken in the field of service delivery in your country of origin (10 marks)

b. Examine the challenges faced in the service delivery systems (10 marks)

Question 8:

Justify why public management has been considered an alternative to public sector management (10 marks)

b. Why has there been some resistance into the shift in public management (10 marks)

Question 9:

Analyze the different roles of the third sector plays and the challenges therein (20 marks)

Question 10:

Net working is one critical element in public management, defend networking as a concept of theory and practice and the underlying challenges (20 marks)

Question 11:

Discuss the techniques and perspectives of public management(10 marks)

b. Evaluate the measures in ensuring the successful implementation of public management(10 marks)

Question 12:

Discuss the techniques and perspectives of public management(10 marks)

b. Evaluate the measures in ensuring the successful implementation of public management(10 marks)