



UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business and Humanities Certificate Examinations

MAY-JUNE 2024 SERIES

PROGRAMME

NCAF, NCBA, NCPAM, NCPLM

PAPER NAME

INTRODUCTION TO PUBLIC SECTOR MANAGEMENT

PAPER CODE

NCPM211

YEAR II, SEMESTER I

2½ HOURS

FRIDAY, 24TH MAY, 2024

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **two** sections **A** and **B**.
2. Section **A** is compulsory and carries **20** marks.
3. Section **B** consists of **six** questions. Answer only **four** questions from this section.
4. All questions carry equal marks.
5. All answers to each question should begin on a fresh page.
6. **Do not** write on the question paper.
7. All answers and rough work should be written in the official answer booklet provided.
8. Read other instructions on the answer booklet.

SECTION A - (20 MARKS)

Answer all questions in this section

Question One

- (a) Give **two** roles played by public sector in Uganda. (02 marks)
- (b) List **two** forms of public sector management. (02 marks)
- (c) Outline **two** duties of the political executive wing. (02 marks)
- (d) State **two** roles of central government in Uganda. (02 marks)
- (e) List **two** characteristics of modern public service delivery. (02 marks)
- (f) Define a **government**. (02 marks)
- (g) Give **two** achievements of public sector management in Uganda. (02 marks)
- (h) Define a **public sector reform**. (02 marks)
- (i) State **two** weaknesses of traditional service delivery. (02 marks)
- (j) Give **two** similarities between central and local government. (02 marks)

SECTION B - (80 MARKS)

Answer only four questions from this section

Question Two

Mayo a Parish Chief of PIQ parish is a custodian of the public property. Unfortunately, he has been negligent on his duties. You have picked concern as a responsible citizen.

- (a) Explain **five** duties that are to be performed in Mayo's office. (10 marks)
- (b) Discuss **five** challenges that he is likely to face while performing his duties. (10 marks)

Question Three

Public and private sectors are relatively service providers to the citizens. Joan who was previously employed in the private sector is glad to have got a new job in public service.

- (a) State **two** differences between the two sectors. (04 marks)
- ✕(b) Explain **three** benefits that Joan will enjoy in the public sector. (06 marks)
- (c) Discuss **five** challenges that Joan may face in the public sector. (10 marks)

Question Four

In Ugandan public service, there has been significant reforms from traditional means of service delivery to the modern means of service delivery.

- (a) Explain **five** factors that led to these reforms. (10 marks)
- (b) Describe **five** benefits of the reforms in public sector management. (10 marks)

Question Five

Despite several reforms made in public service, there has been a lot of conflicts in public sector.

- (a) Explain **five** causes of the conflicts in the sector. (10 marks)
- (b) Suggest **five** solutions to the conflicts in 5(a). (10 marks)

Question Six

The Local Government Act empowers Uganda to decentralize. However, there are some central government agencies that have remained key players.

- (a) Identify **four** of these agencies. (04 marks)
- (b) Describe **four** roles played by the agencies identified in 6(a). (08 marks)
- (c) Discuss **four** challenges that are associated with the agencies. (08 marks)

Question Seven

Parliament is a central arm of government concerned with all issues across the country in the public sector management.

- (a) Define the arm of government stated above. *UNEX* (02 marks)
- (b) Explain **four** roles that the arm of government in 7(a) plays in public sector management. (08 marks)
- (c) Discuss **five** challenges that the government arm faces in public sector management. (10 marks)

END