



NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2020_2 EXAMINATION

COURSE CODE: PAD 771 **CREDIT UNIT: 2**
COURSE TITLE: PUBLIC PERSONNEL ADMINISTRATION
TIME ALLOWED: 3 Hours
INSTRUCTIONS: 1. Attempt question Number one (1) and any other two (2).
2. Question number 1 is compulsory and carries 30 marks, while the other questions carry 20 marks each
3. Present all your points in coherent and orderly manner

QUESTIONS

1. a) Explain succinctly the concepts “Industrial Democracy” and “Rule Making” in an organisation.
b) Mention and discuss any four principles of achieving Industrial Democracy. **30Marks**
2. Examine and justify why grievance settlement procedures are important to any organisation as an aspect of Industrial Relations. **20Marks**
3. a) From Obikoya (1996 and Schultz (1957), conceptualize “Staff Discipline”
b) Discuss any three (3) of each of the causes of staff indiscipline and strategies for enhancing staff discipline in any organisation of your choice. **20Marks**
4. a) Define Staff Motivation.
b) Explain fully, theories of motivation as put forward by the Human Relations approach, Herzberg’s Two Factor Model and Victor Vroom’s Expectancy Theory. **20Marks**
5. Compare and contrast Public Personnel Administration and Human Resources Management. **20Marks**