



UGANDA MANAGEMENT INSTITUTE

POSTGRADUATE DIPLOMA IN PUBLIC ADMINISTRATION AND
MANAGEMENT (DPAM): K'LA; MRA; GULU, MBL: (WKD)

SECOND SEMESTER EXAMS 2015/2016

MODULE: RESULTS ORIENTED MANAGEMENT

Date: Thursday 6 October 2016

Time: 09.00 AM – 12.00 NOON

INSTRUCTIONS

1. Answer **FOUR** Questions.
2. Question **ONE** of Section A is compulsory and carries 40 marks.
3. Answer any other **THREE** Questions from Section B. Each question carries **20 marks**.
4. Write clearly and legibly.
5. **Do not** write anything on the question paper.
6. **Do not** take Mobile Phones into the examination room.
7. Follow the instructions of the examination supervisor.
8. Indicate questions answered on the Answer Sheet in the column of Questions.

This paper consists of 4 printed pages

SECTION A:**COMPULSORY****40 MARKS****QUESTION ONE**

The Republic of Sandland, like many countries in the developing world, is facing numerous problems in delivering social services (eg education, health, water, etc). This has inevitably caused dissatisfaction among the citizens of the Republic who have accused public servants of not being mindful of the nature and quality of services required by the citizens. Public servants are less bothered on whether or not their respective ministries or departments are delivering quality cost-effective, efficient and equitable timely services. Similarly, the political leadership in government is confused on what best services delivery reform measures which could redeem the country and put it on the best service delivery track.

Required:

Assume that the Government of the Republic of Sandland has appointed you as an advisor to advise them on how ROM operates and how it could improve service delivery in their country.

Advise the Government authorities accordingly.

[40 Marks]**SECTION B: ANSWER ANY THREE QUESTIONS FROM THIS SECTION****QUESTION TWO**

The Uganda National Development Plan (2015/2016-2019/2020) regards the agricultural and education sectors as primary sectors for achieving Vision 2040. Accordingly, the Government of Uganda has developed strategic objectives for each of these sectors as can be seen below:

Strategic Objectives for the Agricultural Sector

- a) To increase agricultural production and productivity
- b) To increase access to critical farm inputs
- c) To strengthen institutional capacity of Ministry of Agriculture, Animal Industry and Fisheries (MAAIF), and public agricultural agencies

Strategic Objectives for the Education Sector

- a) To achieve equitable access to relevant and quality education and training;

- b) To ensure delivery of relevant and quality education and training.
- c) To enhance efficiency and effectiveness of education and sports service delivery at all levels.

Required:

Using **EITHER** the agricultural sector **OR** the education sector:

- (i) Define a strategic objective as applied in Result Oriented Management. **(2 marks)**
- (ii) Identify two outputs for each of the strategic objectives for the sector of your choice. **(6 marks)**
- (iii) Develop two performance indicators for each of your outputs in (ii) above. **(12 marks)**

QUESTION THREE

The Government of Uganda explicitly recognises Results Oriented Management (ROM) as a tool for improving service delivery and realising development. This is echoed in the Second Nation Development Plan (NDP 11) where it is stated:

Implementation of the NDPII will be based on the Results Oriented Management (ROM) and Outcome/Program Based Budgeting (PBB) systems. Using the national results framework defined in the NDPII, MDAs and LGs shall prepare strategic plans that clearly identify their expected outcomes and outputs and how these contribute to the NDP. On that basis, resources shall be allocated and voted to planned outcomes and outputs.

Required

- (a) Using relevant examples, draw a distinction between outputs and outcomes. **(10 marks)**
- (b) Describe the salient characteristics of outputs. **(10 marks)**

QUESTION FOUR

“Performance measurement is an indispensable component of the Results Oriented Management (ROM) approach”

Required:

- (a) Discuss the purposes of performance measurement. **(10 marks)**
- (b) Discuss how you would measure performance in relation to an output such as children immunized. **(10 marks)**

QUESTION FIVE

Examine the role information plays in the effective and efficient implementation of Results Oriented Management (ROM). **[20 Marks]**

QUESTION SIX

“In order for Results Oriented Management to succeed in Uganda Public and Private sector organisations, a number of barriers will have to be overcome”.

Required:

Critically discuss these barriers and provide possible solutions for overcoming them. In your discussion, provide relevant examples from an organisation most familiar to you.

[20 Marks]**END**