



Even Semester End Term Examination, May / June 2026

Date: 21/05/2026

Time: 09.30 AM - 12.30 PM

Course Code: BAL2004

Course Name: Public Administration (Core Concepts)

Semester: Fourth Semester

Max. Marks: 100

Weightage: 50%

CO - Levels	CO1	CO2	CO3	CO4
Marks	20	40	50	70

PART A: Answer Following Questions. 20 M

Qn.No	Questions	M	CO	BT
1	Define motivation.	2	CO1	BT1
2	What is meant by "unity of command" in administrative theory?	2	CO1	BT1
3	Explain the concept of span of control.	2	CO1	BT1
4	What is polycentric governance?	2	CO1	BT1
5	Define delegation of authority.	2	CO1	BT1
6	What is meant by hierarchical structure in organizations?	2	CO1	BT1
7	Distinguish between intrinsic and extrinsic motivation.	2	CO1	BT1
8	What is the role of division of labour in administration?	2	CO1	BT1
9	What is meant by accountability in public administration?	2	CO1	BT1
10	What are physiological needs according to motivation theories?	2	CO1	BT1

PART B: Answer Any 1 Following Questions. 10 M

Qn.No	Questions	M	CO	BT
11	Discuss the importance of understanding human motivation in leadership.	10	CO2	BT2
12	Explain Herbert Simon's decision-making model and describe its key stages.	10	CO2	BT2

PART C: Answer Any 1 Following Questions. 10 M

Qn.No	Questions	M	CO	BT
13	Explain the key differences between transformational and transactional leadership styles.	10	CO2	BT2
14	Explain the organizational culture and its key components.	10	CO2	BT2

PART D: Answer Any 1 Following Questions. 10 M

Qn.No	Questions	M	CO	BT
15	A government launches a mobile-based payment system for public transport to reduce corruption and delays. However, adoption remains low among older citizens. Analyze the challenges using e-governance principles and suggest strategies to increase adoption and efficiency.	10	CO3	BT3
16	A city introduces an online grievance redressal portal, but citizens in rural areas are unable to access it effectively. Apply the concept of digital inclusion to suggest how e-governance can be made more accessible and effective.	10	CO3	BT3

PART E: Answer Any 1 Following Questions. 15 M

Qn.No	Questions	M	CO	BT
17	A newly appointed municipal commissioner adopts a strict, rule-based approach and closely supervises all employees, leading to resistance among staff. Apply McGregor's Theory X and Theory Y to evaluate the leadership approach and suggest improvements.	15	CO3	BT3
18	A hospital administrator must ensure strict adherence to protocols during emergencies while also maintaining staff morale. Analyze whether a transactional or transformational leadership style would be more effective in this situation. Justify your answer.	15	CO3	BT3

PART F: Answer Any 1 Following Questions. 15 M

Qn.No	Questions	M	CO	BT
19	Analyze the relationship between authority, responsibility, and accountability in public administration.	15	CO4	BT4
20	Analyze the role of Goal Setting Theory in enhancing employee performance and organizational efficiency.	15	CO4	BT4

PART G: Answer Any 1 Following Questions. 20 M

Qn.No	Questions	M	CO	BT
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21	Critically analyze Herzberg's Two-Factor Theory and its implications for employee satisfaction and motivation.	20	CO4	BT4
22	Analyze the Managerial Grid model and its implications for leadership effectiveness.	20	CO4	BT4