

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2018/2019**

**YEAR I SEMESTER II EXAMINATION FOR THE DIPLOMA IN COUNTY GOVERNMENT**

**HLG 0207: DEVOLUTION AND MANAGEMENT OF SERVICES**

**DATE: APRIL 2019 TIME: 1.5 HOURS**

**INSTRUCTIONS: Answer question one (compulsory) and any other two questions.**

QUESTION ONE (30 MARKS)

a. Describe the objectives of devolved government. (3 marks)

b. State the differences between services and products. (3 marks)

c. Define the term devolution as used in the Kenyan context. (2 marks)

d. Define the term value chain. (1 mark)

e. Describe the risks involved in outsourcing I.T. (3 marks)

f. What are the benefits of BPO? (2 marks)

g. State the features of customer Relations management. (3 marks)

h. List the types of decentralization. (4 marks)

i. State the causes of internal/external customer churn at county level. (3 marks)

j. Using relevant examples describe three advantages of devolved public utilities.

(6 marks)

QUESTION TWO(15 MARKS)

a. Discuss four key dimensions of decentralization. (8 marks)

b. Define the term ‘Grievance’ and explain the objectives of grievance procedure.

(7 marks)

QUESTION THREE (15 MARKS)

a. Discuss five managerial functions. (10 marks)

b. Briefly discuss concept of outbound logistic in value chain of an organization as brought out by Michael Porter. (5 marks)

QUESTION FOUR (15 MARKS)

a. Discuss three types of partnerships in Kenya. (9 marks)

b. It is widely accepted that it is the responsibility of governments to offer essential services to the public. Why the do government use public – private partnership arrangement to offer when they are infact supposed to do on their own? (6 marks)