



**COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE**

**NPPG 505: LEADERSHIP AND PUBLIC POLICY**

**END OF SEMESTER EXAMINATIONS**

**NOVEMBER 2021**

**LECTURER: DR TAWANDA NYIKADZINO**

**TIME: 5 HOURS**

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## **INSTRUCTIONS**

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1. Answer one question.
2. Start each question on a new page.
3. Each question carries a weight of 100 marks.
4. You have 5 hours to complete and submit your answer to the University Moodle platform.
5. Anti-plagiarism tools will be used to assess your answer for any form of examination misconduct and plagiarised work will be punished in terms of University Regulations.

### **Question One**

The COVID-19 pandemic presented challenges and opportunities that called for the survival of the fitting rather than the fittest. Effective leadership proved to be an indispensable cog in such a turbulent environment. Any analysis of service delivery in the peak of the COVID-19 pandemic, however, revealed leadership crises in many public organisations. As a Leadership and Public Policy specialist, demonstrate how you would apply the contingency and situational leadership theories in making strategic interventions that would enable public organisations to muddle through the pandemic. Substantiate your arguments with empirical examples.

**[100 marks]**

### **Question Two**

Your organisation is grappling with team performance-related challenges. The organisation has developed several teams over the years, but poor performance, stemming from internal and external forces, is a common thread that unifies the different teams. Using the knowledge gained from this course, demonstrate how you would apply Hill's Leadership Model in assisting the organisation to address team performance challenges. Support your argument with illustrative examples.

**[100 marks]**

### **Question Three**

In modern-day organisational contexts, difficult and contentious conversations are inevitable. How you handle them, however, significantly influence employee performance. Using emotional intelligence, performance management, stress management and communication skills gained from this course; explain how you would handle difficult and contentious conversations.

**[100 marks]**

**END OF EXAMINATION**

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