Political Science 360: Public Administration
Dr. Belt
Exam #1 Review Guide

Date: Wednesday, April 2, 2008

Format: Identifications (list or define/describe) and short-answer. You may bring a calculator if you like.

Readings Covered: Stillman chs. 6, 9, 10, 14, 15

Topics Covered:

Efficiency
Economy
Effectiveness
Constraints that inhibit optimality
Autonomy
Service Delivery
Cost-Benefit Analysis
Case Study: Valujet 592

Hawthorne Experiments
Main Findings
Teamwork
Informal Groups
Factors in Group Cohesion
Groupthink
Case Study: Unbuilding the World Trade Center
Case Study: Uniforms in the Closet

Public Service Job Types
Organizational Culture
Public Service Motivation
Service Motivation
Mission Motivation
Task Motivation
Elements of Managerial Work
Bureaucratic Burnout
Time Management
Delegation
Motivation
Leadership
Group Dynamics
Conflict and Bargaining
Policy Entrepreneurialism
Productivity
Total Quality Management
Case Study: The Shootings at Columbine

Organizational Charting
Degree Centrality
Between-ness Centrality (Brokerage)
Hierarchy
Centralized and Decentralized Power
Stakeholder Relations
Organizational Learning
Strategic Planning
Elements of A Strategic Plan
What Makes Strategic Planning More Effective
Public-Private Paradox
Deregulation and Policy Entrepreneurialism
Case Study: The Human Genome Project
Case Study: Rapture Recue 911

Leadership
Trait Theories
Maintainers
Augmenters
Visionaries
Heroes
Wonks
Personality Theories
Transactional Approaches
Machiavelli and Management
Micromanagement
Moral Leadership and the Bully Pulpit
Iron Triangles
Issue Networks
Issue Specialization
Single Issue Organizations
Case Study: Reinventing School Lunch

Casey Jarman’s Lecture