

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