



# higher education & training

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Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL CERTIFICATE PUBLIC ADMINISTRATION N5**

(21010035)

**2 October 2020 (X-paper)  
09:00–12:00**

**This question paper consists of 5 pages.**

165Q1B2002

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
PUBLIC ADMINISTRATION N5  
TIME: 3 HOURS  
MARKS: 200

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**INSTRUCTIONS AND INFORMATION**

1. Answer all the questions.
  2. Read all the questions carefully.
  3. Number the answers according to the numbering system used in this question paper.
  4. Start each section on a new page.
  5. Use only a black or blue pen.
  6. Write neatly and legibly.
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**SECTION A**



**QUESTION 1**

1.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Nature of public policy	A	coordination
1.1.2	Important decision-making process	B	budget 
1.1.3	Law passed by local government	C	recruitment
1.1.4	Grouping of similar functions in an organisation	D	policy
1.1.5	System of working together to provide unity of action	E	parliament
1.1.6	Functional activities 	F	analyse the problem
1.1.7	Proposed income and spending for the financial year	G	grievance
1.1.8	Highest policy-making political authority	H	organising
1.1.9	Process of attracting, selecting and appointing the most qualified candidates	I	reassignment
1.1.10	Official complaint by an employee	J	formulated by government
		K	line system
		L	bylaw 
		M	financing

(10 × 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

- 1.2.1 Public policies are not the course of action. 
- 1.2.2 Time dimension implies that objectives must be kept up to date.
- 1.2.3 Organisational charts show the structure of manuals.
- 1.2.4 The balancing of activities means that all activities are carried out in the correct logical and legal sequence.
- 1.2.5 The main budget comprises all current expenses and capital expenditures. 
- 1.2.6 Perks tax is imposed on car subsidies.
- 1.2.7 When the auditor general is appointed the terms of chapter 9 of the constitution are considered.
- 1.2.8 Employers should not take steps to safeguard the health and safety of employees.
- 1.2.9 The Public Service Commission should not conduct research on staffing functions.
- 1.2.10 PERSAL is the computerised personnel and salary system used in the public sector.


(10 × 2) (20)

 [40]


**TOTAL SECTION A: 40**

## SECTION B


### QUESTION 2

- 2.1 Explain SIX external factors that influence policy-making. (6 × 2) (12)
- 2.2 Explain the FOUR levels of policies.  (4 × 3) (12)
- 2.3 List and explain SEVEN role players involved when policies are created. (7 × 2) (14)
- 2.4 Define the term *interest/pressure group*. (2)
- [40]


**QUESTION 3**

- 3.1 Briefly explain THREE types of budgets classified according to period. (3 × 2) (6)
- 3.2 Name and explain FOUR characteristics of the state budget. (4 × 2) (8)
- 3.3 Name and explain EIGHT institutions involved in state finances. (8 × 2) (16)
- 3.4 Explain FIVE principles of financial control.  (5 × 2) (10)
- [40]**

**QUESTION 4**

- 4.1 Explain the contemporary classification organisational theory. (5 × 2) (10)
- 4.2 List FIVE factors that concern internal organisational arrangements. (5 × 2) (10)
- 4.3 Name FOUR types of functions in any institution and explain its relevance.  (4 × 2) (8)
- 4.4 Discuss SIX factors that play a role in determining span of control. (6 × 2) (12)
- [40]**

**QUESTION 5**

- 5.1 Explain the procedure for dealing with grievances. (5 × 2) (10)
- 5.2 List EIGHT types of records that human resources divisions of all public institutions must keep and maintain. (8 × 2) (16)
- 5.3 Explain THREE factors that influence the determination of service benefits.  (3 × 2) (6)
- 5.4 Briefly explain FOUR salary requirements of the public sector. (4 × 2) (8)
- [40]**

**TOTAL SECTION B: 160**  
**GRAND TOTAL: 200**