higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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JUNE EXAMINATION

NATIONAL CERTIFICATE

PUBLIC ADMINISTRATION N6

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6 June 2014 (Y-Paper)
13:00–16:00

This question paper consists of 6 pages.

BUSINESS STUDIES

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
PUBLIC ADMINISTRATION N6
TIME: 3 HOURS
MARKS: 200

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. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Choose an item or a word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.1.1	Manager acts according to the law	A F.W. Taylor
1.1.2	Aiming at maximising profit	B statistical returns
1.1.3	An example of graphic technique	C written report
1.1.4	Parastatal research institutions	D dialectism
1.1.5	Developer of streamlined work procedure	E conformism
1.1.6	To ensure members of the public are kept informed about services and available services	F business management
1.1.7	A manager believes in continuous discussion between himself and his subordinates	G SIMO charts
1.1.8	Formal control measure which provides physical evidence of whatever takes place	H circular letters
1.1.9	Audits state finances	I universities
1.1.10	Provides essential services to the community	J auditor general
		K ESCOM

(10 × 2) (20)

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1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 Military services are an example of functional activities performed by government.

1.2.2 The state president has the power to appoint ministers.

1.2.3 An official who has a negative attitude regards every suggestion as a threat to his personal position.

1.2.4 Nationalisation means confiscation by the state of privately owned assets.

1.2.5 A transaction document must be kept for a short period of time.

1.2.6 Delegation is one of the generic functions performed by public officials.

1.2.7 Provinces must administer bylaws.

1.2.8 Written reports are examples of informal control measures.

1.2.9 A business manager is concerned with the improvement of the general welfare of the community.

1.2.10 Services provided by the government must not be distributed in a fair manner.

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

2.1 Discuss factors which impede the revision of procedures. (16)

2.2 Differentiate between the *business administration* and *public administration*. (10)

2.3 Name and briefly explain formal control measures. (14)
[40]

QUESTION 3

3.1 Discuss the *personal characteristics* of a public manager. (16)

3.2 Discuss *documentation* under the following headings:

3.2.1 Transaction (4)

3.2.2 Reference documents (8)

3.3 Discuss *instrumental functions* under the following headings:

3.3.1 Conducting a meeting (8)

3.3.2 Negotiating (4)
[40]

QUESTION 4

4.1 Discuss the relationship between *local government* and *provincial government.* (16)

4.2 Explain the factors which determine the extent of the functional activities undertaken by public institutions. (10)

4.3 Name and briefly explain the steps of a control process. (14)
[40]

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QUESTION 5

5.1 Briefly explain the advantages and disadvantages of employing private consultants. (14)

5.2 Discuss the relationship between the *central* and the *provincial government*. (10)

5.3 Discuss the functional activities of public institutions under the following headings:

5.3.1 Health services (6)

5.3.2 Protection function (10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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