higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

PUBLIC ADMINISTRATION N6

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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 Give ONE term for each of the following descriptions. Write only the term next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Decision based on facts when sufficient information is gathered

1.1.2 Technique to determine output with mathematical calculations

1.1.3 Administrative process that administers revenue received, how amounts are allocated to various departments and how allocation should be controlled

1.1.4 System of assessing working methods to achieve maximum output and efficiency

1.1.5 Highest authority in a municipality accountable to the province

1.1.6 Techniques to represent actual workflow to discover deficiencies and shortcomings so that these can be studied

1.1.7 One of the six basic intellectual functions management must perform when appointing the right people in the right jobs to achieve the objectives of the organisation

1.1.8 Managers are held responsible for carrying out a defined set of duties or tasks and for conforming with rules and standards applicable to their posts

1.1.9 Process of setting goals, developing strategies and outlining tasks and schedules to accomplish goals

1.1.10 Process of checking whether actions have been taken as planned and whether corrective actions to make them conform to decisions have been taken

(10 × 2) (20)

1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Encourages staff to look for cheap and fast procedures	A	exact techniques
1.2.2	Makes bylaws	B	Council for Scientific and Industrial Research
1.2.3	Formal control measure	C	flow diagram
1.2.4	Accurately measures work and its duration	D	municipal council
1.2.5	Parastatal research institution	E	statistical returns
		F	Anglo American Corporation of South Africa
		G	executive director

(5 × 2) (10)

1.3 Explain FIVE instruments that measure productivity. (5 × 2) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1

[Source: *www.gpw.gov.za*]

2.1.1 Define the term *Government Gazette*. (2)

2.1.2 Name the institution responsible for printing the government gazette. (2)

2.1.3 Where is this institution located? (2)

2.1.4 The gazette can be published on the national and provincial level of government.

Discuss in point form the relationship between the *national* and *provincial* level of government. (5 × 2) (10)

2.2 The Government Gazette issues notices calling for tenders for procuring materials and equipment for public institutions and notices about the sale of public property.

Discuss furniture and equipment as an instrumental function. (5 × 2) (10)

2.3 Municipal bylaws are published in the provincial gazette in relevant provinces.

List FIVE ways in which provinces can build municipal capacity. (5 × 2) (10)

2.4 When procuring materials for public institutions government must see to it that relevant materials are provided by exercising control.

Outline the steps in the control process. (4)

[40]

QUESTION 3

3.1 Besides national, provincial and municipal government departments issuing tenders, parastatals, such as Eskom, Spoornet and the SABC, also issue tenders. Major national and provincial tenders are advertised on the Government Tender Bulletin which belongs to the public sector. There are also private sector databases such as Tenderscan, Tradeworld or Sabinet that deal with tenders. Major newspapers also publish requests for tenders.

3.1.1 What is a *tender*? (2)

3.1.2 Tenders are issued by national and provincial government departments and municipalities.

Discuss the relationship between a *provincial government* and a *municipality.* (8 × 2) (16)

3.2 When tenders are offered, both levels of governments must follow the necessary procedures and methods.

Advise government on the importance of having written procedures and methods. (7 × 2) (14)

3.3 Auditing by the auditor general is necessary to exercise control over expenses in the tendering process.

Explain FOUR aspects that the auditor general checks when auditing public institutions. (4 × 2) (8)

[40]

QUESTION 4

4.1 Government tenders are advertised on the Government Tender Bulletin which is a public-sector database. There are also private-sector databases such as Tenderscan, Tradeworld or Sabinet which advertise tenders.

Tabulate the difference between the *private sector* and the *public sector*. (5 + 5) (10)

4.2 Government tenders are also advertised in newspapers as requested to ensure accountability.

Discuss accountability in terms of news media. (3 × 2) (6)

4.3 Officials who work with tenders must have skills and abilities to work with citizens.

Name FIVE qualities of a good manager. (5 × 2) (10)

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4.4 Explain THREE management styles a manager can follow in an institution. (14)
[40]

QUESTION 5

5.1 When tenders are given to relevant people, not all citizens will feel satisfied. Dissatisfied citizens may take a public institution to court for not rendering acceptable services. Because of this state departments and provincial administrations must have legal representation.

5.1.1 List FOUR functions of state legal advisers. (4 × 2) (8)

5.1.2 Explain the accountability of courts of law. (4 × 2) (8)

5.2 Explain the FIVE factors that lead to constant change and expansion in the activities of public institutions. (5 × 2) (10)

5.3 Officials dealing with tenders must have formal education and further develop themselves through training and job experience.

Discuss education as a functional activity of public institutions. (6 × 2) (12)

5.4 Explain the term *negotiation* as an institutional function. (2)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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