higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

PUBLIC ADMINISTRATION N6

1 June 2021

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	C	
	1.1.2	G	
	1.1.3	E	
	1.1.4	F	
	1.1.5	A	
	1.1.6	B	
			(6 × 2) (12)

1.2	1.2.1	Auditing	
	1.2.2	Administration	
	1.2.3	Flow diagram	
	1.2.4	Inspection	
	1.2.5	Written report	
	1.2.6	Public protector	
			(6 × 2) (12)

1.3 1.3.1 Department of Justice and Constitutional Development (2)

1.3.2
- Courts have the authority and right to examine the legality and validity of acts of executive institutions.
- An aggrieved citizen may file a civil case if his/her rights have been violated.
- Courts can only point out the guilty party but they cannot correct behaviour.
- Hearings are open to the public. (Any 3 × 2) (6)

1.3.3
- Give legal advice to state departments.
- Assist state departments and provincial administration in drafting of bills.
- Assist with the passing of bills in parliament.
- Defend officials of state departments and provincial administration in criminal courts when charges arise from the performance of their duties.
- Give advice to state departments on the interpretation and implementation of laws. (Any 4 × 2) (8)

[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 2.1.1 Police officers investigate criminal activities and arrest criminals.

2.1.2 Magistrates and judges decide on punishment.

2.1.3 Prison guards rehabilitate prisoners and maintain order.

2.1.4 Traffic officers enforce traffic rules to ensure that road users are safe.

(4 × 2) (8)

2.2
- Police officers, nurses, members of the defence force, correctional service employees, etc. are provided with uniforms and protective clothing for protection and identification.
- Laboratory workers and labourers are provided with protective clothing for them to perform their duties safely.
- Adequate work methods and procedures are necessary to ensure that uniforms and clothing are acquired, stored, issued and used correctly.
- Some officials require uniforms to perform their duties. (4 × 2) (8)

2.3
- Written reports✓ – Most commonly used in the public sector. Provide evidence of work done and encourage workers to work carefully and precisely.✓
- Personal inspection✓ – Takes place in the actual work environment. Establish if actions served a useful purpose. Its disadvantage is that it takes place after an incorrect action has occurred. Inspectors must not only look for faults but apply remedial measures where there are shortcomings.✓
- Auditing✓ – Takes place after a transaction has occurred. It is concerned with legal correctness of transactions and prevents any wrongful transactions from taking place.✓
- Statistical reports✓ – Used in addition to financial auditing.✓
- Keeping of daily files✓ – They indicate whether templates, letters and correspondence comply with the department's requirements.✓ (5 × 2) (10)

2.4 2.4.1
- Society is a dynamic entity.
- There are constant changes taking place in society.
- Public authorities are involved in social aspects of community life.
- There are changes in the views of the government of the day.
- There are changes in public attitudes.
- There are population changes.
- Acts and bills must be changed to satisfy the needs of the people.

(4 × 1) (4)

2.4.2
- Rapid technological changes have forced work procedures to change.
- Examples are high-tech office equipment, e.g. fax machines and computers. (2 × 2) (4)

2.4.3
- During this century a great number of changes have taken place in the physical and social science field.
- This is proved by the large number of students in this field at universities and technikons.
- People are pressurised to obtain high educational qualifications, skills and experience.
- In certain occupations officials such as nurses, prison officials and public servants are increasingly required to obtain better skills and higher qualifications. (2 × 2) (4)

2.4.4
- The administration of the country is done by various institutions.
- Some of these institutions have many branches, divisions and sections. Because of this, overlapping and duplication takes place.
- Changes are made and implemented in each particular institution as the need arises.
- Sometimes the authorities forget to make adjustments in similar fields or sections and it results in different sections doing the same tasks. (Any 2 × 1) (2)

[40]

QUESTION 3

3.1
- Locking the office when going out of the office
- Reviewing monthly statements to verify transactions
- Requiring authorisation on certain documents
- Performing reconciliations on public accounts (4)

3.2
- Reviewing or monitoring by national and provincial government and municipalities respectively.
- The municipal council should describe the extent of the failure to meet its obligations.
- If a directive has not been complied with, the council has to assume responsibility for the relevant obligation.
- The provincial executive should submit a written notice of the intervention to the minister responsible for local government.
- The NCOP must review an assumption of responsibility within 30 days of the first sitting of the NCOP after the intervention began.
- After approval the NCOP should review the intervention it has approved on a regular basis. (6 × 2) (12)

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3.3
- Local and central government must maintain an open, cooperative relationship.
- Central government can strengthen and build the local government's capacity.
- The cabinet decides when functions are delegated from a national level to a local government.
- Parliament approves many laws which affect municipalities.
- Municipalities operate autonomously.
- Legislative authority is vested in parliament controlling all government affairs.
- Municipalities work closely with the central government as they operate in the same field. (Any 5 × 2) (10)

3.4
- The public protector may investigate on her own initiative.
- Investigations are carried out in an impartial manner.
- Investigates irregular or illegal behaviour.
- Settles matters in private for citizens.
- Investigates when there is sufficient reason.
- May not investigate court decisions.
- Must be accessible to all individuals and communities.
- Reports issued must be open to the public unless under exceptional circumstances. (4 × 2) (8)

3.5
- Plan activities which must be carried out
- Carry out the planned activities
- Control the implementation of the activity (3 × 2) (6)

[40]

QUESTION 4

4.1
- Policy-making
- Organising
- Financing
- Personnel
- Work procedure
- Control (6 × 2) (12)

4.2
- Must be kept for long periods of time or even indefinitely (e.g. records in deeds offices).
- Need to be filed in such a way that they can be easily retrieved.
- Must be protected against destruction and damage.
- Usually kept in registries or archives.
- Must be kept in a proper filing system for safekeeping. (Any 3 × 2) (6)

4.3

PRIVATE BUSINESS MANAGEMENT	PUBLIC MANAGEMENT
Decisions aimed at maximisation of profit	Improve the public welfare of communities
Budgets indicate ever growing profits	Budgets show balanced spending
Complies with the stipulations of law	Applies the stipulation of law
Uses capital of shareholders	Uses taxpayers' money
Decisions are dictated by the market (Any 3 × 1)	Decisions are dictated by the chief political authority (Any 3 × 1)

(2 × 3) (6)

4.4
- Water Service Act
- Housing Bill
- Municipal Structures Act (3 × 2) (6)

4.5
- Not familiar with the extent of services provided by public institutions
- Know little about political considerations and values which guide public sector activities
- Control function used in public sector is not familiar to private consultants
- Their techniques and practices do not always suit the social, economic and political objectives of public institutions
- Expect high levels of remuneration (Any 5 × 2) (10)

[40]

QUESTION 5

5.1 5.1.1 Conformism
- Manager follows rules.
- Expects staff to be formal.
- No deviations allowed.
- Tasks are carried out in terms of the law.

5.1.2 Determinism
- Manager has total authority on decision making.
- Does not trust workers and simply gives orders.
- Believes what he/she is doing is correct.
- Manager is autocratic.

(2 × 4) (8)

5.2
- Supervisors will often have to negotiate with representatives of other institutions, interest groups, superiors and subordinates.
- Supervisors must be trained to handle negotiations.
- The supervisors' negotiation skills may be put to the test when negotiating routine contracts with buyers, clients and lenders.
- Negotiations may concern financial needs, human resources or purchases.
- Problem solving and using different tactics are a large part of negotiations and yield beneficial results. (3 × 2) (6)

5.3
- Waste of man-hours can be eliminated.
- The flow of work can be increased and made more efficient.
- Productivity can be increased. (3 × 2) (6)

5.4
- Fair
- Reasonable
- Can be accounted for (Any 2 × 2) (4)

5.5
- Provincial government plays a key role in monitoring the affairs of the local government.
- The constitution obliges the provincial government to promote the development and capacity of the local government.
- Bills that affect local government must be published in the Government Gazette to invite interested parties to make presentations.
- Bylaws are made by municipalities for effective administration of matters they can control.
- Bylaws are regarded as invalid if they contradict national or provincial laws.
- National and provincial governments may delegate tasks to a municipality if the municipality has the capacity to perform the tasks.
- Delegation from provincial to local government should be the result of a provincial executive council decision.
- The premier may advise the municipality to follow a certain course of action or may restrain it if the policy would not improve the welfare of the community. (Any 6 × 2) (12)

5.6 Labour regulations:
- Protect the interests of employers and employees
- Regulate the relationship between employers and employees (2 × 2) (4)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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