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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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28 May 2013 (Y-Paper)
13:00–16:00

This question paper consists of 5 pages.

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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 in SECTIONS A and B.
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 Name FIVE stakeholders in developing and revision of new procedures and methods. (5)

1.2 Give FIVE examples of formal control measures. (5)

1.3 Give THREE examples of research institutions. (3)

1.4 Why should the public be informed about the activities of public institutions? (10)

1.5 Give THREE examples of order and protection functions. (3)

1.6 State FOUR factors determining the extent of functional activities undertaken by public institution. (4)

1.7 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.7.1–1.7.10) in the ANSWER BOOK.

1.7.1 Public institutions are established by business managers in order to increase profit.

1.7.2 The image of a public institution will not be determined by the quality of its written communication with the public.

1.7.3 Research is less important in improving service delivery.

1.7.4 Local municipalities make acts of parliament.

1.7.5 Control is exercised in order to render services efficiently and effectively.

1.7.6 Eskom provides essential services to the community.

1.7.7 Private sector is aiming at maximising profit.

1.7.8 Capitalism encourages free market system.

1.7.9 Public media is playing a major role in a democratic state.

1.7.10 Premier is the head of central government.

(10 × 1) (10)

[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

2.1 Discuss accountability under the following headings:

2.1.1 Accountability by legislative authority (10)

2.1.2 Accountability by public media (4)

2.2 Name SIX generic administrative functions. (6)

2.3 Explain why it is imperative to have written procedures. (20)
[40]

QUESTION 3

3.1 Discuss personal characteristics of a personnel manager. (16)

3.2 Discuss the relationship between National Government and Local Municipalities. (14)

3.3 Explain the functions of State Law Advisers. (10)
[40]

QUESTION 4

4.1 Discuss instrumental functions under the following headings:

4.1.1 Furniture and equipment (12)

4.1.2 Uniforms and protective clothing (6)

4.2 Discuss line functions under the following headings:

4.2.1 Health Services

4.2.2 Educational Services

(2 × 6) (12)

4.3 Discuss the relationship between National Government and Provincial Government. (10)
[40]

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QUESTION 5

5.1 Why is it necessary to exercise control over executive authority? (10)

5.2 Describe, in detail, the THREE different managerial styles. (14)

5.3 Explain factors which resist the revision of procedures. (16)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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