higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

PUBLIC ADMINISTRATION N6

28 NOVEMBER 2014

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

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	1.10	B

(10 x 2) (20)

1.2	1.2.1	True
	1.2.2	True
	1.2.3	True
	1.2.4	True
	1.2.5	False
	1.2.6	False
	1.2.7	True
	1.2.8	False
	1.2.9	False
	1.2.10	True

(10 x 2) (20)
[40]

TOTAL SECTON A: 40

SECTION B

QUESTION 2

2.1 **Needs of the people**

Human society is dynamic entity.
There are constant changes taking place in society.
Public authorities are involved in social aspects of community life.
The following must be taken into account:

- Changes in public attitude
- Changes in the views of the government of the day
- Population changes

Acts and bills must be changed to satisfy the needs of the people

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Progress made in technological fields

Rapid technological changes has forced work procedures to change.
Examples are high tech-office equipment e.g. fax machines and computers.

Scientific progress

During this century a great number of changes have taken place in the physical and social science field.
This has been proved by a great number of students at universities and Technikons.
People are pressurised to obtain high educational qualifications, skills and experience.

Development of administrative/management sciences

The field of public administration is drawing more researchers.
Training and development of supervisors has received increasing priority.
New discoveries have been made in scientific fields.
People are realising that administrative work in the public sector requires a particular skill.

Outdated methods

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 task. (16)

2.2 2.2.1 Constitution provides for impeachment and removal from office o thef president and deputy president who performs unsatisfactory.
Section 92 provided for ministers to be accountable individually and collectively to the president and parliament.
Section 146(2) provided for impeachment and removal of office of provincial premiers.
Section 153 provides that members of the executive council of each province will be accountable individually and collectively to the premier and to the provincial legislature. (10)

2.2.2 People are usually interested in reports by public media e.g. radio, tv, newspapers.
Reports on irregular conduct are usually broadcasted with great prominence so that it is impossible to miss them.
Must report objectively. (4)

2.3 2.3.1 Illiterate people no longer have job opportunities in the public sector.
Labourers may be required to keep simple records.
Every functional field will have its own technical language and terminology.
The higher a functionary is placed in the hierarchy, the greater his skills and writing abilities will have to be.
Officials who perform generic functions have to spend most of their working hours writing. (6)
Reports must be prepared and written.

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2.3.2 Supervisors will often negotiate with interest groups and subordinates
Supervisors must be trained and developed in the performance of negotiating activities. (4)
[40]

QUESTION 3

3.1 National and provincial authorities must strengthen the capacity of municipalities.
If any national or provisional bill affects the status of functions of local government, it must be published for public comment.
Municipalities may administer by-laws.
By-laws must not contravene the provincial and national laws.
National and provincial government must delegate to a municipality any matters which can be administered effectively in local government.
A municipality has power concerning a matter reasonably necessary for the effective performance of its functions.
Provincial government may intervene if a municipality is incapable of executing its function.
The premier has a great deal of influence over local government. (16)

3.2 **Conformism**
A manager acts strictly according to the law and its regulations
No deviations are tolerated.

Determinism
A manager believes that the fate of people under his command is pre-determined.
He acts automatically and does not consider other people's views.

Dialecticism
A manager believes in continuous discussion between himself and his subordinates.
A manager undertakes a consultative process
(6)

3.3 3.3.1 **Educational services**
The state has to provide educational services to the population.
Schools, colleges and universities are well known state institutions to the community.
The state must make sure of the following:

- Provision for schools and university buildings
- Building of libraries
- The staffing of schools and universities

Appropriate trained and educated personnel are certainly required. (6)

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3.3 3.3.2 The following activities are related to this functional activities:

- Police who investigate crime
- Magistrates who decide on the punishment
- Prison workers who guard and rehabilitate prisoners.

Specific knowledge and skills should be possessed by these groups.
Magistrates and judges must have appropriate law qualification. (4)

3.4 The public should know what goods and services are available to them.
Can assist public institutions in performance of their functions
Be informed about the activities of the public institution
Should be informed about any purchases which public institutions intend making so that they can submit tenders. (8)
[40]

QUESTION 4

4.1 To prevent having too many work procedures
To ensure that the objective is always to reach the goal
To make sure work assignments are clear and understandable
To make sure that work is done effectively and efficiently
Staff can be made aware of new work procedure.
There is a uniform action in situation where more than one institution is involved.
Work procedures will be examined and revised if and when necessary in an orderly manner.
Instructions are provided in how to delegate authority.
Codes and training manuals are essential to ensure that all new personnel receive appropriate training.
Authoritative codes are provided for local and other work places.
It explains policy and work procedures so that the staff understand what is expected of them. (12)

4.2 Local government and central government should maintain a co-operative rather than a competitive relationship.
Parliament make laws which affect local government.
Legislative authority is vested in parliament which ultimately controls all government activities
Local authorities must have points of contact with central authorities.
Parliament even concerns itself with matters which used to be the sole concern of local government e.g. act on remuneration of Town Clerks. (8)

4.3 4.3.1 Suitable furniture and equipment must be provided
Materials must be acquired efficiently
Material must be protected against damage
Officials should have appropriate education and training
Must be kept clean (6)

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4.3.2 There should be a proper procedure to ensure that uniforms and clothing are acquired, stored, issued and used properly
Some public officials are provided with unforms e.g. police, health and prison officers. (4)

4.4 Give legal advice to state departments
Assist officials with drafting of bills.
Assist with passage of bills through parliament.
Give advice to state departments on the interpretation of laws
Defend officials of state departments and provincial administration in criminal courts on charges arising out of the performance of their official duties.
Local authorities for cities and large towns can appoint their own law advisers.
Advice provincial government with passing of provincial bills. (10)
[40]

QUESTION 5

5.1 Public institutions must meet the needs of the community
Public funds must be kept in trust until they are spent on specific purposes
Man is exposed to temptations
To ensure legitimacy and legality
The state seeks order, welfare and peace (10)

5.2 **Ability to plan**
A manager must be able to read and anticipate the future.
He must be able to decide matters with sound judgement.
The ability to organise
Able to organise people as members of the team.
Must have a thorough knowledge of human nature.
Ability to communicate
Be able to give subordinates the necessary guidance.
Be able to communicate his own views and opinions in a meaningful way.
Ability to inspire
Must be able to care and portray an enthusiastic and hard working attitude.
A manager who inspires fear would also get results, but then the performance of subordinates would be based on fear.
Ability to co-ordinate
Co-ordination is obtained by:

- Synchronising activities
- Balancing the workload
- Taking corrective actions to prevent the repetition of deviation
- Evaluating deviation of set standard

The ability to control
A manager is expected to check on a continuous basis whether the activities of an organisational unit are still on course with aim. (10)

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5.3 If province does not fulfil its tasks, the central government may intervene.
This may be necessary to maintain standards.
The notice of intervention must be tabled within 14 days.
Intervention may be approved by NCOP.
Steps must be followed. (10)

5.4 To be effective
To be efficient
To give quality service
To be promoted
To re-skill officials
To be productive (10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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