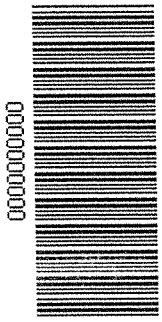

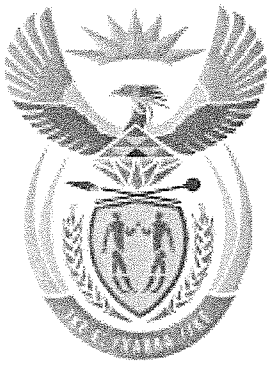

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1210(E)(N28)H

NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

PUBLIC ADMINISTRATION N6

(21010066)

28 NOVEMBER 2014 (Y-Paper)
13:00–16:00

BUSINESS STUDIES

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.
2. Read ALL the questions carefully.
3. Answers must be numbered in accordance with the numbering system used in this question paper.
4. Marks will be deducted for untidy work, and sketches and wrong numbering.
5. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Choose an/a item/word from COLUMN B to match a/an description/item 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	Makes by-laws	A educational services
1.1.2	Makes provincial ordinances	B Department of Labour
1.1.3	Legislate acts of parliament	C public Manager
1.1.4	Concerned with improvement of the welfare of a community	D graphic techniques
1.1.5	Analyse the study of procedures and methods	E leadership
1.1.6	Example of informal control measures.	F research
1.1.7	Example of auxiliary functions	G local councils
1.1.8	Usually kept in registers or archives	H provincial legislature
1.1.9	Provision for schools and universities	I reference documents
1.1.10	Maintain good relations between employers and employees through labour laws	J parliament
		K president

(10 x 2) (20)

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 The image of a public institution will be determined by the quality of its written communication with the public.

1.2.2 Functional activities which are executed by the public officials are determined by the needs of the state.

1.2.3 Public institutions exist in order to provide services and to maintain law and order.

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1.2.4 Control is exercised to ensure efficiency and effectiveness.

1.2.5 A business owner would use all the means that he has to give the best service he possibly can to his community.

1.2.6 Research is not important and must not be conducted in order to improve provision of services to the community.

1.2.7 State law advisers are appointed by government to give legal advice to a state department.

1.2.8 Public institutions are not required to maintain records of its activities.

1.2.9 Public managers always aim at maximising profit.

1.2.10 The State President is a member of the executive authority.

(10 x 2) (20)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 Name and briefly explain factors necessitating the revision of work procedures. (16)

2.2 Discuss accountability under the following headings:

2.2.1 Accountability by legislative authority (10)

2.2.2 Accountability by the public media (4)

2.3 Discuss communication under the following headings:

2.3.1 Writing (6)

2.3.2 Negotiation (4)
[40]

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QUESTION 3

3.1 Explain the relationship between Mokgalakwena Municipality and Limpopo province. (16)

3.2 Name and briefly explain THREE managerial styles (6)

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

3.3.1 Educational services (6)

3.3.2 Keeping law and order (4)

3.4 Why is it important for public institutions to keep the public informed about services available to them? (8)
[40]

QUESTION 4

4.1 Explain advantages of written procedures. (12)

4.2 Discuss the relationship between central and local government. (8)

4.3 Discuss instrumental functions under the following headings:

4.3.1 Furniture and equipment. (6)

4.3.2 Uniforms and protective clothing. (4)

4.4 State FIVE functions of legal advisors. (10)
[40]

QUESTION 5

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

5.2 Discuss personal characteristics of a public manager. (10)

5.3 Discuss relationship between local authorities and provincial government. (10)

5.4 Why is it important to train public officials? (10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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