higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

PUBLIC ADMINISTRATION N6

30 NOVEMBER 2018

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	True		
	1.1.2	False		
	1.1.3	False		
	1.1.4	True		
	1.1.5	True		
	1.1.6	True		
	1.1.7	False		
			(7 × 2)	(14)
1.2	1.2.1	D		
	1.2.2	F		
	1.2.3	G		
	1.2.4	H		
	1.2.5	A		
	1.2.6	C		
	1.2.7	E		
			(7 × 2)	(14)
1.3	1.3.1	President		
	1.3.2	Des Van Rooyen		
	1.3.3	Staffing		
	1.3.4	Public managers		
	1.3.5	Manpower commission		
	1.3.6	Mayor		
			(6 × 2)	(12)
				[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 2.1.1 Faith Muthambi/Minister of communications (2)

2.1.2 Parliament or any house of parliament (2)

2.1.3
- Written reports – most common. Provide evidence of what took place. Encourages officials to work carefully and precisely
- Personal inspection – takes place in the actual work environment
- Auditing – takes place after transactions have occurred. Carried out to prevent wrongful transactions
- Statistical returns – used in addition to financial auditing
- Keeping of daily files – to see whether templates, letters, correspondence comply with departmental requirements

(Any 4 × 2) (8)

2.1.4
- They report public views and are a connection between citizens and the state
- Public policies and public views are widespread in the media
- They hold political and executive institutions accountable by providing forums for debate
- Media reports should be accurate and be based on facts and knowledge (4 × 2) (8)

2.2 Local and central government must maintain an open, co-operative relationship
- Central government can strengthen and build local government capacity
- The cabinet decides when functions are delegated from a national level to 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 central government as they operate in the same field (10)

2.3
- Avoid having too many different work procedures
- Ensure officials are focused on attaining the objectives of the organisation
- Ensure work assignments are clear and easy to understand
- Ensure effective and efficient work performance
- Explain policy objectives to employees
- To ensure uniformity and integrated action where more than one institution is involved
- Make employees aware of new work procedure in an orderly manner
- Ensure codes and training manuals are set out properly
- Ensure work procedures are examined and revised
- Ensure specific instruments are provided on how to delegate authority
- Ensure that the public is informed about how to make the best use of service (Any 5 × 2) (10)

[40]

QUESTION 3

3.1 3.1.1
- Short term records
- Kept for short periods and can be thrown away
- Examples are invoices or receipts (4)

3.1.2
- Public institutions should have appropriate infrastructure such as buildings with equipment
- The department of public works is responsible for constructing buildings
- Infrastructure involves spending a great deal of money
- Officials must be well educated and skilled to perform their functions (6)

3.2
- Furniture and equipment should be acquired with the least effort and at least cost
- Institutions are responsible for providing suitable furniture and equipment
- They should be protected against damage
- Work procedures have to be established by institutions
- Every official should know how to care for and use furniture and equipment
- Appropriate education and training is needed in purchasing furniture and equipment (Any 4 × 2) (8)

3.3
- To eliminate wastage of time and man-hours
- To make the flow of work quicker and more efficient
- To increase productivity (3 × 2) (6)

3.4
- Needs of people – the economy and needs of people change constantly therefore public authorities must change policies, work procedures and methods to keep up with the changes in society
- Technological progress – computers and cell phones are some of the examples. New procedures must be devised to learn how to operate the new soft and hardware computer systems
- Scientific progress – public institutions employ graduates with higher educational background. New fields of work require a greater number of professional and technical employees
- Development of the administrative and management sciences – supervisors carrying out administrative and management functions must be trained and developed. Public institutions now hire work study officers
- Preventing discrepancies, deviations and out-dated methods – adjustments must be made in similar fields to avoid duplication and overlapping of activities (5 × 2) (10)

3.5
- Every state must maintain a defence force to protect the population
- The defence force must keep itself ready to perform its function through training
- The defence force is consist of the army, air force and the navy
- Personnel must have appropriate training
- Other protection services are fire fighting, environment conservation, prevention of air and water pollution (Any 3 × 2) (6)

[40]

QUESTION 4

4.1
- Determining and defining aims and policies
- Calculating financial needs
- Determining staff structure and staff needs
- Creating an organisational structure and delegating functions, authority and responsibilities
- Analysing and continuously revising procedures
- Designing the overall control plan and performance levels for individual officials (6 × 2) (12)

4.2
- Public institutions are established to meet the needs and demands of the community
- Funds made available by parliament are public funds
- Man is exposed to many temptations
- To ensure legitimacy and legality of actions
- To see whether objectives are maintained (5 × 2) (10)

4.3
- The provincial executive has a constitutional duty to implement all national legislation
- The national government has the power to intervene when a province cannot or does not fulfil its obligations in terms of legislation
- National government may intervene by taking any appropriate steps
- These steps include issuing a directive stating steps required to meet its obligation or assuming responsibility for the relevant obligation
- The notice of intervention must be tabled in the NCOP within 14 days of its first sitting after the intervention began
- The notice must be accompanied by a memorandum explaining the reasons for the intervention (Any 5 × 2) (10)

4.4
- 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 rights have been violated
- Hearings are open to the public
- Courts can only point out the guilty party they cannot correct behaviour

(4 × 2) (8)
[40]

QUESTION 5

5.1 5.1.1
- Government must make sure that all citizens are provided with essential healthcare
- The right to healthcare is stipulated in the constitution
- Examples of healthcare services are hospitals, clinics, pharmacies etc.
- Buildings for hospitals and clinics must be erected
- Health care practitioners are also needed
- The practitioners are regulated by the HPCSA (Any 3 × 2) (6)

5.1.2
- Supervisors negotiate with representatives of other institutions
- Supervisors must be trained and developed to handle negotiations
- The supervisor's negotiation skills may be put to the test not only in the process of creating an offer and getting it accepted but also with routine contracts with buyers, clients and lenders
- Negotiations may concern financial needs, human resources or purchases
- Negotiation is filled with tactics and problem solving which can yield beneficial results for both parties (6)

5.1.3
- Public management is necessary to facilitate the course of events in the institution
- No institution can exist without the presence of the seven generic functions
- The higher an official is promoted the more specialised his work becomes, meaning each generic administrative function also has a management dimension (3 × 2) (6)

5.1.4 Ability to:
- plan
- organise
- communicate
- inspire people
- coordinate
- control (6 × 2) (12)

5.2
- Review 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 (Any 5 × 2) (10)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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