higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

PUBLIC ADMINISTRATION N6

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This question paper consists of 6 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. 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 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1.1–1.1.6) in the ANSWER BOOK.

1.1.1 The aim of public relations is to create and maintain a positive image and establish a strong relationship with the public.

1.1.2 FW de Klerk stated theories for improving work procedures.

1.1.3 Laws approved by Parliament do not affect the operation of municipalities.

1.1.4 Officials must first investigate new technology before applying it.

1.1.5 A public manager must attain his/her position.

1.1.6 General workers are required to have good writing skills in the public sector.

(6 × 2) (12)

1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.6) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Logical sequence of questions	A	Des van Rooyen
1.2.2	Evidence of incompetence	B	provincial intervention
1.2.3	Former Minister of Public Service and Administration	C	analytical approach
1.2.4	Autocratic manager	D	photographic material
1.2.5	Prevents corruption and maladministration in municipalities	E	control
1.2.6	Function of management	F	determinism
		G	dialecticism
		H	Faith Muthambi

(6 × 2) (12)

1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1–1.3.6) in the ANSWER BOOK.

1.3.1 (Non-programmable/Programmable) decisions are based on facts.

1.3.2 (Public management/Private business management) uses tax payers' money.

1.3.3 The municipal council makes (provincial ordinances/by-laws).

1.3.4 The (mayor/premier) is the highest authority in municipal government.

1.3.5 The (Department of Public Works/Department of Land Affairs) is responsible for providing offices, workshops and laboratories.

1.3.6 A bill must be published in the (*Sowetan* newspaper/Government Gazette) to allow people to comment on it.

(6 × 2) (12)

1.4 Indicate what the following abbreviations stand for:

1.4.1 HSRC

1.4.2 CSIR

1.4.3 SANERI

1.4.4 MRC

(4 × 1) (4)

[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

Read the extract below and answer the questions.

Breaking news: "SA Reserve Bank wins court bid against Public Protector"

Pretoria – The South African Reserve Bank (SARB) has won its application to have the Public Protector's remedial action to change its constitutional mandate set aside. The judgement was declined in the North Gauteng high court. The Public Protector ordered the SARB mandate to be changed to ensure socio-economic transformation.

[Source: *www.fin24.com, 15/08/2017*]

2.1 Who is the Public Protector in South Africa? (2)

2.2 Describe the powers and functions of the Public Protector. (6 × 2) (12)

2.3 List the reasons why it is necessary to exercise control over public institutions. (5 × 2) (10)

2.4 Describe the factors that lead to the resistance of procedural change. (8 × 2) (16)
[40]

QUESTION 3

3.1 People's needs are dynamic, which leads to the constant change of procedures and methods.

Explain SIX techniques that can be used for improving work procedures and methods. (6 × 2) (12)

3.2 Discuss accountability under the following headings:

3.2.1 Accountability by a court of justice (4 × 2)

3.2.2 Accountability by legislature (4 × 2)
(2 × 8) (16)

3.3 Describe the relationship between central government and local government. (5 × 2) (10)

3.4 Who is the governor of the South African Reserve Bank? (2)
[40]

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QUESTION 4

4.1 Tabulate the difference between *administration* and *management*. (4)

4.2 Discuss line function under the following headings:

4.2.1 Keeping of law and order (3 × 2)

4.2.2 Transport (3 × 2)

(2 × 6) (12)

4.3 What are the disadvantages of employing private consultants as work study officers? (5 × 2) (10)

4.4 Name THREE identifiable actions performed by public managers. (3 × 2) (6)

4.5 Explain FOUR characteristics of a manager in terms of his/her ability to organise. (4 × 2) (8)

[40]

QUESTION 5

5.1 Provincial government has a constitutional mandate to intervene in municipalities that are not performing their constitutional functions.

Identify the process that Gauteng can follow when it intervenes in the affairs of the City of Tshwane Metropolitan Municipality. (6 × 2) (12)

5.2 Why do police officers, traffic police and members of the defence force wear uniforms? (2)

5.3 Describe reference documents as an auxiliary function. (4 × 2) (8)

5.4 A public manager has to determine and establish functions that can enable a department to achieve its objective.

Explain how a public manager can achieve this. (6 × 2) (12)

5.5 Describe how meetings are conducted in the public sector. (3 × 2) (6)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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