higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

PUBLIC ADMINISTRATION N5

(21010035)

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This question paper consists of 6 pages.

GENERAL STUDIES

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
PUBLIC ADMINISTRATION N5
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.

GENERAL STUDIES

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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Decentralisation involves two or more people working together to achieve a common objective.

1.1.2 A policy cannot allow for changes when circumstances vary.

1.1.3 The organisational structure is a hierarchical arrangement of people and their functions.

1.1.4 Unity of command means that each worker or official should only have one direct supervisor or boss.

1.1.5 Vertical division of work is where people on the same level do the same work.

1.1.6 The budget of the state stipulates which activities can be performed by government.

1.1.7 Training of officials is not critical for the improvement of service delivery.

1.1.8 Probation involves making oneself comfortable in a new work environment.

1.1.9 The public protector is responsible for auditing all state and other public accounts.

1.1.10 Research institutions cannot influence the process of policy making in our government.

(10 × 2) (20)

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1.2 Define the following concepts. Write the answer next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 Span of control

1.2.2 Job analysis

1.2.3 Parliament

1.2.4 Induction

1.2.5 South African Reserve Bank

(5 × 2) (10)

1.3 Choose a description from COLUMN B to match a word in COLUMN A. Write only the letter (A–J) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Budget	A	little authority is delegated/top management makes all decisions
1.3.2	Political office-bearers	B	income of the state
1.3.3	Licence fees	C	an instrument of control
1.3.4	Affirmative action	D	a policy used to give priority to previously disadvantaged groups
1.3.5	Decentralisation	E	president and ministers
1.3.6	Centralisation	F	total involvement of human resources
1.3.7	Financial year	G	increased delegation of authority
1.3.8	Personnel abilities	H	internal factors influencing policies
1.3.9	Policies of political parties	I	external factors influencing policies
1.3.10	Personnel administration	J	fixed period for which income and expenditure is calculated

(10 × 1) (10)

[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

2.1 The constitution is the most important policy statement of a state.

Describe the main characteristics of public policy. (5 × 2) (10)

2.2 Each organisational unit or executive institution is created for a specific purpose.

Explain the classical classification theory in relation to how institutions are grouped. (5 × 2) (10)

2.3 There are important aspects that should be communicated to new employees when they enter their new work situation.

Briefly explain what training new employees should to make them productive as soon as possible. (5 × 2) (10)

2.4 Explain why it is important to exercise proper financial control over public institutions. (5 × 2) (10)
[40]

QUESTION 3

3.1 There must be standardised methods of evaluating the quality and quantity of work performed by all employees in the public service.

Briefly explain the different methods that can be used to evaluate the performance of employees within government institutions. (5 × 2) (10)

3.2 When authority is delegated, four actions can be identified.

Briefly explain the FOUR actions associated with delegation. (4 × 2) (8)

3.3 Accounting officers play a very important role in financing.

Describe which important duties/functions the accounting officer has to perform in relation to state finances. (6 × 2) (12)

3.4 Discuss the roles of the following role players in policy-making:

3.4.1 The individual (3)

3.4.2 Commissions of enquiry (3)

3.4.3 News media (4)
[40]

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QUESTION 4

4.1 It is accepted that every policy created by government must be subject to continual analysis and evaluation.

Describe the process of policy analysis. (5 × 2) (10)

4.2 When departments are decentralised, various factors are considered. State these factors. (5 × 2) (10)

4.3 Describe how the grievance procedure can be carried out in the workplace. (5 × 2) (10)

4.4 Identify 10 sources of income for the state. (10)
[40]

QUESTION 5

5.1 Each public institution should plan a meaningful and logical administrative policy, in order to make provision for the SIX generic functions of a public institution.

Discuss administrative policies with regard to the above statement. (6 × 2) (12)

5.2 Discuss the following phases of the state budget:

5.2.1 Preparatory phase (4)

5.2.2 Approval phase (8)

5.3 Define the term *co-ordination* and explain the aims or objectives of co-ordination in an organisation. (4 × 2) (8)

5.4 Explain the importance of training and development within government institutions. (4 × 2) (8)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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