

Tutorial letter 201/1/2018

THE STRUCTURING AND FUNCTIONING OF PUBLIC SERVICES

PUB1601

Semester 1

Department of Public Administration and Management

IMPORTANT INFORMATION:

This tutorial letter contains important information
about your module.

COMMENTS ON ASSIGNMENTS AND EXAMINATIONS

Dear Student

1. INTRODUCTION

Congratulations on your perseverance with your studies. We know that the majority of you have already commenced with your preparation for the examination.

The purpose of this tutorial letter is to -

- Provide feedback on the compulsory assignments 01 and 02 that you submitted.
- Give an indication of the format of the examination paper together with advice on how to approach the examination and to prepare for it.

2. ASSIGNMENTS

Two compulsory multiple-choice assignments were asked. Below is feedback on these assignments you submitted for marking.

2.1 ASSIGNMENT 01 – COMPULSORY (MCQ)

Please see the table below for the correct answers.

QUESTION NUMBER	ANSWER
1	2
2	3
3	3
4	4
5	2
6	3
7	2
8	1
9	4
10	1
11	4
12	1
13	1
14	2
15	4
16	4
17	4
18	3
19	2
20	1

2.2 ASSIGNMENT 02 – COMPULSORY (MCQ)

Please see the table below for the correct answers.

QUESTION NUMBER	ANSWER
1	1
2	1
3	4
4	1
5	3
6	2
7	1
8	3
9	1
10	1
11	4
12	4
13	2
14	1
15	4
16	2
17	4
18	3
19	2
20	3

The assignment topic for the essay-type assignment (not compulsory) was as follows:

Write an essay on the composition of the executive authority at national, provincial and local spheres of government.

In this essay-type assignment the following was expected of you, to:

- Deal with the topic of your choice in detail and to practice writing skills in a scholarly way. Few students were able to master these skills.
- Analytically defend your own standpoint. Most of the students were not able to adopt an analytical approach.

- Convey the factual information in such a way to persuade the reader of well formulated arguments. The majority of the students did not succeed in doing this.
- Undertake research independently and present the results of your research in a scientific manner. Generally, students struggled to do independent research and merely produced data and information of existing sources.
- Divide the essay into three subsections: an introduction, a discussion and a conclusion. In the introduction, you were supposed to briefly set out the standpoint you are going to take. In the discussion you should have used the available data to support the standpoint you have set out in the introduction. In the conclusion you could have referred to some of the implications of the points you have raised in the discussion. Nearly all the students did not follow an appropriate structure to present the assignments logically.
- Consult various sources. A large amount of students did not consult the minimum number of sources.
- Make sure your assignment comply with the most basic technical requirements for assignments **before** writing the assignments. It was clear that a good number of students did not even put in an effort to comply with this requirement, since many of the assignments were not technically well attended to.
- Show ethical conduct in the preparation of assignments. Many students copied parts out of books or articles or from a website without acknowledging the sources and pass it off as their own. Remember, if you make yourself guilty of plagiarism it is regarded as a serious form of misconduct.

3. EXAMINATION

A few guidelines regarding the examination appear in the following paragraphs.

3.1 Format of the examination paper

You are reminded that the format of the examination paper is explained in Tutorial Letter PUB1601/101/3. We wish to mention at this stage that the PUB1601 examination will consist of a two hour paper.

THERE WILL BE FOUR (4) QUESTIONS ASKED OF WHICH YOU MUST ANSWER ALL FOUR (4) QUESTIONS. Each question will count 25 marks, BUT may be subdivided, eg 15 marks & 10 marks = 25.

The examination in this module takes place during May/June first semester and Oct/Nov second semester.

3.2 Preparation for the examination

In your preparation for the examination you should take note of the questions mentioned in your study guide as self-evaluation questions. These questions serve as indications of the type of questions that may be asked in the examination. Please bear in mind that some of

the questions will not be asked exactly in the same way as it appears at the end of the themes in your study guide. Further, the assignment topics should serve as a guideline when preparing for the examination.

3.3 Previous examination paper

A previous examination paper is attached for your information. This examination paper will give you an idea of the kind of questions that can be expected in the examination.

3.4 Possible examination questions

1. Elaborate on the composition and powers of the legislature and the judiciary

[25]

2. Write explanatory notes on representativeness and affirmative action in the public service by explaining the following:

- a. Origin of “affirmative action”.
- b. The concept “affirmative action.”
- c. The purpose of affirmative action.
- d. Concepts that are related to affirmative action.
- e. The concept “rightsizing”.

[25]

3. Different types of public institutions (or groups) are involved in the provision of public services. The first group consists of the national, provincial and municipal departments. The second group is known as parastatal institutions, quasi-autonomous institutions or public entities. In general, these institutions can be classified into nine distinct categories. It is expected of you to expand on each category’s purpose and also provide at least two examples per category. Use the following list of categories as guideline:

- a. Advisory.
- b. Regulatory.
- c. Judiciary.
- d. Tertiary education.
- e. Research and development.
- f. Cultural and environmental management.
- g. Commercial and industrial enterprises.
- h. Social service.

i. Constitutional support.

[25]

4. Public administrators should always strive towards being successful to ensure that the public interest is served appropriately. Success, in this context, means doing the right things (being effective) in the right way (being efficient) and at the lowest cost possible (being economical). By using these criteria as yardsticks, it is expected of you to elaborate in detail on these three concepts in a public sector context.

[25]

5. The management of public services involves a variety of factors to be taken into consideration to ensure success. Use the framework below and write brief notes on what is necessary to provide these services to the public. In your answer you have to give details on the following:

- a. Political leadership (refers to the direction taken to provide a service).
- b. Management (tasks directed externally and internally).
- c. Sufficient funding (money is necessary to deliver a service – budget).
- d. Sufficient adequately qualified personnel (availability of appropriately qualified staff).
- e. Facilities and equipment (infrastructure and equipment).

[25]

6. Explain if the public services that are provided by the government are permissible by law. In this regard, it is expected of you to focus on the following:

- a. The need for ethical guidelines.
- b. Does my own value system allow it?
- c. Do the codes of conduct allow it?
- d. Is it lawful?
- e. Is it constitutional?

[25]

7. Write an essay on the legislative authority, the executive authority and the judiciary authority, and more specifically, we want you to concentrate on the following of each category:

- a. Composition.
- b. Powers (authority).

[25]

8. The government with its legitimate authority and capability of physical force poses a permanent threat to the freedoms of society. The challenge is therefore to have a government that is strong enough to maintain law and order, but that is sufficiently restricted to prevent it from turning into tyranny. Taking this statement into consideration, it is expected of you to write an essay to explain the following:

- a. Where the government gets the authority to exercise its powers.
- b. How the abuse of power may be restricted.

[25]

3.5 Concluding remarks on the examination

Basically, you should prepare the study guide with all the activities and assignments for the examination. We are worried by the fact that some of the students have not started on those activities that were not part of the assignments. Those activities are part and parcel of the work that you should have done throughout the semester.

The activities are important because they facilitate your understanding of the work. The student who understands the work should pass easily in the examination. It is, therefore, very important that you ensure that you understand the different themes and study units so that you can comprehend the so-called "bigger picture."

When a student does not understand something, it is often a good sign. It means that he or she has engaged or is really involved with the work. Phone the lecturers to solve those problems you struggle with in the study guide. Do not phone to try and obtain the examination questions. You will be wasting your time.

Finally, we would like to wish you all the best for the examinations!

4. CONCLUSION

Do not hesitate to contact us if you experience problems with the content of this tutorial letter or any aspect of the module. We wish you all the best for the rest of the semester and know that you will be successful in your studies.

Mr J.N. Zongozzi
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PUB1601

October/November 2017

THE STRUCTURING AND FUNCTIONING OF PUBLIC SERVICES

Duration 2 Hours

100 Marks

EXAMINERS

FIRST

SECOND

PROF EJ VAN DER WESTHUIZEN

PROF DJ BRYNARD

Closed book examination

This examination question paper remains the property of the University of South Africa and may not be removed from the examination venue

This examination paper consists of three pages

Write the number of each question answered clearly in the space provided on the cover of the examination answer book

Answer **ALL FOUR (4)** questions

QUESTION 1

South Africa's system of government has been typified as a democracy. This means that South Africa has a system of government based on the principle of popular sovereignty, political equality, popular consultation and majority government. The government authority in a democracy may be divided into three categories: legislative, executive and judiciary. Write an essay on the legislature and the executive, and more specifically, we want you to concentrate on the following of each category:

1.1 Composition

1.2 Powers (authority)

NOTE: It is important that you apply your answer to all three spheres of government (national, provincial and local).

[25]

QUESTION 2

Different types of public institutions (or groups) are involved in the provision of public services. The first group consists of the national, provincial and municipal departments. The second group is known as parastatal institutions, quasi-autonomous institutions or public entities. In general, these institutions can be classified into nine distinct categories. It is expected of you to expand on each category's purpose and also provide at least two examples per category. Use the following list of categories as guideline:

2.1 Advisory

2.2 Regulatory

2.3 Judiciary

2.4 Tertiary education

2.5 Research and development

2.6 Cultural and environmental management

2.7 Commercial and industrial enterprises.

2.8 Social service

2.9 Constitutional support

[25]

[TURN OVER]

QUESTION 3

An important dimension of public accountability relates to the permissibility of the actions of public officials. In other words, what are they allowed to do and what are they not permitted to do. Describe if the public services that are provided are permissible by law. In this regard, it is expected of you to focus on the following:

- 3.1 The need for ethical guidelines
- 3.2 Mutual agreement on what is permissible and what is not (does own value system allow it, do the codes of conduct allow it, is it lawful or is it constitutional?)

[25]

QUESTION 4

The government with its legitimate authority and capability of physical force poses a permanent threat to the freedoms of society. The challenge is therefore to have a government that is strong enough to maintain law and order, but that is sufficiently restricted to prevent it from turning into tyranny. Taking this statement into consideration, it is expected of you to write an essay to explain the following:

- 4.1 Where the government gets the authority to exercise its powers
- 4.2 How the abuse of power may be restricted

[25]

TOTAL: [100]