

GROUP DISCUSSIONS: PUB1601: STRUCTURING AND FUNCTIONING PUBLIC SERVICES

2018



Theme 1:How is public service provision structured?

- Different forms of democracy:
 - Popular sovereignty – supreme authority of the voting public
 - Popular consultation – consulting the voters on issues of national importance
 - Majority government – the party that received the support of the majority of voters governs the country

- Parliamentary democracy – members of the executive are also members of the legislature
- Presidential democracy - the president is directly elected by all citizens of the country who are entitled to vote and is not a member of the legislature

Three categories of government authority

- The legislature - Parliament
- The executive - National departments
- The judicial - Courts

Three spheres of government

- Local
- Provincial
- National

Typology of institutions

- Two main groups of institutions involved in public service provision exists:
- 1. National, provincial and municipal departments
- 2. Parastatal institutions, quasi-autonomous institutions or public entities

Can you give an example of each?

Categories of parastatal institutions are:

- Advisory institutions;
- Regulatory institutions or bodies;
- Judiciary institutions;
- Tertiary education institutions;
- Research and development institutions; cultural and environmental management institutions; commercial and industrial institutions;
- Institutions for social services; and
- Constitutional support institutions.

Theme 2: Who provides public services?

- A representative public sector
- A popular basis of comparison of public officials is the population and gender composition of the public sector
- To what extent is the public sector comparable to or representative of the society it serves?

- The process of making the public sector more representative of the population has different names:
- Equality
- Affirmative action
- Black advancement
- Equal-opportunities employment
- Managing diversity
- Retroactive advancement
- Representativeness

Theme 3: Management of public service provision

- **Requirements for providing a public service:**
 - 1. Political leadership – the direction that will be followed in providing, i.e., health services in Sa. Some people will call this the vision and mission of government.
 - Ask yourself, what is the nature of political leadership in, i.e., public healthcare in SA?

- 2. Management
- 3. Sufficient funding
- 4. Sufficient adequately qualified personnel
- 5. Facilities and equipment

- Who is responsible for managing public services?
- 1. Political office bearers
- 2. Public officials in management positions
(think of line functions and hierarchy)
- 3. Managers outside the department

- **Which skills are necessary for managing a public service?**
- 1. Leadership skills
(understand and bear in mind the aim or purpose of institutions)
- 2. Interdependency skills
(convince those involved that their needs have been satisfied)

Theme 4: Requirements for public service provision

- The provision of services should be:
 1. Effective
 2. Efficient
 3. Economical

- How to measure public service provision...ask the following:
- Has the aim during the past year been achieved? (*effective*)
- How well did the department succeed in achieving its aim? (*efficient*)
- Can the government and the country afford that service? (*economical*)

- **Public accountability:**
- Who has public accountability?
- To whom are they accountable?
- What is the main reason for public accountability?
- Which categories of information are necessary for public accountability?

- **Ethical guidelines...what must I ask to act ethically?**
- 1. Does my own value system allow it?
- 2. Do the codes of conduct allow it?
- 3. Do the prescribed procedures allow it?
- 4. Is it lawful (legal)?
- 5. Is it constitutional?

Theme 5: Power and public functions

- Which public services require enforceable state authority?
- Protective services
- Wealth-creating services
- Welfare and social services
- Cultural and educational services
- Environmental conservation services

- Where does government get the authority to use its power?
- A. The Constitution
- B. Political legitimacy
(if we accept that The Constitution is legitimate, how legitimate are the government institutions that use their powers to perform their functions?)

Something to think about...

- Can the government abuse its power?
- Can government be prevented from abusing its power?

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TUT LETTER 101 EXAM

IMPORTANT

The examination

Use your *Studies @ Unisa* brochure for general examination guidelines and examination preparation guidelines.

Examination admission

Admission will be obtained by submitting the first assignment (Assignment 01). Late submission of this assignment will result in you not being admitted to the examination.

TUT LETTER 101 EXAM

MARK CALCULATION

Semester mark calculation:

NOTE: The sub-minimum to pass the examination is 40%. The final mark required to pass the module must be at least 50%.

CALCULATION

SEE EXAMPLE IN TUT [LETTER](#)

TUT LETTER 101 EXAM

FOCUS

In your preparation **take note of:**

- Questions mentioned in your study guide as **self-evaluation questions at the end of themes 1 to 5**
- These questions serve as indications of the type of questions that may be asked in the examination
- 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

STUDY GUIDE

CONTENT

- FOREWORD
- CONNECTING ONLINE
- MYUNISA TOOLS
- FIVE THEMES
- TWELVE LEARNING UNITS

STUDY GUIDE

Recommended books

The following book is recommended for this module:

Thornhill, C. 2014. *Public administration and management in South Africa: A developmental perspective*. Cape Town: Oxford University Press.

STUDY GUIDE

Electronic reserves (e-reserves)

The following government publication can also be used in your preparation:

Republic of South Africa. 2003. *The machinery of government structure and functions. Department of Public Service and Administration.*

[<http://dpsa.gov.za/docs/2016/pdf>].

STUDY GUIDE

Purpose

The main purpose for this module is to make available to you comprehensive, systematic, organised and clear knowledge in the field of public administration focusing on “The structuring and functioning of public services” so that you will be able to prepare yourself for related tasks in the public sector and elsewhere by means of self-study, case studies, learning activities, assignments, examinations and any other research activities.

STUDY GUIDE

Outcomes

Specific outcome 1: Describe how the provision of public service is organised

Specific outcome 2: Determine who provides public services

Specific outcome 3: Describe the administration and/or management of public service provision

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Outcomes

Specific outcome 4: Be able to evaluate the quality of public service provision

Specific outcome 5: Explain the power and public functions of public service provision

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Assessment criteria for learning outcome 1

Be able to identify and explain the three divisions of government authority.

Be able to identify and explain the three different levels (spheres) of governments.

Ability to classify and provide examples of the types of public institutions.

Differentiate between the division of government authority and spheres of

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Assessment criteria for learning outcome 2

Be able to provide facts about public officials in the public service.

Provide some thoughts on public officials in the public service.

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Assessment criteria for learning outcome 3

Identify the necessities for providing a public service.

Explain who is responsible for managing public services.

Be able to identify the skills necessary for managing public service.

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Assessment criteria for learning outcome 4

Ability to indicate whether the services are effective, efficient and economical.

Describe if the services provided are permissible by law.

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Assessment criteria for learning outcome 5

Ability to determine what is enforceable through state authority.

Be able to describe what is meant by protection against the abuse of power.

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IMPORTANT NOTE

All questions that will be asked in the exam will come from these five learning outcomes and related assessment criteria

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Make sure you understand the following:

Meaning of the word “democracy” (learning unit 1)

Different forms of democracy (learning unit 1)

Meaning of the word “constitutional democracy” (learning unit 1)

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Make sure you understand the following:

Meaning of concepts such as monarch, popular sovereignty, popular consultation, majority government, presidential democracy, parliamentary democracy (learning unit 1)

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Make sure you understand the following:

The three categories of government authority (legislature, executive and the judiciary) [learning unit 1]

Composition and powers of each category (learning unit 1)

The three different spheres of government (learning unit 2)

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Make sure you understand the following:

Types of public institutions (learning unit 2)
Parastatal institutions (advisory, regulatory, judiciary, institutions for tertiary education, research and development institutions, cultural and environmental management institutions, commercial and industrial enterprises, social service institutions and constitutional support institutions) [learning unit 3]

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Make sure you understand the following:

Public officials: Some thoughts
(representativeness and affirmative action)
(learning unit 5)

What is necessary to provide a public service - political leadership, management, funding, personnel, facilities and equipment
(learning unit 6)

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Make sure you understand the following:

Success, in the public sector context, meaning doing the right things (being effective) in the right way (being efficient) and at the lowest cost possible (being economical) - requirements for public service provision (learning unit 9)

Responsibility for managing public services (learning unit 7)

Skills necessary for managing public

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Make sure you understand the following:

The need for ethical guidelines (learning unit 10)

Mutual agreement on what is permissible and what is not (learning unit 10)

Power and public functions (which public services require enforceable state authority, where does the government get the authority to use its power) [learning unit 10]

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Make sure you understand the following:

Protection against the abuse of power (can the government abuse its power, can the government be prevented from abusing its power) [learning unit 12]

QUOTE

“If you make people think they're thinking, they'll love you. If you really make them think, they'll hate you.”

Don Marquis

Possible exam questions

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

- 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.
 -

Question 3 continued:

- d. Tertiary education.
- e. Research and development.
- f. Cultural and environmental management.
- g. Commercial and industrial enterprises.
- h. Social service.
- i. Constitutional support.

- 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).

- 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:
 -
 - The need for ethical guidelines.
 - Does my own value system allow it?
 - Do the codes of conduct allow it?
 - Is it lawful?
 - Is it constitutional?
 -

- 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).

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

CLOSURE

**Thank
You !!!**

**Everything of
The best with the
Exam!**

Drive home safely!

