Tutorial Letter 101/3/2020

The Nature, Content and Scope of Public Administration

PUB1501

Semesters 1 and 2

Department of Public Administration and Management

This tutorial letter contains important information about your module.

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Dear Student

1 INTRODUCTION

Greetings to you and welcome as a PUB1501 student in the Department of Public Administration and Management. We, as lecturers, are at your disposal and will gladly assist you in your studies. Be assured of our enthusiasm and willingness to support you with advice during your study programme.

The study material is designed in such a way to serve as an introductory text to the nature, content and scope of public administration and can by no means be regarded as exhaustive. Hence, we do not expect you to master all the ideas here, rather we hope you can apply those that are relevant, to good effect. Basically, the module *The Nature, Content and Scope of Public Administration* focuses on the efficient and effectiveness of rendering public services to community members and the public in general.

This tutorial letter contains important information that will assist you in your studies. Please read it carefully and keep it at hand when working through the study material, preparing the assignments, preparing for the examination and addressing questions to your lecturers.

We trust that you will benefit from everything that this module has to offer.

Getting started…

This module is offered within a blended learning environment. It means that teaching and learning take place online on myUnisa. However, in order to support you in your learning process, you will also receive some study material in printed format. While the printed material may appear different from the online study material, it is the same, as it has been copied from the myUnisa website.

You need to visit myUnisa frequently to see your study materials and read what to do for the module. Go to the website https://my.unisa.ac.za and login with your student number and password. As a student enrolled for the first semester, you will see **PUB1501-20-S1** in the row of modules in the orange blocks across the top of the webpage. As a second semester student, you will see **PUB1501-20-S2**. Select the **More** tab if you cannot find the module you require. Then click on the module you want to open.

2 PURPOSE AND OUTCOMES

The purpose of module PUB1501 as well as specific outcomes that we hope you will be able to accomplish, are described in this section.

2.1 Purpose

The main purpose of the PUB1501 module *The Nature, Content and Scope of Public Administration* is to develop fundamental knowledge and understanding of public services rendered by the South-African government.

2.2 Outcomes

For this module, there are several outcomes that we hope you will be able to accomplish:

- **Specific outcome 1**: Comprehend public administration within the context of a society.
- **Specific outcome 2**: Know what public service entails.
- **Specific outcome 3**: Analyse the government's role in rendering public services.
- **Specific outcome 4**: Evaluate government's performance in delivery of services.

3 LECTURER(S) AND CONTACT DETAILS

All queries that are not of a purely administrative nature but are about the content of this module should be directed to us.

3.1 Lecturer(s)

The lecturer for this module will be available to take phone calls on academic matters and/or to attend to students who may prefer to visit personally for academic engagement. However, the days and times of lecturer's availability will be communicated on the **Home** page on myUnisa. These days and times are subject to change from time to time in order to accommodate the lecturer's work schedule and other commitments. The changes on the days and times will be communicated by the lecturer in advance through the **Announcements** option on myUnisa as and when this happen.

The contact details of the lecturers for this module are included in the following table:

NAME	E-MAIL ADDRESS	CONTACT NUMBER
Mr ND Baloyi **Module Leader**	ebaloynd@unisa.ac.za	Tel: +27 12 429-6181

Students are advised to check the **Home** page on myUnisa before making phone calls or visiting the lecturer's office for academic enquiries/engagements.

3.2 Department

You can contact the Department of Public Administration and Management as follows:

NAME	E–MAIL ADDRESS	CONTACT NUMBER
Ms TT Motsepe	motsett@unisa.ac.za	Tel: +27 12 429-3358
Ms N Nkwali	Nkwalmn@unisa.ac.za	Tel: +27 12 429-8478

Departmental website

If you are interested in career opportunities, the profiles of our staff, subject related journals, government documents and news and events, you should definitely visit the Departmental website at http://www.unisa.ac.za where you can navigate to our college and department.

3.3 University

To contact the University follow the instructions in the brochure *Studies @ Unisa*. Remember to have your student number available whenever you contact the University.

4 RESOURCES

Different module-related resources for this module are elaborated on in this section.

Joining myUnisa

If you have access to a computer that is linked to the internet, you can quickly access resources and information at the University. The myUnisa learning management system is Unisa's online campus that will help you to communicate with your lecturers, with other students and with the administrative departments of Unisa – all through the computer and the internet.

You can start at the main Unisa website, http://www.unisa.ac.za, and then click on the myUnisa orange block. This will take you to the myUnisa website. To go to the myUnisa website directly, go to https://my.unisa.ac.za. When you are on the myUnisa website, click on the "Claim Unisa Login" at the right-hand side of the screen. You will then be prompted to give your student number to claim your initial myUnisa as well as myLife login details.

It is very important that you log into myUnisa regularly. We recommend that you should do this at least every week or every 10 days to check for the following:

- Check for new **Announcements**. You can also set up your myLife email so that you receive the **Announcement** emails on your cell phone.
- Do the **Discussion forums** activities. For every unit in this module, we want you to share your ideas and activities with other people in your group. You can read the instructions here and even prepare your answers but you need to go online to post your messages.

Please consult the publication *Studies @ Unisa* which you received with your study material for more information on myUnisa.

Printed support materials

Because we want you to be successful in this module, we also provide you with some of the study materials in printed format. This will allow you to read the study materials, even if you are not online. The printed study materials will be sent to you at the beginning of the year. However, you can go online as soon as you register and all your study materials will be there. The printed materials are not something that you need to wait for before you start with the module. It is only an **offline** copy of the formal content for the online module. This will give you the chance to do a lot of the studying of this module WITHOUT having to go to the internet or to an internet cafe.

Note: Some of this study material may not be available when you register. Study material that is not available when you register will be posted to you as soon as possible. When you register, you will also receive an inventory letter containing information about your study material.

4.1 Prescribed books

There are no prescribed books for PUB1501; **only a study guide will be used**.

4.2 Recommended books

There are no recommended books for PUB1501.

4.3 Electronic reserves (e-reserves)

The following e-reserves are recommended for PUB1501:

AUTHOR	YEAR	TITLE	JOURNAL	VOLUME	PAGES
Nnadozie, UO	2015	Coloniality and Governance in Africa in the Twenty-first Century: The Challenges of Public Administration	Journal of Public Administration	50(2)	191-199
Gilder, B	2015	Public service by, of and for the public	Journal of Public Administration	50(3)	578-588

4.4 Library services and resource information

The following library services and resource related information are available:

- For brief information, go to www.unisa.ac.za/brochures/studies.
- For detailed information, go to http://www.unisa.ac.za/library. For research support and services of personal librarians, click on "Research support".

The Library has compiled numerous library guides:

- Finding recommended reading in the print collection and e-reserves – http://libguides.unisa.ac.za/request/undergrad.
- Requesting material – http://libguides.unisa.ac.za/request/request.
- Postgraduate information services – http://libguides.unisa.ac.za/request/postgrad.
- Finding, obtaining and using library resources and tools to assist in research – http://libguides.unisa.ac.za/research_skills.
- Contacting the library/finding us on social media/frequently asked questions – http://libguides.unisa.ac.za/ask.

5 STUDENT SUPPORT SERVICES

Studying online requires particular skills of you as a student. We will deal with this matter in the following paragraphs.

What it means to study online?

This module is taught within a blended learning environment – this means that it is different from some of your other modules at Unisa. It also means that:

- All your study materials are designed to be online, on myUnisa.
- We prefer that you submit all of your assignments online.
- All of the communication between yourself and the university also happens online – by email and in the **Discussion Forums** on myUnisa.

myUnisa tools

The purpose of myUnisa is to support your learning, more specifically in the online environment. If you make a regular habit of checking your module webpage, you can take full advantage of the following features:

- The **Official study material** tool, where you will find PDF files for your tutorial letters and your study guide. Any other documents provided by your lecturer will be available in the **Additional resources** tool.
- **Announcements**: Your lecturer may use the **Announcements** tool to inform you about important module-related issues. When a lecturer puts an announcement on the website, you may also receive an e-mail reminding you to check the website.
- The **Discussion Forums** tool includes *General subject-related discussions* where you can talk to your fellow students about the module. The lecturers may include other topics and forums for you.
- **Learning units**: Valuable information about the structure of the module as well as the module content are added under **Learning units**.
- **Glossary**. For additional support we provide you with a glossary of the key concepts and terms used in this module.
- **FAQs**: Frequently asked questions that relate to the content of the module as well as the scope of the examination, have been added. You will find the frequently asked questions under **FAQs**.
- **Assessment info**: Your submitted assignments are routed to your lecturer who will mark it.
- The **Schedule** tool will show you your official assignment and examination dates.

We hope that you will take full advantage of these additional features to make your studies more exciting and successful.

Tutorial offerings

Please be informed that, with effect from 2013, Unisa offers online tutorials (e-tutoring) to students registered for modules at National Qualification Framework (NQF) levels 5, 6 and 7, which means qualifying first-year, second-year and third-year modules.

Once you have registered for a qualifying module, you will be allocated to a group of students with whom you will be interacting during the tuition period as well as an e-tutor who will be your tutorial facilitator. Thereafter you will receive an SMS with information about your group, the name of your e-tutor and instructions on how to log onto the myUnisa to receive further information on the e-tutoring process.

Online tutorials are conducted by qualified e-tutors who are appointed by Unisa. These tutorials are offered free of charge. All you need to be able to participate in e-tutoring, is a computer with internet connection. If you live close to a Unisa Regional Centre or a Telecentre contracted with Unisa, please feel free to visit any of these to access the internet. E-tutoring takes place on myUnisa where you are expected to connect with other students in your allocated group. It is the role of the e-tutor to guide you through your study material during this interaction process. To get the most out of online tutoring, you need to participate in the online discussions facilitated by the e-tutor.

There are modules that students have been found to fail repeatedly. These modules are allocated face-to-face tutors and tutorials for these modules take place at the Unisa Regional Centres. They are also offered free of charge, but students are required to register for them at the nearest Unisa Regional Centre.

Study groups

Many students have found that they benefit from joining a study group consisting of students that are all enrolled for the same module(s). If you would like to find out whether there are other students near you who are also doing this module, ask your fellow to join your group via the myUnisa **Discussion Forums**.

Please note that students are only allowed to submit their <u>own work</u> for assignments.
<u>No group efforts will be accepted</u>.

6 STUDY PLAN

You need roughly between four and eight hours of study time per week for each learning unit. To help you master the new knowledge and concepts, the study guide has been divided into four themes.

The themes represent the learning outcomes of this module. Each theme focuses on a specific part of the module. *Theme 1* starts with the question: What is public administration? In *Theme 2* we look for the reason why public services are necessary. *Theme 3* then elaborates on the clients who receive public services, and *Theme 4* deals with a very topical issue, namely why it is the government who has to provide public services.

The recommended study/assessment plan follows below:

SEMESTER 1 (2020)	**SEMESTER 2 (2020)**	**PROGRAMME**
23 January	21 July	Welcome and getting started
30 January	24 July	Receive study material. Read Tutorial Letter 101/3/2020. Start reading online through the learning units.
06 February	31 July	Learning unit 1: The needs in a society
13 February	07 August	Learning unit 2: Society
20 February	14 August	Learning unit 3: What is a state?
27 February	21 August	Learning unit 4: Services to society
06 March	25 August	Submit compulsory Assignment 01 if you submit it via post
16 MARCH	**25 AUGUST**	**CLOSING DATE FOR SUBMITTING COMPULSORY ASSIGNMENT 01**
15 March	08 September	Learning unit 5: The government
20 March	11 September	Learning unit 6: The “good life”
24 March	18 September	Learning unit 7: Needs and public services in South African society
27 March	21 September	Learning unit 8: The nature of public administration accompanied by examples
03 April	22 September	Submit compulsory Assignment 02 if you submit it via post.
10 April	25 September	Learning unit 9: The milieu of a society
15 APRIL	**23 SEPTEMBER**	**CLOSING DATE FOR SUBMITTING COMPULSORY ASSIGNMENT 02**
24 April	06 October	Learning unit 10: Contractual obligation
27 April	9 October	Learning unit 11: From purely public services to purely private services
01 May	10 October	Learning unit 12: Distinguished criteria
05 May	16 October	Revision for the examination

To assist you further in reaching the module outcomes, your lecturer will create the following discussions in the **Discussion Forums** tool on myUnisa:

DISCUSSIONS	TOPIC
Learning Unit 1	**Discussion 1: The needs in a society** What is public administration? You will soon see that it is not as easy to answer this question as it may seem. There are different answers to this question, and each answer usually provides only a part of the complete answer. One of the answers is that public administration is about providing for the needs of society. Use the **Discussion Forums** to share and gain knowledge and skills regarding the following: • Needs in a society. • What is public administration?
Learning Unit 2	**Discussion 2: Society** In the previous learning unit we identified a number of different needs in a society. You have probably noticed that the meaning of needs as discussed in learning unit 1 is determined by the way in which we understand the term "society". We should now ask the question: Who or what is a society? Use the **Discussion Forums** to share and gain knowledge and skills regarding the following: • Community, public, citizens and society. • How does society affect public administration?
Learning Unit 3	**Discussion 3: What is a state?** In the previous learning unit, you discovered that there is a difference between "society", "public" and "citizens". If you understand that clearly, you will realise that there is no great difference between a society and a public. A society, such as the South African society, involves far more than the collection of citizens of the state. The citizens of South Africa are those people who are officially members of the South African state. South African society, however, accommodates both citizens of South Africa and noncitizens. You were probably able to gather from the previous learning unit that public administration has to do with satisfying the many different needs of a society within the borders of a country. The purpose of this learning unit is to guide you to a better understanding of the concept of "state" so that you will be able to use it correctly. This will eventually enable you to formulate a considered and meaningful definition of what public administration is. A definition of a state has been uploaded for discussion on the **Discussion Forums**.

DISCUSSIONS	TOPIC
Learning Unit 4	**Discussion 4: Services to society** In the previous three learning units we have discovered that public administration has to do with, among other things, the existence of societal needs within the jurisdiction sphere of a state. Needs demand to be satisfied. The purpose of this learning unit is to focus on satisfying the needs of society by providing public services. Visit the **Discussion Forums** to read what other students say regarding "services".
Learning Unit 5	**Discussion 5: The government** You may now begin to understand what public administration is. It clearly involves more than the presence of societal needs within the state. In the previous learning unit we discovered that it also has to do with the provision of public services in order to satisfy the needs of society. Who is responsible for delivering those services? Use the **Discussion Forums** this week to discuss the following: • Forms of government. • Spheres of government. • Government as institutions and officials.
Learning Unit 6	**Discussion 6: The "good life"** Why are public services necessary? The point of departure of this theme and learning unit is that the reason for the existence of the state is based on the pursuit of the "good life". We may now ask: "What is the good life?" The aim of this learning unit is to introduce you to different views of the good life and to encourage you to take part in the debate on this topic. As human scientist-in-training it is important for you to master the art of participating in debates within your subject field. Use the **Discussion Forums** to share and gain knowledge and skills regarding the following: • The "good life" as an individual issue. • The "good life" as a group issue. • The "good life": Who is responsible? • The "good life" and development.
Learning Unit 7	**Discussion 7: Needs and public services in South African society** We introduced the needs of society in learning unit 1. In the discussion of the concept of societal needs, we saw that it relates to some imbalance in the circumstances. We briefly mentioned different types of imbalances that may occur in society, such as a high crime rate, illiteracy, poverty, epidemics, and environmental pollution. In learning

DISCUSSIONS	TOPIC
	unit 6 we identified "development" as a process whereby the imbalances in society may be changed into the "good life". The purpose of this learning unit is to take a closer look at the South African society's • needs (which are the result of such imbalances); and • public services (which form part of the development process). The following points for discussion have been uploaded on the **Discussion Forums**: • Needs within the South African society. • Public services in South Africa.
Learning Unit 8	**Discussion 8: The nature of public administration accompanied by examples** You have probably noticed by now that public administration deals primarily with the wellbeing of people. With people as its most important ingredient, public administration inevitably becomes material for intrigues. Every newspaper report on alleged poor public services is a story in itself. The purpose of this learning unit is to make you aware that there are stories to be told in public administration that will make it easier to understand a particular project. It will enable you to tell the story of a project that you have planned or in which you have been involved, so that the particular project may be understood more easily. In the work situation, you will notice that a good submission often consists of telling the story of the matter in question in a compelling way. Use the **Discussion Forums** to share and gain knowledge and skills regarding the need for public services.
Learning Unit 9	**Discussion 9: The milieu of a society** You have already seen in theme 1 that public services are provided to societies. Societies the world over are surrounded by a rapidly changing milieu which affects them continually. The result is that the society itself is continually changing, and so are its needs for public services. To be effective in providing services, it is necessary to have knowledge and understanding of the milieu of the society. Use the **Discussion Forums** to share and gain knowledge and skills about some factors in the milieu of a society.
Learning Unit 10	**Discussion 10: Contractual obligation** The heading of this learning unit may have caught your attention. Is the government really under a contractual obligation to provide public services? Does this mean that an individual who does not receive satisfactory public services can take the government to court? More to the point: which contract obliges the government to provide public services?

DISCUSSIONS	TOPIC
	The answer is: the social contract. Although you may be relatively unfamiliar with the social contract, it plays a decisive role in the daily relationship between the government and society. Use the **Discussion Forums** to share and gain knowledge and skills about: • The social contract. • The history of the social contract. • Recent example of social contract. • Reciprocal rights and obligations.
Learning Unit 11	**Discussion 11: From purely public services to purely private services** By the end of theme 3 you were probably convinced of the reasons for the government to provide public services, namely • its obligation under the social contract; • the unique nature of each state; and • the inability of society. If you page forward to learning unit 10 in theme 3, you will see that part of the unique nature of the South African state is its typification as a state with a free-market economy. This means that the government provides only those services that cannot be delivered by the market itself. With this in mind, we may reformulate the question for this theme, “Should only the government provide public services”, to read “Who are the parties involved in providing services to society?” Use the **Discussion Forums** to share and gain knowledge and skills about providers of public services.
Learning Unit 12	**Discussion 12: Distinguished criteria** Have you ever looked at an account for local government services? You will notice that it is possible to calculate the exact cost of delivering water and electricity to a specific consumer. A consumer who does not pay for the services may be excluded from the particular service. These services therefore meet all the requirements for individual services. Although these are individual services, they are provided by a local government. Why? Because when applying some 10 criteria we see that in spite of these services being individual services, it is nevertheless necessary for the government to provide them. Use the **Discussion Forums** to share and gain knowledge and skills about criteria to determine whether a service should be provided by the government or by the private sector.

7 PRACTICAL WORK AND WORK-INTEGRATED LEARNING

Not applicable.

8 ASSESSMENT

This section provides information about the assessment criteria, assessment plan, the assignments as well as the examination.

8.1 Assessment criteria

Assessment criteria for specific outcome 1

- Describe the concept of 'need' within the context of a society.
- Classify different needs that may be present in a society.
- Illustrate the relationship between needs and public administration.

Assessment criteria for specific outcome 2

- List and describe societal needs.
- Describe the different categories of government functions within the South African context.
- Identify the most important factors that determine which public service will be provided in a country.
- Recognise different types of public services that may be provided in a country.

Assessment criteria for specific outcome 3

- Define and describe the term 'government'.
- Differentiate between 'government' as the authority that make and enforce laws and the 'government of the day'.
- Identify different levels of government in South Africa.
- Using a social contract, illustrate the reciprocal rights and obligations of the individuals, society and government.
- Outline the scope of institutions and staff employed within the South African government sector.

Assessment criteria for specific outcome 4

- Criteria are applied to choose whether a service should be provided by the government or by the private sector.
- Judge society's ability to provide services for itself.
- Explain the private sector's responsibility to provide individual services.
- The 10 criteria are assessed to distinguish between public and private services provision.

8.2 Assessment plan

The assessment process followed in this module is based on Unisa's assessment policy, which is summarised as follows:

Purpose of assessment

The purpose of the assessment interventions (assignments and examination) is to determine the student's scientific and practical competence. The student's ability to identify and analyse the nature, content and scope of public administration, is assessed.

Assessment method

The assessment plan is based on two formative assessment interventions, namely two compulsory multiple-choice assignments, as well as a compulsory summative assessment intervention, namely the examination. The multiple-choice assignments give evidence of students' competence in the form of 40 multiple-choice questions (20 questions per assignment). Please also note that there is a **self-evaluation** assignment **03**, which serves only as preparation for the exam.

Reasons for the assessment

The following are the reasons why these assessment interventions are conducted:

- To determine whether the learning required for the achievement of specific learning outcomes in the field of Public Administration, has taken place.
- To collect evidence of students' newly acquired knowledge of the nature, content and scope of public administration.
- To reassess students whose previous attempts were unsuccessful and who resubmit assignments to obtain credits and admission to the examination. Reassessment will only be allowed if time allows for it.

Persons involved in the assessment process

Three different assessors are involved in the assessment process, namely the student, the lecturer and the external assessor.

(a) Student

In the case of the formative interventions, the student has the primary responsibility for the success of the assignments. In other words, the student is encouraged to become an independent student and has to check (self-assess) the contents of the assignment before it is submitted for assessment.

(b) Lecturer

The formative and summative interventions will be assessed by appropriately qualified and trained lecturing staff or marking staff. All the staff members involved in the assessment process have completed the required assessor training successfully. The marking staff marks the assignments according to specific outcomes and assessment criteria for this module.

(c) Internal assessor

The summative intervention will also be assessed by an appropriately qualified academic in the Department of Public Administration and Management.

Assessment review and quality assurance

To ensure the quality of the formative and summative interventions, they are benchmarked against the quality assurance practices contained in the *Academic Quality Framework of the College of Economic and Management Sciences*, as available on the Unisa website.

Assessment logistics

The student is referred to the *Studies @ Unisa* brochure for any other information about assessment related administration, such as agreements concerning students with special needs.

Assessment instruments

Assignments 01 and 02 and the examination will be used as the main assessment instruments during Semester 1 and Semesters 2.

8.3 Assignment numbers

Important information about assignment numbers and the due dates for the assignments are provided in this section.

8.3.1 General assignment numbers

The following table contains important information about the general assignment numbers:

ASSIGNMENTS	SEMESTER 1	SEMESTER 2
General assignment numbers	Assignment **01** (Compulsory)	Assignment **01** (Compulsory)
	Assignment **02** (Compulsory)	Assignment **02** (Compulsory)
	Assignment **03** (Self-evaluation)	Assignment **03** (Self-evaluation)

8.3.2 Unique assignment numbers

The following table contains important information about the unique assignment numbers:

ASSIGNMENTS	SEMESTER 1	SEMESTER 2
Unique assignment numbers	Assignment 01: 684644	Assignment 01: 608313
	Assignment 02: 716284	Assignment 02: 649603
	Assignment 03: Not applicable	Assignment 03: Not applicable

8.4 Assignment due dates

The following table contains important information about the due dates for the assignments:

ASSIGNMENTS	SEMESTER 1	SEMESTER 2
Due dates for assignments	Assignment 01: **16 March 2020**	Assignment 01: **25 August 2020**
	Assignment 02: **15 April 2020**	Assignment 02: **23 September 2020**
	Assignment 03: Not applicable (self-evaluation)	Assignment 03: Not applicable (self-evaluation)

8.5 Submission of assignments

We would like to encourage you to submit your assignment electronically on myUnisa.

In order to qualify for an admission to PUB1501 examination, you are required to submit assignment 01. Please note that admission to PUB1501 examination by submitting assignment 01 does not depend on the marks you obtain for it. Assignments 01 and 02 cover the entire syllabus. The submission of both assignment 01 and assignment 02 would improve your semester mark. No extension for submission of assignments will be granted by lecturers.

Both assignments 01 and 02 consist of 20 (twenty) multiple-choice questions (MCQs) each.

(a) How to answer multiple-choice questions

Multiple-choice question assignments are assignments where you have to choose the most appropriate option from several alternatives that are given in the question. The multiple choice questions are based on the contents of the study guide.

The preferred method of submitting your multiple-choice question assignments, is electronic submissions via myUnisa. To submit an assignment via myUnisa:

- Go to myUnisa at https://my.unisa.ac.za.
- Log in with your student number and password.
- Select the module.
- Click on **Assessment Info** in the left-hand menu.
- Click on the assignment number you want to submit.

(b) Ethical behaviour as a student

The Department of Public Administration and Management places great emphasis upon integrity and ethical conduct in the preparation of assignments. We believe that an understanding of the vital importance of responsibility and professionalism in this regard is part of what a university education should provide. It is very important to us that all our students know how secondary material should be used and what the scholarly method of presenting and acknowledging references is. If you copy something out of a book or an article or from a website without acknowledging the source and pass it off as your own, you will be guilty of plagiarism.

Assignments in which plagiarism (the unacknowledged use of secondary material) can be demonstrated will undoubtedly fail and will in all likelihood be given 0%. In effect, you are stealing something that belongs to someone else. If you paraphrase this material (i.e. change the wording slightly) or use a line of argument without acknowledging it, that also constitutes plagiarism and the same severe penalty will apply. If you make yourself guilty of plagiarism it is regarded as serious form of misconduct. The procedure in the case of a complaint of misconduct is clearly stipulated in the Student Disciplinary Code. For detailed information regarding these procedures, see *Studies @ Unisa*.

(c) General approach to essay-type assignments

In this type of assignment you get the opportunity to prove your ability to deal with the subject matter and to practise your writing skills. In the self-assessment Assignment 03 and the examination you are expected to write critical and complete sentences, paragraphs and essays on a specified topic. Success in this module therefore largely depends on your ability to present your knowledge of a specific topic in a critical manner in the form of written text.

We suggest that you divide each essay into three subsections: an introduction, a discussion and a conclusion. In the **introduction**, briefly set out the standpoint you are going to take on the particular topic. In the **discussion** you use your knowledge of the topic to support the standpoint you have set out in the introduction. In the **conclusion** you may refer to some of the implications of the points you have raised in the discussion.

You can only adopt a standpoint of your own once you have mastered the study material. By the time you begin work on the assignment answer you should have gone a long way towards such mastery. Once you have mastered the study material you can go on to formulate your own critical view of it.

8.6 The assignments

With regard to the response alternatives, select the **most appropriate option out of four alternatives**. Please note that in some cases the alternatives continue on the next page. **Turn the page over to ensure that you have considered all response alternatives**. Remember to double-check your answers and make sure you have not made any clerical errors.

QUESTIONS FOR SEMESTER 1, ASSIGNMENT 01 (COMPULSORY)

ASSIGNMENT 01: MULTIPLE-CHOICE QUESTIONS (COMPULSORY)

FIRST-SEMESTER STUDENTS ONLY

Unique assignment number : 684644

Date of submission : 16 March 2020

1 The use of the concept of "social contract" brings to mind in particular the theories of three prominent philosophers from the period beginning in the mid-17th century up to the mid-18th century.
Which one of the following philosophers is NOT one of the three prominent philosophers associated with the social contract?

(1) Thomas Hobbes.

(2) Jean-Jacques Rosseau.

(3) John Lock.

(4) Max Weber.

2 According to Loxton the state does not exist for itself, but it exist in order to provide each individual with opportunity to live a …

(1) good life.

(2) comfortable life.

(3) life of perfection.

(4) life of a good citizen.

3 The process whereby the conditions in society that lead to certain needs are gradually altered to make the "good life" possible for society, may be summarised as:

(1) Administration.

(2) Management.

(3) Economic growth.

(4) Development.

4 What characterises collective services in South Africa?

(1) Taxpayers receive the same value from a service as the tax paid for it.

(2) Recipients of collective services pays for the specific service.

(3) The value of a collective service is calculated per unit.

(4) Collective service cannot be sold according to a unit price.

5 Study the following illustration before answering the question:



What is a social contract?

(1) An agreement between individuals, society and the government in which reciprocal rights and duties are outlined.

(2) Agreement between a political party and the community in which reciprocal rights and duties are outlined.

(3) An understanding that the government should deliver services to the people of South Africa.

(4) An opportunity for negotiated agreements between conflicting parties to curb damage to each other's interest.

6 The South African state has different spheres of government. What is the nature of the South African state?

(1) Supreme monarchy and a capitalist state.

(2) Capitalist state and majority rule state.

(3) Autocratic, supreme authority and a democratic state.

(4) Free-market economic system and democratic state.

7 The supreme authority is the highest authority in an organisation or a state. The supreme authority in South Africa is vested in …

(1) executive authority, judiciary and courts.

(2) the Constitution of 1996.

(3) a democratic government.

(4) dignity, rights and freedoms of the individuals.

8 A state is characterised by specific features. These features are…

(1) territory, population and government.

(2) citizens, society and immigrants.

(3) unitary, federation and confederation.

(4) citizens, society and communities.

9 Which of the following factors characterises individual services in South Africa?

(1) The recipient of individual services does not pay for the service.

(2) The service is not exhaustible. It does not become depleted.

(3) Each service or part of a service has a unit price.

(4) The authority that provides the service is the sole provider.

10 What statement best describes public administration?

(1) The subject which investigates the provision of public services by the authorities and which is used by university teachers.

(2) Satisfying the needs of a society within the borders of a state by the provision of certain public services at all spheres of government.

(3) Satisfying the needs of the inhabitants of a country by private and public authorities.

(4) It is an organised non-political, executive function of the state based on a free-market economic system.

11 What does the word 'citizens' in public administration generally refer to?

(1) Inhabitants of a particular geographical area.

(2) Members of a specific state.

(3) Loose collections of individuals.

(4) All of the above.

12 "Cultural and educational services are services aimed at …"

(1) meeting the intellectual and moral needs of a society.

(2) promoting opportunities for self-actualisation and citizenship.

(3) educational activities of a public institution.

(4) improving imbalances in public institutions.

13 What guides public service delivery?

(1) Official needs of the state.

(2) Homogeneous needs of a specific community.

(3) Various needs of society as a whole.

(4) Political needs of the citizens.

14 How does Loxton (1993) explains good life?

(1) Good citizenship and right of ownership.

(2) To be free of any higher or legislative authority on earth.

(3) Material, moral and intellectual welfare.

(4) The product of the ideology of the government of the particular state.

15 Public administration is guided by a variety of needs within a society. What is the meaning of a 'need'?

(1) An equivalence in circumstances.

(2) A surplus of something.

(3) A luxury for selected citizens.

(4) An imbalance in circumstances.

16 What are the three spheres of government?

(1) Provincial, local government and traditional leaders.

(2) Banks, public institutions and municipal departments.

(3) National, provincial and local government.

(4) National, regional and provincial government.

17 What option out of the following alterative, best describes the *features* of the South African society?

(1) Tribes, provinces, race and the ideology of the government.

(2) Apartheid, democracy, rule of law and population composition.

(3) The product of ideology of the government of the particular state.

(4) Age, education, household income and population composition.

18 Frequently, new technology is being used at the same time as the old technology. This leads to further diversification of society's needs, for example the need for …

(1) eliminating the use of paper in the broadcasting environment.

(2) regulating available frequencies for private broadcasting.

(3) restricting financing and subsidies of public broadcasting.

(4) regulating frequencies for public and private broadcasting

19 Poverty is one of the most pressing problems in the "South". Of what is poverty an example?

(1) An environment in equilibrium.

(2) An equilibrium of circumstances.

(3) An imbalance in circumstances.

(4) A high crime rate and unemployment.

20 "A service that is aimed at safeguarding society against external threats and any form of loss of life or property within the national borders is known as ..."

(1) protective services.

(2) justice services.

(3) defence services.

(4) security services.

THIS IS THE END OF ASSIGNMENT 01 FOR SEMESTER 1.

QUESTIONS FOR SEMESTER 1, ASSIGNMENT 02 (COMPULSORY)

ASSIGNMENT 02: MULTIPLE-CHOICE QUESTIONS (COMPULSORY)

FIRST-SEMESTER STUDENTS ONLY

Unique assignment number : 716284

Date of submission : 15 April 2020

1. The study of human populations, primarily with respect to their size, structure and development, known as …

(1) urbanisation.

(2) demography.

(3) epidemic.

(4) ideology.

2. What is a metaphor?

(1) A figurative expression.

(2) A verbal agreement.

(3) A written contract.

(4) A public institution.

3. Which of the following statements does NOT characterise individual services?

(1) The service is exhaustible, in other words it gets less as it is being used.

(2) The recipient of such services does not pay for the specific service.

(3) Members of society may be excluded from using the goods or service.

(4) Each service or part of a service has a price, namely unit price.

4. Better health services (cause) are likely to have resulted (effect) in …

(1) a decrease in the need for more welfare services.

(2) lower unemployment rate.

(3) a decrease in air pollution.

(4) lower infant mortality rate.

5. Which of the following statements are incorrect?

(1) Collective services are usually the result of a need in society.

(2) Public administration deals with satisfying the different needs of society.

(3) HIV and Aids influence society's needs for public services.

(4) The pursuit of the "good life" is a driving force behind individual services.

6. Which one of the following services is NOT a <u>category</u> of services?

(1) Quasi-collective services.

(2) Public services.

(3) Collective services.

(4) Individual services.

7. The Republic of South Africa is a sovereign democratic state founded on the following value(s) ...

(1) discrimination, racism and sexism.

(2) exclusively achievement of equality.

(3) solely the advancement of human rights and freedoms

(4) supremacy of the Constitution and the rule of law.

8. We can safely say that the societal needs of different countries …

(1) are more or less the same.

(2) are difficult to compare.

(3) can be classified in groups.

(4) are exactly the same.

9. A social contract is an …

(1) understanding that the government should deliver services to the people of South Africa.

(2) opportunities for negotiated agreements between conflicting parties to curb damage to each other's interest.

(3) agreement between individuals, society and the government in which reciprocal rights and duties are outlined.

(4) agreement between a political party and the community in which reciprocal rights are outlined.

10. A competitive free market is a market …

(1) in which strong competition determines how much buyers are prepared to pay.

(2) in which strong competition ensure the best price for a product or service.

(3) in which competition determines how much sellers are prepared to accept.

(4) in which prices of goods are determined by willing vendors who accept prices from sellers.

11. Democratic forms of government vary from the ideal democracy on the one hand to limited democracy on the other. Which of the following statements are correct?

(1) Democracy is a form of government in which political power is vested only in the people and are exercised directly by themselves.

(2) Consensus democracy is an autocratic form of government in which power is distributed among the government and the political parties.

(3) The original use of the concept “direct democracy” refers to the way in which democracy was practised in the United States of America.

(4) Consensus democracy is a democratic form of government in which power is distributed among the government and the political parties.

12. Which of the following is NOT a category of public services?

(1) Legislative services.

(2) Conservation services.

(3) Public health services.

(4) Wealth creating services.

13. Which of the following examples is an example(s) of a social contract?

(1) Public and private institutions in South Africa.

(2) Local and provincial government departments.

(3) Constitutional court, Parliament and ward counsellors.

(4) Constitution of the Republic of South Africa of 1996.

14. Democratic forms of government are characterised by the following principles:

(1) Majority government.

(2) Popular sovereignity.

(3) Political equality.

(4) All of the above.

15. Sovereignty of a state is restricted to the boundaries of the territory of the …

(1) society.

(2) country.

(3) state.

(4) government.

16. The Republic of South Africa is one sovereign democratic state founded on the following values ...

(1) human dignity, the achievement of equality and a declines in human rights and freedoms.

(2) supremacy of the Constitution and the rule of law, responsiveness and reticence.

(3) elections and an effective system of autocratic government that ensure accountability.

(4) a national common voter's roll and a multi-party system of democratic government.

17. Which of the following statements are correct?

(1) To earn a profit, a competitive free market is necessary in which prices are determined by the forces of supply and demand.

(2) The government is able to deliver individual goods and services to the community at market-related prices.

(3) Profit is the main reason for the existence of public institutions.

(4) There is self-regulating within the public sector.

18. The South African society experiences different needs, depending on the circumstances of a particular community. Examples of these needs are …

(1) Public health, welfare and housing needs.

(2) Safety, security and protection needs.

(3) Prosperity, cultural and educational needs.

(4) All of the above.

19. What is a community?

(1) A group of people who are all members of a state.

(2) A group of people who are all citizens of a country.

(3) A group of people who have a homogeneous character.

(4) A group of people who are all inhabitants of a country.

20. A society is influenced by many factors in its milieu. What factors were fairly active at the end of the 20th century?

(1) Pests, diseases and epidemics, as well as natural disasters.

(2) Language.

(3) Economic forces, including industrialisation.

(4) All of the above.

THIS IS THE END OF ASSIGNMENT 02 FOR SEMESTER 1.

QUESTIONS FOR SEMESTER 2, ASSIGNMENT 01 (COMPULSORY)

ASSIGNMENT 01: MULTIPLE-CHOICE QUESTIONS (COMPULSORY)

SECOND-SEMESTER STUDENTS ONLY

Unique assignment number : 608313

Date of submission : 25 August 2020

1. Better health services are likely to have resulted in …

(1) higher infant mortality rate.

(2) a decrease in the need for health services.

(3) an increase in air pollution.

(4) a decline in air pollution.

2. The South African society experiences different needs, depending on the circumstances of a particular community. Examples of these needs are …

(1) protection and safety needs.

(2) educational and prosperity needs.

(3) public health and housing needs.

(4) All of the above.

3. How does Plato defines "the good life"?

(1) Good citizenship.

(2) Freedom from legislative authority.

(3) Right of ownership.

(4) Protection from crime.

4. Which of the following Act(s) or institution(s) is NOT an example of a social contract?

(1) Constitution of the Republic of South Africa Act 200 of 1993.

(2) Constitution of the Republic of South Africa of 1996.

(3) National Economic Development and Labour Council.

(4) Constitutional court.

5. A societal need may be defined as: ” … leading to a demand for a particular service.”

(1) An imbalance in circumstance…

(2) Shortage of law enforcers…

(3) A high rate of illiteracy…

(4) A high rate of unemployment…

6. Why should a government become involved in the delivery of seemingly particular services?

(1) To promote a competitive free market and to increase profit from services.

(2) Because enforceable authority is necessary to provide public services.

(3) Because the free market cannot provide the scope of public services.

(4) To prevent poor members of society be excluded from public services.

7. Which one of the following philosophers is NOT one of the three prominent philosophers associated with the social contract?

(1) Jean-Jacques Rosseau.

(2) John Lock.

(3) Max Weber.

(4) Thomas Hobbes.

8. Which of the following statements does NOT characterise individual services in South Africa?

(1) Each service or part of a service has a price, namely unit price.

(2) The recipient of such services does not pay for the specific service.

(3) The service is exhaustible, in other words, it gets less as it is being used.

(4) Members of society may be excluded from using the service.

9. Which one of the following philosophers views the social contract as the creation of a civil community with a protective function?

(1) Jean-Jacques Rousseau.

(2) Thomas Hobbes.

(3) John Locke.

(4) Plato.

10. A society is influenced by many factors in its milieu. What factor(s) are fairly active at the end of the 20th century?

(1) Industrialisation.

(2) Language.

(3) Diseases and epidemics.

(4) All of the above.

11. Complete the sentence. Democratic forms of government are characterised by …

(1) majority government.

(2) popular sovereignty.

(3) political equality.

(4) All of the above.

12. What is the main purpose of using a story (narrative) as technique?

(1) To make the data of public administration more interesting.

(2) To create a probable version of events where no data is available.

(3) To arrange and understand data in public administration.

(4) To replace existing techniques of data collection and interpretation.

13. What is the meaning of urbanisation?

(1) The establishment of industries on a large scale.

(2) Technological development in urban areas.

(3) The movement of people from rural to urban areas.

(4) The ageing of society in rural to urban areas.

14. Profitability is crucial to the survival of commercial undertakings. Which of the following statements are correct?

(1) To earn a profit, a competitive free market is necessary.

(2) Profit is the main reason for the existence of public institutions.

(3) The government delivers individual services to the community.

(4) There is self-regulating within the public sector.

15. The government is responsible mainly for providing collective services. Which of the following statements are correct?

(1) Government is not involved in providing quasi-collective services.

(2) Government is not involved in individual services.

(3) Individual services are usually the result of a need in society.

(4) Government is also involved in providing quasi-collective services.

16. According to Loxton the state does not exist for itself, but it exist in order to provide each individual with opportunity to live a …

(1) good life.

(2) life of natural perfection.

(3) life of a good citizen.

(4) comfortable life.

17. Sovereignty of a state is restricted to the boundaries of the territory of the …

(1) society.

(2) government.

(3) country.

(4) state.

18. Complete the sentence. The United States of America is an example of a …

(1) federal state.

(2) unitary state.

(3) confederal state.

(4) constitutional state.

19. Public services are a response to the needs of society. Which of the following services is NOT a category of public services?

(1) Environmental services.

(2) Public health services.

(3) Legislative services.

(4) Wealth creating services.

20. Complete the sentence. A social contract is an …

(1) opportunities for negotiated agreements between conflicting parties.

(2) agreement between individuals, society and the government.

(3) understanding that the government should deliver services to citizens.

(4) agreement between a political party and the community.

THIS IS THE END OF ASSIGNMENT 01 FOR SEMESTER 2.

QUESTIONS FOR SEMESTER 2, ASSIGNMENT 02 (COMPULSORY)

ASSIGNMENT 02: MULTIPLE-CHOICE QUESTIONS (COMPULSORY)

SECOND-SEMESTER STUDENTS ONLY

Unique assignment number : 649603

Date of submission : 23 September 2020

1. The reason for the existence of the state is based on the pursuit of the "good life". How does Loxton (1993) explains good life?

(1) Good citizenship and right of ownership.

(2) Material, moral and intellectual welfare.

(3) To be free of any higher or legislative authority on earth.

(4) The product of the ideology of the government of the particular state.

2. What best option out of the following alternatives, describes the *features* of the South African society?

(1) Age and population composition.

(2) The ideology of the government.

(3) Apartheid and democracy.

(4) Tribes, provinces and race.

3. What is the meaning of a 'need'?

(1) Lack of something.

(2) Necessity.

(3) An imbalance.

(4) All of the above.

4. "A service that is aimed at safeguarding society and the property of its members against external threats outside the national borders and against any form of loss of life or property within the national borders is ..."

(1) justice services.

(2) defence services.

(3) protective services.

(4) safety services.

5. What is Public Administration (in capital letters)?

(1) The satisfaction of societal needs by the provision of public services.

(2) A subject which has as its object the study of public service delivery.

(3) A concrete service, public and private institution, and public activities.

(4) The organised non-political, executive functions of the state.

6. What does the word 'citizens' in public administration refer to?

(1) Inhabitants of a geographical area.

(2) Members of a specific state.

(3) Loose collections of individuals.

(4) All of the above.

7. "Cultural and educational services are services aimed at …"

(1) activities of a public institution.

(2) improving the imbalance in circumstances.

(3) supressing opportunities for self-actualisation.

(4) meeting the moral needs of a society.

8. Poverty is a pressing problems in the South. Of what is poverty an example?

(1) A high crime rate.

(2) An imbalance in circumstances.

(3) An environment in equilibrium.

(4) An equilibrium of circumstances.

9. Public administration is mainly guided by the …

(1) political needs of the citizens.

(2) homogeneous needs of a community.

(3) various needs of society as a whole.

(4) official needs of the government.

10. The 1996 Constitution of the Republic of South Africa sets out the powers and the utilitarian value of each sphere of government. What are the three spheres of government?

(1) National, regional and provincial government.

(2) National, provincial and local government.

(3) Provincial, local government and traditional leaders.

(4) Banks, public institutions and municipal departments.

11. Which factor characterises individual services in South Africa?

(1) The authority that provides the service is the sole provider and has monopoly.

(2) The service is not exhaustible. It does not become depleted as it is being used.

(3) The recipient of such services does not pay for the specific service.

(4) Each service or part of a service has a price – a unit price.

12. When we speak of the milieu of a society, we are referring to the environment or sphere that surrounds a society and which has an ongoing influence on the society. What factors affect the milieu of a society?

(1) Demographics forces.

(2) Popular sovereignty.

(3) Equality of the people.

(4) Importing and exporting trends.

13. The Republic of South Africa is one sovereign democratic state founded on the following values ...

(1) racial discrimination and sexism.

(2) the achievement of equality and favouritism.

(3) inferiority of the rule of law and the Constitution.

(4) advancement of human rights and freedom.

14. What best describes public administration?

(1) Satisfying the needs of the inhabitants of a country.

(2) An organised non-political, executive function of the state.

(3) The academic subject that investigates the provision of public services.

(4) Satisfying the needs of a society within the borders of a specific state.

15. What is a social contract?

(1) Agreement between a political party and the community.

(2) An understanding that the government should deliver services to the people.

(3) An agreement between individuals, society and the government.

(4) An opportunity for negotiated agreements between conflicting parties.

16. The supreme authority is the highest authority in an organisation or a state. The supreme authority in South Africa is vested in …

(1) executive authority and judiciary.

(2) dignity and rights of individuals.

(3) the Constitution of 1996.

(4) a democratic government.

17. What characterises collective services in South Africa?

(1) The price of a collective service is based on the needs of society.

(2) It is mainly financed from subsidies and donations from banks.

(3) The recipient of such services pays for the specific service.

(4) The value of a collective service cannot be calculated per unit.

18. New technology is being used at the same time as the old technology. This leads to diversification of society's needs, for example the need for …

(1) restricting financing of public broadcasting.

(2) eliminating the use of paper.

(3) regulating frequencies for private broadcasting.

(4) regulating frequencies for public and private broadcasting

19. According to most sources, a state is characterised by specific features.

(1) Territory, population, government and sovereignty.

(2) Citizens and immigrants.

(3) Unitary, federation, confederation.

(4) Citizens, society, communities.

20. Democracy is a form of government in which political power and authority are vested in all the people. Which of the following statements are correct?

(1) Democracy is exercised directly by the people and never by representatives or ward councillors.

(2) Consensus democracy is a democratic form of government in which power is distributed among political parties.

(3) Consensus democracy is a self-governing form of government in which power is entirely exercised by the government.

(4) The original concept “direct democracy” refers to the way democracy was practised in the Greek city states.

THIS IS THE END OF ASSIGNMENT 02 FOR SEMESTER 2.

SELF-EVALUATION ASSIGNMENT 03

(SEMESTERS 1 AND 2)

This is a **self-evaluation ESSAY-TYPE ASSIGNMENT** and should not be submitted for marking to your lecturers. However, because **the examination will not consist of multiple-choice questions, it is highly recommended that you answer all 4 (four) questions in writing**. This assignment is to prepare you for the exam-type questions.

ASSIGNMENT QUESTIONS

QUESTION 1

1.1 Describe the concept “the good life”. (5)

1.2 It is common knowledge that individuals do not exist on their own. However, individuals within society need to experience “the good life” in order for the whole of society to experience “the good life”.

(a) Describe the reasons why “the good life” is viewed as a group issue.

(b) Who is responsible for protecting “the good life” in a specific state? Motivate your answer.

(c) Explain how “development” is linked to “the good life”. Support your answer with an example. (20)

[25]

QUESTION 2

2.1 Explain in detail the concept “social contract”. (5)

2.2 Discuss the history of the social contract with specific reference to the works of Thomas Hobbes, John Locke and Jean Jacques Rousseau. (20)

[25]

QUESTION 3

3.1 Define the concept “demography”. (5)

3.2 A society is influenced by many factors in its milieu. Describe in detail the following factors:

(a) Urbanisation and an ageing population.

(b) Demographic force growth of the world population.

(c) Industrialisation and global warming. (20)

[25]

QUESTION 4

4.1 What is the difference between a competitive free market and a self-regulating free market? (7)

4.2 Explain the characteristics of each of the following public services. Support your answers with examples.

(a) Individual services.

(b) Quasi-collective services.

(c) Collective services. (18)

[25]

TOTAL [100]

No due date has been set for this assignment since it is a self-assessment assignment.

Feedback will be provided on myUnisa.

Read Tutorial Letter PASALLP/301 for guidance on the technical requirements for assignments.

DO NOT SEND ASSIGNMENT 03 TO UNISA. IT IS FOR SELF-ASSESSMENT PURPOSES ONLY.

8.7 Other assessment methods

Not applicable.

8.8 The examination

As previously stated, you are required to submit Assignment 01 to obtain admission to the examination. Admission will be obtained by submitting the assignment in time.

Please note that a semester mark system applies. This semester mark will only apply to the compulsory multiple-choice assignments (assignment 01 and 02). The mark you obtain for the compulsory multiple-choice question assignments becomes your semester mark and this mark is used to calculate your final mark.

Assignment 01 will contribute 50% and assignment 02 also contributes 50% to the semester mark. The semester mark will carry a weight of 20% and the examination mark a weight of 80% towards calculating the final mark. In other words, the final mark will be calculated by adding 20% of the semester mark to 80% of the examination mark.

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

An example of how to calculate your semester and year marks follows below.

EXAMPLE:

Semester mark calculation:

50% of assignment 01 + 50% of assignment 02 = semester mark, for example:

Mark obtained for assignment 01: 60% [50% of 60% = 30]

Mark obtained for assignment 02: 80% [50% of 80% = 40]

By adding the totals of the above calculations the semester mark is determined. In this instance, 30 + 40 = 70%.

Final mark calculation:

20% of semester mark + 80% of examination mark = final mark, for example:

Semester mark: 70% [20% of 70% = 14]

Examination mark: 60% [80% of 60% = 48]

By adding the totals of the above calculations the final mark is determined. In this instance, 14 + 48 = 62%.

The examinations for this module will take place as follows:

Semester 1: During May/June 2020

Semester 2: During October/November 2020

The final examination dates will be provided to you by the Examination Section later in the semester. The examination for PUB1501 consists of **one** paper of **two** hours.

The examination paper will consist of **four (4) essay type questions**. Each question will count 25 marks, BUT may be subdivided, for example, 15 marks + 10 marks = 25 marks. The examination paper is thus worth a total of **100 marks**.

The examination will NOT consist of multiple-choice questions.

9 FREQUENTLY ASKED QUESTIONS

We receive many enquiries from students asking the same questions over and over again. We have, therefore, decided to include these frequently asked questions in this tutorial letter.

Where can I find the most important telephone numbers if I have queries relating to, for example, administration, study material or the examination timetable?

Important telephone numbers are given in the brochure *Studies @ Unisa*.

I have not yet received my study material. Could you please mail me a copy?

No, unfortunately, the study material is kept at a different department, namely **Despatch**. Please consult *Studies @ Unisa*. Ask whether the specific item has been despatched. If it has been despatched and you have not received it after a reasonable period of time, ask for another copy to be despatched to you. Please do not to contact your lecturer for despatch matters. Please take note that you can also find your study material in electronic format on myUnisa.

I would like to do some additional excercises. Could you provide me with tutorial letters from previous years?

Owing to limited storage space at Unisa, no tutorial letters from previous years are kept and/or made available to students.

What do I do if I experience problems with the content of the study material?

Contact your tutor or lecturer responsible for the module. Please do not hesitate to contact us. You can phone your lecturer during official office hours (not evenings), make an appointment to come and see us personally, write a letter or send an e-mail. Alternatively you can post your problem on the myUnisa **Discussion forums**.

My assignment is late because … Can I submit it at a later date?

It is your responsibility to ensure that your assignment reaches Unisa's main campus on/or before the due date. Multiple-choice questions assignments are marked by a mark-reading device on a fixed date as specified in advance in the planning schedule of the **Assignment Section**. Hence, multiple-choice question assignments submitted after the due date will not be marked.

YOUR GRADUATENESS (EMPLOYABILITY)

In today's job market, public sector employers look for candidates who are in possession of a wide range of skills, attributes, competencies and values to ensure effective service delivery. In this light, it is of vital importance that Public Administration and Management graduates meet the rapidly changing needs of the South African and global job market. This implies that Unisa should produce more than merely employable graduates; Unisa should contribute to an active and critical citizenry who can participate politically, economically and socially.

Against this background, the Department of Public Administration and Management endeavours to ensure that our graduates acquire the following:

- A commitment to continual self-improvement and lifelong learning.
- The ability to employ the skills necessary for creating and using employment opportunities.
- An appreciation of and respect for the value of cultural, religious, aesthetic and linguistic diversity.
- The ability to contribute to economic, intellectual, cultural and scientific life.
- An appropriate sense of responsibility for and stewardship of the physical- as well as the human-changed environment.
- The appreciation of the world, more particularly the African continent, as a set of related systems.
- Scarce skills, generic skills and specialised skills in the management of public affairs to be immediately effective in the public sector workplace (graduateness).

In our endeavour to attain the above objectives and as part of our quality assurance systems, we would be grateful if you could answer the questions in the box below:

- Which competencies, areas of knowledge, skills and attributes did you need to complete the above assignments?
- Did completing these assignments and consulting the relevant sources improve your competence?
- Name a few competencies that you think should be developed further to enhance your graduateness and employability.
- Did the assignment topics add value to the application of your knowledge and skills in the public sector workplace?
- Do the assessment criteria provide you with an adequate framework in which to evaluate your performance in your assignment answer? If not, what other criteria and guidance should be added?
- What aspects of the module, study material and your learning experience would you like to improve? How?
- Do the assignment topics reflect the learning outcomes and assessment criteria?

Your responses will provide us with important feedback about the skills and attributes of our graduates and will be invaluable for future planning of programmes at the Department of Public Administration and Management, more particularly for the module *The Nature, Content and Scope of Public Administration*. We are determined to assist our graduates in acquiring skills that are valued by public sector employers. Your responses are important to us.

Results will be presented in summary format and therefore individual responses will be strictly confidential. Please return your answers to these questions to your lecturer, Mr Nhlamulo Baloyi at ebaloynd@unisa.ac.za, or at:

Module Leader for PUB1501
Department of Public Administration and Management
PO Box 392
Unisa
0003

10 SOURCES CONSULTED

Wessels, JS. 2012. *The Nature, Content and Scope of Public Administration. Only Study Guide for module PUB1501.* 6th ed. Pretoria: University of South Africa.

11 IN CLOSING

Do not hesitate to contact your lecturer if you are experiencing problems with the content of this tutorial letter or any aspect of the module.

I wish you a fascinating and satisfying journey through the learning material and trust that you will complete the module successfully.

Enjoy the journey!

12 ADDENDUM

Not applicable.