JUNE SUPPLEMENTARY EXAMINATION 2016
DEPARTMENT OF PUBLIC MANAGEMENT AND GOVERNANCE

PROGRAMME: BA PUBLIC MANAGEMENT AND GOVERNANCE

MODULE: PUBLIC MANAGEMENT AND GOVERNANCE 2A (APK & SWC)

CODE: PMG2A11

DURATION: 2 HOURS

MARKS: 100

EXAMINERS: Dr D Nel (APK) & Mr T Nethonzhe (SWC)

MODERATOR: Ms S Mavee (APK)

This paper consists of two (2) pages

Instructions to students:
Write the number of each question answered clearly in the space provided on the cover of the examination answer book.
Begin each question on a new page.
Begin each section on a separate answer sheet.
Number your answers exactly as the questions are numbered.

SECTION A: SERVICE DELIVERY: STAKEHOLDERS, MECHANISMS & APPROACHES Dr D Nel & Mr T Nethonzhe

Answer any TWO (2) questions from Section A

QUESTION 1 – (25 Marks)
Discuss the internal or micro environment by using appropriate examples.

PTO... Question/2
QUESTION 2 – (25 Marks)

Explain in detail, how the statutory framework for improved service delivery can influence service delivery.

QUESTION 3 – (25 Marks)

Describe and explain public service delivery by paying specific attention to the following aspects:

a) Service delivery by government institutions
b) Activities in public service delivery

SECTION B: DEMOCRATISING SERVICE DELIVERY Dr D Nel & Dr Damian Ukwandu

QUESTION 4 – (25 Marks)

Distinguish between the citizen, client and consumer in public service delivery. In addition, explain in detail what the role of the client in public service delivery ought to be.

QUESTION 5 – (25 Marks)

Describe the role of ethics in public service delivery by paying specific attention to government ethics and institutions.

QUESTION 6 – (25 Marks)

Discuss the evolution of Management Theory by paying specific attention to the classical perspectives.

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