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 answer 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 external or macro environment by paying specific attention to the intellectual environment. Use appropriate examples to enhance your answer.

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

With the aid of suitable examples, explain how Chapter 9 Institutions can contribute to improved service delivery and strengthening constitutional democracy.

QUESTION 3 – (25 Marks)

Explain what alternative service delivery is, by describing some alternative service delivery mechanisms that could be used.

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

QUESTION 4 – (25 Marks)

Explain the various mechanisms in the South African public sector to establish, facilitate and strengthen the ‘democratisation of service delivery’. Pay specific attention to the following aspects:

a) Policies
b) Public administration principles
c) Service delivery improvement
d) Performance improvement of institutions and personnel
e) Citizen involvement

QUESTION 5 – (25 Marks)

Explain the democratic principles for service delivery, by paying specific attention to the following:

a) Service delivery and societal value systems
b) The body politic and service delivery

QUESTION 6 – (25 Marks)

Explain what performance means and discuss the ways to deal with the negative influence of performance in the public sector.

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