



**NOVEMBER EXAMINATIONS 2014**

**DEPARTMENT OF PUBLIC MANAGEMENT AND GOVERNANCE**

**PROGRAMME: BA PUBLIC MANAGEMENT AND GOVERNANCE**

**MODULE: PUBLIC GOVERNANCE 3B (APK & SOW)**

**DURATION: 3 HOURS**

**CODE: PMG3B21**

**MARKS: 100**

**EXAMINERS: Dr Vain Jarbandhan (APK & Soweto), Prof C J Auriacombe (APK), Ms T Majam (SWC)**

**MODERATOR: Dr D Nel**

**EXTERNAL EXAMINER: Prof E Ströh (UNISA)**

**This paper consists of two (2) pages**

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**Instructions to learners:**

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.

Number your answers exactly as the questions are numbered.

*Note:* Be careful with the time you spend on the different questions. For each 25 mark question you have approximately 40 minutes.

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**SECTION A: PUBLIC HUMAN RESOURCE MANAGEMENT: Dr V Jarbandhan (APK) and Mrs T Majam (SWC)**

**Answer any TWO (2) questions in Section A.**

**QUESTION 1 – (25 Marks)**

Outline the processes, preparatory procedures and the types of interviews that inform the selection process.

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**QUESTION 2 – (25 Marks)**

Explain the stages through which training and development takes place in the South African Public Service.

**QUESTION 3 – (25 Marks)**

Discuss the stages in the selection process as popularized by Amos et al. (2004).

**SECTION B: PUBLIC ORGANISATIONAL DEVELOPMENT AND MANAGEMENT: Prof C J Auriacombe (APK), Ms Y Bernhardt (APK) & Dr V Jarbandhan (SWC)**

Answer any **TWO** (2) questions in Section B.

**QUESTION 4 – (25 Marks)**

Analyse the following approaches to the study of organisations:

- Human Relations Approach
- Systems theory

**QUESTION 5 – (25 Marks)**

Discuss the main characteristics of the classical approaches with specific reference to the theory of Scientific Management, Administrative theories, and the theories of Bureaucracy.

**QUESTION 6 – (25 Marks)**

Analyse conflict as a natural dynamic in the organisation with specific reference to the types of organisational conflict.

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