



**FACULTY OF MANAGEMENT**  
**DEPARTMENT OF PUBLIC MANAGEMENT AND GOVERNANCE**  
**FINAL NOVEMBER SUMMATIVE ASSESSMENT**

**PROGRAMME:** BA PUBLIC MANAGEMENT AND GOVERNANCE

**MODULE:** PUBLIC MANAGEMENT AND GOVERNANCE 3B (APK)

**CODE:** PMG3B21

**DURATION:** 3 HOURS

**MARKS:** 100

**DATE OF EXAM:** 28 November 2016

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**EXAMINERS:** Dr DE Uwizeyimana (SWC), Ms Y Bernhardt (APK) & Prof W J van Wyk (SWC)

**MODERATOR:** Dr D Nel (APK)

**EXTERNAL EXAMINER:** Prof M van Heerden (UNISA)

**THIS PAPER CONSISTS OF:** (2) pages

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**Instructions to students:**

1. Write the number of each question answered clearly in the space provided on the cover of the examination answer book.
  2. Begin each answer on a new page.
  3. Number your answers exactly as the questions are numbered.
  4. The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.
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**Answer any FOUR (4) questions from the following SIX (6) questions**

**QUESTION 1 – (25 Marks)**

Provide an overview of the selection process of applications for vacant posts by paying attention to the following:

- A description of what the selection process entails.
- The process of screening and short listing of applicants.
- Making a job offer.

**QUESTION 2 – (25 Marks)**

Explain, with the aid of suitable examples, how a probation period and an orientation programme can assist new employees to become acquainted with their jobs.

**QUESTION 3 – (25 Marks)**

In a well-balanced essay, critically discuss the management of employee performance problems under the following sub-headings:

- Performance management problems in South Africa.
- Solving performance management problems.
- Employee performance problems.

**QUESTION 4 – (25 Marks)**

Explain the role of the Public Service Regulations of 1999, job evaluation, collective agreements and a Code of Remuneration (COREs) in securing effective human resource performance management in South Africa.

**QUESTION 5 – (25 Marks)**

In an essay, explain and then evaluate the different stages of training and development.

**QUESTION 6 – (25 Marks)**

Discuss employee retention in institutions with reference to the following:

- Reasons why employees leave an institution.
- Measures that can be taken to retain personnel.

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