



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

PROGRAMME: BA PUBLIC MANAGEMENT AND GOVERNANCE

MODULE: PUBLIC MANAGEMENT AND GOVERNANCE 3D (APK)

CODE: PMG3D21

DURATION: 3 HOURS

MARKS: 100

DATE OF EXAM: 22 November 2016

EXAMINERS: Dr D Uwizeyimana (SWC) & Ms Y Bernhardt (APK)

MODERATOR: Dr D Nel (APK)

EXTERNAL EXAMINER: Prof M van Heerden (UNISA)

THIS PAPER CONSISTS OF: (2) pages

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)

Critically analyse Government's macro organisation with specific reference to the division of labour and specialisation, as well as organisational mandates and powers.

QUESTION 2 – (25 Marks)

Analyse the main characteristics, advantages and disadvantages of typical organisational structures with specific reference to:

- Functional or hierarchical structures.
- Matrix structures.
- Virtual, networked or cluster structures.
- Quantum organisations.

QUESTION 3 – (25 Marks)

Analyse organisational transformation with special reference to:

- The meaning of the concept “organisational transformation”.
- Creating an adaptive and nimble organisation.

QUESTION 4 – (25 Marks)

Discuss, with the aid of suitable examples, organisational performance and effectiveness with special reference to the following:

- The correlation between service delivery improvement and organisational effectiveness.
- The difference between performance measures and performance indicators.
- The linkage between service quality and continuous process improvement.

QUESTION 5 – (25 Marks)

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

QUESTION 6 – (25 Marks)

Critically discuss the main characteristics of **four** (4) tools and models to measure efficiency and performance in an organisation.

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