



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

**PROGRAMME:** BA PUBLIC MANAGEMENT AND GOVERNANCE

**MODULE:** PUBLIC MANAGEMENT AND GOVERNANCE (APK & SWC)

**CODE:** PMG2A11

**DURATION:** 2 HOURS

**MARKS:** 100

**DATE OF EXAM:** 30 May 2017

---

**EXAMINER(S):** Prof S Vyas-Doorgapersad (APK), Dr D Nel (SWC)  
Dr D Ukwandu (SWC), Mr T.O Sithomola (APK)  
**MODERATOR:** Mrs S Mavee (APK)

**THIS QUESTION PAPER CONSISTS OF:** 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.
2. Begin each answer on a new page.
  3. Begin each section on a separate answer book (Section A and B must be written in separate answer books).
  4. Number your answers exactly as the questions are numbered.
  5. The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.
-

**SECTION A: SERVICE DELIVERY: STAKEHOLDERS, MECHANISMS AND APPROACHES: Dr D Ukwandu and Mr T.O Sithomola**

**Answer any TWO (2) questions from Section A**

**QUESTION 1 – (25 Marks)**

Discuss electronic mechanisms that are available to government to promote service delivery. Support your answer with practical examples.

**QUESTION 2 – (25 Marks)**

Write an informative essay on the practice of *outsourcing* in public institutions. Substantiate your answer with relevant examples.

**QUESTION 3 – (25 Marks)**

Describe and explain the three-fold function of government, with the aid of suitable practical examples.

**SECTION B: DEMOCRATISING SERVICE DELIVERY: Prof S Vyas-Doorgapersad and Dr D Nel**

**Answer any TWO (2) questions from Section B**

**QUESTION 4 – (25 Marks)**

Discuss the deliberate and purposeful actions for democratising service delivery.

**QUESTION 5 – (25 Marks)**

Analyse the *classical perspectives* in the evaluation of Management Theory.

**QUESTION 6 – (25 Marks)**

Explain performance management improvement in the public sector by considering the following aspects:

- Management style
- Management of diversity
- Organisational transformation.

---o0o---