

May/June 2025

PUB1508

PUBLIC SERVICE DELIVERY I

100 Marks
Duration: 4 Hours

First examiner : Ms MP Khanya
Second examiner : Prof P Hlongwane

This examination question paper consists of four (4) pages.

Rough work will not be marked.

Instructions:

You are expected, in this online examination, to **evaluate, critically analyse and apply** the information in your study material. You therefore need to deliver well-structured and well-presented arguments and solutions. Be wary of making statements without substantiating and motivating them. It is essential to provide practical examples of the application of theory in the public sector. Please note that you are not allowed to copy content from sources verbatim as this would constitute plagiarism, which is a disciplinary offense. You therefore have to re-write the content in your own words. You may use extra information sources. Note that *Wikipedia*, *Facebook* and *YouTube* are not academic sources but may provide valuable additional information about the real-live context of public administration.

You must not communicate with fellow students during the examination. No group work will be accepted, and cases of misconduct will be referred to the relevant Academic Integrity Sub-committee for investigation. Your **marks will be affected negatively should plagiarism be detected**, or should you use non-academic sources. **The use of any Artificial Intelligence Tools such as ChatGPT to generate answers is strictly prohibited and will be considered as a contravention of Academic Integrity.**

Your submitted examination answer will be marked by assessing the clarity of thought, use of content to support arguments and ability to clearly explain how practical examples relate to the examination question.

NOTE: At least 30% of the marks are allocated to the application of the theory.

Please make sure that your grammar, expression and general use of the English language are correct. Remember that poor grammar and presentation may negatively affect the way your work is perceived by the assessor.

Please submit your examination answer on the *myExams* platform.

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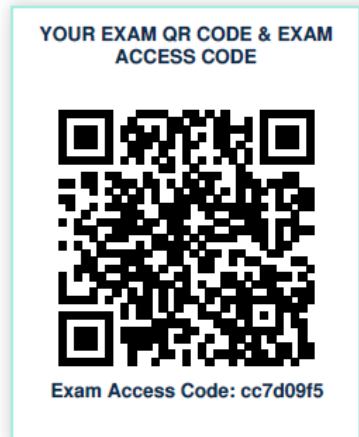
Kindly also take note of the following important aspects:

- Examination answers are submitted electronically. No hardcopy examination answers will be accepted. Any handwritten answers must be scanned and uploaded electronically.
- The time allocated for this examination paper is four (4) hours to allow sufficient time for research, application of theory to the public sector, and online submission.
- Answers must be converted into a single PDF document for uploading. Do not upload the pages one by one.
- You have to answer two (2) questions worth 50 marks each. The recommended time to spend on each question is approximately two (2) hours.
- **The examination is invigilated through the Invigilator App.**
 - The use of the Invigilator App is compulsory. The Examination Access Code is **cc7d09f5**.
 - Scan the QR code as soon as you have downloaded your question paper during the 15-minute download window. You can only scan the QR code for a limited time and it should therefore be scanned as soon as possible to start the invigilation.
 - The Invigilator App will request you take a picture of every page of your answer sheet at the end of the assessment. This does not replace your formal scan and upload to myExams.
- Your examination answer must be written in the form of an essay and have to include the following:
 - Introduction
 - Content discussion with relevant headings, subheadings and examples
 - Conclusion
 - List of sources
- You have to:
 - do in-text source referencing, for example – (Theletsane, 2019: 77); and
 - add a complete list of sources, for example: Theletsane, K.I. 2019. Form and content of the ethics programme in the South African National Defence Force. *African journal of public affairs*, 11(1): 75-92.

[TURN OVER]

INSTRUCTIONS ON THE DAY OF ASSESSMENT:

- Ensure you are connected to the internet in order to log into the Invigilator App and scan this QR code.
- If you encounter difficulty in scanning the QR code, you can alternatively enter the Exam Access Code below the QR code to start the invigilation.
- If you finish your assessment before the app timer has run out you need to press the 'Finish Assessment' button and follow instructions before you exit or minimise the app.
- Scan the QR code at the start time of the assessment, unless otherwise specified by your institution, note that you can only scan this QR code once.
- The Invigilator App may request you to take photos of your examination script after the assessment. Please follow the instructions on the app and take note that your academic institution may still require you to submit your script on the relevant portal.
- **The QR code is only scannable for a limited time and it should therefore be scanned as soon as possible after the assessment commencement time.**
- Keep the Invigilator App open on your smartphone for the full duration of the assessment. You are not allowed to minimise or leave the app during your assessment.
- You must adhere to the assessment time limit communicated to you by your institution. The timer displayed in the Invigilator may vary depending on the start time of invigilation.



FURTHER GUIDANCE

- If you only have one device you may access your assessment in the application by pressing the 'Access Browser' button in the top right corner of your app.
- Once the QR code is scanned, ensure your media volume is turned up and place your smartphone next to you.
- The Invigilator App will notify you with a notification beep when you are required to action a photo request, which you should then perform as soon as possible.
- We recommend that you keep your smartphone on charge for the duration of the assessment.
- Ensure you are connected to the internet when commencing invigilation. You also need to be connected to the internet at the end of the assessment in order to upload the app data.
- If your assessment has multiple online sections, tests or attempts, you should NOT finish the invigilation until your entire assessment has been completed.
- Should you encounter any technical difficulty, please WhatsApp The Invigilator Helpdesk on +27 (0)73 505 8273

ANSWER ALL THE QUESTIONS

QUESTION 1

Discuss each of the administrative functions as they relate to the public service delivery and substantiate your discussion with relevant examples.

[50]

QUESTION 2

Explain each of the 'Batho Pele' principles in your own words, their role in enhancing public service delivery and demonstrate with the use of practical examples.

[50]

TOTAL: [100]