Tutorial Letter 101/3/2018

Welfare and Social Services

PUB2604

Semesters 1 and 2

Department of Public Administration and Management

This tutorial letter contains important information about your module.
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Dear Student

1 INTRODUCTION

Welcome to Welfare and Social services, PUB2604. We hope you will enjoy this module, and will be able to apply what you have learnt from it in your work environment. It is important for South Africa to establish efficient and effective administration and management of public service rendering. Your studies in Public Administration will contribute in this regard. However, it is not sufficient to merely know the theories relating to this field of study. You need to supplement your theoretical studies with observation and involvement in research (practice).

This tutorial letter contains important information that will assist you in your studies. Please read it carefully and keep it at hand when working through the study material, preparing the assignments, preparing for the examination and addressing questions to your lecturers.

We trust that you will benefit from everything that this module has to offer.

Getting started…

This module is offered within a blended learning environment. It means that teaching and learning take place online on myUnisa. However, in order to support you in your learning process, you will also receive some study material in printed format. While the printed material may appear different from the online study material, it is the same, as it has been copied from the myUnisa website.

You need to visit myUnisa frequently to see your study materials and read what to do for the module. Go to the website https://my.unisa.ac.za and log in with your student number and password. As a student enrolled for the first semester, you will see PUB2604-18-S1 in the row of modules in the orange blocks across the top of the webpage. As a second semester student, you will see PUB2604-18-S2. Select the More tab if you cannot find the module you require. Then click on the module you want to open.

2 PURPOSE AND OUTCOMES

The purpose of module PUB2604 as well as specific outcomes that we hope you will be able to accomplish, are described in this section.

2.1 Purpose

The purpose of this module is to enable students to analyse health, social welfare and housing services in South Africa.

2.2 Outcomes

For this module, there are several outcomes and assessment criteria that we hope you will be able to accomplish:

Outcome 1:

Describe the nature and scope of public services.
**Assessment criteria:**

Why does the government of a state deliver public services? The state of affairs in respect of general development in South Africa. The manner in which government finance its public services.

**Outcome 2:**

Sound and critical knowledge of the nature and scope of public health services in South Africa.

**Assessment criteria:**

Historical account of public health services. Primary role players in South Africa’s public health services.

**Outcome 3:**

Sound and critical knowledge of the nature and scope of public welfare services in South Africa.

**Assessment criteria:**

How has the delivery of a public welfare service in South Africa developed over the years? Primary stakeholders in the field of social welfare in South Africa.

**Outcome 4:**

Sound and critical knowledge of the nature and scope of public housing services in South Africa.

**Assessment criteria:**

How has the provision of public housing in South Africa developed over time? Primary role players in public housing services in South Africa.

**Outcome 5**

Solid understanding of the typical clients of public health, welfare and housing services in South Africa.

**Assessment criteria:**

A profile of typical client of public services. Define and discuss the relevant concepts.

**Outcome 6:**

Capacity to evaluate the most common and major shortcomings in the current provision of public health, welfare and housing services in South Africa.

**Assessment criteria:**

Shortcomings identified in South Africa. Shortcomings in your own living or work environment.

**Outcome 7:**

Critical analysis of specific resources that the government in South Africa may utilise for more efficient and effective public service delivery.
Assessment criteria:

Recommendations for more effective and efficient public service delivery in South Africa. An overview of the nature and scope of public services in the fields of health, welfare and housing in South Africa.

3 LECTURER(S) AND CONTACT DETAILS

All queries that are not of a purely administrative nature but are about the content of this module should be directed to us.

3.1 Lecturer(s)

The lecturer for this module will be available to take phone calls on academic matters and/or to attend to students who may prefer to visit personally for academic engagement. However, the days and times of the lecturer’s availability will be communicated on the Home page on myUnisa. These days and times are subject to change from time to time in order to accommodate the lecturer’s work schedule and other commitments. The changes on the days and times will be communicated by the lecturer in advance through the Announcements option on myUnisa as and when this happen.

The contact details of the lecturer for this module are included in the following table:

<table>
<thead>
<tr>
<th>NAME</th>
<th>E-MAIL ADDRESS</th>
<th>CONTACT NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr JN Zongozzi</td>
<td><a href="mailto:zongojn@unisa.ac.za">zongojn@unisa.ac.za</a></td>
<td>Tel: +27 12 429-6996</td>
</tr>
<tr>
<td>Module Leader</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Students are advised to check the Home page on myUnisa before making phone calls or visiting the lecturer’s office for academic enquiries/engagements.

3.2 Department

You can contact the Department of Public Administration and Management as follows:

<table>
<thead>
<tr>
<th>NAME</th>
<th>E-MAIL ADDRESS</th>
<th>CONTACT NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms TT Motsepe</td>
<td><a href="mailto:motsett@unisa.ac.za">motsett@unisa.ac.za</a></td>
<td>Tel: +27 12 429-6468</td>
</tr>
<tr>
<td>Ms N Nkwali</td>
<td><a href="mailto:Nkwalmn@unisa.ac.za">Nkwalmn@unisa.ac.za</a></td>
<td>Tel: +27 12 429-8478</td>
</tr>
</tbody>
</table>

Departmental website

If you are interested in career opportunities, the profiles of our staff, subject related journals, government documents and news and events, you should definitely visit the Departmental website at http://www.unisa.ac.za/cems/pam.
3.3 University

To contact the University follow the instructions in the brochure Studies @ Unisa. Remember to have your student number available whenever you contact the University.

4 RESOURCES

Different module-related resources for this module are elaborated on in this section.

Joining myUnisa

If you have access to a computer that is linked to the internet, you can quickly access resources and information at the University. The myUnisa learning management system is Unisa's online campus that will help you to communicate with your lecturer, with other students and with the administrative departments of Unisa – all through the computer and the internet.

You can start at the main Unisa website, http://www.unisa.ac.za, and then click on the myUnisa orange block. This will take you to the myUnisa website. To go to the myUnisa website directly, go to https://my.unisa.ac.za. When you are on the myUnisa website, click on the “Claim Unisa Login” at the right-hand side of the screen. You will then be prompted to give your student number to claim your initial myUnisa as well as myLife login details.

It is very important that you log into myUnisa regularly. We recommend that you should do this at least every week or every 10 days to check for the following:

- Check for new Announcements. You can also set up your myLife e-mail so that you receive the Announcement e-mails on your cell phone.
- Do the Discussion forums activities. For every unit in this module, we want you to share your ideas and activities with other people in your group. You can read the instructions here and even prepare your answers but you need to go online to post your messages.

Please consult the publication Studies @ Unisa which you received with your study material for more information on myUnisa.

Printed support materials

Because we want you to be successful in this module, we also provide you with some of the study material in printed format. This will allow you to read the study material, even if you are not online. The printed study material will be sent to you at the beginning of the semester. However, you can go online as soon as you register and all your study material will be there. The printed material is not something that you need to wait for before you start with the module. It is only an offline copy of the formal content for the online module. This will give you the chance to do a lot of the studying of this module WITHOUT having to go to the internet or to an internet cafe.

Note: Some of this study material may not be available when you register. Study material that is not available when you register will be posted to you as soon as possible. When you register, you will also receive an inventory letter containing information about your study material.
4.1 Prescribed books

There are no prescribed books for PUB2604; only a study guide will be used.

4.2 Recommended books

There are no recommended books for PUB2604.

4.3 Electronic reserves (e-reserves)

There are no e-reserves for PUB2604.

4.4 Library services and resource information

The following library services and resource related information are available:

- For brief information, go to www.unisa.ac.za/brochures/studies.
- For detailed information, go to http://www.unisa.ac.za/library. For research support and services of personal librarians, click on “Research support”.

The Library has compiled numerous library guides:

- Requesting material – http://libguides.unisa.ac.za/request/request.
- Postgraduate information services – http://libguides.unisa.ac.za/request/postgrad.
- Finding, obtaining and using library resources and tools to assist in research – http://libguides.unisa.ac.za/research_skills.
- Contacting the library/finding us on social media/frequently asked questions – http://libguides.unisa.ac.za/ask.

5 STUDENT SUPPORT SERVICES

Studying online requires particular skills of you as a student. We will deal with this matter in the following paragraphs.

What it means to study online?

This module is taught within a blended learning environment – this means that it is different from some of your other modules at Unisa. It also means that:

- All your study material is designed to be online, on myUnisa.
- We prefer that you submit all of your assignment answers online.
- All of the communication between yourself and the university also happens online – by e-mail and in the Discussion Forums on myUnisa.
myUnisa tools

The purpose of myUnisa is to support your learning, more specifically in the online environment. If you make a regular habit of checking your module webpage, you can take full advantage of the following features:

- **The Official study material** tool, where you will find PDF files for your tutorial letters and your study guide. Any other documents provided by your lecturer will be available in the Additional resources tool.
- **Announcements**: Your lecturer may use the Announcements tool to inform you about important module-related issues. When a lecturer puts an announcement on the website, you may also receive an e-mail reminding you to check the website.
- **The Discussion Forums** tool includes General subject-related discussions where you can talk to your fellow students about the module. The lecturer may include other topics and forums for you.
- **Learning units**: Valuable information about the structure of the module as well as the module content are added under Learning units.
- **Glossary**: For additional support we provide you with a glossary of the key concepts and terms used in this module.
- **FAQs**: Frequently asked questions that relate to the content of the module as well as the scope of the examination, have been added. You will find the frequently asked questions under FAQs.
- **Assessment info**: Your submitted assignment answers are routed to your lecturer who will mark it.
- **The Schedule** tool will show you your official assignment and examination dates.

We hope that you will take full advantage of these additional features to make your studies more exciting and successful.

Tutorial offerings

Please be informed that, with effect from 2013, Unisa offers online tutorials (e-tutoring) to students registered for modules at National Qualification Framework (NQF) levels 5, 6 and 7, which means qualifying first-year, second-year and third-year modules.

Once you have registered for a qualifying module, you will be allocated to a group of students with whom you will be interacting during the tuition period as well as an e-tutor who will be your tutorial facilitator. Thereafter you will receive an SMS with information about your group, the name of your e-tutor and instructions on how to log onto the myUnisa to receive further information on the e-tutoring process.

Online tutorials are conducted by qualified e-tutors who are appointed by Unisa. These tutorials are offered free of charge. All you need to be able to participate in e-tutoring, is a computer with internet connection. If you live close to a Unisa Regional Centre or a Telecentre contracted with Unisa, please feel free to visit any of these to access the internet. E-tutoring takes place on myUnisa where you are expected to connect with other students in your allocated group. It is the role of the e-tutor to guide you through your study material during this interaction process. To get
the most out of online tutoring, you need to participate in the online discussions facilitated by the e-tutor.

There are modules that students have been found to fail repeatedly. These modules are allocated face-to-face tutors and tutorials for these modules take place at the Unisa Regional Centres. They are also offered free of charge, but students are required to register for them at the nearest Unisa Regional Centre.

**Study groups**

Many students have found that they benefit from joining a study group consisting of students that are all enrolled for the same module(s). If you would like to find out whether there are other students near you who are also doing this module, ask your fellow students to join your group via the myUnisa Discussion Forums.

Please note that students are only allowed to submit their own work for assignments. No group efforts will be accepted.

### 6 STUDY PLAN

You need roughly between four to eight hours of study time per week for each learning unit. To help you master the new knowledge and concepts, the study guide has been divided into four themes.

The themes represent the learning outcomes of this module. Each theme focuses on a specific part of the module. *Theme 1* starts with the question: What is public administration? In *Theme 2* we look for the reason why public services are necessary. *Theme 3* then elaborates on the clients who receive public services, and *Theme 4* deals with a very topical issue, namely why it is the government who has to provide public services.

The recommended study/assessment plan follows below:

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>18 January</td>
<td>18 July</td>
<td>Welcome and getting started</td>
</tr>
<tr>
<td>27 February</td>
<td>05 August</td>
<td>Submit the answer to the compulsory Assignment 01 if you submit it via post</td>
</tr>
<tr>
<td><strong>14 MARCH</strong></td>
<td><strong>15 AUGUST</strong></td>
<td><strong>CLOSING DATE FOR SUBMITTING THE ANSWER TO THE COMPULSORY ASSIGNMENT 01</strong></td>
</tr>
<tr>
<td>------------------</td>
<td>------------------</td>
<td>------------</td>
</tr>
<tr>
<td>07 April</td>
<td>07 September</td>
<td>Submit the answer to the compulsory Assignment 02 if you submit it via post.</td>
</tr>
<tr>
<td><strong>13 APRIL</strong></td>
<td><strong>17 SEPTEMBER</strong></td>
<td>CLOSING DATE FOR SUBMITTING THE ANSWER TO THE COMPULSORY ASSIGNMENT 02</td>
</tr>
<tr>
<td>04 May</td>
<td>18 October</td>
<td>Revision for the examination</td>
</tr>
</tbody>
</table>

7 PRACTICAL WORK AND WORK-INTEGRATED LEARNING

Not applicable.

8 ASSESSMENT

This section provides information about the assessment criteria, assessment plan, the assignments as well as the examination.

8.1 Assessment criteria

Please refer to section 2.2 Outcomes for the assessment criteria.

8.2 Assessment plan

The assessment process followed in this module is based on Unisa’s assessment policy, which is summarised as follows:

**Purpose of assessment**

The purpose of the assessment interventions (assignments and examination) is to determine the student’s scientific and practical competence. The student’s ability to identify and analyse welfare and social services, is assessed.

**Assessment method**

The assessment plan is based on two formative assessment interventions, namely one compulsory multiple-choice assignment and one compulsory essay-type assignment, as well as a compulsory summative assessment intervention, namely the examination.

**Reasons for the assessment**

The following are the reasons why these assessment interventions are conducted:

- To determine whether the learning required for the achievement of specific learning outcomes in the field of Public Administration, has taken place.
- To collect evidence of students’ newly acquired knowledge of welfare and social services.
To reassess students whose previous attempts were unsuccessful and who resubmit assignments to obtain credits and admission to the examination. Reassessment will only be allowed if time allows for it.

Persons involved in the assessment process

Three different assessors are involved in the assessment process, namely the student, the lecturer and the external assessor.

(a) Student

In the case of the formative interventions, the student has the primary responsibility for the success of the assignments. In other words, the student is encouraged to become an independent student and has to check (self-assess) the contents of the assignment answer before it is submitted for assessment.

(b) Lecturer

The formative and summative interventions will be assessed by appropriately qualified and trained lecturing staff or marking staff. All the staff members involved in the assessment process have completed the required assessor training successfully. The marking staff marks the assignment answer according to specific outcomes and assessment criteria for this module.

(c) Internal assessor

The summative intervention will also be assessed by an appropriately qualified academic in the Department of Public Administration and Management.

Assessment review and quality assurance

To ensure the quality of the formative and summative interventions, they are benchmarked against the quality assurance practices contained in the Academic Quality Framework of the College of Economic and Management Sciences, as available on the Unisa website.

Assessment logistics

The student is referred to the Studies @ Unisa brochure for any other information about assessment related administration, such as agreements concerning students with special needs.

Assessment instruments

Assignments 01 and 02 and the examination will be used as the main assessment instruments during Semester 1 and Semester 2.
8.3 Assignment numbers

Important information about assignment numbers and the due dates for the assignments are provided in this section.

8.3.1 General assignment numbers

The following table contains important information about the general assignment numbers:

<table>
<thead>
<tr>
<th>ASSIGNMENTS</th>
<th>SEMESTER 1</th>
<th>SEMESTER 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>General assignment numbers</td>
<td>Assignment 01 (Compulsory)</td>
<td>Assignment 01 (Compulsory)</td>
</tr>
<tr>
<td></td>
<td>Assignment 02 (Compulsory)</td>
<td>Assignment 02 (Compulsory)</td>
</tr>
</tbody>
</table>

8.3.2 Unique assignment numbers

The following table contains important information about the unique assignment numbers:

<table>
<thead>
<tr>
<th>ASSIGNMENTS</th>
<th>SEMESTER 1</th>
<th>SEMESTER 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique assignment numbers</td>
<td>Assignment 01: 546772</td>
<td>Assignment 01: 833785</td>
</tr>
<tr>
<td></td>
<td>Assignment 02: 821943</td>
<td>Assignment 02: 621486</td>
</tr>
</tbody>
</table>

8.4 Assignment due dates

The following table contains important information about the due dates for the assignments:

<table>
<thead>
<tr>
<th>ASSIGNMENTS</th>
<th>SEMESTER 1</th>
<th>SEMESTER 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Due dates for assignments</td>
<td>Assignment 01: 14 March 2018</td>
<td>Assignment 01: 15 August 2018</td>
</tr>
<tr>
<td></td>
<td>Assignment 02: 13 April 2018</td>
<td>Assignment 02: 17 September 2018</td>
</tr>
</tbody>
</table>
8.5 Submission of assignment answers

We would like to encourage you to submit your assignment answers electronically on myUnisa.

In order to qualify for an admission to PUB2604 examination, you are required to submit the answer to assignment 01. Please note that admission to PUB2604 examination by submitting assignment 01 does not depend on the marks you obtain for it. Assignments 01 and 02 cover the entire syllabus. The submission of the assignment answers to both assignment 01 and assignment 02 would improve your semester mark. No extension for submission of assignment will be granted by lecturer.

Assignment 01 consists of 20 (twenty) multiple-choice questions (MCQs) and Assignment 02 is an essay-type question.

(a) How to answer multiple-choice questions

Multiple-choice question assignments are assignments where you have to choose the most appropriate option from several alternatives that are given in the question. The multiple-choice questions are based on the contents of the study guide.

The preferred method of submitting your multiple-choice question assignment answers are electronic submissions via myUnisa. To submit an assignment answer via myUnisa:

- Go to myUnisa at https://my.unisa.ac.za.
- Log in with your student number and password.
- Select the module.
- Click on Assessment Info in the left-hand menu.
- Click on the assignment number you want to submit.

(b) Ethical behaviour as a student

The Department of Public Administration and Management places great emphasis upon integrity and ethical conduct in the preparation of assignment answer. We believe that an understanding of the vital importance of responsibility and professionalism in this regard is part of what a university education should provide. It is very important to us that all our students know how secondary material should be used and what the scholarly method of presenting and acknowledging references is. If you copy something out of a book or an article or from a website without acknowledging the source and pass it off as your own, you will be guilty of plagiarism. Assignment answer in which plagiarism (the unacknowledged use of secondary material) can be demonstrated will undoubtedly fail and will in all likelihood be given 0%. In effect, you are stealing something that belongs to someone else. If you paraphrase this material (i.e. change the wording slightly) or use a line of argument without acknowledging it, that also constitutes plagiarism and the same severe penalty will apply. If you make yourself guilty of plagiarism it is regarded as serious form of misconduct. The procedure in the case of a complaint of misconduct
is clearly stipulated in the Student Disciplinary Code. For detailed information regarding these procedures, see *Studies @ Unisa*.

(c) General approach to essay-type assignments

In this type of assignment you get the opportunity to prove your ability to deal with the subject matter and to practise your writing skills. In the examination you are expected to write critical and complete sentences, paragraphs and short essays on a specified topic. Success in this module therefore largely depends on your ability to present your knowledge of a specific topic in a critical manner in the form of written text.

We suggest that you divide each essay-type assignment answer into three subsections: an introduction, a discussion and a conclusion. In the *introduction*, briefly set out the standpoint you are going to take on the particular topic. In the *discussion* you use your knowledge of the topic to support the standpoint you have set out in the introduction. In the *conclusion* you may refer to some of the implications of the points you have raised in the discussion.

You can only adopt a standpoint of your own once you have mastered the study material. By the time you begin work on the assignment answer you should have gone a long way towards such mastery. Once you have mastered the study material you can go on to formulate your own critical view of it.

8.6 The assignments

With regard to the response alternatives, select the *most appropriate option out of four alternatives*. Please note that in some cases the alternatives continue on the next page. **Turn the page over to ensure that you have considered all response alternatives.** Remember to double-check your answers and make sure you have not made any clerical errors.
QUESTIONS FOR SEMESTER 1, ASSIGNMENT 01 (COMPULSORY)

ASSIGNMENT 01: MULTIPLE-CHOICE QUESTIONS

FIRST-SEMESTER STUDENTS ONLY

Unique assignment number : 546772
Date of submission : 14 March 2018

For each of the following questions, select the correct alternative.

QUESTIONS

1. In terms of demographics, South Africa’s main asset is it’s …
   1. gold.
   2. people.
   3. land.
   4. democracy.

2. One of the first aims in the process of human development is to …
   1. employ youth.
   2. create employment for the graduates.
   3. remove the physiological limitations of hunger and disease.
   4. remove the physiological limitations of unemployment and crime.

3. When considering basic human needs, high income earners make little use of government …
   1. departments.
   2. documents.
   3. outpatient services.
   4. facilities.
4. When considering the basic human needs and access to services, the most preferred source of energy is…
   1. health.
   2. coal.
   3. electricity.
   4. fitness.

5. In terms of the *White Paper on Health*, the development of management skills in one of the following areas should be accelerated:
   1. management by objectives.
   2. human needs development.
   3. policy formulation.
   4. leadership engagement.

6. Which of the following options is one of the main objectives of the Alma-Ata Declaration?
   1. The limited involvement of community in health services.
   2. Equal distribution of resources.
   3. Coordination of initiatives with other sectors.

7. In public administration we regard obedience to .......... as important normative factors to be recognised and upheld by public officials.
   1. political authority, enforcing compliance and effectiveness
   2. political authority, enforcing public accounts and efficiency
   3. enforcing public accounts, administrative power and justice
   4. political power, justice and enforcing compliance

8. In order to make housing in South Africa more affordable, Carter (1994) proposes one of the following:
   1. Subsidy on housing.
   2. Accept lower quality finishes.
   3. Housing standards be kept consistent with incomes.
   4. Increase building standards.
9. Which of the following is the key principles of the National Health System (NHS)?
   1. Community development.
   2. Community participation.
   3. Community satisfaction.

10. The community represents a group of people who are served by a … within a geographical area.
    1. Non-Profit Organisation (NPO)
    2. Community Health Centre (CHC)
    3. Community Civic Centre (CCC)
    4. Non-Governmental Organisation (NGO)

11. The provision of fundamental goods and services as a focus area for action in the Primary Health Care (PHC) strategy includes basic, essential health services such as:
    1. Family doctors.
    2. Family planning.
    3. Family protection.
    4. Family representation.

12. Restructuring of health care system includes the following value of the PHC strategy namely:
    1. Prevention and control of local and endemic morbidity.
    2. Social and political stability.
    3. Efficient decentralization of public services.
    4. Equal geographical coverage with public services.

13. One of the following is characteristic of the South African society:
    1. It varies from rural to urban across provinces.
    2. It is geographically distributed across the provinces.
    3. There are no different population groups.
    4. One language serves as a medium of delivering public services.
14. As part of forming a picture or profile of the typical client of public services in South Africa, we should consider one of the following features and trends of societies in the country:
   1. Human resource development.
   2. Human management development.
   3. Basic public institutions.
   4. Threats.

15. The level of human development is measured by one of the following:
   1. Freedom of choice available to citizens.
   2. Employment rate.
   3. Education level.
   4. Affordability.

16. The primary goal of the Reconstruction Development Plan (RDP) is to facilitate one of the following options:
   1. Address the problems of poverty and unequal public service delivery.
   2. Deliver services to the public.
   3. Outsource service delivery.
   4. Implement millennium goals.

17. The government’s social contract is to facilitate one of the following:
   1. Create employment for all citizens in the country.
   2. Promote and bring about peace, stability and development.
   3. Protect citizens in the country.
   4. Promote wealth of the country.

18. A World Bank report has challenged the argument that poor people in developing countries cannot afford housing. This report argued that most public housing programmes have failed because of one of the following reasons:
   1. Government have been reluctant to enforce collection of rentals and mortgage payments.
   2. RDP houses collapse as a result of natural disasters.
   4. Unemployment rate is too high in South Africa.
19. ... will supervise and allocate budget to public providers and purchase services from accredited private providers.
   1. Private medical practitioners
   2. Traditional healers
   3. District health authorities
   4. Department of Health

20. ... are levied on tobacco and alcohol (the so-called “sin taxes”), fuel and specific luxury goods.
   1. Personal taxes
   2. Petrol levies
   3. Customs duties
   4. Excise duties

THIS IS THE END OF ASSIGNMENT 01 FOR SEMESTER 1.
QUESTIONS FOR SEMESTER 1, ASSIGNMENT 02 (COMPULSORY)

ASSIGNMENT 02: ESSAY-TYPE QUESTION

FIRST-SEMESTER STUDENTS ONLY

Unique assignment number : 821943
Date of submission : 13 April 2018

INSTRUCTIONS:

Assignment 02 should contain the following:

A title page, table of content, content which does not exceed 10 typed A4 (Arial font 12 pitch and 1.5 line spacing) pages but not below 8 pages, a conclusion and list of resources. Number your headings and sub-headings correctly. Use references in the content of your assignment answer. Refer to the PASALLP/301 tutorial letter where all technical requirements are explained.

QUESTION

Identify and discuss the primary characteristics of the Constitution of the Republic of South Africa of 1996 and indicate how the Constitution regulates the delivery of public services in the three spheres of government.

[100]

THIS IS THE END OF ASSIGNMENT 02 FOR SEMESTER 1.
QUESTIONS FOR SEMESTER 2, ASSIGNMENT 01 (COMPULSORY)

ASSIGNMENT 01: MULTIPLE-CHOICE QUESTIONS

SECOND-SEMESTER STUDENTS ONLY

Unique assignment number : 833785
Date of submission : 15 August 2018

For each of the following questions, select the correct alternative.

QUESTIONS

1. The South African parliament is of the opinion that every citizen has the right to have access to … housing.
   1. satisfactory
   2. low-income
   3. free
   4. informal

2. What do we call the type of service that is delivered by the authority of a country in areas such as protection services, creation of prosperity, welfare services, education services and environmental protection?
   1. Private service
   2. Public service
   3. Social service
   4. Special service

3. Which of the following is not part of the three-tier government spheres?
   1. Regional.
   3. Provincial.
   4. Local.

4. Which of the following is NOT a type of housing for typical low income families?
1. public housing.
2. low-income housing.
3. core housing.
4. self-help housing.

5. Housing option mid-way between the provision of empty serviced sites and fully completed dwellings is …
   1. public housing.
   2. core housing.
   3. self-helping.
   4. low-income housing.

6. Which one of the following statements best outlines an aspect of public service delivery by the South African government?
   1. The government always delivers all public services to all its citizens.
   2. The government does not always satisfy the needs of the people.
   3. The government only delivers public services.
   4. The government of South Africa provides a better life for all.

7. Public housing programmes have failed because of …
   1. reduced building standards.
   2. acceptance of lower quality finishes.
   3. government’s reluctance to enforce collection of rentals and mortgage payments.
   4. imaginative and scientific use of indigenous materials.

8. South Africa’s heritage can largely be attributed to a …
   1. bottom-up and ideologically-driven development approach.
   2. top-down and ideologically-driven development approach.
   3. top-down development approach.
   4. bottom-up development approach.

9. The one of the following is NOT a characteristic of the South African society?
   1. it is predominantly rural across provinces.
   2. there are different population groups.
   3. there is a diversified need for educational services.
   4. it is geographically distributed across nine different provinces.

10. One of the main objectives of the Alma-Ata Declaration is the following:
1. The limited involvement of communities in health matters.
2. Equal distribution of resources.
3. Coordination of initiatives with other sectors.

11. … are levied on tobacco and alcohol, fuel and specific luxury goods.
    1. Personal taxes
    2. Petrol levies
    3. Customs duties
    4. Excise duties

12. … are levied on all products and material which the government and any private enterprise or individual import and export through its harbours and airports.
    1. Excise duties
    2. Customs duties
    3. Value added taxes
    4. Personal taxes

13. The government-of-the-day acquires responsibility for ruling through citizens’…
    1. elections.
    2. appointments.
    3. nominations.
    4. delegations.

14. The government’s social contract is to facilitate one of the following:
    1. Create employment for all citizens in the country.
    2. Promote and bring about peace, stability and development.
    3. Protect citizens in the country.
    4. Promote wealth of the country.

15. The Primary Health Care (PHC) strategy mainly involves the ……… to people and communities.
    1. development of an economical approach
    2. development of a defense team approach
    3. development of a task team approach
    4. provision of certain basic goods and services
16. The PHC strategy also includes the following areas of action:
   1. Equal representation of traditional healers.
   2. Equal staff in Department of Health.

17. In 1994 the African National Congress (ANC) published their health plan entitled the following:
   2. Health Plan for South Africans.
   4. A National Health Plan for South Africa.

18. The primary goal of the Reconstruction Development Plan (RDP) is to facilitate one of the following options:
   1. Address the problems of poverty and unequal public service delivery.
   2. Deliver services to the public.
   3. To(outsource service delivery.
   4. Implement millennium goals.

19. Which one of the following statements best outlines the objective of the PHC?
   1. Community protests must be emphasized.
   2. Community participation must be emphasized.
   3. Better life for all working class.
   4. The services must be affordable and inaccessible.

20. Identify from the list below one of the features of the Constitution of the Republic of South Africa of 1996:
   1. Immigration laws and rights of individuals.
   2. Redistribution of income and opportunities.
   3. Rights to free living and access.
   4. It is the supreme law of the country.

THIS IS THE END OF ASSIGNMENT 01 FOR SEMESTER 2.
QUESTIONS FOR SEMESTER 2, ASSIGNMENT 02 (COMPULSORY)

ASSIGNMENT 02: ESSAY-TYPE QUESTIONS

SECOND-SEMESTER STUDENTS ONLY

Unique assignment number : 621486
Date of submission : 17 September 2018

INSTRUCTIONS:
Assignment 02 should contain the following:

A title page, table of content, content which does not exceed 10 typed A4 (Arial font 12 pitch and 1.5 line spacing) pages but not below 8 pages, a conclusion and list of resources. Number your headings and sub-headings correctly. Use references in the content of your assignment answer. Refer to the PASALLP/301 tutorial letter where all technical requirements are explained.

QUESTION:
Identify and discuss the ten (10) primary shortcomings that have been identified in the public health -, welfare - and housing services in South Africa.

[100]

THIS IS THE END OF ASSIGNMENT 02 FOR SEMESTER 2.

8.7 Other assessment methods
Not applicable.
8.8 The examination

As previously stated, you are required to submit the answer to assignment 01 to obtain admission to the examination. Admission will be obtained by submitting the assignment answer in time.

Please note that a semester mark system applies. This semester mark will only apply to the compulsory multiple-choice assignment (assignment 01) and essay-type assignment (assignment 02). The mark you obtain for both the compulsory multiple-choice and essay-type assignment answer becomes your semester mark and this mark is used to calculate your final mark.

Assignment 01 will contribute 50% and assignment 02 also contributes 50% to the semester mark. The semester mark will carry a weight of 20% and the examination mark a weight of 80% towards calculating the final mark. In other words, the final mark will be calculated by adding 20% of the semester mark to 80% of the examination mark.

NOTE: The sub-minimum to pass the examination is 40%. The final mark required to pass the module must be at least 50%.

An example of how to calculate your semester and year mark follows below.

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**EXAMPLE:**

**Semester mark calculation:**

50% of assignment 01 + 50% of assignment 02 = semester mark, for example:

Mark obtained for assignment 01: 60% [50% of 60% = 30]

Mark obtained for assignment 02: 80% [50% of 80% = 40]

By adding the totals of the above calculations the semester mark is determined. In this instance, 30 + 40 = 70%.

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**Final mark calculation:**

20% of semester mark + 80% of examination mark = final mark, for example:

Semester mark: 70% [20% of 70% = 14]

Examination mark: 60% [80% of 60% = 48]

By adding the totals of the above calculations the final mark is determined. In this instance, 14 + 48 = 62%.

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The examinations for this module will take place as follows:
The final examination dates will be provided to you by the Examination Section later in the semester. The examination for PUB2604 consists of one paper of two hours.

The examination paper will consist of four (4) essay-type questions. Each question will count 25 marks, BUT may be subdivided, for example, 15 marks + 10 marks = 25 marks. The examination paper is thus worth a total of 100 marks.

The examination will not consist of multiple-choice questions.

9 FREQUENTLY ASKED QUESTIONS

We receive many enquiries from students asking the same questions over and over again. We have, therefore, decided to include these frequently asked questions in this tutorial letter.

Where can I find the most important telephone numbers if I have queries relating to, for example, administration, study material or the examination timetable?

Important telephone numbers are given in the brochure Studies @ Unisa.

I have not yet received my study material. Could you please mail me a copy?

No, unfortunately, the study material is kept at a different department, namely Despatch. Please consult Studies @ Unisa. Ask whether the specific item has been despatched. If it has been despatched and you have not received it after a reasonable period of time, ask for another copy to be despatched to you. Please do not to contact your lecturer for despatch matters. Please take note that you can also find your study material in electronic format on myUnisa.

I would like to do some additional exercises. Could you provide me with tutorial letters from previous years?

Owing to limited storage space at Unisa, no tutorial letters from previous years are kept and/or made available to students.

What do I do if I experience problems with the content of the study material?

Contact your tutor or lecturer responsible for the module. Please do not hesitate to contact us. You can phone your lecturer during official office hours (not evenings), make an appointment to come and see us personally, write a letter or send an e-mail. Alternatively you can post your problem on the myUnisa Discussion forums.

My assignment is late because … Can I submit it at a later date?

It is your responsibility to ensure that your assignment reaches Unisa’s main campus on/or before the due date. Multiple-choice question assignments are marked by a mark-reading device on a fixed date as specified in advance in the planning schedule of the Assignment Section. Hence, multiple-choice question assignment answers submitted after the due date will not be marked.
YOUR GRADUATENESS (EMPLOYABILITY)

In today’s job market, public sector employers look for candidates who are in possession of a wide range of skills, attributes, competencies and values to ensure effective service delivery. In this light, it is of vital importance that Public Administration and Management graduates meet the rapidly changing needs of the South African and global job market. This implies that Unisa should produce more than merely employable graduates; Unisa should contribute to an active and critical citizenry who can participate politically, economically and socially.

Against this background, the Department of Public Administration and Management endeavours to ensure that our graduates acquire the following:

- A commitment to continual self-improvement and lifelong learning.
- The ability to employ the skills necessary for creating and using employment opportunities.
- An appreciation of and respect for the value of cultural, religious, aesthetic and linguistic diversity.
- The ability to contribute to economic, intellectual, cultural and scientific life.
- An appropriate sense of responsibility for and stewardship of the physical- as well as the human-changed environment.
- The appreciation of the world, more particularly the African continent, as a set of related systems.
- Scarce skills, generic skills and specialised skills in the management of public affairs to be immediately effective in the public sector workplace (graduateness).

In our endeavour to attain the above objectives and as part of our quality assurance systems, we would be grateful if you could answer the questions in the box below:

- Which competencies, areas of knowledge, skills and attributes did you need to complete the above assignments?
- Did completing these assignment and consulting the relevant sources improve your competence?
- Name a few competencies that you think should be developed further to enhance your graduateness and employability.
- Did the assignment topics add value to the application of your knowledge and skills in the public sector workplace?
- Do the assessment criteria provide you with an adequate framework in which to evaluate your performance in your assignment answer? If not, what other criteria and guidance should be added?
- What aspects of the module, study material and your learning experience would you like to improve? How?
- Do the assignment topics reflect the learning outcomes and assessment criteria?
Your responses will provide us with important feedback about the skills and attributes of our graduates and will be invaluable for future planning of programmes at the Department of Public Administration and Management, more particularly for the module Welfare and social services. We are determined to assist our graduates in acquiring skills that are valued by public sector employers. Your responses are important to us.

Results will be presented in summary format and therefore individual responses will be strictly confidential. Please return your answers to these questions to Mr J.N. Zongozzi at zongojn@unisa.ac.za, or at:

Module Leader for PUB2604
Department of Public Administration and Management
PO Box 392
Unisa
0003

10 SOURCES CONSULTED


11 IN CLOSING

Do not hesitate to contact your lecturer if you are experiencing problems with the content of this tutorial letter or any aspect of the module.

I wish you a fascinating and satisfying journey through the learning material and trust that you will complete the module successfully.

Enjoy the journey!

Mr J.N. Zongozzi

12 ADDENDUM

Not applicable.