



Tutorial letter 201/1/2018

Public Information Services I PUB1507

Semester 1

Department of Public Administration and Management

This tutorial letter contains important information
about your module.

BARCODE

Dear Student

1. INTRODUCTION

Congratulations on persevering with your studies. By this time you should have received your marked assignment(s).

We trust that you have already started with your preparations for the examination.

The purpose of this tutorial letter is to:

- Provide feedback on the assignments that you submitted during the course of the semester.
- Give an indication of the format of the examination paper and advice on how to prepare for the examination.

2. ASSIGNMENTS

You were given two compulsory assignments and one optional. Below are the answers and guidelines for answering the given questions.

2.1 ASSIGNMENT 01 - COMPULSORY (MCQ)

Assignment 01 consisted of twenty multiple-choice questions on which you had to mark the correct answer. Please see the table below for the correct answer.

QUESTION	ANSWER	QUESTION	ANSWER
1	2	11	4
2	2	12	1
3	1	13	3
4	1	14	2
5	2	15	2
6	2	16	2
7	3	17	2
8	2	18	3
9	3	19	3
10	3	20	3

2.2 ASSIGNMENT 02 – COMPULSORY (MCQs)

Assignment 02 consisted of twenty multiple-choice questions on which you had to mark the correct answer. Please see the table below for the correct answer.

QUESTION	ANSWER	QUESTION	ANSWER
1	4	11	3
2	1	12	4
3	3	13	2
4	3	14	4
5	3	15	3
6	2	16	3
7	3	17	1
8	1	18	1
9	4	19	2
10	3	20	2

2.3 ASSIGNMENT 03 - OPTIONAL (ESSAY-TYPE)

The assignment topic for the essay-type assignment was as follows:

In this assignment you were expected to Define and discuss the public information services as well as its legislative framework. In answering this question you were expected to have an introduction, a body of discussion on the said topic, conclusion and a list of references.

In this essay-type assignment the following was expected of you:

- a. To prove your understanding of the “public information services” and the legislative framework for public information services in South Africa and furthermore to practice writing skills in a scholarly way.
- b. To critically and systematically defend your own standpoint.
- c. Consult Tutorial Letter PASALLP/301 for guidance on the technical requirements for assignments before writing the assignments. It was clear that a good number of students did not even put in an effort to consult this tutorial letter, since many of the assignments were not technically well attended to.
- d. Show ethical conduct in the preparation of assignments.

3. EXAMINATION

A few guidelines regarding the 2018 examination appear in the following paragraphs.

3.1 Format of the examination paper

You are reminded that the format of the examination paper is explained in Tutorial Letter PUB1507/101/3/2018. The duration of the examination is **2 hours**. You will be required to choose and answer **four** (4) questions out of **five** (5), with a total of 100 marks. The basic principle is that you must use the marks allocation for each question to determine the length of your answer and the time spent on each answer. Practical and relevant examples will enhance your marks.

The examination in this module takes place during May/June 2018 (semester 1).

Please bear in mind that some of the questions will not be asked exactly in the same way as it appears at the end of each theme/study unit. Furthermore, to assist you in identifying the questions, the headings in the study guide were used in the formulation of the questions wherever possible. Owing to time limitations in the examination, only sections of certain questions could be asked, while in other instances questions may be combined. For this reason some questions may consist of more than one section. Questions will be asked from all the themes, although not necessarily from each study unit. For your convenience, the **Official Study Material** folder on *myUnisa* contains copies of previous examination papers so that you may get an idea of the format of the examination.

3.2 Preparing for the examination

It is important that you assess your knowledge and skills continuously throughout your study period. Diligently complete the self-assessment questions and exercises as well as other activities indicated with icons in your study guide. By doing so you will be better prepared for the examination. You will not be tested beyond what was specified in terms of module outcomes, learning objectives and self-assessment questions. You must study all the units in the study guide. Remember to read all the questions carefully in the exam and answer only what was asked.

You don't have to write a table of contents, introduction, conclusion and a list of references in the exam. Leave enough open spaces in your answering script. Number and underline your headings and leave a line open between the heading and the subsequent paragraph. **Only write the number of the question** and write your answers neatly. You don't have to use tip-ex in the exam, just draw a line through the wrong word/sentence.

The questions below will give you an idea of the kind of questions that can be expected in the examination. It will help you in preparing for the examination.

Possible examinations questions

1. Define "public information services".
2. Discuss the legislative framework for public information services in South Africa.
3. List five (5) aims of the Government Communication and Information System (GCIS).
4. List five (5) objectives of the GCIS.
5. Describe the South African and non-South African public sectors as sources of public information.
6. Describe the concept "search engines" and provide suitable examples.
7. Describe the concept "website".
8. Explain what the purpose of the South African Government Information Website is.
9. Define "public information services".

10. Discuss the legislative framework for public information services in South Africa.
11. Describe the objectives that the Government Communication and Information system (GCIS) has to achieve in order to give effect to its vision and mission.
12. Describe nonprofit organisations as sources of public information.
13. Distinguish between data and information, and illustrate with examples.
14. Explain the reasons for disseminating information.
15. Explain why the availability of quality information is important to public managers when they carry out the following functions:
 - Planning.
 - Organising.
 - Leading.
 - Controlling.
16. Describe data production, collection and processing and illustrate with examples.
17. Explain what the “Parliamentary Monitoring Group” is.
18. Describe what “e-government” is.
19. Define and describe the following key internet terms:
 - Website.
 - Web page.
 - Gateway.
 - Portal.
20. With the use of a diagram, illustrate government institutions as users and disseminators of data and information.
21. Write short notes on “decision making”.
22. Define “operations information systems”.
23. Define “management information systems”.
24. Briefly discuss the establishment of the State Information Technology Agency (SITA).
25. Operations information systems consist of secondary information systems.
26. Shortly describe these systems.
27. Describe five (5) factors that should be taken into consideration when formatting information for dissemination.

3.3 Concluding remarks on the examination

The October/November 2017 examination paper is attached for your information. This examination paper will give you an idea of the kind of questions that can be expected in the examination.

Finally, we would like to wish you well and all the best for the examination.

Your lecturer

Mrs MM Mashamaite

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PUB1507

October/November 2017

PUBLIC INFORMATION SERVICES I

Duration : 2 Hours

100 Marks

EXAMINERS :

FIRST : MRS MM MASHAMAITE
SECOND : PROF EJ NEALER

Closed book examination.

This examination question paper remains the property of the University of South Africa and may not be removed from the examination venue.

This examination question paper consists of two pages.

Instructions:

Answer any **FOUR (4)** of the following FIVE (5) questions.

Write neatly and legible.

[TURN OVER]

QUESTION 1

Define and discuss the concept of “Public Information Services”. **[25]**

QUESTION 2

2.1 With the use of a diagram, explain government institutions as users and disseminators of data and information. (10)

2.2 Write short notes on “decision making”. (15)
[25]

QUESTION 3

3.1 Write short notes on what “information” is. (5)

3.2 The infrastructure through which information flows consists of three identifiable sectors. Describe the public sector as one of these sectors. (10)

3.3 Briefly discuss the management of data and information. (10)
[25]

QUESTION 4

Explain the importance of quality information to the following groups:

4.1 Politicians and political office-bearers. (12)

4.2 Other institutions and the public. (13)
[25]

QUESTION 5

5.1 Describe the concept “search engines” and provide suitable examples. (5)

5.2 Describe the concept “website”.
(5)

5.3 Explain what the purpose of the South African Government Information Website is. (15)

[25]

TOTAL: [100]

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