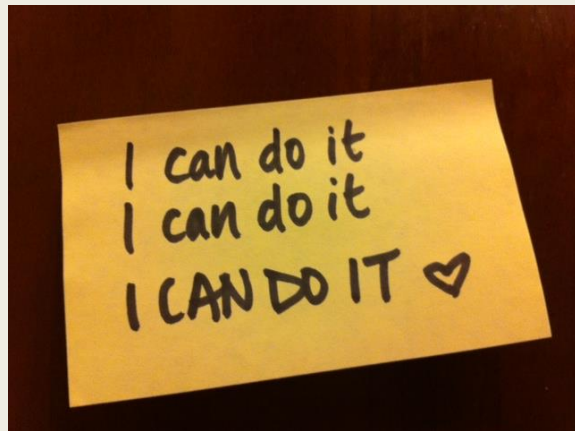


How To Study for, and Answer Exams



During a test;

**people look up for inspiration
down in desperation,
and left and right for information.**

Why do you need to write an exam?

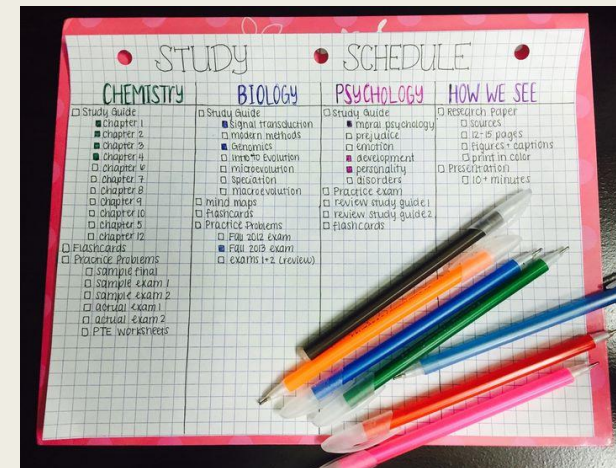
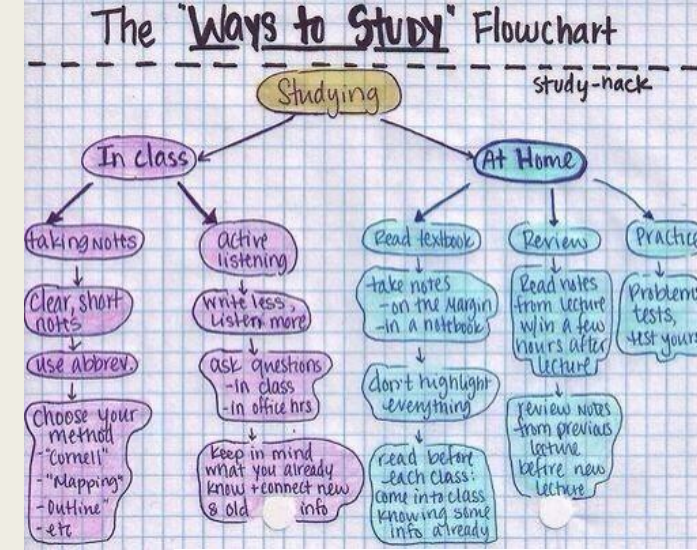
- You need to prove that you understand the subject
- You need to prove that you can progress in your studies

Which tools are available to you to use in your preparation?

- myUnisa
- Tutors (E-tutors & F2F)
- Content
- Learning outcomes
- Self-assessments
- TL201

Ten study tips...

- 1. Give yourself enough time to study – plan and schedule
- 2. Organise your study space – declutter!
- 3. Use flow charts and diagrams – use colour!
- 4. Practice on old exams TL201.
- 5. Explain your answers to others – laymen terms



Ten study tips...(continued)

- 6. Organise study groups with friends – use myUnisa discussion forums.
- 7. Take regular breaks – get some fresh air, have that treat!
- 8. Snack on “brain food” - no junk-food, eat nutritional foods.
- 9. Plan your exam day – know where to go, how you will get there, time etc.
- 10. Drink plenty of water – when hydrated, your brain works best!



When you need some motivation, consider the following:

- 1. Focus on the end goal

Why are you working towards this qualification?

It might be for a promotion; a new job; a different career; maybe it's just the personal satisfaction which keeps you going. Whatever it is, focus on how you **will feel** and the **benefits you will receive** when you gain that qualification.

You can even write your reasons down and refer back to them when you feel your motivation waning. Remind yourself that every moment studying means you're a step closer to your goal!



JUST DO IT.

Sometimes, motivation can be simply about having the **willpower** to turn off the television and get on with it!

Even if you really don't feel like studying, force yourself to start and chances are you will be absorbed in your subject material in no time.

If you're still struggling after 20 minutes, it might be a good day to take a break.

Just make sure you come back to it the following day!

UNIVERSITY EXAMINATIONS

UNIVERSITEITSEKSAMENS



PUB3701

May/June 2015

PUBLIC MANAGEMENT SKILLS

Duration 2 Hours

100 Marks

EXAMINERS

FIRST
SECOND
EXTERNAL

PROF EJ VAN DER WESTHUIZEN
PROF EJ NEALER
PROF K RAGA

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

[TURN OVER]

PUB3701

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This paper consists of 2 pages

ANSWER ALL QUESTIONS**QUESTION 1**

- 1 1 Describe the concept "prioritising" Support your answer with examples (5)
- 1 2 Analyse the main considerations that require the attention of public managers when setting priorities Support your answer with examples (10)
- 1 3 Public managers need certain skills to ensure that they manage prioritising efficiently Describe at least five skills (10)

[25]**QUESTION 2**

- 2 1 Analyse the concept "diversity" by focusing on the difference between primary and secondary diversity Support your answer with examples (5)
- 2 2 Describe in detail the skills that managers need to manage diversity Support your answer with an example (10)
- 2 3 What principles can managers apply in managing diversity? Support your answer with examples (10)

[25]**[TURN OVER]**

QUESTION 3

- 3.1 Explain what is meant by the concept "innovation" (5)
- 3.2 Public managers are compelled to be innovative as a result of a variety of demands (20)
Describe at least four demands. Also explain the reasons why you consider it to be demands made on public managers

[25]**QUESTION 4**

Change can be managed by following a process of actions (process of managing change) comprises several steps. Critically analyse these steps.

[25]**NOTE**

It is important that you apply all your answers to the public sector.

TOTAL: [100]

QUESTION 3

3 1 Explain what is meant by the concept "innovation"

(5)

3 2 Public managers are compelled to be innovative as a result of a variety of demands

(20)

Describe at least four demands. Also explain the reasons why you consider it to be demands made on public managers

[25]

QUESTION 4

Change can be managed by following a process of actions (process of managing change) comprises several steps. Critically analyse these steps

[25]

How do you answer a question?

- 5 marks – usually a paragraph or two
- 10 marks – usually three-quarters of a page
- 15 marks – usually a page
- 20-25 marks – usually 1.5 - 2 pages

Remember we cannot give you marks if you do not give us enough information. We can only mark that which you provide us with!

How do you answer a long question?

Question 4

- Introduce question which you will answer
- Step 1
- XXXXXXXXX
- Step 2
- XXXXXXXXXXXXXXX
- Step 3
- XXXXXXXXX

What else can we ask?

- **NQF level 5:** recall info, dates, events, places, knowledge, show an understanding of terms, solve problems, list, define, tell, describe, examine + name
- **NQF level 6:** understand info + theories, grasp meaning, translate knowledge into context, interpret facts, illustrate, predict, classify, demonstrate
- **NQF level 7:** map new knowledge, self evaluate, deal with abstract problems, do critical analysis, provide theory driven arguments, measure, recommend, compare
- **NQF level 8:** relate knowledge from different sources, integrate, create, design
- In context with NQF level; module content; qualification; mark allocation

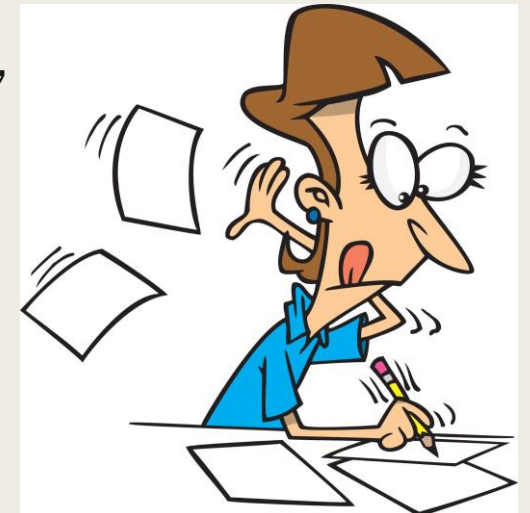
Exam timetable

- Check on myUnisa for new alternative dates for your exam – click on myAdmin folder
- Download general exam guidelines on myUnisa
- Always read FAQs
- Assessment criteria in TL101 to see what it is that you must know by end of qualification

Keep order

- When you get your paper, read through it first and make notes if you can remember some things
- Try to answer in the order of the paper
- Do not leave the venue earlier – rather read through your answers again
- Make sure you have all the stationery that you need with you
- Do not write in bulletpoints or “sms” style – write full proper sentences, and approach longer questions like an essay

If you draw a blank – do not panic!



Tips

- Read, read and read again...
- Be aware of the instructions
- Familiarise yourself with the paper
- Practice with old papers
- Do not spot!
- Always look at the mark allocation
- Write something down for every question
- Be at the venue 15 mins prior to the exam

Contact numbers

- Student admissions & registrations

General Applications and Registration queries	study-info@unisa.ac.za	012 441 5888
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Applications	applications@unisa.ac.za	012 429 4016
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Undergraduate admission	ame@unisa.ac.za	
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--	---	--------------

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Thank you..
and good luck!

