


## External Assessment – Office Administrator: Public Sector

External Integrated Summative Assessment Exemplar					
SAQA ID	Qualification Title				
91994	<b>Occupational Certificate: Office Administrator: Public Service Administrator</b>				
Date of EISA:	NQF Level		Credits		
15 MAY 2024	5		52		
Total Marks	130 marks	Duration	180 minutes	Number of pages in the booklet	21
Start Time of assessment	09h00		End time of assessment		12h00
Assessment Quality Partner	Name	E-mail	Phone		Logo
	<b>Public Service Sector Education and Training authority</b>	Email: <a href="mailto:Communications@pseta.org.za">Communications@pseta.org.za</a> Woodpecker Building Hillcrest Office Park 177 Dyer Road Hillcrest, Pretoria 0083	Tel :012 423 5700		

Qualification Details						
Qualification Title	<b>Occupational Certificate: Office Administrator: Public Service Administrator</b>			SAQA ID	91994	
Learner Details						
Candidate ID Number						
Assessment Centre Number						
Assessment Results						
Date of assessment	<i>Signature of assessor</i>					
		Assessment results		% Achieved:	Competent Yes/No	
Comments by assessor						

**EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT**

**TOTAL NUMBER OF MARKS: 130**

**TIME: 180 MINUTES**

**Instructions to candidate:**

1. Complete all the details in the space provided on the cover page.
2. The question paper is made up of four (4) sections. Carefully read all the questions and case exercises and answer all the questions.
3. If additional paper is used, ensure that you put your ID number and Assessment Centre number on each page and clearly mark which question you are answering.
4. This is a closed book assessment. Do not bring in or use any notes or other references, if you have such material in your possession, please hand it to the invigilator for safe keeping.

**Section A:**

**Knowledge and Comprehension- Allow 20 minutes to complete this section**

**Question 01**

1.1. Identify three (3) key success factors in public sector work performance. (3)

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1.2. List and describe three (3) key aspects of the democratic governance system. (3)

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1.3 Identify three (3) ways in which Basic Conditions of Employment Act (BCEA) benefit you in your workplace. (3)

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Home Affairs Minister Aaron Motsoaledi says all Home Affairs offices across the country will be open on Election Day to assist anyone who might need a Temporary Identification Certificate.

Motsoaledi was briefing members of the media at the Justice, Crime Prevention and Security Cluster briefing in Pretoria. He says the certificate will be accepted by the Independent Electoral Commission (IEC) for voting purposes.

Motsoaledi says, “On the election day all Home Affairs offices will open as long as voting stations are open. Any person who might have a mishap with their ID will have a right to go to any home affairs office to collect a temporary identification certificate.”

**B. Statement by Home Affairs Minister, Malusi Gigaba, at the Governance & Administration Cluster media briefing 28 September 2014.**

**Cluster Reporting on the achievement of the fifth democratic government**

The Cluster is today reporting on the first quarter of the new administration giving highlights of the achievements of the fifth democratic government:

The President, with the support of the Minister of Cooperative Governance and Traditional Affairs, convened the Presidential Local Government Summit, held on 18 September 2014 under the theme: ‘Back to Basics: Serving Our Communities Better. The Summit was attended by one thousand six hundred and fifty (1 650) delegates from across various sectors and government. The President called upon local government and all stakeholders to “get the basics right” in order to create conditions for decent living and happiness for all by providing quality service and amenities.

**Adoption of a Statement of Intent by the Summit**

The Summit adopted a Statement of Intent that committed local government, key stakeholders, and partners such as national and provincial governments, the South African Local Government Association (SALGA), business, labour, civil society to strengthen municipalities and ensure radical improvements in service delivery at local government level. The outcome of the Summit instilled a sense of urgency towards improving the lives of citizens and confirmed that “Back to Basics” is about setting clear benchmarks of performance in efforts to ensure that all municipalities perform their basic responsibilities, every day, without fail. Going back to basics could be achieved by local government focussing on its key constitutional and legislative mandates through:

- Putting people first (Batho Pele).
- Delivering sustainable services to the people.

- Ensuring good governance.
- Ensuring sound financial management; and
- Developing and maintaining institutional capacity

**QUESTION 3**

Please answer the following questions:

3.1 In relation to the scenarios above, identify three (3) the core values of public administration? (3)

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3.2 Mention the extent to which the Batho Pele principles are applied in your work place. You are required to identify at least three (3) and provide an example of how it is complied with. (9)

	Batho Pele Principle	Definition	How it is applied
1			
2			
3			

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3.3 The following are typical service delivery challenges that undermine Batho Pele principles we find in the public sector. Choose **THREE** challenges (at least one challenge from **each category**) and relate each of these challenges to your own work situation, determine the potential risk pose to your department that impacts negatively to Batho Pele principles. Use the table below.

(9)

**Challenges relating to staff:**

- Deadlines are not met.
- High staff absenteeism.
- Staff arriving late and leaving early.
- Low productivity.
- Lack of teamwork.
- Staff continually make the same mistakes; and
- Defects and problems are not reported.

**Challenges relating to Resources**

- Unavailability of forms.
  - Unavailability of stationary.
- Equipment not working.
- Damage to equipment.
- Tools and equipment go missing

**Challenges relating to ethical issues and relationships with the public**

- Corruption.
- Bribery.
- Favouring people for political reasons
- Nepotism.
- Racism.
- Disrespect.
- Intolerance.
- Communication problems.

Challenge	Example from my department	Risk
1.		



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2.		
3.		

3.4 Select from the given list, three (3) national pieces of legislation that must be adhered to when conducting and managing elections. State the purpose of the legislation and indicate how it applies to the specific initiative. (12)

- South African Constitution.
- Public Service Act of 1994 as amended by Act 30 of 2007
- Public Service Amendment Act, 2007 (Act 30 of 2007)
- State Information Technology Agency (Sita) Act, 2002 (Act 38 of 2002)
- Protected Disclosures Act, 2000 (Act 26 of 2000)
- Electoral Act No. 4 of 2021 (Electoral Laws Amendment Act, 2021)
- Public Service Laws Amendment Act, 1997 (Act 47 of 1997)
- Electoral Act 73 of 1998
- Public Service Regulations, 2001, as amended 31 July 2012
- Basic Conditions of Employment Act, 1997
- Employment Equity Act, 1998
- Labour Relations Act, 1995
- IEC Act, 1996 (Act 51 of 1996)
- Local Government Municipal Electoral Act, 2000 (Act 27 of 2000)

Legislation	Purpose	Application
1.		
2.		
3.		





been engaged in discussions at various levels to ensure that our services benefit the poorest and most vulnerable sectors of society. In reaching out to the millions of our people who live in conditions of abject poverty, some deprived of access to even basic resources, there has been a shift in approach, from a welfarist to a social development perspective.

This paradigm shift is premised on the notion that people are the masters of their own destiny and, instead of helping the poor in the traditional way with handouts, it moves on to the development and empowerment of individuals, groups and communities, teaching them to be self-reliant. We believe that this is the best way for the Department and its partners to combat the socioeconomic challenges facing the country.

Our belief is that such efforts will strengthen the system through which services are rendered and promote the general welfare and development of our people. This Service Delivery Model depicts our relentless efforts to improve service delivery to the poorest of the poor and all the other vulnerable groups in our society, while providing an indication of the resource requirements for effective implementation.

We hope that the model will help all of us to confront the challenges of service delivery that we have had to face in the past decade. More importantly, we hope the Service Delivery Model will turn the tide and ensure the enhancement of closer working relationships between all those striving for social justice and working together to achieve the common goal of "a better life for all".

**5.1 Please answer the following questions:**

You are a public servant working in a government department responsible for delivering social welfare services to vulnerable populations. Your role involves identifying key drivers of service delivery to ensure efficient and effective provision of services in alignment with government policies and legislative frameworks.

- a) Identify at least one (1) specific policy and legislative framework relevant to the work context. (2)

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**5.2 Answer the following questions:**

- a) List at least **TWO** government departments that must be involved in the provision of services, give a brief overview of the responsibility of each of these departments. (4)

Department	Responsibility

- (b) Explain the importance of partnerships with specific internal and external stakeholders. (3)

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### 5.3 Financial and supply chain management

You are a junior policy analyst working for the Department of Agriculture, Forestry and Fisheries responsible for environmental conservation. Your department is tasked with proposing a new environmental awareness campaign aimed at reducing plastic pollution in coastal areas. As part of the formal communication protocol, you have been assigned to draft a submission requesting approval of this service to be delivered.

The submission must include the scope, legal requirements, and limitations. It must consider the identified risks and indicate a cost benefit.

(15)

#### Submission

To:

Subject:

Date:

From:

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#### 1. Purpose and decision required

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On February 3rd and 4th, 2024, the Electoral Commission of South Africa has held the second voter registration weekend in preparation for the general elections of the National Assembly and Provincial Legislatures.

### **Technology to deliver registration process**

The Voter Management Devices (VMD's) are the mainstay technology for the delivery of the registration process. The VMD's were first introduced in 2021 and have since undergone significant improvements based on lessons that were evinced by previous electoral events. Accordingly, the operating system for these devices has now been enhanced.

Furthermore, three business applications will be running on these devices during this weekend. These are, the Staff Attendance Register, Voting Station Monitoring and Voter Registration applications. The devices are designed to operate online via an Access Point Network (APN). However, all three applications have been coded to operate offline in a number of instances including when there is insufficient connectivity with the central database. The interplay between the online and offline modes of the devices will happen without operator intervention.

### **A Dry Run**

A dry run was conducted on 28 October to assess the functionality of the devices as well as the infrastructure that underpins its functionality. Again, optimizations have been affected in the light of the insights arising from the dry-run exercise.

The delivery of essential voter registration materials, including VMD's, stationery packs, arrow signs, and document storage boxes, have been provisioned and delivery completed across all provinces.

Importantly, the registration process does not require the completion of forms at the station and therefore limited time will be spent at the station for actual registration. The voter's roll, as it existed at the beginning of October 2023, has been printed and delivered to municipalities. Approximately 260 tons of equipment and material has been managed through our logistics value chain.

Since the Commission launched the online registration portal in July 2021, a total of 1.1 million registration transactions have been recorded. The portal has experienced a hive of activity this year with 52 percent of all transactions being recorded in the eleven months of the year. New registrations amount to 40.6 per cent of total online registration activity. Once again, women are the majority users of the online portal at 56 percent. Young persons under the age of 29 indicate a strong usage level at 49.6 per cent.

We have noted pronouncements of arrangements by the Department of Home Affairs to open its offices last weekend as well as on this weekend to allow citizens to collect identity documents. These offices will be open between 08h00 and 17h00 on both days on the

weekend. We thank the Department for affording eligible citizens the maximum opportunity to enlist on the voters' roll.

**Impassionate call by the Electoral Commission**

The Electoral Commission makes an impassioned call on adult South Africans to seize the moment by registering as voters. Only those who are on the voters' roll can have a say in the electoral outcomes next year. Even if you have not as yet decided to vote, it is still important to be on the voters' roll because your choice can only be recorded if you are registered.

Importantly, the Commission encourages registered voters to check the correctness of their details by visiting registration stations over the weekend. This is crucial because with the amendments to prescripts voters may only vote in the voting district in which they are registered. Deviation from this general rule is only available on pre-notification to the Chief Electoral Officer by a date to be regulated in terms of the election Timetable.

Our contact centre has been activated and can be reached on 0800118000. The webchat on our website has received considerable number of visitors and closely followed by our WhatsApp chats. Join the community of citizens who need more information to register by sending "hi" on our 0600 88 0000.

**Question 6**

6.1 Using the table below, identify three (3) potential reasons for the service delivery problems as indicated in the election processes in particular and indicate what can be done to deal with these problems. (9)

<b>Problem</b>	<b>Who must resolve</b>	<b>Action</b>

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6.2 Give two challenges that voters face during voting period that contributes to unfair election and mention feasible project plans to address with the challenges. (5)

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**6.3 Roles and Responsibilities of an electoral officer**

*The electoral officer has the powers and duty to:*

- conduct elections or polls within the local government area
- compile and certify the electoral rolls
- publish any public notice relating to elections and polls and the calling of nominations
- receive nominations, candidate profile statements, and required deposits
- issue and receive ordinary and special votes and other official documents
- process and count votes
- declare the results
- receive returns of electoral donations and expenses
- investigate possible offences and report alleged offences to the police

*Using the template below develop a performance agreement for the electoral officer mentioned above* (8)

Key Performance Areas	Objectives	Targets	Success Indicators


**TOTAL: 130**

EXAMPLER