

SHORT LEARNING PROGRAMME

SECTION A: CATALOGUE

CODE: HEQC/H06/EMS/MPSD (Credit-bearing SLP)

TITLE: Management of Public Service Delivery (Public Sector)

NQF LEVEL: 7

CREDITS: 16

NOTIONAL LEARNING HOURS: 160

FORMAL CONTACT TIME: 25 HOURS

LEARNING ASSUMED TO BE IN PLACE:

- A formal qualification on NQF level 5 *plus* relevant experiences.
- The general regulations of the University of the Free State will also be applicable.

LEARNING OUTCOMES:

Learners will be able to:

- Learners will be able to conceptualise and understand public service delivery as a practical manageable phenomenon.
- Learners will understand the framework for the management of public service delivery in terms of a structured institutional planning framework.
- Learners will be familiar with the major service delivery programmes initiated by the South African government.
- Learners will be able to analyze the service mandates of service delivery agencies and identify specific service portfolios.
- Learners will be able to approach the promotion of government services in an innovative and integrated manner.

BRIEF DESCRIPTION OF CONTENT:

1. Public service delivery as a manageable concept in the South African public sector.
2. Planning for service delivery
 - Management strategies for service delivery.
 - Service delivery and institutional planning.
 - Action Planning and Scheduling.
 - IT strategies and service delivery.
 - Training strategies and service delivery.
3. Overview of major service programmes initiated in the South Africa public sector
 - RDP.
 - Masakhane.
 - Didsaster Management.
 - RDP.
 - HIV / AIDS.
 - Job creation.
 - Safety and Security.
 - The Arms Deal.

- Identify functional service delivery initiatives.
4. Service portfolios
- Using institutional policy mandates to identify and define services priorities.
 - Identify and describe service portfolios.
 - Programme and project management as tools for the implementation of service portfolios.
 - Service portfolios and institutional support services.
5. The marketing of public sector services
- Service promotion.
 - PR and public service delivery.
 - The marketing mix and public service delivery.

CRITICAL OUTCOMES SUPPORTED BY SHORT LEARNING PROGRAMME:

- Managing policy optimally with limited resources for sustainable service delivery.
- Sustainable improvement in public service delivery.
- Value continuously added to government's clients (the community).

METHODS OF ASSESSMENT:

A portfolio of evidence, consisting of individual and group assignments, activities, group discussions, individual feedback, case studies, role-play and simulation.

ORGANISING FIELD: 3

(1=Agriculture and Nature Conservation)

(2=Culture and Arts)

(3=Business, Commerce and Management Studies)

(4=Communication Studies and Language)

(5=Education, Training and Development)

(6=Manufacturing, Engineering and Technology)

(7= Human and Social Studies)

(8=Law, Military Science and Security)

(9=Health Sciences and Social Services)

(10=Physical, Mathematical, Computer and Life Sciences)

(11=Services)

(12=Physical Planning and Construction)

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DEPARTMENTAL OR PROGRAMME "HOME": Public Management

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