



COURSE MANUAL

C6: Public Systems Management

Module 1: An Introduction to public administration

Course Overview and Module 1

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About this course

How this course is structured

The course overview

The course overview gives you a general introduction to the course. Information contained in the course overview will help you determine:

- If the course is suitable for you
- What you will already need to know
- What you can expect from the course
- How much time you will need to invest to complete the course.

The overview also provides guidance on:

- Study skills
- Where to get help
- Course assignments and assessments
- Activity icons
- Modules.

We strongly recommend that you read the overview *carefully* before starting your study.

The course content

The course consists of eight modules. Each module comprises:

- An introduction to the module content
- Module outcomes
- Core content of the unit with a variety of learning activities
- Module summary
- References and further reading
- Assignments and/or assessments, as applicable.

To assist you with unfamiliar words, a section titled “Terminology” is included at the beginning of Modules 1 and 2 only.

Resources

For those interested in learning more on this subject, we provide you with a list of additional resources at the end of each module; these may be books, articles or websites.

Your comments

After completing **Public Systems Management** we would appreciate it if you would take a few moments to give us your feedback on any aspect of this course. Your feedback might include comments on:

- Course content and structure
- Course reading materials and resources
- Course assignments
- Course assessments
- Course duration
- Course support (assigned tutors, technical help, and so on)

Your constructive feedback will help us to improve and enhance this course.

Course overview

Welcome to Public Systems Management

This course is about public systems management and the paradigm of public administration.

The course will explore the nature of public administration and how a nation could use government organisations effectively to provide goods and services to its citizens. The course examines what constitutes good government. It contends that good government administration must rest on three very important variables:

1. Competency
2. Honesty
3. Democracy

The course explores a combination of theory and practice. One of the purposes of this course is to promote a superior understanding of government and its relationship with the society it governs. The course also aims to encourage public policies more responsive to social needs and to institute managerial practices that are attuned to efficiency, effectiveness and the deeper human requisites of the citizens.

Public Systems Management — is this course for you?

This course is intended for those who are inspired to take a serious interest in government, politics and public policy and to participate enthusiastically in policy debates and decision making.

Course outcomes



Outcomes

Upon completion of Public Systems Management, you will be able to:

- *Define* public administration.
- *Demonstrate* a working knowledge of organisational and public management principles.
- *Explain* how high-level government management capacity contributes to a society's wellbeing.
- *Explain* the notion of ethical and honest government in the political system.
- *Define* the role of public human resource management.
- *Discuss* the role of public bureaucracy
- *Define* government budgets and the accountability and consequences in managing public finance.
- *Define* inter-governmental relationships and how they relate.
- *Define* development administration and the public administration paradox.

Timeframe



How long?

This course will take approximately 120 hours of study time.

Study skills



Study skills

As an adult learner your approach to learning will be different from that of your school days: you will choose what you want to study, you will have professional and/or personal motivation for doing so and you will most likely be fitting your study activities around other professional or domestic responsibilities.

Essentially you will be taking control of your learning environment. As a consequence, you will need to consider performance issues related to time management, goal setting, stress management, and so on. Perhaps you will also need to reacquaint yourself with areas such as essay planning, coping with exams and using the Web as a learning resource.

Your most significant considerations will be time and space; that is, the time you dedicate to your learning and the environment in which you engage in that learning.

We recommend that you take time now — before starting your self-study — to familiarise yourself with these issues. There are a number of excellent resources on the Web. A few suggested websites are:

- <http://www.how-to-study.com>

The How-to-Study dot com website is dedicated to study-skills resources. You will find links to study preparation (a list of nine essentials for a good study place), taking notes, strategies for reading text books, using reference sources, test anxiety.

- <http://www.ucc.vt.edu/stdyhelp.html>

This is the website of Virginia Tech, Division of Student Affairs. Under “Cook Counseling Center” you will find links to time scheduling, a study skills checklist, basic concentration techniques, control of the study environment, note taking, how to read essays for analysis, memory skills.

- <http://www.howtostudy.org/resources.php>

The HowToStudy dot org website has useful links to time management, efficient reading, questioning/listening/observing skills, getting the most out of doing (“hands-on” learning), memory building, tips for staying motivated, developing a learning plan.

The above links are our suggestions to start you on your way. At the time of writing, these Web links were active. If you want to look for more, go to www.google.com and type “self-study basics”, “self-study tips”, “self-study skills” or similar.

Need help?



Help

Is there a course website address?

What is the course instructor's name? Where can s/he be located (office location and hours, telephone/fax number, e-mail address)?

Is there a teaching assistant for routine enquiries? Where can s/he be located (office location and hours, telephone/fax number, email address)?

Is there a librarian/research assistant available? Where can s/he be located (office location and hours, telephone/fax number, email address)?

Is there a learners' resource centre? Where is it located? What are the opening hours, telephone number, who is the resource centre manager, what is the manager's email address)?

Who do learners contact for technical issues (computer problems, website access, etc.)?

Assignments



Assignments

Students are required to submit two Tutor-Marked Assignments (TMA), in the order set:

- Assignment 1 is due at the end of module 2
- Assignment 2 is due at the end of module 6

Students should submit their assignments to the assigned instructor/lecturer for the course.

Assignment 1

Due date: XX/XX/XXXX.

Value: 15 per cent

Format: Case study analysis #1 (3000–3500 words)

Modules covered: Modules 1–2 (Module 3 may also be used)

Answer the questions within the case study analysis.

Assignment 2

Due date: XX/XX/XXXX.

Value: 15 per cent

Format: Case study analysis #2 (3000–2500 words)

Modules covered: Modules 3–6 (Other modules may also be used)

Answer the questions within the case study analysis.

Assessments



Assessments

As the end of the semester, a Final Examination is held and contributes 70 per cent to the total assessment of this course. Hence total assessment comprises:-

Assignment 1	15 per cent
Assignment 2	15 per cent
Final Examination	70 per cent
Total	100 per cent

For more details about the Final Examination, please refer to the institutional guidelines, and the samples of the Final Examination Question Paper available in the LMS.

Final examination — two parts

Part 1

Value: 20 per cent

Format: Case study analysis #3 (3000–3500 words)

Modules covered: Modules 1–8

Answer the questions within the case study analysis.

Part 2

Value: 50 per cent

Format: Two hours, closed book

Modules covered: Modules 1–8

The exam will comprise three questions, of which two must be answered. Each question will be marked out of 25 per cent. The value of this exam is 50 per cent of your final grade.

Getting around this course

This course contains notes and cases on public systems management.

We recommend that you read the course notes with a view to gaining as much understanding as you can. If you cannot understand something, re-reading and/or wider investigation of other available books and journals may help.

Included are activities that will enable you to reflect on the material that is covered and apply it to your own experiences or observations of policy-making in your world. You should undertake the activities, as they will encourage you to test your understanding and deepen it by applying the questions to your own experience of public systems management. There is also activity feedback at the end of each module.













At the end of each module there are further readings listed that may be used as the basis for wider study and research. There is also a reference list for the citations throughout the text. A final references list at the end of the course manual, following Module 8, serves as the formal bibliography for the course as a whole.

Since matters of public systems management are constantly developing all around us, we recommend that you monitor activity relating to your own community and in the media. Keep up with developments by reading newspapers and other news journals as well as by listening to the radio and watching television reports. You should be able to apply some of the course's terms, concepts and theories to these situations and improve your understanding by applying course material to personally relevant contexts.

Margin icons

While working through this course manual you will notice the frequent use of margin icons. These icons serve to signpost a particular piece of text, a new task or change in activity; they have been included to help you to find your way around this course manual.

A complete icon set is shown below. We suggest that you familiarise yourself with the icons and their meaning before starting your study.

			
Activity	Assessment	Assignment	Case study
			
Feedback	Help	How long?	Outcomes
			
Reading	Study skills	Summary	Terminology

