

**THE OPEN UNIVERSITY OF SRI LANKA  
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/  
PUBLIC ADMINISTRATION  
FINAL EXAMINATION –DECEMBER 2018  
MCP 1606 / MSP9306 – PUBLIC SYSTEMS MANAGEMENT  
DURATION – THREE HOURS**



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**DATE: 16.12.2018**

**TIME: 01.30 P.M. – 04.30P.M.**

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**Answer four (04) questions.  
All questions carry equal marks.**

1. a) How do you understand the subject of ‘public administration’? Discuss taking into consideration several definitions developed by the scholars in the field?  
(10 mark)
- b). Explain how would a public administrator interacts with environment according to Systems Model. Elaborate your answer with examples from Sri Lankan context.  
(15 marks)
2. “New Public Management (NPM) is perceived as a more active and strategic form of management in comparison to Traditional Public Administration” Elaborate the above statement explaining with examples as to how New Public Management (NPM) differs from the traditional public administration.  
(25 marks)
3. a) Explain briefly the main characteristics of the Weberian bureaucratic model?  
(10 marks)
- b) Examine with examples the relevance of those characteristics in understanding the modern bureaucratic organizations.  
(15 marks)
4. a) Briefly explain McGregor’s Theory X and Theory Y and Maslow’s Hierarchy of Needs.  
(15 marks)
- b) Evaluate the benefits of the main concepts of those two theories in understanding the employee behavior in organizations  
(10 marks)

5. a) Explain why a code of ethics is required for public administrators. **(10 marks)**  
b) Examine the content to be included in preparing a code of conduct for public administrators. **(15 marks)**
6. a) What are the responsibilities of Human Resources Department? **(10 marks)**  
b) "Human Resource Planning is usually regarded as an attempt to forecast for about three to five years ahead." Discuss the above statement detail in the steps to be followed in human resource planning in an organization. **(15 marks)**
7. a) What do you mean by 'federalism' and fiscal federalism? **(08 marks)**  
b) Critically examine reasons for a country that should practice federalism. **(17 marks)**

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