



**THE OPEN UNIVERSITY OF SRI LANKA**  
**COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/PUBLIC**  
**ADMINISTRATION FINAL EXAMINATION – 2008**  
**MCP 1606 – PUBLIC SYSTEMS MANAGEMENT**  
**DURATION: THREE (03) HOURS**

**Date : 28.02.2009**

**Time : 1.30 pm – 4.30 pm**

**Answer Five (05) Questions only. All questions carry Equal marks**  
**All answers must be complete and written neatly and focused.**  
**This question paper consists of seven questions.**

1. (a) Discuss how Development Administration differs from New Public Management. (10 marks)  
 (b) Critically examine what kind of public administration model is more suitable to address current development challenges in Sri Lanka. (10 marks)
2. Although policy evaluation is critically important for improvement of the policy making process, the emphasis placed on it is limited in developing countries including Sri Lanka. Comment (20 marks)
3. Examine the advantages and disadvantages in the application of the Rational Policy Making Model in the policy making process in Sri Lanka. (20 marks)
4. Discuss the roles played by four stakeholders in the policy making process of a developing country. (20 marks)
5. Explain why continuous improvement of public systems is important in ensuring service quality and reliability, using appropriate examples from Sri Lanka. (20 marks)
6. Discuss the “self management skills” required for a manager to perform his functions efficiently and effectively. (20 marks)
7. Discuss the factors influencing the productivity of public sector organizations in Sri Lanka, taking examples from any public institution of your choice. (20 marks)

(All rights reserved)