THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF MANAGEMENT STUDIES
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS / PUBLIC ADMINISTRATION
LEVEL: 09
MCP1606/ MSP9306/ OSP9306 PUBLIC SYSTEMS MANAGEMENT
FINAL EXAMINATION 2024
DURATION THREE (03) HOURS

DATE: 01.09.2024	TOTAL MARKS: 100	TIME: 01.30 pm – 04.30 pm

Important Instructions

- **Answer any five (05) questions**
- **All questions carry equal marks**
- **Number of questions Seven (07)**
- **Write your index number on every page in the answer script**
- **Marks have been mentioned end of each question**
- **Start each answer from a new page.**

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1. a). Define the term 'public administration' and its salient features in light of definitions advanced by public administration scholars.
(10 marks)

   b). Briefly explain the concept of 'dichotomy' between politics and administration and criticisms against during the first of the 20th century.
(10 marks)

2. a). Describe the Taylor's 'scientific management' and its benefits to public administrators.
(13 marks)

   b). Explain 'POSDCORB'
(07 marks)

3. a). Explain the main characteristics of 'Max Weber's ideal type of bureaucracy'.
(10 marks)

   b). "Bureaucracy as an organizational theory has been subject to criticisms during the last few decades because of its inability to deliver what is expected by citizens". Discuss
(10 marks)

4. a). Discuss how to increase efficiency and effectiveness of the delivery goods and services to citizens under new public management (NPM).
(12 marks)

   b). Briefly discuss the challenges the NPM has faced during the last few decades.
(08 marks)

5. a). Discuss the arguments for 'federalism' as a mode of governance in some countries.

(08 marks)

b). Explain the provisions of public goods and services at three layers of government under 'fiscal federalism'.

(12 marks)

6. a). What do you mean by 'ethics'?

(05 marks)

b). "Unethical behavior of leaders leads to corruption". Discuss. Elaborate your answer with suitable examples from Sri Lanka.

(15 marks)

7. a). Explain the objectives of 'human resource planning' in the public sector.

(09 marks)

b.) Discuss the steps to be followed in the human resource planning process.

(11 marks)

END