THE OPEN UNIVERSITY OF SRI LANKA
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS / PUBLIC ADMINISTRATION PROGRAMME
FINAL EXAMINATION – 2014
MCP 1606 – PUBLIC SYSTEMS MANAGEMENT
DURATION: THREE (3) HOURS

DATE: 20.12. 2014 **TIME : 1.30 pm - 4.30 pm**

IMPORTANT INSTRUCTIONS:

- **ANSWER ANY FIVE (05) QUESTIONS.**
- **ALL QUESTIONS CARRY EQUAL MARKS.**

1. "Bureaucratic model advanced by MaxWeber has been subjected to criticism by the scholars pertaining to its applicability to modern organizations."
   Critically examine the main advantages and disadvantages of the Weber's Bureaucratic Model taking modern public sector organizations into consideration.
   (20 Marks)

2. What do you mean by 'Good governance'? Discuss briefly eight principles of good governance. Use examples to elaborate your answer
   (20 Marks)

3. "Public sector productivity has always been an issue on the agenda of political and government chieftains. History is full of examples of expectations by those at the top of the chain of command and by the public at large, that government should constantly improve the performance by doing more with less"(Halachni,1995)

   Critically evaluate this statement highlighting the factors influencing the productivity of public sector organizations in Sri Lanka. Use any public organization as an example to elaborate your answer. (20 Marks)

4. How do you distinguish project monitoring from project evaluation? Describe basic principles of developing a monitoring plan. (20 Marks)

5. 'Privatization of public enterprises during the 1990s has drawn lots of public criticisms due to corruptions that had taken place in the process. This has made the present government to re-visit the policy on privatization'. Comment on this statement elaborating examples from Sri Lanka.

   (20 Marks)

6. Explain the interactional skills that a manager is required to perform his/her duties efficiently and effectively. (20 Marks)

7. a) Discuss as to why service quality of Sri Lankan public service has come down to a very lower level in recent past. (10 Marks)

   b) What ways and means would you suggest based on your theoretical and practical knowledge to improve this trend. (10 Marks)

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