

Government Degree College (Autonomous), Baramulla

Syllabus
BA(Hons) Public Administration
Semester-VIII (Major)

Course Title: Public Systems Management
Course Code: PADC2822M

Credits: Theory:04, Tutorials: 02
Contact Hours: Th.64, Tu. 32

Course Objectives:

The course aims to:

1. Understand the nature, scope, and evolving dimensions of Public Systems Management vis-à-vis traditional bureaucracy.
2. Examine the constitutional framework governing public systems and service delivery.
3. Analyze the changing political context, including rollback of the state, regulatory state, and new managerialism.
4. Equip students with strategic management, Total Quality Management, Systems Analysis, and MIS tools for public systems.
5. Explore the role of ICT in enhancing public service delivery.
6. Develop practical skills through field studies, role-plays, and institutional analysis.

Course Outcome:

Upon successful completion of this course, students will be able to:

1. Differentiate between bureaucratic systems and modern Public Systems Management.
2. Explain the constitutional environment and roles of key constitutional authorities in public systems.
3. Analyze the political and managerial shifts affecting public service delivery.
4. Apply strategic management and Total Quality Management techniques in public institutions.
5. Evaluate the use of Systems Analysis and Management Information Systems in public governance.
6. Assess the opportunities and challenges of ICT in public service delivery.
7. Critically evaluate real-world public service practices through field study and quality audits.

UNIT-I

Public Systems Management: Introduction, nature and scope; Bureaucratic System and Public Systems Management distinction, changing Nature of Public Service

UNIT-II

Constitutional environment of public systems: Parliamentary Democracy, Fundamental Rights and Duties, Independent Judiciary, constitutional authorities and commissions: The Comptroller and Auditor General, Administrative Tribunals, Finance Commission and Civil Services.

UNIT-III

Public System Management-Political context: Political Environment, Roll back of the State, Role of Regulatory State and Rise of New Managerialism and Competitive Environment. Role of Information and Communication Technology in Public Service Delivery.

UNIT-IV

Strategic management process: Strategic Assessment, Strategic Planning and Strategic Implementation. Total Quality Management: Concept, techniques in Public Systems Management. Systems Analysis: Concept and Approaches, Management Information System: Evolution and Framework.

Tutorials: 2 Credits

UNIT-V

- “Field Study of Changing Public Service Delivery: Bureaucracy vs Public Systems Management in Practice”
- “Constitutional Safeguards in Action: Role-Play of Key Constitutional Authorities”

UNIT-VI

- “Strategic Assessment and Quality Audit of a Public Institution”
- Discuss the “ The Opportunities and Challenges of ICT-Driven Public Service Delivery in a Roll-Back State”

Suggested Readings:

Arora, Ramesh, K, (Ed) 2004, Public Administration: Fresh Perspectives, Aalekh Publishers, Jaipur.
Batley, Richard, and George Larbi, 2004, The Changing Role of Government. The Reforms of Public Services in Developing Countries, Macmillan, Palgrave, England.

Bhattacharya, Mohit, 2001, New Horizons of Public Administration, Jawahar Publishers and Distributors, New Delhi.

Chakrabarty, Bidyut and Mohit Bhattacharya (Eds), 2003, Public Administration: A Reader, Oxford University Press, New Delhi.

Ghuman, B.S, 2001, “New Public Management: Theory and Practice, Indian Journal of Public Administration, Vol. XLVII, No. 4, October-December.

Huges, Owen, E, 1994, Public Management and Administration- An Introduction, St. Martins Press Inc, New York.

Austin, Granville, 2001, The Indian Constitution Cornerstone of a Nation, Oxford University Press, New Delhi.

Avasthi and Avasthi, 1996, Public Administration in India, Lakshmi Narain Agarwal, Agra
Dhameja, Alka (Ed.), 2003, Contemporary Debates in Public Administration, Prentice-Hall of India Private Ltd., New Delhi.

Hughes Owen, E, (Ed), 1994, Public Management and Administration – An Introduction, St. Martin’s Press Inc., New York.

The Indian Journal of Public Administration, 2004, Golden Jubilee Special Number, Governance for Development, Vol.L, No. 1, January – March.

Mintzberg, H, and J.B. Quinn, 1988, The Strategy Process, Prentice-Hall, Harlow.

Bozeman, B, and J.D. Straussman, 1990, Public Management Strategies: Guidelines for Managerial Effectiveness, Jossey-Bass, San Francisco.

Abell, D, 1993, Managing with dual strategies, The Free Press (Macmillan Inc.), New York.

Chandler, A, 1962, Strategy and Structure: Chapters in the history of industrial enterprise, Doubleday, New York.