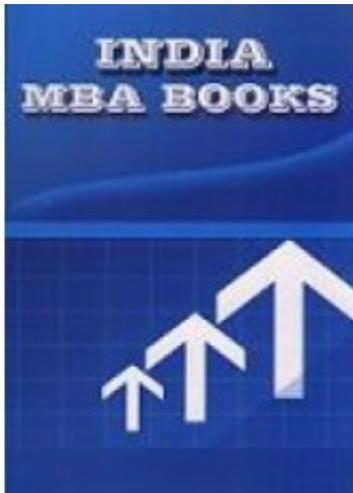


# PUBLIC SYSTEMS MANAGEMENT



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## Description

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### **UNIT-I - INTRODUCTION**

- ? Meaning, Definition, Scope and Significance of Public Systems.
- ? Public Policy Formation, Implementation and Evaluation.
- ? Centre – State Relations, Regional Disputes.

## **UNIT-II – GOVERNANCE**

? Civil services, training and development of government employees, bureaucracy, work culture of public sector employees.

? Processes and procedures of government administration, filing system, proactive versus reactive government regulation, cost benefit analysis of regulation, citizen friendly services, Plain language in government administration.

? Transparency and Accountability – Objectivity versus Subjectivity, Process versus Objectivity/Outcome based approach in decision making.

? Open Government, E-Democracy, Computerization and E-Governance,

? Leadership Issues – Significance of Ethics, Integrity and Wisdom

## **UNIT-III – DEVELOPMENT AND REGULATION**

? Inclusive growth and development, agenda and ideological issues of multi-party versus two-party system and nationalism.

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? Privatization and Public-Private Partnerships: Different forms of relationship between public, private and voluntary sectors and alternative forms of institutional arrangements for service delivery to citizens.

? Networking with NGOs, private companies, other organizations and individual experts for the synergistic benefits for the citizens

? Productivity – Systemic Efficiency, Futuristic and Visionary Planning.

? Subsidies – Analysis of Career versus carrot approach of Public Welfare Schemes

## **UNIT-IV - GRIEVANCE REDRESSAL MECHANISM:**

? Awareness through multiple media channels,

? Citizen care services - Online and offline

? Online frauds, Social Media

? Role of Media in the society.

## **UNIT-V – SYSTEMIC ISSUES**

? Significance of systemic issues on the society, nation and world

? Corruption - Meaning, Adverse impact of corruption on societal attitude towards life.

? Types of Corruption - Systemic and Sporadic/Individual, Petty and Grand, Moral and Legal, Rumors and Reality.

? Societal Issues - Bribery, Dowry, Embezzlement, Nepotism, Patronage System

? Eradication of - Slums, Poverty, Extremism, Regionalism, Fundamentalism

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