



UPSC

2003 - MAINS - PAPER - I

PUBLIC ADMINISTRATION

INSTRUCTIONS

For each paper: Time Allowed : Three Hours Maximum Marks : 250

There are EIGHT questions divided in two Sections and printed both in HINDI and in ENGLISH.

Candidate has to attempt FIVE questions in all.

Question Nos. 1 and 5 are compulsory and out of the remaining, THREE are to be attempted choosing at least ONE question from each Section.

The number of marks carried by a question/part is indicated against it.

Answers must be written in the medium authorized in the Admission Certificate which must be stated clearly on the cover of this Question-cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.

Word limit in questions, wherever specified, should be adhered to.

Attempts of questions shall be counted in chronological order. Unless struck off, attempt of a question shall be counted even if attempted partly. Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.



SECTION-A

1. Comments on any THREE of the following statements in not more than 200 words each: 20×3=60
 - (a) "The advent of the concept of "roll back of the state" since the nineteen eighties has been altering the role of public administration but certainly not diminishing its central place in human society." Discuss
 - (b) "Weberian model of bureaucracy lacks empirical validity when applied to modern democratic administration." Examine.
 - (c) "The new public administration (NPM) is an incarnation of a new model of public sector management in response of the challenge of liberalization, international competitiveness and technological changes". Explain.
 - (d) 'Citizen's charter' is the most important innovation in the context of promotion of customer-orientation of administration". Discuss.
2. Give an account of major landmarks in the growth of the discipline of public administration in the 20th century. What are the possible trends in its growth in the first decades of 21st century? (60)
3. Account for the increasing corruption in administration. Suggest remedies to curb administrative corruption. (60)



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4. What is morale? State its significance and suggest methods to foster and sustain morale in an organization. (60)

SECTION B

5. Answer any three of the following in not more than 200 words each: (20 x 3= 60)
- (a) "Organization today seems to invest in information and information systems, but their investments often do not seem to make sense". Comment.
- (b) "development administration has two important aspects viz. 'the administration of development and the development of administration'. Explain.
- (c) "training is practical education in any profession, not only to improve skills but also to develop attitudes and scheme of values necessary for effective performance." Elaborate.
- (d) "Legislative controls over finances are inadequate and incomplete." Comment.
6. Examine the needs and facets of administrative reforms in the fast changing scenario of the 21st century. What are the obstacles to administrative reforms? Give suggestion to overcome them. (60)
7. Comment on the role of public administration in policy making and its implementation. What are the other factors influencing the policy process?
8. What are the various institutional devices available for the redressal of citizen's grievances against the excess and malfunctioning of administration? How successful have they been (60).