

00502

MASTER OF ARTS (PUBLIC POLICY)

Term-End Examination

June, 2011

MPP-003 : PUBLIC SYSTEMS MANAGEMENT

Time : 3 hours

Maximum Marks : 70

*Note : Attempt **any seven** questions, with at least **three** questions from each section in about **250** words each.*

SECTION - A

1. Write short notes of about **150** words on **any two** of the following : **5×2=10**
 - (a) Principal Agent Theory
 - (b) Property Rights Theory
 - (c) New Right Philosophy

2. Explain the concept of Food Security. How does the presently operational targeted PDS fall short in ensuring food security ? **10**

3. What do you understand by the term “digital divide” ? What are the problems in applying ICT to public service delivery programs ? **10**

4. Define "Judicial Activism" and illustrate how it has led to policy change. 10

5. Analyze the logistics infrastructure in Delhi in terms of its capacity to handle the Commonwealth Games in 2010. What will be the long-term impact of the creation of new infrastructure on the city? 10

SECTION - B

6. Explain some of the techniques used in TQM to collect feedback. How does the TQM methodology use the feedback for improving the performance of the organisation ? 10
7. What are the ways /means by which public servants can be held accountable to the people ? How has RTI contributed to the culture of accountability ? 10
8. Explain the various factors impacting change management strategies. Describe the 7S model of organisational change. 10
9. Differentiate between data and information and discuss the various types of information systems. 10
10. Write short notes of about 150 words on any two : 5x2=10
- (a) Prescriptive schools of Strategic Management.
 - (b) Citizens charters.
 - (c) Steps in closing a project.
 - (d) Components of a Management Information System.