

**A STUDY ON PUBLIC ADMINISTRATION IN SRI LANKA WITH
SPECIAL REFERENCE TO THE KALMUNAI
DIVISIONAL SECRETARIAT**

**A DISSERTATION SUBMITTED IN PARTIAL COMPLETION
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ABSTRACT

Sri Lanka had undergone a long history of Public Administration from the pre-colonial period. After the Colonial period, the Public Administrative System was changed dramatically and it lost the status of good motive. But, the Administrative System in operation now is quite different from what the country received before 1948. The Public Administrative System is influenced by the National Politics based on the wishes of elites and popular will of the people.

Different kinds of changes were introduced for upgrading public administration through the different kinds of administrative systems and administrative reforms. Finally, some of the new public management concepts such as Development Administration, New Public Management and new management theories were introduced in to Public Administration for the benefit of Sri Lankan citizens, but there are different kinds of allegations set against the Public Administrative System with new approaches.

Therefore, the researcher aimed to identify the factors that contributed to the present situation of Public Administrative Systems in Sri Lanka and to understand the critical factors that influence the performance of public officers in Sri Lanka with special reference to Kalmunai Divisional Secretariat.

The main research Question is; what factor influence the performance of the Public Administration at the divisional level. So, Investigations were made through qualitative and quantitative method with reviewing official documents, conducting interview with senior official and citizen survey regarding public services. This thesis analyses the current situation of Public Administration in Divisional Secretariat System in Sri Lanka. Further, it aimed to understand the research objective as to what factors influence the performance in the Divisional Secretariat. For finding the answers to the research question, two research techniques were adopted. One is the citizen survey to find out the what categories of people are coming to Divisional Secretariat for getting services. This is also useful for the purpose of preparation of citizen profile and to assess the quality of service. The other one is the focus group discussion to get first hand information regarding the critical factors affecting the performance of Divisional Secretariat with regard to efficient service delivery.

This thesis concludes with findings of two research techniques in the field. According to the Citizen Survey, results are average level with regard to Quality of Service delivered by the DS office. Citizen Survey partly supports the research problems. In addition to that, five factors in relation to the performance were selected for focus group discussion. Knowledge and skill factors and work environment are positively influenced the performance of the public administration. At the same time other three critical factors are influenced on the performance of the public administration at the divisional level, such as external factors system and processes are negatively influenced. Even though, there is a common perception that the Public Administration in Sri Lanka is not up to the satisfactory level. This trend has been changing in the recent period. The satisfaction of 60 % of the people with regards to the performance of the Kalmunai Divisional Secretariat is a clear indicator of the change experienced in the recent period.