

(6 pages)

Reg. No. :

Code No. : 5331

Sub. Code : ZPAM 11

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022

First Semester

Public Administration – Core

PRINCIPLES AND CONCEPTS OF
PUBLIC ADMINISTRATION

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions

Choose the correct answer :

1. The word 'Administration' is derived from
 - (a) Greek
 - (b) Spanish
 - (c) Latin
 - (d) Hebrew

2. Public Administration evolved as an academic discipline from
 - (a) 1817
 - (b) 1887
 - (c) 1926
 - (d) 1947
3. The book 'Principles of Public Administration' was written by
 - (a) L.D. White
 - (b) W.F. Willoughby
 - (c) Woodrow Wilson
 - (d) E.N. Gladden
4. The function of staff agencies include
 - (a) Supervision
 - (b) Housekeeping
 - (c) Execution
 - (d) Delegation
5. The most important means of coordination is
 - (a) Hierarchy
 - (b) Consultation
 - (c) Planning
 - (d) Implementation
6. Delegated legislation refers to
 - (a) laws made by the legislature
 - (b) rules and regulations made by the judiciary
 - (c) law-making power of legislature
 - (d) rule-making power exercised by the executive

7. Life cycle theory of leadership was created by whom?
- (a) Maslow (b) Simon
(c) Burne (d) Paul Hersey
8. The most effective means of 'Citizens' control over Administration is
- (a) Election
(b) Pressure groups
(c) Advisory committees
(d) Public opinion
9. Legislative control is concerned with
- (a) Law Making (b) Implementation
(c) Finance (d) Supervision
10. Good Governance is
- (a) Rigid
(b) Responsive
(c) Rules and Regulations
(d) None of the above

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 250 words

11. (a) Trace the evolution of Public Administration.

Or

- (b) Discuss the nature of Public Administration.

12. (a) Elucidate the bases of organisation.

Or

- (b) Describe the various types of organization.

13. (a) State the meaning of Hierarchy.

Or

- (b) Explain the techniques and type of coordination.

14. (a) List out the various types of Leadership.

Or

- (b) Explain the techniques of supervision.

15. (a) Discuss the need for Right to Information Act.

Or

- (b) Discuss the functions of Public Corporations.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words

16. (a) Differentiate Public Administration and Private Administration.

Or

- (b) Discuss the relationship between Public Administration and Political Science.

17. (a) Describe the characteristics of formal and informal organization.

Or

- (b) Write an essay about line, staff and auxiliary agencies.

18. (a) Examine the merits and demerits of Decentralization.

Or

- (b) Write an essay on Span of Control and its importance in administration.

19. (a) Define Leadership. Discuss the styles and functions of Leadership.

Or

(b) Elucidate in detail about the decentralized planning in administration.

20. (a) Describe the roles and functions of Chief Executive.

Or

(b) Describe the various measures taken by Indian Government in combating administrative corruption.

(6 pages)

Reg. No. :

Code No. : 5332

Sub. Code : ZPAM 12

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

First Semester

Public Administration – Core

ADMINISTRATIVE THOUGHT

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The famous fourteen principles of organization were given by
 - (a) Plato
 - (b) Henry Fayol
 - (c) Fredrick Taylor
 - (d) Woodrow Wilson

2. The father of Human Relations theory was
 - (a) Douglas M. McGregor
 - (b) Elton Mayo
 - (c) E. N. Gladden
 - (d) L. Urwick

3. Which theorist developed the theory of power/knowledge?
 - (a) Michel Foucault
 - (b) Jacques Derrida
 - (c) Jean-Francois Lyotard
 - (d) Jean Baudrillard

4. Which of the following is not advocated by Herbert Simon?
 - (a) Satisficing man
 - (b) Bounded rationality
 - (c) Intelligence, design and choice model
 - (d) Implicit favourite

5. Which one of the following is a feature of McGregor's Theory X?
 - (a) Workers enjoy responsibility
 - (b) Workers view physical and mental effort as a natural part of work
 - (c) Workers like to show initiative
 - (d) Workers like to be directed

6. Hygiene factors are associated with which writer?
- (a) Frederick Herzberg
 - (b) D.C. McClelland
 - (c) Abraham Maslow
 - (d) Douglas McGregor
7. Who wrote the book “The theory of Prismatic Society”?
- (a) Riggs
 - (b) Weiner
 - (c) Tayler
 - (d) None of the above
8. The word ‘Sale’ propounded by Riggs is taken from which language?
- (a) Spanish
 - (b) English
 - (c) Latin
 - (d) Tamil
9. The practice of Management is written by _____.
- (a) Peter F. Drucker
 - (b) Terry
 - (c) Louis Allan
 - (d) Henry Fayol
10. Management is the combination of
- (a) Arts, Science and Mathematics
 - (b) Arts, Science and Profession
 - (c) Arts, Social Science and Profession
 - (d) Arts, Science and Commerce

PART B — (5 × 5 = 25 marks)

Answer ALL questions choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Define the relationship between Taylorism and organization theory.

Or

- (b) Give a short note on the magical approach of Henry Fayol.

12. (a) Define the organization and discuss its major principles.

Or

- (b) Discuss the silent futures of public and private administration.

13. (a) Explain the role of “Facts and Values” in Decision Making.

Or

- (b) Write a short note on “two-factor theory”.

14. (a) Write a short note on Mary Parker Follett’s theory of Authority.

Or

- (b) Describe the legal renal Theory of Max Weber.

15. (a) Describe the term supervisory style by Likert.

Or

- (b) Write a note on Comparative Public Administration.

PART C — (5 × 8 = 40 marks)

Answer ALL questions by choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Critically examine Scientific Management the approach of F.W. Taylor.

Or

- (b) Briefly explain the 'POSDCORB'.

17. (a) Examine the salient features of Human Relations Theory.

Or

- (b) Critically Evaluate "Decision Making is Heart of Administration".

18. (a) Briefly discuss McGregor's theory 'X' and theory 'Y'.

Or

- (b) Discuss Abraham Maslow's hierarchy of need theory.

19. (a) Define Representative Bureaucracy and discuss.

Or

- (b) Write a brief note on the 'Sala Model Administration' Coined By Riggs.

20. (a) Illustrate the need of an effective executive in an organization.

Or

- (b) Examine the relevance of policy sciences to public policies in contemporary context.
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(7 pages)

Reg. No. :

Code No. : 5333

Sub. Code : ZPAM 13

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022

First Semester

Public Administration – Core

PERSONNEL ADMINISTRATION IN INDIA

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. Public Personnel Administration involves
 - (a) Recruitment, training and classification
 - (b) Recruitment only
 - (c) Appointment only
 - (d) Salary and promotion

2. Bureaucratic system rests on the notion of
 - (a) Political favouritism
 - (b) Imperfection
 - (c) Hierarchy of divisions
 - (d) Nepotism
3. Who among the following was the first Indian to get selected in ICS (Indian Civil Services)?
 - (a) Ras Bihari Bose
 - (b) Satyendranath Tagore
 - (c) Debendranath Tagore
 - (d) Surendra Banerjee
4. Under which among the following acts, Civil Services started in India?
 - (a) Charters Act 1813
 - (b) Charters Act 1833
 - (c) Charters Act 1853
 - (d) Charters Act 1793

5. Which of the following is NOT correct with respect to recruitment?
- (a) Art 309; Empowers the Parliament to regulate the recruitment and service conditions
 - (b) Art. 310; Authorises the Parliament to create new All India Services
 - (c) Art. 335; Claims of Scheduled Castes and Scheduled Tribes shall be taken into consideration in making appointments to the Central Services
 - (d) Art. 311; Provides that no member of All India Services and Central Services and Posts shall be dismissed or removed by an authority subordinate to that by which he was appointed
6. Which among the following is NOT one of the criticisms against the All-India Services?
- (a) These services are hang-over of the past
 - (b) They reduce the employment opportunities for the local people, that is, 'sons of the soil'
 - (c) They do not facilitate specialisation
 - (d) They do not promote efficiency in the organisation

7. Which of the following is not a function of UPSC?
- (a) Conduct examination for appointment
 - (b) Consultation on all disciplinary matters
 - (c) Method of recruitment
 - (d) Manner of reservation
8. The word "Bureaucracy" was first used by
- (a) Max Weber
 - (b) Vincet D Gorne
 - (c) L.D. White
 - (d) F.W. Taylor
9. Which of the following organization is not related to Public Grievances?
- (a) Planning Commission
 - (b) Lokayuta
 - (c) Supreme Court
 - (d) High Court
10. In which year, The Indian Imperial Police was replaced by Indian Police Service
- (a) 1950
 - (b) 1947
 - (c) 1948
 - (d) 1955

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Comment on the nature of personnel administration.

Or

- (b) List the functions of Personnel Administration.

12. (a) Analyse the challenges in Indian Civil Service.

Or

- (b) Examine the various areas of reforms in Civil Service.

13. (a) Describe the essentials of recruitment in Public Service.

Or

- (b) What is SSC?

14. (a) Analyse, why integrity is important in Civil Service.

Or

- (b) Enumerate the causes of decline of integrity in Civil Service.

15. (a) What is Capacity Building?

Or

(b) What are the various types of services under TNPSC?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Explain the characteristics of Personnel Administration.

Or

(b) What is the scope of Personnel Administration?

17. (a) Describe the Civil Service under Crown Rule.

Or

(b) Evaluate the need for specialisation in Civil Service.

18. (a) Examine the Indian system of training in Public Service.

Or

(b) List the functions of Staff Selection Commission.

19. (a) Analyse the salient aspects of ethics in Public Administration.

Or

(b) Explain the steps to create strong ethical administrative framework.

20. (a) Critically Analyse the role and function of TNPSC.

Or

(b) Evaluate the need for capacity building Tamil Nadu Public Services.

(7 pages)

Reg. No. :

Code No. : 5334

Sub. Code : ZPAM 14

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022

First Semester

Public Administration – Core

INDIAN ADMINISTRATION

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. Who was the first Governor General of India?
 - (a) Warren Hastings
 - (b) William Bentick
 - (c) Lord Dalhousie
 - (d) Lord Canning
2. The first Viceroy of India was
 - (a) Lord Canning
 - (b) Lord Hardinge
 - (c) Lord Dalhousie
 - (d) Lord Elgin

3. In which of the following provisions of the Constitution of India is the principle of collective responsibility of the Council of Ministers enshrined?
- (a) Article 75 (b) Article 74
(c) Article 77 (d) Article 78
4. "There shall be a Council of Ministers with the Prime Minister at the head to aid and advice the President who shall in the exercise of his functions act in accordance with such advice". This provision in the Constitution has been laid down by which one of the following Constitutional Amendment Acts?
- (a) 41st Amendment (b) 42nd Amendment
(c) 43rd Amendment (d) 72nd Amendment
5. Chief Election Commissioner can be removed from his office by
- (a) Chief Justice of Supreme Court
(b) The President
(c) Provision of the Cabinet
(d) 2/3 majority of the members of both the Houses of the Parliament on the basis of proven misconduct

6. Who among the following extends the jurisdiction of a High Court to, or excludes from, any Union territory?
- (a) Parliament by law
 - (b) The President of India
 - (c) The Chief Justice of India
 - (d) Legislature of the State in which the High Court is situated
7. Who among the following is hailed as the father of local self-government in India?
- (a) Lord Mayo
 - (b) Lord Ripon
 - (c) Jawaharlal Nehru
 - (d) Mahatma Gandhi
8. Municipal Area means the territorial area of a Municipality as is notified by the
- (a) Governor
 - (b) Municipal Commissioner
 - (c) Municipal Council
 - (d) Council of Ministers

9. The person making request for the information shall be provided the information free of charge under which of the following circumstances?
- (a) Where a public authority fails to comply with the time limits specified
 - (b) Where fee required is below Rs.10
 - (c) Where the information pertains to the life and liberty of the person
 - (d) All the above
10. Who of the following is not the part of the committee to select the CVC?
- (a) Home Minister
 - (b) Leader of opposition in the Lok Sabha
 - (c) Prime Minister of India
 - (d) Leader of opposition in the Rajya Sabha

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) How was the Mughal Empire divided administratively?
- Or
- (b) What is Sapthanga theory?

12. (a) List the power and functions of PM.

Or

(b) Enumerate the functions of Cabinet Secretariat.

13. (a) Describe the functions of Election Commission.

Or

(b) Elaborate the challenges of Election Commission.

14. (a) Discuss the problems faced by Urban Local Bodies.

Or

(b) List the features of District Administration.

15. (a) Elucidate the various nodal agencies and other mechanisms for grievance redressal.

Or

(b) Examine the features of Lokayuta Act.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Compare the link between Kautilyan Administration to present day Public Administration.

Or

- (b) Enumerate the major administrative development after Independence.

17. (a) List the legislative functions of President.

Or

- (b) Describe the Ministry of Finance and its Departments.

18. (a) What are the various devices of parliamentary proceedings?

Or

- (b) Explain the structure of Indian Judiciary.

19. (a) Elucidate the structure of Urban Local Government.

Or

- (b) Discuss the challenges of e-Governance.

20. (a) Critically analyse the problems associated with CBI.

Or

(b) Examine the significance of RTI.

(6 pages)

Reg. No. :

Code No. : 5335

Sub. Code : ZPAE 11

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022

First Semester

Public Administration

Elective – CONSTITUTION OF INDIA

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer:

1. The Government of India Act 1935 divided powers between the Centre and units into.
 - (a) Two lists
 - (b) Four lists
 - (c) Three lists
 - (d) Five lists

2. The idea of Constituent Assembly for India was first put forward by.
 - (a) Jawaharlal Nehru
 - (b) V.T. Krishnamachari
 - (c) Dr. Rajendra Prasad
 - (d) M.N. Roy

3. The head of the Indian State is the.
 - (a) Prime Minister
 - (b) President
 - (c) Chief Justice of India
 - (d) Attorney General of India

4. The real executive authority is the
 - (a) Prime Minister (b) Vice-President
 - (c) President (d) Speaker

5. Article 164 says that the Chief Minister will be appointed by the.
 - (a) President
 - (b) Governor
 - (c) Chief Justice of India
 - (d) Prime Minister

6. The village assembly consisting of all the registered voters in the area of a Panchayat is called.
- (a) Panchayat Raj (b) Panchayat Samiti
(c) Gram Sabha (d) Zilla Parishad
7. The Indian Federal System is based on the model of
- (a) Canada (b) UK
(c) USA (d) USSR
8. The Rajamannar Committee was appointed in Tamil Nadu by the
- (a) AIDMK Government
(b) DMK Government
(c) Congress Government
(d) BJP Government
9. The appointment of the Chief Election Commissioner is made by the
- (a) Prime Minister (b) Home Minister
(c) President (d) Finance Minister
10. The Union Public Service Commission is the.
- (a) Central Recruiting Agency
(b) Central Training Agency
(c) Central Administrative Agency
(d) Central Personnel Agency

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Explain the main provisions of the Government of India Act of 1935.

Or

- (b) How did the Indian Independence Act 1947 pave way for independence and partition of India.

12. (a) What are the powers and functions of the President of India.

Or

- (b) Bring out the importance of limitations of Judicial Review in India.

13. (a) Explain the different forms of Urban Local Government.

Or

- (b) Highlight the composition, powers and functions of the State Legislature.

14. (a) Elucidate the Federal features in Indian Constitution.

Or

- (b) Explain the Centre State Administrative relations.

15. (a) Critically analyse the role, functions and duties of the Comptroller and Auditor General of India.

Or

- (b) Enunciate the powers and functions of the Finance Commission.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Enlist and explain the inviolable fundamental rights conferred upon the citizens of India.

Or

- (b) Highlight the Federal and Unitary features in Indian Constitution.

17. (a) Elucidate the types of Amendments in India Constitution.

Or

- (b) Explain the composition, powers and functions of the Parliament of India.

18. (a) What are the functions of the Chief Minister in relation to the Council of Ministers?

Or

- (b) Enunciate the structure and functions of the Rural Local Government in India.

19. (a) Bring out the chief Sarkaria Commission recommendations.

Or

- (b) Highlight the major areas of conflict in Centre-State relations.

20. (a) Explain the Constitutional status and Organizational structure of the Union Public Service Commission.

Or

- (b) What are the reasons for replacing the Planning Commission with NITI Aayog.
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(6 pages)

Reg. No. :

Code No. : 5336

Sub. Code : ZPAE 12

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022

First Semester

Public Administration

Elective – PUBLIC ADMINISTRATION FOR
COMPETITIVE EXAMINATIONS

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. The Union Public Service Commission of India has been established under the..?
 - (a) Article 315
 - (b) Article 320
 - (c) Article 325
 - (d) Article 335

2. What does it mean that the Council of Ministers is collectively responsible to the Lok Sabha?
- (a) All Ministers are liable to the Lok Sabha for their work
 - (b) All Ministers are responsible for the Rajya Sabha for their work
 - (c) All ministers will act as a team
 - (d) Both (a) and (c)
3. How many tiers are in the Panchayati Raj system of India?
- (a) One-tier (b) Two-tier
 - (c) Three-tier (d) Four-tier
4. Who among the following can remove the governor of a state from office?
- (a) Legislative Assembly
 - (b) Parliament
 - (c) President
 - (d) Supreme Court
5. What is an Ombudsman in India called?
- (a) Lokpal (b) Lokayukatha
 - (c) Both of them (d) None of them

6. Which committee recommends establishing the Central Vigilance Commission in India?
- (a) Santhanam Committee
 - (b) Goipariya Committee
 - (c) Raj Mananar Committee
 - (d) None of the above
7. Who appoints the Chairman and members of the State Public Service Commission?
- (a) The President of India
 - (b) The Governor of State
 - (c) The Chief Justice of the Supreme Court
 - (d) A Committee of Prime Minister, Home minister and the Leader of opposition
8. The permanent executive means
- (a) Governor (b) President
 - (c) Civil Servants (d) The cabinet
9. The use of Information Technology (IT) to improve the ability of government to address the needs of society is known as _____
- (a) E-Business (b) E-Administration
 - (c) E-Governance (d) E-Marketing

10. The Disaster Management Act was passed in the year
- (a) 2003 (b) 2005
(c) 2007 (d) 2010

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Analyse the legislative powers of President of India.

Or

- (b) Elucidate the composition of Union Public Service Commission.

12. (a) Discuss the functions of the Council of Ministers in State Administration.

Or

- (b) Examine the role of Governor in State Administration.

13. (a) Describe the various role models for Civil Services.

Or

- (b) Explain the political rights of public servants.

14. (a) Examine the investigation procedures of Central Bureau of Investigation.

Or

- (b) Illustrate the powers of National Human Rights Commission.

15. (a) Evaluate the implementation of RTI Act in India.

Or

- (b) Discuss the application of E-Governance in social welfare administration.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Explain the structure and functioning of the state legislature and executive in India.

Or

- (b) Describe the structure and functions of Union Public Service Commission.

17. (a) What are the challenges before Indian Administration? Suggest Appropriate Remedies.

Or

- (b) Examine the relevance of 73rd Constitutional Amendment Act in strengthening rural local bodies in India.

18. (a) Trace the genesis and explain the functions of Staff Selection Commission.

Or

(b) Illustrate the process of civil service recruitment and training in India.

19. (a) Examine the powers and functions of Human Rights Courts in India.

Or

(b) Highlight the advantages and limitations of administrative tribunals.

20. (a) Discuss the role of disaster management authorities in disaster management.

Or

(b) Analyse the application of E-Governance in social welfare administration.

(7 pages)

Reg. No. :

Code No. : 5338

Sub. Code : ZPAM 22

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Second Semester

Public Administration — Core

COMPARATIVE PUBLIC ADMINISTRATION

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Which one of the following thinkers was first to talk about the concept of 'Constructive Conflict' in an organization?
 - (a) Elton Mayo
 - (b) Mary Parker Follett
 - (c) Peter Blau
 - (d) Henri Fayol

2. Match List-I with List-II and select the correct answer using the code given below the lists.

List-I

List-II

(Commission/Committee) (Recommendation)

- | | | | |
|-----|-------------------------|----|--|
| (a) | First Hoover commission | 1. | Division of training and education |
| (b) | First Hoover commission | 2. | Reorganization of US President's office |
| (c) | Brown low committee | 3. | Senior executive service |
| (d) | Fulton committee | 4. | Office of general service administration |

Code :

A B C D

- (a) 4 2 1 3
(b) 4 1 2 3
(c) 2 1 3 4
(d) 3 4 1 2

3. By which one of the following acts, are the political activities of civil servants in the USA regulated?

- (a) The Hatch Act of 1939
(b) The civil service act of 1833
(c) The Ramspeck Act of 1940
(d) The Taft-Kartley Act of 1947

4. The office of the Ombudsman like institution in the form of parliamentary commissioner, for administration in the United Kingdom was set up on the recommendations of which one of the following reports?
- (a) Sir John Whyatt Report
 - (b) Northcote-Trevelyan Report
 - (c) Fulton Report
 - (d) Aitchison Report
5. Which one of the following statements in respect of the French Civil Service is not correct?
- (a) ENA is concerned with the training of technical personnel.
 - (b) Basic unit of organization of the civil service is called Corps.
 - (c) French Civil Service is etilist
 - (d) Civil servants are allowed to take leave and contest for political offices.
6. Which of the following local government units are prevalent in France?
- 1. Department
 - 2. Arrondissement
 - 3. Canton
 - 4. Commune
- Which of the above are correct?
- (a) 1, 2 and 4 only
 - (b) 2, 3 and 4 only
 - (c) 1, 2, 3 and 4
 - (d) 1 and 3 only

7. The Amakudari system in respect of the civil service in Japan is
- (a) a post-retirement assignment
 - (b) professional training
 - (c) foreign posting
 - (d) monetary compensation
8. Which of the following statements “regarding civil services in Japan is/are correct”?
- 1. The NPA and MCA are its principal controlling and coordinating agencies.
 - 2. The Japanese higher civil service is etilist.
- (a) 1 only (b) 2 only
 - (c) Both 1 and 2 (d) None of above
9. In which among the following countries is Charter Mark programme being effectively used to evaluate the performance government agencies through outside independent agencies?
- (a) Japan (b) France
 - (c) Great Britain (d) USA
10. The “Collegial” type of executive can be found in which one of the following countries?
- (a) Japan (b) France
 - (c) Switzerland (d) Great Britain

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Explain the scope of contemporary public administration?

Or

- (b) Bring out the elements of development administration.

12. (a) Explain Rigg's model of public administration.

Or

- (b) Describe the importance of public services in France.

13. (a) Discuss the separation of powers in USA.

Or

- (b) Bring out the administrative system of UK.

14. (a) Give an account of administration system at Grasroot level.

Or

- (b) How does administrative grievances of people redressed in USA? Explain.

15. (a) Write short note on London country council.

Or

- (b) Explain the means of citizen's grievances in France.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Point out the historical dimensions of contemporary public administration.

Or

- (b) Explain the meaning, nature and scope of contemporary public administration.

17. (a) Examine the Ecological approach to comparative public administration.

Or

- (b) Bring out the main theories of comparative public administration.

18. (a) Analyze the organization of public services in UK.

Or

- (b) Compare the higher civil services of UK and USA.

19. (a) Evaluate the relation between citizen and administration.

Or

(b) Analyze the merits and citizen participation in administration.

20. (a) Give an account of the council manager plan.

Or

(b) What are the new problems encountered by contemporary Public Administration? Explain.

(6 pages)

Reg. No. :

Code No. : 5343

Sub. Code : ZPAM 31

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Public Administration – Core

BUSINESS ADMINISTRATION IN INDIA

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The process of buying and selling is termed as
 - (a) Trade
 - (b) Profession
 - (c) Employment
 - (d) Manufacturing

2. Business administration involves.
 - (a) foreign tours
 - (b) disciplinary action
 - (c) writing bills
 - (d) decision making

3. The concept of limited liability is applicable in case of
- (a) sole proprietorship
 - (b) partnership firms
 - (c) joint stock companies
 - (d) government employers
4. Identify a multi national company from the following.
- (a) aawin (b) khadi craft
 - (c) proctor and gamble (d) I.T.C.
5. “The art of getting things done, by the efforts of subordinates” is known as _____.
- (a) profession (b) business
 - (c) management (d) governing
6. Planning involves
- (a) forecasting and decision making
 - (b) command and control
 - (c) income and expenditure
 - (d) risk and rewards

7. Entrusting a work and necessary authority to subordinates there of is termed as
- (a) centralisation
 - (b) decentralisation
 - (c) delegation
 - (d) decision making
8. "The hierarchy of needs" was presented by
- (a) Maslow
 - (b) Herzberg
 - (c) R. K. Narain
 - (d) M. S. Swaminathan
9. Paddy procurement in Tamil Nadu is taken care of by
- (a) KVIC
 - (b) TNCSC
 - (c) SIDCO
 - (d) SIPCOT
10. Primary agricultural cooperative societies function at the
- (a) Village level
 - (b) District level
 - (c) State level
 - (d) National level

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Narrate the nature of business administration.

Or

- (b) Distinguish between a profession and an employment.

12. (a) Highlight the role of joint stock companies in the economic development of India.

Or

- (b) Describe the functions of “LIC” of India.

13. (a) Point out the contributions of F.W. Taylor to the management.

Or

- (b) Classify the different types of decisions and explain any two of them.

14. (a) What is span of Management? How should it be out the three levels of Management?

Or

- (b) Identify the problems in delegation.

15. (a) Classify and comment on various types of cooperative societies.

Or

- (b) Why cooperative milk producers societies are formed?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

16. (a) Analyse the primary and secondary objectives of business.

Or

- (b) Describe the rights and duties of partners in a firm.

17. (a) Classify joint stock companies in India and outline their role in the economy.

Or

- (b) Identify and explain any eight qualities of a successful entrepreneur.

18. (a) Discuss in detail the different functions of Management.

Or

- (b) Elaborate the process of decision making.

19. (a) Make a critical appreciation of

- (i) Line organisation
- (ii) Line and staff organisation and
- (iii) Functional organisation

Or

- (b) (i) “Is delegation, shirking of responsibilities”?
- (ii) Discuss the problems in centralization.

20. (a) Point out the formalities to be followed in the formation of cooperative organizations in India.

Or

- (b) Evaluate the role of cooperative societies in promoting rural economy in Tamil Nadu.
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(6 pages)

Reg. No. :

Code No. : 5344

Sub. Code : ZPAM 32

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Public Administration – Core

CONSUMER RIGHTS IN INDIA

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. A consumer is one who
 - (a) buys the goods
 - (b) possess the goods
 - (c) sell the goods
 - (d) buys and uses the goods, ultimately

2. Consumerism is meant to protect the interests of the
- (a) Consumers (b) Dealers
(c) Government (d) Judiciary
3. Bureau of Indian standards is applicable to
- (a) agro based goods (b) foreign automobiles
(c) herbal medicines (d) industrial products
4. The term "FSSO" relates to
- (a) medicines
(b) edible items
(c) non-edible products
(d) petrochemical products
5. The expanded form of "T and C" is
- (a) Trade and contracts
(b) Total and check
(c) Terms and conditions
(d) Treat and celebrate
6. Modern commerce is moving towards
- (a) consumers (b) middleman
(c) e-commerce (d) barter trade

7. Consumer courts could intervene only if
- (a) advocates fees are paid in advance
 - (b) documentary evidences are produced
 - (c) central governments gives necessary approval
 - (d) written complaints are lodged with local police
8. Trade disputes usually arise between a dealer and
- (a) a satisfied customer
 - (b) unsatisfied consumer
 - (c) a government official
 - (d) court staff
9. PDS are meant to supply,
- (a) liquor to bars and restaurants
 - (b) luxury goods to the poor
 - (c) essential goods to the needy
 - (d) electronic goods to students
10. The forum meant to render service to the common citizens is
- (a) TNCSC
 - (b) TNSTC
 - (c) NGO
 - (d) DIG

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) “Consumers need to be educated” – Explain.

Or

- (b) What do you mean by “Right to redressal”?

12. (a) Comment on “Food safety and standards organization”.

Or

- (b) State the objectives of the essential Commodities Act, 1955.

13. (a) Mention any four situations during which a consumer may have grievances.

Or

- (b) Suggest and explain any two relief available for an aggrieved consumer.

14. (a) Narrate the functions of “NCDRC”.

Or

- (b) Point out any four powers of “DCDRF”.

15. (a) Narrate the role of PDS outlets in providing essential goods to the needy in Tamil Nadu.

Or

- (b) Make a note on “Ministry of Consumer affairs”.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Explain the evolution, scope and importance of consumer rights.

Or

- (b) Discuss the different types of consumer rights.

17. (a) Analyse the various means and mechanisms available to prevent black marketing in India.

Or

- (b) Write a detailed note on:

(i) “AGMARK” and

(ii) “BIS”

18. (a) Describe the procedure to be adopted for preferring complaints by consumers.

Or

- (b) Give a detailed account of any four unfair trade practices.

19. (a) How disputes may arise between businessmen and consumers?

Or

(b) Evaluate the role of “SCDRC” in settling consumer disputes in Tamil Nadu.

20. (a) Critically analyse the problems of consumers in Online Trade.

Or

(b) How NGOs protect and promote consumer rights in India?

(6 pages)

Reg. No. :

Code No. : 5345

Sub. Code : ZPAM 33

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Public Administration - Core

PUBLIC SECTOR ADMINISTRATION

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Public sector undertakings are owned by
 - (a) General public
 - (b) RBI
 - (c) NRIs
 - (d) Government

2. Under mixed economy philosophy
 - (a) only private sector is operating
 - (b) only public sector is functioning
 - (c) both private and public sectors are co-existing
 - (d) both Indian and foreign governments are involved.

3. Find the odd man out
 - (a) L.I.C. of India (b) N.L.C
 - (c) ICICI (d) Indian railways

4. Public corporations are established under a specific
 - (a) Statute
 - (b) Indian Companies Act, 1956
 - (c) Indian Partnership Act, 1932
 - (d) Parliament constituency

5. A Secretariat could be compared to
 - (a) Brain (b) Limbs
 - (c) Blood vessels (d) Eyes and ears

6. Directorate of higher education is meant to govern
 - (a) Higher Secondary Schools
 - (b) Colleges and Universities
 - (c) Studies abroad
 - (d) Professional courses only

7. Village level land records are under the care of
- (a) Panchayat head
 - (b) V.A.O.
 - (c) R.I.
 - (d) Ward council members
8. Police department is in charge of
- (a) Law and order and crime control
 - (b) Revenue generation
 - (c) Health and sanitation
 - (d) Night patrol and traffic regulation
9. SSC stands for
- (a) Staff Selection Commission
 - (b) Social service centers.
 - (c) Self study centers.
 - (d) Self service canteens
10. The number of levels of examination to successfully clear All India Services (CIVIL)
- (a) One
 - (b) Two
 - (c) Three
 - (d) Four

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) State the significance of public sector in India.

Or

- (b) Trace the evolution of public Sectors in India after independence.

12. (a) Narrate about “Line and staff agencies”.

Or

- (b) Why Independent Regulatory Commissions are formed?

13. (a) Where and why the control secretariat is functioning in India?

Or

- (b) Comment on the contribution of Ministry of Local administration in rural development.

14. (a) “A district Collector is also designated as District Magistrate” - comment.

Or

- (b) Who are block level officers?

15. (a) Identify the three levels of examinations to be cleared to get into All India civil services.

Or

- (b) Justify the need for any two administrative reforms at the All India level.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Evaluate the functioning of public sector undertakings in India.

Or

- (b) Analyze the contribution of any two public sector undertakings of your choice, to the Indian economy.

17. (a) Compare and comment on Public Corporations with departments.

Or

- (b) Enumerate and explain any two kinds of departments.

18. (a) Describe the role of Home Ministry and Finance Ministry in Tamilnadu.

Or

(b) Assess the role and significance of State Secretariat.

19. (a) State the role of 'Tahsildar' in local administration.

Or

(b) Identify and elaborate the role of two top level hierarchy heads of a district.

20. (a) 'Public Sector Organizations need to be reformed' - Discuss.

Or

(b) Give a detailed account on and about

(i) UPSC

(ii) TNPSC and

(iii) SSC.

(6 pages)

Reg. No. :

Code No. : 5346

Sub. Code : ZPAM34

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

PUBLIC ADMINISTRATION - CORE

RESEARCH METHODOLOGY

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Action Research means
 - (a) A research carried out to solve the immediate practical problems
 - (b) Creating the problem
 - (c) Pure research
 - (d) Applied Research

2. The process not require in experimental research is
 - (a) Observation (b) Manipulation
 - (c) Content analysis (d) Controlling

3. Research problem is selected from the stand point of
 - (a) Research's interest
 - (b) Social relevance
 - (c) Financial support
 - (d) Problem of literature

4. Formulation of hypothesis is not required in
 - (a) Survey method
 - (b) Normative studies
 - (c) Historical studies
 - (d) Experimental studies

5. Random sampling is very useful to
 - (a) An economical method of data collection
 - (b) Free from personal bias
 - (c) Reasonably accurate
 - (d) All the above

6. Integrity and transparency are fundamental
 - (a) Issues in business
 - (b) Requirements in research
 - (c) Methodologies in research
 - (d) Ethical principles in research

7. Field work based research is classified as
 - (a) Experimental (b) Empirical
 - (c) Historical (d) Biographical

8. Primary data for the research process collected through
 - (a) Experiment (b) Survey
 - (c) Both (a) and (b) (d) None of the above

9. The last stage of research is
 - (a) Research compiling
 - (b) Research interpretation
 - (c) Report writing
 - (d) Research data

10. A books and records are primary sources of data in
 - (a) Participatory research
 - (b) Historical research
 - (c) Laboratory research
 - (d) Clinical research

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Describe the meaning and the types of research.

Or

- (b) List out the characteristics of social science research.

12. (a) Explain the meaning and importance of secondary data.

Or

- (b) Illustrate the types of Hypothesis.

13. (a) Assess the meaning and types of research sampling.

Or

- (b) Estimate the merits and demerits of the questionnaire.

14. (a) Write a short note on research ethics.

Or

- (b) Explain the misinterpretation of data in the research.

15. (a) Discuss the research report format.

Or

(b) Bring out the meaning and importance of bibliography.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Examine the need and importance of social science research.

Or

(b) Elucidate the challenges of research methodology.

17. (a) Analyze the meaning and significance of review literature.

Or

(b) Compare the difference between the limitations and delimitations.

18. (a) Critically examine the meaning and types of research design.

Or

(b) Bring out the method of data collection.

19. (a) List the role of the intellectual honesty in research.

Or

(b) Write an essay on content analysis.

20. (a) Evaluate the need of foot notes and end notes.

Or

(b) Elucidate the uses of the SSPS in social science research.

(7 pages)

Reg. No. :

Code No. : 5347

Sub. Code : ZPAE 31

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Public Administration

Elective — CIVIL SERVICES AND RECRUITMENT
AGENCIES IN INDIA

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Father of modern civil service in India is
 - (a) J. Nehru
 - (b) Zakir Hussain
 - (c) Sardar Vallabai Patel
 - (d) Zail Singh

2. The functions of UPSC is
 - (a) consulted by the government in matters relating to the appointment, transfer, promotion and disciplinary matters
 - (b) international agency for appointment, transfer, promotion and disciplinary matters
 - (c) private agency for appointment, transfer, promotion and disciplinary matters
 - (d) training agency
3. Railway recruitment board
 - (a) 1990 in the Ministry of Railways (Railway Board), New Delhi
 - (b) 1992 in the Ministry of Railways (Railway Board), New Delhi
 - (c) 1996 in the Ministry of Railways (Railway Board), New Delhi
 - (d) 1998 in the Ministry of Railways (Railway Board), New Delhi
4. The Staff selection board recruits for
 - (a) various posts in the various ministries and departments of the government of India and its subordinate offices
 - (b) various posts in corporate companies
 - (c) banking system
 - (d) various posts in the various NGOs

5. The role of civil service training institute
 - (a) training institute for ministers and their secretaries
 - (b) training for senior civil servants
 - (c) training for fresh recruits according to service allotted to them
 - (d) training for all the chief secretaries

6. The state public service commission
 - (a) comprises of a chairman and other members appointed by the governor of the state
 - (b) members appointed by the parliament
 - (c) members appointed by the supreme court
 - (d) comprises of a chairman and other members appointed by the chief minister of the state

7. Training in civil service is important
 - (a) for administrative preparedness and service to society
 - (b) for spirituality
 - (c) for technical preparedness
 - (d) for engaging civil servants to work in self-interest

8. Disciplinary procedure
 - (a) Article 314 provides two procedural safeguards to civil servants
 - (b) Article 315 provides two procedural safeguards to civil servants
 - (c) Article 311 provides two procedural safeguards to civil servants
 - (d) Article 321 provides two procedural safeguards to civil servants

9. Civil service conduct rules
 - (a) recommends 'absolute power'
 - (b) recommends 'no integrity'
 - (c) recommends 'absolute control'
 - (d) recommends 'absolute integrity'

10. General public opinion on government officials are
 - (a) Government officials are all corrupt and untrained
 - (b) Government officials are not insensitive
 - (c) Government officials follow democratic values
 - (d) Government officials are demigods

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Write a note on the All - India Services.

Or

- (b) Explain the need for neutrality in civil service.

12. (a) Describe the functions of the railway recruitment board.

Or

- (b) Elucidate the status of the National Recruitment agency.

13. (a) What is the role of the State Public Service Commission?

Or

- (b) Describe the purpose of Anna Institute of Management.

14. (a) What is the role of the teachers recruitment board?

Or

- (b) Explicate the process of promotion in the civil service.

15. (a) Comment on the need for integrity in civil service.

Or

- (b) Describe the importance of ethics in civil service.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

16. (a) Trace the evolution of civil service in India.

Or

- (b) Examine the relationship between political executive and civil servants.

17. (a) Throw light on the role and functions of the UPSC.

Or

- (b) Discuss any two national recruiting agencies.

18. (a) Critically analyse the role and functions of the State Public service commission.

Or

- (b) Discuss the need and challenges of the civil service training institutes.

19. (a) Deliberate on the process of recruitment in civil service.

Or

(b) Throw light on the importance of training of civil servants.

20. (a) Analyse the 3rd ARC recommendations on civil service.

Or

(b) Give details on capacity building and preparedness of government officials.

(6 pages)

Reg. No. :

Code No. : 5348

Sub. Code : ZPAE 32

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Public Administration

Elective — CITIZEN AND ADMINISTRATION

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. In which year, parliament passed the citizenship Act?
 - (a) 1950
 - (b) 1955
 - (c) 1960
 - (d) 1965

2. In a democratic form of government, a citizen has a right and means to examine the process of decision making, it is known as
 - (a) transparency
 - (b) dictatorship
 - (c) equality
 - (d) legitimacy

3. Which one of the following functions does not form part of the jurisdiction of a district collector?
 - (a) Redress of public grievances
 - (b) Discharge of protocol functions
 - (c) Allocation of official accommodations in the district
 - (d) Disciplinary action, including dismissal, against the superintendent of police in the district

4. A citizens' charter represents the commitment of an organization towards
 - (a) time frame of service delivery
 - (b) grievance redressal mechanism
 - (c) transparency
 - (d) all the above

5. Authority delegated to a subordinate can take back under
 - (a) Centralization
 - (b) Decentralization
 - (c) Delegation
 - (d) None of the above

6. Which one of the following acts has a direct relevance for grievance handling practices?
- (a) The Factories Act, 1948
 - (b) The Industrial Dispute Act, 1947
 - (c) The Industrial Employment (Standing) Act, 1946
 - (d) All the above
7. Consumer compliant forum is called as
- (a) RTI
 - (b) High court
 - (c) Consumer form
 - (d) Police station
8. Which one of the following state has first introduced the a law on right to information?
- (a) Tamil Nadu
 - (b) Utter Pradesh
 - (c) Gujarat
 - (d) Maharashtra
9. Which one of the following is not the feature of good governance?
- (a) Accountability
 - (b) Rule of law
 - (c) Transparency
 - (d) Red Tapism
10. Social media is
- (a) Whole sale
 - (b) Individual shop
 - (c) Social platform
 - (d) All the above

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Explain the citizenship enshrined in the Indian constitution.

Or

- (b) Illustrate the role and importance of participatory democracy.

12. (a) Bring out the evolution and features of citizen charters.

Or

- (b) Estimate the role of NGO's in promoting citizen participation in administration.

13. (a) Explain the merits and demerits of decentralization.

Or

- (b) Discuss the grievance redressal mechanism at center level.

14. (a) Write a short note on working of consumer courts India.

Or

- (b) Describe the challenges of RTI Act in India.

15. (a) Estimate the role of social media in citizen participation in administration.

Or

- (b) Point out the corporate social responsibility in administration.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Elucidate the meaning, qualities and significance of good citizen.

Or

- (b) Examine the meaning and significance of citizen participation.

17. (a) Evaluate the role and importance of agencies for citizen participation.

Or

- (b) Discuss the challenges of citizen participation in administration.

18. (a) Analyze meaning and types of delegation.

Or

- (b) Bring out the role and need for citizen participation in grassroots level.

19. (a) Examine the role and importance of consumer protection Act 2019.

Or

(b) Give an account of national consumer disputes redressal commission.

20. (a) Critically examine the role and significance of citizens in good governance.

Or

(b) Write an essay on accountability citizen's participation in administration.
