



School of Development Studies

MBA Development Management

Batch-02nd (2022-2024)

First Year, Term 3, End Term Examinations, April 2023

CC- 633 Public Governance and System Management

Time - 3 Hour

Maximum Marks:50 (Pass Marks: 20)

The question paper contains 1 printed page.

Q1. Answer **any five** of the following in not more than 150 words each:

(5 x 5 = 25 Marks)

- (a). Public Sphere
- (b). Network Society
- (c). Communicative Action
- (d). Civil Society
- (e). Governance
- (f). Public Services
- (g). Welfare State
- (h). Public Policy
- (i). Street level Bureaucracy

Q2. Answer **any one** of the following in not more than 250 words:

(1 x 10 = 10 marks)

- (a). How does public policy contribute to human wellbeing? Discuss with examples.

OR

- (b). What is good governance? Discuss some indicators of good governance.

Q3. Critically evaluate performance of public service delivery for achieving sustainable social development in India. Suggest what can be done to improve the quality of public services. (answer in not more than 500 words.)

(15 Marks)