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Limited Competitive Examination for Filling of Vacancies in the Home Based  
 Personal Assistants' Posts in Sri Lanka Missions Aborad - 2012

### Shorthand - I

- \* To be dictated at 80 words per minute for 05 minutes.
- \* Time allowed for transcription is 58 minutes.

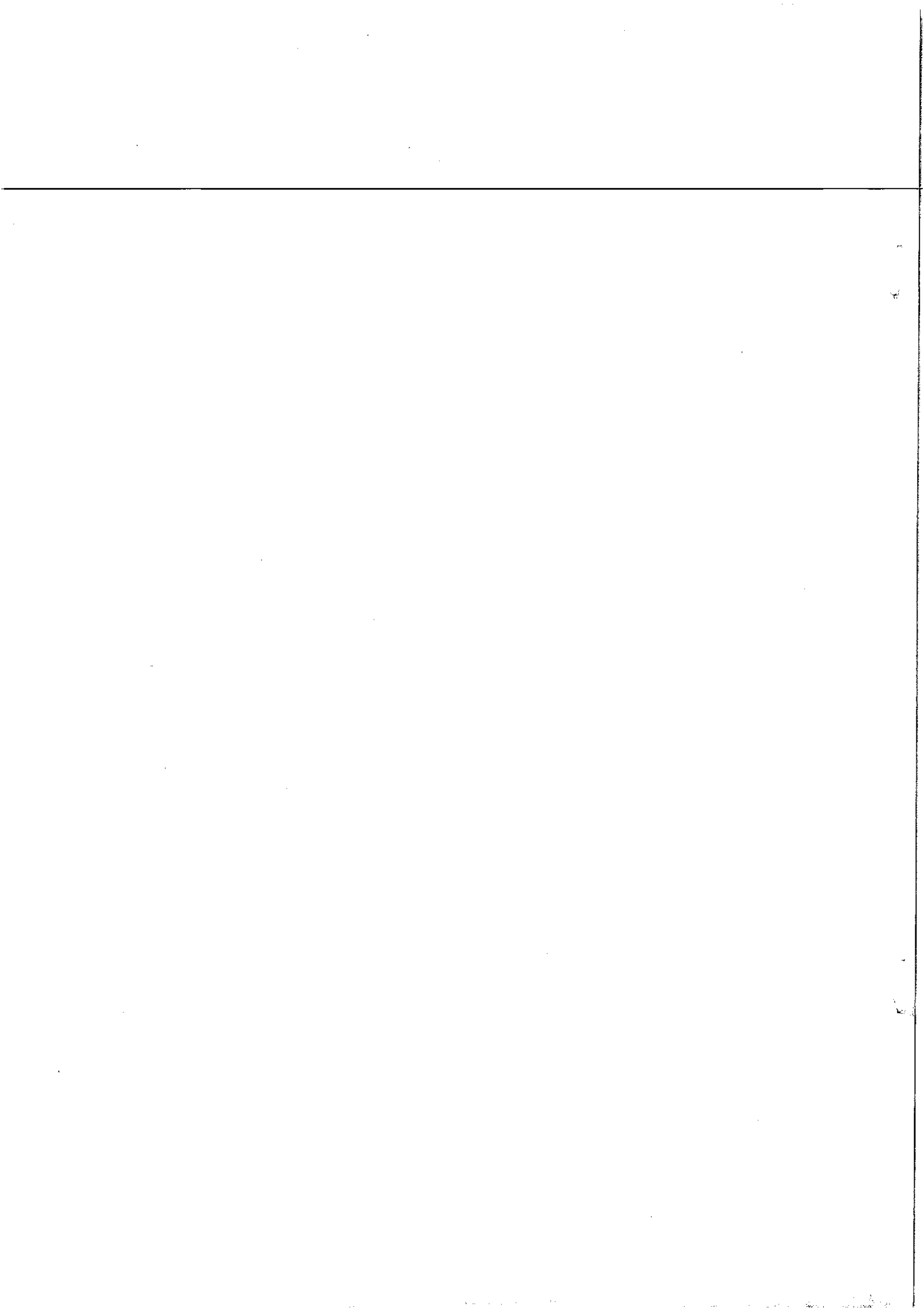
One popular definition of Public Administration is that it is the action part of the government. There are two actors / involved in the government. One is the political actor and the other is the bureaucracy. The role of the political / actor is to coordinate, organize and to monitor while the role of implementation is played by the bureaucracy or the / public administration.

The nature of public administration is that it is complex and has a wide scope. It is dealing with // relationships among political, economic, social, ethical, management, legal, scientific and technological values and systems at micro and macro level. The / scope of public administration is very wide that it covers a broad area from garbage collection at local level to / exploration of outer space at international level. Further, public administration is changing from time to time. It is country specific / and challenging also.

Public Administration is not an individual but a collective and co-operative effort. Implementation of public policies is // a group effort so that the entire group should work relentlessly to achieve the desired objectives. Employees assigned with varied / tasks in different divisions of the organization should equally contribute to reach one common goal.

However, public administration does not / deal only with implementation of policies. The senior bureaucrats have to involve in policy preparation and policy analysing as well. / They possess a vast knowledge which they have derived from educational qualifications and direct experience of the operation of public // policies. Therefore, they have the capacity to advise on the financial and administrative implications of different policy alternatives. Through their / knowledge and experience they can argue about the financial and administrative difficulties of policy proposals, the repercussions likely to be / encountered from the affected groups and new methods of dealing with policy problems.

When developing a public policy a number / of factors and considerations have to be kept in mind. Public interest, effectiveness and efficiency are some of them. Public // interest is quite vital. The main responsibility of public administration is to serve the general public. Hence, when developing a / policy it is essential to consider the interest of the society as a whole. It must be ensured that the / process is fully inclusive especially of those who are often overlooked or unable to participate. If a policy will achieve / stated goals it is effective. Efficiency is to what extent the resources are utilized in achieving goals and implementing a // policy.



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**Shorthand - II**

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Public administration is the management of affairs of the government organizations. There are many views regarding the scope and range / of activities included in public administration. Some people think the basic principles of administration are applicable equally to all organizations / whether they are public or private. There are some clearly observable similarities in the practice of public and private administration. / However, there are fundamental differences between the two.

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Public administration is characterized as bureaucratic and inefficient while private administration is // considered efficient and businesslike. The reason for this may be that public administration always concern about procedures as / they have to adhere to the rules and regulations of the government. Public administration has to function within the legal / framework.

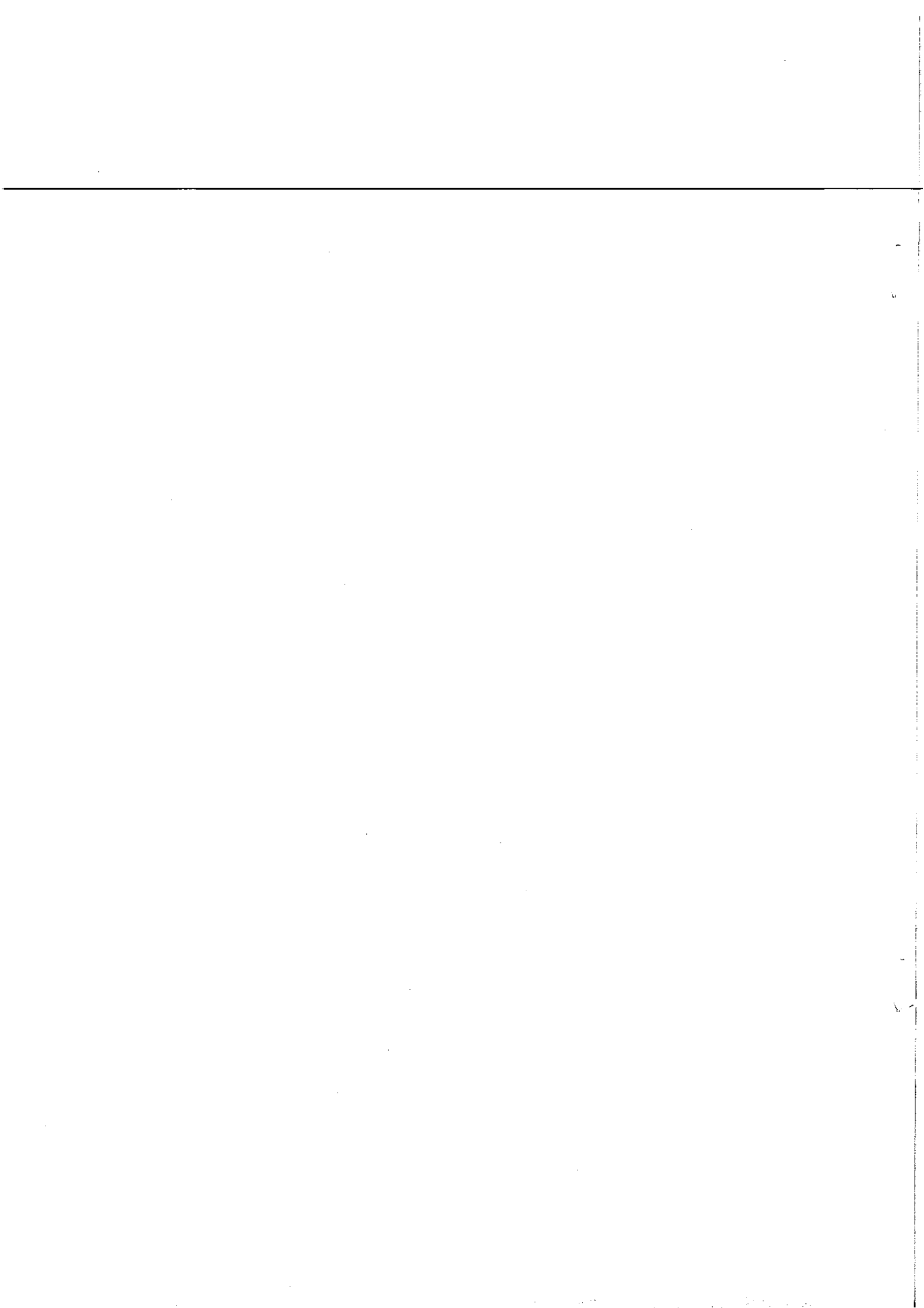
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Otherwise their actions will be declared invalid. On the contrary business administration is relatively free from such constraints of / law. Further public administration is subjected to political direction in most policy matters and it is the responsibility of the // bureaucrats to implement the policies of the government.

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Public sector organizations are not profit oriented. Their main intention is to / provide a service to the community. In contrast, private sector organizations are goal oriented and their prime motive is profit / maximization. Therefore, managers of private enterprises must be efficient in order to compete with their rival companies. Their survival is / highly dependent upon the effectiveness of their market strategies. So they are quite vigilant about their competitors and take constant // measures to retain their own position in the market. However, while trying to be excelled in their business ventures, at / present some private sector enterprises are interested in providing welfare facilities to the community.

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The general public of the country / expect the public administrators to be consistent and impartial in their actions but do not expect the same from business / administrators. People and media very often enquire about and gaze at the activities of the public administrators, but do not // pay that much of attention to the activities of business administrators. One major responsibility of public administration is to develop / the nation and they are always expected to carry out their activities for the benefit of the country. Business organizations / very often concern about their own development and advancement and not of the country's development or its future.

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Unlike in / public sector organizations most business enterprises maintain a proper performance appraisal system to measure the performance level of their employees.//

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### Shorthand - III

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The history of public administration runs back to the time of kings in the past.. The ancient public administration systems / were not well organized and consisted of personnel loyal to the leaders of the country. The early part of / the traditional model of public administration system was full of nepotism and as a result corruption was prevailed. People were / not treated equally and the officials misused their power for personal gains.

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After getting independence most developing countries wanted to // develop their nations and were in search of quick ways and means in fulfilling their expectations. They were not contented / with the prevailing traditional model of public administration as it did not provide adequate opportunities to develop their countries in / the manner they expected. The leaders of developing countries encountered numerous problems such as unemployment problem and health problem. The / traditional model of administration concerned very much about procedures and did not think about the outcome of the activities. Hence // the developing countries wanted a dynamic, innovative model of administration to solve the problems they came across. Therefore it was / necessary to reform the system to suit their requirements. Further, they wanted to develop a bureaucratic system which is conducive / to carry out their development activities.

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Development administration which came into existence after traditional administration can be described as change / oriented, goal oriented and action oriented. There are distinctive characteristics of these two systems. For instance, traditional administration was strictly // adhered to rules and regulations and concerned with fulfilling legal requirements of governmental operations and maintenance of social stability. In / contrast, development administration was more concerned about developmental values rather than law and order values. Further, more attention was paid / to attitudes and processes rather than procedures and structures.

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As mentioned earlier, development administration is change oriented. In fact a / development does not take place if change does not occur. This change should be a positive growth and it includes // a change in the system also. Structural reorganization of administration system, introduction of innovative programmes to solve problems such as / unemployment and poverty are some of the changes introduced under development administration.

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Goal orientation is another key attribute of development / administration. Every development activity has a goal to achieve. For an example. economic development has the goal of improving the living / standards of people reducing poverty, increasing life expectancy etc. For these goals to be achieved they should be planned // well.

