

MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI

**M.A. PUBLIC ADMINISTRATION
CBCS PATTERN**

(With effect from 2020-2021 onwards)

Sem.	Sub. No.	Subject Status	Subject Title	Contact Hrs./ Week	Credits
(1)	(2)	(3)	(4)	(5)	(6)
III	13	Core - 9	Business Administration in India	6	4
	14	Core - 10	Consumer Rights in India	6	4
	15	Core - 11	Public Sector Administration	6	4
	16	Core - 12	Research Methodology	4	4
	17	Elective - 5	Civil Services and Recruitment Agencies in India	4	3
	18	Elective - 6	Citizen and Administration	4	3
	Subtotal			30	22
IV	19	Core - 13	Organisational Behaviour	5	4
	20	Core - 14	NGO Management	5	4
	21	Core - 15	Democracy and Development in India	4	4
	22	Core - 16	Dynamics of Indian Administration	4	4
	23	Core - 17	Project and Viva – Voce Examinations	12 +	8
	Subtotal			30	24
Total				120	90

For the Project, flexible credits are b/w 5 - 8 & Hours per week are b/w 10 - 16.

Total number of credits \geq 90	:	90
Total number of Core Courses	:	17 (16 T + 1 Prj.)
Total number of Elective Courses	:	6
Total hours	:	120

Business Administration in India

Unit I Introduction

Nature and Scope of Business Administration - Concept of Business-Human occupations-Profession, Employment-Business, Divisions of business- Industry and Commerce-Business system-Objectives of business Essentials- Qualities of a good businessman.

Unit II Business Organizations in India

Partnership-Joint stock company-public sectors-Societies Act of India-Kinds of partners-Rights and duties of partners-Kinds of Companies-Private-Public Companies-Impact of Multinational Companies in India-Insurance Companies and its functions.

Unit III Functions of Management

Meaning and Management-Functions of Management-Managerial Skills-Levels of management-Role of Manager-Contribution to Management by F.W.Taylor, Henry Fayol, Elton Mayo and Peter F.Drucker-process of planning –Decision making-Types of decisions-process of decision making.

Unit IV Organising and Directing

Principles of Organising-Organizational structure-Line and functional organisation-Span of Management, Delegation-Centralization and decentralization-Importance and Principles of directing-Motivation-Theories of motivation-Maslow, Herzberg Theories-Leadership in Administration.

Unit V Co-operative Organizations in Tamil Nadu

Formation of Co-operative Organizations under the Societies Regulation Act-Tamilnadu Co-operative Societies Act-Types of Co-operatives-Co-operative movement in India. Primary agricultural Co-operative Societies in Tamil Nadu-Tamil Nadu Civil Supplies Corporation.

References

- 1.Y.K.Bhushan,Business Organization and Management, Sulthan Chand & Sons-2012.
- 2.C.B.Gupta,Business Organization and Management, Mayr paper backs,2011.
- 3.Co-operative Societies-Monthly Magazine.

CONSUMER RIGHTS IN INDIA

Unit – I Introduction

Evolution, Meaning, Scope and Importance of Consumer Rights - Types of Consumer Rights: Right to safety, Right to be informed, Right to choose, Right to be heard and assured, Right to redressal - Consumer education –Consumer Responsibilities.

Unit- II Legal Framework

Agricultural Products (Grading and Marketing) Act, 1937 - Industries (Development and Regulation) Act, 1951 - The Essential Commodities Act, 1955 - Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 - The Consumer Protection Rules, 1987 - Bureau of Indian Standards (Recognition of Consumers' Associations) Rules, 1991 - Consumer Welfare Fund Rules, 1992 - Competition Act, 2002 - The Consumer Protection Regulations, 2005 - Right to Information Act, 2005 - Food Safety and Standards Act, 2006 - The Legal Metrology Act, 2009 – Consumer Protection Act 2019.

Unit- III Consumer Awareness

Consumer Awareness- Consumer Grievances – Consumer Complaints regarding Goods and Services: Procedure for making complaints – Relief available for Consumers - Unfair Trade Practices – e- Commerce and consumer Rights.

Unit- IV Consumer Courts

Consumer Courts in India: Structures, Objectives- Powers and functions - National Consumer Disputes Redressal Commission (NCDRC) – Tamil Nadu State Consumer Disputes Redressal Commission (SCDRC)- District Consumer Disputes Redressal Forum (DCDRF).

Unit – V Ministry of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution - Consumer Protection Councils - NGO and Civil Society organisation role in the protection and promotion of Consumers Rights - Online Trade and Consumer problems.

References:

1. Saraf D.N : Law of Consumer Protection in India (1995), Tripathi, Bombay
2. P.K.Majundhar: The Law of Consumer Protection in India (1998); Orient Publishing Co., New Delhi
3. Consumer Hand Book, Department of Consumer Affairs, Government of India.

Public Sector Administration

Unit I Introduction

Meaning, Definition, Nature, Scope and Significance of Public Sectors - Growth and evolution of Public Sectors in India - Public Sectors and Private Sectors - Public sectors in India.

Unit II Forms of Administrative Organizations

Departments - Kinds of departments - Public Corporation- Difference between public Corporation and Department - Independent Regulatory Commissions - Characteristics and Functions – Line and staff agencies.

Unit III Union and State Public Sector in India

Cabinet secretariat-Central Secretariat-Major Ministries-departments-State Secretariat-Administrative Organizations and working of departments-Home and Finance in Tamil Nadu-Role of Chief Secretary and other services-Revenue Board-Directorate of Higher Education.

Unit IV District Public Sector in Tamil Nadu

Organization of district administration-Collector, his Functions-Tahsildar-RI-VAO-Police at district level-Urban and Rural management-Superintendent of Police and his role in Administration-District Revenue System.

Unit V Public Services

All India Services-Central Services-UPSC- TNPSC- SSC- Administrative Reform Commissions-Role of Public Sectors in Development – Reforms in public sectors.

Reference

1. S.Chand, The working of public sector, Bombay.
2. Principles and practice of public enterprise management, New Delhi.
3. Steppan J.Bailey United Nations World Bank.

RESEARCH METHODOLOGY

Unit – I Introduction

Meaning, Definition and Purpose of Research- Characteristics of Research- Need for Social Science Research –Types of Research: Descriptive Research-Statistical Research or Analytical Research- Experimental Research-Explorative Research- Diagnostic Research- Case Study Method.

UNIT-II Concepts

Review of Literature – Objectives- Hypothesis- Primary and Secondary Sources - Limitations and Delimitations - Plan of the study. Concepts - Variables — Theory and its relevance.

UNIT-III Research Design and Data Collection

Research Planning –Research Design –Types of Research Design –Preparation of Research Design – Census and Sampling - Types of Sampling. Methods of Data Collection: Survey Research: Interview Methods – Questionnaires – Observation – Content Analysis – Case Study - Analysis of Data – Interpretation of Data.

UNIT-IV Research Ethics

Research Ethics: definition, moral philosophy, nature of moral judgments and reactions - Ethics with respect to Social science research - Intellectual honesty and research integrity – Committee on Publication Ethics(COPE) - World Association of Medical Editors (WAME) - Scientific misconducts: Falsification, Fabrication, and Plagiarism (FFP) - Redundant Publications: duplicate and overlapping publications, salami slicing - misrepresentation of data – UGC (Promotion of Academic Integrity and Prevention of Plagiarism in Higher Educational Institutions) Regulations, 2018.

UNIT-V Research Report and Ethics

Research Report Writing: Types, Contents of Report Writing- Research Report Format – Various Reference Models: Turabian, MLA, APA and Chicago models - Use of Computer and statistical tools in Research - SPSS in Social Science Research- Foot Notes End Notes – Appendices - Bibliography.

Reference/Text Books:

1. Ranjith Kumar, Research Methodology, Sage Publications, 2011.
2. Wishwa Prakasham, Research Methodology Methods and Technology, New Delhi, 2001.
3. Mats Alvesson and Kaj Skoldbeny, Research Methodology, Sage Publication Ltd. 2000.
4. B.N. Ghosh, Scientific Method and Social Research, New Delhi, Sterling publishers Pvt. Ltd. 2003.

5. Judith Bell, Doing Research Project, Open University Press, 2005.
6. Current, Richard N. et al American History A Survey, New York: Alfred A Knopf, 1987.
7. Parkes, Henry Bamford: The United States of America, New York: Alfred A. Knopf, 1968.

CIVIL SERVICES AND RECRUITMENT AGENCIES IN INDIA

UNIT – I Introduction

Civil Services: Origin, Meaning, Nature, functions and Significance - Evolution of Civil Services in India. Classification of Civil Services: All India Services, Central Services, State Services and Local Services - Civil Service: Neutrality and Commitment - Relationship between Political Executive and Civil Servants.

Unit – II Recruitment Agencies in All India Level

Union Public Service Commission – Staff Selection Commission (SSC)- Central and State Secretariat Services - Railway Recruitment Board – Banking Service Recruitment Board – National Recruitment Agency (NRA).

Unit – III Recruitment Agencies in Tamil Nadu

State Public Service Commission: TNPSC – Teachers Recruitment Board (TRB) – Staff Selection Commission (regional branch) - Tamil Nadu Uniform Service Recruitment Service - Anna Institute of Management, Chennai – Civil Services Training Institute (Bhavanisagar).

UNIT - IV: Recruitment and Training

Recruitment in Civil Services – Training in Civil Services: Orientation Training, In-Service Training and Post Entry Training – Promotion in Civil Services – Code of Conduct for civil servants - Disciplinary Procedure – Retirement Benefits.

Unit – V Trends and Issues

Integrity in Civil Services – 3rd ARC Recommendations on Civil Services - Administrative Corruption in Indian Civil Services – Reforms in Civil Services – Public perception about officials – Capacity building for government officials.

Text Books

1. Maheswari Sriram (2005), Public Administration in India: The higher Civil Service, Oxford University Press, New Delhi).
2. Human Resource Management: Text and Cases, McGraw Hill, New Delhi.
3. Mohit Bhattacharya and Bidut Chakraborti, Public Administration Reader, New Delhi, Oxford University Press, 2015.
4. Saroj Kumar and Jaena, Fundamental of Public Administration, New Delhi, Anamol Publication, 2014.

CITIZEN AND ADMINISTRATION

Unit-I Introduction

Citizen : Meaning and Qualities – Citizenship in Indian Constitution – Meaning and Significance of Citizen Administration – Democracy as a means of citizens participation – Participatory Democracy.

Unit-II Citizens' Charter

Citizens' Charters: Evolution, Features and Applications. Need for Citizens' Participation in Administration - Agencies for citizens' participation - Significance and Limitations of citizens' participation – NGO and Civil Society role in promoting citizens participation in Administration.

Unit-III Decentralization and Delegation

Decentralization and Delegation: Concept and Benefits – Citizens' participation at the grassroots level administration - Grievance Redressal Mechanism at the Centre and State level - Agencies for Redressal of Grievances .

Unit-IV Consumer Protection

Consumer Protection: Consumer Protection Act 2019 and Working of the Consumer Courts in India - National Consumer Disputes Redressal Commission – RTI and Right to Services in India.

Unit V Citizens' and Good Governance

Citizens and good governance – Accountability - Participation-Transparency - Social Audit - Social Media role in Citizens' participation in Administration-Corporate Social Responsibility – Issues in Citizens' participation in Administration.

Text Books:

1. Arora, K., Public Administration in India – Tradition, Trends and transformation, Paragon International Publishers, New Delhi, 2006.
2. Arora. K. Ramesh, People Centred Administration, Aalekh Publishers, 2001.
3. Bhattacharya, Mohit, Bureaucracy and Development Administration, Uppal Publishing House, New Delhi, 1979.
4. Verma, V.P. Modern Administrative Theory, Alfa Publications, New Delhi, 2008.

ORGANISATIONAL BEHAVIOUR

UNIT-I Concept of Organization

Organisation: Meaning, Features and Significance - Organisation Goals – Individual Goals- Concept of Organisational Behaviour- Nature of Organisational Behaviour- Foundation of Organisational Behaviour- Hawthorne Experiments- Contribution of Behavioural Scientists and System Scientists

UNIT-II Individual Dimensions

Perception – Personality – Determinants of Personality – Personality of Administrator – Attitudes- Motivation- Motivation and Behaviour- Theories of Motivation – Maslow’s Need Hierarchy, Two Factor Theory McClelland’s Need Theory-Theory X- Theory- Y

UNIT-III Power Authority and Leadership

Need for Control of Organisational Behaviour — Organisational Factors- Power and Authority – Bases of Power- Sources of Authority-Limits of Authority-Concept of Leadership – Trait of Leadership – Theories of Leadership

UNIT- IV Communication and Organisation

Concept of Communication- Functions and bases of Communications – Role of Language in Communication - Effective communication- Barriers in Communications – Importance of Communications in Administration.

UNIT-V Organisational Theory

Classical Organisational Theory – Scientific Management – Features of Organisation Theory- Neo Classical Organisational Theory.

Reference Books

1. Kumar, Jiraj. Organizational Behaviour: A new Look Concept, Theory and cases
New Delhi, Himalya,2012
2. Prasad L.m. Organisational Behaviour New Delhi, Sultan chand and sons,2019.
- 3.Aswathappa, Organisational Behaviour (10th Edison) New Delhi: Himalaya publishing Pvt.Ltd.,2012.

NGO MANAGEMENT

Unit I Introduction

Meaning, Definition, Concepts, Types and Functions of Non Governmental Organisation (NGO) – Classical and Modern Approaches and Models – Evolution of NGO's in India - Voluntary Action and Civil Society – Volunteerism and NGO's.

Unit II Legal Framework

Legal Frame Work for Establishing and Functioning of NGO's: Trust and societies with special reference to Trust and Society Registration Acts in India - Resource Mobilization Government Resources-Methods of fund raising in International. National and Local Level-Taxation and Tax exemption and other concessions

Unit III Management of NGO

Management of NGO's: Human Resource Management in NGO's: Staff, Volunteers & Boards, Working with Private Sectors, Organizing for Implementation, Planning, Budgeting and Marketing Strategies.

Unit IV Accounting

Functioning of NGO's: Accounting and Documentation Management & Communications: Managing Communications Advertising & Personal Persuasion, Managing Public Media & Public Advocacy.

UNIT-V Project Management

Project Management and Field Work: Philosophy and Project of Management-Project Selection, Appraisal, and Control NGO's Field Work: Role of NGO's in Social Welfare- Preventive and Rehabilitation services- NGO's and Corporate Social Responsibility

Books recommended: -

1. David Lewis, Non-Governmental Organization, Management and Development (3rd Ed.) London: Routledge, 2014
2. Snehlatha Guidelines for NGO Management in India, New Delhi: Kanisha Publishers 2014
3. Sooryamoorthy.R . Gangraale, NGO's in India: A Cross-Sectional Study
4. Abraham Anitha Formation and Management of NGO's, New Delhi: Universal Law Publishers, 2015
5. Josep Xavier.S Organization and Management of NGO's. New Delhi: Educreation Publishrs, 2019.

DEMOCRACY AND DEVELOPMENT IN INDIA

UNIT-I Introduction

Constitutional Elements: Democracy - Republic- Socialism - Social and Economic Equality and Justice - Fundamental Rights for Dignity and Development of the individual- Directive Principles of State Policy and the idea of Welfare State-Parliamentary form of Government- Universal Adult Franchise and Political Equality.

UNIT-II Policies and Programmes

Major policies and Programmes on socio-economic development: Community Development Programme- Role of Planning Commission and the success and failure of Five Year Plans- NITI Aayog role in planning - Liberal reforms in India.

UNIT-III Issues

Developmental Issues: Diversity and Pluralism - Inequality of Caste and Class-Federalism and Regional imbalances- Minorities and Tribal issues-Problems of Population Explosion and Challenges of Poverty alleviation Programmes – Urbanisation and issues.

UNIT-IV Human Development

Emerging Issues: Human Development as Electoral issue- Competitive Populism- Right to information and deepening of Democratic Development-Political Mobilization on environment and sustainable Development

UNIT-V PRI and Development

Decentralisation of power and authority: Panchayat Raj Institutions and rural development- Inclusive Growth and MGNREGA- Micro Finance: Women Self Groups and Gender Development – Issues in Reserved Village Panchayats .

Books:

1. Durga Das Basu, Introduction to the Constitution of India new Delhi Lexis Nexis 2019
2. Gaurav Datt, Ashwani Mahajan, Indiaan Economy New Delhi S.Chand 2019
3. Ram Ahuja, Social Problems In India(4th Edition) New Delhi: Rawat Publications 2020
4. Atul Kohli, Democracy and Development in India: From socialism to Pro-Business , New Delhi: Oxford University Press 2010
5. Chandran Sengupta, Democracy, Development and Decentralization in India- Continuing Dabates, London: Roultedge 2010

DYNAMICS OF INDIAN ADMINISTRATION

Unit-I: Introduction

Ethics and Integrity in Indian Administration - Problems of administration during coalition regimes - Citizen-administration interface – Corruption in administration - Disaster management.

Unit – II Personnel Administration:

Recruitment: Types and various stages – Issues in Recruitment process – Training: Need and types of training for civil servants - Labour Rights in MNCs and TNCs - Contracting: labour welfare, working environment.

Unit – III: Administrative Reforms

Privatization and Disinvestment in the era of globalization - Social Exclusion and Inclusive Policies - Digital Governance and its Problems – Right to Services – Citizens Grievance Redressal Mechanism – Judicial Review and Activism.

Unit – IV: Accountability

Concepts of accountability and control; Legislative, Executive and Judicial control over administration; Citizen and Administration; Role of media, interest groups, voluntary organizations; Civil society; Citizen's Charters; Right to Information; Social audit.

Unit – V: Good Governance

Need for Good Governance in India - Transparency, Accountability in Administration – Social Audit – e-Governance and Mobile Governance initiatives in Tamil Nadu – Governance in 21st century - Impact of Globalisation on Indian Administration – Need for capacity building for civil servants.

Reference / Text Books

1. Arun Maira, (2014), “Remaking India, One Country One destiny”, New Delhi Response books.
2. Niraja Gopal Jayal, Pratap Bhanu Mehta, (2015), “The Oxford Companion to Politics in India”, New Delhi Oxford.
3. Vasudeva, (2013), “E-Governance in India; A Reality”, New Delhi Commonwealth Publishers.
4. S.R. Maheshwari, (2013), “Administrative Reforms in India”. MacMillan Publishers India Pvt Ltd, New Delhi.
5. Bidyut Chakrabarty & Mohit Bhattacharya (Eds), 2003, Public Administration: A Reader, Oxford University Press, New Delhi
6. Vidhu Verma (2012), Non-discrimination and Equity in India: Contesting Boundaries of Social Justice, Rutledge: London.

MSU / 2021-2022 / PG –Colleges / M.A. Public Administration / Semester – IV / pr.no.23 /
Core - 17

**PROJECT AND VIVA VOCE
EXAMINATIONS**