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**இலங்கை அபிவிருத்தி நிர்வாக நிறுவகம்**  
**SRI LANKA INSTITUTE OF DEVELOPMENT ADMINISTRATION**



**Second Efficiency Bar Examination for the Officers of Sri Lanka Accountants' Service 2020(I)**

**Time: 03 hours**

**Management and Organization (20)**

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Index No / சுட்டெண்

- **Answer only five (05) questions. All questions carry equal marks.**

- I. Discuss the challenges and opportunities of implementing performance management systems in the public sector. (10 marks)
  - II. Provide examples of how effective performance management can enhance public service delivery. (10 marks)
- I. Examine the concept of "New Public Management" (NPM) and its impact on public sector organizations. (10 marks)
  - II. Provide examples of NPM reforms and their outcomes in the Sri Lankan public sector. (10 marks)
- I. Discuss the significance of leadership in the public sector. (06 marks)
  - II. Compare and contrast leadership styles in the public and private sectors. (07 marks)
  - III. Explain the implications of leadership for improving organizational performance. (07 marks)
- I. Analyse the role of ethics in increasing customer satisfaction and improving the professionalism of officers of public sector. (10 marks)
  - II. Provide examples of conflict of interest which public officers are likely to face and discuss the strategies to avert conflict of interest. same. (10 marks)

5. I. Explain the concept of "collaborative governance" in the public sector. (10 marks)  
II. Discuss with examples the benefits and challenges of collaborative approaches. (10 marks)
6. I. Evaluate the effects of digital transformation in the public sector and discuss the advantages and disadvantages of digitalization. (10 marks)  
II. Provide examples for digital initiatives taken to make public services efficient. (10 marks)
7. I. Explain the importance of transparency and accountability in the public sector. (10 marks)  
II. Provide examples for steps of transparency and how those steps can improve public trust. (10 marks)
8. I. Discuss the concept of innovation in the public sector. (10 marks)  
II. Explain how innovations can be nurtured in public agencies and the benefits of using new **applications**. (10 marks)

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