



READINGS IN

PUBLIC ADMINISTRATION

English Program – First Year – Second Part : English Section
Week 10

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Chapter One:

A glimpse of public sector management

Learning Objectives

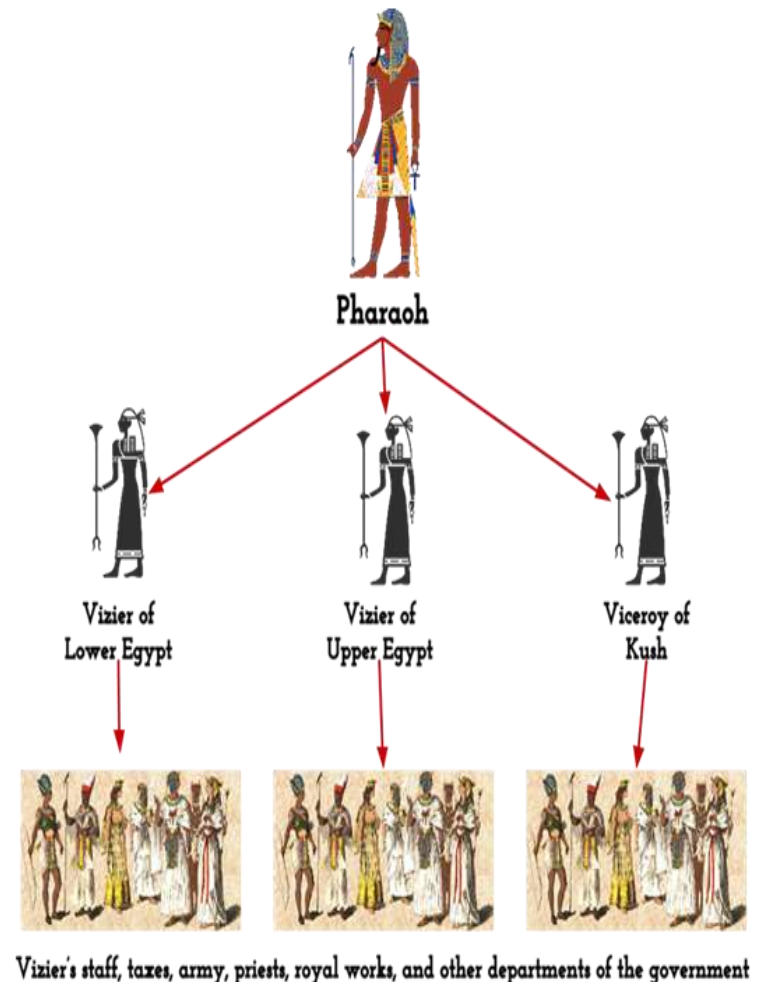
After reading the current chapter you would be able to:

- Introduce the concept of public sector management.
- Understand the nature of public sector management.
- Highlight the services provided by the public sector.
- Discuss the challenges of the public sector.
- Identify the typical role and activities of a public officer.
- Debate the concept of public service.

An Egyptian outlook of the public sector

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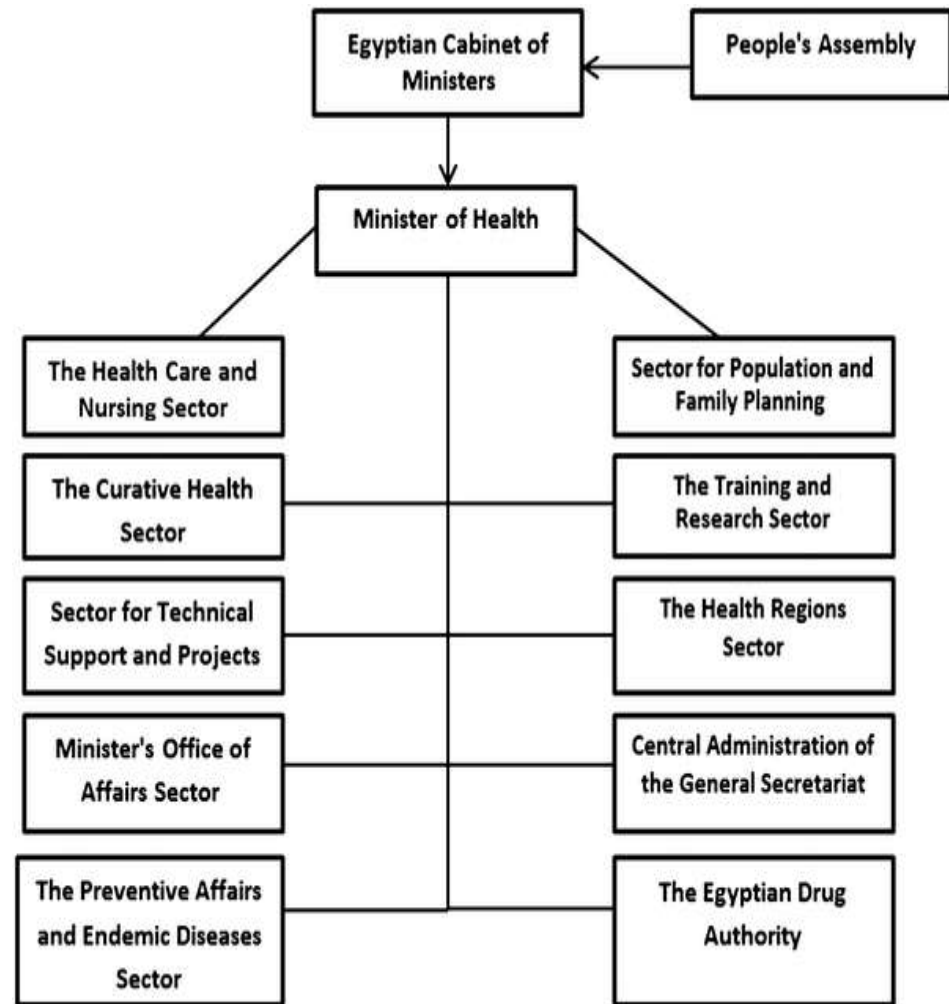
- Ancient Egypt was the longest lasting and most stable civilization in world history.
- At the centre of that stability were the pharaohs, Ancient Egyptian kings who ruled as gods, and the other officials who helped them rule and build the amazing monuments that we can still see today.
- With Egypt attain independence in the 1920s, the public sector is seen as the pivot that will promote socio-economic development.



An Egyptian outlook of the public sector (Cont.)

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- The basic function of the public sector, which comprises institutions for making decisions regarding interests of various kinds, was to provide goods and services to citizens based on “realization and representation of public interests and its possession of unique public qualities compared to business management”.
- Here is an example for the health system in Egypt nowadays



Source: MOHP, 2013

An outlook of services provided

- It would be difficult to comment lengthily on the range of services the public sector provides.
- Civil service activities span throughout the country. In villages, towns, and cities the imprint of the public sector is inevitable.
- From primary schools to health centers, from Citizen Advice Bureaus to police stations, the government spans its activities broadly in all countries.
- The bland perception is the public service is centered in the capital city and services are offered from Head Offices. This perception is unavoidable but does not clearly illustrate how the civil service influences communities pervasively.

An outlook of services provided (Cont.)

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Easily Accessible, essential public services are:

- Healthcare services provided by the Ministry of Health and Population.
- Police service and surveillance provided by the Ministry of Interior.
- Education provided to primary, secondary and technical institutions by the Ministry of Education.
- Higher education services provided by the Ministry of Higher Education.
- Postal services provided by the Ministry of Information Technology and Telecommunications.
- Transportation.

An outlook of services provided (Cont.)

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Other services that are apparently less noticeable but are still highly regarded are:

- Documentation in the different ministries.
- Preparation of financial statements and accounts.
- Counseling and advice.
- Processing of documents.
- Feedback and replies to different parties concerned.
- Processing information and inputting them as data in the Central Statistics Bureau.
- Processing of forms linked with government finance, Income Tax.

Training: Open Questions

Discuss whether the following statements are True or False:

1- with the increasing complexity of modern life, the importance of public administration has been increasing.

2- Most aspects of a citizen's life contact with some government agency.

3- Now the needs of the citizens are limited.

4- primitive communities depended on trade for satisfying their needs.

5- the industrial products require a low degree of specialization.

6- Specialization makes it necessary for communities to live in bigger cities.

Training: Open Questions

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Discuss whether the following statements are True or False:

7- Now the production is less complex than it was.

8- Production requires a greater degree of organizational effort.

9- Railways, roads and Sewerage services can be privately organized.

10- The points of contact between the citizens and the government have increased tremendously.

11- the subject of PA is a new subject.

12- The state is possibly among the largest or the single most important employer.

Training: MCQ

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Choose the correct answer:

1- _____ concerns governance in each contemporary country.

- A) Public Authority. B) Public Policies. C) Public Relations. D) Public Administration.

2- The public sector is a weak partner of economy because it is associated with dull jobs, bottlenecks, and red tape.

- A) True. B) False.

3- At the primitive societies [with simple activities like hunting, food, gathering, etc.] there was no need for any form of organization.

- A) True. B) False.

4- “Organisation and direction of human and material resources to achieve desired ends” is the administration as defined by _____.

- A) Pfiffner and Presthus. B) James L. McCanny. C) Luther Gulick. D) L.D. White.

5- All but one is a characteristic of administration.

- A) A group activity. B) An irrational action. C) Endeavor to maximize goals. D) All of preceding.

Training: MCQ

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6- According to integral view, “Administration” is the sum total or the whole complex of activities, manual, clerical, technical and managerial which are undertaken to the implementation of the policies in a given field.

- A) True. B) False.

7- “Consists of all those operations having for their purpose the enforcement of public policies as declared by the competent authority” s the public administration as defined by _____.

- A) Pfiffner and B) Percy McQueen. C) Luther Gulick. D) L.D. White.
Presthus.

8- The POSDCORB activities coined by Luther Gulick, been taken to be the essential core of administration. In which, Letter B stands for _____ .

- A) Backup Plan. B) Business. C) Budgeting. D) Bargaining.

9- According to the managerial view, administration is not getting things done, but doing things.

- A) True. B) False.

10- In USA, there is a great deal of exchange of personnel between the public and private sector.

- A) True. B) False.

