

MA PUBLIC ADMINISTRATION (FIRST SEMESTER) 2018-19

Assignment Topics and Case Analysis

Paper I. Theories and Concepts of Public Administration

Topic 1. Explain new public administration and its requirement in public organisation. **OR**

Topic 2. Explain the development of public administration as a subject of study.

Case Analysis

In mid 2008, Tata motors unveiled the much talk about peoples car model Nano. It raise some eyebrows if not law-suits by Apple Computer which carries a nano model in its ipod selection.

The just over 3 meter long car is considered stylish as well as comfortable. It will be available in different colours in a standard and deluxe kind. The fuel efficient small 623 cc engine delivers 33 horsepower. The people's car is not only environment friendly but also meets India's safety requirements.

Questions

1. Would nano fit for your needs? Would you consider buying the nano? Why or why not?
2. What do you like about the car?
3. What do you dislike?
4. In which other countries would there be an interest in buying the nano?
5. How Indian market welcomed nano?

Paper II. Indian Government and Politics

Topic 1. Write about the basic features of Indian constitution. **OR**

Topic 2. Identify the issues and challenges of present central and state administrative machinery.

Case Analysis

Declaring the Right To Privacy as a Fundamental Right

On August 24th 2017, a nine-judge constitutional bench declared that the Right to Privacy is a fundamental right, that it is intrinsic to life and liberty and is protected under Article 21 of the Constitution. While it hasn't as yet dissuaded the entire AADHAAR debacle from taking over our lives, it was most definitely a step in the right direction and a signal of hope.

Paper III. Human Resource Management

Topic 1. Why Human Resource Management is important in present organisation management.

OR

Topic 2. Motivation and morale is important in achieving organizational goals. Comment.

Case Analysis

Strategy and HR Planning at the Capital Hotel

The Capital Hotel is located in the capital city of a Central European country. In the past its main clientele has been government officials and administrators in departments of state and managers of heavy industries visiting the capital on official government business. The room occupancy rate was on average 50%. This custom has declined somewhat in the last two years, but it has been more than replaced by business-people from neighbouring countries in the week and by foreign tourists at the weekend. The average room occupancy rate is now 75%; 60% of rooms are sold at 'rack' price and it is not uncommon for the hotel to be fully booked especially at weekends. Generally speaking there is greater demand for catering staff at weekends since many tourists like to take lunch in the hotel's restaurant. However, there is lower demand for housekeeping staff at weekends as tourist customers generally stay for longer periods than business-people and make less demands on this service.

Currently the hotel has 240 twin rooms but an extension is now being built and next year there will be 345 twin rooms altogether plus a revamped leisure club with a brand-new swimming pool and spa (run independently as a franchise). The owning company, European Leisure Resorts, wishes to reposition the hotel, re-designing and re-branding the hotel as an up-market "boutique" hotel. A new name is proposed, "The Garden Court". A new General Manager has been "head-hunted" from one of Russia's top hotels and her mission is to transform the quality of the hotel while ensuring good value for money.

Competitive Pressures and Strategic Responses

During the last two years a number of international hotel groups have opened hotels in the city to cater for the new markets. All of these are known for their high standards of service. Prices are correspondingly high. The management of Capital Hotel believe that to compete they need to improve the standard of service whilst pegging prices some 10% below their competitors. A

survey of customers has indicated that customers would like the checking-in process to be made quicker, for service in the restaurants to be speedier and more friendly and for the rooms and public areas to be decorated and furnished to a higher standard.

Hotel Staffing

There are three departments in the hotel – front-of-house/administration, housekeeping/maintenance, and catering. Reception work on a three shift system ‘around the clock’. Housekeeping works on a single shift system (from 06:30-16:00) with some overtime working to cover evening cleaning duties. Catering operates a two shift system from 06:00-15:00 and 15:00-24:00. Housekeeping staff are usually idle for about 2 hours of their shift. By contrast catering staff are very busy for their entire shift. Staff in the maintenance division of housekeeping have very variable workloads, often working under low pressure during their normal 07:00-15:30 shift but then having to work under intense pressure, and being paid “double-time”, if there is a maintenance fault that needs urgent repair during the evenings or at weekends. Two of these staff are paid a small, out of hours, on-call standby fee.

The management staff are usually recruited from outside the hotel, whilst departmental supervisors are usually promoted from within the department. Training and development is mostly on an ad hoc, as needed “on-the-job” basis although 0.4% of total salary costs are spend on formal training which consists mostly of sending staff on statutory health, safety and hygiene training courses.

Labour Turnover in the Hotel

Until two years ago the average annual turnover rate (i.e. the proportion of staff leaving during the year) was 10%. Half of this figure was composed of employees retiring (retirement age is 65). Over the last two years the annual turnover rate has gone up to 25%. One-fifth of those leaving were retirements. Three fifths of those leaving were in the catering department. Two-fifths of those leaving had less than six months employment.

Questions

1. How will you assess the present functioning of Capital Hotel
2. Suppose you are the HR manager what is your plan of action for Capital Hotel

Elective Paper I. Human Rights and Administration

Topic 1. Can you explain the role of UN in peace keeping? OR

Topic 2. Your observation on India-Pakistan relations.

Case Analysis

Recognising transgender persons as a third gender

In April 2014, the SC created the 'third gender' status for hijras or transgenders, as they were earlier forced to write male or female against their gender. According to the SC, "absence of law recognizing hijras as third gender could not be continued as a ground to discriminate them in availing equal opportunities in education and employment."