

PERMANENT REFERENCE

Administrative Heads' Perception on the
Public Sector Services in Batticaloa District.

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ABSTRACT

The public service plays an important role in any country. However there is allegation that quality of public services performed is not up to the expectations of the public.

The systems, procedures, rules and regulations were formulated to provide services to the public efficiently. The officer providing such services through the system formulated might have a different opinion about how to perform the service to public at a satisfactory level.

The gap between the levels of services provided through system formulated and relevant officer's perception in providing the same service to public becomes the major identified problem of this study. The objectives of the study are to reduce the gap and enhance the quality of life of people.

Based on the problem identified and the objectives formulated a concept was formulated. The concept is that there is relationship between services provided by statutory arrangements (Reality) and Officer's perception on the public service provided (understanding). The basic assumption was that the difference between the mean value of reality and the mean value of understanding is lying in the normal distribution. Based on this assumption hypotheses formulated and a test statistic is selected.

The administrative heads and staff grade officers in public sector services in Batticaloa consisting the total population of 103 has been selected as sample for this study. A questionnaire was administered to collect data, with a follow up interview when necessary. Data was evaluated using univariate analysis. Evaluations and hypothesis testing proved that there is a gap between reality and understanding.

Accordingly, the study specifically established that there is a gap between reality and understanding. And brought to light the ways and means of improving the quality of performance of public service.

The findings have directly and indirectly urged managerial implications to be considered in a future a future work in further expansion of knowledge that may contribute to fill the present existing gap.

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