

**PUBLIC SERVICE OPERATION  
OF THE DS DIVISIONS  
IN THE AMPARA DISTRICT**

PERMANENT REFERENCE

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## EXECUTIVE SUMMARY

I prepare this thesis at the last leg of my degree with the intention of completing same successfully. I expect firmly this would provide valuable facts About the services rendered by the Divisional secretariat offices to the notice of the public administration. As it is one of the sensitive areas in our common life, for the wellbeing of the public I selected this topic for my thesis.

The public service operation consists of six chapters. As usual the first chapter is the introduction part. Second chapter is the literature review. Third chapter explains the review of organization's activities (D.S Division). Fourth chapter deals with the data representation and analysis. The fifth chapter says the reasons for marginally agreed or strongly agreed or disagreed. The last chapter is the conclusion part which includes the recommendation and Implication.

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