

EFFECTIVE DECISION MAKING IN PUBLIC SYSTEM

Project By- Group-5

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INTRODUCTION-

- Decision making is the most critical business process in any system.
- Decision making implies choice of one option from two or more alternatives.

- In government, decision making is a process in which evidence, both from systematic research and practical experience, mixes with a complex interaction of ideas, interests, ideologies, institutions and individuals.

OBJECTIVES-

- Collective public good is the ultimate objective of decision making in Public System
- providing quality services to the citizens
- Ensuring compliance with laws, rules and regulations.
- striking balance between the efficiency and effectiveness
- The objective of the study was to understand the dynamics of decision making in Public System, diagnose the hindrances in effective decision making and discovering the solutions which can improve the quality of decision making in public system

The 5 Elements of an Effective Decision Making Process (Peter drucker)

- **1. The Problem Rationalization.**
 - Clearly understand and define the problem.
- **2. The Boundary Conditions.**
 - The definition of the specifications that the answer to the problem has to satisfy, that is, of the “boundary conditions.” Know your range of options that will still count as success.
- **3. The Right Thing to Do.**
 - Before you decide what’s feasible, first figure out what the right thing to do is.
- **.4. Action.**
 - Turn decisions into action
- **5. Feedback.**
 - Get feedback on what’s working and what’s not.

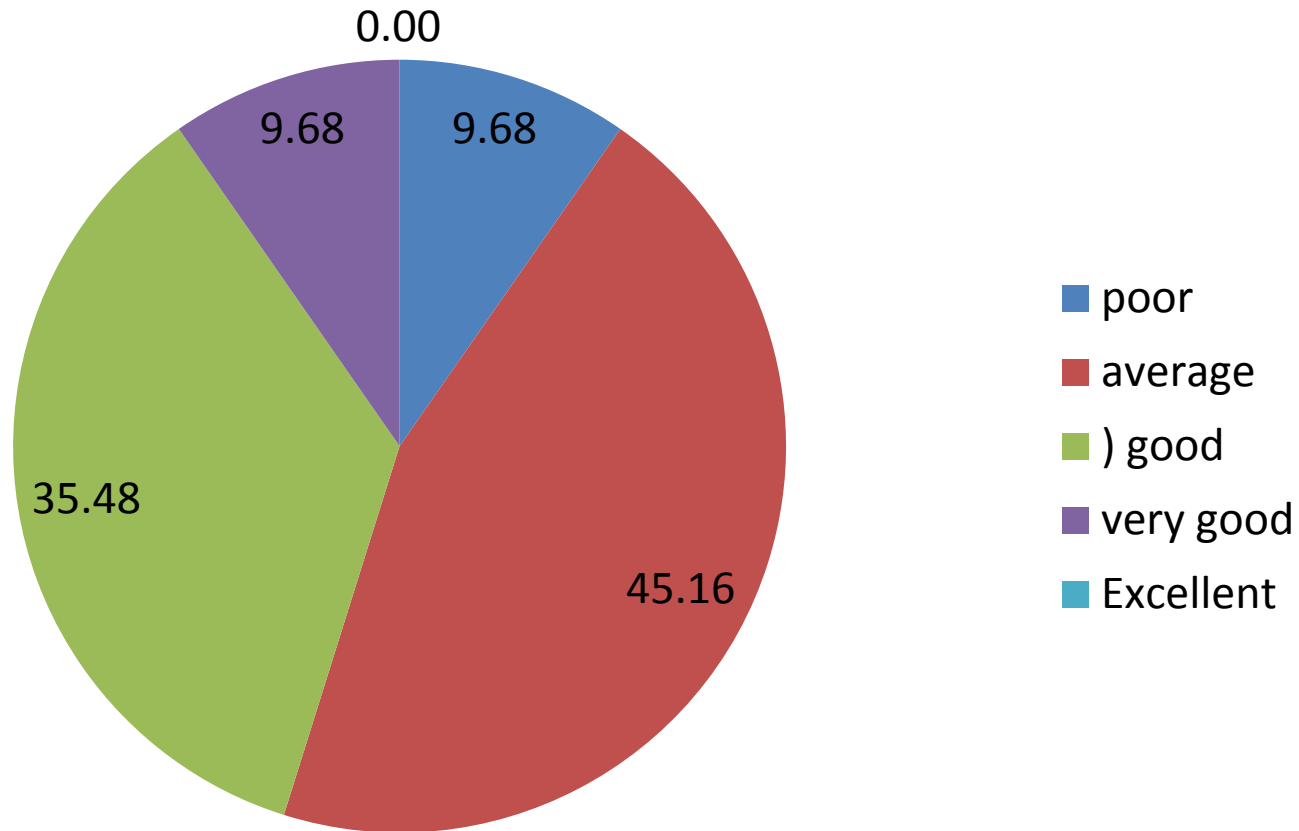
Methodology

- Three methodologies is adopted to conduct study-
- A) Questionnaire,
- - Sample size- 40, participants IRS officers
- B) Secondary data
- 1. Discussion paper on Programme evaluation
- 2. Article on The Decision maker Organization by Dennis Bakke
- C) Observation

1) Decision making in Indian public system is -

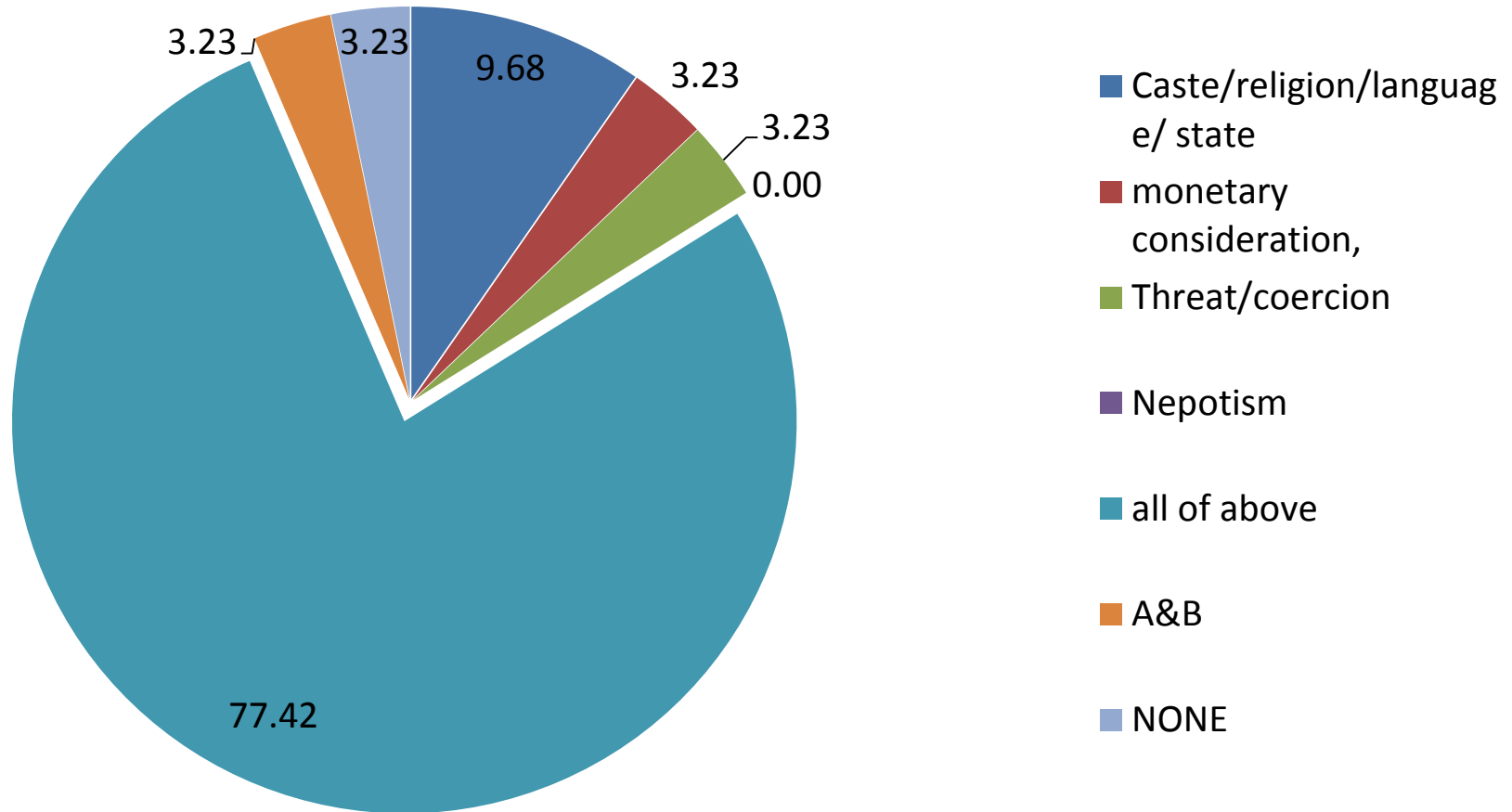
A) poor B) average C) good D) very good

E) excellent



2) Do you think that Decision making is influenced by -

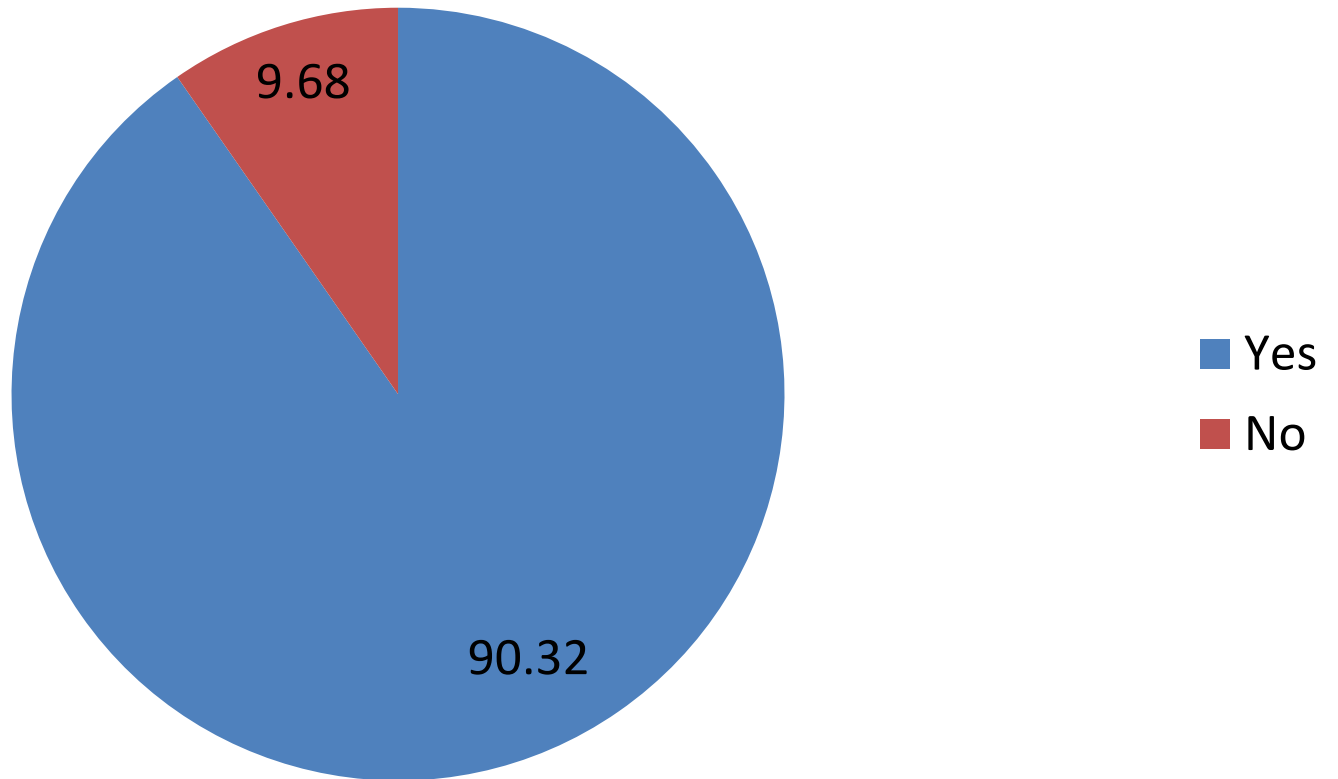
- A) Caste/religion/language/ state B) monetary consideration,
C) Threat/coercion D) Nepotism E) all of above



3) Can decision making be improved by training

A) Yes

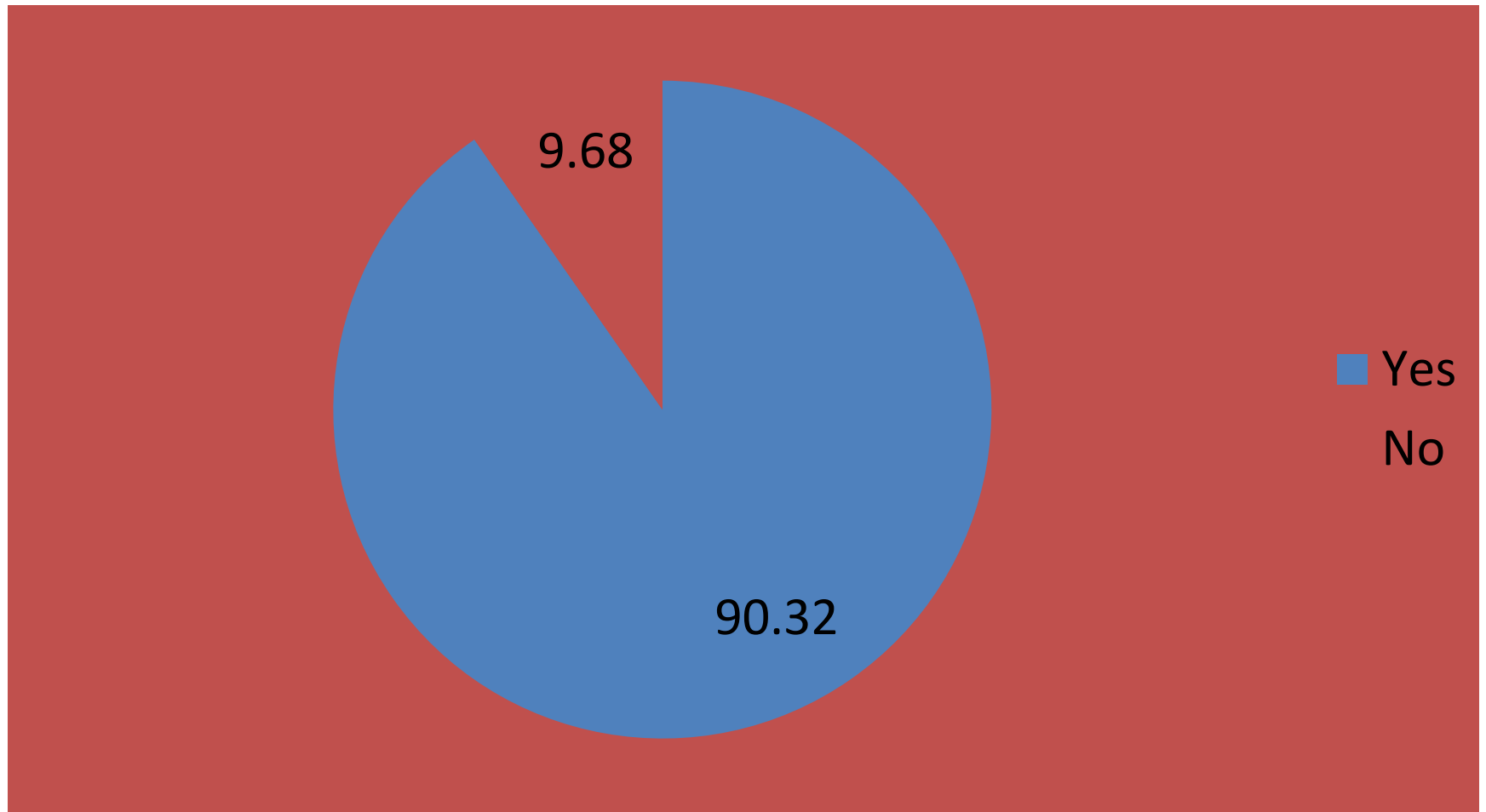
B) No



4) Can decision making be improved by increased used of IT/Automation-

A) Yes

B) No

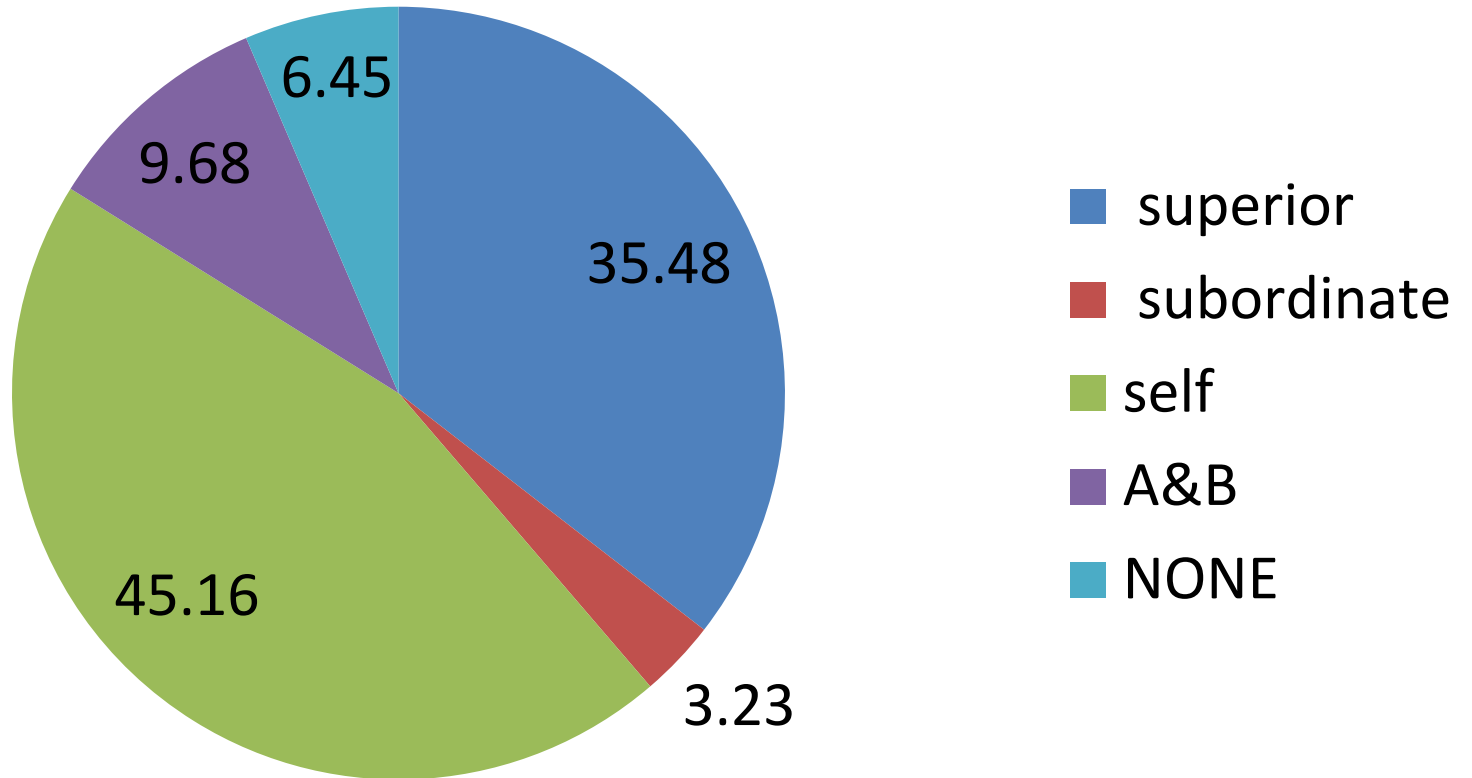


5) Hindrance to decision making is caused by -

A) superior

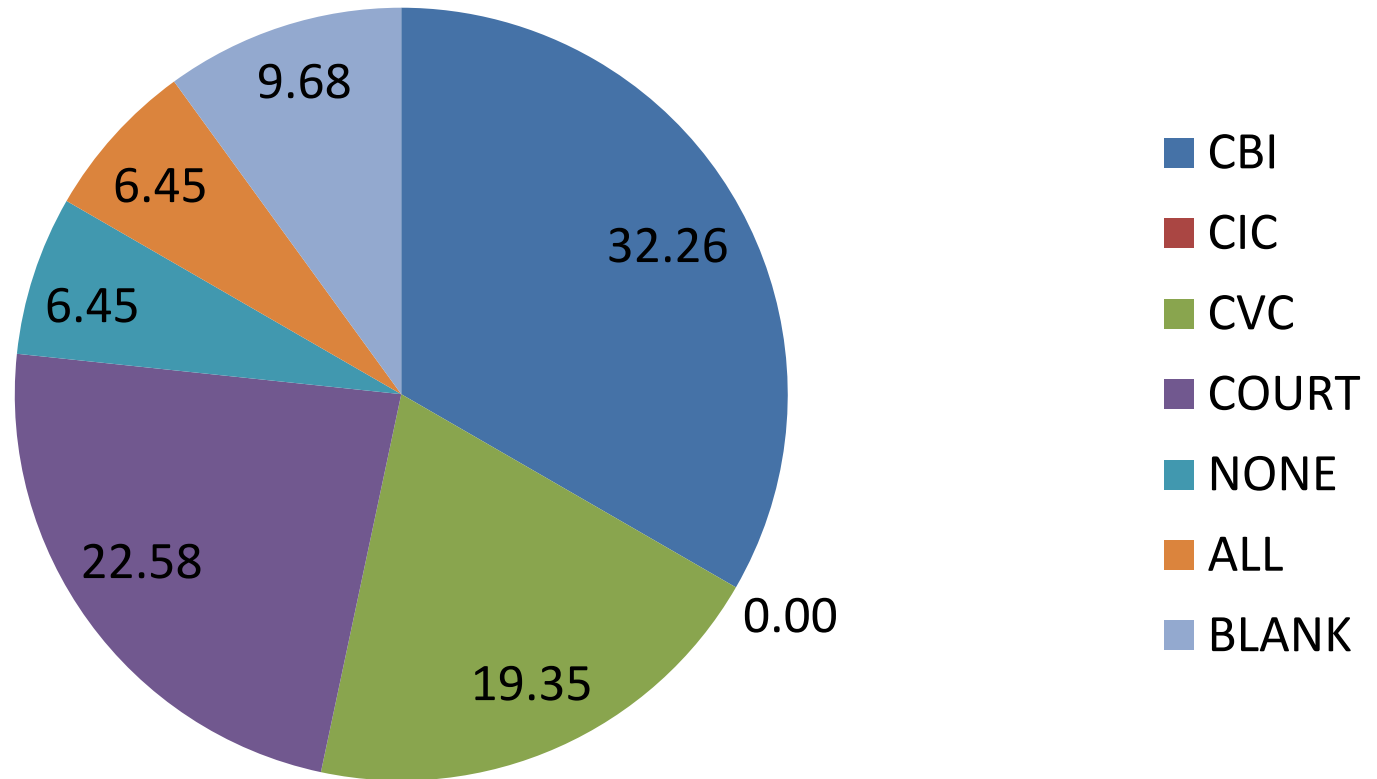
B) subordinate

C)self



6) In government sector the biggest obstacle to decision making is -

A) CBI B) CIC C) CVC D) Court



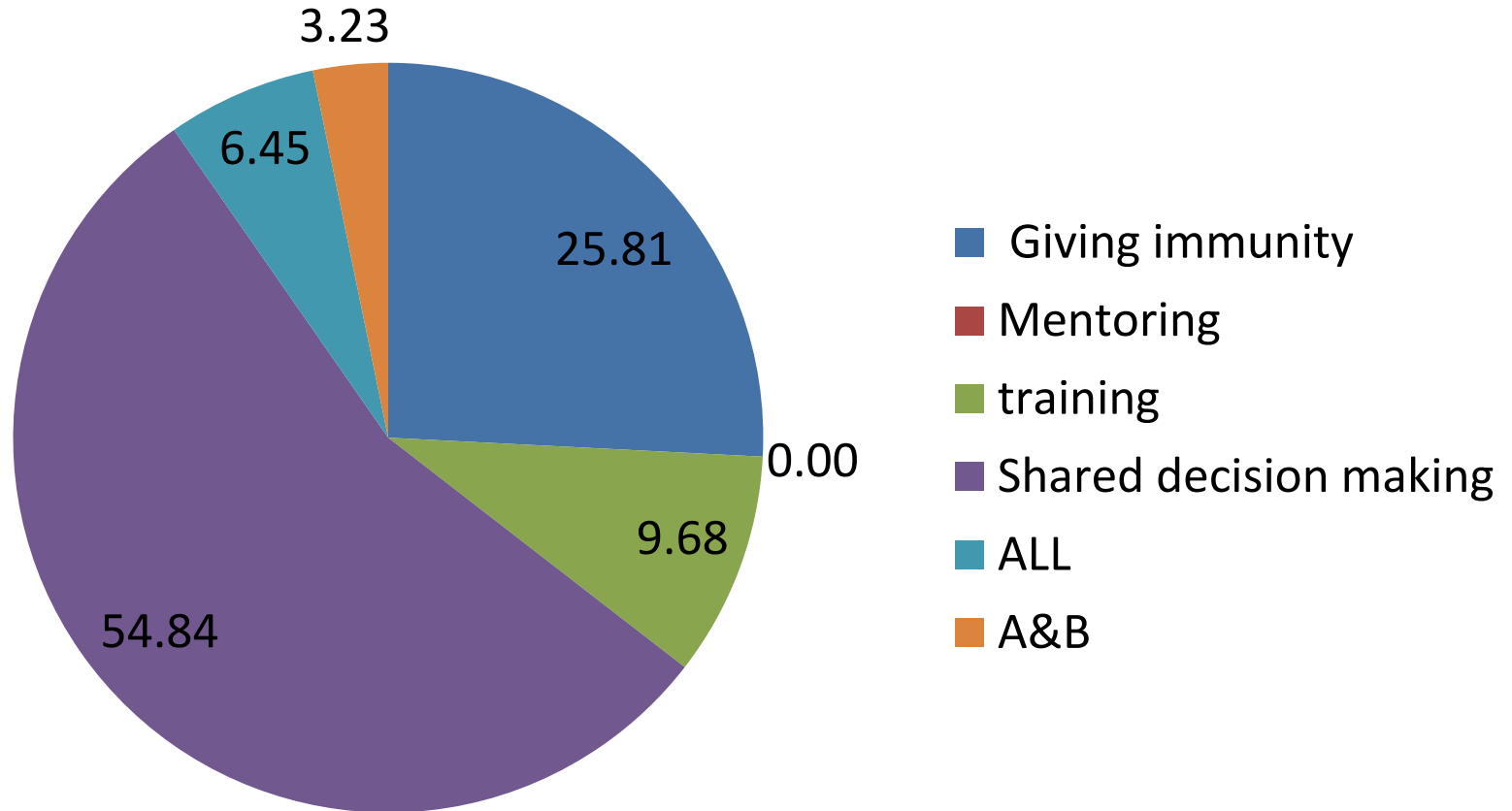
7) Which is the most conducive way of improving decision making-

A) Giving immunity

B) Mentoring

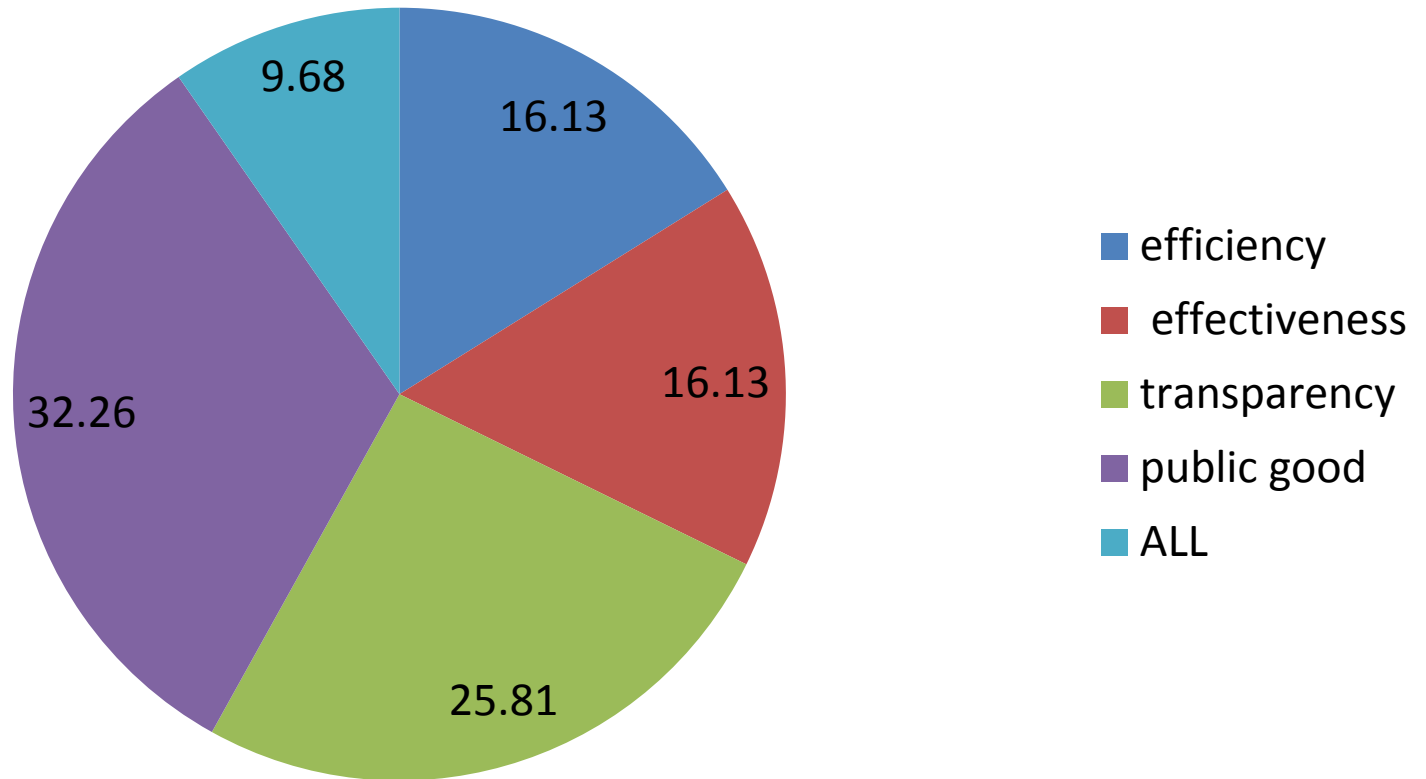
C) training

D) Shared decision making



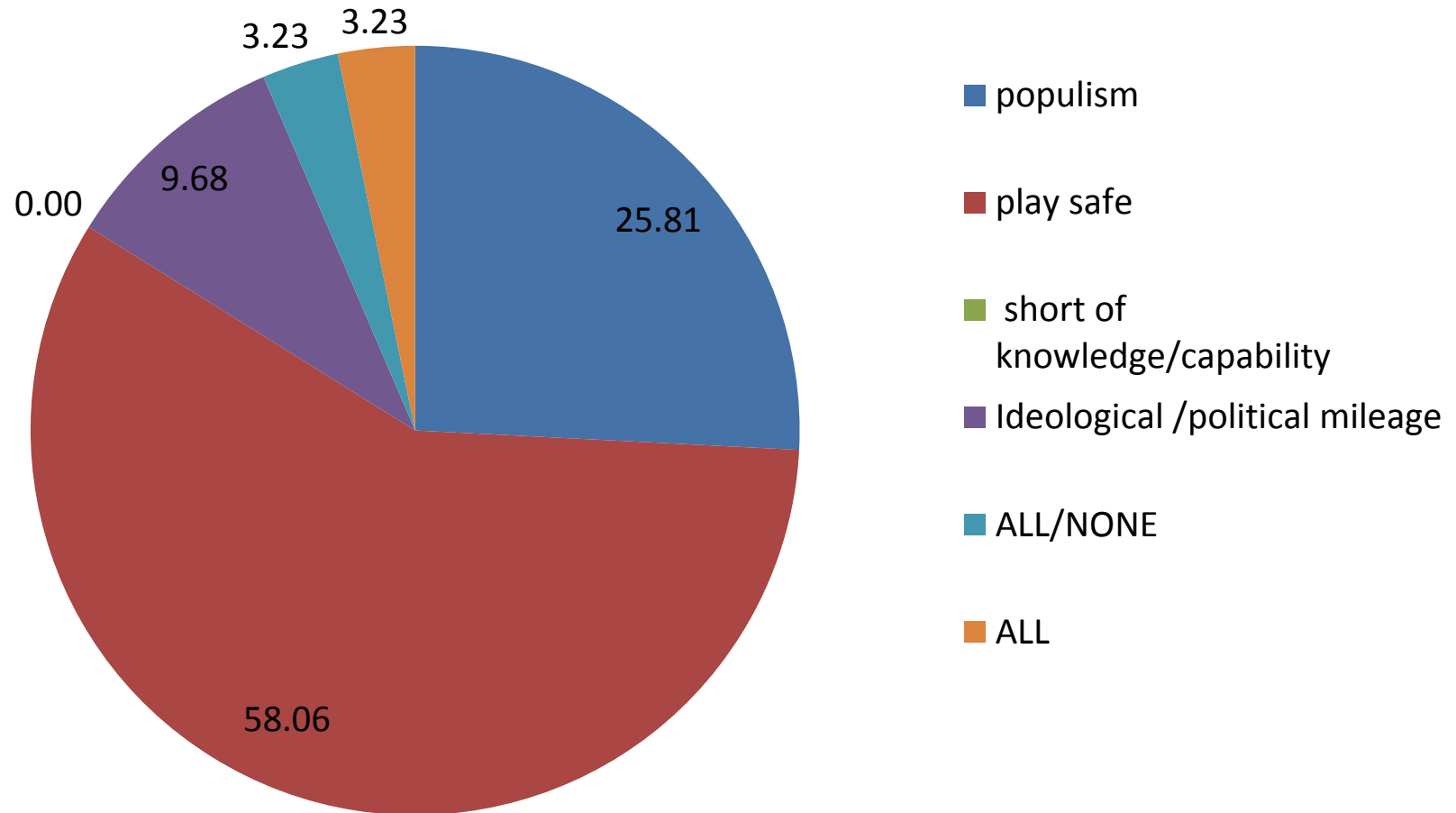
8) Decision making by public system should be guided by -

- A) efficiency
- B) effectiveness
- C) transparency
- D) public good



9) In reality, decision masking by public system is guided by –

- A) populism
- B) play safe
- C) short of knowledge/capability
- D) Ideological /political mileage

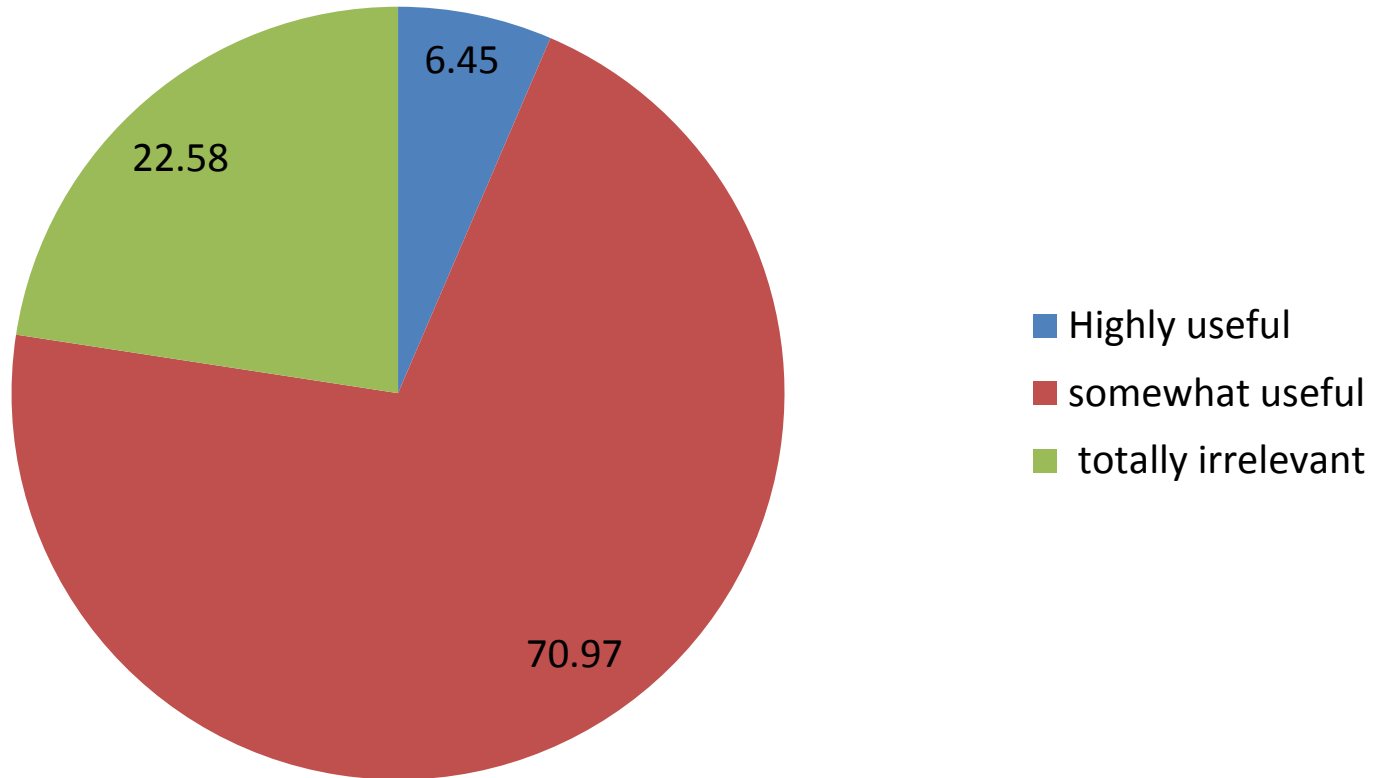


10) Do you think that MCTP is useful for training on effective decision making in public system-

A) Highly useful

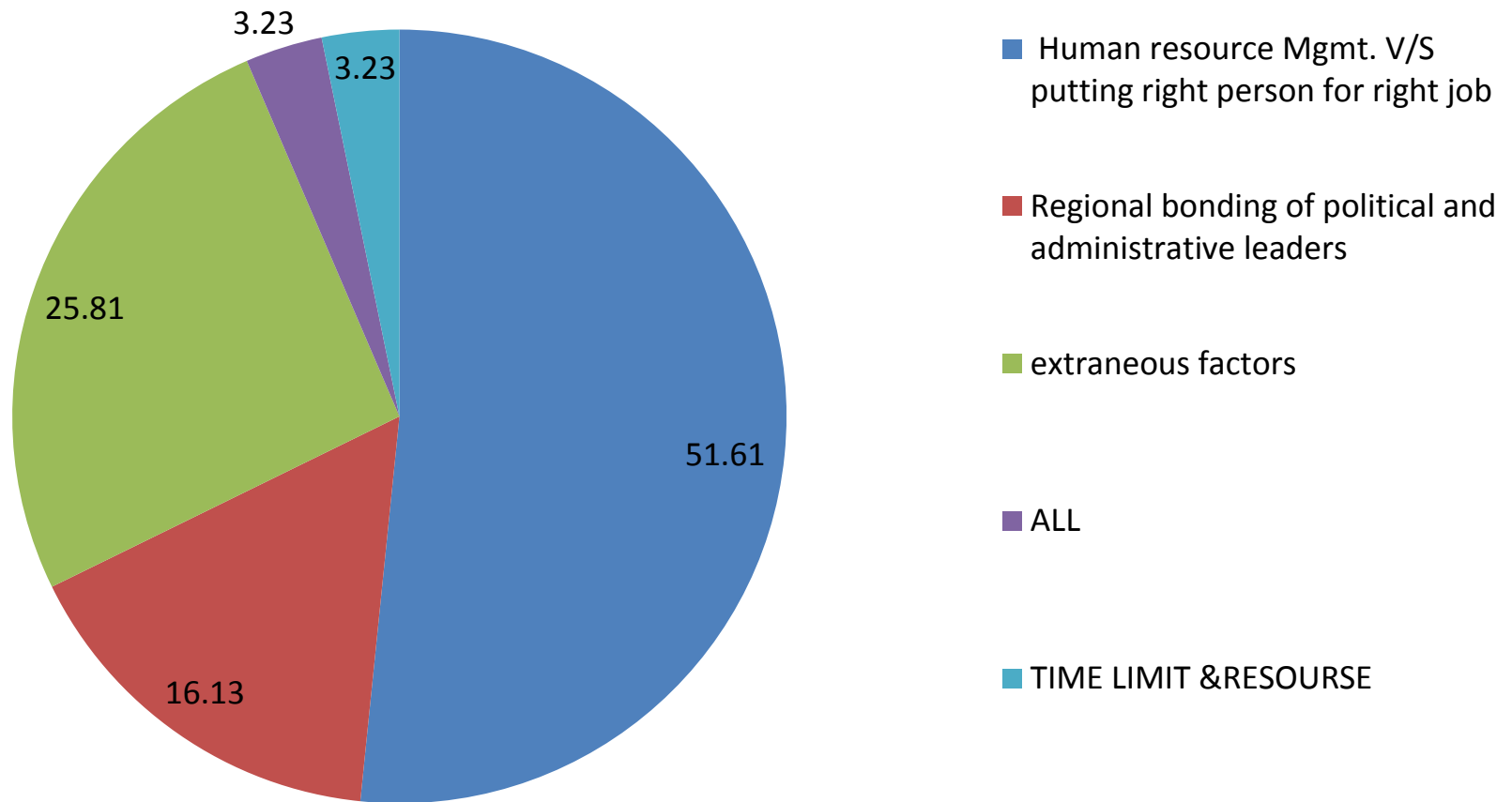
B) somewhat useful

C) totally irrelevant



11) In real life, which of the following factors effect the decision making in public system-

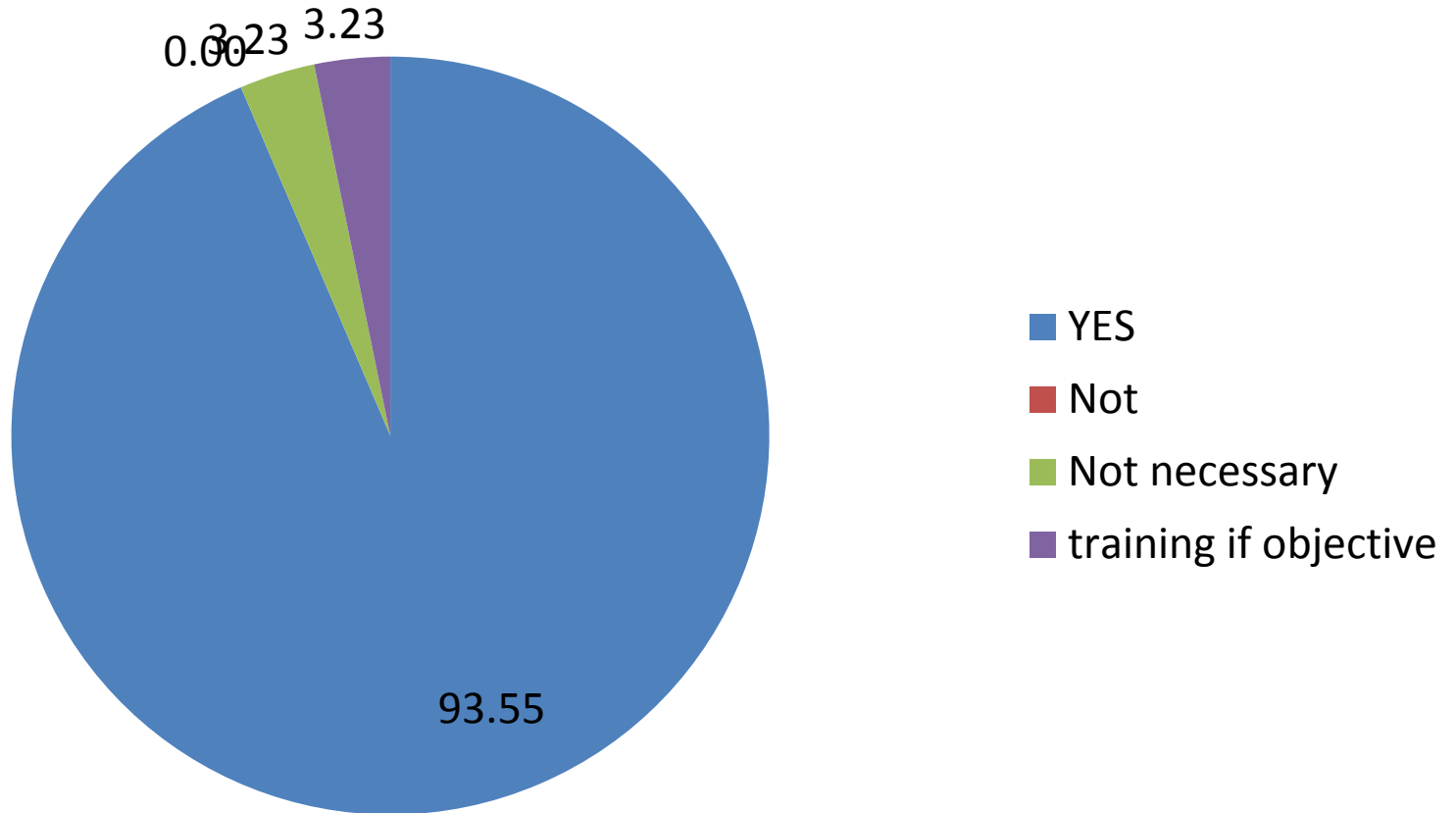
- A) putting right person for right job
- B) Regional bonding of political and administrative leaders
- C) extraneous factors



12) Do you think that proper training is useful for politician and Administrators for given portfolio also-

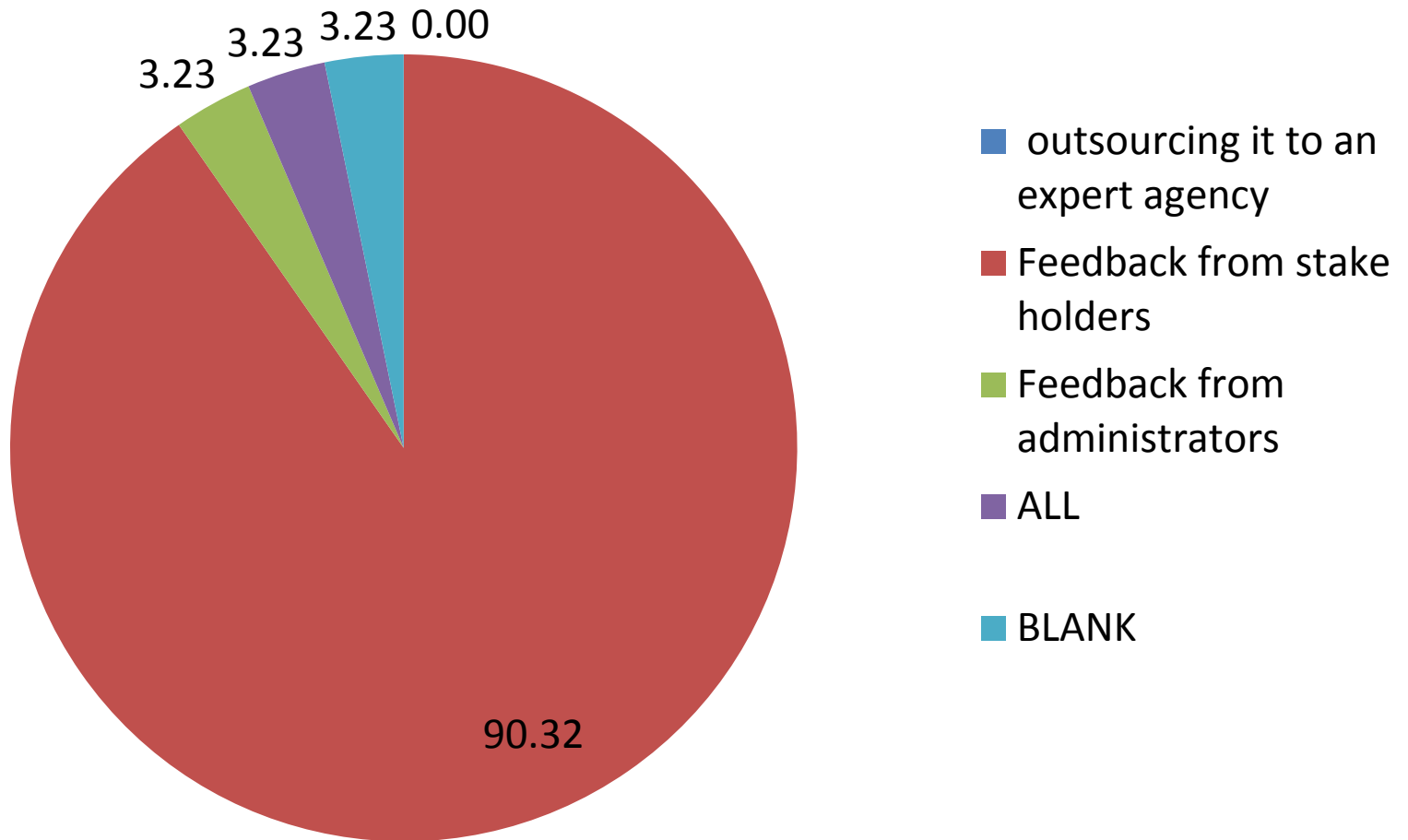
A) Yes

B) No



13) For effective impact analysis of the policy level Decisions taken, BEST method is

- A) outsourcing it to an expert agency
- B) Feedback from stake holders
- C) Feedback from administrators

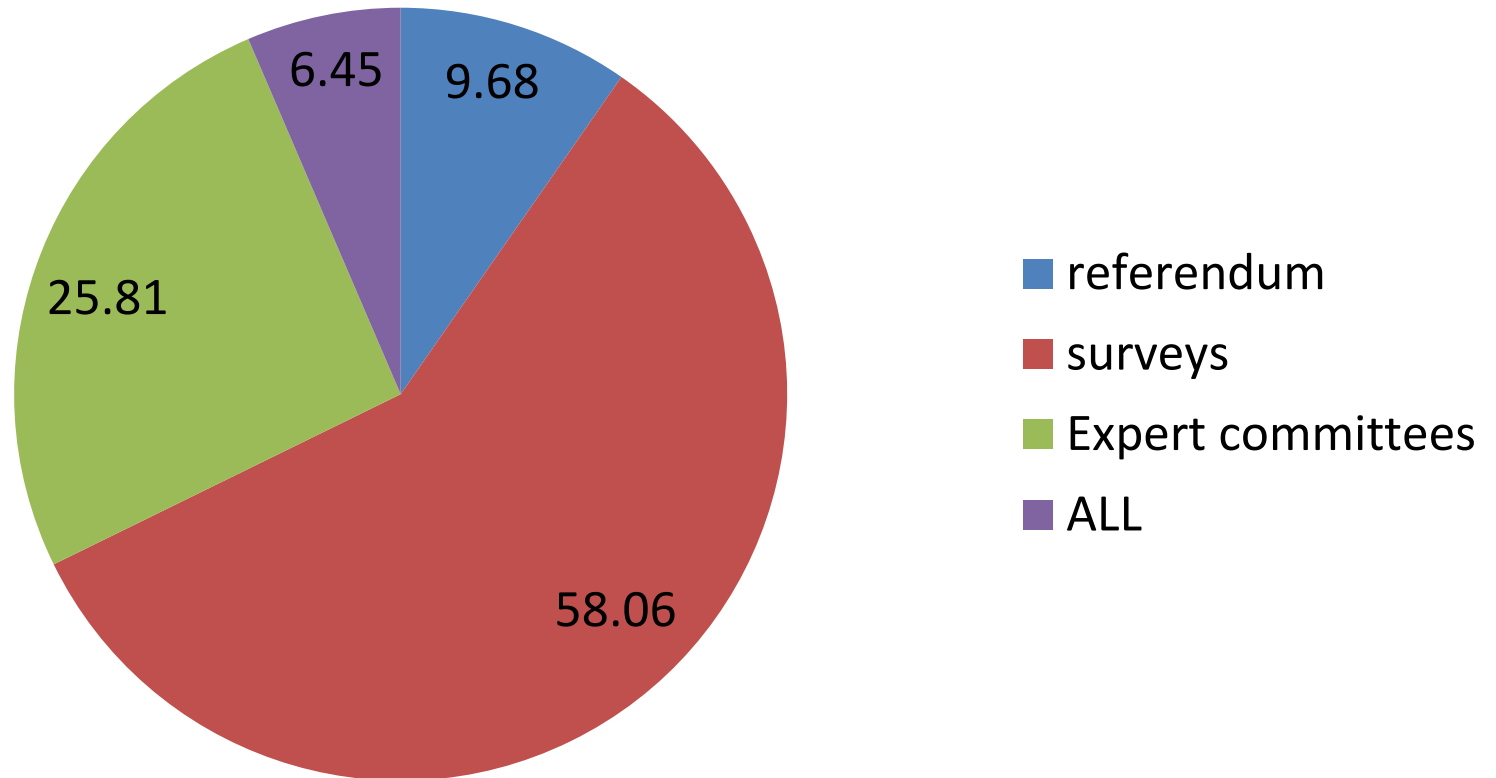


14) Do we need to take recourse to these to improve ,make the right decisions

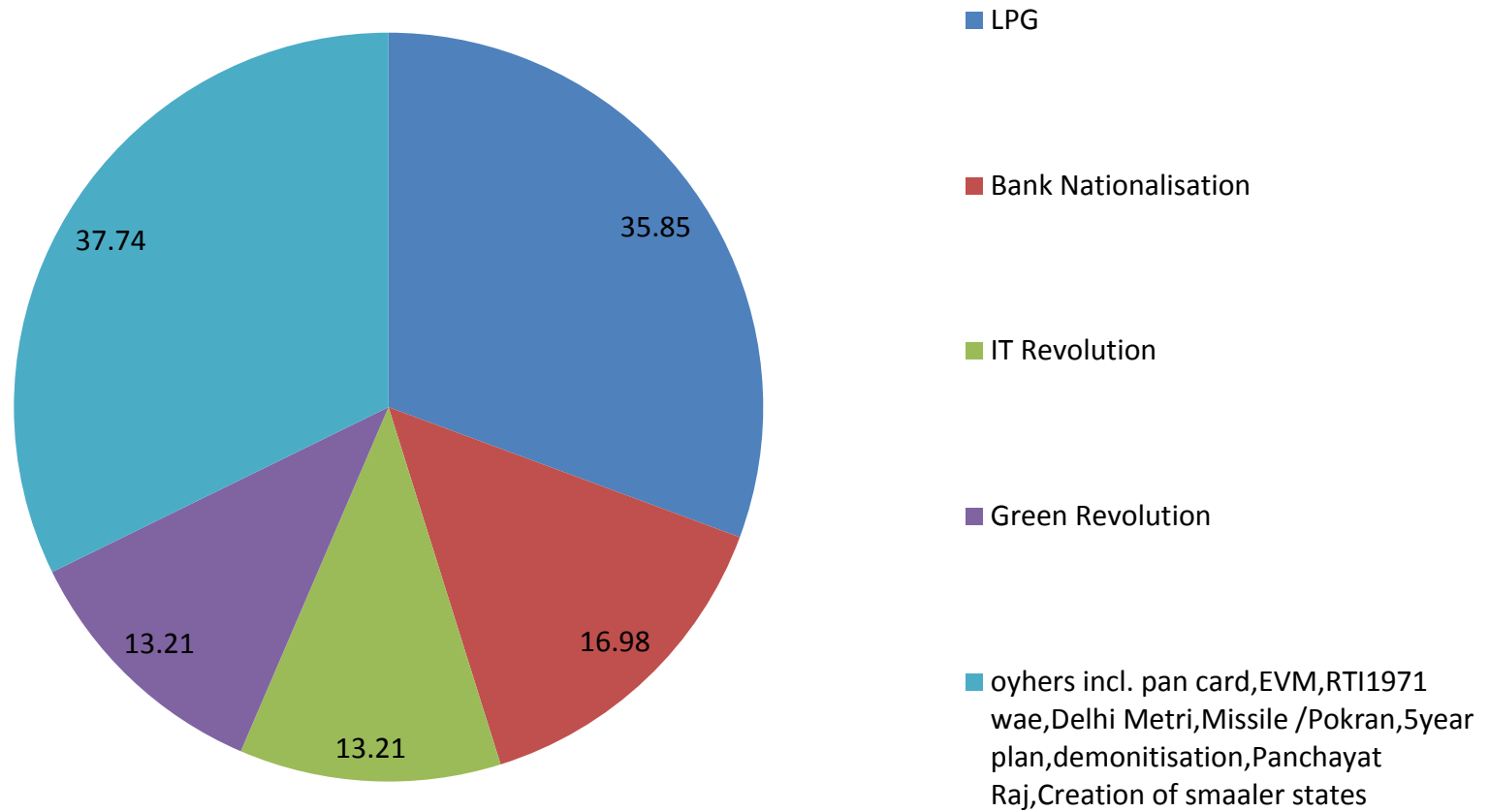
A) referendum

B) surveys

C) Expert committees

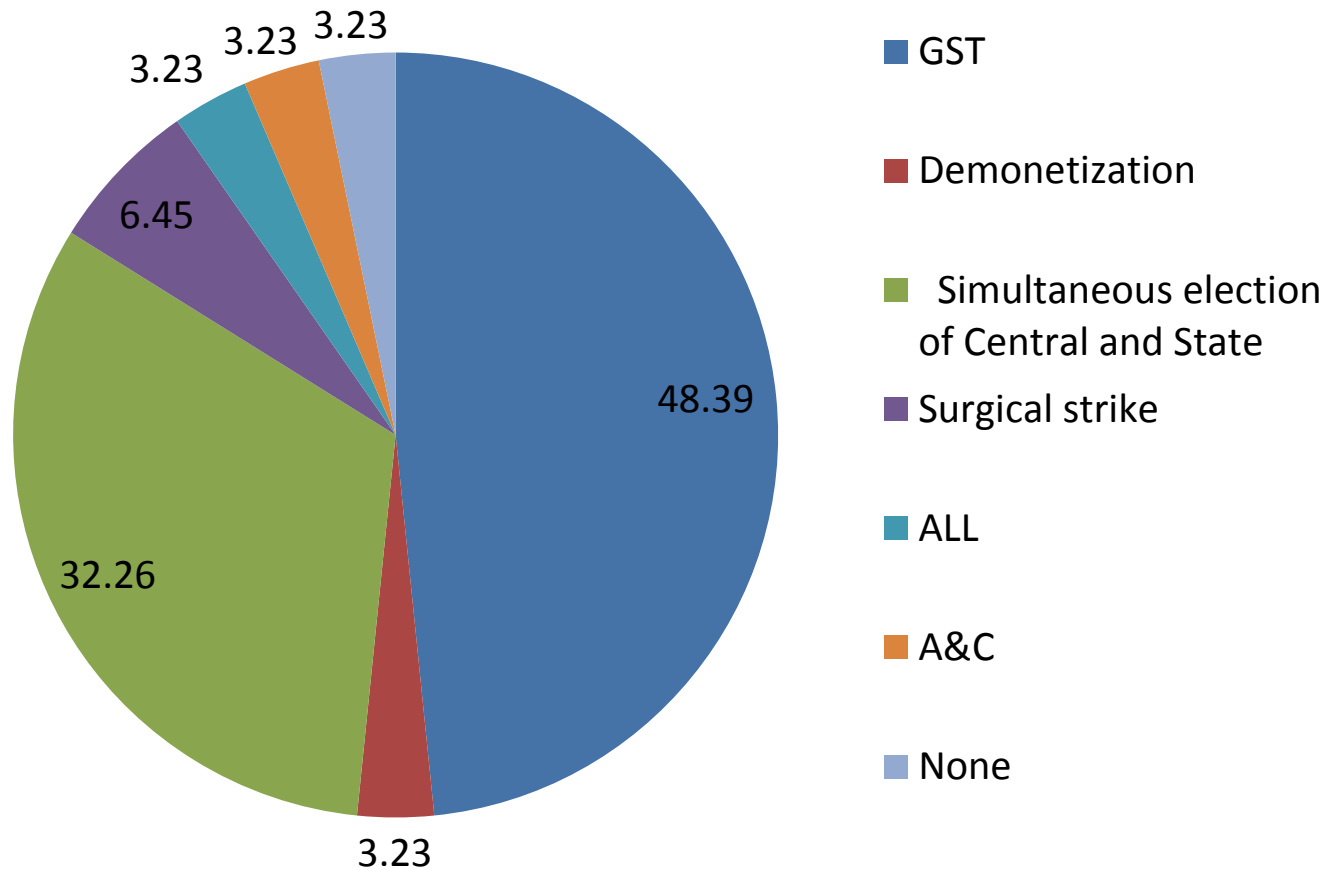


15) After independence in India, which scheme/event /policy do you consider the most effective decision-making in the government sector-



16) Which event/scheme proposed /under process do you think most effective decision and why-

- A) GST** **B) Demonetization** **C) Simultaneous election of Central and State**
D) Surgical strike



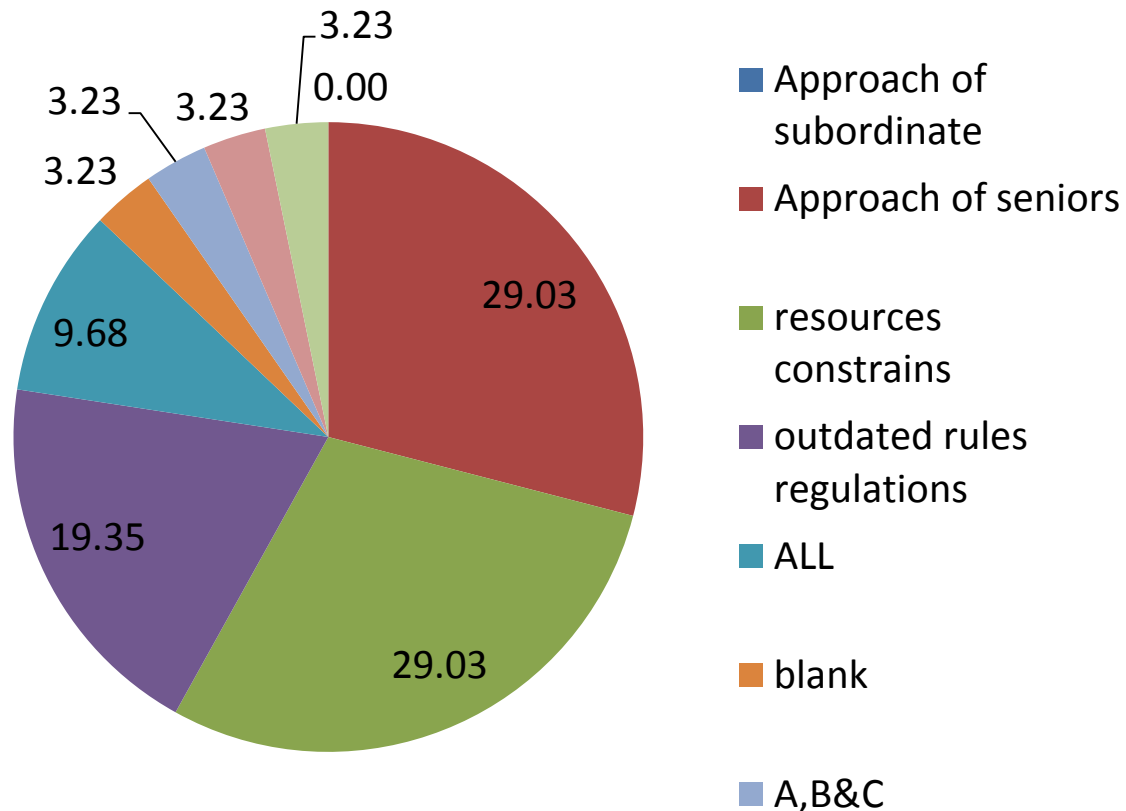
17) What sort of difficulties have you faced in decision making in your workplace-

A) Approach of subordinate
constrains

B) Approach of seniors

C) resources

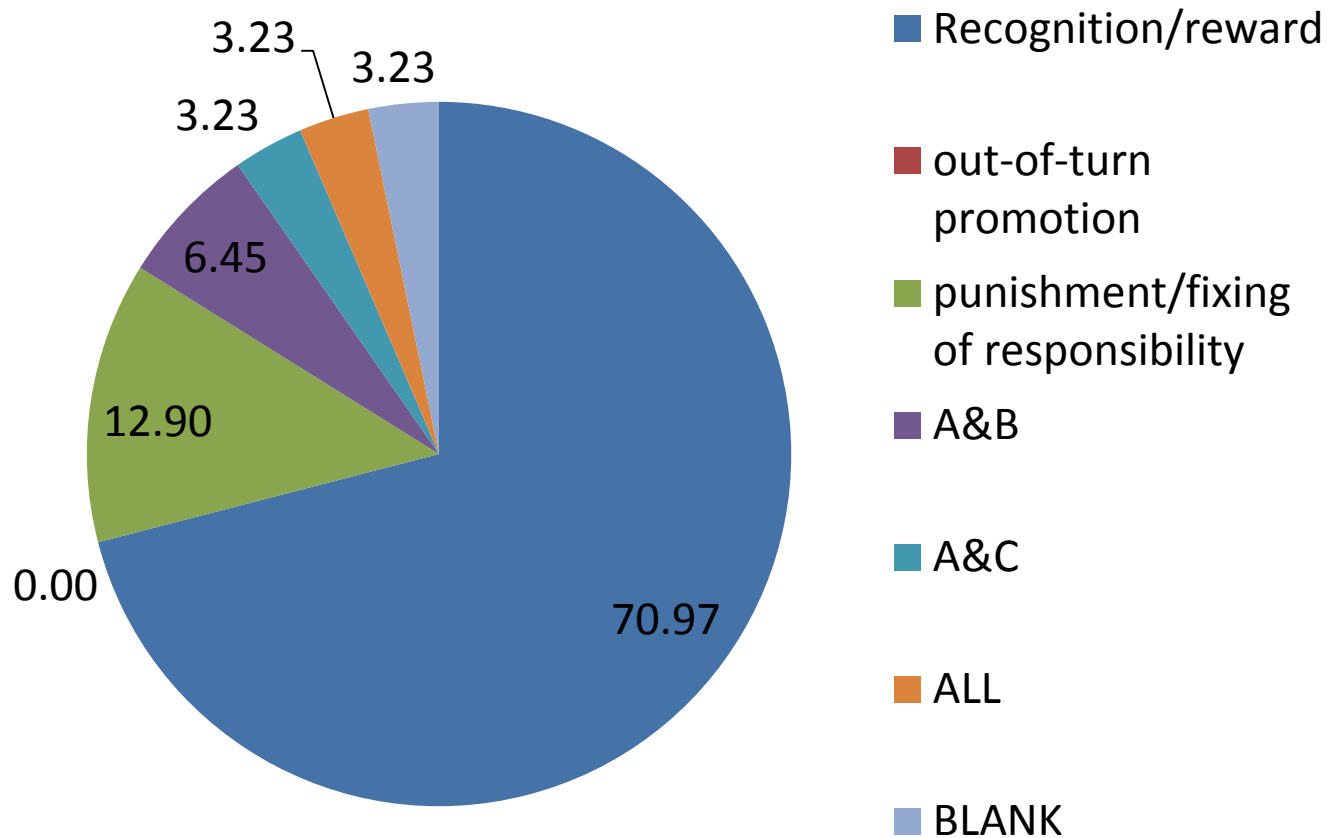
D) outdated rules & regulations



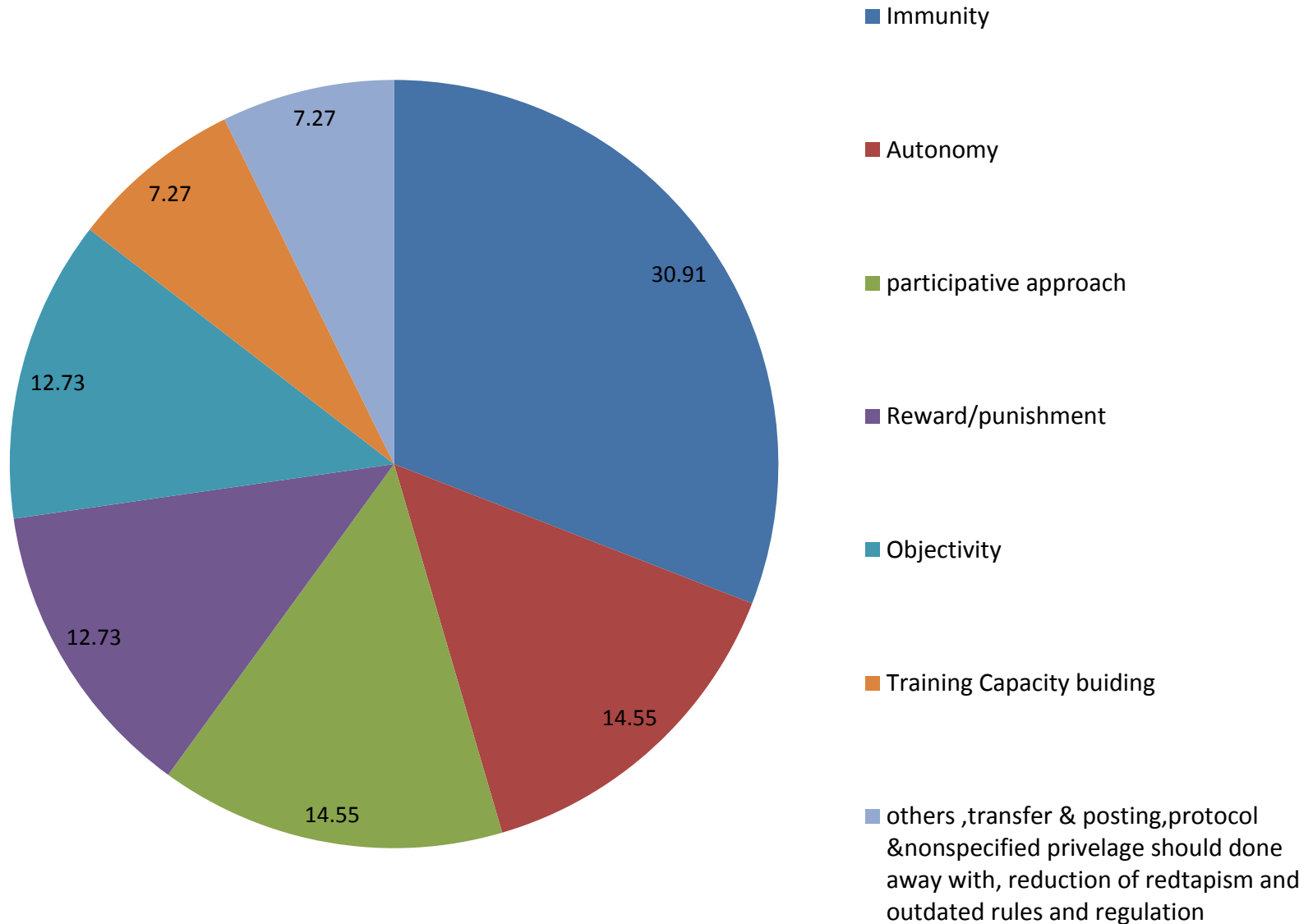
18) What is the way to improve decision-making in public system?

A) Recognition/reward B) out-of-turn promotion

C) punishment/fixing of responsibility



19) Kindly give your suggestion(s) for effective decision making in public system



**My Government: A Platform for Citizen
Engagement towards Good Governance Initiative-**
(MyGov.in)

- **Mann ki Baat** (share your thoughts for the Prime Ministers Radio Address,
- **Open forum** (participate and share your views on issues of National interest),
- **Creative Corner** (showcase your creative instinct and get recognition)

Evaluation of select e-Governance Projects-

Parameters	<u>Gyanodya(M.P)</u>	<u>eSeva(A.P)</u>	<u>Lokwani(U.P)</u>
Objectice	To provide useful information and services to people in rural areas and act as an interface between the district administration and rural people	To provide G2C and B2C services including online payments ,issues of certificate ,permits etc.	To provide information and services to citizen of district, specially those related to land records and grievance redressal.
Specific limitation if any	Very low connectivity,irregular electric supply,user charges,limited use to illiterate ,e-payment could not be made in rural area.	Success based largely on payment of electricity bills	Depend on existing cyber café/traing centers, apart from issues of rural entrepreneurship,infrastructure bottlenecks hinder the spread:rural internet connectivity,rural electrification ,poverty.
Lesson if any	User charge is deterrent in rural area,t echnology solution should be tailored to environment ,poor infrastructure increased the cost of operation especially where the private participation involve.	Offers potential for integration of Union,State &Local Govt. services at one point,However also shows that model based on payment of utility bills could not be rolled in the rural hinterland.,front end e-Service is possible without backend ,E-governance project can be broken into components and implemented in phased manner.	E-governance project can be broken into components and implemented in phased manner. Reach of e-governance can be enhanced through PPP model.

Factors involve in Decision Making in Indian Context-

- [1 Legislative branch](#)
- [2 Executive branch](#)
 - [2.1 President](#)
 - [2.2 Vice-President](#)
 - [2.3 Prime Minister](#)
 - [2.4 Cabinet, executive departments and agencies](#)
 - [2.5 Civil service](#)
 - [2.5.1 Cabinet Secretary of India](#)
- [3 Judicial branch](#)
 - [3.1 Supreme Court](#)
 - [3.2 Public interest litigation \(PIL\)](#)
- [4 Elections and voting](#)
- [5 State and local governments](#)
- [6 Finance](#)
 - [6.1 Taxation](#)
 - [6.2 General budget](#)
- [7 Issues](#)
 - [7.1 Corruption](#)
 - [7.2 Spending](#)
 - [7.3 Deficits](#)

Hindrances in Effective Decision Making in Public System

- Time Constraint
- Resource constraint- Lack of complete Information.
- Individual Cognitive biases
- Group Conflict
- Fear of failure.
- Fear of Vigilance, Investigation, Court
- Trial by Media
- Leg Pulling
- Paralysis of Analysis
- Frequent Transfer
- Frequent Election
- Red Tapism
- Culture of organization- hierarchical, bureaucratic

Suggestion for Improvement of Decision Making in Public System

- Training of Decision Makers
- Use of Technologies
- Participative decision making
- Immunity-Protecting the bonafide decision
- Making provision of cost for indecision
- Making use of Experts
- Stability of Tenure
- Simultaneous election of Parliament and Legislative Assemblies
- Creating culture for effective decision making

Cont.

- Autonomy- IIMs, Maharatna/mini ratna
- Simplifying the web of rules and regulations.
- Decentralization- **Concept of the decision-maker organization** by Dennis Bakke. In a decision maker organization the top boss becomes the chief adviser rather than the chief decision maker. He chooses the most suitable person, in the given situation, to make the key decision. That person seeks advice(including from the top boss) to gather information and multiple perspectives and makes the final decision and takes responsibility for the final outcome. It unlocks potential of everyone in the organization. Better decisions are made. Employees feel ownership and go extra mile to make it a success. Eg Panchayati Raj.

Cont.

- Effective execution
- **Programme Evaluation** – As a component of decision making, it was introduced in the Canadian government in the 1970s. P.E. requires that evidence on programme effectiveness should have a bearing on decision making .It should be linked to budgeting and expenditure management. It will assist decision on policy and resource allocation.(Discussion paper March 29,2005 Peter Aucoin)
- Feedback and flexibility

***Stay committed to your decisions,
but stay flexible in your approach.”***

– Tony Robbins

Thanks