

BSc (Hons) Management (Specialisation: Public Sector Management) - LCLM 403

1. Objective

The programme has been tailor-made to satisfy the needs of public officers and all those who have an interest in public sector management. Upon completion of the top up programme, learners will be able to:

- Develop required skills to effectively and efficiently deliver quality services to the public.
- Enhance their understanding about the dynamics of social, political and cultural changes that impact on public sector management and public policy making processes.

2. General Entry Requirements

In accordance with General Entry Requirements for Admission to the University for undergraduate degrees.

3. Programme Requirements

- i) Credit in five (5) subjects at 'O' Level including Mathematics
- ii) 2 GCE 'A' Level passes.
- iii) Holder of a Diploma in Management Studies or other related fields.
- iv) Preference will be given to applicants with relevant experience and each case will be considered on its own merit.

4. Programme Duration

	Normal	Maximum (under flexible)
Degree (Part-Time):	2 Years (4 Semesters)	4 Years (8 Semesters)

5. Credits per Semester: Minimum 6 credits, Maximum, 12 credits subject to regulation 5.

6. Minimum Credits Required for the Award of Degree: 108

For the award of the BSc (Hons) Management, the student must obtain 108 credits.

7. Assessment

Each module will carry 100 marks and will be assessed as follows:

Assessment will be based on a written examination (of 2-hour or 3-hour duration as specified) and continuous assessment carrying 20% to 30% of total marks. Continuous assessment will be based on assignments and should include at least 1 class test.

For a student to pass a module, an overall total of 40% for combined Continuous Assessment and Written Examination components would be required without minimum thresholds within the individual continuous assessment and written examination.

All modules carry equal weighting, i.e. of 3 credits.

Breakdown as follows

	CREDITS FROM:	
	Core taught modules	Project
Degree	39	6

8. Submission Deadline for Dissertation

Final copy: To be finalised 3 months after final exams (Level II, semester II). Date to be finalised

9. Termination of Registration

If the CPA of the student is <40 for two consecutive semesters, then the registration will be terminated.

10. List of Modules

CORE MODULES

Code	Module Name	Hrs/Wk	Credits
LLC 3112	Managing Transition and Change	DE	3
LLC 3113	Services Management	DE	3
LLC 3114	Research Methods	DE	3
LLC 3116	Public Administration and Management	DE	3
LLC 3212	Strategic Management	DE	3
LLC 3213	Operations Management	DE	3
LLC 3214	Knowledge Management Foundation	ODE	3
LLC 3215	Management Information System	DE	3
LLC 4119	Public Finance and Budgeting	DE	3
LLC 4121	HR in the Public Sector	DE	3
LLC 4222	Good Governance in Public Sector	DE	3
LLC 4123	Labour and Industrial Relations Law in the Public Sector	DE/L	3
LLC 4223	Development Policy Analysis	DE	3
LLC 4000Y	Dissertation		6

Important Note:

1. Modules will be offered subject to availability of resources. If critical mass of students is not attained, some modules may not be offered.
2. DE= Distance Education; ODE= Blended/online; DE/L= support materials and lecture

**11. Programme Plan – BSc (Hons) Management (Public Sector Management
Top-up Programme –(2010-2012)**

LEVEL 1							
Semester 1				Semester 2			
Code	Module	Hrs/Wk	Credits	Code	Module	Hrs/Wk	Credits
CORE				CORE			
LLC 3112	Managing Transition and Change	DE	3	LLC 3212	Strategic Management	DE	3
LLC 3113	Services Management	DE	3	LLC 3213	Operations Management	DE	3
LLC 3114	Research Methods	DE	3	LLC 3214	Knowledge Management Foundation	ODE	3
				LLC 3215	Management Information System	DE	3
LEVEL 2							
Semester 1				Semester 2			
Code	Module	Hrs/Wk	Credits	Code	Module	Hrs/Wk	Credits
CORE				CORE			
LLC 4119	Public Finance and Budgeting	DE	3	LLC 4222	Good Governance in Public Sector	DE	3
LLC 4121	HR in the Public Sector	DE/L	3	LLC 4223	Development Policy Analysis	DE	3
LLC 3116	Public Administration and Management	DE	3	LLC 4123	Labour and Industrial Relations Law in the Public Sector	DE	3
LLC 4000Y	Dissertation		-	LLC 4000Y	Dissertation		6

12. Outline Syllabus

LLC 3112 - MANAGING TRANSITION AND CHANGE

Forces calling for organisational change; Planned change; Leading and managing change; resistance to change; the process of organization development; human process interventions; restructuring; employee involvement; work design; HR interventions; Organisational transformation; building a learning organization through change interventions.

LLC 3113 - SERVICES MANAGEMENT

Macroeconomics, trends and opportunities, distinctive marketing challenges posed by services, Managing and understanding the service experience, Marketing mix for services, Key steps in service planning, Designing customer service processes, Service blueprint, Designing the Service Environment - The Services cape model, Engineering customer service experiences, Service guarantees. Managing People for Service Advantage, Employee empowerment programmes, Complaints management, Customer Feedback and Service Recovery, Improving Service Quality and Productivity, Technology and digital impacts of using the Web for services.

LLC 3114 - RESEARCH METHODS

The Research Process; The need for information; Problem definition; Establishing research objectives; Research design; Causal research; Experimental design; Information types and sources; Data collection methods; Data collection forms; Measurement and scaling; Sampling; Data coding, editing and analysis; Qualitative and quantitative analysis, Writing of report.15-hour practical session on SPSS (inputting variables and data, descriptive, inferential, differences, associative and predictive analysis; multivariate techniques).

LLC 3116 - PUBLIC ADMINISTRATION AND MANAGEMENT

Examines the formulation, implementation and evaluation of governmental efforts at state and local levels. Public sector, public policies and procedures, role of government, public sector budgeting, administrators and legislative process, public decision-making techniques, contemporary issues in public administration.

LLC 3212 - STRATEGIC MANAGEMENT

Competitive advantage: distinction between long term and short term; growth strategies; competitiveness and functional strategies; the Blue Ocean Strategy; Issues in implementation: the Resourced Based Theory of Competitive Advantage, managing intangible assets; Corporate culture; governance and agency theory; evaluation and control.

LLC 3213 - OPERATIONS MANAGEMENT

Introduction to Operations Management (OM); OM strategy; Project Management; Inventory Management; Statistical Process Control/ Quality Control/Quality Management; Scheduling.

LLC 3214 - KNOWLEDGE MANAGEMENT FOUNDATION

Evolution of knowledge management, KM maturity, Intellectual capital; Business strategy - a resource based view of KM, KM metrics; KM strategy - codification and personalisation; KM Processes – GODD and knowledge transfer; KM infrastructure - KM unit, roles and responsibilities; People – HRM and KM link; Knowledge sharing culture; KM enabling technologies - conventional and AI-based; implementing KM - lessons from successes and failures.

LLC 3215 - MANAGEMENT INFORMATION SYSTEM

Fundamentals of Information Systems, Information systems for Business Operations, Types of Information Systems, MIS for Decision Making, Information Systems for Strategic Advantage, Managing Information Technology, Change Management, Business Process Reengineering, Enterprise Systems, Outsourcing, Information System Security and Control, Software Development Life Cycle, Database trends, System Development Methodologies, Quality Assurance, Internet, E-business, E-commerce.

LLC 4119 - PUBLIC FINANCE AND BUDGETING

Introduction to Public Policy: Mauritius and abroad; Understanding Government Economic Statistics; Public Sector Budgeting - Annual Budgets and Medium-Term Frameworks; Private-Public Partnership Schemes; Public Choice; Principles of Tax Analysis; Cost-Benefit Analysis; Efficiency and Equity - Measurement.

LLC 4121 - HR IN THE PUBLIC SECTOR

Public Sector Management, Environment of Public Sector management, Economics of public Sector, Role of HRM, HR Functions, Public sector HRM Models, limitations of HRM, Communications, Unions in the Public Sector, Trust in Management, New Public Management (NPM)

LLC 4123 - LABOUR AND INDUSTRIAL RELATIONS LAW IN THE PUBLIC SECTOR

The Contract of Employment in the Public Sector, The Public Service Commission, Terms and Conditions of Employment in the Public Sector, Judicial Review; Freedom of Association, Recognition of Trade Unions, Negotiating structures within the Public Sector, Collective Agreements, Settlement of Industrial Disputes, Industrial Actions

LLC 4222 - GOOD GOVERNANCE IN THE PUBLIC SECTOR

Governance issues: corruption in the public sector, types of corruption, factors motivating corruption, relationship obligations, vulnerability and obligations, limits of obligations; CSR and ethical management: political interference, societal governance, sustainable development, codes of ethics, philosophies of ethics – teleology, deontology, virtue ethics, relativism.

LLC 4223 - DEVELOPMENT POLICY ANALYSIS

Part A Stabilization: Introduction to Fiscal and Monetary Theories; Theories of Economic Fluctuations; International Financial Institutions; Stabilization Programmes and Conditionality

Part B Economic Development: Problems of Underdevelopment; Theories of Economic Development; Theories of International Trade; Sustainable Development; Mauritius and the World Economy

DISSERTATION (Semester I and II = 6 credits) (LLC 4000Y)