

# Contents

	<b>Pages</b>
Declaration	i
Abstract	ii
Foreword	iii
Acknowledgement	iv
Contents	v-viii
List of Tables	ix
List of Figures	ix
List of Charts	ix
<b>Chapter 1</b>	<b>1-6</b>
1. Introduction to the topic	1
1.1 Background of the Study	1
1.1.1 What is the University	1
1.2 Problem of Study	1
1.3 Objective of Study	3
1.4 Methodology	4
1.5 Limitation of Study	4
1.6 Organization of Study	5
<b>Chapter 2</b>	<b>7-17</b>
<b>2 Administrative Service in the University System</b>	<b>7</b>
2.1 The university	7
2.2 Specific Features	7
2.3 University Activities	8
2.4 Staff of the universities and the personal development	9
2.5 Expansion of University System in Sri Lanka	10
2.5.1 First stage - Establishment of University of Ceylon	10
2.5.2 Second stage - Establishment of Universities	11
2.5.3 Expansion of Universities from 1966 1972	11
2.5.4 Expansion of Universities from 1972 – 1978	11
2.5.5 Establishment of New Universities	12
2.5.6 Increase of University activities and staff	12

2.6	Staff of the Universities	14
2.6.1	Staff of the University	14
2.6.2	Academic Staff	15
2.6.3	Non Academic Staff	15
2.6.4	Officers of the University	16
2.6.5	Administrative Officers	16
2.6.6	Administration	17
2.6.7	Performance of Staff	17
<b>Chapter 3</b>		<b>18-38</b>
3	Role of the University Management	18
3.1	University Management	18
3.1.1	what is the Management?	18
3.1.2	Functions of Management	19
3.1.3	University Management System	19
3.1.3.1	Authorities	19
3.1.4	Officers of the University	20
3.1.5	Functions of Administrative Officers	20
3.1.6	Management system in the university	20
3.1.7	Efficiency and effectiveness of management	22
3.1.8	Crisis and Conflict Situations	24
3.2	Staff Development in the Universities	25
3.2.1	History of Staff Development	25
3.2.2	University Reforms	26
3.2.3	Recommendations	27
3.2.4	Recent Development	27
3.2.5	Staff Development units of the Universities	28
3.2.6	University Grants Commission - Activities	28
3.2.7	University activities	28
3.3	Training of Staff	28
3.3.1	What is the training?	29
3.3.2	Objective of Training	30
3.3.3	Training Methods	30
3.3.4	Training Procedure	31
3.3.4.1	Formal Training	31
3.3.4.2	Informal training	32

3.4	Training Needs	32
3.4.1	Self-insight	32
3.4.2	Assertion	33
3.4.3	Good Listening skills	33
3.4.4.	Leadership Skills	33
3.4.5.	Systematic approach	34
3.4.6	Counseling	34
3.4.7	Chairmanship	35
3.4.8	Interpersonal problem solving	35
3.4.9	Trainer competence	35
3.4.10	Creativity	36
3.4.11	Writing Skills	37
3.4.12	Development of Human Resources	37
<b>Chapter 4</b>		<b>39-43</b>
4.	Staff Development of University of Ruhuna from 1978-2000	
	Special reference to the administrative officers	39
4.1	Establishment of University Ruhuna	39
4.2	Officers of University Ruhuna	39
4.3	Lack of training Facilities	40
4.4	The problems of the university	41
4.5	Efficiency of Staff officers in the university	42
4.6	Training is needed	43
<b>Chapter 5</b>		<b>44-55</b>
5	Application of IT/IS for University of Ruhuna	44
5.1	Introduction	44
5.2	Nature of the Organization	45
5.3	Information systems	45
5.3.1	Information	45
5.3.2	System	45
5.3.3	Management Function	46
5.4	Management Information System	47
5.5	Evolution of Management Information System in the universities	48

5.6	Information system for staff officers	49
5.7	Net Work facilities	49
5.8	Data Base System	49
<b>Chapter 6</b>		<b>51-55</b>
6	Data Analysis	51
6.1	Data Analysis of University of Ruhuna	51
6.2	Deficiencies and weakness of administration	52
6.2.1	Responsibility	52
6.2.2	Knowledge	53
6.2.3	Lack of Writing Skills	53
6.3	Decision making activities	54
6.4	Lack of Hearing	55
6.5	Disorganizing	55
<b>Chapter 7</b>		<b>56-61</b>
7.	Suggestions and Conclusions	56
7.1	Introduction	56
7.2	Suggestions	56
7.2.1	Special Skills of officers	56
7.3	Conclusion	60
7.3.1	Future Trends	60
7.3.2	Findings	60
7.3.3	Suggestions and Recommendations	61
Reference		

## **List of Tables**

	<b>Name</b>	<b>Page No.</b>
1.1	Expansion of Universities in Sri Lanka	4
1.2	Administration Staff Situation, University of Ruhuna	9
2.1	Analysis of Job description problem and training needs	20
6.1	Distribution of Vice Chancellors Deans and Officers of the Universities -2000	36
8.1	Officers' Experience Participated Training Programme	51

## **List of Figures**

	<b>Name</b>	<b>Page No.</b>
2.1	Activities of the Universities	17
4.1	Structure of the University	29
	Location of the Universities and Institutes	63
	University System	65
	Staff Chart	66