

Executive Summary
Master of Public Administration
Faculty of Management
Self-Assessment Cycle-II (2021-2022)

Quality of higher education is monitored by Quality Assurance Agency (QAA) of HEC by various means. One of the means is Self-assessment of the programs offered by a University/HEI (Higher Education Institute). The Self-assessment process is conducted according to the guidelines provided by QAA in Self-assessment manual. In this regard, current document summarizes the findings of self-assessment process for the program Master of Public Administration offered by the Department of Management Science.

The department is committed to produce graduates who can lead organizations towards success and prosperity in the global marketplace. The department offers rigorous programs in different areas of specialization at both Masters and Bachelors levels. The department has completed the following tasks with reference to Self-assessment process:

1. Development of **Self-Assessment Report (SAR)** by Program Team for Master of Public Administration
2. Assessment of the said program and submission of **Assessment Report (AR)** by Assessment Team for Master of Public Administration
3. Development of **Rectification Plan** by Head of Department

The tasks were completed according to the set methodology through Program and Assessment Teams nominated by the Rector upon recommendation of the Department.

Methodology

The following methodology was adopted to complete the self-assessment process:

1. Head of department nominated a program team (PT) for the program under consideration. DQE (Directorate of Quality Enhancement) arranged initial orientation and training session for PT. The composition of PT is given below:

Table 1: Program Team

Sr.#	Name	Designation
1.	Mr. Khalid Usman	Lecturer, Public Administration

2. All the relevant material such as SAR manual, survey forms, etc. were provided to PT.
3. Continuous support, guidance, and feedback were provided to PT to prepare SAR for the said program.
4. After completion and submission of the final SAR by PT, the Rector, upon recommendation of the HOD, approved formation of an Assessment Team (AT) for critical appraisal of the program and SAR. The composition of AT is given below:

Table 2: Assessment Team

Sr.#	Name	Designation
1.	Ms. Aasia Rasheed	Lecturer, Management Science

5. SAR developed by PT was forwarded to AT for critical review.
6. After completion of critical review and assessment of the SAR, AT visited the department and had a meeting with PT.
7. After the visit, AT submitted a report and feedback form (Rubric Form) to DQE.
8. DQE forwarded the observations & findings of AT report to the Head of Department for developing a rectification plan.
9. DQE will now monitor implementation of corrective actions proposed by AT.

Criteria in SAR:

Following eight (8) criteria defined by the HEC are used to develop SAR:

- Criterion 1: Program Mission, Objectives and Outcomes
- Criterion 2: Curriculum Design and Organization
- Criterion 3: Laboratory and Computing Facility
- Criterion 4: Student Support and Advising
- Criterion 5: Process Control
- Criterion 6: Faculty
- Criterion 7: Institutional Facilities
- Criterion 8: Institutional Support

Key Findings of the SAR:

Following is a summary of the key findings after program's assessment:

1. It is required to recruit more faculty members of Public Administration as Virtual University has shortage of relevant faculty members.
2. There is shortage of courses of Public Administration. It is required to develop more courses from the domain of Public Administration to fill the gap. This deficiency of courses is a major impediment in achieving the first objective of the program.
3. The courses like Public Finance, Governance, Local Government Structures, and Public Management & Organizations etc. should be developed in this degree program to make it more comprehensive.
4. There are no elective courses offered in this degree program. Elective courses should be offered in this degree program.
5. The specialization is not being offered in this program. University may offer different specializations relevant to Public Administration in this degree program and can offer specialization courses as elective courses in it.

6. It is required to facilitate faculty members and students for accessing online resources like books and research journals.
7. The courses should be developed and enriched with specific context of Public Administration as most of the courses are focused on private business sector organizations.
8. The course of Entrepreneurship should not be offered in this degree program as it is not included in HEC approved curriculum of MPA.

Conclusion and Recommendations:

Analysis of the Criteria Referenced Self-Assessment reveals that performance of the department is 'Good in most of the areas'. The program has secured (71/100) score reported by AT which reflects overall good performance.

The areas that need corrective actions identified during self-assessment process have been reported to Head of the Department for rectification. DQE will follow up the implementation plan as per specific time-frame to track continuous improvement.

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