Comments and Questions

GCABSS 2020

Paper No. 201218

Comment 1: It is a great and very solid presentation and a very relevant topic for our times, especially for the people who belong to the countries where political systems are not stable, and service delivery is not very efficient. It is amazing to see how a small island has taken a major shift towards improving the governance system in a very open and scientific manner. I am sure Sri Lanka's case can be a good example of many other countries in the region. However, on the cautionary side, I think it is still to be seen how the country's BPR regime has performed in actuality. It will be exciting and interesting to see if the BPR outcome brings better service delivery to the country's citizens.

Comment 2: The authors appear to have deep and direct knowledge of the country's actual situation, and I find that a plus point. The concept of BPR is originally corporate, and later it has traversed into public management and governance areas. The idea of BPR has varying meanings and implication depending upon the institution's situation where it is adapted. In a nutshell, that means BPR solutions are always customized, and we cannot fit the same pair of socks to all feet. In this study's case, it seems the authors are analyzing a customized BPR for Sri Lanka. It is a very practical and interesting presentation, and I offer my gratitude to the authors for providing us with unusual insights into the country's BPR efforts and political system.

Comment 3: The paper is more like a situational review. I hope that authors do an analytical study based on field data and show their findings from a broader perspective. That will be more interesting and useful from a practical standpoint.

Question No. 1
What are the components of the BPR system in your case study?

Question No. 2
Who is overall in charge of BPR efforts in the country?

Question No. 3
Can you please explain a bit more about the economic costs and expected economic benefits of the BPR measures implemented in Sri Lanka?

Question No. 4
Do you have any solid research questions on which you based your research in this paper?

Replies by authors: Dec. 5-15

Issue of certificates: Dec. 20-

Send your replies to questions@rcnbs.com (do not forget to include the presentation number)

Organizer:
Research Center for New Business Strategies (RCNBS)