

**Introducing New Public Management Techniques in Public Sectors  
of Sri Lanka: Problems and Challenges  
A Case of Ampara District - Navithanveli Divisional Secretariat**

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**ABSTRACT.** In the last quarter century there has been a significant shift within the field of Public Administration. Traditional values and norms have been undermined in a number of ways. One aspect of this trend has been the emergence of a concept which has come to be known as the New Public Management (NPM). At the most basic level this concept promotes the public sector use of private sector management techniques. Due to a number of pressures, NPM has spread across the world influencing a wide range of states. However, there are reservations over the general applicability of NPM, especially in the developing world. This paper outlines the rise of NPM in the context of Sri Lanka. And further addresses the issues in introducing NPM techniques in Divisional Secretariats of Sri Lanka, with reference to Navithanveli Divisional Secretariat which has established in the war-torn area of Ampara district. This study is a critical one based on interpretative analysis which has used quantitative and qualitative data. The stated purpose is examined by studying both primary and secondary materials. The primary data has been collected through key informants interviews and focus group discussion. Four persons have been interviewed as key informants and five focus groups have been discussed. The Secondary data has been collected from books, official documents, reports, and journals. The major finding of the study is that the above institution has been challenged in implementing the NPM techniques owing to various reasons including lack of knowledge, lack of staff capacity of the institution, etc.

**Key words:** New Public Management

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