

Syllabus for the Post of Junior Dealing Assistant (P&A)-Level F1

Essential Qualification: Post Graduate Degree in Business Administration /Personnel Management / IR / Labour Welfare or Graduate degree with 2 years diploma in Personnel & Administration

Part (A): General Mental Ability and Aptitude	20% (20 questions carrying 1 mark each)
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General Mental Ability and Aptitude to test the following:

- Interpersonal Skills
- Logical reasoning/Analytical/Comprehension ability
- Basic Numeracy and Data Interpretation Skills
- General Awareness

Part (B): Subject/Domain Related	80 % (80 questions carrying 1 mark each)
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1. **Principles and Practices of Management:** Development of management Thought, Contributions of Taylor, Fayol, Mayo, Mary Parker Follett and C.I. Barnard. Behavioural Approach, Systems Approach, Quantitative Approach and Contingency Approach.

2. **Function of Management:** Planning and Decision Making, Organising, Staffing, Directing, Controlling, Coordinating.

3. **Human Resource Management:** Conceptual framework, Human Resource Planning, Job Analysis, Recruitment, Selection, Placement, Induction, Training and Development, Performance Management, Job Evaluation, Compensation Management, Employee Benefits and Incentives, Managing Career.

4. **New Trends in HRM:** Changing environment of HRM and contemporary challenges, Emerging HRM Concepts.

5. **Human Resource Development (HRD):** Concepts, Assumptions, Values, HRD Mechanisms, Action – research Model, HRD Culture and Climate, HRD Interventions, HR Accounting and Audit, Consultant – client relationship, Knowledge Management, Human Resource Information System.

6. **International Human Resource Management (IHRM):** Organisational context of IHRM, IHRM and Sustainable Business, Functions of IHRM, Cross – Cultural Studies, Cultural Diversity, Transnational Organisations, IHRM models.

7. **Organisational Behaviour:** Concept, Scope, Nature of human behavior, Personality, Perception, Learning, Attitude, Motivation, Interpersonal Behaviour, Group Dynamics, Leadership, Communication, Power and Authority, Stress, Organisational Change and Development.

8. **Industrial Relations:** Concept, Scope, Evolution, Approaches, Actors and Models, Conflict and cooperation, Bi-partitism, Tri-partitism, Collective Bargaining, Workers' Participation in Management, Grievance Handling and Disciplinary Action, Code of Conduct, Industrial Relations in changing scenario, Employers' organisations.

9. **Trade Unions:** Concepts, Evolution, Problems of trade unions in India, Recognition, The Trade Unions Act, 1926. Emerging role of trade unions in India.

10. **Industrial Disputes:** Factors, Forms, Trends, Prevention and Settlement, Role of State and Central Labour Administration, Strikes and Lockouts. The Industrial Employment (Standing Orders) Act, 1946. The Industrial Disputes Act, 1947.

11. **Labour Legislation:**

Objectives, Principles, Classification and Evolution. International Labour Organisation, Social Justice and Labour Legislation, Indian Constitution and Labour Laws.

- The Factories Act, 1948.
- The Mines Act, 1952.
- The Inter-state Migrant Workmen (Regulation of employment and conditions of service) Act, 1979.
- The Contract Labour (Regulation and Abolition) Act, 1970.
- The Building and other Construction workers (Regulation of employment and conditions of service) Act, 1996.
- The Child Labour (Prohibition and Regulation) Act, 1986.

12. **Wages:**

Concept, Types, Factors influencing wages, Wage Theories and Wage Differentials

- The Minimum Wages Act, 1948.
- The Payment of Wages Act, 1936.
- The Payment of Bonus Act, 1965.
- The Equal Remuneration Act, 1976.
- The Payment of Gratuity Act, 1972.
- The Employees' Provident Fund and Miscellaneous Provisions Act, 1952.

13. **Labour Welfare:**

Concept, Scope, Types, Theories and Principles, Industrial Health and Hygiene, Industrial Accidents and safety, Occupational Diseases

14. **Social Security:** Concept and Scope, Social Assistance and Social assurance.

15. **Labour Market:**

Features, Demand and Supply of Labour, Nature and Composition of Indian Labour Force, Unemployment and Underemployment, Types of Labour Market, Characteristics of Indian Labour Market, New Dynamics of Labour Market in India, Economic Systems and Labour Market etc.

Note: The above syllabus is indicative and the questions in the test may include similar other topics pertaining to the level and content of essential qualification.