

**SYLLABUS FOR THE WRITTEN EXAM TOWARDS HUMAN RESOURCE POSITION PUBLISHED VIDE ADVERTISEMENT NO.2024/01 & 2024/02 DATED 08/02/2024**

**General awareness on India and Goa**

**Management Process and Organisational Behaviour**

**Introduction to Management**

History and Evolution of Management Thought, Organizational Environment: Political, Social, Technical, Environmental and its impact on managerial decision making, Management skills, Roles of Managers, Essential Management Functions, Decision making, Decision making models, Decision Trees, Errors in Decision making.

**Organization Structure and Design**

Role in Individual and Interpersonal behavior at Work-place, Principles of Organizing, Controlling: Benchmarking standards, Controlling process, Tools and Techniques of Control, Culture and Behaviour: In the Context of Organizations, Indian Cultural Perspective, The Composite Indian Mindset.

**Introduction to Determinants of Individual Behaviour**

Perception, Culture, Self & Personality, Attitudes, Theories/Models for understanding these determinants, Fundamentals of Interpersonal Behaviour: Group Dynamics, Tools for Interpersonal Analysis, Fundamentals of Leadership and Motivation: Application & Styles.

**Organization Culture**

Dimensions, Organizational Citizenship Behaviour, Building sustainable Culture. Knowledge Organizations: Learning, Forms of Knowledge and Transfer, Organizational Change and Development, Models of Change, Conflict, and Negotiations, Power and Politics in Organization, Stress Management and positive Organizational Behaviour.

**Business Research Methods**

**Introduction**

Research Problem, Framing of Research Question, Research Design, Qualitative Design, Descriptive Design, Experimental Design, Constructs, Variables, Statement of Hypotheses. Measurement and Scaling: Nominal, Ordinal, Interval and Ratio.

**Data Collection**

Questionnaire Design, Data Collection, Nature of Sampling, Steps in Sampling, Probability Sampling, Non Probability Sampling, Determination of Sample Size.

**Data Management and Basic Analysis**

Coding and Entering of Data, Managing Data, Methods of Analysis such as Descriptive Statistics, Frequencies, Cross Tabulation, T Tests, Analysis of Variance (ANOVA), Correlation.

**Multivariate Analysis and Reporting**

Regression: Simple and Multiple Regression, Factor analysis, Cluster analysis, Interpretations of Results, Report Writing, Familiarity with the usage of a statistical package.

## **Strategic Management**

### **Introduction to Strategy**

Strategy meaning & importance, Strategy development process, Vision, Mission statements, Objectives of the company.

### **External and Internal Analyses of Firms**

Evaluating company's external environment (Porter's 5 Forces Analysis, Political Economic Social Technological Environmental Legal (PESTEL) Analysis), Evaluating company's internal environment (Strength Weakness Opportunity Threats (SWOT) Analysis), Resource capabilities, & Competitive environment.

### **Crafting Strategy**

Five Generic Competitive Strategies: Low cost, Broad Differentiation, Focussed Differentiation, Focussed Low Cost, Best Cost Strategy.

### **Strategy Implementation**

Strengthening company's competitive position, Strategies for international markets, Corporate Group strategy.

## **Human Resource Management**

### **Fundamentals of HR Management**

Concepts and Perspectives, Corporate objectives and challenges of HR, Job Analysis: Job description and Job Specifications, Human Resource Planning: Demand and Supply, Downsizing and Retention.

### **Human Resource Functions**

Recruitment and Selection, Compensation and Reward Management: Job Evaluation, methods and types of compensation, Performance Management, Potential assessment and Competency development, Training and Development: Training process and methods.

### **Employee Relations and Trade Unions**

Trade Union movement and status in India, Politics and Unions, Negotiations, Grievance Redressal, Dispute Resolution and Conflict Management, Employee Empowerment, Employee health orientation and managing Sickness/Absenteeism at workplace.

### **Organizational strategy**

Structure, culture and change, and their implications for HRM, Technology in HR, Green HRM and Sustainability, Introduction to International HRM.