



JAMMU AND KASHMIR PUBLIC SERVICE COMMISSION
Reshamgarh colony, Bakshi Nagar, Jammu
(www.jkpsc.org)

Subject:- Conduct of Screening Test and notification of the Syllabus for the posts of Court Manager for Judiciary.

Notification No. 24–PSC (DR-SYL) of 2012

Dated:-10-4-2012

In continuation of Notification No.03-PSC of 2012 dated 24.02.2012, the Syllabus for conduct of Screening Test for the posts of Court Manager for Judiciary in Law, Justice & Parliamentary Affairs Department is notified as under:-

A. Questions relating to the subject.

The detailed Syllabus shall be as under:-

I. Managerial Function : Concept and Foundations of Management, Evolution of Management Thoughts; Managerial Functions – Planning, Organizing, Controlling; Decision making; Role of Manager, Managerial skills; Communication, its role and process, barriers and effective communication Entrepreneurship; Entrepreneurial competencies Entrepreneurial process, Entrepreneur, Ownership structures; Management of innovation ; Managing in a global environment, Flexible Systems Management; Social responsibility and managerial ethics. Corporate governance and the ethical value system, culture and individual ethics, environmental protection and fair trade practice, transparency, disclosures and corporate social responsibility; Process and customer orientation; Managerial processes on direct and indirect value chain.

II. Organisational Behaviour and Design : Conceptual model of organization behaviour; The individual processes – personality, values and attitude, perception and formation, motivation, learning and reinforcement. Theories of motivation, work stress and stress management; The dynamics of organization behaviour – power and politics, conflict and negotiation, leadership process and styles, communication; The Organizational Processes - decision making, job design; Classical, Neoclassical and Contingency approaches to organizational design; Organizational theory and design - organizational culture, managing cultural diversity, learning organization; organizational change and development ; Knowledge Based Enterprise – systems and processes; Networked and virtual organizations.

III Business Economics: Conceptual nature and scope of managerial economics, Theory of Demand and elasticity, forecasting and measurement of demand, production and cost function, theory of firm and types of competition, Macroeconomics aggregates and concepts- GNP, GDP. Capital formation and inflation, Determination of National Income. Employment, Balance of Payment, Fiscal impact and investment, Business fluctuation and trade cycle. Economic decisions of 21st century

IV. Human Resource Management HR challenges; HRM functions; The future challenges of HRM; Strategic Management of human resources; Human resource planning; Job analysis; Job evaluation; Recruitment and selection; Training and development; Promotion and transfer; Performance management; Performance Appraisal System methods; Compensation management and benefits; Employee morale and productivity; Management of organizational climate and Industrial relations; Human resources accounting and audit; Human resource information system; International human resource management; Industrial Relations; Grievance mechanism system; Workers participation in management.

V. Accounting for Managers Financial accounting – concept, importance and scope, generally accepted accounting principles, preparation of financial statements with special reference to analysis of a balance sheet and measurement of business income, inventory valuation and depreciation, financial statement analysis, ratio analysis and fund flow analysis,

the statement of cash flows; Management accounting – concept, need, importance and scope; Cost accounting – records and processes, cost ledger and control accounts, reconciliation and integration between financial and cost accounts; Break even point; profit analysis, responsibility accounting and centres. Overhead cost and control, Job and process costing, Budget and budgetary control, Performance budgeting, Zero-base budgeting, relevant costing and costing for decision-making, standard costing and variance analysis, marginal costing and absorption costing. Causes and disposition of variance, Inflation accounting; techniques, Human resource accounting and concepts.

VI. Financial Management Goals of finance function; Concepts of value and return; Valuation of bonds and shares; Management of working capital: Estimation and financing; Management of cash, receivables, inventory and current liabilities; Cost of capital; Capital budgeting; methods, Internal Rate of Return and introduction of Risk in capital budgeting ; Financial and operating leverage; Design of capital structure: theories and practices; Shareholder value creation: dividend policy, dividend decision and value of firm; and relevant theories; corporate financial policy and strategy, management of corporate distress and restructuring strategy; Capital and money markets: institutions and instruments; Leasing, hire purchase and venture capital; Regulation of capital market; Risk and return: portfolio theory; CAPM; APT; Financial derivatives: option, futures, swap; Recent reforms in financial sector.

VII. Marketing Management: Concept, evolution and scope; Marketing strategy formulation and components of marketing plan; Segmenting and targeting the market; Positioning and differentiating the market offering; Analyzing competition; Analyzing consumer markets; Consumer Behavior, Brand building, dealing with competition, Brand equity, Product and packaging management, Product Life Cycle and New Product Development, Industrial buyer behaviour; Market research; Product strategy; Pricing strategies; Designing and managing Marketing channels, channel conflict management; Integrated marketing communications; Building customer satisfaction, Value and retention; Services and non-profit marketing; Ethics in marketing; Consumer protection; Internet marketing; Retail management Strategic Decisions in Retail management, Value chain and inventory management; Customer relationship management; Concept of holistic marketing. Advertising and Personal selling, Direct marketing and Internet marketing, Socially responsible marketing.

VIII. Quantitative Techniques in Decision Making : Functions and their managerial applications, Concept of derivatives of functions and finding maxima and minima, Descriptive statistics – tabular, graphical and numerical methods, introduction to probability, discrete and continuous probability distributions, inferential statistics, sampling distributions, central limit theorem, hypothesis testing for differences between means and proportions, inference about population variances, Chi-square and ANOVA, simple correlation and regression, time series and forecasting, decision theory, index numbers; Linear programming – problem formulation, simplex method and graphical solution, sensitivity analysis. Transportation and Assignment problems, PERT and CPM and managerial applications

XI. Production and Operations Management : Fundamentals of operations management; Organizing for production; Aggregate production planning, capacity planning, plant design: process planning, plant size and scale of operations, Management of facilities; Line balancing; Equipment replacement and maintenance; Production control; Supply chain management - vendor evaluation and audit; Quality management; Statistical process control, Six Sigma; Flexibility and agility in manufacturing systems; World class manufacturing; Project management concepts, R&D management, Management of service operations; Role and importance of materials management, value analysis, make or buy decision; Inventory control, MRP; Waste management.

X. Management Information System : Conceptual foundations of information systems; Information theory; Information resource management; Types of information systems; Systems development - Overview of systems and design; System development management life-cycle, Designing for online and distributed environments; Implementation and control of project; Trends in information technology; Managing data resources - Organizing data; DSS and RDBMS; Enterprise Resource Planning (ERP), Expert systems, e-Business architecture, e-Governance; Information systems planning, Flexibility in information systems; User involvement; Evaluation of information systems.

XI. Government Business Interface : State participation in business, Interaction between Government, Business and different Chambers of Commerce and Industry in India; Government's policy with regard to Small Scale Industries; Government clearances for establishing a new enterprise; Public Distribution System; Government control over price and

distribution; Consumer Protection Act (CPA) and The Role of voluntary organizations in protecting consumers' rights; New Industrial Policy of the Government: liberalization, deregulation and privatization; Indian planning system; Government policy concerning development of Backward areas/regions; The Responsibilities of the business as well as the Government to protect the environment; Corporate Governance; Cyber Laws.

XII. Strategic Management :Business policy as a field of study; Nature and scope of strategic management, Strategic intent, vision, objectives and policies; Process of strategic planning and implementation; Corporate Level Strategy, Business Level Strategy, Strategic Analysis and Choice; Environmental analysis and internal analysis; SWOT analysis; Tools and techniques for strategic analysis - Impact matrix: The experience curve, BCG matrix, GEC mode, Industry analysis, Concept of value chain; Strategic profile of a firm; Framework for analysing competition; Competitive advantage of a firm; Generic competitive strategies; Growth strategies – expansion, integration and diversification; Concept of core competence, Strategic flexibility; Reinventing strategy; Strategy and structure; Chief Executive and Board; Turnaround management; Management of strategic change; Strategic alliances, Mergers and Acquisitions; Strategy and corporate evolution in the Indian context.

XIII. International Business : International Business Environment : Changing composition of trade in goods and services; India's Foreign Trade: Policy and trends; Financing of International trade; Regional Economic Cooperation; FTAs; Internationalization of service firms; International production; Operation Management in International companies; International Taxation; Global competitiveness and technological developments; Global e-Business; Designing global organizational structure and control; Multicultural management; Global business strategy; Global marketing strategies; Export Management; Export- Import procedures; Joint Ventures; Foreign Investment: Foreign direct investment and foreign portfolio investment; Cross-border Mergers and Acquisitions; Foreign Exchange Risk Exposure Management; World Financial Markets and International Banking; External Debt Management; Country Risk Analysis

XIV. Computer Application in Business: Introduction to computers and their application in business, Hardware and softwares, operating systems and Multiprogramming and multiprocessing; programming languages; computer communication networks, Network topologies and modes of data communication; Wired and wireless medium technologies; Internet basics, email and servers, search engine and web portals, e-commerce and mobile commerce- their role in business transactions- banking, telecommunication and entertainment.

XV. Tourism Management: Air ticketing and Cargo management: Air cargo operations, planning itinerary and types of journey, major online reservation packages, airline ticketing, and cargo handling; destination management, planning, destination marketing, rationale for tourism development, national and regional tourism planning and policies; tourism destination and environment-tourism metamorphosis-ecotourism, cultural, ethnic tourism. Event management, Destination management-overview of tourism; geographical regions of India, seasonal rhythms and tourism circuits, J&K TDC, Tourism policy of J&K; Management issues in tourism and hospitality industry. Hospitality and Housekeeping management, Front office, Food and Beverage Management, Customer Relationship Management

B. Questions relating to General Knowledge

Questions on General Knowledge, shall comprise National Affairs , J&K Affairs and questions relating to the subject.

It is further notified that break-up of the questions shall be as under:

i)	Total questions	- 120
ii)	Pertaining to syllabus for Court Manager	- 100
iii)	Pertaining to General Knowledge	-15
iv)	Pertaining to knowledge of Computers	-05 .

The questions shall be of multiple objective types, to be attempted in two hours.

Note:- The Screening Test shall be conducted on 3rd June, 2012 both at Jammu and Srinagar in accordance with Rule 40 of J&K Public Service Commission (Business and Procedure) Rules, 1980 as amended from time to time as already mentioned in Notification No.03-PSC of 2012 dated 24.02.2012.

**Sd/-
(M. A. Bukhari), IAS
Secretary
J&K Public Service Commission
Dated:-10-04-2012**

No.PSC/DR/Court-Manag/2012

Copy to :-

1. Commissioner Secretary/Secretary to Government, Law Justice and Parliamentary Affairs Department, Civil Secretariat, Jammu.
2. Director, Information Department, J&K Govt., for publication of this Notification in two leading local dailies of Srinagar/ Jammu.
3. The General Manager, Govt. Press , Jammu for publication of this Notification in the Government Gazette.
4. Additional Secretary (G)/(I)/, J&K Public Service Commission.
5. Deputy Secretary (O), J&K Public Service Commission.
6. Prl. Pvt. Secy to Hon'ble Chairman for information of Hon'ble Chairman.
7. Pvt. Secretary to Member, PSC Sh. _____ for information of the Hon'ble Member.
8. Under Secretary (I), J&K Public Service Commission.
9. P.A to Chairman for information of the Hon'ble Chairman.
10. P.A. to Secretary, PSC for information of the Secretary
11. I/C Computerization, J&K PSC for uploading the Notice.
12. I/C Camp Office, Srinagar for displaying the Select List in Srinagar Office.