

Tamil Nadu Public Service Commission
Syllabus
Personnel Management, Industrial Relations, Business Administration and Social Work
(PG Degree Standard)

Code: 561

Unit I: Personnel Management (15 Questions)

Definition, Evolution and Growth - Functions of Personnel Management - Factors Influencing Personnel Policy - Qualities and Qualification of Personnel Manager- Organisation of Personnel Department - Challenges and Role of Personnel Manager – Progress of Personnel Department in India

Unit II: Human Resources Planning and Development, Recruitment, Selection, Placement and Training (25 Questions)

Need for HR Planning and its types – Factors affecting manpower planning – Role of Human Resources Department - Techniques and Job description – Recruitment Practices in India Sources - Methods and Technologies for Recruitment Methods of Selection – Principles and Problems in Induction – Need and importance of Training – Steps in Systematic Training – Evolution of Training Programme

Unit III: Performance Appraisal, Motivation and Leadership (15 Questions)

Objectives and Benefits of Performance Appraisal – Characteristics of effective appraisal system - Process and Methods of Performance Appraisal – Theories of motivation and techniques of motivation – Legal and ethical issues in motivation – Theories and characteristics of leadership – Types of leaders.

Unit IV: Labour Management Relations and Labour Legislations (30 Questions)

Concept of Labour Management – Labour administrative practices – administrative agencies – labour policy – Workers participation in management and settlement of Labour disputes - Unfair labour Practices – Code of wages – Industrial Relation Code –Social Security code – Occupational safety, Health and working conditions code - Grievance Redressal Mechanism – Labour Courts and its functions – Factors affecting labour relations

Unit V: Organisational Behaviour (20 Questions)

Organisational Behaviour :Importance – Historical Development of Organisation Behaviour- Understanding Individual :Personality- Perception-Learning-Values-Attitude- Job Involvement – Organisational Commitment – Job Satisfaction – Emotions – Emotional Intelligence – Spiritual Quotient. Understanding groups: Meaning of group and group dynamics – Theories of Group Dynamics – Group Cohesiveness – Team Building- Management of change-Organisational Culture-Management of Conflict-Organizational Citizenship Behaviour.

Unit VI: Operations Management (20 Questions)

Operations Management concept, objectives and types – Characteristics of Modern Operation Management – Differences between Services and Goods – Operation Strategy – Supply Chain Management – Warehousing and Supply Chain Strategies – Supply Chain Dynamics. Operations Planning- Work study: Objectives, Procedures – Method Study and Motion Study - Work Measurement and Productivity. Total Productive Maintenance- Materials management and Purchase Management - Project management - Quality Control – Quality Movement – Continuous Improvement – Tools – Total Quality Management (TQM) concepts – ISO Quality Certification – Quality Assurance.

Unit VII: Management Information System & E-Commerce (20 Questions)

Data, Information, Intelligence, Information Technology, Information System, Functional Information Systems, DSS, EIS, KMS, GIS, International Information System-Data Base Management System- Role of information management in ERP, e-governance, Data Mining, Business Intelligence, Pervasive Computing, Cloud computing, CMM. Electronic Commerce: Technical Components of E-Commerce Functions of E-Commerce - Advantages and disadvantages of E-Commerce -Electronic Commerce and Electronic Business - Electronic Commerce Technology - Building the E-Business application - Avoiding legal issues- Web strategy: Attracting and retaining visitors - Search Engines and Portals- Cyber service - Online Banking.

Unit VIII: Fundamentals of Sociology and Psychology (15 Questions)

Sociology Definition, meaning and scope; basic sociological concepts: Society-meaning, definition and types, structure, features; social institutions; concept of social system and sub system, classification of social systems, culture: concept, characteristics, social stratification, social processes- social control, social change in India, social movements, crime and delinquency; social problems-poverty, inequality, casteism, causes and consequences.

Psychology: Definition, meaning and scope, lifespan, phases of human growth and development, (Erik Erikson and Freud) needs, tasks and challenges, influence of hereditary and environment; psychological processes for understanding behaviour, intelligence, sensation, emotions, learning, memory, attitudes, behaviour, perceptions and prejudices; life events and their impact on behaviour.

Unit IX: Health Care Practice (10 Questions)

Health: Definition and concept; Rehabilitation, definition, types and principles – UN convention on the rights of persons with disabilities; policies and programmes; Community –Based Rehabilitation. Hygiene: Personal, food and Environmental hygiene; Relationship between health and hygiene; Environmental pollution; Living conditions: housing, sanitation, waste disposal and their influence on Health.

Community health: Definition, health indicators, disease, sickness/illness, definition of public health, Communicable and non-communicable diseases: causes, prevention and treatment, Primary Health Care; Health Education;

Concept of mental health: Magnitude of mental health problems, mental health and Well Being; definition.

Health Programmes & Global Health Promoting Agencies: National Mental Health Programme, National Tuberculosis Programme (NTP), National AIDS Control Programme (NACP), National Malaria Control Programme (NMCP), Universal Immunization programme (UIP), National Cancer Control Programme (NCCP), National Health Mission (NHM), Reproductive and Child Health Programme, National Family Welfare Programme. WHO, UNICEF, FAO, UNFPA, ILO.

Unit X: Industrial Relations and Labour Welfare (30 Questions)

Industrial Relations: Concept, characteristics, Industrial Relations at plant and shop floor level, Industrial conflicts: concepts of industrial peace; cause and consequence of industrial conflict, strikes and lock-outs; conflict resolution, mediation, conciliation: arbitration and adjudication; statutory and non-statutory machinery for prevention and settlement of disputes. Trade Unions: Trade unionism in India, role in Industrial relations.

Occupational Hazards and Safety: Meaning. Occupational Hazards, Industrial Health and Industrial Safety. Industrial Accidents-causes and prevention. Meaning of Safety and Need for safety in Industries. Job stress. Problems of Job stress with special reference to new generation industries.

Statutory Provisions In India: Statutory Provisions in India connected with health, safety and welfare of workers. Introduction to The Factories Act, 1948- Statutory Provisions relating to Labour Welfare, Industrial Health and Industrial Safety in Factories. Role of H.R. Managers in Labour Welfare.

Labour Welfare: Concept, definition, philosophies, need, objectives, principles, scope and limitations of labour welfare; Historical development of labour welfare in India. Statutory and Non-Statutory Welfare Provisions: Industrial Counseling- Pre-retirement, Quality of work life. Social security, social security measures; Standardization, Wage policy, Wage incentives, bonus and profit sharing. Collective Bargaining: Meaning, goal, phases, pre- requisites, principles, strategies and negotiation skills, factors influencing collective bargaining, Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

HR System Concept and functions: HRM, HRD & HR; evolution, Asian trends; HRD system and sub-systems; elements, goals, importance of HRD in Industry; 360 Degree feedback; leadership and leadership development; mentors & modeling; Organizational commitment CSR in HR.

Dated: 17.04.2025