

KERALA PUBLIC SERVICE COMMISSION

Detailed Syllabus for the Post of Assistant Manger, Assistant Manger (NCA-M) in Kerala State Backward Classes Development Corporation Limited (Cat no: 229/2025,019/2026) – Total :100 Marks

Part I - Questions based on MBA

Module I: (8 Marks)

Process of management – planning – types of plans – organizing – organization design – structure & process – line & staff – delegation – centralization and decentralization – directing and controlling – control techniques.

Module II: (8 Marks)

Communication process – Factors affecting communication – Channels of communication – barriers to effective communication – Improving interpersonal and organization communication

Module III: (8 Marks)

Financial Statements– Meaning – Objectives –The structure and contents of financial statements– The profit and loss account and the Balance Sheet.

Module IV: (8 Marks)

Techniques of Financial Statement Analysis: Ratio analysis-(problems)-Types of ratios-Ratios to understand the financial status and performance of an organization- Ratios and their uses.

Module V: (8 Marks)

Role of operations Capacity planning, Aggregate Production Planning methods Quality-Dimensions, Cost of quality, Total Quality Management- TQM tools. Benchmarking, Kaizen, Employee empowerment, JIT. Quality management Systems- ISO 9000, ISO 14000, BIS. Short term scheduling.

Module VI: (8 Marks)

Production Planning and Control, Materials Management: Inventory control techniques, Purchase decision- MRP-I, MRP-II, ERP. Make or Buy decision. Vendor management. Supply Chain Management- Drivers of Supply Chain Performance. supplier performance appraisal.

Module VII: (8 Marks)

Forecasting & Planning. Forecasting methods, factors affecting forecasts – Materials planning, Materials Cycle and Flow Control Systems, Materials Budget- Purchasing: Purchasing organization, duties of purchasing department, centralized and localized Purchasing, purchasing policies, budgets, methods of purchasing, buying factors, source selection, source development, make or buy decision.

Module VIII: (8 Marks)

Legal aspects of purchasing, imports and exports policy, lead time analysis, purchasing and quality assurance. International purchasing, Purchasing procedures and records: Requisition, purchases order follow up and expediting systems, receipt and inspection.

Module IX: (8 Marks) Defining the Project Strategy – Stake Holder Analysis – Project Plan Project Scope Statment – The WBS (Work Break Down Structure)

Module X: (8 Marks)

Defining and Assigning Responsibilities – Introduction to Project Scheduling – Project Scheduling Basics and Advanced – Project Monitoring – Project Reporting.

Part II - **Questions based on DCA**

Module 1: Computer fundamentals and Operating Systems Basic components of computers and computer terminology – Applications of computer, e-governance, multimedia etc. Concept of Hardware and Software - Block diagram - functional units - Input, Output, Memory, CPU.

(1 Mark)

IO-Devices - Familiarization of IO-Devices - Keyboard, mouse (optical, wireless), scanners – Monitor - Type of monitors(LED,TFT)-Pixel, Resolution - LCD projector – Printers -Type of printers - Dot matrix, Inkjet, Laser, Thermal. Memory - Primary memory - RAM, ROM, Flash memory - Secondary Storage - Hard disk - concept of track, sector, cylinder, Storage capacity, SMART(concept only), Hard disk types - SATA,SCSI, SAS - Optical storage devices - CD, DVD - Flash disk.

CPU – Microprocessor - concept of ALU and control unit - familiarization of latest processors (Intel, AMD etc.), Multi core processors – Wordlength , Clock Speed,Concept of Cache memory.

(2 Marks)

Windows - GUI based operating system - File Management

Operating system Overview – Definition - Functions-as a resource manager, as an Interface - CUI,GUI - Structure of OS - Kernel, Shell - POST and Bootstrapping.

Windows - Shell commands - (DATE, TIME, DIR, COPY, REN, DEL,MD, CD, RD, TYPE), Files and Folder manipulation - create, copy, move, rename, delete - Sharing of folder and printer - Managing user accounts.

(1 Mark)

Linux-Concept of open source software –GNU/Linux – Different distribution of Linux - Features of Linux - login, Shell commands in linux (ls, date, cp, mv, rm, mkdir, rmdir, cd, cat, man, who) - Files and folder manipulation in Linux GUI - User management - Concept of Linux directory structure. Comparison of Windows and Linux operating systems.

(1 Mark)

Total marks from Module 1 : 5

Module 2: Office Automation Packages

Elements of Word Processing - Document creation saving, editing, insertion of tables etc. in document

Introduction – Menu – Tool bar – Document – creation, editing, saving, opening- Text – editing , deleting, inserting, selection, moving, copying, converting case, find & replace, redo/undo - Formatting document – paragraph formatting – applying styles , header and footer, bullets and numbering, format painter ,line spacing – page layout – numbering pages - inserting section break – spell check - news paper column - Printing Document - page setup, inserting picture

Tables - creation, editing, formatting, insertion, merging, splitting rows and columns, document with tables. Mail merge and template creation.

Malayalam computing -Familiarization of Malayalam fonts, Malayalam Transliteration, Enabling Malayalam in Windows and Linux.

(2 Marks)

Spreadsheets -Office Packages - Create, save, and effectively work with Spreadsheets including formulae and chart - Cell manipulation, Insertion and deletion of rows, columns, chart, graphs, function etc.

Electronic spreadsheet features, work book, work sheet, menu, cells - entering data, text, functions – selecting cell – ranges- saving work sheet- editing work sheet data – copying , cut & paste - inserting , deleting rows, columns, cell ranges- find and replace data – Formatting work sheet – Changing column width, row height , aligning data – controlling text within a cell - changing font size, style - applying border, pattern styles.

Charts - different types - titles and legend, saving , moving and copying between sheets.

Formulas, functions - entering formulas- cell references –functions (sum, average, if, count, max, min, sin, sumif, hyperlink) - working with range names

Printing – print preview - setting print area - headers and footers- inserting, removing page break - cell protection, freezing columns - data - auto filter, sorting - hiding and displaying data .
(1 Mark)

Presentation Software -Create, save and work on presentation software -Demonstrate Presentation Software like Power Point

Create presentation with back ground – inserting pictures and images - change position or lay out of pictures – Apply 3D effect, shadows, back ground fill colors, textures and pattern. – multimedia – insert sounds and movies - slide transition - introduce animated objects.

Slide show set up - insert navigation to slides- presentations and URL's – apply and edit timings – create a customized slide show.
(1 Mark)

DTP -Desktop publishing software and its functionality - working with publication, new publication, opening a publication, drawing tools- grouping and ungrouping, control palette, power pasting, paste multiple, Importing graphics, place commands, cropping tools, text tools – adding, changing and manipulating text – importing text– placing text, threaded text, master pages, character specification and paragraph specification.
(1 Mark)

Total marks from Module 2 : 5

Module 3 : Networking and Internet

Concepts of computer network - need and advantages -concept of LANs &WANs - serial & parallel data transmission – networking components-wired & wireless - Transmission media-bounded and unbounded media - UTP cables, fiber optic, microwave & satellite link -NIC cards, Ethernet port ,switches, Modems –

Concept of IP addresses , subnet mask.

Infrastructure - Awareness on LAN, WAN Infrastructure and its components - Installation and configuration of peripherals such as printers, scanners, projectors etc. - Awareness on Installation of software, virus scan -Awareness on Data Centre, BCP, DR and its major components.
(1 Mark)

Internet -Introduction to Internet, WWW and Web browsers, searching content etc - Cookies, caches, history etc.

Internet Basics - URL, Domain - concept of DHCP, DNS, router & gateway. Internet Access methods (DSL, Cable, wireless[WiFi], FTTH) - WWW - Web protocols (HTTP, HTTPS, FTP) – Internet configuration – Linux & Windows - Concept of firewall, Proxy server, Web server.

Introduction to Hyper Text Mark-up Language - Concepts of HTML, The structure of a HTML page.

(1 Mark)

Email & Search Engines - Browsers - different browsers, managing web browser , Options and settings , plugins - Search engines - search techniques (site, type, date, range, domain, country etc) - downloading and saving web documents - download managers - Instant messengers - ftp client software(Cute FTP, FileZilla etc)

Email - email id creation,compose,attach,send,inbox,spam,trash,CC,BCC,addressbook,reply& forward ,

searching - Blog creation.

Introduction to Web Forms (Familiarization of Online Forms like PSC application, E-grantz, Keralapsc.org,mvd.org
(1 Mark)

WEB Utilities-Communication and collaboration tools like Skype, Google docs/sheets etc. - Emails, messaging,
Use of Calendars and meeting management using Calendars - Awareness on Cyber Security Act and IT Act
Font Installation in windows and Linux (including Malayalam) - Concept of Unicode.
File formats (html,Jpeg,GIF,tiff,bmp,avi,mp3,mp4,3gp,doc,zip,tar,swf,flv etc.) - File conversion utilities
(eg:-DOC to PDF, HTML to DOC, RTF to PDF etc) - Web Documents – PDF document creation ,Google Docs.
Video conferencing - WEB Cam & Microphone, Concept of Web Casting - Anti virus software - DVD Burning using software like Nero , CD/DVD creator in Linux etc.
Concept of Cyber security (phishing, id theft, spoofing, Denial of Service etc) and Cyber laws.
Image Editing - image resize, crop, rotate etc using paint/GIMP/Photoshop or any other software.
Mobile Technology- Mobile Operating Systems-Android,ios,windows-Different versions, Mobile Apps
Online Store- Google Play store, Apple play store, Microsoft store etc
Online Products- calendar, Docs, Drawings, Drive, Forms, Groups, Sheets, Slides **(2 Marks)**

Total marks from Module 3 : 5

Module 4: PC Hardware, Database and Tally

PC Hardware -Identification of Hardware components - motherboard, processor, memory (DDR3,DDR4), HDD, DVD writer, Graphic system(AGP,PCI Express) - SMPS - NIC
Ports - parallel, USB, PS/2, audio ports, Ethernet. Device Driver installation (Printers, scanners)
Device connectivity - Ethernet, Bluetooth, wireless, mobile connectivity, modem.Sample system specification for home, office and special purpose computers. **(1 Mark)**

OS Installation -Configuring system - Hard disk Partitioning – formatting - CMOS setup – Display and audio configuration. Case study of OS installation (windows, Ubuntu Linux) - Service pack - OS updation - concept of boot loader - software installation **(1 Mark)**

Database Concepts-Introduction to database, tables, data types, fields, rows, columns ,tuples, attributes– Introduction to mysql - creation of a database and tables - adding , editing, deleting and saving data , displaying data. **(1 Mark)**

Tally.ERP9 based Accounting -Accounting basics-Familiarisation of tally menus-configuring tally – Ledger creation/editing – Voucher Entry – corrections –Voucher types – report generation - Printing - Bank reconciliation.

(1 Mark)

Introduction to Digital Financial Services - Introduction to Internet based financial services and awareness of various schemes of Govt. of India. Awareness of various Digital Financial services modes (like net banking, mobile banking etc.) **(1 Mark)**

Total marks from Module 4 : 5

NOTE: - It may be noted that apart from the topics detailed above, questions from other topics prescribed for the educational qualification of the post may also appear in the question paper. There is no undertaking that all the topics above may be covered in the question paper.