

(लोक सेवा आयोग)

राष्ट्रिय मानव अधिकार आयोगको राष्ट्रिय मानव अधिकार सेवा, अधिकृत तृतीय श्रेणी, प्रशासकीय अधिकृत वा सो सरह पदको खुला प्रतियोगितात्मक लिखित परीक्षाको लागि पाठ्यक्रम

**द्वितीय पत्र (Paper II): Job- Knowledge Specific Subject
(For Administrative Officer)**

Section (A) -

5 Marks × 1 Question, 10 Marks × 2 Questions = 25 Marks

1. Managerial Function and Process

- 1.1 Concept and Foundations of Management
- 1.2 Managerial Functions – Planning, Organizing, Staffing, Directing, Coordinating, Reporting and Budgeting
- 1.3 Role of Manager, Managerial Skills
- 1.4 Participatory Management and Group Dynamics
- 1.5 Management of innovation
- 1.6 Contemporary Management Issues and Challenges
- 1.7 Strategic Management: Nature and Scope
- 1.8 Participative Management: Concept, Importance And Techniques
- 1.9 Change Management: Concept, Management of Resistance to Change
- 1.10 Time Management: Concept, Advantages, and Disadvantages
- 1.11 Stress Management: Concept, Sources of Stress, Techniques of Stress Management
- 1.12 Conflict Management : Concept and Importance

2. Organisational Behaviour

- 2.1 Concept of Organization Behaviour
- 2.2 The Dynamics of Organization Behaviour
- 2.3 Organizational Culture, Managing Cultural Diversity, Learning Organization and Organizational Effectiveness
- 2.4 Decision Making: Concept and Process
- 2.5 Motivation: Concepts, Theories and Applications
- 2.6 Leadership: Concept, Functions, Leadership Styles, Qualities of Good Leader
- 2.7 Coordination: Concept, Need, Types, Techniques and Approaches of Effective Coordination
- 2.8 Communication: Concept, Process, Barriers to Effective Communication, Techniques for Improving Communication and Managing Public Relation
- 2.9 Quality of Work Life (QWL): Concept, Impact on Performance and Ways of Enhancement of Quality of Work Life
- 2.10 Quality Management
- 2.11 Emotional Intelligence and its Relevance in Public Management
- 2.12 Negotiation Skills

3. Human Resources Management (HRM)

- 3.1 Evolution of the Concept of HRM
- 3.2 Nature, Scope, Functions, Challenges of HRM and Managing Diversity
- 3.3 Corporate Strategic Planning and Managing Human Resource
- 3.4 Human Resource Planning: Concept, Importance, Approaches and Objectives
- 3.5 Components of HRM: Recruitment, Selection, Placement, Socialization, Development and Utilization
- 3.6 Job Analysis and Competency Mapping: Job Description, Job Specification, Job Performance Standard, Job Evaluation
- 3.7 Performance Management: Concept, Techniques and Practices
- 3.8 Compensation Management
- 3.9 Emerging Trends in HRM

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Section (B) -

5 Marks × 1 Question, 10 Marks × 2 Questions = 25 Marks

4. Public Administration

- 4.1 Public Administration : Concept, Scope, Objective and Practices
- 4.2 Contemporary Issues of Public Administration
- 4.3 Office Management : Office Correspondence, Records Management, Decision Making (Memo Writing), Security Management and Meeting Management
- 4.4 Managing Physical Resources and Property
- 4.5 Grievance Handling
- 4.6 Collective Bargaining and Trade Union
- 4.7 Role of Public Administration in a Modern Welfare State
- 4.8 Concept and Importance of Supervision, Monitoring and Evaluation in Public Management
- 4.9 Use of computer, internet, social networking, information-communication technology in public service delivery; opportunities and challenges

5. Ethics, Integrity and Professionalism

- 5.1 Essence, Determinants, Consequences and Dimensions of Ethics
- 5.2 Human Values and Norms
- 5.3 Principles of Public Life
- 5.4 Spiritualism in Public Affairs Management, Spirituality at Works
- 5.5 Ethical Guidance, Ethical Issues and Integrity in Public Sector Management, Public Service Delivery and Utilization of Public Funds
- 5.6 Corruption Control: Challenges, Strategies and Effectiveness
- 5.7 Public Accountability, Transparency and Good Governance
- 5.8 Understanding Professional Values, Professional Standards, Professionalism in Workplace
- 5.9 Discipline and Code of conduct in Public service

6. Project Planning and Management

- 6.1 Project Management: Project Planning and Scheduling, Project Cycle, Network Models, CPM/PERT, Manpower Planning and Resource Scheduling
- 6.2 Project Preparation for Implementation and Justification, Project Monitoring and Control
- 6.3 Project Appraisal: Concept and Techniques; Financial, Economic and Social Analysis and Decision Criteria
- 6.4 Project Bank: Concept and Practices in Nepal
- 6.5 Medium Term Expenditure Framework (MTEF)

Section (C) -

10 Marks × 2 Questions = 20 Marks

7. Accounting and Auditing System

- 7.1 Government Financial Systems: Concept, Features, Transaction Analysis, Primary Record and Ledger Posting
- 7.2 Accounting Systems: Double Entry, Cash Based, Modified Cash Based And Accrual Based
- 7.3 General Information about Chart of Accounts, Treasury Single Account (TSA) and Revenue Management Information System (RMIS)
- 7.4 Public Assets, Store / Inventory
- 7.5 Deposit Accounting
- 7.6 Public Procurement Management and Related Legal Provisions on Public Procurement
- 7.7 Auditing: Concept, Purpose, Types, Basic Principles and Importance

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7.8 Role of the Auditor General in Public Auditing

8. Financial and Revenue Administration

- 8.1 Concept of Financial Administration and Public Finance
- 8.2 Concept, Principles and Sources of Revenue, Tax and Non-Tax Income
- 8.3 Concepts of Public Expenditure and Public Debt
- 8.4 Intergovernmental Fiscal Transfer and Revenue Sharing
- 8.5 Economic Policy: Financial Policy and Monetary Policy
- 8.6 Budget Cycle: Budget Formulation, Implementation and Evaluation
- 8.7 Government Financial Control System
- 8.8 Fiscal Federalism in Nepal

Section (D) -

5 Marks × 2 Question, 10 Marks × 2 Questions = 30 Marks

9. Human Rights

- 9.1 Introduction to Human Rights
- 9.2 National Human Rights Commission (NHRC) Act, 2068
- 9.3 National Human Rights Action Plan of Government of Nepal
- 9.4 Strategic Plan of NHRC
- 9.5 Financial Rules of NHRC
- 9.6 The Employee Service and Condition Rules of NHRC
- 9.7 Minorities Rights in Nepalese Context (Indigenous Group, Dalits, LGBTIQ+, Senior Citizen, Migrant Workers among Others)
- 9.8 Human Rights and Development Context (Social Inclusion for Disadvantaged Groups, Right to Development, Right to Live in Peace, Right to Environment, Human Rights Advocacy, Education and Training, Human Rights and Sustainable Human Development, Right Based Approach to Development)
- 9.9 Interrelations Between Duties and Rights
- 9.10 Universal Declaration of Human Rights, 1948
- 9.11 International Human Rights Treaties (International Covenant on Economic, Social and Cultural Rights 1966; International Covenant on Civil and Political Rights 1966; International Convention on the Elimination of all Forms of Racial Discrimination 1965; Convention on the Elimination of all Forms of Discrimination against Women 1979; Convention on the Rights of the Child 1989; Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment 1984; Convention on The Rights of Persons with Disabilities 2006; International Convention for the Protection of all Persons from Enforced Disappearance 2010; International Convention on the Protection of the Rights of all Migrant Workers and Members of Their Families 1990)
- 9.12 Human Rights Under UN System
- 9.13 Universal Periodic Review

10. Drafting and Research Skills

- 10.1 Media Techniques
- 10.2 Press Release
- 10.3 Speech
- 10.4 Research: Concept, Meaning, Types, Research Proposal, Research Methodology, Data Collection, Use of Statistical Tools and Analysis and Research Report

Explanatory Notes: Medium of examination would be either Nepali language or English language or both. One question bearing 10 marks from **Drafting and Research Skills** will be in English Language and answer to this question must be also in English Language

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