

# EMPLOYEES' OLD-AGE BENEFITS INSTITUTIONS (EOBI)

## Syllabus:

2024 LUMS-EOBI Written Test for Assistant Director (Grade-7) and Executive Officer (Grade-6), Operations Cadre (Equivalent to BPS-17 and BPS-16)

### **PART 1: INTEGRATED OPERATIONS & MANAGEMENT EVALUATION (40%)**

#### **Productivity & Capacity Management**

- What is Productivity?
- Productivity Measurement
- Defining and Measuring Capacity
- Strategic Nature of Capacity Management
- Determinants of Effective Capacity Management
- Capacity Management Challenges in Services

#### **Budgeting and Cost Control**

- Budget as a Planning Tool
- The Budget Process
- Direct and Indirect Costs
- The Master Budget
- Operating and Capital Budgets
- Approaches to Budgeting: Incremental Budgeting, Zero-based Budgeting, Flexible Budgeting, Activity-based Budgeting
- Tools of Budget Forecasting
- Budget as a Control Tool
- The Control Process
- Variance Analysis: Identifying the Components of Variance, Taking Corrective Action

#### **Project Management**

- Project Lifecycle Management
- Project Triple Constraints
- Work Breakdown Structure
- Project Planning
- Project Execution and Monitoring
- Risk Management in Projects
- Project Evaluation and Closure

#### **Procurement Management**

- Procurement vs. Purchasing
- Make vs. Buy Decision
- Procurement Process
- Specifications
- Procurement Types
- Procurement Contracts
- Contracting and Contract Management
- Supplier Relationship Management
- Public Procurement Regulatory Authority Rules (PPRA Rules)

### **Survey Design, Techniques and Analysis**

- What is a Survey?
- Types of Error in Surveys
- Sampling
- Implementing a Sample Design
- Methods of Data Collection
- Designing Questions to Be Good Measures
- Evaluating Survey Questions and Instruments
- Analyzing Survey Data
- Ethics in Survey
- Survey Error in Perspective

### **Quality Management & Control**

- What is Quality?
- Quality Certifications
- Total Quality Management
- Six Sigma
- Quality Tools
- Inspection & Sampling
- Cost of Quality
- Statistical Process Control
- Process Capability

## **PART 2: COMMUNICATION SKILLS (20%)**

The communication skills test will have three components to assess candidates' abilities in various aspects of what makes up this subject.

- A. There will be a short passage (typically around 400 words) and have five-six multiple-choice questions.
- B. There will be questions which will be about filling in the blanks and candidates will be expected to choose from the list of given answers.
- C. There will be multiple-choice questions about various components of communication skills and candidates would be expected to choose the right answer from the list of provided options.

## **PART 3: ANALYTICAL SKILLS & DATA RESPONSE (20%)**

The test of analytical skills and data response will cover logical reasoning, problem solving, and critical thinking. It will include data interpretation through graphs, charts, tables, and data sets, focusing on drawing inferences. Numerical ability will be tested with basic arithmetic, percentages, ratios, and word problems. Basic descriptive statistics like mean, median, and mode will be included, along with data visualization using various charts and graphs. Additionally, case studies and real-world applications will assess the interpretation of data and draw actionable insights.

## **PART 4: IT SKILLS (20%)**

This part of the test is aimed at examining computer skills of the candidates in communication using email and other tools; documentation and word processing; data manipulation using spreadsheets such as Excel; presentation authoring e.g., use of power point; internet usage such as search engines, portals, websites, and social media. The mode of examinations for this portion of the written test could be multiple-choice questions, structured questions, or true-false questions.