Shiksha Mandal's

G. S. College of Commerce & Economics, Nagpur
NAAC Accredited "A" Grade Autonomous Institution

Revised Syllabus for the Course of MASTER OF BUSINESS ADMINISTRATION

w.e.f. 2022-2023

	MASTER OF BUSINESS ADMINISTRATION [M.B.A.]
Α	PROGRAMME OUTCOMES
	After completing two years of M.B.A. programme, students are expected to
PO-1	Acquire requisite knowledge, skills and attitude to provide effective leadership in global environment
PO-2	Be able to gain basic knowledge for designing business solutions for problems across the various functional
	domains of management across various sectors.
PO-3	Become competent management professionals with strong ethical values capable of assuming important
	managerial positions in various sectors.
PO-4	Develop entrepreneurial approach and requisite skill sets.
PO-5	Be able to use and apply their knowledge and contribute to the growth and development of the society
	through their research acumen and entrepreneurial skills.
PO-6	Be able to acquaint themselves with the relevant interpersonal skills, communication skills with a higher
	empathy quotient and develop an appropriate aptitude in becoming job ready for the industry.
PO-7	Be able to adapt skills and talent to develop solutions that are out of the box for challenging situations and
	facilitate their decision-making process by applying various analytical, logical and synthetic modes of
	reasoning.
PO-8	Have a solid foundation to build a larger corpus of knowledge through higher studies and research not only
	in the field of Management but also in other areas owing to the inter- disciplinary approach and study of
DO 0	domain specific Electives.
PO-9	Get empowered to demonstrate the ability to innovate and execute the most challenging tasks in trying circumstances.
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В	PROGRAMME SPECIFIC OUTCOMES
700.4	After completing two years of MBA programme, students would
PSO-1	Be able to develop and understand Principles of management including Human resources, marketing and
	finance and management skills and utilize communication skills to bridge diverse perspectives, cultures, and disciplines in taking decisions for problems of business management.
PSO-2	Be able to demonstrate critical and analytical thinking skills by evaluating and synthesizing information
F3U-2	across all functional areas of business through live field research projects and case studies through subjects
	like Research methodology and quantitative techniques.
PSO-3	Be able to cultivate the art of being creative, innovative, and develop entrepreneurial solutions to business
	problems with subjects like Entrepreneurship development.
PSO-4	Be able to demonstrate an ability to act as a global citizen through community engagement, incorporating
	financial, social, and environmental context in organizational and business decisions with subjects like
	Strategic Management and International trade and Business Management.
PSO-5	Be able to apply knowledge of all functional areas of business using integrated problem-solving skills and
	strategic analysis and be able to accurately assess the feasibility of business propositions and develop an
	integrated plan for a business using Project Management techniques.
PSO-6	Be able to apply responsible business practices and ethical principles in analyzing business problems and
	understand corporate governance and Business Ethics for making informed decisions through case studies,
	research, and coursework.
PSO-7	Be able to demonstrate abilities in relationship building, teamwork, and application of MBA subject matter
DCO 0	evaluated by self-reflection, assessment, and projects.
PSO-8	Be able to practice ethical, mature, and professional values in their behaviour in all decisions and contexts through peer- and self-assessments and observation.
PSO-9	Be able to understand Technical/Digital Literacy by developing and integrating technical, digital, and media
F3U-9	literacy through applications of current and emerging technologies.
PSO-10	Be able to integrate and develop quantitative and qualitative research processes and methods by defining,
L 20-10	analyzing, and solving business problems through cases and research projects.
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С	COURSE CONTENT	S		
	Course	Outcome		
1.	Evolution of Business	Students will be able to understand the concepts related to Business and demonstrate		
	Management	the Roles, Skills and Functions of Management.		
2.	Fundamentals of	Students would be able to build understanding about the fundamentals of managing		
	Human Resource	Human Resources in an organization. Also, they will be able to understand various		
	Management	functions that HR performs for employee's welfare in order to maximize productivity.		
3.	Fundamentals of	Students will be able to understand the concepts of financial accounting and its		
	Financial Accounting	procedure. They will also learn how the accounts are maintained by the various business		
	_	organizations.		
4.	Fundamentals of	Students will be able to identify and explain factors which influence consumer buying		
	Marketing	behaviour and use appropriate research approaches including sampling, data collection		
	Management	and questionnaire design for specific marketing situations.		
5.	Economics for	Students would be familiarized with the economic framework for managerial decision		
	Managers	making and they would be introduced to the application of economic principles through		
		the use of various managerial attributes and perspectives.		
6.	Business	Students will be able to learn effective business writing, effective business		
	Communication &	communications; research approaches and information collection; effective		
	Information Systems	interpersonal communications; skills that maximize team effectiveness and students will		
	,	be able to define information systems.		
7.	Corporate Image	Students will be able to build a corporate identity of a company to make it distinctive		
	Building	and better able to clearly differentiate itself from competitors. The concept of a		
		corporate identity must be well planned and strategically implemented.		
8.	Financial Planning and	Student will get ways and means to understand the intricacies of financial planning and		
	Wealth management	help manage financial investments and wealth management through research tools and		
		planning.		
9.	Business Valuation	Students will be able to understand the difference between equity value and enterprise		
		value. They will understand the drivers of equity multiples and value a business using		
		equity multiples. Calculate and analyses valuation multiples.		
10.	Economic	Students will be able to discuss the supply and demand theory and its impact on		
	Environment of	particular business model, explain the effects of government policy on the economic		
	Business	environment, outline how an entity operates in a business environment, describe how		
		financial information is utilized in business and explain the legal framework that regulates		
		the insurance industry.		
11.	Cost & Management	Students will be able to understand the concepts of cost and management accounting.		
	Accounting	They also learn the accounting procedure of cost and management account.		
12.	Entrepreneurship	Students will be able to learn oral and visual presentation skills and establish a		
	Development	foundation of confidence in the skills necessary to cause others to act.		
		Entrepreneurship and Innovation minors will be able to find problems worth solving.		
		These students become Job Providers instead of Job seekers.		
13.	Quantitative	Students will learn quantitative skills that are required to make business decisions. These		
	Techniques for	skills involve using statistics, forecasting and estimation techniques. Students will be able		
	Business	to formulate and apply mathematical models in business decision-making scenarios.		
14.	Business Research	Students will be familiarized with basic of research and the research process. Students		
	Methods &	would have developed understanding on various kinds of research, objectives of doing		
	Application	research, research process, research designs and sampling. It will enable students		
		/participants in conducting research work and formulating research synopsis and final		
		report with interpretation.		
15.	Regulatory Aspect of	Students will be able to understand the Indian Banking System, role of Reserve Bank of		
	Banking & Finance	India, understand different types of bank accounts, KYC and Anti-money laundering		
		measures and calculation of interest and annuities.		
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16.	Environment	Students will be able to learn the methods from ecological and physical sciences and
	Management &	their application in environmental problem solving. Appreciate the ethical, cross-
	Legislation	cultural, and historical context pf environmental issues.
17.	Project Management	Students can manage the scope, cost, timing, and quality of the project, at all times
		focused on project success as defined by project stakeholders. Also, they can identify
		project goals, constraints, deliverables, performance criteria, control needs, and
		resource requirements in consultation with stakeholders
18.	Agri-Business	Students will demonstrate the ability to communicate effectively by analyzing the current
	Management	events and issues that are occurring in agriculture and how they affect the future of
		agriculture. They will also be able to understand the policies and programs chalked out
		by government from time to time in order to develop this sector.
19.	International Business	Students will be able to conduct an environmental scan to evaluate impact of world
	Management	issues on an organization's international business opportunities. Conduct, evaluate and
		present market research to support an organization's international business decision-
		making. Manage preparation of documents and application of procedures to support the
		movement of products and services in the organization's global supply chain. Evaluate
		the impact of statutory and regulatory compliance on an organization's integrative trade
		initiatives
20.	Advanced Strategic	Students will be able to learn various perspectives and concepts in the field of Strategic
	Management	Management and develop skills for applying these concepts to the solution of business
		problems.
21.	Summer Internship	Students will develop awareness, understanding and capacity in the specific roles and
	Project/ Report	responsibilities of a business and industry in their subject specializations and, as far as
	writing & Assessment	possible, to effectively participate in these roles and responsibilities.
22.	Sales and Distribution	Students will be able to know the building blocks of a winning sales force and enduring
	Management	in the new environment. Frameworks to diagnose, and address sales issues in the new
		environment. The changing buyer and role of the salesperson and digital channels. How
		new sales roles impact sales force structure, size and deployment and channel partner decisions.
23.	Integrated Marketing	Student will be able to identify brand equity, branding and communication strategies
25.	Communication &	require to adopt during the process of Marketing & Branding.
	Brand Management	require to do by during the process of warketing a branding.
24.	Corporate Financial	Students will be able to demonstrate various aspects of Corporate Financial Management
24.	Management	such as Valuation, Dividend policy, mergers, acquisitions and related issues.
25.	Security Portfolio and	Students will know and be able to do analysis valuation of securities, equity analysis,
25.	Risk Management	derivatives and portfolio theory.
26.	Training &	Students will get ability to explain the role of training and development in human
20.	Development	resources management, psychology of learning process and evaluate the value of
	Practices	training once completed from the individual employee and the organization's viewpoint.
27.	Performance	Students will be able to learn basic compensation concepts, context of compensation
	Management &	practice and different ways to strengthen the pay- for-performance link.
	Compensation	
28.	Logistics and Supply	Students will be able to apply knowledge in evaluation and improve the overall efficiency
	Chain Management	and effectiveness while implementing the supply chain management process.
29.	Operations Research	Students will be able to formulate and solve problems as networks and graphs, develop
		linear programming (LP) models for shortest path, maximum flow, minimal spanning
		tree, critical path, minimum cost flow, and transshipment problems. Solve the problems
		using special solution algorithms.
30.	Banking & Insurance	Students will understand Banking and Insurance sectors which mobilize funds in the
	Services	economy. Students will be well-versed with study of the sector: its structure, operations,
		functions, instruments, regulations and other roles. Students will understand the
		changing national and global banking and insurance operations, technology and
		paradigm shift in the sector.

31.	Hospitality	Students will be able to identify and recognize legal issues that may impact hospitality
J 1.	Management	industry. Distinguish among the various types of costs in the hospitality industry. Monitor
		and control food, beverage. Make managerial decisions based on analysis of cost data
		and expectations of customers.
32.	Business Ethics &	Students would acquire the skills with which they will recognize and resolve ethical issues
32.	Corporate	in business; enhance awareness and critical self-examination of one's own values, and to
	Governance	appreciate the relevance of personal values in business/workplace setting; they would
	Governance	further imbibe the ethical issues in corporate governance and adhere to the ethical
		codes.
22	Corporato Laura	
33.	Corporate Laws	Students would get basic and broad knowledge in business laws in management, also the
		ability to apply concepts, principles and theories to understand simple business laws.
		Global Perspective: awareness of the different business laws.
34.	Advanced Financial	Students will be able to develop the ability to take decisions and plan, execute and
	Management	control financial strategies towards attainment of organizational financial goals.
35.	Corporate Tax	Students will be able to use knowledge of tax planning, provisions, capital gains and
	Planning &	depreciation management process under companies act and income tax act.
	Management	
36.	Consumer Buying	Students would establish the relevance of consumer behavior theories and concepts to
	Behaviour	marketing decisions. Implement appropriate combinations of theories and concepts.
		Recognize social and ethical implications of marketing actions on consumer behaviour.
		Use most appropriate techniques to apply market solutions.
37.	Investment	Students will be able to explain the financial and investment environment, assess the
	Environment &	financial objectives, evaluate factors affecting investment decisions, identify alternative
	Wealth Management	sources of finance and consider their suitability and apply techniques in managing
		wealth.
38.	Industrial relations	Students will be able to elaborate the concept of Industrial Relations. Students will be
	and Labour Laws	able to illustrate the role of trade union in the industrial set-up. Students will be able to
		outline the important causes and impact of industrial disputes. Students will be able to
		elaborate Industrial Dispute settlement procedures.
39.	Total Quality	Students can demonstrate principles and processes of quality management which
	Management	involves statistical techniques, tools and system. They will also be able to understand the
		methods of minimizing deficiencies and defects while learning various quality
		management tools and techniques.
40.	Health Care	Students will be benefited by studying this subject because the healthcare industry will
	Management	continue to expand and diversify, requiring administrators to help ensure smooth
		business operations. Great growth potential. Skills-focused program that helps you to
		acquire the skill sets to work as a Health Care Office Administrator.
41.	Project Work	Industry based live projects will allow students to gain valuable work experience during
	•	study. This will pave way for self- empowerment through skill building and hands-on-
		training.

(MBC 1.1) Evolution of Business Management			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Objectives:

- 1. To understand the conceptual framework of management and its relationship with administration.
- 2. To understand the development of management thought and to understand the different management functions

Learning Outcomes:

Students will be able to understand the concepts related to Business and Demonstrate the Roles, Skills and Functions of Management

Functi	ons of Management
Unit	Content
ı	Introduction to Management: Management Concept- Nature – Function – Definition – Importance of
	Management – Scope of Management – Is management a science or art? – Management Functions
	and skills – Characteristics of Quality Managers. Development of Management Thought (Contribution
	of Taylor, Fayol, Hawthorne experiments)
Ш	Planning & Decision Making Planning : Concept – Nature – Importance – Types of Planning – Strategic
	and Operational Plans,
	Components/Elements of Planning: (Policy, Procedures, Methods, Rules, Budget, Mission,
	Objectives) – Process of Planning – Barriers to effective planning – Making Planning effective –
	Planning Premises (Concept & types)- Strategic planning in Indian Industry- MBO.
III	Organizing: Concept – Principles involved – Types of organization structure - Combining Jobs:
	Departmentation, Delegation of Authority, Authority & Responsibility, Accountability - Authority,
	relationship – Line function and staff – Basics of delegation of responsibility and authority.
	Centralization and decentralization of authority and the pros and cons of each — Span of control —
	Pros and cons of narrow and wide spans of control.
IV	Staffing: Concept- System Approach- Manpower Planning- Job Design- Recruitment & Selection-
	Training & Development- Performance Appraisal- Motivation: Concept- Motivation and Performance-
	Theories Of Motivation- Approaches for Improving Motivation- Pay and Job Performance- Quality of
	Work Life- Morale Building. Decision Making: Concept – Types – Approaches to Problem Solving -
	Steps involved- methods of decision making
V	Coordination & Directing: Importance and need for coordination – Principles of coordination –
	Methods of achieving effective coordination. Concept of Direction – Importance – Principles –
	Effective supervision – Quality of work life – Morale Building – Leadership: The Core of Leadership:
	Influence- Functions of Leaders, Qualities of an effective Leader.
VI	Control: Concept – Planning and Control relationship – Types of control (a) Feed forward control
	(b)Concurrent Control (c) Feedback Control) — Process of Control — Problems of Control Process —
	Requirements of Effective control, Need of Control , Comparative study of main features of Japanese
	Management and Z culture of American Companies.

- 1. Management, Robbins & Coulter, Prentice Hall of India, 8th Edition
- 2. **Fundamentals of Management**: **Essential Concepts and Applications**, Robbins S.P. and Decenzo David A, Pearson Education, 5th Edition
- 3. Management Stoner, Freeman, Gilbert Jr., 6th, Prentice Hall
- 4. Management A Global Perspective, Heinz Weihrich & Harnold Koontz, 10th Tata McGraw Hill
- 5. A Dictionary of Business, Elizabeth Martin Oxford 3ed
- 6. **Fundamentals of Management**, Robins ,3rd Pearson Education Asia.
- 7. Principles and Practice of Management: L M Prasad, Sultan Chand & Sons educational, New Delhi

(MBC 1.2) Fundamentals of Human Resource Management				
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core	

Objectives:

- 1. To develop an understanding of the basic concepts of Human Resource Management
- 2. To develop an understanding of various functions of Human Resource Management
- 3. To develop an understanding of the various legal aspects in the HR Domain

Learning Outcomes:

Students would be able to build understanding about the fundamentals of managing Human Resources in an organisation. Also, they will be able to understand various functions that the HR performs for the welfare of employees in order to maximise their productivity.

Unit	Content
I	Human Resource Management- Introduction: Concept of Labor and Human Resource; Definition,
•	Nature, Scope, Importance, Evolution of the concept of HRM, Personnel Management vs. Human
	Resource Management, Role of personnel manager- administrative roles and operational roles,
	Qualities and Qualifications of a Personnel Manager, Future of HRM- Influencing factors, Functions of
	a human resource manager, Workforce diversity in India and its issues, Managing diversity; Challenges
	of Human Resources in India
- II	Human Resource Planning & Acquisition: Job Analysis: - Process, Competency approach, methods to
	collect job analysis data, Job description, job specification, Role analysis, Human Resource Planning-
	Objectives, importance, Process, Recruitment - Introduction, constraints and challenges, sources of
	recruitment, methods of recruitment, Indian experiences, purpose, process, selection tests,
	Achievements tests, interviews- types of interviews Selection - Interview process, mistakes in
	interviews; Current Trends in recruitment, effects of Covid pandemic on human resource management
Ш	Training & Development: Induction Program & its importance Training- Introduction, benefits,
	Training vs. Education vs. Development, Checklist to avoid training pitfalls, Philosophy of training in
	HRM, Types of training, Training methods, valuation of a Training Programme- Decision Points in
	Planning Training Evaluation, Methods of Evaluation, Management Development Program- methods/
	techniques
IV	Performance and Potential Appraisal: Performance appraisal; Definition, objectives, importance,
	process, methods- traditional and modern, Characteristics of an effective appraisal process, Pitfalls of
	Performance Appraisal system, Performance appraisal practices in India, Performance management-
	meaning, concepts and challenges in Performance management
V	Compensation Administration, Incentives & Employee benefits: Compensation planning- objectives,
	Equity and pay rates, Components of pay structure in India, Factors influencing compensation levels,
	choices in designing a compensation system, Wage Payment, characteristics, methods of wage
	payment, Incentive plans- individual incentive plans, group incentive plans, organization incentive
	plans, fringe benefits- meaning, objectives and types, Brief introduction to ILO & its role
VI	Employee welfare, Grievances and Industrial disputes: Employee Welfare- agencies for welfare work,
	types of welfare facilities, Health and safety- legal provisions regarding health, Employee assistance
	programmers, employee safety, Effective safety management in the factory, Employee grievances and
	discipline- Model grievance procedure, approaches to discipline, Vishaka Judgement- harassment at
	workplace and redressal mechanism Industrial disputes- forms, causes, Preventive machinery,
	settlement machinery, conciliation, Voluntary arbitration

- 1. A Textbook of Human Resource Management, C. B. Mamoria & S. V. Gankar. Himalaya Publishing House
- 2. Personnel and human Resource management, Text & cases, P Subba Rao, Himalaya Publishing House
- 3. Human resource Management, P. Jyothi, Publication, Oxford University Press.
- 4. Human Resource Management, R. Wayne Mondy, Robert M, Noe, Pearson Education, Ninth Edition,
- **5. Human Resource and Personnel Management -Text and cases,** K. Ashwathappa, Publication, TATA McGraw Hill Publications

(MBC 1.3) Fundamentals of Financial Accounting			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Objectives:

- 1. To develop a sound understanding of the basic fundamentals on which the accounting methodology is
- 2. Ability to prepare, analyze and present financial transactions and statements for decision-making.
- 3. To develop an understanding of the application of Computers in accounting with specific reference to MS Excel and Tally.

Learning Outcomes:

- 1) The basic concept, conventions, principles of accounting and Generally Accepted Accounting Principles
- 2) The accounting aspects of the process of issue, forfeiture and re-issue of shares.
- 3) The procedure for maintenance of books of accounts and preparation of final accounts of Joint Stock Company.
- 4) Various techniques of Financial Statements Analysis for managerial decision making.
- 5) The preparation and analysis of cash flow and fund flow statement.

6) Ov	erview of various branches of accounting.
Unit	Content
-	Introduction and Accounting Process:
	Theory: Meaning, Need, Importance and Objectives of Accounting, Accounting Principles, Concepts
	and Conventions of Accounting. New Concepts of Accounting – Inflation Accounting, Social
	Accounting, Human Resource Accounting and Responsibility Accounting their Objectives and
	importance.
	Practical Problems: Preparation of Journal, Ledger and Trial Balance
II	Reconciliation Statement of Banks:
	Theory: Meaning, Objectives, Needs, Importance, Advantages and limitations of Reconciliation.
	Meaning, Concepts and Nature of Cash Book and Pass book.
	Practical Problems: Preparation of Bank Reconciliation Statement.
Ш	Issue of Shares:
	Theory: Meaning of Share and Share Capital, Types of Share Capital, Methods of Issue of Shares.
	Meaning of Calls in Arrears, Calls in Advance, Capital Reserve and Reserve Capital, forfeiture of Shares
	and Re-issue of Shares, Procedure of forfeiture of Shares, Procedure of Re-issue of Shares.
	Practical Problems: Preparation of Journals in the books of Companies consisting of entries of Issue
	of Shares at Par, Premium and Discount, Calls in Arrears and Calls in Advance, Forfeiture of Shares and
	Re-issue of Shares.
IV	Final Accounts of Joint Stock Company:
	Theory: Meaning of Company, Its Characteristics, Advantages and Disadvantages, Meaning, Need
	Objectives and Advantages of Final Accounts.
	Practical Problems: Preparation of Final Accounts as Per Schedule III of Companies Act, 2013.
V	Fire Insurance Claim:
	Theory: Meaning of Insurance, Types of Insurance, Procedure of Submitting and Sanctioning Fire
	Insurance Claim. Meaning and Memorandum Trading Account, Gross Profit, Average Gross Profit,
	Weighted Average Gross Profit, Salvage Stock, Poor Selling Line Stock, Slow Moving Stock. Treatment
	to Salvage Stock, Poor Selling Line Stock and Slow-Moving Stock while making Accounts.
	Practical Problems: Calculation of Loss of Stock, Amount of Claim Submitted to Insurance Companies,

VI **Liquidations of Companies:**

Calculation of Loss of Profit.

Theory: Meaning of Liquidation, Reasons and Impact of Liquidation on Stakeholders, Meaning of Various Types of Creditors, Meaning of Liquidators, and Types of Commission to be paid to Liquidators.

Practical Problems: Preparation of Liquidator's Final Statement of Account.

- 1. **Financial Accounting (A Management Perspective)** R. Narayanaswamy: PHI Learning Pvt. Ltd, 2009. New Delhi.
- 2. **Financial Accounting**, Dr. S.N. Maheshwari and Dr. S.K. Maheshwari: Vikas, 2009.
- 3. Financial Statement Analysis, Gokul Sinha: PHI, 2009
- 4. **Financial Accounting Management An Analytical Perspective**, Ambrish Gupta: Pearson Education-2009
- 5. **Accounting for Management**, Jawaharlal: HPH,2008
- 6. Financial Accounting Reporting & Analysis, Stice & Stice, Cengage, 7/e, 2008.



(MBC 1.4) Fundamentals of Marketing Management			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Objectives:

- 1. To develop an understanding of the concepts involved in marketing management
- 2. To develop an understanding of the concepts involved in promotion, distribution and pricing decisions

Learning Outcomes:

Identify and explain factors which influence consumer buying behaviour. Relate internal dynamics such as personality, perception, learning motivation and attitude to the choices consumers make. Use appropriate research approaches including sampling, data collection and questionnaire design for specific marketing situations. Relate the role of marketing strategy in achieving a firm's goals.

Unit	Content
I	Introduction: Concept, nature, scope and importance of marketing; Marketing concept and its evolution; Marketing mix; Marketing environment – macro and micro components and their impact on marketing decisions.
II	Market segmentation and positioning; Buyer behavior; consumer versus organizational buyers; Consumer decision making process.
III	Product Decisions: Concept of a product; Classification of products; levels of product, Major product decisions; Product line strategies and product mix strategies; Product life cycle – strategic implications; New product development and consumer adoption process. Packaging and labeling. Pricing Decisions : Factors affecting price determination; Pricing policies and strategies
IV	Distribution Channels and Physical Distribution Decisions: Nature, functions, and types of distribution channels; Distribution channel intermediaries; Channel management decisions; Retailing and wholesaling.
V	Promotion Decisions: Communication Process; Promotion mix – advertising, personal selling, sales promotion, publicity and public relations; Determining advertising budget; Copy designing and testing; Media selection; Advertising effectiveness; Sales promotion – tools and techniques.
VI	Marketing Research: Meaning and scope of marketing research; Marketing research process. Issues and Developments in Marketing: Social, ethical and legal aspects of marketing; Marketing of services; International marketing; Green marketing; Cyber marketing; Relationship marketing and other developments of marketing. • Case analysis. • Mini Projects

- 1. "Marketing Management", Rajan Saxena, Tata McGraw-Hill.
- 2. "Introduction to Marketing Management", Adrian Palmer,, Oxford University Press.
- 3. "Basic Marketing", William D Perreault R, 15th edition Tata McGraw-Hill.
- 4. "Marketing Management", P. Kotler, Prentice Hall Inc.
- 5. "Marketing Management, Planning, Implementation and Control", V.S. Ramaswamy and S. Namakumari, McMillan.

(MBC 1.5) Economics for Managers			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Objectives:

- 1. To understand the theoretical framework for Economics.
- 2. To understand the concept of National Income.

Learning Outcomes:

Students would be familiarised with the economic framework for managerial decision making.

Students would be introduced to the application of economic principles through the use of various managerial attributes and perspectives.

Unit	Content
ı	Introduction to Managerial Economics: Definition, nature and scope of managerial economics. Basic
	economic concepts: Concepts of utility demand and supply analysis, Indifference curves. Interaction
	of demand and supply for price determination.
II	Elasticity & Demand Forecasting: Elasticity of demand and supply, types and significance. The concept
	of behavioral economics in price decision-making. Demand forecasting, need for forecasting,
	forecasting techniques.
Ш	Production & Cost Analysis: Production function, Cobb-Douglas complementary function analysis,
	law of variable proportions, returns to scale. Costing concepts: Direct and indirect, explicit and
	implicit, opportunity, money and real. Marginal, average and total cost curves. Cost-output
	relationship. Economies & diseconomies of scale.
IV	Market Structure and Pricing practices: Features and price-output determination in perfect
	competition, monopoly, monopolistic and oligopoly markets in the short and long run. Pricing
	methods in practice. The concept of price discrimination. Use of game theory strategies in business.
V	National Income: Basic concepts - GDP & GNP, methods of measuring national income. Concept of
	multiplier and accelerator. Business Cycles: Meaning causes and measures to control business cycles.
	Inflation & Deflation: Meaning, causes, effects, remedial measures.
VI	Monetary and Fiscal Policy: Meaning, scope and instruments. Changes in interest rates and their
	influence on business. Government intervention in business: The influence of taxes and subsidies on
	business. Sustainability in business: Concept, Tax as an incentive to reduce environmental pollution.
	NB: Numerical shall be based on the following topics: Utility Maximization, Demand and Supply
	analysis, Elasticity of demand and supply, Price output determination under Perfect competition,
	monopoly competition and price discrimination, Measurement of National Income and Multiplier.
	One of the assignments to be on PPT classroom presentation on current topics.

- 1. Managerial Economics, P. L. Mehta, Sultan Chand & Sons, New Delhi
- 2. Managerial Economics, D. N. Dwidevi, Vikas Publishing House Pvt. Ltd.
- 3. Managerial economics in a Global economy, Dominick Salvatore, Thomson learning Press
- 4. Managerial Economics, Suma Damodran, 2006, Oxford University Press, New Delhi
- 5. **Indian Economy**, Mishra & Puri, 2007, Himalaya Publishing House
- 6. Managerial Economics, Peterson & Levis, Prentice Hall of India
- 7. Mathematical Methods and Economic Theory, Anjan Mukerji, Oxford University Press

(MBC 1.6) Business Communication & Information Systems			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Skill/Foundation

Objectives:

- 1. To develop an understanding in the students regarding communication skills and information systems
- 2. To develop the reading, writing and speaking skills in the students and trends in information systems.

Learning Outcomes:

- Effective business writing,
- Effective business communications;
- Research approaches and information collection;
- Developing and delivering effective presentations;
- Effective interpersonal communications;
- Skills that maximize team effectiveness;
- Upon completion, students will be able to define information systems.

Unit	Content
ı	Communication: Meaning and importance of communication in business, Types of communication-
	formal and informal and their characteristics, Essentials of effective business communication,
	Channels of communication, limitations, Barriers of communication. Listening, Barriers to listening,
	persuasion.
Ш	Business Correspondence: Etiquettes of Business writing, Business letters: Memos, minutes, agendas,
	enquiries, orders, sales letters, notice, tenders, letters of application, letter of complaints, Job
	applications/Covering letters
Ш	Report writing: Types of report (Sales report, Committee report and technical report). E-Mail
	Etiquettes, Formal & Informal email writing
IV	Introduction to Information Systems and MIS: Concepts of Data and Information, Attributes of
	Information, Introduction to MIS, DSS, TPS, EIS, OAS, ISS. MIS in functional areas like Production, HR,
	Finance and Marketing. MIS in Web-environment, MIS and E-business
V	Modern trends in Information Systems: Online and Real time Information system, OLAP, Basic
	Concept of Data mining and Data warehousing.
VI	Introduction to Business Intelligence and Business Analytics and Knowledge management, Business
	Performance management – Scoreboards and Dashboard.

- Basic Communication, Raymond V. Lesikar, John D. Pettit and Mary E. Flatley Lesikars Tata McGraw Will 8th Edition, 1999
- 2. **Effective Business Communication**, Krizan et al (2010). Cengage Learning.
- 3. Contemporary Business Communication, Scot, O. (2009). Biztantra, New Delhi.
- 4. **Business Communications**, Raman & Singh Oxford University Press
- 5. **Business Communication Excel**, Diwan & Aggarwal
- 6. **Communication Skills**, Sanjay Kumar, Oxford University Press
- 7. "**Technical Writing Process and Product**", Sharan J. Genrson and Steven M. Gerson Pearson Education, 2000
- 8. How to write first class Business Correspondence, Baugh, Frayer & Thomas Viva Books.
- 9. **Effective Business Communication**, Herta A Murphy & Herbert W Hildebrandt - Mc Graw Hill international Edition.
- 10. Business Communication Today, Boove, C.L., Thill, J.V. & Chaturvedi, M. (2009). Pearson.
- 11. **Management Information and Systems, Text and Cases**, Waman Javdekar, 4th Edition, McGraw Hill Publications
- 12. Management Information Systems, Effy Oz, Indian Edition, Cengage Publication
- 13. Computer based Information System, Dr. Sushila Madan, 3rd University Edition, Taxmann Pub

SEMESTER I SKILL FOUNDATION COURSES (ANY ONE)

(MBSF 1.1) CORPORATE IMAGE BUILDING			
Teaching Hours: 4	Total Credits: 4	Total Marks: 100	Group: Skill/Foundation

Objectives:

- a. To develop an understanding in the students regarding Corporate culture and its different techniques of image projections.
- b. To extend the core values of successful corporate and its implementation

Learning Outcomes:

The students will be able to deliver the following with clarity- The aim of a corporate identity is to make a company distinctive and better able to clearly differentiate itself from competitors. The concept of a corporate identity must be well planned and strategically implemented.

Unit	Content
I	CORPORATE STRATEGIC PLANNING & CULTURE
	Core values, long term and short term objectives, Characteristics of Successful corporate culture.
	Analyzing the cases of Corporate failures.
II	STRATEGIC STAKEHOLDERS/CUSTOMER SATISFACTION:
	Internal customers:- Employees within the organizations, External Customers:- Government
	Consumers etc, Trading Relationships
Ш	CORPORATE INFORMATION COMMUNICATION ABILITY
	Types of corporate Information and its importance, corporate information style to internal and
	external stake holders.
IV	CORPORATE LEADERSHIP:
	Importance of corporate leadership, Concept of involving a leader and followers, Cases of successful
	corporate leaders
V	CORPORATE RELATIONS MANAGEMENT ABILITY:
	Developing & managing Human Relations & Public Relations
VI	ENGAGEMENT FOR COMMUNITY:-
	Defining CSR and its motives. Case analysis of TATA group and Reliance Industries.
V	external stake holders. CORPORATE LEADERSHIP: Importance of corporate leadership, Concept of involving a leader and followers, Cases of succe corporate leaders CORPORATE RELATIONS MANAGEMENT ABILITY: Developing & managing Human Relations & Public Relations ENGAGEMENT FOR COMMUNITY:-

- 1. Knowledge @Wharton on Building Corporate values by Mukund Pandya
- 2. Building and learning organization: Mastering The 5 Elements for corporate learning by Michael J Marquardt.
- 3. Successful Failures by Joyce Knudsen.

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	(MBS)	F 1.2) FINANCIAL PLAN	NING & WEALTH MANA	GEMENT
Teachin	g Hours: 4	Total Credits: 4	Total Marks: 100	Group: Skill/Foundation
Objectives:	1			
To develop an understanding among the student about business valuation.				
Learning Outcomes:				
It provides the student the ways and means to understand the intricacies of financial planning and help				
manage financial investments and wealth management through research tools and planning.				
Unit			Content	

Unit	Content
I	Financial Planning: Definition, Objectives and Importance of Financial Planning. Characteristics of a
	Sound Financial Plan, Essentials of a Sound Financial Plan, Financial Planning process, Macro Economic
	Factors, Personal Financial Statement.
II	Investor Profiling: Investor's Life Cycle, Financial Goals of Investors, Risk Appetite, Risk Profiling,
	types of Risk Profile, Process For Risk Profiling
Ш	Banking Products: Liability (Deposit) Products, Asset (Loan) Products, And Special Products/Benefits
	to Senior Citizens.
IV	Introduction to Wealth Management: Meaning of WM, Scope of WM, advantages of Wealth
	Management.
V	Importance of Wealth Management: Process of WM, WM Needs and Expectations of Clients, Role of
	wealth manager in WM, code of Ethics for Wealth Manager.
VI	Economic Environment Analysis: Interest Rate, Yield Curves, Real Return, Key Indicators – Leading,
	Lagging, Concurrent

- 1. WEALTH MANAGEMENT & FINANCIAL PLANNING: Concepts & Practices; Balaji Rao D G, Partridge Publishing India.
- 2. Introduction to Financial Planning, Taxmann 2017, Author: Others
- 3. "The only financial planning book, U will ever need" By Amar Pandit, Network 18
- 4. Publications Ltd. (CNBC TV. 18)

(MBSF 1.3) BUSINESS VALUATION			
Teaching Hours: 4	Total Credits: 4	Total Marks: 100	Group: Skill/Foundation

Objectives:

- 1. To develop an understanding in the students regarding Business Valuation and its different techniques.
- 2. To extend the skill of reading and evaluating the business houses.

Learning Outcomes:

The students will be able to understand the difference between equity value and enterprise value. Learn how to calculate various equity and enterprise value multiples. Understand the drivers of equity multiples and value a business using equity multiples. Calculate and analyses valuation multiples.

Unit	Content
I	Concept of Value: An understanding of 'Value', The nature and scope of Valuation, Objectives of
	Valuation, Importance of Business Valuation, Misconceptions about Valuation.
П	Principles & Techniques of Valuation: Elements of Business Valuation, Conceptual Overview,
	Valuation Approaches, Choice of Approach, Fair Market Value, Adjustments for Valuation Purposes.
Ш	Discounted Cash Flow Valuation: Definition and description of DCF analysis, Assumptions in DCF
	Model, Importance of DCF approach, Advantages and Limitations of DCF approach, Application of DCF
	Valuation, Value drivers, Steps in DCF Valuation.
IV	Relative Valuation: Definition and description of Relative Valuation, Steps in Relative Valuation,
	Market Value, Market Multiples, Wide application of Relative Valuation, Advantages and Limitations
	of Relative Valuation, When to use Relative Valuation.
V	Asset Valuation: Determining Book Value, Adjusting Book Value, Factors in Asset Valuation.
VI	Valuation of a Firm: Steps in estimating Free Cash Flows (FCFs) of the Firm, Horizon Period and
	Terminal Value, Value of the firm's equity- Steps involved

- 1. BUSINESS VALUATION (Text & Cases); Pitabas Mohanty, Taxmann's
- 2. A premier on valuation of business & valuation methodologies, Virendra Pamecha, X cess Infostore
 Pvt
- 3. Company valuation: Measurement & Management; Vinod Sople; Himalaya Publishing House.

(MBC 2.1) Economic Environment of Business			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Objectives: To understand the concept and importance of Economic Environment of Business and apply the various tools and techniques available in cost and management accounting.

Learning Outcomes:

At the end of the course, student will be able to:

- 1. Discuss the supply and demand theory and its impact on particular business model.
- 2. Explain the effects of government policy on the economic environment.
- 3. Outline how an entity operates in a business environment.
- 4. Describe how financial information is utilized in business.
- 5. Explain the legal framework that regulates the insurance industry

Unit	Content
I	A Glimpse of Business environment - Types of Environments; Internal, External, Micro & Macro Environment. Competitive Structure of Industries; Competitor and Environmental analysis; Nature and Structure of Indian Economy; Economic Conditions; Economic Planning; Five-year plans in India, Economic reforms in India
II	Economic environment of Business - Global Recession; Overview of Public, Private, Joint Venture and Cooperative Sectors with special reference to PPPs; Concept of Privatization, Disinvestment and Divestment, Different types of Schemes by Govt. Of India for startups and MSMEs.
III	Industrial Sickness: Definition, Causes & Consequences of Industrial Sickness, Remedial measures, Provisions of Companies Act, 2013 for revival & Rehabilitation of Sick Companies, Case study on Sick units.
IV	International Business Environment - Concept of Balance of Payment; Letter of credit, International Monetary Fund , World Bank, Types of Foreign Investment, New provisions in Foreign exchange management act .
V	Technological Environment - Technological Innovation, Product & Process Innovation, Technological "S" curve, Technological Leadership and Followership
VI	Technology and Competitive Advantage, Technological Dynamics, Time lags in Technology Introduction/Absorption, Adaptation, and Transfer of Technology.

- 1. Business Environment (Text and Cases), Francis Cherunilam Himalaya Publishing House.
- 2. Business Environment, Third Edition, Text and Cases Justin Paul Mc Graw Hill.
- 3. Economic Environment of Business,7th Revised Edition H. L. Ahuja, S. Chand Publishing
- 4. **Economic Environment of Business, 2nd Edition** Biswanath Ghosh Vikas Publishing House.
- 5. **Government and Business, 6th Edition** N. K. Sengupta Vikas Publishing House.

	(MBC 2.2) Cost & Management Accounting			
Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Core	Teaching Hours: 4			

Objectives:

- 1. To understand the importance and applications of cost and management accounting
- 2. To understand and apply the various tools and techniques available in cost and management accounting

Learning Outcomes:

- 1) Overview of various branches of Cost and Management Accounting and Preparation of Cost Sheet.
- 2) The concept of marginal costing and its use in various managerial decisions.
- 3) The concept of cost volume profit and break even analysis.
- 4) The concept of budget and preparation of budget for various managerial decisions.
- 5) The concept of standard costing and variance analysis.
- 6) The concept of Responsibility accounting, transfer pricing, activity based costing, target costing

_	he concept of Responsibility accounting, transfer pricing, activity based costing, target costing
Unit	Content
I	Introduction of Cost Account:
	Theory: Meaning and Types of costs, Meaning, Objectives, Scope, Importance and functions of Cost
	Accounting. Costing Principles. Difference Between of Cost Accounting and Financial Accounting,
	Functions of Cost Accountant
	Practical Problems: Preparation of Cost and Tender Sheet
II	Marginal Costing and Decision Making:
	Theory: Meaning of Marginal Costing, Objectives, Need, Importance, Advantages and Disadvantages
	of Marginal Costing. Importance of Marginal Costing in Decision Making. Meaning and Use of Break-
	Even Point, Introduction of Various Concepts Like Contribution, Profit Volume Ratio, Fixed Costs,
	Margin of Safety.
	Practical Problems: Calculation of BEP in Units and Amount, Profit Volume Ratio, Margin of Safety, Fixed Cost, Sale, Profit, Variable Cost, Contribution.
	Problems on Decision Making – Make or Buy, Selecting and Dropping the Product Line, Selecting the
	Channel of Distribution.
III	Contract Costing:
	Theory: Meaning and Types of Contracts, Advantages and Disadvantages of Contract Costing. Parties
	Involves in Contract Costing. Meaning and Concepts of Work Certified, Work Uncertified and Notional
	Profits, Rules of Transferring Notional Profit to Profit and Loss Account.
	Practical Problems: Preparation of Contract Account, Work –and Balance Sheet for the Completed
	Complete and Incomplete Contract, More than One Contract and Contract More than One Year.
IV	Introduction of Management Account:
	Theory: Meaning of Management Account, Objectives, Scope, Importance and functions of Cost
	Accounting. Tools of Management Account. Difference Between of Cost Accounting and Management
	Accounting, Role of Management Accountant.
	Practical Problems: Preparation of Cash and Flexible Budget.
V	Fund Flow Analysis
	Theory: - Meaning of Fund Flow, Uses of fund flow statement, Objectives, Advantages and
	Disadvantages of Fund Flow Statement, Meaning of Working Capital, Meaning of Current Assets and
	Current Liabilities, Meaning of Changes of Working Capital.
	Practical Problems: Preparation of Statement Showing Changes in Working Capital, Profit and Loss Adjusted Account and Fund Flow Statement.
VI	Ratio Analysis:
VI	Theory: Meaning of Ratios, advantages and limitations of Ratio Analysis. Types of Ratios. Meaning of
	Financial Statement, Nature and feature of Financial Statement.
	Practical Problems: Calculation of Operating Ratios and Financial Ratios and Preparation of Balance
	Sheet on the Basis of Ratios.
	Sheet on the basis of ratios.

Books Recommended:

1. Management Accounting: Text Problems and Cases, KHAN and Jain, McGraw- Hill Education 6th

Edition

- 2. Modern Cost and Management Accounting, HANIF, Mc Graw Hill Education, 1st edition
- 3. Cost and Management Accounting, M. N. Arora, Himalaya publishing house 3rd edition
- 4. Management Accounting, Pandey IM, Vikas Publication, 3rd edition
- 5. Introduction to Management Accounting, Horngren et al, Prentice Hall.



(MBC 2.3) Entrepreneurship Development			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Objectives:

- 1. To develop an understanding about the basic concepts of Entrepreneurship
- 2. To enable the students to develop their Entrepreneurial Skills
- 3. To develop an understanding about New Venture Planning, Financing and Institutional support for new ventures
- 4. To develop an understanding about Ancillarization
- 5. To create awareness about some special issues for Entrepreneurs

Learning Outcomes:

The expected Student Learning Outcomes for the Entrepreneurship Program are: Students master oral and visual presentation skills and establish a foundation of confidence in the skills necessary to cause others to act.

Entrepreneurship and Innovation minors will be able to find problems worth solving. These students become Job Providers instead of Job seekers.

Unit	Content
I	Introduction:
	Meaning, definition and concept of entrepreneur, entrepreneurship and entrepreneurship
	development. Factors affecting entrepreneurship, characteristics and skills of an entrepreneur,
	entrepreneur v/s manager. Evolution of entrepreneur, Entrepreneurship, concepts of
	intrapreneurship, Success stories of intrapreneurs, types of entrepreneurs, functions of entrepreneur, entrepreneur as an career option, entrepreneurial decision-process, challenges faced by
	entrepreneurs, common oversight in entrepreneurship, and changing role of entrepreneur. Cases of
	Women enterprises, social, and rural entrepreneurship.
II	
••	Developing Entrepreneurial Mind-set:
	Idea generation- sources and methods, identification and classification of ideas. Individual creativity:
	roles and process; idea to business opportunity. Entrepreneurial motivation, meaning of
	entrepreneurial competencies, major entrepreneurial competencies, developing entrepreneurial
	competencies. Opportunity assessment, business opportunities in various sectors, challenges of new
	venture start-up, reasons for failure; how to begin with low investment.
III	Developing a Business Plan: Environmental Scanning and SWOT analysis, and. The business plan as an entrepreneurial tool,
	Business Planning Process: elements of business planning, preparation of project plan, components of
	an ideal business plan market plan, financial plan, operational plan, and, Feasibility Analysis – aspects
	and methods: Economic-analysis, financial analysis, market-, and technological feasibility.
IV	New Venture planning and financing:-
	Franchising-process and opportunities, Business plan-need, perspective, elements, Business plan
	failures, Managing growing and ending the new venture - Preparing for the new venture launch,
	criteria for evaluating new venture proposals. Early management decisions. New venture expansion
	strategies and issues – Going public -ending the venture.
V	Entrepreneurial Finance, Assistance and Entrepreneurial Development Agencies:
	Estimating financial funds requirement; Sources of finance – banks, various financial institutions
	(including IFCI, ICICI, IDBI and SIDBI), financing of small scale industries in developing countries. Role
	of central government and state government in promoting entrepreneurship with various incentives,
	subsidies, grants, export oriented units – fiscal & tax concessions, other government initiatives and
	inclusive entrepreneurial growth. Financing of small scale industries in developing countries. Overview
	of MSME policy of government in India. Role of agencies assisting entrepreneurship: DICs, SSIs, NSICs,

EDII NIESBUD, NEDB, Entrepreneurship Development Institute (EDI). New initiatives taken by

government to promote entrepreneurship in India at larger scale.

VI International Entrepreneurs:-

Global Entrepreneurs- Opportunities and challenges, Disruptive innovation-meaning and process, Business models:- CASES of successful and failure business models and leadership.

- 1. **Entrepreneurship: Creating and Leading an Entrepreneurial Organization**, Kumar, Arya, Pearson, India
- 2. **Starting, Developing and Managing a New Enterprise**, Hishrich., Peters, Entrepreneurship: Irwin
- 3. Launching New Ventures: An Entrepreneurial Approach, Allen, K.R., Cengage Learning. Ramachandran, K., Entrepreneurship Development, Tata McGraw Hill, India.
- 4. **Entrepreneurship**, Roy, Rajeev, Oxford University Press.



(MBC 2.4) Quantitative Techniques for Business			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Objectives:

- 1. To understand the various statistical concepts that are used in business and research.
- 2. To develop an ability to apply the various statistical concepts to practical situations in business and research.

Learning Outcomes:

Provides students with quantitative skills that are required to make business decisions. These skills involve using statistics, forecasting and estimation techniques. Students will be able to formulate and apply mathematical models in business decision making scenarios.

appro	mathematical models in Submess decision manifesterior			
Unit	Content			
ı	Role of statistics: Applications of inferential statistics in managerial decision - making; Measures of			
	central tendency: Mean, Median and Mode and their implications; Measures of Dispersion: Range,			
	Mean deviation, Standard deviation, Coefficient of Variation, Skewness, Kurtosis.			
П	Correlation & Regression Analysis: Rank Method & Karl Pearson's Coefficient of Correlation and			
	Properties of Correlation. Regression Analysis: Fitting of a Regression Line and Interpretation of			
	Results, Properties of Regression Coefficients and Relationship between Regression and Correlation.			
Ш	Probability: Theory of Probability, Addition and Multiplication Law, Baye's Theorem. Probability			
	Theoretical Distributions: Concept and application of Binomial; Poisson and Normal distributions.			
IV	Time series analysis: Concept, Additive and Multiplicative models, Components of time series, Trend			
	analysis: Least Square method - Linear and Non - Linear equations, Applications in business decision			
	making.			
V	T- Test and Z- Test			
	Univariate T and Z Test for mean, Bivariate T and Z test including T test for comparing two means. Z			
	test for comparing two means, Z test for comparing two proportions.			
VI	Linear Programming and Problem Formulation:			
	Meaning of LPP and Optimisation, Constraints and feasible region, Formulation of LPP for 2 variables,			
	Determination of optimum solution by graphical method only.			

- 1. **Business Statistics**, Bhardawaz Excel Books
- 2. **An Introduction to Statistical Methods**, Gupta C B, Gupta V Vikas1995, 23rd Edition.
- 3. Business Statistics, Black Wiley Dreamtech
- 4. **Business statistics**, Sharma J K Pearson education 2nd edition
- 5. **Quantitative Analysis for Management**, Render and Stair Jr Prentice Hall, 7th edition
- 6. Statistics for Management, Levin Rubin Pearson 2000, New Delhi, 7th Edition
- 7. **Business Statistics**, Beri G C- Tata Mc Graw Hill, 2nd Edition
- 8. **Statistics for Business and Economics**, Chandan J S Vikas 1998.Ist Edition

(MBC 2.5) Business Research Methods & Application			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Objectives:

- 1. To understand the basic concepts and approaches involved in conducting research
- 2. To understand and apply the various statistical tools and processes in practical research situations

Learning Outcomes:

It would familiarize students with basic of research and the research process. Students would have developed understanding on various kinds of research, objectives of doing research, research process, research designs and sampling. It will enable the students/participants in conducting research work and formulating research synopsis and final report with interpretation.

Unit	Content
I	Introduction - Meaning, Objectives and Types of research, Research Approach, Research Process, Defining research problem, problem identification process, Formulation of research hypothesis. Procedure for hypothesis testing; Communication and presentation of research, Types of research
	reports, formulation, Layout, format and guidelines for effective report.
II	Research Design - Features of good Design, Types of Research Design — exploratory, descriptive, experimental, Research design process, Classification of research designs — exploratory, secondary source analysis and descriptive; Basic principles of experimental Design, Causality, Validity in experimentation, factors affecting internal and external validity of experiment Classifications of experimental designs — pre, quasi, true and statistical designs
III	Data Collection : Primary and secondary data, Data collection methods – observation, interview, schedules, focus group, personal interview method, projective techniques – sentence completion, word association, story completion, verbal projection tests, Pictorial techniques; play techniques, quizzes, tests and examinations, Socio-metric analysis, Content analysis.
IV	Scaling and Questionnaire design: Introduction, types of measurement scales, classification of scales, Scaling and scale construction technique. Measurement error criteria for good measurement Criteria for questionnaire design, types of questionnaire, design procedure, types of questions, structure of questionnaire, physical characteristics, pilot testing, administering the questionnaire, reliability and validity of questionnaire, E questionnaire – salient features.
V	Parametric and Non-Parametric testing: Cross tabulation, Use of correlation and regression Analysis, Test of significance of regression parameters, application of regression analysis in various functional areas of management. Z, t, goodness of fit and F test, Small and large sample concept, Practical problems involving parametric and non parametric tests.
VI	Advanced Data Analysis Techniques - Multivariate technique, Factor Analysis, Cluster Analysis, Discriminant Analysis, Conjoint Analysis, Multi Dimensional Scaling. Application of advanced techniques in decision making, decision situations and application suitability of these Techniques. Meaning and Norms of Plagiarisms.

- 1. **Business Research Methods**, Zikmund, Thomson Learning Books
- 2. Marketing Research, G C Beri third edition McGraw Hill
- 3. Research Methods in Behaviourial Science, Dwivedi Macmillan
- 4. Management Research, Bennet, Roger: ILO, 1993
- 5. **Exploring Research**, Salkind, Neil J.: Prentice Hall, 1997
- 6. **Research Methodology**: Concepts and Cases, Dr. Deepak Chawla & Dr. Neena Sondhi, Vikas Publications

(MBC 2.6) Regulatory Aspect of Banking & Finance				
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core	

About the course: The candidates would be able to acquire knowledge in the legal & regulatory framework of the banking system and the various laws and enactments affecting day to day Banking Operations.

Learning Outcomes:

After learning this subject, students will be able to

- i) Understand the Indian Banking System.
- ii) Understand the role of Reserve Bank of India.
- iii) Understand different types of bank accounts
- iv) Understand Know Your Customer (KYC) and Anti-money laundering measures.
- v) Understand calculation of interest and annuities.
- vi) Understand accountancy for Bankers.

Unit	Content
I	Indian Banking System – Public sector banks in India, Private banks in India, Indian Banks' operations
	abroad, Local Area Banks (LAB), Pre-reforms Development, Credit guarantee fund trust for small
	industries.
II	Reserve Bank of India – Legal Framework, Main functions of Reserve Bank of India, Functions of
	various departments of Reserve Bank of India.
Ш	Different Types of Accounts – Hindu Undivided Family (HUF), Married Women, Pardanashin Lady,
	Illiterate persons, Blind persons, Insolvent Persons, Insane Persons, Intoxicated, Executors and
	Administrators, Liquidator, Receiver/Assignee, Trusts, Societies and Clubs, Minors, Agent/ Attorney,
	Joint Accounts, Partnership Firms, Joint Stock Companies.
IV	KYC Norms and Anti-money Laundering – Policy on "Know Your Customer" (KYC) Standards/ "Anti-
	money Laundering" (AML) Measures, Obligations Under Prevention of Money Laundering Act 2002.
V	Calculation of Interest and Annuities - Calculation of Simple Interest & Compound Interest;
	Calculation of Equated Monthly Installments; Fixed and Floating Interest Rates;
	Calculation of Annuities; Interest Calculation using Products/Balances.
VI	Accountancy for Bankers - Expenditure; Distinction between Capital and Revenue Expenditure;
	Receipts; General Illustrations. Different types of errors, Depreciation, Bank Reconciliation.

- 1. Introduction to Banking, Vijayaragavan Iyenger, Excel Books
- 2. Accounting & Finance for Bankers, IIBF, Macmillan
- 3. Basics of Banking, IIBF, Taxmann
- 4. **Principles and Practice of Bank Management,** P.Subba Rao , P.K.Khanna , Himalaya Publishing House

SEMESTER II SKILL FOUNDATION COURSES (ANY ONE)

(MBSF 2.1) Environment Management & Legislation			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Objectives: To understand the basic concepts of Environment Management which involves ecosystem and biodiversity and to understand various laws and policies related to environment management

Learning Outcomes:

Students:- Appreciate concepts and methods from ecological and physical sciences and their application in environmental problem solving. Appreciate the ethical, cross-cultural, and historical context of environmental issues and the links between human and natural systems.

Unit	Content
ı	Introduction to Environment Management - Definition, Scope & importance, Need for public awareness- institution in environment, Fundamentals— sustainable development, Unsustainable to sustainable development. Natural resources - Renewable and non renewable resources, and associated problems, Role of an individual in conservation of natural resources; equitable use of resources for sustainable life cycles;
II	Ecosystem & Biodiversity - Concept of an Ecosystem, ecosystem degradation, resource utilization; Structure & functions of an ecosystem-producers, consumers and decomposers; Ecological succession; food chains, food webs and ecological pyramids;
	Ecosystem types – characteristics features, structure and functions of forest, grassland, desert and aquatic ecosystems, Industrial Ecology and Recycling Industry. Introduction- biodiversity at genetic, species and ecosystem levels; Bio-geographic classification of India; Value of diversity– Consumption use value, Productive use value, Social, Ethical, Moral, aesthetic and optional value if diversity; India as mega- diversity nation
III	Human population & environment - Global population growth, variations among nations. Population explosion, Family welfare Programmes-methods of sterilization; Urbanization, Environment & human health-climate and human health, infectious diseases, water related diseases, risk due to chemicals in food, Cancer and environment. Human rights —Equity, Nutrition and health rights, intellectual property rights (IPRS), HIV/AIDS; Women and children Welfare; Information technology in environment and human health. Application of carbon rating and its uses.
IV	Environment Pollution: Soil, Water, Marine, Noise, Thermal & Nuclear Pollution- Introduction, impact on health, environment and industry, measures of control, individual contribution. Green House Effect, Global Warming, Acid Rain, Rain Water Harvesting, Ozone Layer depletion.
V	Social issues and environment - Construction of dams: problems and concerns of resettlement, rehabilitation of affected people; Environmental ethics— issues and possible solutions, resource consumption patterns and need for equitable utilization; Equity disparity in western and eastern countries; Urban and rural equity issues; Need for gender equity; Public awareness—Using an environmental calendar of activities. Environmental Economics- Estimation of Costs and Benefits-Cost-Benefit Analysis.
VI	Environment legislation & Institutions - Environmental (protection) Act, The water (prevention and control of Pollution); The wild life protection Act; Forest conservation Act; Issues involved in enforcement of environmental legislations; Environment Impact Assessment; Environmental Auditing; Clearance / Permission for establishing Industry. Ministry of Environment and Forest, Central Pollution Control Boards, State Pollution Control Boards, Local Bodies- their scopes, organizational and functional issues.

- 1. A text book of environmental, K M Agrawal, P K Sikdar, S C Deb, published by Macmillan
- 2. Environment management, N K Uberoi, published by Excel Books
- 3. **Environment management**, Dr. Swapan Deb, published by Jaico Publishing House.
- 4. **Environmental Management**, S K Agrawal", published by A.P.H. publishing Corporation.

5. **Environmental Studies**, Rajagopalan- Pub. By Oxford.



(MBSF 2.2) Project Management			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Objectives:

- 1. To develop an understanding of a structured approach towards project management
- 2. To develop an understanding regarding the various tools and techniques of Project Management.

Learning Outcomes:

- 1. Students will come to know the basic concept of the Project Management & its plan.
- 2. Students will be able to Scope and Structure of the Project.
- 3. Students will understand the basic estimates of the Project and Project plan.
- 4. Students will learn to identify the risk identification of the Project.
- 5. Students will understand the role of the stakeholders and elements of team building.
- 6. Students will gain the basic knowledge of the elements of Project control.

0. 5	tudents will gain the basic knowledge of the elements of Project control.			
Unit	Content			
I	Introduction to Project Management- Characteristics & Objectives of Project, Project Life Cycle,			
	Importance of Project Management, Constraints of Project, Project Management Plan & its Process;			
	Project Portfolio Management, Introduction to the Agile practices in the Project Management			
П	Project Organisation Structure & Project Definition- Advantages & Disadvantages of various			
	Organisation Structure used in Project. Project Scope, Project Priorities, Work Breakdown (WBS),			
	Integration of WBS with Organisation,			
III	Estimating Project Time, Costs & Scheduling Resources - Factors influencing quality of estimates, Top			
	Down & Bottom Up methods of Estimating, Various Costs associated with Projects, Projects Cost –			
	Duration Graph, Time Constrained & Resource Constrained Projects.			
IV	Reducing Project Duration & Risk Management: Options for accelerating Projects, Risk Identification,			
	Risk Assessment, Risk Response Development & Risk Response Control.			
V	People Issues in Project Management- Network of Stakeholders, Qualities of an effective Project			
	Manager, Five Stage Team Development Model, Building high performance project teams; Role of			
	Leadership in Project Management			
VI	Project Performance, Evaluation & Closure- Structure of Project Monitoring Information System,			
	Project Control process, Monitoring Time performance, Earned Value System, Types of Project			
	Closure. Practical – An Introd <mark>uction to Project Manage</mark> ment Software MS- Project (Hand-on			
	experience)			

- 1. Project Management, Clifford F. Gray, Erik W. Larson, McGraw Hill
- 2. **Project Management**, Jeffrey Pinto, Pearson
- 3. Project Management, Rory Burke, Wiley India
- 4. Project Management, S Chowdhary, McGraw Hill
- 5. **Project Management**, V C Sontakki, Himalaya Publishing House
- 6. Project Management, Arun Kanda, PHI

(MBSF 2.3) Agri Business Management						
Teaching Hours: 4	Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Core					

Objectives:

- 1. To develop an understanding of a structured approach towards agriculture management
- 2. To develop an understanding regarding the role of management in rural marketing and study the distribution pattern in the field of agriculture

Learning Outcomes:

- 1. Students will be able to understand the concept of Agricultural Inputs.
- 2. Students will be able to gain the knowledge of Agri Management.
- 3. Students will be able to learn the working of the Feed manufacturing Industry.
- 4. Students will be able to learn about the Floriculture Management.
- 5. Students will be able to understand the Rural market and marketing of Agri products.
- 6. Students will be able to understand the role of Government in Agriculture Sector.

Unit	Content			
Unit				
I	Introduction : Concept of Agricultural Inputs, types and importance of agro inputs, demand and supply			
	scenario of agro inputs, role of fertilizers, agro-chemicals and seeds in agro production, status and			
	structure of fertilizer industry, seed industry and agro-chemical industry, Role of trade fairs like Agro			
	Vision			
II	Livestock Management: Present status of livestock products industry in India: dairy, meat, poultry,			
	hatchery, skin, hides, wool and livestock, demand-supply scenario for livestock products in domestic			
	and global markets			
Ш	Role of Management in feed manufacturing industry, organizing and planning feed manufacturing			
	unit, storage, transportation and marketing of livestock			
IV	Management of Floriculture, Biotech and food: Present status and advances in floriculture and			
	flower, landscaping, fruit production, food processing industry, Agricultural needs & application of			
	biotechnology for agricultural uses and benefits.			
V	Rural Marketing: Rural market segmentation, rural communications (Case study of ITC's E-Chaupal			
	Initiative), Problems related to Rural Marketing, Role of Government in the Development of			
	Agricultural Marketing, Agricultural Credit			
VI	Crop Insurance and Commodity Markets: Introduction to & role of COSAMB, NAFED, NCDC, PDS, FCI,			
	DMI, NIAM and SHGs; Working of NCDEX for Agriculture Produce			

- 1. Agri Business Management, Himanshu. Jaipur, Ritu Publications Jaipur.
- 2. **Encyclopedia of Agricultural Marketing: Marketing of Farm Inputs Seed**, Jagdish Prasad, Fertilizer and Irrigation, Vo. IX, www.vedamsbooks.com/
- 3. **Livestock Feeding Strategies for Dry Regions**/edited by P.S. Pathak and S.S. Kundu, www.indianbooksandperiodicals.com
- 4. Food Processing and Preservation, Neelam Khetarpaul, www.astralint.com
- 5. Fruit Production- Problems and Solutions, R.R. Sharma, www.indianbooksandperiodicals.com
- 6. **Emerging Trends in Post-Harvest Processing and Utilization of Plant Foods**, Neelam Khetarpaul, R.B. Grewal, Sudesh Jood and Umaid Singh, api.champagnetravel.com.
- 7. Rural Marketing, Pradeep Kashyap, Pearson Education.

SEMESTER III CORE COURSES

(MBC 3.1) International Business Management					
Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Core					

Objectives:

- 1. To develop an understanding among students of the basic concepts of International Trade.
- 2. To familiarize students with the International Business environment.
- 3. To create an awareness regarding the Institutional Support For Foreign Trade in India

Learning Outcomes:

Students will able to conduct an environmental scan to evaluate the impact of world issues on an organization's international business opportunities. Conduct, evaluate and present market research to support an organization's international business decision-making. Manage the preparation of documents and the application of procedures to support the movement of products and services in the organization's global supply chain. Evaluate the impact of statutory and regulatory compliance on an organization's integrative trade initiatives.

Unit	Content
ı	International Trade – Concepts and Theories: International Trade, Origin, Need & Importance,
	Historical Background, Barter Trade, Foreign Market entry Strategies, Factor Endowment Theory,
	Comparative Cost Theory, Opportunity Cost Theory, Theory of Absolute Advantage
Ш	Global Trade Scenario Overview- Trading Blocs, (EU, NAFTA etc.), Trade Agreements, Trade & Tariff
	Barriers, Specific & Ad valoram Tariff, Non-Tariff Areas Quota, Subsidies, GATT & UNCTAD, Impact of
	Globalization and WTO on World Trade.
Ш	International Business Environment – Factors Affecting Environment – Economic, Social, Cultural,
	Commercial, Demographic, Geographic, Competitive, Political, Legal & Technological Etc.
IV	Foreign Trade of India – Direction, Flow and Trends, Exim Policy, Institutional Support For Foreign
	Trade – DGFT, Exim Bank, ECGC, Export Promotion Councils, EPZ, EOU, SEZ etc.
V	Exchange Rate Management - Basic Concepts - Balance of Trade, Balance Of Payments, Exchange
	Rate Theories (Purchasing Power Parity), Working Of Foreign Exchange Markets, Determination Of
	Rate Of Exchange, Role Of RBI, Introduction To FEMA.
VI	International Economic Organizations and International Monetary/ Financial System – World Bank,
	IMF, IFC, ADB etc, Settlement of International Financial Transactions, International Liquidity.

- 1. International Business, Subba Rao, Himalaya Publications
- 2. International Business, R.M. Joshi, Oxford University Press
- 3. International Business Strategy, A. Nag, Vikas Publishing House
- 4. Global Business Management, M. Adhikary, Macmillan Publishers
- 5. International Business, Francis Cherunilam; Prentice Hall Of India.
- 6. International Business, Shukla, Excel Books.
- 7. International Business Environment, Francis Cherunilam, HPH.
- 8. **Elements of International Business**, S.N.Charry, Biztrantra.
- 9. International Business; Harrison Et Al;Oxford.
- 10. International Business, Daneils Et Al; Pearson.
- 11. International Management, Hodgetts And Luthans; Mcgraw-Hill.
- 12. International Business Environment, Sundaram & Black, Prentice Hall Of India.

(MBC 3.2) Advanced Strategic Management				
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core	

Objectives:

- 1. To enable the students to grasp the main concepts and thought processes in strategic management.
- 2. To understand the main concepts involved in implementing strategy at various corporate levels.

Learning Outcomes:

Expose students to various perspectives and concepts in the field of Strategic Management. help students develop skills for applying these concepts to the solution of business problems.

	Content
Unit	Content
I	Strategic Management:
	Introduction: Strategic management- Evolution, definition, characteristics, Strategic Management
	Process, Model, Limitations and Pitfalls of strategic Management, Difference between Strategic
	Development and Operational development, Vision, mission, Preparation of vision and mission
	statements, Characteristics of a vision and mission statement, Approaches to Strategy Formulation,
	Strategists & their Role in Strategy Formulation, The Delta Model- A new framework of Strategy.
II	Internal & Resource analysis: SWOT analysis, Resource analysis- a) Organization capabilities &
	competitive advantage b) Value chain analysis; Concept of synergy – Core competency, Competitive
	analysis -Interpreting the five forces model, Competitors analysis. External analysis - Environment
	analysis a) Components of External environment b) Components of Internal environment c)
	Environmental Scanning. Industry Analysis a) A Framework for industry analysis b) Michael Porter's
	Analysis c) Usefulness of industry analysis.
III	Strategy Formulation: Corporate level strategy: A) Growth- Concentration, Horizontal, Vertical, B)
	Diversification- Concentric, Conglomerate. C) Expansion through Cooperation; Merger, Acquisitions, Joint
	ventures & strategic alliances D) Stability - Pause/proceed With Caution, No change, Profit strategies. E)
	Retrenchment – Turnaround, Captive Company Strategy, Selling out Bankruptcy, Liquidation.
IV	Portfolio Approach & analysis: a) Portfolio analysis, advantages & disadvantages, b) BCG Matrix c)
	General Electric's Business Screen, d) Life cycle or Arthur D Little matrix, e) Balance scorecard, SPACE
	Approach, QSP Matrix ,7s Framework, Strategic Business Unit (SBUS), Merits & Demerits of SBU;
	Leadership, Power & organization culture.
V	Global Strategy- Introduction, Forces pushing for globalization, Reasons for globalization, Global
	expansion strategies, types of global strategies, International Portfolio analysis, Market entry strategies,
	International strategy and global competitive advantage.
VI	Strategy Evaluation And Control- Introduction, Nature of evaluation and control, Characteristics of
	effective Evaluation and Control system, Importance of Strategic Evaluation and Control, Strategic
	Controls, Operational Controls, Mechanisms for strategic Control, Limitations of Strategic Control,
	Guidelines for Proper Evaluation and Control, Strategic Audit
	Six Sigma- Introduction, Meaning, Elements of six sigma, Six Sigma Methodology, Six Sigma Philosophy,
	Benefits, Implementation, Criticism of Six sigma.
Dooks	n Dagaren and ad.

- 1. **Strategic Planning & Formulation of Corporate Strategy**, V S Ramaswami, S Namaumari, Publication-Macmillan, India.
- 2. **Strategic Management -9 th Edition**, John A Pearce II, Richard B Robinson, Jr Publication-Tata McGraw-Hill Publishing Company Limited, New Delhi.
- 3. **Understanding Strategic Management**, Henry, Oxford University Press
- 4. **Crafting & executive strategy -14 th edition**, Arthur A. Thompson Jr, A.J. Strickland III, Publication-Tata McGraw- Hill Publishing Company Limited, New Delhi.
- 5. Management Policy & strategic Management, R.M. Srivastava, Publication Himalaya Publishing House.
- 6. **Global Strategic management** Kamel Mellahi, J. George Frynas, Paul Finlay Publication- Oxford University Press, New Delhi.
- 7. Strategic Management, Chandrasekara, Anant Narayanan, Oxford University Press

(MBC 3.3) Summer Internship Project/ Report writing & Assessment				
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core	
reaching flours. 4	Total Cicuits. 4	Total Walks. 60	Group. Corc	

Objectives:

- 1. To provide industry exposure to the students
- 2. To enable the students to apply their knowledge of management concepts in real-life business situations.

Learning Outcomes:

Students will develop awareness, understanding and capacity in the specific roles and responsibilities of a business and industry in their subject specializations and, as far as possible, to effectively participate in these roles and responsibilities.

roles	and responsibilities.				
Unit	Content				
ı	At the end of second semester examination, every student of MBA will undergo on- the job practical				
	training in an organization. The training will be of 8 to 10 weeks duration.				
II	During the training, the student is expected to learn about the organization and analyze and suggest				
	solutions of a live problem. The objective is to equip the student with the knowledge of actual				
	functioning of the organization and problems faced by them for exploring feasible solutions and				
	suggestions.				
Ш	During the course of training, the organization (where the student is undergoing training) will assign				
	a problem/project to the student.				
IV	The student, after the completion of training will submit a report to the College/Institute, which will				
	form part of third semester examination. However, the report must be submitted by the end of August				
	during third semester so that it is evaluated well in time.				
V	The report (based on training and the problem/project studied) prepared by the student will be known				
	as Summer Project Report (SPR). The report should ordinarily be based on primary data. It should				
	reflect in depth study of micro problem, ordinarily assigned by the organization where student				
	undergoes training. Relevant tables and bibliography should support it. One comprehensive chapter				
	must be included about the organization where the student has undergone training. This should deal				
	with brief history of the organization, its structure, performance products/services and problems				
	faced. This chapter will form part I of the Report. Part II of the Report will contain the study of micro				
	research problem. The average size of Report ordinarily will be 50 to 75 typed pages in standard font				
	size (12) and double spacing. Three neatly typed and soft bound (paperback) copies of the report will				
	be submitted to the College/Institute. The report will be typed in A-4 size paper.				
VI	The Report will have two certificates; one by the Head of the Institute/College and another by the				
	Reporting Officer of the organization where the student has undergone training. These two certificates				
	should be attached in the beginning of the report.				
VII	The SIP will be evaluated by two examiners (1 External Evaluator & 1 Internal Evaluator) appointed by				
	the Director. It will carry total 100 marks divided into Internship – 40 Marks, Project Report – 40 Marks				
	and Presentation 20 Marks. Person having minimum 3 years of experience of teaching MBA OR a				
	person from industry having 3 years' experience at managerial level shall be appointed as examiner.				
VIII	It is mandatory that the student will make presentation in the presence of teachers and students. The				
	student is expected to answer to the queries and questions raised in such a presentation.				
IX	If the student fails to submit his / her Project, he / she shall not be allowed to appear for the Project				
	Viva Examination and no Marks shall be allotted to the student.				

SEMESTER III CORE GROUP SPECIALIZATIONS (ANY ONE OR MAXIMUM TWO)

(Group-I) (Core) Marketing Management (MBCE 3.1.1) Paper I - Sales and Distribution Management Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Elective/ Specialization

Objectives:

- 1. To familiarize the student with the sales management functions, sales process and distribution management.
- 2. To develop understanding of concepts, approaches and the practical aspects of the key decision-making variables in sales force and distribution channel management.

Learning Outcomes:

The building blocks of a winning sales force, and enduring in the new environment. Frameworks to diagnose, and address sales issues in the new environment. The changing buyer and role of the salesperson and digital channels. How new sales roles impact sales force structure, size and deployment and channel partner decisions.

Unit	Content		
ı	Introduction to sales management, Objectives & Scope of Sales Management, Dimensions of Sales		
	Management, selling skills and selling strategies, selling process.		
II	Sales organizational design: Purpose & Types, Management of sales territory, Sales quotas & Types of		
	Quotas		
Ш	Recruitment and selection of sales force, Sources of Sales force Recruits, determining size of the sales		
	force, Training the sales force, Designing a motivational programme.		
IV	Designing a compensation plan, Characteristics of a good Compensation Plan, Types of compensation		
	plans, Sales force performance evaluation, Objectives & Steps in sales force performance appraisal.		
V	Introduction to distribution channel management, Distribution channel strategies, Designing		
	Customer Oriented Marketing Channels, Business through e-commerce.		
VI	Managing Channel member behavior: Channel relationships & Types of Channel Relationships,		
	channel control, channel power- economic & non-economic sources, channel conflict- Causes &		
	Types		

- 1. Sales & Distribution Management, Tapan Panda publisher, Oxford Publication.
- 2. Sales Management, Pradip Kumar Mallik, Oxford Publication.
- 3. Sales & Distribution Management, Krishna K Harvadkar -publisher: McGraw Hill.
- 4. **Physical Distribution Management**, Kulkarni, M V, Everest Publishing House.
- 5. Marketing Management, V S Ramaswami& S Namkumari, Macmillan India Ltd.

(Group-I) (Core) Marketing Management

(MBCE 3.1.2) Paper II - Integrated Marketing Communication & Brand Management

Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Elective/
			Specialization

Objectives:

- 1. To develop an understanding of the concepts involved in Brand Management
- 2. To develop an understanding of the concepts involved in Integrated Marketing Communication.

Learning Outcomes:

Student will be able to identify brand equity, branding and communication strategies require to adopt during the process of Marketing & Branding

Unit	Content
ı	Marketing Communication – Meaning, Process & elements of communication, Communication
	Message & its impact; The functional areas of marketing communication; Integrated marketing
	Communications; IMC partners; Consumer Response - Prospects and customers, consumers and
	business buyers - How IMC messages influence consumer decisions?
II	IMC Planning Process: DAGMAR approach for setting objectives; Data Driven Communication – Using
	databases to build relationships - Setting up a consumer database; Advertising and IMC Media
	Planning - A four step planning process
III	Media Characteristics - Media classifications - Print media - Broadcast media, Out-of-home media;
	Consumer Sales Promotion and Packaging; Channel marketing: Trade Promotion and Co-Marketing;
	Personal Selling; Public Relations and Brand publicity; Direct marketing: The Dialogue Builder;
	Experiential Contact: Event <mark>s</mark> , Sponsorships, and Customer Service; Measurement, Evaluation and
	Effectiveness
IV	Brand and Brand Equity - What is a brand? Why do brands matter? Can everything be branded? What
	are the strongest brands? Keller's Model of Brand Equity; Brand Management- Brand Identity; The
	brand equity concept; Strategic brand management process; Customer based brand equity; Choosing
	brand elements to build brand equity; Developing a brand equity measurement and managing system
V	Brand Building: Brand Awareness & Brand Knowledge; Sources of brand equity; Building a strong
	brand: Steps of brand building; Creating customer value; Defining and establishing brand mantras;
	Internal branding, Branding challenges and opportunities; Case Studies of Mega Brands, The brand
	value chain, Brand Loyalty, relevance of brand loyalty in the dynamic world, Branding of Services
VI	Brand Strategies: Designing and implementing branding strategies - Brand architecture - Brand
	hierarchy - Designing branding strategy; Brand Stretching and Retrenching; Brand Tracking; Types of
	Branding Strategies; Branding Strategies adopted by successful brands.
	Mini Project

- 1. Consumer Behaviour, Schiffman, Kanuk & Kumar
- 2. Consumer Behaviour & Branding, Kumar
- 3. Integrated Advertising, Promotion & Marketing Communications, Clow & Baack
- 4. Advertising, Jafkins
- 5. Advertising Management, R Batra, J Myers, D Aaker

(Group-I) (Core) Financial Management (MBCE 3.2.1) Paper I - Corporate Financial Management Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Elective/ Specialization

Objectives:

- 1. To develop an understanding about the concepts involved in the management of corporate finance.
- 2. To familiarize the students with the Contemporary issues with reference to Financial Management in corporates

Learning Outcomes:

Students will be able to demonstrate various aspects of Corporate Financial Management such as Valuation, Dividend policy, mergers, acquisitions and related issues.

Unit	Content				
1					
'	Long-term Investment Decisions: Capital Budgeting – Identification of Cash Flows and evaluation of				
	proposals, Risk and Uncertainty Analysis, Certainty Equivalent Approach, Sensitivity Analysis,				
	Probability Distribution Approach and Decision Tree Approach.				
II	Leasing, Hire-purchase - Types of leases, rationale for leasing, Mechanics of leasing, Operating lease,				
	Leasing as financial decision, Lease Vs borrow & buy evaluation, Hire purchase arrangement, Choice				
	between leasing & hire purchase.				
III	Valuation of business and Dividend Decisions - Valuation of business- Adjusted book value method,				
	value of shares and debt method, comparison method, DCF method.				
IV	Dividend policies - Concept, determinants and factors affecting, relevance and irrelevance concept,				
	dividend valuation models - Gordon, Walter and Modigliani-Miller models, Stability of dividends -				
	concept and significance.				
٧	Mergers & Acquisitions and Contemporary issues in Financial Management - M&A – Exchange ratio,				
	Financial evaluation of mergers, M&A as capital budgeting decision, Economic value added & market				
	value added Taxation aspects.				
VI	Contemporary issues in Financial Management – Public offerings - IPO, FPO, ASBA, book building,				
	Reverse book building, private placement, Green shoe option, Red Herring Prospectus. ESOP, ESPP,				
	Refinancing, Securitization, Carbon Credit, Balanced score card, P notes, GDR, ADR, ECB, Indian				
	Depository Receipts, Hundi, Parta System				

- 1. **Financial Management**, Ravi Kishore, Taxman's, New Delhi.
- 2. Financial Management: Problems and Solutions, Ravi Kishore, Taxmann, New Delhi
- 3. Financial Management Theory & Practice, Prasanna Chandra, TMH Publishers 2004
- 4. Financial Management, I.M. Pandey, Vikas publishing house, New Delhi.
- 5. Financial Management & Policy, V. K. Bhalla (Anmol Publication, New Delhi)
- 6. **Strategic Financial Management**, Dr. J.B. Gupta Taxman's, New Delhi
- 7. **Financial Management**, Rajiv Srivastava, Anil Mishra Oxford Higher Education.
- 8. Financial Management, M. Y. Khan & P. K. Jain Tata McGraw Hill Education Pvt. Ltd. 6th

(Group-I) (Core) Financial Management

(MBCE 3.2.2) Paper II – Security Portfolio and Risk Management

Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Elective/
			Specialization

Course Objective:

- 1. To develop an understanding about the concepts involved in valuation of securities and bond valuations.
- 2. To familiarize the students with the contemporary concepts and methods involved in Portfolio and Risk Management.

Learning Outcomes:

Students will know and able to analysis valuation of securities, equity analysis, derivatives and portfolio theory.

Unit	Content				
ı	Valuation of Securities: Bond Valuation Types of Bonds - Dated Securities and Zero-Coupon Bonds;				
	Strips, Valuation of bonds; Yield, Current Yield, YTM, Yield to Call. Shares valuation— Features of				
	equity, valuation of shares- asset backing method, EPS method, Market value, Yield based methods,				
	Fair value of shares, Dividend discount models- with constant dividend, with constant growth,				
	multistage growth models. P/E based valuation.				
II	Equity analysis: -Fundamental analysis - Concept, process, Economy analysis, sector analysis,				
	company analysis; Tools and techniques of fundamental analysis, business cycle and industry analysis.				
Ш	Technical Analysis Fundamental Principles; Dow Theory, EMH, Random walk Hypothesis, Indian				
	Markets and Efficiency Ch <mark>arts – Line Charts, Bar Charts, Japanese Ca</mark> ndlestick Chart; Moving averages				
	 Simple; Momentum analysis/Relative Strength Index (RSI); MACD 				
IV	Portfolio Theory - Risk and return for one security, two security and portfolio. Efficient frontier,				
	Investor utility, Capital Market theory - Background, risk free asset, the market portfolio; capital asset				
	pricing Model, systematic and unsystematic risk, Arbitrage pricing theory.				
V	Portfolio Management - Passive v/s. Active, Value v/s. Growth, Understanding the Stock Index,				
	Construction and composition - Sensex and Nifty, Calculation of indices. Free float Market				
	capitalization.				
VI	Futures and Option Derivatives – Types of Futures – On the basis of Maturity, On the basis of the				
	underlying asset; Futures Pricing – Cost of Carry Model; Mark to market; Definition of options;				
	Importance of options; Types of Options - Call Options, Put Options; Option Pay-Offs; Option Pricing				
	- Binomial Model and Black & Scholes Model; Option Greeks. Risk management and Hedging with				
	Derivatives.				

- 1. Strategic Financial Management, Dr. J.B. Gupta Taxmann, New Delhi
- 2. Financial Management, Rajiv Shrivastava, Anil Mishra Oxford Higher Education
- 3. Financial Management, Ravi Kishore, Taxmann, New Delhi.
- 4. Financial Management: Problems and Solutions, Ravi Kishore, Taxmann, New Delhi
- 5. Financial Management Theory & Practice, Prasanna Chandra, TMH Publishers 2004
- 6. Financial Management, I.M. Pandey, Vikas publishing house, New Delhi.
- 7. Options Futures and other Derivatives John C. Hull, PHI-EEE, 2011
- 8. Reference Material of NCFM from www.nseindia.com

GROUP -I (Core)

HUMAN RESOURCE MANAGEMENT

(MBCE 3.3.1) Paper I - Training & Development Practices

Teaching Hours: 4 **Total Credits: 4** Total Marks: 80 **Group: Specialization**

Course Objectives:

- 1. To understand the Function of Training & Development followed in the organizations.
- 2. To understand identification of training needs, design & evaluation of training Programs

Learning Outcomes:

- 1. Students will be able to understand the elements and benefits of the Training.
- 2. Students will be able to analyze the Training Needs and Training Design.
- 3. Students will be able to understand the various Skills required for the Trainer
- 4. Students will be able to understand the basis of Training evaluations.

5. St	tudents will be able to understand the ways to career development and stress management.			
Unit	Content			
ı	Unit -I Introduction to Training: Definitions, Training Objective elements, KSA concept, Hard Skills & Soft Skills; Characteristics of an Effective Training Program, Tool for meeting Participants' Training Needs, Training vs Education vs Development, Benefits of Training to both Organization and to employees, Classifying employees for training, Current training and development practices- national and international perspective			
II	Unit – II Training Need Analysis & Training Design: TNA- definition, reasons, components of TNA, TNA model- levels of TNA, Framework of conducting TNA, advantages & disadvantages, Perspectives for designing training, Objectives of training design, components and methods, models of training design, Principles of Training Design, Design Process, Training of Trainers programme; Designing of a sample training model (practical assignment or as a mini project)			
III	Unit – III Training Methods Techniques & Skills of Trainer: Approaches to training, Training methodology- On-the-Job and Off-the-Job Training; Management Games, Case Study Method, Role Play method, In Basket Exercises, Lab Training, Experiential Learning Techniques, Syndicate method, Fish Bowl exercise, Mentorship Training, Training techniques and Audio Visual Aids, Tips for Technology training, Instrumentation of Training, Qualities of a trainer, Trainer's knowledge and skills, Interpersonal communication skills; Cross-Cultural training & its importance			
IV	Unit – IV Evaluation of Training: Definition, Principles, Bases of Evaluation, Types of Training Evaluation, Different models of Evaluation- Cost Benefit Analysis, ROI on Training, Kirkpatrick Model, CIRO Model, CIPP Model, Brinkerhoff Model, Ethical Issues in Training Evaluation, Barriers in Training Evaluation, Resistance to Training evaluation			
V	Unit – V Areas of Organizational Training: Orientation training, diversity training, Cross cultural training-components, process, factors, benefits and issues, Team Training, Talent management training, Management Development- need, objectives, focus, levels, process, role and types of Management development Programmes, Training for Executive Level Management, Leadership styles.			
VI	Unit – VI Career Planning & Employee Stress Management Techniques: Career Planning- Meaning & definition, Characteristics, objectives, steps, importance and limitations, Measures for successful career planning, Succession planning- importance, types and process, Stress management- job related stress, symptoms of stress, sources of stress; organizational and personal factors, management of stress, Burnout, employee counselling and process of employee counselling; Sources, symptoms & effects of stress, reasons of stress for men and women employees, workplace stress; Effects of burnouts; Role of superiors in Burnout management			

- 1. A Textbook of Human Resource Management, C. B. Mamoria & S. V. Gankar. Himalaya Publishing House
- 2. Personnel and human Resource Management, Text & cases, P Subba Rao, Himalaya Publishing House
- 3. Human resource Management, P. Jyothi, Publication, Oxford University Press.
- 4. Human Resource Management, R. Wayne Mondy, Robert M, Noe, Pearson Education, Ninth Edition,
- 5. Human Resource and Personnel Management Text and cases, K. Ashwathappa, Publication, TMC

GROUP -I (Core)

HUMAN RESOURCE MANAGEMENT

(MBCE 3.3.2) Paper II – Performance Management & Compensation

Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Specialization

Course Objectives:

- 1. To develop an understanding of practices followed in performance management and compensation
- 2. Understanding the significance of linking the right performance to appropriate rewards and compensation system

Learning Outcomes:

Students will be able to learn basic compensation concepts, context of compensation practice and different ways to strengthen the pay-for-performance link.

	The ways to be engineer the pay for performance man			
Unit	Content			
ı	PERFORMANCE MANAGEMENT: Concepts, Objectives, Scope & Significance, Challenges- Theoretical			
	Foundations of Performance Management, Learning Theories- Motivation Theories, Performance			
	monitoring & coaching, performance measurement, Performance Management Systems- Case Study.			
Ш	GOAL SETTING AND PERFORMANCE TARGETS: Performance Planning, Linking individual & team goals			
	to organizational goals. Performance analysis- Objectives, factors influencing performance analysis,			
	key result areas, performance areas, key performance indicators. Performance Appraisal- Meaning,			
	Methods & approaches, Traditional methods- appraisal.			
Ш	PERFORMANCE MEASUREMENT: Modern methods of performance appraisal, 360-degree appraisal,			
	BARS, Self-appraisal, assessment centers, Performance reviews, Coaching & Counseling, Performance			
	Management in manufacturing, Services and IT sector, Strategies for improving performance,			
	balanced score card, HR Score Card.			
IV	REWARD MANAGEMENT: Rewards in performance management, Theoretical Foundations of reward-			
	based performance management, factors influencing reward system, reward-based performance			
	strategy, non-monetary rewards, Case Studies.			
V	COMPETENCY MANAGEMENT: Significance, Theoretical Foundations of performance management,			
	competency-based performance management, Leadership in performance management, Theoretical			
	foundations of Leadership in performance management, Leadership Based performance strategy,			
	Case Study.			
VI	COMPENSATION: Concepts & principles of compensation, Influencing factors, Current trends,			
	methods of payment, compensation mechanisms, Wage & Salary administration- concept, wage			
	structure, policies, determinants, incentive payment system, Welfare management.			

- 1. Human Resource Management, Snell / Bohlander Publication Thomson
- 2. Compensation, Milkovich & Neman, 8th edition. Publication McGraw –Hill
- 3. Human Resource Management, Gary Dessler Publication Thomson
- 4. Accounting Practices in HRM M. Kolay
- 5. Managing Human Resources, Monappa Publication Macmillan

COMPLEMENTARY GROUP SPECIALIZATION (ANY ONE) SEMESTER III

Group-II (Complimentary) OPERATIONS MANAGEMENT

(MBCMPE 3.1.1) Paper I - Logistics and Supply Chain Management

Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Specialization

Course Objectives:

- 1. To develop an understanding regarding the main concepts of SCM and the strategic role that SCM plays in business
- 2. To develop an understanding regarding the functions of purchasing, warehousing, inventory management, and transportation and how these functions interact with each other and other business functions
- 3. To develop an understanding regarding the issues involved in planning and operations of the supply chain

Learning Outcomes:

Learners will be able to apply knowledge in evaluation and improve the overall efficiency and effectiveness while implementing the supply chain management process.

Unit	Content		
I	Logistics Management:- Meaning, Basic Concepts of Logistics- Logistical Performance Cycle, Inbound		
	Logistics, In process Logistics, Outbound Logistics, Logistical Competency, Objectives of Logistics,		
	Importance of Logistics, Scope of Logistics, Logistical Functions/Logistic Mix, Changing Logistics		
	Environment.		
	Supply Chain Management: concept, objectives & importance, Decision Phases in a Supply Chain,		
	Competitive and Supply Chain Strategies, Drivers of Supply Chain Performance, Framework for		
	Structuring Drivers, competitive advantages through supply chain management.		
Ш	Elements of Logistics Mix Transportation, Warehousing & Packaging:- Introduction, Principles and		
	Participants in Transportation, Factors Influencing Transportation Decisions, Modes of Transportation-		
	Railways, Roadways, Ai <mark>rways, Wa</mark> terways, <mark>Ropewa</mark> ys, Pipeline, Tr <mark>ansp</mark> ortation Infrastructure.		
	Supply Chain Network: Designing Distribution Networks and Applications to Business: Role of		
	distribution in a supply chain, Factors influencing distribution network design, design options for a		
	distribution network, e-supply chain, factors influencing network design decisions		
Ш	Inventory Management, Logistics Costing, Performance Management- Meaning, Objectives,		
	Functions, Importance, Techniques of Inventory Management (Numerical – EOQ and Reorder levels).		
	Logistics Costing: - Meaning, Total Cost Approach, Activity Based Costing, Mission Based Costing.		
Performance Measurement in Supply Chain: - Meaning, Objectives of Performance Measure			
	Types of Performance Measurement, Dimensions of Performance Measurement, Characteristics of		
	Ideal Measurement System		
IV	Framework for network design decisions, models for facility location and capacity allocation, Network		
	Design in an Uncertain Environment: Impact of uncertainty on network design. Network Design in the		
	Supply Chain : Network Design & Optimization Approach and Techniques Role of Transportation in Supply Chain- Factors influencing Transportation Decisions - Modes of Transportation - Transportation		
	mode, Selection Process		
V	Advanced Fleet Management System Inter modal Freight Technology Transportation Security		
•	Initiatives and Role of Technology. Introduction to Air Cargo: Aviation and airline terminology—IATA		
	areas-Country-Currency-Airlines-Aircraft layout-different types of aircraft.		
VI	Logistics and supply chain management in the Global Environment: - Managing the Global Supply		
	Chain, Impact of Globalization on Logistics and Supply Chain Management, Global Logistics Trends,		
	Global Issues and Challenges in Logistics and Supply Chain Management .Information Technology in		
	Logistics:- Introduction, Objectives, Role of Information Technology in Logistics and Supply Chain		
	Management, Logistical Information System, Principles of Logistical Information System, Types of		
	Logistical Information System		
Books	Recommended:		

1. Logistics and Supply Chain Management, MacMillan 2003, 1st Edition

- 2. Supply Chain Management concepts and case, Rahul V Altekar, PHI, New Delhi.
- 3. **Supply Chain Management**, Robert B Handfield and Ernest L Nichols, PHI, New Delhi.
- 4. Logistics and Supply Chain Management Cases and Concepts G Raghuram & N Rangaraj, Mac Millan



SEMESTER III

Group-II (Complimentary) OPERATIONS MANAGEMENT (MBCMPE 3.1.2) Paper II-Operations Research Teaching Hours: 4 Total Marks: 80 Group: Specialization

Course Objectives:

- 1. To identify and articulate how operations research & management contributes to the achievement of an organization's strategic objectives.
- 2. To develop an understanding of the various concepts and limitations in network models in projects related to operations management

Learning Outcomes:

Students will be able to-

Formulate and solve problems as networks and graphs. Develop linear programming (LP) models for shortest path, maximum flow, minimal spanning tree, critical path, minimum cost flow, and transshipment problems. Solve the problems using special solution algorithms.

Solve	the problems using special solution algorithms.					
Unit	Content					
I	LPP-Resource Allocation: Introduction to Linear Programming Problems, Graphical Method -					
	Assumptions, Formulation and Solution by Graphical Method: Feasibility Region, Unboundedness,					
	Infeasibility, Multiple Optimum Solutions. Simplex method of solution.					
II	LPP – Transportation & Assignment – Transportation: Formulation and Solution by North West Corner					
	Rule (NWC), Least Cost Method (LCM) and Vogel's Approximation Method (VAM); Optimization by					
	Modified Distribution Method (MODI). Assignment: Formulation and Solution.					
Ш	Queuing Theory - Queuing model- Features and Elements, Static and Dynamic Arrivals, Single Server					
	and Multiple Server Queues.					
	Transition-rate diagrams, Kendall's Notation, Queuing Model [M/M/1: (?/FCFS)] Introduction to					
	Simulation Process, Monte Carlo Simulation, Generation of Random Numbers, Simulation of Queuing					
IV	Replacement & Inventory models- Replacement Policies: Equipment Deteriorate Gradually, Time					
	Value of Money Considered. Equipment Fail Suddenly (Group Replacement), Staff Replacement.					
	Inventory Models with Probabilistic and Deterministic Demand. Classic EOQ, EOQ with bulk					
	purchasing, Simulation on Inventory System.					
V	PERT/CPM –Rules of Network Construction, Network Analysis (Forward Pass, Backward Pass, Critical					
	Paths and Floats). Resource Analysis and Allocation (Crashing), Probability in PERT, PERT vs. CPM.					
	Limitations and Difficulties in Network Methods.					
VI	Game Theory - Terminology, Game Models, Two Person Zero Sum Games and their Solutions,					
	Graphical Method, Algebraic Method, Arithmetic Method, Method of Matrices. Sequencing -					
	Introduction, Terminology & Assumptions, Processing 'n' jobs through 2, 3 and 'm' machines. Idle time					
	minimization through sequencing models.					

- 1. Introduction to Operations Research, Hillier & Liberman McGraw Hill
- 2. Quantitative Techniques in Management, N. D. Vohra Tata McGraw Hill
- 3. Operations Research, Paneersevam Prentice Hall of India
- 4. Operations Research, J. K. Sharma McMillan
- 5. Operations Research, Hira and Gupta S. Chand & Co.
- 6. **Operations Research**, V.K. Kapoor Sultan Chand &. Sons, New Delhi

COMPLEMENTARY GROUP SPECIALIZATION (ANY ONE) SEMESTER III

Group-II (Complimentary)				
SERVICE SECTOR MANAGEMENT				
(MBCMPE 3.2.1) Paper I - Banking & Insurance Services				
Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Specialisation				

Course Objectives:

- 1. To understand the basic functioning of bank and the various concepts involved in banking.
- 2. To understand the concept, significance and functioning of insurance industry.

Learning Outcomes:

Students will understand banking and Insurance sectors which mobilize funds in the economy. Students will be versed with study of the sector: its structure, operations, functions, instruments, regulations and other roles. Students will accumulate knowledge to understand the changing national and global banking and insurance operations, technology and paradigm shift in the sector.

Unit	Content			
I	Banking Services -Definition of banks, Functions of Commercial Banks, Banking Structure in India,			
	Introduction to Banking services, Types of customers, Types of Deposit Accounts, Common guidelines			
	of opening and operating accounts and KYC, Deposit Insurance.			
II	Basics of bank Lending: Principles of Lending, Basics of Loan Appraisal, Credit decision making and			
	Review, Types of Advances, Management of Non Performing Assets.			
III	Concept of PLR, Base rate; Customer relationship management, Ombudsmen, New trends in banking			
IV	Insurance Services – Concept of insurance, principles of insurance. IRDA: powers and functions; Basics			
	of Life Insurance: Principles in Life Insurance Contract, Title and claims.			
V	Role and functions of life insurance policies, life insurance products- proposal, policy and documents,			
	types of life insurance products.			
VI	General Insurance: Principles in General Insurance Contracts, Essentials of general insurance policies,			
	general terms and conditions documentations, underwriting; Types of general insurance products,			
	claims procedure.			

- 1. Commercial Banking in India, NCFM reference material
- 2. Essentials of financial services, Dr S. Gurusamy, Mc-Graw Hill
- 3. Manual of Insurance Laws, Bharat Publication Private limited
- 4. Insurance Manual, Taxmann Publication Private Limited
- 5. Principles of Insurance Law, M. N. Srinivasan, Wadhwa & Co

COMPLEMENTARY GROUP SPECIALIZATION (ANY ONE) SEMESTER III

Group-II (Complimentary)				
SERVICE SECTOR MANAGEMENT				
(MBCMPE 3.2.2) Paper II-Hospitality Management				
Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Specialization				

Course Objectives:

To understand the concept, significance and functioning of hospitality industry and the role of management in running it.

Learning Outcomes:

Identify and recognize legal issues that may impact hospitality industry. Distinguish among the various types of costs in the hospitality industry. Monitor and control food, beverage. Make managerial decisions based on analysis of cost data & expectations of Customers

OII and	thysis of cost data & expectations of customers				
Unit	Content				
I	Hospitality Industry: Management of Hotel, Operations of hospitality services, scope and functioning				
	of a hotel, The guest in a hotel, Computerized Hotel Management system, English-French terms in				
	Hospitality, Management of Tourism, recreation, clubs, gaming and entertainment.				
II	Departments in a hotel : Departmental structure, front office operations, guest services,				
	housekeeping, linen and uniforms, kitchen and its operations, restaurant operations, Bar operations,				
	Stewarding, sales and marketing, maintenance, administration and HRD, accounting and finance				
	control.				
Ш	Minor operating departments: Laundry, facilities, Banquet functions, conferences and catering				
	services management, outdoor catering and mobile catering, Parking Operation, A gift shop in Hotel,				
	Business or Meeting Rooms, and In-Room Entertainment.				
IV	Exhibitions and other income sources, How Exhibitions are a good source of Income in Hospitality				
	Industry, Different other Income Sources for Hotel Industry Purchase and store. Concept of Purchasing,				
	What should be included in Purchasing Department of Hotels, Purchasing Process in Hotels, Duties of				
	Purchase Department in Hotel Industry, Concept of Store in Hospitality Management, what should be				
	included in store department, advantages of store department in Hotel Industry.				
V	Security and safety systems: security and safety, security measuresfor cash and credit, pilferage				
	and theft, maintenance of building,				
	machineries and equipments.				
VI	Prevention against accidents and fire, staff training for safety preventions. Probable Causes of				
	Accidents in Hotels.				

- 1. Hospitality Management, Jagmohan Negi, Gaurav Manoher, University Science
- 2. Press Introduction to Hospitality, 6th Ed, John Walker, Prentice Hall Hotel
- 3. Management & their Technology, Dinesh Tomar, Neha Publishers and distributors
- 4. **Introduction to Management in the hospitality industry**, Clayton Barrows, Power and Reynolds, John Willy & Sons Publication

(MBC 4.1) Business Ethics & Corporate Governance				
Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Core				

Course Objectives:

- 1. To promote ethical thinking and behaviour in students
- 2. To develop an understanding of the need and concepts of Business Ethics
- 3. To sensitize students regarding the ethical issues arising in various domains of business

Learning Outcomes:

This course would provide the skills with which to recognise and resolve ethical issues in business; Enhance awareness and critical self-examination of one's own values, and to appreciate the relevance of personal values in the business/workplace setting; It would further Imbibe the ethical issues in corporate governance and to adhere to the ethical codes.

a cc					
Unit	Content				
I	Business Ethics : Introduction, Concepts and theories, definitions, importance and need for Business				
	ethics, Values and morals. Management and ethics, Normative Theories, - Gandhian Approach				
	Friedman's Economic theory, Kant's Deontological theory, Mill & Bentham's Utilitarianism theory.				
II	Business & Organisational Ethics: The Indian Business scene, Ethical Concerns, LPG & Global trends in				
	business ethics, Business ethics rating in India. Organizations& Organisation culture, Types of				
	Organization, Corporate code of ethics – Formulating, Advantages, implementation Professionalism				
	and professional ethics code.				
Ш	Corporate Governance: Introduction, mechanisms and systems of corporate governance, Indian				
	model of Corporate Governance, OECD principles, World Bank on Corporate Governance, McKinse				
	Survey on CG, Indian Committees and guidelines.				
IV	Corporate social Responsibility: Introduction, Models for implementation of CSR, Advantages, Scope,				
	and steps to attain CSR, Prestigious awards for CSR, CSR & Indian Corporations-A Score Card, Future				
	of Indian CSR.				
V	Environment Ethics: Marketing Ethics & Ethics in HRM, India's Environment Policy, Environment Risk				
	Management, Environment Audit, Areas in Marketing Ethics, Beyond the 4P's, Role of HR in creating				
	an ethical organisation.				
VI	Globalisation & Business ethics: Growth of Global Corporations, Factors facilitating Globalisation,				
	Impact of globalization on Indian corporate and social culture, Advantages and disadvantages of				
	MNC's to the Host Country, International codes of Business Conduct, Whistlblowing and its codes.				
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- 1. Business Ethics Concept & Practice, B. H. Agalgatti & R. P. Banerjee, Nirali Publication
- 2. Ethics in Business & Management, R. P. Banerjee, Himalaya Publication
- 3. Business Ethics, Crane, Pub. By Oxford Press
- 4. Corporate Governance & Business Ethics (Text & Cases), U. C. Mathur, Macmillan India Ltd.
- 5. Business Ethics, CSV Murthy, Himalaya Publishing House
- 6. Business Ethics & Corporate Governance, A. C. Fernando

(MBC 4.2) Corporate Laws				
Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Core				

Course Objectives:

- 1. To develop a basic understanding of the legal framework in India with specific reference to Corporate Business situations
- 2. To develop a basic level knowledge about the various laws that concern the area of Business in India

Learning Outcomes:

It would provide: Basic and broad knowledge in business laws in management. Also the Ability to apply concepts, principles and theories to understand simple business laws. Global Perspective: Awareness of the different business laws.

	nerent business laws.
Unit	Content
I	Introduction to companies act 2013 (as amended from time to time), Company- an introduction, features, kinds of companies, statutory company, Registered company, Government company,
	Foreign Company, Sec 8 Company, Holding and subsidiary company, one person company,
	Conversion of Private company to public company, conversion of Public company to Private
	company, Section 8 to other kinds.
II	Formation of company - promotion, incorporation, commencement of business, preliminary contracts and provisional contracts
	Memorandum of Association- clauses and alterations, Articles of Association-Content and alterations. Binding effect of Memorandum of Association and Articles of Association, Doctrine of ultra vires, doctrine of constructive notice, Doctrine of indoor management. Laws and Procedures of Corporate Restructuring leading to:
	Mergers; Amalgamations, Takeovers / Acquisitions, Joint Ventures
III	
""	Company Management: Directors, qualifications, legal position of directors, number of directors, duties, liabilities, D.I.N, Types of Directors-managing director, whole time director, women director, executive director, Independent director, Resident executive director, additional director, Meaning of KMP-types, Nominee director,
	Board of Directors-Meaning and powers
IV	Company meetings -Meaning of meeting, kinds of meetings, notice, agenda, quorum, chairman, voting (postal, electronic and poll), Proxy and its provisions, resolutions, Board of Directors meetings, frequency, time and place of business meetings, notice, quorum, agenda, chairman of board meeting, voting at board Meeting
V	Secretarial Practices- definition of company Secretary, Appointment of whole time company
	secretary, position of company secretary, Duties, liabilities, qualifications, duties of secretary with
	respect to Board meeting, general meetings, concepts of secretarial standards, Secretarial audit,
	objectives of
	Secretarial audit
VI	MCA-21- Role and benefits of MCA, MCA Services, objective of MCA 21 portal, DSC, requirements for
	DIN, KYC of DIN, E-filing- meaning, advantages, process of E-filing of annual returns

- 1. **Business Law including Company Law**, S. S. Gulshan, G. K. Kapoor, New Age International Publishers, New Delhi
- 2. Elements of Mercantile Law, N. D. Kapoor, Sultan chand & Sons
- 3. Indian Contract Act, Avtar Singh, Eastern Book Company
- 4. Company Law & Secretarial Practice, Kapoor N.D, Sultan Chand & Sons, New Delhi
- 5. Company Law and Secretarial Practice, Dr. R. K. Nelakha, Ramesh Book Depot, Jaipur
- 6. Corporate & Allied Laws, Munish Bhandari, Best Word Publication.

(MBC 4.3) Advanced Financial Management			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Course Objectives:

- To understand the conceptual framework of Capital structure of a firm and its relationship with administration.
- To understand the concept of Lease, Joint Ventures and mergers through Advanced Financial Management functions.

Learning Outcomes:

Students will be able to develop the ability to take decisions and plan, execute and control financial strategies towards attainment of organizational financial goals.

Content
Capital structure & Value of firm
Assumptions & definitions, NI approach, NOI approach, Traditional Position, MM position, Taxation &
capital structure, Trade off theory, Signaling theory. EBIT-EPS Analysis. Capital structure of Automobile
industry companies viz. Bajaj Auto and Mahindra & Mahindra
Cash Management
Motives of holding cash, factors determining the cash balance, Managing the cash flow, Options for
investing surplus funds & strategies for managing surplus funds, Cash Management Models- The
Baumol model, The Beranek Model, The Miller-Orr Model
Leasing, Hire-purchase (6 sessions)
Types of leases, rationale for leasing, Mechanics of leasing, operating lease, Leasing as financial
decision, Lease Vs borrow & buy evaluation, Hire-purchase arrangement, Choice between leasing &
hire purchase.
Risk Analysis in Capital Budgeting (8 sessions)
Sources & perspective of risk, Sensitivity analysis, Scenario analysis, Breakeven analysis, Miller Model,
Simulation analysis, Decision tree analysis, Corporate risk analysis.
Valuation of business and Mergers & Acquisitions (6 sessions) Valuation of business- Adjusted book
value method, value of shares and debt method, comparison method, DCF method. M&A – Exchange
ratio Financial evaluation of mergers.
International Financial Management (6 sessions)
The foreign exchange market, international parity relationships, Foreign exchange risk and hedging,
International Capital investment analysis, Political risk of foreign investments, Financing international
operations.

NB: Numerical & cases shall be based on Unit I, Unit II, Unit III, Unit IV, and Unit V only.

Suggested Readings:

- 1. Financial Management, Ravi Kishore, Taxman, New Delhi.
- 2. Financial Management: Problems and Solutions, Ravi Kishore, Taxmann, New Delhi
- 3. Financial Management Theory & Practice, Prasanna Chandra, TMH Publishers 2004
- 4. Financial Management, I.M. Pandey, Vikas publishing house, New Delhi.
- 5. Financial Management & Policy, V. K. Bhalla (Anmol Publication, New Delhi)
- 6. Strategic Financial Management, Dr. J. B. Gupta Taxman, New Delhi
- 7. **Financial Management**, Rajiv Srivastava, Anil Mishra Oxford Higher Education.
- 8. Financial Management, M. Y. Khan & P. K. Jain Tata McGraw Hill Education Pvt. Ltd.

(MBC 4.4) Corporate Tax Planning & Management			
Teaching Hours: 4	Total Credits: 4	Total Marks: 80	Group: Core

Course Objectives:

- 1. To summarize the principles of courtesy as they are practiced in the workplace
- 2. Syllabus will also discuss the effects that improper communication and poor listening may have on the work environment.
- 3. To Identify examples of the proper and improper use of technology in the workplace
- 4. Students can also interpret common cultural differences, taboos, and customs that may be practiced in the workplace, and discuss ways to navigate and honour such Differences

Learning Outcomes:

Disallowances (Section 58)

Students will be able to use knowledge of tax planning, provisions, capital gains and depreciation management process under companies act and income tax act.

Unit	Content
ı	Basic Concepts
	Theory: Introduction to Income Tax Law: Overview of Income Tax Law in India, Constitutional powers to levy Income Tax, Concepts of Finance Act, Income Tax Rules, Circulars and Notifications, Levy of Income Tax, Rates of Taxes applicable for various assessees for relevant assessment year, Introduction to heads of Income. Important Definitions: Assessee [Section 2(7)], Assessment [Section 2(8)], Person [Section 2(31)], Income [Section 2(24)], India [Section 2(25A)], Assessment Year, Previous Year Problems: Residential Status (Section 6): Residential Status of an Individual Assessee (Basic and Additional Conditions including exceptions to these conditions) and Residential Status of Companies, Concept of Place of Effective Management.
II	Profits and Gains from Business and Profession
	Theory and Problems: Computation of Profits and Gains from Business or Profession: Scope of Chargeability (Section 28),
	Admissible Deductions (Section 30 to 37) (excluding depreciation on assets held by power generation units).
	Inadmissible Deductions (Section 40), Disallowances under certain circumstances (Section 40A), Deemed Profits (Section 41), Deductions on the basis of actual payments (Section 43B)
	Compulsory maintenance of books of accounts (Section 44AA), Audit of books of accounts of certain persons carrying on business or profession (Section 44AB), Presumptive Taxation (Section 44AD and Section 44AE)
Ш	Capital Gains
	Theory : Scope of Chargeability (Section 45), Ascertainment of Cost of acquisition in Specified Circumstances (Section 49), Cost of Acquisition and Cost of Improvement (Section 55); Definitions of Capital Asset, Short Term and Long-Term Capital Assets, Transfer.
	Problems : Computation of Capital Gains (Section 48), Computation of Capital Gains in respect of Depreciable Asset (Section 50 and 50A) Taxation of Capital Gains (Section 111A, 112 and 112A) Capital Gains in Special Cases : Capital gains in respect of: Conversion of capital asset into stock in
	trade and its subsequent sale; Conversion of stock in trade into capital asset; Transfer of Intangible Asset; Transfer of Right shares and offer for right shares; Buy back of own shares and other specified securities by a company (Section 46A)
	Exemptions of Capital Gains : Provisions of Section 54D, Section 54EC and Section 54EE.
IV	Income from Other Sources
	Theoryand Problems: Dividend [Section 2(22)], Scope of Chargeability [Section 56(1) and Section
	56(2)]; Rules for determination of fair market value of property; Admissible Deductions (Section 57),

Computation of Income under the head other sources: Concept of Dividend and Deemed Dividend and its taxability, Taxation of winnings from lotteries, crossword puzzles, horse races & card games;

Taxation of interest on securities; Taxation of gifts, Taxation of compensation and enhanced compensation; Concept of Dividend Stripping [Section 94(7)]; Concept of Bonus Stripping [Section 94(8)]

V Computation of Tax Liability of a Corporate Entity and Corporate Tax Compliances

Theory: Corporate Tax Compliances: Income Tax Return – Form 6, Due dates for filing income tax returns for corporate assessee, Income Tax Payment Challans: ITNS 280 and ITNS 281, Procedure of online payment of Income Tax by corporate assessee.

Problems: Computation of Tax Liability of a corporate assessee including Computation of Minimum Alternate Tax (MAT), Set-off and Carry forward of losses of companies.

VI Tax Planning

Introduction to Tax Planning: Concept of Tax Planning, Tax Management, Tax Evasion and Tax Avoidance.

Tax Planning in respect of Financial Management Decisions: Tax Planning relating to Capital Structure decisions, Tax Planning in respect of Bonus Shares and Buy Back of Shares, Tax Planning in respect of Inter-Corporate Dividend (Section 80M)

Tax Planning in respect of managerial decisions: Tax planning in respect of Own or lease transactions, Tax Planning in respect of Make or buy decisions; Tax planning in respect of Repairs, Replace, Renewal or Renovation of an Asset.

- 1. Corporate Tax Planning, V. K. Singhania, TAXMAN PUBLICATION.
- Corporate Tax Planning and Management Direct Tax Law & Practice, Girish Ahuja & Ravi Gupta, Bharat Publication.
- 3. Taxman's students guide to income tax, Dr. Vinod K. Singhania.
- 4. Systematic approach to income tax and central sales tax, Ahuja and Gupta.
- 5. Income tax ready reckoner, V. G. Mehta

SEMESTER IV CORE GROUP SPECIALIZATIONS (ANY ONE OR MAXIMUM TWO)

(Group-I) (Core)						
Marketing Management						
(MBCE 4.1.1) Paper III - Consumer Buying Behaviour						
Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Specialisation						

Course Objectives:

To develop an understanding of the concepts and the significance involved in Consumer Buying Behaviour

Learning Outcomes:

It would establish the relevance of consumer behaviour theories and concepts to marketing decisions. Implement appropriate combinations of theories and concepts. Recognise social and ethical implications of marketing actions on consumer behaviour. Use most appropriate techniques to apply market solutions.

Unit	Content
ı	Concept of consumer personality & brand personality as related to STP, buying influences on
	consumers and organizational buyers, consumer motivation, perception, learning & attitudes
Ш	Reference groups, buying process, factors influencing buying decisions, models of buying behaviour,
	post purchase behaviour.
Ш	Marketing research, methods of research and research process, data collection techniques, sources
	of secondary data for marketing decisions, relevance of secondary data, marketing metrics.
IV	IMC definition, scope, elements, role, etc., models of IMC, media and media planning, IMC strategy
	and process, new media
V	IMC and brand communication process, role of advertising in branding process BTL, OOH, etc.,
	promotions in IMC – consumer, trade, sales, co-branding, in-branding, etc.
VI	Creativity and innovation in IMC, packaging and labelling in IMC, PR and ethics in PR, corporate
	communications, International communications, cross cultural issues in IMC.

- 1. Consumer Behaviour, Schiffman, Kanuk & Kumar
- 2. Consumer Behaviour & Branding, Kumar
- 3. Integrated Advertising, Promotion & Marketing Communications, Clow & Baack
- 4. Advertising, Jafkins

SEMESTER IV

(Group-I) (Core) Financial Management

(MBCE 4.2.1) Paper III - Investment Environment & Wealth Management

Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Spe	4 I To	otal Credits: 4	Total Marks: 80	Group: Specialization
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Course Objective:

Understanding the concepts involved in wealth management and the significance and analysis of portfolio analysis

Learning Outcomes:

Students will be able to explain the financial and investment environment, assess the financial objectives, evaluate the factors affecting investment decisions, identify alternative sources of finance and consider their suitability and apply techniques in managing wealth.

	The state of the s
Unit	Content
I	Investment Management: Introduction, Financial & Economic meaning. Real & financial asset.
	Investment media, Investment process, Investment program. Basis of Investment, Features of good
	investment. Difference between Investment, Speculation, Gambling and Arbitrage.
II	Financial System- Financial markets [Money, Debt and Equity Markets]- structure, regulatory bodies-
	Role and functions—(RBI, IRDA, PFRDA and SEBI); Product features and uses (CP/CD, T bills, REPO,
	reverse REPO, dated securities, rated securities, equity shares) and participants – Role and functions
	(CCIL, FIMMDA, PDs, NSCCL, NSDL, CDSL.)
Ш	Portfolio analysis: Traditional v/s Modern; Investors attitude towards Risk & Returns; Portfolio
	Selection – its introduction, Importance of Beta – CAPM. Behavioral Finance: -Return based trading
	Strategies.
IV	Insurance Services - Concept of insurance, principles of insurance, Traditional and Unit linked policies,
	individual and group policies, with profit and without profit policies, Different types of insurance
	products – whole life products, interest sensitive products, term assurance annuities, endowment,
	assurance. Brief idea of Medi-Claim and health insurance products.
V	Mutual Funds – Organization Structure, Classification of Funds – Types of Funds – Equity Funds, Debt
	Funds, Liquid Funds, Balanced Funds, Monthly Income Plans, ETFs, Commodity Funds, Fund of Funds,
	Real-Estate Funds; Calculation of NAV; Systematic Investment Plans; Concept of Cost Averaging and
	Value Averaging; AMFI; AGNI. Recent developments in the Mutual Fund industry.
VI	Wealth Management - Investor life cycle and investment goals, Investment options available and their
	comparison, Asset Allocation Strategies; Selecting appropriate allocation, Models of asset allocation.
	Wealth Expansion and Development.

- 1. **Strategic Financial Management**, Dr. J. B. Gupta Taxmann, New Delhi
- 2. Financial Management, Rajiv Shrivastava, Anil Mishra Oxford Higher Education
- 3. **Financial Management**, Ravi Kishore, Taxmann, New Delhi.
- 4. Financial Management: Problems and Solutions, Ravi Kishore, Taxmann, New Delhi
- 5. Financial Management Theory & Practice, Prasanna Chandra, TMH Publishers 2004
- 6. Financial Management, I.M. Pandey, Vikas publishing house, New Delhi.
- 7. **Options Futures and other Derivatives**, John C. Hull, PHI-EEE, 2011
- 8. Financial Institutions and Markets, L. M. Bhole 4th Edition
- 9. Reference Material of NCFM from www.nseindia.com
- 10. Reference Material of NISM Mutual Fund Module from www.nseindia.com

SEMESTER IV

Group-I Human Resource Management (MBCE 4.3.1) Paper III - Industrial relations and Labour Laws Teaching Hours: 4 Total Marks: 80 Group: Specialisation

Course Objective:

- 1. To understand the concepts, legislations relating to Social Security Measures, Wages and Industrial Relations, Trade Unions and Employment Conditions.
- 2. To understand Industrial Relations and Grievance Redressal Procedures.

Learning Outcomes:

Students will be able to elaborate the concept of Industrial Relations. The students will be able to illustrate the role of trade union in the industrial setup. Students will be able to outline the important causes & impact of industrial disputes. Students will be able to elaborate Industrial Dispute settlement procedures.

Unit Industrial Relations & Democracy - Definition and concept of industrial relation, scope, objectives, factors affecting industrial approaches to industrial relations, importance of industrial relations (A) Collective Bargaining: definition, importance, types, prerequisites of effective Bargaining and Collective Bargaining in India; (B) Workers Participation: Concept, aims and importance, forms of participation, conditions essential for working of the scheme. II Grievances & Disputes -	e collective
Definition and concept of industrial relation, scope, objectives, factors affecting industrial approaches to industrial relations, importance of industrial relations (A) Collective Bargaining: definition, importance, types, prerequisites of effective Bargaining and Collective Bargaining in India; (B) Workers Participation: Concept, aims and importance, forms of participation, conditions essential for working of the scheme.	e collective
approaches to industrial relations, importance of industrial relations (A) Collective Bargaining: definition, importance, types, prerequisites of effective Bargaining and Collective Bargaining in India; (B) Workers Participation: Concept, aims and importance, forms of participation, conditions essential for working of the scheme.	e collective
(A) Collective Bargaining: definition, importance, types, prerequisites of effective Bargaining and Collective Bargaining in India; (B) Workers Participation: Concept, aims and importance, forms of participation, conditions essential for working of the scheme.	
Bargaining and Collective Bargaining in India; (B) Workers Participation: Concept, aims and importance, forms of participation, conditions essential for working of the scheme.	
importance, forms of participation, conditions essential for working of the scheme.	d objectives,
II Grievances & Disputes -	
meaning and causes, grievance redressal procedure, Industrial Disputes- causes of industrial	ial disputes,
concept of strike and lockout, authorities for settlement of industrial dispute nar	mely works
committee, Conciliation Officer, Conciliation Board, court of Enquiry, Labor Court, Industr	
National Tribunal, grievance settlement authority as per Industrial Disputes Act-1974 Indus	strial peace-
measures and significance of peace and harmony to industrial productivity and progress	
III Code on wages 2019- Minimum wages: Concept, fixation of minimum wages, Procedure for	or fixing and
revising minimum wages; Payment of wages: concept, mode of payment of wages, deduc	tions which
can be made from wages	
Payment of Bonus: eligibility for bonus, disqualification for bonus, minimum and maxim	
available surplus, allocable surplus, set on and set off of allocable surplus, Time limit for	payment of
bonus.	
IV Laws relating to working hours and work conditions-	
Factories Act 1948- important definitions, provisions regarding workers health, safety a	
provisions relating to working hours of adult, rules relating to employment of women, p	rovisions of
employment of young persons	
Child Labors (Prohibition and Regulation) Act, 1986 :- Scope and application of the act,	objectives,
provisions regarding hours and periods of work for children, provisions regarding health an	nd safety for
working children, prohibition of employment of children in certain occupations and proce	sses
V Labour Welfare and Social Security	
Meaning and objectives of labour welfare, theories of labour welfare, welfare office	er in Indian
industry, qualification and role of welfare officers	
Workmen's Compensation Act: Object, definition of employer and employee, partial disab	lement and
total disablement, employer's liability for compensation	
Payment of Gratuity act: Concept, Scope and application of the act, Provisions relating to	payment of
gratuity, nomination, Employers duty to pay gratuity	
VI Labour Legislations & ILO—Need of labour legislation, principles of labour legislation, labour	r legislation
and the Constitution of India, Conventions and recommendations of ILO	
ILO: structure, main bodies of ILO, objectives and functions of ILO, importance, impact of IL	.O on labour
legislations in India, Ministry of Labour: Offices attached to Ministry of Labour	

- 1. Dynamics of Industrial Relations, Mamoria & Mamoria, Himalaya Publishing House.
- 2. **Industrial Jurisprudence & Labour Legislation**, A.M. Sarma, 9th revised edition, Himalaya Publishing House
- 3. Labour Laws, Taxman's
- 4. **Essentials of Human Resource Management & Industrial Relations**, P. Subbha Rao, Himalaya Publishing House.
- 5. Industrial Relations, C. S. Venkata Ratnam, Oxford University Press.



SEMESTER IV COMPLIMENTARY GROUP SPECIALIZATION (ANY ONE)

Group- II					
Operations Management					
(MBCMPE 4.1.1) Paper III - Total Quality Management					
Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Specialization					

Course Objectives:

- 1. To develop an understanding of the concept and the major issues in Quality management
- 2. To develop an understanding regarding the various tools and techniques of Quality Management

Learning Outcomes:

- 1. Students will be able to understand the concept of Quality.
- 2. Students will be able to learn the meaning and Principles of the TQM.
- 3. Students will be able to gain knowledge of the Quality improvement techniques.
- 4. Students will be able to understand the tools of implementing TQM.
- 5. Students will be able to learn the Techniques of Quality Management.
- 6. Students will be able to understand the concepts of Business Process Re-engineering.

Unit	Content
I	Understanding Quality and Quality Philosophies - Definition of Quality, Dimensions of Quality, Quality Planning, Quality costs, Quality Philosophy of Deming, Joseph Juran, Philip Crosby, Genich Taguchi
II	TQM Principles – Concept, Advantages, Disadvantages and Guiding Principles of TQM, Managerial Perspective to TQM, Role of Leadership in TQM, Case Studies of Successful TQM applications
III	Statistical Process Control (SPC) and Other Quality Improvement Techniques – Process Control Charts, Control Charts for variables and attributes, Pareto Diagrams, Scatter Diagrams, Run Charts, Cause and Effect Diagrams, Concept of six sigma
IV	TQM Tools - Benchmarking - Reasons to Benchmark, Benchmarking Process, Quality Function Deployment (QFD), QFD Process, Benefits, Taguchi's Quality Loss Function, Total Productive Maintenance (TPM) - Concept, Improvement Needs, FMEA - Stages of FMEA
V	Quality Improvement Systems - Kaizen, Lean, Poka-Yoke, 5S, 3M, Quality Circles, Value Analysis and Value Engineering
VI	Business Process Reengineering – Concept, Need, Importance and Principles of BPR, Role of BPR in the Modern business world, TQM and BPR relationship, BPR in USA, Europe, India

- 1. **Total Quality Management**, Dale H. Besterfiled, et al., Pearson Education Asia, 1999. Indian reprint 2002
- 2. **The Management and Control of Quality**, James R. Evans & William M. Lidsay, 5th Edition, South-Western Thomson Learning, 2002 ISBN 0-324-06680-5.
- 3. Total Quality Management, Feigenbaum, McGraw-Hill, 1991
- 4. **Total Quality Management**, Poornima M. Charantimath, 2nd Edition, Pearson

SEMESTER IV

Group- II Service Sector Management (MBCMPE 4.2.1) Paper III - Health Care Management Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Specialization

Course Objectives:

- 1. To create an understanding of the various concepts involved in the issues relating to Healthcare and social development.
- 2. To create an awareness of social welfare and factors relating to health policy formulations.

Learning Outcomes:

The healthcare industry will continue to expand and diversify, requiring administrators to help ensure smooth business operations. Great growth potential. Rewarding Experience: Enjoy the gratification of helping those in need. Skills-focused program that helps you to acquire the skill sets to work as a Health Care Office Administrator.

/ \all	instruction.
Unit	Content
I	Social Welfare, Social policy, Factors in Social Policy: Situational, Structural, Ideological and
	Environmental, Health Policy formulation: Factors, Determinants and other sectorial issues. Health &
	Family welfare services.
Ш	Health care and social development. Relationship between health and development. Component of
	healthcare. Health care system issues and challenges. Indicators of health. Health service indicator.
	Mortality indicators, Morbidity indicators, Demographic Indicator, Immunization Indicator.
Ш	National health policy: Review of different committees. Objectives of National health policy Health
	policy: Input, Output and Performance; Role of Private and Voluntary groups; Role of national and
	International agencies. Health and Social Policy: International Perspective;
IV	Concept of Health Care Planning, Health Expenditures, Hospitals as a Health Care Delivery System.
	Management of Health Care Systems inIndia. Micro and macro-Environment of Health care system.
	Dimensions of Health Care Management. Management and healthcare system in India.
V	Concepts of Environmental Health Care; Importance of Environmental Health Care, Microbiological
	considerations; Laundries, CSSD, Insect, Rodent Control, Emergency and Disaster Planning; Safety
	Management; Patients and Personnel Safety, Fire Safety, General Sanitation.
VI	Hazardous Waste Management; Solid Waste Handling & Disposal; Liquid Waste Handling, Collection
	& Disposal; Water Treatment and Distribution, Legal and Social Aspects of Waste Management;
	Trends and Practices. Pollution Prevention And Waste Minimization.

- 1. Implementing Health Policy, Chatterice, Meera, 1988, Manohar, New Delhi.
- 2. Alternative Approaches to Meeting Basic Health Needs in Developing Countries, Djunkanovic, V and Mach, E P. ed 1975. WHO, Geneva.
- 3. **Policy making and Planning in Health Sector** Lee Kenneth and Mills, Anne. 1987, Oxford University Press, Oxford.
- 4. A comparative approach to Policy Analysis: Health Care Policies in Four Nations, Leichter, HM. 1979. Cambridge University Press, Cambridge.
- 5. **Comparative National Policies on Health**, Care Roemer, M I. 1977. Mareel Dekker, New York.
- 6. Safety & Health Management Planning, Ferry, Ted Van Nostrand Reinhold, New York. 1990.
- 7. Waste Management Journal of Hazardous. U.S.A.
- 8. Health Economics, Zweife, Peter I and Friedrich Breyer, Oxford University Press, New York, 1997.
- 9. **Hospital Organization and Management Text and Branding**, Kurt. Darr & Jonathan S R, CBS Publishers & Distributors, 1992
- 10. Handbook of Hospital Personnel Management, Goyal, R.C, Prentice Hall of India

Project Work					
(MBPR 7.0) (From any one core/ complimentary)					
Teaching Hours: 4 Total Credits: 4 Total Marks: 80 Group: Specialization					

Learning Outcomes:

Industry based live projects will allow students to gain valuable work experience during study. This will pave way for self-empowerment through skill building and hands-on-training.

Project Work: Project work will be compulsory for each student appearing at the semester- IV (M.B.A) Examination.

(i) Project shall carry 100 marks as follows:

Particulars	Marks
Project Report Evaluation	50
Assessment by External Expert	30
Assessment by Internal Expert	20
Total	100

- (ii) For Project work a batch of Twenty students per guide /supervisor has to be allotted by the Institute.
- (iii) A copy of Project work (Printed or Type Written) shall be submitted to college, at Fifteen Days prior to the date of commencement of Semester-IV Examination, which will be retained by the college/Department for internal evaluation purpose.
- (iv) A Candidate shall submit with his/her project work, a certificate from the Supervisor to the effect-That the candidate has satisfactorily completed the Project work for not less than one session and That the Project work is the result of the candidates own work and is of sufficiently high standard to warrant its presentation for examination.
- (v) If the student fails to submit his / her Project he / she shall not be allowed to appear for the Project Viva Examination and no Marks shall be allotted to the student.