

ANNA ADARSH COLLEGE FOR WOMEN POSTGRADUATE AND

RESEARCH DEPARTMENT OF COMMERCE

Course Handout – M.Com (General)

LIST OF FACULTIES

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APPENDIX – 27(R) UNIVERSITY OF MADRAS

MASTER OF COMMERCE (M.Com.)

(Choice Based Credit System)

SEMESTER – I

Course Components	Subjects	Instructional hours	Credits	Exam hours	Max. marks CIA	External	Internal
Core paper I	Advanced corporate accounting & accounting standards				25	75	100
Core paperII	Financial Management				25	75	100
Core paper III	Organizational Behaviour				25	75	100
Core paper IV	Managerial economics				25	75	100
Elective	Customer Relationship Management				25	75	100
Soft skill							

Composition of marks: 80% problems and 20% theory

CORE PAPER I - ADVANCED CORPORATE ACCOUNTING & ACCOUNTING STANDARDS

COURSE OBJECTIVES

1. To impart knowledge on basics of corporate accounting like issue forfeiture re-issue of equity shares and the procedure involved in the redemption of preference shares and debentures and underwriting of shares and debentures.
2. To improve the student's skill in solving advanced problems in Amalgamation, Absorption and External reconstruction and Acquisition of business.
3. To enable the students to draw an Internal re-construction scheme and to understand the procedure involved in Liquidation of a company.
4. To have clear understanding of advanced problems in consolidation of P&L account and balance sheet.
5. To gain insight into the various accounting standards to be followed and the procedures involved

in formulating the accounting standards.

SYLLABUS

UNIT-1- Advanced problems in share capital and transaction including underwriting valuation of goodwill and shares.

UNIT-2- acquisition, amalgamation, absorption and reconstruction (internal and external)schemes

UNIT-3- consolidated final statement of holding companies and subsidiary companies
intercompany Holdings and Owings treatment of dividends.

UNIT-4- statements for liquidation of companies.

UNIT-5- Basic postulates of accounting theory and Generally Accepted Accounting Principles and practices recommended by the ICAI- Mandatory accounting standards (AS)Issued by the Ministry of Corporate Affairs (MCA)

COURSE OUTCOME

1. It provides a better understanding of basics of corporate accounting.
2. Helps the students to solve advanced problems in Amalgamation, Absorption and External reconstruction and Acquisition of business.
3. Enable the students to acquire the skill of drawing an internal reconstruction scheme and to understand the preparation of statements in the event of liquidation of a company.
4. Gives the capacity to prepare consolidated profit and loss account and balance sheet of holding and subsidiary company.
5. Enables the students to gain knowledge about various accounting standards and the procedure involved in the formulation of accounting standards.

BOOK REFERENCES

1. M.C.Shukla and T.S.Grewal, advanced accounts, New Delhi, S.Chand& Co.
2. R.L.Gupta & M.Radhaswamy, Advanced accounts, New Delhi, S.Chand
3. S.P.Jain& Narang, Advanced Accounts, Ludhiana, Kalyani Publishers
4. T.S.Reddy, et, at., Corporate Accounting, Chennai, Margham Publishers.

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

Composition of marks: 80% problems and 20% theory

CORE PAPER II FINANCIAL MANAGEMENT

COURSE OBJECTIVES

1. To impart knowledge on the basics of financial management
2. To improve the student's understanding of the time value of money concept
3. To develop knowledge on cost of capital and optimum capital structure
4. To gain insight into the concept of leverages and dividend policy
5. To enhance students' ability to deal with Working Capital Management

SYLLABUS

UNIT-1 Functions of manager Methods and sources of raising Finance sources of short term and long-term Finance critical appraisal of different securities and bonds as source of finance equity shares convertible and non-convertible debentures preferred stock objectives/ goals of Finance function financing decisions investment decision importance of financial planning problems in financial forecasting.

UNIT-2 Capital structure decisions traditional and MM approaches current views Determinants capital structure overtrading- over and under capitalization leverage analysis EBIT-EPS Analysis.

UNIT-3 cost of capital measurement WACC-MCC and value of the firm factors influencing dividend policy of firm dividend relevancy company law provisions on dividend payment.

UNIT-4 investment decisions risk required rate of return estimating cash flows present value of cash flows evaluation of alternative investment proposals sensitivity analysis simulation decision making under conditions of risk and uncertainty inflation and investment decisions.

UNIT-5 Working Capital Management working capital cycle forecasting of working capital requirement factors influencing working capital different components inventory cash receivables credit policy collection policies. Business

COURSE OUTCOME

1. Students to have better understanding of the basic concepts involved in financial management and time value of money.
2. Enables the students to gain knowledge on cost of raising finance through different long-term source.
3. Gives the capacity to analyze the optimum combination of debt and equity that would minimize the cost of capital.
4. Enables the students to understand the impact of changes in sales on operating income and the impact of changes in EBIT on EPS
5. It gives an understanding of the relationship between dividend policy and market value of equity shares and helps to understand the various concepts of Working Capital Management.

REFERENCE BOOKS

1. Van Horne J. Financial Management & Policy, Pearson Education, Delhi
2. Brealey and Myers, Principles of Corporate Finance, New York, McGraw Hill
3. West on and Brigham, Managerial finance, New York, Holt Rinehart
4. Pandey I.M. Financial Management, New Delhi, Vikas
5. Babatosh Banerjee, Financial policy and Management accounting, Calcutta, The WorldPress
6. Prasanna Chandra, Financial Management Theory & Practice New Delhi, TMH
7. Periasamy P., Financial Management, Vijay Nichole Imprints.

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW
(Composition of Marks:Theory 20: Problems 80)

CORE PAPER III ORGANIZATIONAL BEHAVIOUR

COURSE OBJECTIVES

1. To introduce the students about the concepts of Organizational Behavior.
2. To describe individual behaviour, personality, attitude perception and group behaviour and its

relevance to Organisational Behaviour.

3. To comprehend the different aspects of effective communication and stress management.
4. To identify organisational dynamics, organisational culture and their implications in Organisational Behaviour.
5. To acquaint the learners with the factors involved in organisational changes and equip them to manage organisational changes.

SYLLABUS

UNIT-1 Introduction to organisational behaviour meaning elements need approaches models global scenario.

UNIT-2 individual behaviour personality learning attitudes perception motivation relevance to organisational behaviour group behaviour group dynamics group norms Group cohesiveness Their relevance to Organisational behaviour.

UNIT-3 organisational communication meaning importance process barriers methods to reduce barriers principles of effective communication stress Meaning Types stress management.

UNIT-4 Organisational dynamics Organisational effectiveness meaning Approaches organisational culture meaning significance organisational Climate Implications on organisational behaviour.

UNIT-5 Organisational change meaning resistance to change management of change.

COURSE OUTCOMES

1. Learners will understand and relate the concepts of OB in the context of global scenarios.
2. Students will describe and distinguish individual behaviour from group behaviour in terms of personality, attitude and perception.
3. The learners will communicate confidently and manage stress in their workplace.
4. Students get acclimatized to given cultural environments and dynamics in an organisation.
5. Students are equipped to manage various individual and organisational changes.

REFERENCE BOOKS

1. Mishra - organisational behaviour – Vikas Publishing House Pvt Ltd.
2. Chandran - organisational behaviour - Vikas Publishing House Pvt Ltd.
3. L.M.Prasad - organisational behaviour – 3rd edition reprint – S.Chand& Sons
4. Gupta.Shahi.K& Joshi Rosy Wahia ,2004 - organisational behaviourist edition – Kalyani Publishers

5. Gregory Moorhead, Ricky W.Griffin - organisational behaviour – published by Bixtantra
6. Chauhan R.K. - organisational behaviourTamilnadu Book house.

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

CORE PAPER IV MANAGERIAL ECONOMICS

COURSE OBJECTIVES

1. To make students understand and familiarize with the basic concepts in managerial economics.
2. To understand the demand and supply analysis in business applications.
3. To help students to analyze the cost of production, relationship between cost and revenue under different market structure and its pricing.
4. To introduce the different pricing strategies followed in the market,
5. To explain the various pricing methods followed by the sellers in the market to attain profitand wealth maximization.

SYLLABUS

UNIT 1- The scope and method of marginal economics- risk- uncertainty and probability analysis - approach to managerial decision making and the theory of firm.

UNIT 2- Demand analysis, basic concepts and tools of analysis for demand forecasting, use of business indicators; demand forecasting for consumer goods, consumer durable and capital goods.

UNIT 3- Concepts in resources allocation, Cost analysis; break-even analysis, short run and long run cost functions; production function cost price output relation - capital investment analysis - economic of size and capacity utilization input output analysis.

UNIT 4- Market structure - pricing and output general equilibrium. product policy, rate, promotion and market structure - advertising rate model - advertisement budgeting.

UNIT 5- pricing objective - pricing method and approaches - product line pricing - different pricing - monopoly policy restrictive agreement- price discrimination - measurement of economic concentration - policy against monopoly and restrictive trade practices.

COURSE OUTCOMES

1. To adopt the Managerial Economic concepts for decision making and forward planning
2. To use different forecasting methods for predicting demand for various products and services
3. To assess the functional relationship between Production and factors of production and list out various costs associated with production and able to compute breakeven point to illustrate the various uses of breakeven analysis.
4. Evaluate strategies for successful selling of a product in a specific market situation

REFERENCE BOOKS

1. Peterson, Managerial Economics, 4th edition, Pearson Education, New Delhi
2. Spencer, M.H. Managerial Economics, Text problems and short cases
3. Mote and Paul: Managerial economics, TMH, New Delhi
4. Sampat Mokherjee, Business and Managerial economics, Calcutta New Central Book agency
5. Dwidevi D N Managerial Economics, New Delhi Vikas

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

ELECTIVE PAPER- CUSTOMER RELATIONSHIP MANAGEMENT

COURSE OBJECTIVES

1. To make the students aware of the concepts of CRM
2. To provide skill-based knowledge about CRM in Marketing
3. To enable the students to understand call center and customer satisfaction
4. To enrich their knowledge about SFA, Data warehouse and Data Mining

5.To highlight CRM in various industry (Retail, hospitality, banking, Insurance, telecom, aviation, and education)

SYLLABUS

UNIT- 1 Introduction, meaning and definitions of CRM- Objectives of CRM -benefits of CRM concept, acquiring customers, customer retention, loyalty, and optimizing the customer experience. types of CRM

UNIT- 2 CRM in Marketing- One-to-one and relationship marketing, Cross selling and Up selling, Behaviour predicting, customer profitability and value modeling, channel optimization, Event based Marketing

UNIT-3 CRM and customer service- The call center and customer care, call routing, call scripting, customer satisfaction- Meaning, definition and significance- Customer satisfaction measurement.

UNIT IV Sales Force Automation- Sales Process Management, Contact Management, Lead Management and Knowledge Management, Field Force Automation, SFA and mobile CRM-E-CRM in business, Analytical CRM: Data warehousing and Data Mining concepts; Data analysis

UNIT V Customer relationship Management practices in retail industry, Hospitality industry, Banking Industry, Insurance industry, Telecom industry, Aviation Industry and in Education

COURSE OUTCOMES

1. Students were able to understand the concepts of CRM and types of CRM
2. They were able to follow the terms of CRM and Marketing
3. Prepared the students to be aware of the call center and Customer Satisfaction.
4. They were able to understand the concept of SFA, Data warehousing and Data Mining
5. Enriched the students to know the CRM in various Industries

BOOK REFEREENCES

1. John Egan, "Relationship Marketing, Exploring Relational Strategies In Marketing", Prentice Hall
2. John Anton, "Customer Relationship Management", Prentice Hall
3. Jagdish N Sheth and Atul Parvatiyar, "Handbook of Relationship Marketing ", ResponseBooks
4. Anderson, "Customer Relationship Management", Tata McGraw Hill
5. David Strutton; Lou E. Pelton; James R. Lumpkin, "Marketing Channels; A Relationship

Management Approach”, McGraw-Hill Higher Education

6. Zineldin, Mosad, “Strategic Relationship Management; A Multi-Dimensional Perspective; Towards a New Co-Opetive Framework on Managing, Marketing and Organizing”, CoronetBooks Publishers
7. McKenna, Regis, “Relationship Marketing; Successful Strategies for the Age of the Customer”, Addison-Wesley Longman
8. Christopher, Martin, “Relationship Marketing”, Science & Technology Books

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

SOFT SKILLS - I **LANGUAGE AND COMMUNICATION SKILLS -ADVANCED LEVEL** **SUBJECT CODE- PSSEA**

COUSE OBJECTIVES

1. Enable students to convert the conceptual understanding of communication into everyday practice
2. Train students to ground concepts/ideas in their own experience
3. Create a learner-language interface enabling students to exercise control over language use
4. Sensitize students to the nuances of the four basic communication skills –Listening, speaking, reading, and writing

SYLLABUS

UNIT-1 Twinning Functions of Listening and Speaking – Recap of active and passive listening exercises – Analytical listening – syllable/word stress: clear enunciation – Qualities of a good listener and a good speaker.

UNIT-2 Twinning Functions of Reading and Writing – Discriminatory reader thoughtful writer – Spotting, correcting errors; critique – Skimming, scanning, structuring language, tone, ordering, etiquette and perspective.

UNIT-3 Individual Communication – Self advertising – Over stating and under stating- Overcoming

shyness – Writing curriculum vitae, Statement of Purpose – Talking about oneself; interview.

UNIT- 4 Intermediary Communication – Overcoming mental blocks, prejudices and hotspots of the addressee – telephone, teleconferencing, web chat – greeting, introducing memos, reports, minutes, business correspondence.

UNIT-5 Social Communication – Etiquette in LSRW – polite yet assertive, tackling questions, seeking permission, expressing gratitude – gender fair language – discourse and transactional analysis – empathy.

PRACTICALS

Unit 1: Listening Comprehension using audio programmes + Creating audio files for speaking.

Unit 2: In class and take-home exercises

Unit 3 and Unit 4: Group games and role play

Unit 5: Create archives from different media for LSRW

LEARNING OUTCOMES

1. Students will be able to understand and apply knowledge of human communication and language processes as they occur across various contexts
2. Improves the ability to persuade people – to enroll and equip with broader ideas, and visions at large.
3. Will be able to improve the written and spoken skills.

RECOMMENDED TEXTS

1. Windshuttle, Keith and Elizabeth Elliot. 1999. *Writing, Researching and Communicating: Communication Skills for the Information Age*. 3rd Reprint. Tata McGraw-Hill. Australia
2. Dignen, Flinders and Sweeney. *English 365*. Cambridge University Press
3. Goleman, Daniel. 1998. *Working with Emotional Intelligence*. Bantam Books. New York
4. Jones, Leo and Richard Alexander. 2003. *New International Business English*. Cambridge University Press
5. I. Jayakaran. 2000. *Everyone's Guide to Effective Writing*. 2 M Publishing International, Chennai.

SEMESTER – II

Course Components	Subjects	Instructional hours	Credits	Exam hours	Max. marks CIA	External	internal
Core paper –V	Advanced cost & Management accounting		4	3	25	75	100
Core paper – VI	Quantitative Techniques for Business Decisions		4	3	25	75	100
Core paper – VII	Marketing of services		4	3	25	75	100
Elective	Consumer Behaviour		3	3	25	75	100
Extra Disciplinary Elective	Total Quality Management		3	3	25	75	100
Internship			2				100
Soft skill			2		40	60	100

Internship will have to be carried out at the end of the Second Semester and the report of the same shall be submitted by the students within a period of one month after the completion of the Internship. The Internship report shall be evaluated by the examiners within the Department of the College. The marks shall be sent to the University by the College and the same will be included in the Third Semester Statement of Marks.

CORE PAPER V ADVANCED COST AND MANAGEMENT ACCOUNTING

COURSE OBJECTIVES

1. To make the students understand the process of ascertaining, classification and controlling costs
2. To enable students to learn application of different methods of costing in Manufacturing and Service industries
3. To make students to acquire knowledge about various types of budgets.
4. To enable the students to apply marginal costing techniques in decision-making.
5. To enable students to understand and apply the tools for financial statement analysis.

SYLLABUS

UNIT-1 Installation of costing system record requested to be maintained under the company act management control an information system cost reduction and cost control techniques control over wastages scrap spoilage and defectives.

UNIT-2 Costing methods product costing process costing treatment of equivalent units interprocess JIT costing activity-based costing.

UNIT-3 Budgets and budgeting control flexible budgets zero base budgets.

UNIT-4 Cost volume profit analysis decision-making make or buy own, or lease repairrenovate charges vs status quo, or scrap export vs local sales shut down or continue responsibility accounting and transfer pricing measurement of segment performance.

UNIT-5 financial statement analysis ratio analysis funds cash flow statement.

COURSE OUTCOMES

1. Interpret the principles of contract costing, job order costing, and process costing and prepare the accounts relating to it.
2. Understand the concept of operating costing and its applicability in service industry specifically in- transport, power supply, hotel, and hospital.
3. To enable the students to prepare various budgets.
4. Analyze cost-volume-profit techniques to make optimal managerial decisions.
5. To carry out the various types of financial statement analysis.

REFERENCE BOOKS

1. Murthy and Gurusamy, Cost Accounting, Vijay Nicole Imprints and Tata McGraw Hill
2. Murthy and Gurusamy, Management Accounting, Vijay Nicole Imprints and Tata McGraw Hill
3. Horngren C. T. Cost Accounting -A Managerial Emphasis, New Delhi, Pearson Education
4. Kaplan, Advanced Management Accounting, 3rd Ed. Pearson Education, New Delhi
5. Polimeni, et. at. Cost Accounting: Concepts and Applications for Managerial Decision Making, New York, McGrawHill Choudhary Anu Prasad Roy & Amitava Bhattacharya, Cost and Management Accountancy: Methods and Techniques, Calcutta, New Central Book Agency
6. Reddy T S and Y.H. Reddy, Cost and Management Accounting, Margam Publications, Chennai

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
46 CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

(Composition of Marks : Theory 20 : Problems 80)

CORE PAPER VI QUANTITATIVE TECHNIQUES FOR BUSINESS DECISIONS

COURSE OBJECTIVES

1. To improve knowledge in quantitative method and application, to offer expertise in quantitative analysis.
2. To enable students to gain knowledge of mathematical and statistical techniques.
3. To understand the use of statistical techniques for the test of hypothesis.
4. To enable students to understand solving LPP using various methods.
5. To apply quantitative techniques in decision making.

SYLLABUS

UNIT-1 Theory of probability - Probability rules - Baye's Theorem - Probability distribution- Binomial, Poisson and Normal. Statistical Decision theory - Decision environment - decision making under certainty and uncertainty and risk conditions - EMV, EOL and marginal analysis - value of Perfect Information - decision tree analysis.

UNIT-2 Sampling - Meaning of random sample –sampling methods –sampling error and standard error - relationship between sample size and standard error - Sampling distribution - characteristics – central limit theorem –estimating population parameters-point and interval estimates –estimating proportion, percentage and mean of population from large sample and small sample.

UNIT-3 Testing hypothesis –testing of proportions and means –large samples –small samples – one tailed and two tailed tests –testing differences between mean and proportions-errors in hypothesis testing –chi square distribution-characteristics –applications-test of independence and tests of goodness of fit –inferences –F distribution –testing of population variance – analysis of variance–one way and two way

UNIT-4 Correlation and regression –simple, partial and multiple correlation –simple, partial and multiple regressions –estimation using regression line –standard error of estimate- testing significance of correlation and regression coefficients –interpreting correlation-explained variation and unexplained variation –coefficient of determination - multivariate analysis – factor, cluster and discriminant analysis

UNIT-5 Linear programming - graphic and simplex models-maximization and minimization-Transportation - Assignment.

COURSE OUTCOMES

1. Interpret the results of mathematical and probability theory for business decision making.
2. To help students acquire knowledge about resource management.
3. Students learn to apply the acquired knowledge to the practical problems.
4. To solve LPP using various methods.
5. Use quantitative techniques in decision making.

REFERENCE BOOKS

1. Richard I. Levin and David S Rubin, Statistics for Management, 7th Ed. Pearson Education, New Delhi
2. Gupta, Statistical Methods, Sultan Chand
3. Johnson, Applied Multivariate Statistical Analysis, 5th Ed, Pearson Education

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	M	S	M	M	S
CO2	S	S	M	S	M
CO3	M	S	M	S	M
CO4	M	S	M	M	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

(Composition of Marks: Theory 20 : Problems 80)

CORE PAPER VII - MARKETING OF SERVICES

COURSE OBJECTIVES

1. Understand the Concept of Services and their marketing implications
2. Discuss the relevance of the services Industry to customer satisfaction
3. Examine the characteristics of the services industry and the modus operandi
4. Analyse the role and relevance of Quality in Services
5. Visualise future changes in the Services Industry

SYLLABUS

UNIT-1 Nature and classification of services –characteristics of services and their marketing implications

UNIT-2 Marketing strategies for service firm-with special reference to information, communication, consultancy, advertising, professional services, after –sales service , recruitment, training and tourism

UNIT-3 Product support services-pricing of service Problems of quality innovation in service

UNIT-4 Marketing of Financial Service – nature- types – marketing of insurance – mutual fund marketing for non-profit firms.

UNIT-5 CRM and relationship marketing – customer satisfaction

COURSE OUTCOMES

1. Students will understand the relevance of marketing of services
2. Case studies will be useful to understand the importance of services industry to customer satisfaction
3. To understand the modus operandi of services industry.
4. To understand the tourism industry services.

REFERECES

1. Zeithaml Valerie A, & Bitner Mary Jo., Gremler Dwayne D., Pandit Ajay; Services Marketing, McGraw Hill
2. Christopher Lovelock, Services marketing, 3rd edition, pearson Education
3. Philip Kotler & Paul N Bloom, Marketing- Text and reading, Dryden Press, Hinsdale III
4. Mary Anrm Pezzallo, Marketing Financial Services, Macmillan
5. www.learnmarketing.net
6. www.managementstudyguide.com

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

ELECTIVE PAPER: CONSUMER BEHAVIOUR

COURSE OBJECTIVES

1. To develop knowledge and skill in application of marketing research tools
2. To develop an understanding of consumer behaviour
3. To enable the students to know about the Culture on Consumer Behaviour and Subculture
4. To highlight the decision process on house hold decision

SYLLABUS

UNIT-1 The consumer behaviour- Meeting changes and challenges- perspectives towards the study of consumer behaviour- Understanding about the dark side of the consumer- various consumer behaviour models- consumer behaviour and marketing strategy.

UNIT-2 Internal influences on consumer behaviour- personality- self image and life style- consumer motivation- consumer involvement- consumer perception- consumer learning and knowledge- consumer attitude and change.

UNIT-3 External influences on consumer behaviour- The influences of culture on consumer behaviour- subcultures and consumer behaviour- social class and consumer behaviour- reference groups and family-consumer influence and the diffusion of innovations

UNIT-4 The consumer decision process, perspect theory, heuristics, persuasion- consumer decision making process- need recognition- information search- consumer evaluation process- purchase decision- post purchase decision- marketing strategies involved in each stage of the process

UNIT-5 Family and Household decision making- the role of the reference group in purchase decisions- word of mouth (WOM)- Demographics and psychographics in consumer purchase decision of the consumer- Global consumer and diffusion and innovations- Consumer behaviour and social marketing- Consumer and public policy

COURSE OUTCOMES

1. To understand the concept of consumer behavior and various consumer behaviour models
2. To understand the concept of consumer learning and consumer attitude
3. Case studies were discussed to understand the influences of culture in consumer behaviour
4. To gain knowledge on the family and household decision making
5. To understand various marketing strategies in consumer behaviour

REFERENCES

1. Leon G.Schiffman, Leslie Lazar Kanuk, “Consumer Behaviour”, Pearson Education, New Delhi
2. David L.Loudon, Albert J. Della Bitta, “Consumer Behaviour”, McGraw Hill, New Delhi
3. Jay D.Lindquist and M. Joseph sirgy, “Shopper, buyer & consumer behaviour, Theory and Marketing application”, Biztantra Publication, New Delhi
4. Sheth Mittal, “Consumer Behaviour A Managerial perspective”, Thomson Asia (P) Ltd., Singapore
5. Srivastava K K, “Consumer Behaviour an Indian Context”, Goal Gotia Publishing Co., New Delhi
6. Gupta S L & Sumitra Pal, “Consumer Behaviour an Indian perspectives”, Sultan Chand, New Delhi
7. Raju, Dominique Xavedel, “Consumer Behaviour, Concepts Applications and cases”, vikas publishing house (P) Ltd., New Delhi
8. Henry assail, Consumer behaviour strategic approach Biztantra, New Delhi
9. www.marketingpower.com
10. www.tutor2u.net
11. www.marketingprofs.com

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

EXTRA – DISCIPLINARY PAPER I – TOTAL QUALITY MANAGEMENT

COURSE OBJECTIVES

1. To introduce the students the concept of quality control and its importance of cost, applying statistics in quality control
2. To explain the importance of inspection and different methods of inspection.
3. To understand the various statistical control charts.
4. To impart knowledge about the concept of zero defect and product improvement, ABC analysis
5. To impart knowledge about the importance of ISO and quality circles

SYLLABUS

UNIT-1 Introduction to quality control – quality and cost consideration statistics and its application in quality control

UNIT-2 Sampling inspection in engineering manufacture statistical quality control by the use of control charts methods of inspection and quality appraisal reliability engineering Value Engineering and value analysis

UNIT-3 Theory of Sampling inspection standard tolerancing ABC analysis defect diagnosis and prevention

UNIT-4 Quality Improvement: Recent technique for quality improvement zero defect quality motivation techniques quality management system and total quality control

UNIT-5 Selection of ISO model at implementation of ISO 9000 human resource development and quality circle environmental management system and total quality control.

COURSE OUTCOMES

1. Understand the importance of quality control.
2. Application of different methods of sampling
3. Knowledge about the process of detecting errors and find the cause of the errors.
4. Understand the concept of quality improvement and different techniques for quality control
5. Idea about environmental management system and total quality control

BOOK REFERENCES

1. Srinivasa Gupta and Valarmathy, Vijay Nicole Imprints
2. Dahlgaard Jens J., Kristensen K., Kanji Gopal K, "Fundamentals Of Total Quality Management", Bross Chapman & Hall, London
3. George, Stephen and Weimerskirch, Arnold, "Total Quality Management - Strategies and Techniques Proven", Mohit Publications
4. Hakes, Chris (editor), "Total Quality Management: The Key to Business Success", NY: Chapman and Hall
5. Fox, Roy, "Making Quality Happen. Six Steps to Total Quality Management", McGraw-Hill
6. Jain, "Quality Control And Total Quality Management", Tata McGraw Hill
7. Lal H, "Total Quality Management: A Practical Approach", New Age InternationalPrivate Ltd
8. Rao, Ashok, "Total Quality Management: A Cross Functional Perspective", Wiley & Sons

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

SOFT SKILLS II

SPOKEN AND PRESENTATION SKILLS

COURSE OBJECTIVES

1. Coach students to identify, classify and apply relevant skill sets
2. Illustrate role of skills in real-life work situations with case studies, role play, etc.
3. Translate performance of skills into efficient habits
4. Enable students to perceive cultural codes involved in presentation and design language performance accordingly

SYLLABUS

UNIT-1 General Language Knowledge and Presentation – STAR strategy – MOM plan

UNIT-2 Special Language Knowledge and Presentation –tone, humour, poise –listener/speaker sensitivity and articulation.

UNIT-3 General Communication Skills for Presentation – content matching and language matching for specific audience – etiquette, clarity – delivery – use and abuse of hitech aids.

UNIT-4 Professional Communication Skills for Presentation – technical presentations too much or too little use of technology – Turn taking – Effective not offensive or defensive handling of questions

UNIT-5 Social Communication Skills for Presentation – socializing – ice breakers; small talk – dialogue, debate, discussion – selling, advertising and persuading – overcoming shyness, hesitation – understanding cultural codes.

COURSE OUTCOMES

Students will be able to:

1. Deal with nerves and think more positively about public speaking
2. Improved ability to communicate with peers and adults.
3. Development of self-awareness.
4. Improved cooperative teamwork.
5. Helping you build rapport with other people quickly.
6. Improving the likelihood of a successful negotiation.

SEMESTER – III

Course components	Code	Subjects	Instructional Hours	Credits	Exam Hours	Max. marks		
						CIA	External	Total
Core paper-VIII	Com 209	Research Methodology		4	3	25	75	100
Core paper – IX	Com 211	Knowledge Management		4	3	25	75	100
Core paper – X	Com 213	Fundamentals of Information Technology		4	3	40 (Practical)	60 (Theory)	100
Elective		Consumer Rights and Education		3	3	25	75	100
Elective		Advertising and Salesmanship		3	3	25	75	100

Extra Disciplinary Elective		Paper – II Business Ethics, Corporate Governance & Social Responsibility		3	3	25	75	100
Soft skill - III				2	-	40	60	100

CORE PAPER VIII – RESEARCH METHODOLOGY

COURSE OBJECTIVES

1. To equip the students with the basic understanding of research methodology and enhance capabilities of students to conduct research in the field of business and social sciences.
2. To acquaint the students with the different types of Research, steps in research process, review of literature, sampling, hypothesis testing, the application of parametric and non- parametric tests, data collection, processing, and analysis of data.
3. To enable the students to draft the research report
4. To develop advanced critical thinking skills
5. To understand and develop skills in qualitative & quantitative analysis and presentation.

SYLLABUS

UNIT-1 Research meaning and purpose type of research pure and applied survey case study experimental exploratory researcher design steps in selection and formulation of research problem steps in research review of literature

UNIT-2 Formulations of hypothesis type sources testing sampling techniques sampling error and sample size

UNIT-3 Methods of data collection primary and secondary data observation interview questionnaire construction of tools for data collection testing validity and reliability pilot study and pre testing

UNIT-4 Processing and analysis of a data editing coding transcription tabulation outline of statistical analysis descriptive statistics elements of processing through computer package for analysis

UNIT-5 Report writing target audience types of report contents of report styles and conventions in reporting steps in drafting a report.

COURSE OUTCOMES:

Upon successful completion of this course students will be able to:

1. Identify research problem, construct the hypothesis/ objectives for research problem and apply the parametric test and non-parametric for hypothesis testing.
2. Design and apply various methods of data collection
3. Process and analyse data with the help of software packages.

4. Prepare and summarize the research report

BOOK REFERENCES

1. William C Emory, Business Research Methods, Richard D Irwin, NJ 2 Donald R Cooper, Business Research Methods 7th Ed, McGraw Hill
2. Krishnaswami OR, Methodology of Research for Social Science, Himalaya, Mumbai 4 Anderson J. et.al, Thesis and Assignment writing, Wiley Eastern

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW
(Composition of marks : Theory 20 : Problems 80)

CORE PAPER XIX: KNOWLEDGE MANAGEMENT

COURSE OBJECTIVES:

1. Improve the quality of management decision making by ensuring reliable and secure knowledge, information and data is available through the service lifecycle.
2. Ensure students have a clear understanding of the services provided to the customers and the way the benefits are realized.
3. Maintain a service knowledge management system (SKMS) to exercise control on the access to knowledge and data.
4. To share perspectives, ideas, experience and information at the right place, time to enable informal decisions and improve efficiency.
5. To enable the organization to increase the value of its intellectual capital and leverage its knowledge assets to achieve its goals.

SYLLABUS

UNIT-1 knowledge economy technology and knowledge management knowledge management matrix knowledge management strategy prioritising knowledge strategy knowledge as a strategic asset

UNIT-2 knowledge attributes fundamentals of knowledge formation tacit and explicit

knowledge Sourcing abstraction conversion and diffusion

UNIT-3 knowledge management and organisational learning architecture important consideration collection and codification of knowledge repositories structure and life cycle Knowledge management infrastructure knowledge management application collaborativeplatform

UNIT -4 developing and sustaining knowledge culture knowledge culture in a place implementing knowledge culture enhancement programs communities of practice developing organisational memory

UNIT-5 knowledge management tools technique knowledge management and Measurement knowledge audit knowledge career practical implementation of knowledge management system case studies.

LEARNING OUTCOMES:

1. Apply the theory and practice of knowledge and intellectual capital management.
2. Formulate action plans for knowledge inclusion in organization.
3. Clear and systematic framework for knowledge management concepts and Identify key tools and technology in knowledge management applications
4. Define different knowledge types and explain how they are addressed by knowledgemanagement.
5. Evaluate knowledge management issues like ethics, knowledge sharing, copyright,Intellectual property.

BOOK REFERENCE

1. Joseph M. Firestone and Mark W. McElroy, Butterworth – Hienemann, Key issues in theNew Knowledge Management, KMCI press
2. Daryl Morey & other Knowledge Management – Classic and contemporary works(Edited)
3. Universities Press India Limited
4. Shelda Debowski, Knowledge Management, John Wiley & Sons
5. Sudhir Warier, Knowledge Management, Vikas Publishing House Private Limited
6. Stwart Barnes Knowledge MANAGEMENT System Theory and practice (Edited)Thomson Learning
7. Hol Sapple Springer CW, Handbook on knowledge management (Edited)

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

FUNDAMENTALS OF INFORMATION TECHNOLOGY

COURSE OBJECTIVES

1. To offer basic skills in computer applications and to develop working knowledge on business related software
2. Illustrating basic knowledge on the Microsoft office software to standardizing the documentation, analysis and presenting
3. Illustrating the Internet usage, hardware configuration, graphics, and multi-media basics
4. It will help them to pursue specialized programs leading to technical and professional careers and certifications in the IT industry.
5. To learn about MSOffice, Tally and

SPSS.SYLLABUS

Unit I

Introduction to Computer Software -'C', DBMS, RDBMS -Implementing Number Sorting, Matrix Addition, Multiplication, Palindrome Checking, Searching an Element an Array

Unit II

MS- WORD -Creating Word Document -Editing Text -Adding and Formatting Numbers - Symbols -
 .Getting into Print -MS-EXCEL -Creating Tables Using EXCEL -Using Tables and Creating Graphs - MS-ACCESS -Planning and Creating Tables -forms -Modifying Tables -Creating relational Database- Form Design- Reports -MS-POWERPOINT -Preparing Power Point Presentation for Marketing Products such as CREDIT CARD, Newly Introduced Cosmetic item etc.

Unit III

MS- WORD -Creating Word Document -Editing Text -Adding and Formatting Numbers - Symbols -
 . Getting into Print -MS-EXCEL -Creating Tables Using EXCEL -Using Tables and Creating Graphs - MS-ACCESS -Planning and Creating Tables -forms -Modifying Tables -Creating relational Database- Form Design- Reports -MS-POWERPOINT -Preparing Power Point Presentation for Marketing Products such as CREDIT CARD, Newly Introduced Cosmetic item etc.

Unit IV

Introduction to Internet -Resources of Internet -Hardware and Software Requirement of Internet - Internet Service Providers -Creating an E-Mail Account-Sending and Receiving

Messages with Attachments to our friends account -Multimedia and its Applications

Unit V

Application software -Accounting packages- Statistical packages -Preparation of financial statements and statistical analysis

FUNDAMENTALS OF INFORMATION TECHNOLOGY LIST OF PRACTICALS

- Creating Mail merged documents in MS WORD for example, Interview call letters
- Typing tables in MS Word, for example schedule of debtors
- Creating a Cash budget in MS-EXCEL
- Draw a break-even analysis graph in EXCEL
- Draw a graph to compare prices across year of multiple products
- Calculate the NPV of projects using EXCEL
- Computing regression and estimating the dependent variable using EXCEL · Preparing
- Flexible budget using EXCEL Creating a file debtor and a file of Invoices along with the debtors details (relationship)
- Creating forms of data entry and data editing for a given data file (Include validation)
- Using the query generator to extract data
- Creating a Power Point presentation to promote a product
- Creating a PP Slide show with clip art and image files
- Spelling checking, formatting, and printing in WORD
- Update files in MS-Access
- Use reports to generate summaries in Ms-Access
- Use PP Facilities to create and automate slide show (including transition)
- Computing variance analysis using EXCEL
- Using data from Ms-Access to mail, merge a document in MS-WORD
- Drawing various types of graphs in EXCEL
- Preparation of Ledger Accounts through Tally
- Preparation of Trial balance though Tally
- Computation of Means and Standard deviation through SPSS package
- Computing Correlation and Regression through SPSS Package
- Preparation of Charts and Diagrams through SPSS Package

COURSE OUTCOME

1. To understand the Computer Software and Hardware configuration
2. Basic knowledge about the Information systems and Office tools
3. Internet and Email usages
4. Basic knowledge on the packages such as tally
5. Understand basic concepts and terminology of information technology.

REFERENCE BOOKS

1. James A. Senn, Information Technology in Business Principles; Practices and opportunities, International Edition, Prentice Hall
2. Corey Sandler, Tom Badget, Jan Wein Garten, Ms-Office for Windows
3. Alexis Leon & Mathew Leon, Fundamental of information Technology, Vikas Publishing Home Pvt., Ltd

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	S	M	S
CO2	S	S	M	M	M
CO3	S	S	S	S	M
CO4	S	M	M	M	S
CO5	S	S	S	S	M

Key: S-Strong, M-Medium/Moderate, L-LOWQUESTION

(Composition of Marks : Theory 20 : Problems 80)

ELECTIVE PAPER I - CONSUMER RIGHTS AND EDUCATION

COURSE OBJECTIVES

1. To give the students a clear understanding of the terms Consumers, Consumerism, Consumer movement
2. To give an understanding of the provisions of the Consumer Protection Act
3. To know the methods of creating awareness and education
4. To make the students aware about the rights and responsibilities of consumers
5. To understand the laws & neglect of consumer rights.

SYLLABUS

UNIT-1 Consumer Movement in India Profile of Indian Consumer – Problems of Indian Consumers – Consumerism-ill effects of consumerism/limitation of ‘Buyer beware’ concept

UNIT-2 Right of consumers – Responsibilities of consumers – Consumer Education & awareness building - unfair trade practices – Caveat emptor

UNIT-3 Consumer Protection Act – Main Provisions – Redressal forums – District Level – State Level and National Level – Powers & Functions – Filing of Complaints Procedure Regulatory ‘Authorities & OMBUDSMAN

UNIT-4 Consumer pressure groups – voluntary consumer organization- Consumer Protection Councils- Remedy & Redressal of Grievances – Legal and non-legal

UNIT-5 Consumer satisfaction and social Responsibility of Business – Consumer Communication – ethics in advertisement – Consumer care mechanism in Private and Public sector

COURSE OUTCOMES

1. Discuss various terms related to Consumers
2. Discover Consumers rights and duties and how to enforce their rights
3. Identify the provisions and procedures under Consumer Protection Act, 2019
4. Awareness of laws & regulations that helps to protect the consumer rights.
5. Assess the methods of creating consumer awareness and education

BOOK REFERENCES

1. Indian consumer protection Act
2. Law of consumer protection – Avatar singh – Eastern Book Company
3. Consumer protection – Jurisprudence – Balakrishna Eradi - Lexis Nexis Butter Worth publishing
4. Commentary on the Consumer protection - Universal Law Publication

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

ELECTIVE PAPER II – ADVERTISING AND SALESMANSHIP

COURSE OBJECTIVES

1. To enable the students, understand the basic concepts, role, types, application and usage of advertising in the marketing scenario.
2. Analyze the importance of salesmanship, process of effective selling and involvement of salesmen in sales organization to the students.
3. To develop among the students the theoretical, creative, ethical, and legal decision-making skills in the fields of advertising and salesmanship.
4. Prepare students for a career in marketing /advertising by imparting theoretical and practical instructions that provide holistic understanding of the subject.
5. Grooming the students for entrepreneurial competence.

SYLLABUS

UNIT-1 Introduction to Integrated Marketing Communication – Components of Marketing communication - Advertising - Salesmanship and public relations – The role of Integrated Marketing communication in marketing process – Evaluation of marketing strategy and analysis. Evaluating Social, Ethical and Economical aspects of advertising

UNIT-2 Identification of Target markets – Organization for Advertising and Salesmanship – The communication process - Sources - Message and channel factors – Advertising objectives and Budgeting – Determining the promotional objectives – DAGMAR approach – Media planning and strategy

UNIT-3 Determining different media strategy – Media mix - Evaluation of broadcast media – Evaluation of Print media and evaluation of other support media such as home media and in store media and Internet media

UNIT-4 Direct Selling – Role of Salesmanship in direct selling - Evaluating the role of salesmanship and his effectiveness – the Internet and interactive media – Measuring its effectiveness

UNIT-5 Personal selling and public relations- The role of personal selling and public relations in Integrated marketing communication- Contribution of Personal selling with other media- Evaluating its effectiveness.

LEARNING OUTCOMES

1. Develop creative strategies for advertising, prepare advertising message, plan media strategy, select appropriate media, media scheduling and evaluation of advertising effectiveness.
2. Develop the ability to address and understand functional aspects of advertising agencies, newspaper houses, media, and production houses and
3. Assess strategic uses of personal selling, describe the different types of salespersons, their role played in order to develop a customer-oriented attitude in selling.
4. Evaluate various results-oriented promotional tools in terms of target audience and corporate objectives and Promote research, innovation, and design (product) development favouring all the disciplines in sales management and promotion.
5. Develop creative solutions to address advertising and marketing challenges.

BOOK REFERENCES

1. George E. Belch and Michael A. belch, Advertising and Promotion, McGraw Hill Company
2. Ronald, Karen Whitehill king, and J. Thomas Russell, Kleppner's Advertising Procedure, Pearson Education International, Prentice Hall
3. Sarangi, Advertising and Sales Promotion, Asian Books
4. Gupta, Advertising and Sales Promotion, EPH Publisher

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

EXTRA DISCIPLINARY ELECTIVE PAPER – II BUSINESS ETHICS, CORPORATE GOVERNANCE & SOCIAL RESPONSIBILITY

COURSE OBJECTIVES

1. To raise students' general awareness of ethical dilemmas at work and to better understand differing perceptions of interests in business-related situations
2. To present the concept of Corporate Social Responsibility, and explore its relevance to ethical business activity
3. To investigate the ethical obligations and ethical ideals present in the relationship between employers and employees
4. To investigate whether ethics sets any boundaries on competition, marketing, sales, and advertising and to consider any moral obligations of businesses to the environment and to people other countries
5. To enable students to validate, or correct, personal ideas about various ethical perspectives.

SYLLABUS

UNIT-1 Concept of ethics - sources - values - code of conduct - what is an ethical issue? ethical theory and its applications to business virality and ethical theory ethical management love reverence in work and life strengthening personal and organizational integrity The Spiritual core of leadership

UNIT -2 Advertising and information disclosure us environmental responsibility ethics and ecology
employee rights conflict of interest work ethics professional ethics and responsibility

UNIT-3 corporate social responsibility meaning promoting corporate responsiveness managing social
responsible business

UNIT-4 corporate governance meaning and scope origin practices shareholders stakeholders approach
board mechanism role and duties of directors' chairman governance committee code of
governance Birla Committee report

UNIT-5 Codes of governance Birla Committee report.

LEARNING OUTCOMES

1. Recognize organizational challenges to ethical behavior.
2. Evaluate common beliefs about ethics—especially common beliefs about the role of ethics in business and recognize the inherent conflict of interest in many business decisions.
3. Demonstrate knowledge of established methodologies of solving ethical problems.
4. apply moral reasoning to specific situations and defend the conclusions of that reasoning
5. Develop strategies for identifying and dealing with typical ethical issues, both personal and organizational. And demonstrate an understanding of common ethical problems in businesses and other organizations, and determine practical steps that can be taken to address those problems

BOOK REFERENCES

1. A M A, “Corporate Governance and Business Ethics”, Excel Books
2. Cannon Tom, “Corporate responsibility. A textbook on business ethics, governance, environment:role and responsibilities”, Pitman, London
3. Hoffman, W. Michael, et, “Corporate Governance and Institutionalizing Ethics”,
LexingtonBooks
4. Sutton, Brenda, editor, “The Legitimate Corporation; Essential Readings in BusinessEthics &
Corporate Governance”, Blackwell Publishers
5. Manual Vela Squez, “Business Ethics Concepts and Cases”, Prentice Hall, New Jersey
6. Kenneth Blanchard and Norman Vincent Peale, “The Power of Ethical Management”, New
York,William Morrow & Co.,
7. Sekhar R C, “Ethical Choices in Business”, Response Books

8. Kendall, Nigel, "Corporate Governance", London, Financial Times Pitman Publishing

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

SOFT SKILLS III

LIFE AND MANAGERIAL SKILLS- PSSEC

COURSE OBJECTIVES

1. To help students understand the mechanism of stress particularly negative emotions such as anxiety, anger and depression for effective management.
2. To introduce the basic concepts of body language for conflict management.
3. To give inputs on some of the important interpersonal skills such as group decision-making, negotiation, and leadership skills.
4. To make students learn and practice the steps involved in time management
5. To impart training for empowerment thereby encouraging the students to become successful entrepreneurs.

SYLLABUS

UNIT 1- Stress Management

1. Definitions and manifestations of stress
2. Stress coping ability and stress inoculation training
3. Management of various forms of fear (examination fear, stage fear or public speaking anxiety), depression and anger
4. Dealing with crisis and disasters.

UNIT 2- Social Skills and Conflict Management Skills

1. Component of Social Skills, effective ways of dealing with people.
2. Types of conflict (intrapersonal, intra group and inter group conflicts)
3. Basic concepts, cues, signals, symbols and secrets of body language
4. Significance of body language in communication and assertiveness training
5. Conflict stimulation and conflict resolution techniques for effective conflict management

Unit 3- Interpersonal Skills

1. Concept of team in work situation, promotion of team spirit, characteristics of team player.
2. Awareness of one's own leadership style and performance.
3. Nurturing leadership qualities.
4. Emotional intelligence and leadership effectiveness- self-awareness, self-management, self-motivation, empathy and social skills
5. Negotiation skills- preparation and planning, definition of ground rules, clarification and justification, bargaining and problem solving, closure and implementation

UNIT 4- Time Management

1. Time wasters- Procrastination
2. Time management personality profile
3. Time management tips and strategies
4. Advantages of time management

UNIT 5- Towards Empowerment

1. Stimulating innovation and change- coping with "temporariness"
2. Network culture
3. Power tactics and power in groups (coalitions)
4. Managerial empowerment and entrepreneurship
5. Prevention of moral dwarfism – Moral and social code of conduct, ethics and other values, social concerns.
6. Altruism (prosocial behavior/ helping behavior)
7. Spirituality (clarifications with regard to spirituality)- strong sense of purpose- trust and respect- humanistic practices- toleration of fellow human beings expressions.

PRACTICAL TRAINING

1. Relaxation exercises- Western (Autogenic Relaxation) and Indian techniques (Shavasana)
2. Role- play, Social skills workshop
Transactional Analysis

COURSE OUTCOMES

Students will be able to improve

1. Planning, organizing, staffing, leading, and controlling
2. Design and execute more effective negotiation strategies.
3. Develop more effective and focused thinking.
4. Communicate more effectively and influence others
5. Understand entrepreneurship concept as a whole.

REFERENCES

1. Swaminathan. V.D & Kaliappan. K.V(2001). Psychology for Effective Living. Chennai. The Madras Psychology Society.
2. Robbins, S.B. (2005). Organizational Behavior. New Delhi: Prentice Hall of India.

3. Smith, B (2004). Body Language. Delhi: Rohan Book Company.
4. Hurlock, E.B (2006). Personality Development, 28th Reprint. New Delhi: Tata McGrawHill.

SEMESTER – IV

Course components	Code	Subjects	Instructional Hours	Credits	Exam Hours	Max. marks		
						CIA	External	Total
Core paper – XI	Com 208	Management Information Systems		4	3	25	75	100
Core paper – XII	Com 210	Investment Analysis and Portfolio Theory		4	3	25	75	100
Core paper – XIII	Com 212	Merchant Banking and Financial Services		4	3	25	75	100
Core paper – IV and XV	Com 214	Project Plus Viva-voce		8		40	160	200
Elective		International Marketing		3	3	40 (Practical)	60 (Theory)	100

Soft skill – IV				2	-	40	60	100
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Viva-voce examination carries 40 Marks and Project Report carries 120 Marks

Project Viva-voce is considered equivalent to two core papers. Hence, a college may choose to offer the following two core papers in lieu of the Project Viva-voce.,

CORE PAPER XI: MANAGEMENT INFORMATION SYSTEM

COURSE OBJECTIVES

1. To gain insight into the basic concepts of MIS types and role of information system.
2. To compare the tradition file management system and database management system and toknow the recent trends in database management system.
3. To understand the steps and procedures involved in developing an information system and to know the TPS, DSS, and EIS.
4. To acquire knowledge about various functional information systems.
5. to identify the issues involved in managing the information system resources.

SYLLABUS

UNIT-1 Management Information System – Concept, Need, Strategic role – Evolution of Management Information System – Components of Management Information System – Information flow

UNIT-2 Data base management systems – Objectives and Components – Database design – Creation and control – Recent trends in database

UNIT-3 Developing information system – Planning, Designing and redesigning – Approaches for system development – System analysis and Design – system Implementation and Maintenance

UNIT-4 Transaction processing and Support system – Transaction processing system – Office automation systems – Decision support systems – Executive information systems – Artificial intelligence and Expert systems

UNIT-5 Functional Information systems – Production, Finance, Human resource and Marketing Managing information resources – Information Security – Control & Audit of Information Systems

COURSE OUTCOMES

1. Students become familiar with the basic concepts of MIS.
2. Learn to know the recent trends in database management systems.
3. Students learn to know the transaction processing system, decision support system and executive information system.
4. Enables the student to develop various functional information systems.
5. Enables the student to understand the various issues in managing the information system resources.

BOOK REFERENCES

1. Azam M, Management Information Systems, Vijay Nicole Imprints
2. James A O' Brain, Management Information Systems', Tata Mc Graw Hill
3. King R William, 'Management Information Systems'
4. Davis, 'Management Information Systems', Mc Graw Hill
5. Wetherbe, Turban, 'Information Technology for Management', John Willey publisher
6. Prasad L M, Usha Prasad, 'Management Information Systems', Sultan Chand & Sons
7. Goyal D P, 'Management Information Systems – Managerial Perspectives', Mac Millan India Ltd
8. Sadagopan S, 'Management Information System', Prentice Hall
9. Eff Oz, 'Management Information Systems', Vikas Publishing house Pvt. Ltd
10. Muneesh Kumar, 'Business Information Systems', Vikas Publishing house Pvt. Ltd
11. Kenneth C. Loudan & Jane P. Loudan, "Essentials of MIS", Prentice Hall India

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

CORE PAPER XII SECURITIES ANALYSIS AND PORTFOLIO MANAGEMENT

COURSE OBJECTIVES

1. To familiarize students with the functioning of stock market and provide them with the background knowledge of stocks, investment, and trading.
2. An in-depth insight into the Indian Stock Exchanges and how to protect the investors through credit rating.
3. To acquaint the students in respect to the investment decisions related to derivative markets.
4. To develop knowledge on the allocation, management and funding of financial resources.
5. To familiarize the various stock market theories.

SYLLABUS

UNIT-1 investment overview – Meaning, economic investment, financial investment, investment practice, features of investment, savings vs investment, factors and constraints of investment, investment objectives, rules of stock investment and sources of investment information, financial securities: meaning, features of financial instruments, types of financial instruments, equity shares, non-voting equity shares, convertible cumulative preference shares, company fixed deposits, warrants, global debt instruments, important and drawbacks of bonds and debentures.

UNIT- 2 Risk and Return: Certainty, uncertainty, risk, types and sources of risk – Return : measurement of return, risk-return relationship, historical return, historical risk, expected rate of return and expected risk. Time value of money: meaning, objectives, importance, TVM as a losing proposition, TVM as a gaining proposition time preference for money, dimensions of time preference for money, discounting and compounding techniques – solving problems on time value of money – effective rate of interest – implicit rate of interest true rate of interest – doubling period. Time value of money and resource allocation: borrowing – lending- types of investment- market interest rates and prices – shifting resources across time – computing present value and future value – real asset investing – NPV - IRR – calculating spot rates with forward rate – interest rate futures – bond duration

UNIT- 3 Valuation of financial securities: Financial security, valuation, types of valuation, valuation of bonds, preferred stock and equity share – Derivatives and stock index futures : meaning of derivatives, factors of growth, function and limitations of derivatives market, categories of derivatives, FRA, benefits of derivatives, stock index futures. Fundamental analysis : meaning,

features, analytical framework – global economic analysis, national economic analysis, national industry analysis and company analysis. Technical analysis: meaning, mechanism, importance and criticism techniques – arguments in favor and against technical analysis – charting techniques – types of charts

UNIT -4 Portfolio management: Portfolio – meaning – types of portfolio – portfolio management : meaning need, types and importance – portfolio management vs wealth management – portfolio manager – meaning, types, functions, strategies, registration, capital adequacy – SEBI regulations – general obligations and responsibilities – portfolio management framework – portfolio performance. Portfolio theory: portfolio analysis, portfolio theory, objectives, Markowitz portfolio analysis, indifference curve analysis, Random walk theory.

UNIT-5 Efficient market Hypothesis: Statement – assumptions – three levels – the Elliott Wave principle – Efficient portfolio – Efficient frontier – CAPM and APM: meaning, risk-free and risky securities- risk averse investor, objectives, assumptions, validity, components and criticism of CAPM – capital market line – risk – return trade-off theory – determining market risk-return trade off – components of risk -return trade-in value additivity and CAPM – slope of CML – security market line – implications and limitations – Average pricing model – arbitrage – CAPM vs APM – portfolio return and risk: portfolio theory – diversification – Sharpe index model portfolio selection model – Sharpe optimal portfolio – alternative investment: meaning, features, alternative investment assets – wealth management – an overview.

Note: The proportion between theory and problems shall be 60: 40

LEARNING OUTCOMES:

1. Understand and get thorough knowledge of working of the capital market.
2. Empowering the students in risk profiling and stock exchange market.
3. To enable the students, get familiarized with Merchant Banking and derivative markets.
4. Measuring the portfolio performance.
5. An insight into the knowledge of security analysis.

BOOK REFERENCES

1. Prasanna Chandra, Managing Investments, New Delhi, Tata McGraw Hill
2. Elton, Edwin J & Gruber Martin J, Modern Portfolio Theory & Investment Analysis, Wiley & Sons
3. Sidney Cottle, Graham & Dood's, Security Analysis, Tata McGraw Hill
4. Fisher D & RJ Jordan, Security Analysis & Portfolio Management, Prentice Hall of India
5. Francis J C and S H Arclean, Portfolio Analysis, Prentice Hall of India

6. Russell Fuller et.al, Modern Investments and Security Analysis, McGraw Hill

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW
(Composition of marks: Theory 60 : Problems 40)

CORE PAPER XIII MERCHANT BANKING AND FINANCIAL SERVICES

COURSE OBJECTIVES

1. To make students become familiar with the services rendered by Merchant Banking
2. To make students understand the functioning of different Stock Exchanges in India
3. To give students an in-depth insight into the Various Financial Services
4. To make students understand the online trading in stock markets
5. To make understand the concept of public issue management

SYLLABUS

UNIT- 1 Merchant Banking – merchant bankers – corporate counseling – project counseling –pre-investment studies – capital restructuring services – credit syndication – issue management– portfolio management – working capital finance – mergers and acquisition – foreign currency financing – brokering fixed deposits – project appraisal – merchant banking – regulatory framework – SEBI guidelines

UNIT-2 Public issue management – functions – categories of securities issue – issue manager – role of issue manager – activities involved I issue management – marketing of new issue – pure prospectus method – offer for sale method – private placement method – IPO method – rights issue method – bonus issue method – book-building – ESOP – OTCEI – Credit Syndication Services

UNIT-3 Post-issue activities – major activities – steps – factors in public issue proposal – pricing of issues – law relating to issue management – SEBI regulations – Prospectus – information – abridged prospectus – misstatement in prospectus – golden rule – types of prospectus – red-herring prospectus – shelf prospectus – M & A services – Portfolio Management Services

UNIT-4 Underwriting – meaning – types – mechanism – benefits and functions – Indian Scenario – underwriting agencies – underwriter – underwriting agreement – SEBI guidelines – Bought-out deals– grey market – capital market instruments – types – preference shares – equity shares – CCPS – company deposits – warrants – debentures and bonds – SEBI guidelines – global debt instruments – indexed bonds – floating rate Bonds – ECBs

UNIT-5 Depository receipts – meaning and mechanism – benefits – steps in issue of GDR –IDR – Stock exchange – history – functions – Indian stock exchanges – SEBI regulations – mechanics of settlement – margin trading – stock trading system - dealer trading system – NSMS – ISE – INDONEXT – NSE – Financial Services – leasing – hire-purchase finance – bill financing – factoring – consumer finance – real estate financing – credit cards – credit rating venture capital

COURSE OUTCOMES:

1. Have a broad understanding of Indian Financial System, Merchant Banking in India, Institutional Structure, Functions of Merchant Bank, Recent Developments and Challenges and SEBI guidelines relating to different merchant banking services.
2. Understand the role of Merchant Banker in Designing Capital Structure and Instruments, Book Building, Preparation of Prospectus, Advertising, Underwriting and Private Placement. Legal and Regulatory Framework, Relevant Provisions of Companies Act, SEBI Guidelines
3. Understand the various innovative capital market instruments and the functioning of different stock exchanges in India
4. Understand the development of financial services industry in India
5. Understand the process in Public Issue Management.

BOOK REFERENCES

1. Gurusamy S, Merchant Banking and Financial Services, Vijay Nicole and Tata McGraw Hill, ,4th Edition, 2012, New Delhi
2. Khan M Y, “Financial Services”, Tata McGraw Hill
3. Sri Ram, “Handbook of Leasing & Hire purchases”, ICFAI Hyderabad
4. Stewart, Simon (University of Adelaide), “Financial Services & Their Regulation”
5. Rose, Peter S., And Fraser, Donald R. “Financial Institutions: Understanding and Managing Financial Services”, Tex Business Publications
6. Kinsella, Ray, “New Issues in Financial Services”, Powell's Books
7. Anderton, Brian, Ed, “Current Issues in Financial Services”, Macmillan

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

ELECTIVE PAPER: INTERNATIONAL MARKETING

COURSE OBJECTIVES

1. Importance of global and international marketing
2. Motives to internationalization
3. The influence of macro-environment on market selection
4. Specific international issues affecting the 4Ps
5. Financial, ethical, and organizational issues involved in international marketing

SYLLABUS

UNIT-1 The concept of global marketing – Importance, Growth and Benefits – Scope and Challenge of international marketing – The dynamic environment of international marketing

UNIT-2 Developing Global Marketing strategies – Global marketing management –Planning and Organization – International Marketing Information System and Research – Understanding Global Consumers – Cultural Dynamics in assessing Global markets

UNIT-3 International product policy – Product positioning in foreign market – Product standardization and Adoption – Brands, Trademarks, Packaging and Labeling – International marketing of services – International product pricing policy – Export pricing –Pricing for international markets.

UNIT-4 International promotional policy – International advertising – Developing International advertising strategy – International sales force and Their management – Other forms of promotion for global markets

UNIT-5 Overseas marketing channel policy – Managing international distribution channels – Multinational retailers and Wholesalers – Global Logistics – Contemporary issues in international marketing – Future prospects in International marketing

COURSE OUTCOMES

1. Classify strategies for entering export markets from extant knowledge and research
2. Apply core theoretical concepts in international marketing to find practical solutions to constraints of small businesses
3. Differentiate the merits of varied solutions in the profession of marketing and business development
4. Synthesize feedback obtained from real world critique and evidence gathered from different sources to address problems related to international marketing
5. Propose revised strategies and marketing communications to enter diverse international markets

BOOK REFERENCES

1. Raju M S and Dominique, Xardel, Marketing Management – International Perspectives, VijayNicole Imprints
2. Dana – Nicoleta, Laseu, ‘International Marketing’, Biztantra 2003
3. Vasudeva R K, ‘International Marketing’ Excel books, 2004
4. Srinivasan R, ‘International Marketing’ Prentice Hall India
5. Warren J. Keagan, Mark Green, ‘Global Marketing 3/e, Prentice Hall
6. Philip R. Cateora, John Graham, ‘International Marketing’, Irvine – Sage Publications, 2004
7. Michal R. Czinkota, Illkka A. Ronkainen, ‘Best Practices in International Marketing’, HarcourtCollege Publishers, 2001
8. Vern Terpstra, Ravi sarathy, ‘International Marketing’, Harcourt college publishers,2001
9. Rathor, Jani Rathor, ‘International Marketing’, Himalaya publishing House
10. Sherlekar S A, V.S. Sherlekar, ‘Global Marketing Management’, Himalaya publishing House

MAPPING-COURSE OBJECTIVES WITH PROGRAMME OUTCOME

CO/PO	PO1	PO2	PO3	PO4	PO5
CO1	S	M	M	M	M
CO2	M	S	M	M	M
CO3	M	M	S	M	M
CO4	M	M	M	S	M
CO5	M	M	M	M	S

Key: S-Strong, M-Medium/Moderate, L-LOW

COURSE ASSESSMENT NORMS (Subject Wise)

S. No	Assessment of Marks	Maximum Marks
Internal Marks	Assignment (5)	25
	Seminar/projects (5)	
	Attendance (5)	
	Assessment marks (10)	
External Marks	University Examinations	75
Total		100

SEMINARS:

Seminars are assigned to the students based on the topic selected by the course instructor from the syllabus. Students are expected to collect comprehensive notes on the seminar topic from various books and web resources suggested by the course instructor. Students are informed to use various tools to supplement and oral presentation, such as visual aids, models etc. seminars are usually assigned for topics that can aid students to do self-study and avoid any vagueness related to the topic.

EVALUATION STANDARDS FOR SEMINAR:

S. No	Criteria	Max.Marks (5 Marks)
1	Quality of notes collected for the topic	1
2	Presentation Skill	1
3	Fluency of language & vocabulary usage	1
4	Interacting skills & body language	1
5	Tools used to present	1

ASSIGNMENTS:

Assignments are given at both individual as well as group level. Assignments are given not only on topics from the syllabus but also related topics with latest developments in the respective fields.

Assignments help students to awaken their creativity skills and help them to practice as well as enhance their knowledge of the subject,

EVALUATION STANDARDS FOR ASSIGNMENTS:

S. No	Criteria	Max.Marks (5 Marks)
1	Quality of notes collected for the topic	1
2	Presentation Skill	1
3	Fluency of language & vocabulary usage	1
4	Interacting skills & body language	1
5	Tools used to present	1

Question paper Pattern

Time 3 Hrs

I SEMESTER

SUBJECT NAME	MARKS	TOTAL	SPECIAL INSTRUCTION IF ANY
Advanced Corporate Accounting & Accounting Standards	Section A (Ten out of twelve) (10 X 1 = 10 marks)	75	
Financial Management	Section B (five out of seven) (5 X 5 = 25 marks)		
Organizational Behaviour			
Managerial economics			
Customer Relationship Management	Section C (four out of six) (10 X 4 = 40 marks)		

II SEMESTER

SUBJECT NAME	MARKS	TOTAL	SPECIAL INSTRUCTION IF ANY
Advanced cost & Management accounting	Section A (Ten out of twelve) (10 X 1 = 10 marks)	75	
Quantitative Techniques for Business Decisions			
Marketing of services			
Consumer Behaviour	Section C (four out of six) (10 X 4 = 40 marks)		
Total Quality Management			

III SEMESTER

SUBJECT NAME	MARKS	TOTAL	SPECIAL INSTRUCTION IF ANY
Research Methodology	Section A (Ten out of twelve) (10 X 1 = 10 marks)	75	
Knowledge Management			
Fundamentals of Information Technology	Section B (five out of seven) (5 X 5 = 25 marks)		
Consumer Rights and Education			
Advertising and Salesmanship	Section C (four out of six) (10 X 4 = 40 marks)		
Paper – II Business Ethics, Corporate Governance & Social Responsibility			

IV SEMESTER

SUBJECT NAME	MARKS	TOTAL	SPECIAL INSTRUCTION IF ANY
Management Information Systems	Section A (Ten out of twelve) (10 X 1 = 10 marks)	75	
Investment Analysis and Portfolio Theory			
Merchant Banking and Financial Services	Section B (five out of seven) (5 X 5 = 25 marks)		
Project Plus Viva-voce			
International Marketing	Section C (four out of six) (10 X 4 = 40 marks)		

