ETHIRAJ COLLEGE FOR WOMEN DEPARTMENT OF COMMERCE

COURSE PROFILE OF M.COM FOR 2019-20

		M.CC	OM COURSE PROFILE					
SE M	CORE/ELEC TIVE/SOFTS KILLS/ EXTRA DISCIPLINA RY	COURSE	COURSE TITLE	CRE DITS	HR S	CA MA RK S	SE MA RK S	TO TA L
I	CORE 1	7P18/1C/ORB	Organisational Behaviour	4	6	40	60	100
I	CORE 2	7P18/1C/BET	Business Environment	4	6	40	60	100
I	CORE 3	7P18/1C/SMG	Services Marketing	4	6	40	60	100
I	CORE 4	7P18/1C/ST1	Statistical Tools for Business Management-I	4	6	40	60	100
I	ELECTIVE 1	7P18/1E1/ECM	E -Commerce	3	4	40	60	100
I	SOFT SKILLS1	7PG18/1S/PEW	Personality Enrichment for Women	2	2	NA	50	50
	TOTAL			21	30			
II	CORE 5	7P18/2C/ADM	Accounting for Decision Making	4	5	40	60	100
II	CORE 6	7P18/2C/REM	Research Methodology	4	5	40	60	100
II	CORE 7	7P18/2C/IRM	Insurance and Risk Management	4	5	40	60	100
II	CORE 8	7P18/2C/ST2	Statistical Tools for Business Management - II	4	5	40	60	100
II	ELECTIVE 2	7P18/2E2/GDT	Group Dynamics and Team Building	3	4	40	60	100
II	EXTRA DISCIPLINA RY 1	7P18/2E/EDP	Entrepreneurial Development	3	4	40	60	100
II	SOFT SKILLS 2	7PG18/2S/LCE, FRE,GER	English & Communication skills OR Foreign Language - French/German	2	2	NA	50	50
	TOTAL			24	30			

III	CORE 9	7P18/3C/ACF	Advanced Corporate Accounting and Corporate Finance	4	5	40	60	100
III	CORE 10	7P18/3C/LSM	Logistics and Supply Chain Management	4	5	40	60	100
III	CORE 11	7P18/3C/FEM	Foreign Exchange Management	4	5	40	60	100
III	CORE 12	7P18/3C/DT1	Direct Tax Management -I	4	5	40	60	100
III	ELECTIVE 3	7P18/3E3/TQM	Total Quality Management	3	4	40	60	100
III	EXTRA DISCIPLINA RY 2	7P18/3E/HRS	Human Relations	3	4	40	60	100
III	SOFT SKILLS 3	7P18/3S/TMP	Teaching Methods and Practices	2	2	NA	50	50
		7P18/3I/ISP	Internship	2	_			
	TOTAL			26	30			
IV	CORE 13	7P18/4C/SPM	Security Analysis and Portfolio Management	4	6	40	60	100
IV	CORE 14	7P18/4C/AMS	Accounting for Mergers and Special Accounts	4	6	40	60	100
IV	CORE 15	7P18/4C/DT2	Direct Tax Management -II	4	6	40	60	100
IV	ELECTIVE 4	7P18/4E4/CRM	Customer Relationship Management	3	5	40	60	100
IV	ELECTIVE 5	7P18/4E5/PRW Or 7P18/4E5/RGT	Project Work Retail management	3	5	40	60	100
IV	SOFT SKILLS 4	7P18/4S/EES	Enhancement of Employability Skills	2	2	NA	50	50
	TOTAL			20	30			

M.Com 2018-19

SEMESTER - I ORGANISATIONAL BEHAVIOUR

TOTAL HOURS: 90 CREDITS: 4 COURSE CODE: 7P18/1C/ORB

LTP: 3/2/0

COURSE OBJECTIVES:

To enable the students:

ETHIRAJ COLLEGE FOR WOMEN DEPARTMENT OF COMMERCE

M.Com 2018-19

SEMESTER - I ORGANISATIONAL BEHAVIOUR

TOTAL HOURS: 90

COURSE CODE: 7P18/1C/ORB

LTP: 3/2/0

CREDITS: 4

COURSE OBJECTIVES:

To enable the students:

- > To understand the models of OB and an individual's perspective of organizational Behaviour.
- > To comprehend the various theories of motivation.
- > To analyse different leadership theories and styles.
- > To become aware of stress and burnout at workplace.
- > To gain an in-depth knowledge on change management and organisational development.

COURSE OUTLINE:

Unit I

Introduction to Organizational Behaviour – OB Models - challenges facing management - Perception - Personality - Attitudes - Values - Learning.-Organisational Learning

(20 hrs)

Unit II

Motivation Theories – Content theories (Maslow, Herzberg, ERG), Process Theories (15hrs) (Vroom, Porter & Lawler) – Job Satisfaction

Unit III

Leadership Theories – Traditional (Trait, group and exchange, contingency, path goal), Modern Theories (Charismatic, transformational, Social Learning) – Styles (Blake and Mouton, Hersey & Blanchard, Likert's four systems of management), (20 hrs) Organizational Climate and Culture.

Unit IV

Stress and Burnout at work place—sources, effects and coping strategies; Employee Counselling; Organizational Conflicts – Process, Levels, Conflict management. Negotiation – types and process.

(20 hrs)

Unit V

Organizational Change & Change Management, Organisational Development – Meaning, Models & Interventions.

> (15 hrs) THIS COURSE IS HIGHLY EMPLOYABLE

RECOMMENDED TEXT BOOKS:

- 1. S.S. Khanka, Organisational Behaviour, S.Chand& Co. Ltd
- 2. Fred Luthans, Organisational Behaviour, Tata McGraw Hill 10th Edition

REFERENCE BOOKS:

- 1. Hellriegel Slocum & Woodman, Organisational Behaviour West Publishing Co 7th Edition 1995
- 2. K. Aswathappa, Organisational Behaviour, Himalaya Publishing House
- 3. P.C. Tripathi, Human Resource Development, Sultan Chand & Sons, New
- 4. Organisational Behaviour by John R., Schermerhorn, Jr, James G.Hunt, Richard N.Osborn Published by John Wiley & Sons 10th Edition
- 5. Organisational Behaviour by N.K. Jain Atlantic Publishers 7 Distributions.
- 6. Stephen P Robbins, Organisational Behaviour, Englewood Cliffs N.J.Prentice Hall 14th Edition

JOURNALS:

- 1. Journal of Organisational Behaviour
- 2. Journal of Organisational Behaviour of Management
- 3. International Journal of Organisationl Theory & Behaviour by Emerald
- 4. Journal of Organisation & Behaviour by Wiley

E- LEARNING RESOURCES:

- 1) http://www.nwlink.com/~donclark/leader/leadob.html
- 2)https://www.tankonyvtar.hu/hu/tartalom/tamop412A/20110023 Psychology/0303 00.scorml
- 3) https://www.leadership-central.com/leadership-theories.html
- 4) http://ijecm.co.uk/wp-content/uploads/2015/06/3659.pdf
- 5)http://www.essentialtoolsseries.com/SpringboardWebApp/userfiles/estools/file/Ch apter%202.pdf

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Identify the effect of OB models and organizational learning on human behaviour.
CO 2	Assess theories of motivation and its impact on job satisfaction.
CO 3	Analyse Leadership theories and evaluate its effectiveness on Organisational culture.
CO 4	Design strategies of employee counselling to handle stress.
CO 5	Evaluate various OB models for change management & development in the organization.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	3	3	2	3	3	3	0	0	0
CO2	3	3	3	2	3	3	3	0	0	0
CO3	3	2	3	3	3	3	3	0	0	0
CO4	3	3	3	3	3	3	3	0	0	0
CO5	3	3	3	3	3	3	2	0	0	0
AVERAGE	3	2.8	3	2.6	3	3	2.8	0	0	0

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content, Videos-Problem Solving-Group Discussion-PPT
Quiz-SeminarPeer LearningSelf-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8 x8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER I

BUSINESS ENVIRONMENT

TOTAL HOURS: 90 COURSE CODE: 7P18/1C/BET

CREDITS: 4 L T P: 3/3/0

COURSE OBJECTIVES: To enable the students:

> To understand the relationship between environment and business.

- > To apply the various organizational techniques for analysing the business environment
- To understand the significance of globalisation with respect to MNC & FDI and also help to recall the regulations relating to FEMA.
- To understand the legality relating to intellectual property rights as well as agreement and current issues pertaining to WTO, TRIMS and TRIPS.
- To understand the role of CSR, governance and ethical issues of the business towards the society.

COURSE OUTLINE:

UNIT I

Dimensions of Business Environment – Economic, Political, Cultural, Social, Legal, Governmental, Technological, Natural Environment – Environmental Analysis-Need, Importance, Approaches - ETOP and Forecasting techniques.

(20 hrs)

UNIT II

Organizational Analysis – Need, Approaches-SAP, SWOT Analysis, Porter's Model, 7 'S' Framework.

(15 hrs)

UNIT III

Global Environment –Globalization-Rationale, Significance, Strategies for Globalization, MNCs, FDI in India, FEMA Regulations pertaining to FDI.

(15hrs)

UNIT IV

Intellectual Property Rights - Concepts, Features and types, requisites for registration of Patents and Trademarks, Implications to India. Agreements and Current Issues - WTO, TRIMS and TRIPS.

(25hrs)

UNIT V

Social Environment - Business and Society, Corporate Social Responsibility as per Companies (Amendment) Act 2017 – Applicability, Policies and activities under CSR, Corporate Governance, Ethical issues in Business.

(15hrs)

RECOMMENDED AS HIGHLY EMPLOYABLE

RECOMMENDED TEXT BOOKS:

- Francis Cherunilam, Business Environment, Himalaya Publishing House, New Delhi
- 2. Aswathappa.K, Essentials of Business Management, Himalaya Publishing House, Mumbai

REFERENCE BOOKS:

- 1. V.P. Michael, Business Policy and Environment, S.Chand& Co. New Delhi
- 2. Raj Agarwal, Business Environment, Excel Books, New Delhi
- 3. Business Environment by C.B.Gupta Margham Publications
- 4. Business Policy & Strategic Management by Azhar Kazmi, McGraw Hill Publishing.
- 5. Business Environment Policy & Strategic Management by Sankaran-Margham Publications

JOURNALS:

- 1. International Journal of Business Environment
- 2. Environmental Business Journal

E-LEARNING RESOURCES:

- 1. http://www.yourarticlelibrary.com/environment/environmental-forecasting-methods-techniques-and-other-details/23558
- 2. https://youtu.be/yGceFEDMteM
- 3. https://dor.gov.in/sites/default/files/Foreign%20Exchange%20Management%20Act%201999.pdf
- 4. https://www.businessdictionary.com/definition/intellectual-property-rights.html
- 5. https://smallbiztrends.com/2017/04/csr.marketing.html

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Assess the various factors of the environment affecting the business organization.
CO 2	Apply the appropriate strategies to analyse the business environment.
CO 3	Discuss the rules, regulations & implications of globalization.
CO 4	Apply the concepts of intellectual property rights and evaluate their implications in business.

CO 5	Analyse the role of CSR of businesses in contributing to society.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	3	3	2	0	3	3	0	0	2
CO2	2	3	3	2	1	3	3	0	0	2
CO3	2	3	3	2	2	3	3	0	0	3
CO4	2	3	3	2	0	3	3	0	0	2
CO5	1	2	3	3	0	3	3	0	0	3
AVERAGE	2	2.8	3	2.2	0.6	3	3	0	0	2.4

KEY: STRONGLY CORRELATED-3 MODERATELY CORRELATED-2 WEAKLY CORRELATED-1 NO CORRELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content, Videos-Problem Solving-Group Discussion-Role Modelling
Quiz-SeminarSelf-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8 X8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER I

SERVICES MARKETING

TOTAL HOURS: 90 CREDITS: 4

COURSE CODE: 7P18/1C/SMG

LTP: 3/3/0

COURSE OBJECTIVES:

To enable the students:

> To gain valuable insights into the concept of services marketing.

> To understand the unique challenges in marketing of services.

- > To comprehend the marketing mix for services.
- To gain an in-depth knowledge of measurement of service quality and the challenges in balancing demand and supply of services.
- > To be aware of the growth and future of services sector in India.

COURSE OUTLINE:

UNITI

Introduction – Characteristics of Services, classification of Services, distinction between Goods and Services-Growth and future of Service sector.

(17 hrs)

UNIT II

Marketing mix- Service product-Concepts- Supplementary services- New services- Pricing of services.

Pricing-Objectives of Pricing-Cost based pricing –Monetary and non monetary costs-Value based pricing-Pricing tactics- Applications of pricing.

(20 hrs)

UNIT III

Promotion –Designing the Promotional mix –Personal Selling-Advertising –Sales Promotion-Publicity and Public Relations. Service location – Factors affecting choice of service location. Distribution –Methods of distributing services-Challenges in distribution of services.

(20 hrs)

UNIT IV

People-Hiring, Training, Motivating and Retaining frontline employees physical evidence-Importance of physical evidence in services- Service scapes process-Designing and managing service processes.

(17 hrs)

UNIT V

Balancing supply and demand- service quality-problems- SERQUAL -Service gaps - Customer expectations of services –Level of expectations & Zone of Tolerance –Measuring and improving service quality- Impact of Globalisation on services.

RECOMMENDED AS HIGHLY EMPLOYABLE

(16 hrs)

RECOMMENDED TEXT BOOKS:

- 1. Valarie .A. Zeithamletal, Service Marketing, Tata Mc Graw Hill, 2000
- 2. Christopher Lovelock, Service Marketing, Pearson Education Asia 2000

REFERENCE BOOKS:

1. Kruise, Service Marketing John Wiley and Sons Ltd 2000

- 2. Christian Gronoors, Service Management and Marketing, John Wiley and Sons Ltd 2000
- 3. Ravi Shankar , Services Marketing, , Excel Books , 2010
- 4. R.SRinivasan, Services Marketing, PHI Learning Pvt Ltd,7th Edition,2008
- 5. L.Natarajan, Services Marketing, Margham Publications, 2012

JOURNALS:

- 1. International Journal of Services Marketing
- 2. National Services Marketing Quarterly

E-LEARNING RESOURCES:

- 1. www.tandfonline.com
- 2. www.learnmarketing.net
- 3. www.research gate.net
- 4. www.bbk.ac.uk
- 5. www.escoute.com

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Outline the nature and scope of services marketing.
CO 2	Identify distinctive characteristics of services and their impact on a firm's marketing strategies.
CO 3	Identify the element of marketing mix for the service industry.
CO 4	Evaluate the techniques used in measuring service quality and the challenges faced by firms in synchronizing demand and supply of services.
CO 5	Apply the knowledge and skills for a successful career in the services sector.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	2	3	1	1	2	1	0	0	1
CO2	3	2	3	2	2	2	2	0	0	1
CO3	3	2	3	2	2	1	2	0	0	1
CO4	3	2	3	1	2	2	2	0	0	1
CO5	3	2	3	2	3	2	3	0	0	1
AVERAGE	3	2	3	1.6	2	1.8	2	0	0	1

KEY: STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)

Flipped Learning/Blended Classroom-E Content, Videos, Power point presentation Problem Solving-Group Discussion-Role Modelling

Quiz-Seminar

Peer Learning

Self-Study Papers

OUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER I E-COMMERCE

TOTAL HOURS: 60

CREDITS: 3

COURSE CODE: 7P18/1E1/ECM

LTP: 2/2/0

COURSE OBJECTIVES:

To enable the students:

- > To gain knowledge on the emerging World of e-business.
- > To understand the procedure for launching of business on the Internet.
- > To understand the various concepts of e-marketing.
- > To help in identification of different electronic payment systems.
- > To comprehend legal and ethical issues in e-commerce.

COURSE OUTLINE:

UNIT I

Introduction to e-commerce, definition, goals, functions, status, prospects, significance, advantages and disadvantages, limitations – application of e-commerce in HR,CRM, Marketing and Banking sectors

(10 hrs)

UNIT II

Launching of Business on internet – The life cycle approach – Planning and strategizing – set up phase – design phase- marketing phase- maintenance and enhancement phase

UNIT III

E-market – online shopping – (case study approach) - pros and cons – justifying an internet business – internet marketing techniques – attracting customer's – E-marketing – one to one – permission marketing – pull and push technology – B2B

E-marketing –one to one –permission marketing- pull and push technology – B2B hubs, B2B, C2B, C2C market places – role of B2B exchange

(12 hrs)

UNIT IV

Electronic payment systems – types of electronic payment media – traditional and modern payment system – requirement for internet based payment- methods-problems – net banking

(15 hrs)

(15 hrs)

UNIT V

Legal and ethical issues in E-Commerce, E-Security- introduction –threats-secured electronic transaction practical steps to secure E-com – other security measures – (references from Information Technology Act.)

THIS COURSE IS HIGHLY EMPLOYABLE

RECOMMENDED TEXT BOOKS:

- 1. Elias M.Awad Electronic Commerce- Prentice Hall of India 2013.
- 2. C.S.V. Murthy -E-Commerce, Himalaya Publishing House

REFERENCE BOOKS:

- 1. Kenneth C.Laudon, Jane P.Louden Management Information Systems, Pearson Publication.
- 2. Puja Walia Mann & Nidhi, E-Commerce, MJP Publishers 2015
- 3. Dr. S. Guruswamy & Dr. R. Rangarajan, Emerging trends in E- Commerce, Department of Commerce, University of Madras, 2011.
- 4. Dr. P. Rizwan Ahmed, E- Business & E- Commerce, Margham Publications 2016.
- Sanjay Mohapatra Springers Text in Business and Economics E-Commerce Strategy 2013.

JOURNALS:

- 1. International Journal of Electronic Commerce
- 2. Journal of Electronic Commerce Research

E-LEARNING RESOURCES:

- 1. www.yoursarticlelibrary.com
- 2. www.lisbdnet.com
- 3. www.tandFonline.com
- 4. www.squareup.com
- 5. www.engineereconomics.blogspot.com

- 6. www.forbes.com
- 7. www.ecommerce.com

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT							
CO 1	Identify the concepts of e-commerce and its application in Human Relations, Customer Relationship Management, Marketing and Banking sector.							
CO 2	Formulate the various phases of set up, design, marketing, maintenance and enhancement phase of launching of e-business.							
CO 3	Apply different techniques of internet business & marketing and the role of Business-to-Business, Customer-to-Business and Customer-to-Customer market places.							
CO 4	Discuss the traditional and modern methods & problems of the electronic payment system.							
CO 5	Apply the legal and ethical principals in e-commerce.							

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	2	3	1	1	2	2	2	0	3
CO2	3	3	3	1	0	2	3	3	0	3
CO3	3	3	3	1	2	3	3	2	0	3
CO4	2	3	3	1	1	2	1	2	0	3
CO5	2	3	3	1	3	2	1	0	0	3
AVERAGE	2.6	2.8	3	1	1.4	2.2	2	1.8	0	3

KEY: **STRONGLY** CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)

Flipped Learning/Blended Classroom-E Content, Videos, Power point presentation Group Discussion-PPT

Quiz-Seminar

Peer Learning

Self-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER II ACCOUNTING FOR DECISION MAKING

TOTAL HOURS: 75

COURSE CODE: 7P18/2C/ADM

LTP: 3/3/0

CREDITS: 4

Course Objectives: To enable the students:

- > To understand the cost concepts in decision making and in preparation of cash flow statement.
- > To read, interpret and analyse the financial statements.
- > To learn the various decision making techniques under marginal costing.
- To apply the concept of Activity based costing, Transfer Pricing and Just-in-time approach.
- To prepare budgets as a tool for planning and control.

COURSE OUTLINE:

UNIT I

Cost concepts - Classification of costs- Relevant costs- Costs concepts in decision making - Cost sheet- Cash flow analysis as per AS III

(15hrs)

UNIT II

Ratio Analysis—to analyze profitability, liquidity, solvency and efficiency

(18hrs)

UNIT III

Marginal costing for decision making related to –Make or Buy –Key factor- Pricing-Shutdown-Production and Sales Mix-Discontinuance/Addition of product-Plant mergers-Incremental revenue and differential costs

(25hrs)

UNIT IV

Activity Based Costing (simple problems)-Transfer Pricing (simple problems) - Just-in-time Approach (theory)

(17hrs)

UNIT V

Budgetary Control-Functional Budgets-Master Budgets-Flexible budget- Zero Based Budgets

RECOMMENDED AS HIGHLY EMPLOYABLE (15hrs)

80% Problems and 20% Theory

RECOMMENDED TEXTBOOKS:

- 1. S.P.Jain and K.L.Narang, Advanced Cost Accounting, Kalyani Publishers, N.Delhi
- 2. Charles T Horngen, Cost Accounting, Prentice Hall of India Pvt.Ltd., N.Delhi

REFERENCE BOOKS:

- 1. S.P. Iyengar, Cost Accounting, Sultan Chand and Sons, N.Delhi
- 2. S.N.Maheswari, Advanced Cost and Management, Accounting, Sultan Chand and Sons.
- 3. V.K.Saxena, C.D.Vashist, Management Accounting, Sultan Chand Sons, N.Delhi
- 4. R.S.N Pillai and V.Bagavathi , Cost Accounting , S.Chand Publishers, N.Delhi
- 5. T.S.Reddy, Y.Hari Prasad Reddy, Cost Accounting, Margham Publications

JOURNALS:

- 1. Indian Journal of Finance.
- 2. International Journal of Finance.
- 3. Journal of International Finance and Accounting.

E-Learning Resources

- 1. https://www.accountingtools.com/articles/what-is-a-cost-sheet.html
- 2. http://www.yourarticlelibrary.com/financial-management/ratio-analysis-meaning-classification-and-limitation-of-ratio-analysis/29418
- 3. https://www.investopedia.com/terms/m/marginalcostofproduction.asp
- 4. https://www.accountingcoach.com/activity-based-costing/explanation
- 5. https://courses.lumenlearning.com/sac-managacct/chapter/introduction-to-budgeting-and-budgeting-processes/

Course Outcome:

Students will be able to:

CO No.	CO Statement
CO1	Apply the basic cost concepts and compile and compute the cost allocation and prepare cash flow statement.
CO2	Analyse and interpret financial statements using the technique of ratio analysis.
CO3	Apply the knowledge of marginal costing in making decisions.
CO4	Prepare statements by applying principles of Activity based costing, Transfer Pricing and Just-in-time approach.
CO5	Apply Budgeting techniques for the purpose of forecasting, planning and control.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	3	3	2	0	3	2	3	2	2
CO2	3	3	3	3	0	3	2	3	2	2
CO3	3	2	3	3	0	3	2	3	0	2
CO4	3	2	2	2	0	3	1	3	0	1
CO5	3	3	2	2	0	3	1	2	1	0
AVERAGE	3	2.6	2.6	2.4	0	3	1.6	2.8	1	1.4

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORRELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content, Videos-Problem Solving-Group Discussion-Role Modelling
Quiz-SeminarPeer Learning-

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		Section A must
K4,K5	B-3/5x20 marks	1500	60	100	be have 1
					theory and 7
					problems
					Section B must
					be have 1theory
					and 4 problems

SEMESTER – II RESEARCH METHODOLOGY

TOTAL HOURS: 75 CREDITS: 4 COURSE CODE: 7P18/2C/REM

LTP: 3/2/0

COURSE OBJECTIVES:

To enable the students:

- > To gain knowledge on types of research and research methodology.
- > To understand the concept of Hypothesis testing & sampling techniques.
- > To develop knowledge on measurement scales & data collection methods.

- > To understand the steps in processing of data and tools used for analysis of data.
- > To gain knowledge on Interpretation and Report writing techniques.

UNITI

Introduction to Research methodology – meaning and purpose – types of Research; steps in Research Process- Review of Literature - steps in selection and formulation of a Research Problem - Research Design.

(15 hrs)

UNIT II

Hypothesis – Types – characteristics - concept and procedures of testing of Hypothesis – Sampling techniques – Sampling Error and Sample Size

(15 hrs)

UNIT III

Measurement – types of measurement data/ scale – goodness of measurement scales or test of sound measurement. Scaling – meaning – scale construction technique – types of rating scales – types of scales. Data collection – methods

15 hrs)

UNIT IV

Processing of data – Editing, Coding, Classification & Tabulation, analysis of data – outline of statistical analysis – (Application of SPSS)

(20 hrs)

UNIT V

Interpretation and Report Writing – meaning & precautions in Interpretation, types of Reports – style and conventions in Reporting – steps in drafting of Report.

THIS COURSE IS HIGHLY EMPLOYABLE (10 hrs)

Note: Theory only

RECOMMENDED TEXT BOOKS:

- 1. Kothari C.R., Research Methodology, Vikas Publishing Ltd 2nd Edition
- 2. Ravilochanan, Research Methodology, Margham Publications 3rd Edition

REFERENCE BOOKS:

- 1. William C Emory, Business Research Methods, R.D.Irwin.Inc
- 2. Robert G Murdick, Business Research- Concepts & Practice, International text book company
- 3. Dr. Ranganatham, Research Methodology

- 4. G. Vijayalakshmi& C.Sivapragasam ,Research Methodolgy, MJP Publishers, Edition 2008
- 5. R.Cauvery, U.K.SudhaNayak, M.Girija, R.Meenaksh- Research Methodology S.Chand& Company Ltd 1st Edition

JOURNALS:

- 1. Journal of Research Practice
- 2. Journal of Research Methods and Methodological Practices.
- 3. International Journal of Social Research Methodology
- 4. Journals of Mixed Methods Research.

E- LEARNING RESOURCES:

- 1. www.shodhganga.inflibnet.research methodolgy.ac.in
- 2. https://exploarable.com>hypothesistesting
- 3. https://www.managementstudyguide.com>attitudescales
- 4. https://journals.ala.org>index.php>ltr>artilce>view
- 5. www.jstor.org.in
- 6. www.msvu.ca.in

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Discuss the concept of Research, types of Research, steps in the research process & Research Design.
CO 2	Formulate Hypotheses, test them and decide the appropriate sampling techniques.
CO 3	Identify the different types of measurement scales, rating scales and data collection techniques.
CO 4	Process and analyse the data.
CO 5	Apply the underlying principles of interpretation of data for effective report writing.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	1	3	3	0	1	1	1	0	0
CO2	3	0	3	3	0	1	1	2	0	0
CO3	3	0	3	3	0	1	1	1	0	0
CO4	3	1	3	3	0	1	1	1	0	0
CO5	3	0	3	3	0	1	2	1	0	0
AVERAGE	3	0.4	3	3	0	1	1.2	1.2	0	0

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content, Videos-PPT
Problem Solving-Group Discussion-Role Modelling
Quiz-Seminar
Peer Learning
Self-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		Instructions if any
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER – II INSURANCE AND RISK MANAGEMENT

TOTAL HOURS: 75 COURSE CODE: 7P18/2C/IRM

CREDITS: 3 LTP: 2/3/0

COURSE OBJECTIVES:

To enable the students:

- ➤ To define and understand the essential concepts and importance of the insurance industry.
- > To understand the role of Insurance Regulatory and Development Authority in the regulation of Indian insurance industry.
- > To identify various concepts and products of life insurance, Health insurance and group insurance
- To comprehend non- life insurance with respect to general, fire, marine, vehicle, house property and burglary insurance
- > To understand risk identification, evaluation & its management techniques.

COURSE OUTLINE:

UNIT I

Introduction - concepts, role and importance of insurance industry in India. Role of Insurance intermediaries- Privatization of insurance business in India.

(13 Hrs)

UNIT II

Role of IRDA in the regulation & development of Indian Insurance industry. Indian intermediaries- Insurance Ombudsman – Appointment – Eligibility – Terms of office – Powers – Scope – Manner of Lodging Complaint – recommendations, awards.

(15 Hrs)

UNIT III

Life insurance - products. Personal accident insurance. Health insurance.

Group insurance - employee benefits -financial benefits & estate benefits. (15 Hrs)

UNIT IV

General insurance - Fire insurance, Marine insurance, vehicle insurance, House property insurance- Burglary insurance. Re insurance (15 Hrs)

UNIT V

Risk & Risk management process - risk identification—evaluation- risk management techniques-selection & implementing risk techniques. Risk management environment- industry functions and organizations of insurers. (17 Hrs)

RECOMMENDED AS HIGHLY EMPLOYABLE

RECOMMENDED TEXTBOOKS:

- 1. Rejda, George E, "Principles of Risk Management & Insurance", Pearson Education.
- 2. M.N.Mishra & S.B Mishra, "Insurance Principles and Practice.

REFERENCE BOOKS:

- 1. Insurance Act Bare Act.
- 2. Insurance, ICFAI Publications
- 3. Principles and Practice of Insurance, A. Murthy, 2008 Edition, Margham Publications
- 4. Insurance Principles and Practice, M.J.Mathew, 2005 Edition, RBSA Publishers.
- 5. Principles of Insurance and Risk Management, Alka Mittal and S.L Gupta 2010 Edition, Sultan Chand and Sons

JOURNALS:

- 1. Journal of Insurance.
- 2. Journal of Insurance and Risk Management.

E-LEARNING RESOURCES:

- 1. https://accountlearning.com
- 2. www.insurancejournal.com
- 3. https:/onlinelibrary.wiley.com
- 4. www.maxlifeinsurance.com
- 5. https://cleartax.in
- 6. https://understandinsurance.com.au

7. www.pwc.com.au

COURSE OUTCOMES: Students will be able to:

CO Number	CO STATEMENT
CO 1	Demonstrate the understanding of the importance of the Insurance industry and its Intermediaries.
CO 2	Explain the role of Insurance Regulatory and Development Authority in the regulation and development of the Insurance Industry.
CO 3	Assess and compare different products with respect to Life Insurance, Health Insurance and Group Insurance.
CO 4	Analyse the various Non-Life Insurance in relation to General Insurance, Fire Insurance, Miscellaneous Insurance, Vehicle Insurance, House Property Insurance and Burglary Insurance.
CO 5	Identify and evaluate the Risk and formulate risk management strategies.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	3	3	1	1	2	1	2	3	3
CO2	3	3	3	0	1	1	1	0	3	3
CO3	0	3	3	1	3	2	1	1	3	3
CO4	0	3	3	1	2	2	1	3	3	3
CO5	3	3	3	0	1	1	1	1	3	3
AVERAGE	1.8	3	3	0.6	1.6	1.6	1	1.4	3	3

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content, Videos-Problem Solving-Group Discussion-Quiz-Seminar-Peer Learning-Self-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER -II GROUP DYNAMICS AND TEAM BUILDING

TOTAL HOURS: 60 COURSE CODE: 7P18/2E2/GDT

CREDITS: 3 LTP: 2/2/0

COURSE OBJECTIVES:

To enable the students:

- To understand group dynamics on structure and process.
- > To describe working of groups and teams with emphasis on leadership and power.
- To comprehend the various aspects and techniques of enhanced decision making by groups.
- > To gain knowledge on the various dimensions of human behavior while working as a group and the effect of group behavior in the organization.
- > To understand the various types of group communication.

COURSE OUTLINE:

UNIT I

Nature of groups – Meaning of a group and group dynamics – Formation – Types of groups, Stages of Group Development, describing a Group, Group Structure - Roles, Norms, Status, Size and Cohesiveness – Group Process

(15 hrs)

UNIT II

Team Building – Meaning and types, difference between groups & teams, creating effective groups and teams – Team Leadership, Roles. Power – meaning, bases, difference between leadership and power.

(10 hrs)

UNIT III

Influence – Majority, Minority, Sources of Influence. Decision making – meaning, Situations, Positive and Negative aspects, Techniques for improving Decision Making. Decision making by Committee

(10 hrs)

UNIT IV

Group Behaviour (Resources, Structure & Processes) & Inter group Behaviour (Meaning & Categories) –Intergroup openness & closure. Conflict –Interpersonal & Inter group

(15hrs)

UNIT V

Group Communication - Types - Process - Channels - Direction - Network.

THIS COURSE IS HIGHLY EMPLOYABLE

(10 hrs)

RECOMMENDED TEXT BOOKS:

- 1. Donelson R.Forsyth, Group Dynamics, Thomson Wadsworth, 2006
 - 2. Fred Luthans, Organizational Behavior Based Approach, Tata McGraw Hill

REFERENCE BOOKS:

- 1 Organizational Behavior Stephen Robbins and Timothy A Judge to 12th edition (2007) Prentice Hall Incorporation.
- 2 Siegel J, Dubrovsky, VKiesler S & Megire T-Tata McGraw Hill-Group Dynamics
- 3 Organisational behavior, John R.Schermertion, James G.Hunt, 10th edition, Wiley India Pvt Ltd.
- 4 Rao T.V-Group Dynamics, Group formation, group cohesiveness and properties of group.
- 5 V. Sasi Kumar & PV Dhamija, Tata Mc Graw Tata McGraw Hill- Group Dynamics.
- 6 S.S.Khankha, Organization Behaviour, S.Chand and Co., 2008.

JOURNALS:

- 1. Journal of Organisational Behavior
- 2. Journal of Organisational Behavior Management

E- LEARNING RESOURCES:

- 1. http://www.psychologydiscussion.net/social-psychology-2/group-behavior/group-meaning-nature-and-characteristics-psychology/1334
- 2. https://www.abahe.uk/business-administration/Leadership-and-Team-Building.pdf
- 3. https://study.com/academy/lesson/decision-making-skills-techniques.html
- 4. https://www.slideshare.net/DishantJames/group-and-intergroup-processes
- 5. https://www.slideshare.net/StuartGrenvillePrice/group-communication-powerpoint

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Identify the types of groups and how groups operate in organizations.
CO 2	Explain the roles and power of team leadership along with creating effective groups and teams.
CO 3	Apply the knowledge of quick decision making and analytical skills required to handle critical situations.
CO 4	Analyse and manage conflicting situations in the work place.
CO 5	Communicate effectively within the group and between groups

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO	PSO	PSO	PSO	PSO	PSO	PS0	PSO	PSO	PSO
	1	2	3	4	5	6	7	8	9	10
CO1	3	3	3	3	3	3	2	0	0	0

CO2	3	3	3	3	3	3	3	0	0	0
CO3	3	3	3	3	3	3	3	0	0	0
CO4	3	3	3	3	3	3	3	0	0	0
CO5	3	3	3	3	3	3	3	0	0	0
AVERAGE	3	3	3	3	3	3	2.8	0	0	0

KEY: STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content, Videos-Problem Solving-Group Discussion-PPT
Quiz-SeminarPeer LearningSelf-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER-II ENTREPRENEURIAL DEVELOPMENT

TOTAL HOURS: 60 CREDITS: 3

COURSE CODE: 7P18/2E/EDP

LTP: 2/2/0

COURSE OBJECTIVES:

To enable the students:

- > To understand the process of Entrepreneurial Development and the role of government in promoting women entrepreneurs.
- > To prepare project reports.
- > To analyze the different ownership structure of businesses.
- To identify the role of financial institutions in entrepreneurial development.
- > To comprehend the policies of government and other institutions in promoting entrepreneurship.

COURSE OUTLINE:

UNIT-I

Concept of entrepreneurship-definition-traits-types-classification of Entrepreneursfactors influencing Entrepreneurship – Women Entrepreneurs and their challenges. Role of Government in promoting Women Entrepreneurs.

(8 hrs)

UNIT-II

Search for business idea-sources of project identification-project selection-project formulation-feasibility analysis-project report

(15hrs)

UNIT-III

Ownership structures-proprietorship, partnership and company-selection of an appropriate form of ownership structure-Formalities for setting up of unit successful entrepreneurs-case study

(12 hrs)

UNIT-IV

Institutional finance to entrepreneurs-commercial banks-IDBI, IFCI, IIBI, SIDBI

(10 hrs)

UNIT-V

Entrepreneurial development programmes-role, relevance-role of Govt.-NGO- Govt. agencies-SIPCOT-DIC-NIESBUD-TCO-self employment programmes-SIDO-microfinance-MSME ACT-Venture Capital – meaning – Features of venture capital. Incubation centres.

ENCOURAGES START-UP COMPANIES

(15 hrs)

RECOMMENDED TEXTBOOKS:

- 1. C.B. Gupta &N. P. Srinivasan, Entrepreneurial Development, Sultan Chand & Sons, New Delhi.
- 2. S. S. Khanka, Entrepreneurial Development, S. Chand& Co Ltd, New Delhi.

REFERENCE BOOKS:

- 1. Dr. Jayashree Suresh, Entrepreneurial Development, Margham Publication, Chennai.
- 2. Mukesh Gupta, Entreprennurial Development, Raj Publishing House, (first edition) 2006, Jaipur.
- 3. E. D. Setty, P. Krishna Moorthy, Akamsha Publishing house, (1st edition)-2010, New Delhi.
- 4. Raj Shankar, Entrepernuership, Vijay Nicole Imprints Private Ltd.
- 5. Peter. F. Drucker, Innovation and Entrepreship, Practice and Prniciples, Harper and Row Publishers Inc.

JOURNALS

- 1. Journal of Entrepreneurship.
- 2. International Journal of Entrepreneurship and Innovation.

E-LEARNING RESOURCES

- 1. www.krishisnucrin:org/aebm.html
- 2. www.academic.edu/6310590/preparation_of_project_project_project_identification_and_formulation_project_appraisal_and_sources_of_finance
- 3. https://www.publishyourarticle.net/eng/articles2/selection-of-an-appropriate-form-of-ownership-structure-for-your-business/2773/
- 4. https://:www.toppr.com/guides/business-studies/sources-of-business-finance/commercial-banks-and-financial-institutions/
- 5. www.edupristine.com/blog/venture-capital/amp

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Apply the concept of Entrepreneurship and become aware of the role of government in the development of women entrepreneurs.
CO 2	Prepare project reports.
CO 3	Identify and compare the various ownership structures that are prevailing in the business.
CO 4	Evaluate the role of financial institutions in entrepreneurial development.
CO 5	Evaluate the initiatives of the government and financial institutions, and utilize them to become entrepreneurs.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	2	3	1	0	3	3	2	0	2
CO2	3	2	3	3	1	3	3	2	0	3
CO3	3	2	3	2	2	3	3	2	0	2
CO4	3	2	3	2	0	3	3	3	0	2
CO5	3	2	3	3	2	3	3	3	0	3
AVERAGE	3	2	3	2.2	1	3	3	2.4	0	2.4

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content, Videos-Problem Solving-Group Discussion-Role Modelling
Quiz-SeminarPeer LearningSelf-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
К3	A-5/8 X8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER III

ADVANCED CORPORATE ACCOUNTING AND CORPORATE FINANCE

TOTAL HOURS: 75

CREDITS: 4

COURSE CODE: 7P18/3C/ACF

LTP: 3/2/0

COURSE OBJECTIVES:

To enable the students:

- > To understand the regulatory framework within which joint stock companies are formed and operated, to raise funds
- > To prepare the financial statements of companies in accordance with the provisions of Companies Act 2017.

- > To understand in-depth the major decision of a finance manager and evaluate the cost of capital and value of the firm.
- > To gain insights on long term and short term decision making using capital budgeting techniques and working capital management principles.
- > To understand the importance and relevance of dividend decision in a firm.

COURSE OUTLINE:

UNIT I

Issue and buy back of shares, pro rata allotment, Share forfeiture and reissue – Advanced problems.

Issue and redemption of debentures – Cum interest and ex interest quotations – Open market purchase, redemption using sinking fund - Advanced Problems.

(12 Hrs)

UNIT II

Final Accounts of joint stock companies as per Companies Act 2017, Legal requirements – divisible profits, managerial remuneration – Adjustments including tax and dividend– Advanced problems.

(12Hrs)

UNIT III

Nature, objectives and importance of finance function – major decisions of a finance manager – Capital structure decisions- Capitalization – Over capitalization, under capitalization, Theories of Capital Structure - Determinants of capital structure, Cost of capital – importance, measurement., Cost of Capital and value of firm,

(16 Hrs)

UNIT IV

Capital Budgeting – Nature – Identifying relevant cash flows – Evaluation techniques- Traditional and Discounted Cash flow techniques – Project selection under capital rationing – Analysis of risk and uncertainty – Conventional and Statistical techniques to handle risk – Decision tree analysis – Sensitivity analysis – Simulation.

(20 Hrs)

UNIT V

Dividend theories – Factors influencing dividend policy – Working capital Management – Operating cycle – Determinants and computation of working capital – Management of cash and marketable securities – Receivables Management – Inventory Management.

RECOMMENDED AS HIGHLY EMPLOYABLE

(15 Hrs)

Theory-40%, Problems-60%

RECOMMENDED TEXT BOOKS:

1. R.L.Gupta and M. Radhaswamy, Corporate Accounting, Sultan Chand and Sons.

2. T.S. Reddy and Dr. A. Murthy, Corporate Accounting, Margham Publications.

REFERENCE BOOKS:

- 1. M.C. Shukla, T.S. Grewal, S.C. Gupta, Advanced Accounts S. Chand and Company.
- 2. I.M.Pandey, Financial Management, Vikas Publishing House Pvt. Ltd
- 3. M.Y.Khan and P.K.Jain, Financial Management, Tata McGraw Hill Education.
- 4. Prassana Chandra, Financial Management, Tata McGraw Hill Education.
- 5. James.C.Vanhorne, Fundamentals of Financial Management, Financial Times Prentice Hill.

JOURNALS:

- 1. Indian Journal of Finance.
- 2. International Journal of Finance.
- 3. Journal of International Finance and Accounting.

E-LEARNING RESOURCES:

- 1.https://www.slideshare.net/sagar
- 2.https://www.slideshare.net/ankurkunral96
- 3.https://www.slideshare.net/finance.ngt-2
- 4.https://www.youtube.com/watch?v=JCKGEJIJHCY
- 5.https://www.topper.com/guides/principles

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Use the accounting provisions required to be adopted when firms raise funds through issue of shares and debentures.
CO 2	Analyse financial statements to gauge the profitability and evaluate the asset- liability position of the firm.
CO 3	Design the roles and responsibilities of a finance manager and plan an optimal capital structure for a firm.
CO 4	Evaluate feasible financials while taking decisions involving huge capital outlay and similarly manage regular short-term fund requirements of the firm using working capital techniques.
CO 5	Analyse various dividend policies adopted by the firms.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO PSO PSO PSO PSO 1 2 3 4	PSO PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
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CO1	3	1	3	2	0	3	0	0	0	0
CO2	3	1	3	2	0	3	0	3	0	0
CO3	3	1	3	2	0	3	0	2	0	0
CO4	3	1	3	2	0	3	0	1	0	0
CO5	3	1	3	2	0	3	0	3	0	1
AVERAGE	3	1	3	2	0	3	0	1.8	0	0.2

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content, Videos-Problem Solving-Group Discussion- Quiz-Seminar-Peer Learning-Self-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if
К3	A-5/8X8 marks	500	40		Section A must
K4,K5	B-3/5x20 marks	1500	60	100	be have 2 theory and 6 problems Section B must be have 1 theory and 4 problems

SEMESTER III LOGISTICS AND SUPPLY CHAIN MANAGEMENT

TOTAL HOURS: 75 CREDITS: 4 COURSE CODE: 7P18/3C/LSM

LTP: 3/2/0

COURSE OBJECTIVES:

To enable the students:

- > To understand the key concepts applied in Logistics and Supply Chain Management.
- > To comprehend the significance of modern technology in Logistics and Supply Chain Management.
- > To understand the basic principles of inventory management in Logistics and Supply Chain Management.
- To analyse the requirements, modes and fundamentals of transport management.

> To gain knowledge of the concepts of warehousing and distribution in Logistics and Supply Chain Management.

COURSE OUTLINE:

UNIT- I

Concepts of Logistics- Evolution- Nature and Importance- Components of Logistics Management- Competitive advantages of Logistics- Functions of logistics management- Principles- Logistics network- integrated logistics system. Supply Chain effectiveness- Outsourcing- 3PLs and 4PLs - Supply Chain relationships- Customer services- Elements of Logistics and Supply Chain Management.

(15 Hrs)

UNIT-II

Logistical Information System (LIS) – Operations – Integrated IT solution for logistics and Supply chain management – Emerging technologies in logistics and Supply Chain management. Demand Forecasting – Impact of Forecasts on Logistics and Supply chain management

(10 Hrs)

UNIT-III

Inventory- Types of inventory- Elements of inventory costs- Role of merchandiser - Material Requirement Planning-Distribution Requirement Planning- JIT- Order Processing - Functions-Elements of order processing - Significance. Material Handling - Concept and Objectives- Principles-Equipments - Material handling considerations.

(15 Hrs)

UNIT- IV

Transportation – Position of Transportation in Logistics and Supply chain management – Selection of inland transportation mode -Road, Rail, Ocean, Air Transport- Pipeline- Elements of Transportation costs- Multi model transport – Transportation decision –pricing and rates. Containerization – CFS – ICDS — Transportation Network and Decision – Insurance Aspects of logistics. The Indian Carriage of Goods by Sea Act, 1925 – Multi Modal Transportation of Goods Act, 1993.

(20 Hrs)

UNIT-V

Warehousing & Distribution- concept-types of warehouses- functions – Warehousing strategy- Logistics administration- Types of Logistics and Supply chain management organization (Independent, Limited internally integrated, Fully internally integrated). Performance measurements- Dimensions- Impediments to improve performance.

THIS COURSE IS HIGHLY EMPLOYABLE

(15 Hrs)

RECOMMENDED TEXT BOOKS:

1. D.K. Agarwal, 'Textbook of Logistics and Supply Chain Management', Mac Millan 2016.

2. Martin Christoper, 'Logistics and Supply Chain Management' Pearson Education, 2003.

REFERENCE BOOKS:

- 1. Dr.L.Natrajan, Logistics and Supply Chain Management, Margham publications.
- 2. David Closs 'Supply Chain Logistic Management' Edition 2007.
- Ronald H. Ballou, 'Business Logistics And Supply Chain Management' Pearson Education, 2004.
- 4. KrishnaveniMuthiah, 'Logistics Management and Seaborne Trade' Himalaya Publishing House.
- 5. Patrik Jonsson, 'Logistics and Supply Chain Management Edition 2008.
- 6. Paul Myerson,' Lean Supply Chain and Logistic Management Edition 2012.

JOURNALS:

- 1. International Journal of Logistics Research and Applications.
- 2. International Journal of Logistics Systems and Management.
- 3. Humanitarian Logistics and Supply Chain.
- 4. Journal of Supply Chain Management and Procurement.

E-LEARNING RESOURCES:

- 1. http://www.wisdomjobs.com/e-universit/production-and-operations-management-tutorial-295/principles-of-material-handling-9576.html
- 2. http://www.marketing91.com/logistics-activitiesw/
- 3. https://xn-adwwrja.spotlightmental.com/
- 4. https://www.fcbco.com/services/warehouse-strategies.
- 5. https://cleartax.in/s/just-in-time-jit-inventory-management
- 6. https://www.ubmcw.com/tech-articles/project-management-arbitration/18931-multi-modal-transportation-system.html.
- 7. https://www.yourarticlelibrary.com/marketing/distribution-channels/order-processing-a-key-to-customer-services-and-satisfaction/29916.

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Apply the key concepts of LSM at micro and macro levels.
CO 2	Identify and utilize the modern practices and technology like Cross docking, Ratio Frequency Identification and its application.
CO 3	Calculate inventory requirement and its cost based on the various principles of inventory management.
CO 4	Analyse the factors affecting decisions concerning cost effective transportation systems.
CO 5	Plan and design the racking and storage system for warehousing and cost effective distribution.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	3	3	1	0	2	2	0	0	3
CO2	3	3	2	1	0	2	2	0	0	3
CO3	3	3	3	3	0	2	2	2	0	3
CO4	3	3	3	1	3	2	2	2	0	3
CO5	3	3	3	2	2	2	2	0	0	3
AVERAGE	3	3	2.8	1.6	1	2	2	0.8	0	3

KEY: STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom
E Content,
Videos
Group Discussion
Seminar

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER III FOREIGN EXCHANGE MANAGEMENT

TOTAL HOURS: 75 CREDITS: 4 COURSE CODE: 7P18/3C/FEM

LTP: 3/2/0

COURSE OBJECTIVES:

To enable the students:

- > To comprehend the exchange rate theories and principles of currency valuation.
- > To develop an understanding of exchange rate risks and the different types of exposure.
- > To comprehend the strategies to manage foreign exchange risk using the available financial instruments Forwards, Futures, Swaps & Options.

- > To understand the export and import documentation formats.
- > To become aware of the various insurance schemes and the incentives available for exporters.

COURSE OUTLNE:

UNIT I

The main theories of exchange rate behaviour. Forecasting the exchange rate movements. Different exchange rates arrangements and government intervention. Foreign exchange arithmetic – direct and indirect quota- merchant rates- interbank market – bid and offered rates- spot and forward rates- international foreign exchange markets- Nostro Account- Vostro Account Transfers- cross rate – ready rates (spot) – ready forward rates – arbitrage in markets. FEMA

(15 Hrs)

UNIT II

Financial Fragility and Systemic Risk. The main causes of financial fragility and systemic risk. Financial sector adjustments in response to financial booms and busts since 1980. Exchange rate risk and political risk. Identification of the different types of Exchange rate risks, transaction exposure, translation exposure and economic exposure, together with an analysis of Political Risk.

(20 Hrs)

UNIT III

Managing foreign exchange rate risk – strategies for managing the foreign exchange rate risk and instruments available – Currency Forwards, Currency options- Put option – Call Options – covering exchange risk with options. Currency futures – futures pricing and behavior, cost of carry and expectations approach. Uses of futures for hedging, Arbitrage and speculation will be illustrated with index futures. Swaps- Development of Swaps market – Characteristics and uses of swap products-Interest rate and currency swaps- Flavoured swaps. Legal and regulatory issues. Short-term Interest Rate Risk Management.

(18 Hrs)

UNIT IV

Export documentation- frame work- standardized pre-shipment. Export documents-commercial and regulatory documents- export credit instrument and procedure-letter of credit and types. Documents required for export credit- Central excise and Customs clearance of export cargo – procedure and documents. Shipment of Export cargo by sea, by air and by post- procedure and documents required for shipment of cargo – export incentives – EPCG scheme – Duty draw back – Documents required for export incentives.

(12 Hrs)

UNIT V

Import procedures and documentation- Cargo Insurance- Marine Insurance. Services of Export Credit and Guarantee Corporation.

(10 Hrs)

THIS COURSE IS HIGHLY EMPLOYABLE

RECOMMENDED TEXT BOOKS:

- 1. C.Jeevanandam, Foreign Exchange and Risk Management, Sultan Chand & Sons
- 2. D.C.Kapoor, Export Management, Vikas Publishing House.

REFERENCE BOOKS:

- 1. Francis Cherulinam,"International Trade and Export Management' Himalaya Publications.
- 2. Tianwah, Goh, "Export-Import Procedures and Documentation How to start, Finance and manage your own import-export (revised edition); 1990
- 3. Nabhi,"New Import Exports Policy and Handbook of Procedure, Oscar Publications.
- 4. Risk Management, Indian Institute of Banking and Finance, Macmillan.
- 5. A.V.Rajwade, Foreign Exchange International Finance Risk Management, (5th Edition).

JOURNALS:

- 1. Stock and Forex Trading Journal
- 2. Journal of World Economic Research
- 3. Journal of Multinational Financial Management
- 4. Journal of International Money and Finance.

E-LEARNING RESOURCES:

- 1. https://courses.lumenlearning.com/boundless-economics/chapter/exchange-rates/
- 2. http://www.oxfordeconomics.com/Media/Default/About%20Us/Brochures%20-%20A4/Economic%20and%20Political%20Risk%20Evaluator.pptx
- 3. https://www.lariba.com/sitephp/pdf/Malaysia%20-%20GOLD%20-%20Hedging%20With%20Dinar.pdf
- 4. https://www.indiantradeportal.in/
- 5. https://commerce.gov.in/InnerContent.aspx?Id=228

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	To discuss the functioning of foreign exchange markets and determination of foreign exchange rates.
CO 2	To apply the concept of financial fragility & analyze Transaction, Translation and Economic exposure risks.
CO 3	To evaluate the foreign exchange risk and identify the financial instruments to minimize the risk.
CO 4	To use the different documents needed for export and import.
CO 5	To compile & compare different types of Insurance required for export & import, EPCG schemes & services.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	3	3	3	0	3	1	3	0	2
CO2	3	3	3	2	0	3	2	3	0	2
CO3	3	3	3	2	0	3	2	3	0	2
CO4	3	3	3	2	0	3	2	1	0	2
CO5	3	3	3	2	0	3	2	1	0	2
AVERAGE	3	3	3	2.2	0	3	1.8	2.2	0	2

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD) Flipped Learning/Blended Classroom-E Content, Videos Problem Solving-Group Discussion-PPT Quiz-Seminar Peer Learning Self-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER - III

DIRECT TAX MANAGEMENT - I

TOTAL HOURS: 75

CREDITS: 4

COURSE CODE: 7P18/3C/DT1

L/T/P: 3/2/0

COURSE OBJECTIVES:

To enable the students:

- To understand the basic concepts of Income Tax and Tax Planning.
- > To develop an understanding of computation of Income under the Head Salaries.
- > To learn the provisions relating to House Property Income and the relevant exemptions and deductions.
- > To comprehend computation of profits earned from a business carried on or the Income earned from the practice of a profession by an individual taking into account permissible deductions and disallowances.

To gain knowledge on computation of capital gains and the tax planning provisions relevant to salaries, house property, profit and gains, capital gains.

COURSE OUTLINE:

UNIT I

Fundamental concepts—Definition—Meaning and scope of income—Residential status—Incidence of Tax —Meaning of Tax planning (10 hrs)

UNIT II

Income from Salaries – scope –allowance- Valuation of perquisites – Relevant deductions and exemptions (20 hrs)

UNIT III

Income from House Property – Computation of annual value – Relevant deductions and exemptions (9 hrs)

UNIT IV

Income from Business or Profession-admissible deductions-deemed incomevaluation of stock (18 hrs)

UNIT V

Capital Gains Long & short term-computation – exemption Tax planning considerations in relation to salaries, house property, business incomes & capital gains - ICDS

THIS COURSE IS HIGHLY EMPLOYABLE

13 COURSE 13 MOMENTE / C. MEONIE

70% Problems & 30% Theory

RECOMMENDED TEXTBOOKS:

- 1. Dr. Vinod K. Singhania & Dr. Monica Singhania, Students' Guide to Income Tax including GST, Taxmann Publications Pvt.Ltd. New Delhi.
- 2. Dr. H.C. Mehrotra & Dr.S.P.Goyal, Income Tax Law and Practice, Sahitya Bhawan Publication, Agra, 60st edition 2019.
- 3. T,S Reddy &Y.Hari Prasad Reddy Income Tax Theory, Law & Practice, Margham Publications 17th edition 2018.
- 4. A. Murthy Income Tax Theory, Law & Practice, Vijay Nicole Imprints Pvt Ltd 7th edition 2019.

REFERENCE TEXTBOOKS:

- 1. Dr. Vinod K. Singhania & Dr. Kapil Singhania, Direct Tax Law and Practice, Taxmann Publications Pvt.Ltd. New Delhi (Professional Edition) 2019.
- 2. V.P Gaur, D.B Narang, Poja Gaur & Rajeev Puri, Income Tax Law and Practice, Kalyani Publication, Kolkata 2019.

- 3. Dr. Vinod K. Singhania & Dr. Kapil Singhania Direct Tax Law and Practice with special reference to Tax Planning 62nd edition 2019.
- 4. Dr.H.C.Mehrotra, Dr.S.P.Goyal, Corporate Tax Planning and Management, Sahitya Bhawan Publication, Agra, 17th edition 2019.
- 5. T.N.Manoharan & G.R.Hari, Students Handbook on Taxation, Snow White Publications 2019.
- 6. Pradeep.S.Shah , Rajesh S.Kadakia Taxmann Publications Pvt Ltd , Income Tax Act 1961.
- 7. B.B.Lal and N.Vashishtt, Direct Taxes, Income Taxes, Wealth Tax and Tax Planning.Konark Publishers Pvt. Ltd. New Delhi.

JOURNALS:

- 1. International Journal of Accounting Taxation
- 2. World Tax Journal
- 3. National Tax Journal- Econ Papers
- 4. Journal of International Accounting, Auditing & Taxation.
- 5. Indian Journal of Tax Law
- 6. Tax Law Review

E-LEARNING RESOURCES

- 1. www.incometaxindianefilling.gov.in
- 2. www.indiataxes.com
- 3. www.investopedia.com
- 4. www.taxguru.in\
- 5. www.indiafilings.in
- 6. www.incometaxmanagement.co

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Demonstrate the understanding of the basic concepts of Income Tax and Tax Planning.
CO 2	Compute Salary Income of an individual.
CO 3	Assess House Property Income
CO 4	Evaluate income earned by an individual from a business carried on or from the practice of a profession
CO 5(1)	Compute Capital Gains and identify the benefits available under the Income Tax Act by way of deductions to minimize the tax liability; To demonstrate the ability to plan taxes.
CO5(2)	

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	3	2	2	0	2	1	0	1	0
CO2	3	2	2	2	0	3	3	3	3	2
CO3	3	2	2	2	0	2	2	3	3	2
CO4	3	3	2	2	0	2	3	3	3	2
CO5	3	3	2	2	0	2	2	3	3	2
AVERAGE	3	2.6	2	2	0	2.2	2.2	2.4	2.6	1.6

KEY: STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning, E Content,
Problem Solving-Group Discussion- Quiz-SeminarPeer LearningSelf-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge	Section	Word	Marks	Total	Special Instructions
Level	A #/0370 I	Limit	10	-	if any
K3	A-5/8X8 marks	500	40		Section A must be
K4,K5	B-3/5x20 marks	1500	60	100	have 2 theory and 6
					problems Section B
					must be have 1 theory
					and 4 problems

SEMESTER III TOTAL QUALITY MANAGEMENT

TOTAL HOURS: 60

CREDITS: 3

COURSE CODE : 7P18/3E3/TQM

LTP: 2/2/0

COURSE OBJECTIVES:

To enable the students:

- To understand the concepts and principles of TQM.
- To comprehend the importance of quality planning and leadership.
- To apply various elements of TQM process.
- To gain knowledge on the different TQM tools.
- To apply the concepts of quality management system.

COURSE OUTLINE:

UNITI

TQM – definition- concepts- principles-dimensions -essentials – benefits & barriers- Quality Costs- types of quality costs - TQM Philosophies-Deming-Crosby-Juran-Taguchi.

(12 Hrs)

UNIT II

Strategic Planning – Steps involved in strategic planning- Leadership - Requirements for effective leadership – Developing Quality culture.

(12 Hrs)

UNIT III

Employee involvement – Teams, characteristics - recognition and rewards. Self managing teams. Quality circles – Continuous Process Improvement – Kaizen-5W's and 2 H approach- PDCA.

(12 Hrs)

UNIT IV

TQM Quality tools - New seven management TQM tools -Six sigma- Bench marking - TPM - Quality function deployment- TAGUCHI quality loss function - Failure Mode Effect Analysis (FMEA)- Just in time - Business Process Re-engineering.

(12 Hrs)

UNIT V

Quality- ISO 9000 –ISO 14000 – organizational evaluation standards – product evaluation standards – ISO 14001 concepts – Requirements- Latest ISO series (case study discussion in class)

RECOMMENDED ASHIGHLY EMPLOYABLE (12 Hrs)

RECOMMENDED TEXT BOOKS:

- 1. Dr.Maran.K, Dr.Raja.K and Praveen Kumar.T: Total Quality Management, Eswar Press, Ed.2014.
- 2. P.Saravanavel, S.Balakumar Margham Publications, 2010.

REFERENCE BOOKS:

- 1. V. Jayakumar, Total Quality Management, Lakshmi Publications, edition 2010.
- 2. K. Sridhar Bhatt, Total Quality Management, Himalaya Publishing House.
- 3. John S.Oakland, Total Quality Management Text and Cases, Butterworth-Heine Mann USA 3rd edition 2003.
- 4. P.L.Jain, Tata Mc.Graw, Total Quality Management, Hill Publishing Company Ltd, New Delhi, 2001.
- 5. Dare.H.Besterfield, Total Quality Management, Pearsons's Education, 2003.
- 6. Mary Besterfield-Scare, Total Quality Management, Prentice Hau of India Pvt. Ltd, New Delhi,2005.

JOURNALS:

- 1. National-TQM Journal- Emerald Insight.
- 2. TQM Journal-Scl Mango.
- 3. Total Quality Management of Business Excellence Journal.
- 4. The Total Quality Management Journal.

E-LEARNING RESOURCES:

- 1. https://www.bizmanualz.com/improve-quality/who-are-the-top-quality-gurus.html
- 2. http://www.yourarticlelibrary.com/leadership/leadership-characteristics-principles-types-and-issues-regarding-leadership/5375
- 3. <u>www.scribd.com/document/128335584/tqm-with-qualitycircleandquality/assurance.</u>
- 4. www.researchgate.net/piblication/239433605/sixsigmaandtotalqualitymanag ement-tqmsimilarities-differencesandrelationship
- 5. www.qualitymanagementsystem.com/what-is-iso

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Apply the concepts, principles and philosophies of TQM.
CO 2	Identify and apply strategic planning and leadership techniques in developing quality culture.
CO 3	Identify the extent of employee involvement with respect to teams, quality circles and continuous process improvement.
CO 4	Analyse and utilize the various concepts and TQM tools towards effective business management.
CO 5	Compare and Analyse the importance and requirements of organization evaluation standards (ISO 9000,ISO 14000 and ISO 14001).

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	2	2	3	2	1	2	3	0	0	3
CO2	2	3	3	2	3	2	3	0	0	3
CO3	2	2	3	2	3	2	3	0	0	3
CO4	3	2	3	2	1	2	3	0	0	3
CO5	2	1	3	2	1	2	3	0	0	3
AVERAGE	2.2	2	3	2	1.8	2	3	0	0	3

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content,
Group Discussion
Quiz-SeminarPeer LearningSelf-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER III

HUMAN RELATIONS

TOTAL HOURS: 60 CREDITS: 4

COURSE CODE: 7P18/4C/HRS

LTP: 2/2/0

COURSE OBJECTIVES:

To enable the students:

- > To understand the concept of Human Relations.
- > To learn the behavioural aspects of individuals and groups.
- > To gain knowledge on motivation theories and Incentives.
- > To learn the fundamentals of various leadership styles and qualities of a Leader.
- > To understand the management of conflicts and changes.

COURSE OUTLINE:

UNIT 1

Nature of Human Relations – Meaning of Human Relations – Human Relations Vs Human Resources -- Behavioural Research in HR — Emerging challenges at Work Place, Human Relations in Global Business. (12 Hrs)

UNIT II

Social System: Individual Behaviour – Personality, Perception, Group Behaviour – Characteristics & Stages of Group Development, Informal Group – Nature & benefits.

(15Hrs)

UNIT III

Motivation- Meaning, Theories-Maslow & Herzberg, Incentives (Financial & Non Financial) & Rewards.

(12 Hrs)

UNIT IV

Fundamentals of Leadership – Nature, Styles of Leadership, Leader Vs Manager,
Qualities of a Leader. (9 Hrs)

UNIT V

Managing Conflicts & Change – Nature & Process, Management of Conflicts, Nature & Management of Change – Effective use of interventions.

(12 Hrs)

THIS COURSE ISHIGHLY EMPLOYABLE

RECOMMENDED TEXT BOOKS:

- 1. Modern Human Resource Management Dr. C.B.Gupta
- 2. Human resource Management T.N. Chhabara, Monica S.Chhabara
- 3. Human Resource Management Dr. J. Jayasankar (Margham Publication)
- 4. Human Resource Management V.S.P Rao Edition 2016

REFERENCE BOOKS:

- 1. Human Resource Development Jon M. Werner and Randy L. Desimone
- 2. Human Resource Management (CAIIB 2010) by IIBF (Indian Institute of Banking and Finance)
- 3. Human Resource Development by Mankin
- 4. Human Resource Development by V.S.P. Rao 2016 Edition
- 5. Human Resource Development by Gary Denler Publisher Pearson

JOURNALS:

- 1. Indian Journal of Human Relations.
- 2. SAGE publishing Journal of Organization studies (Human Relation).

E-LEARNING RESOURCES:

 $1.\ http://www.yourarticlelibrary.com/human-resources/human-relations-concept-nature-and-factors-$

affecting-human-relations/32395

2. http://practical-management.com/Organization-Development/Individual-Behavior-in-

Organization.html

- 3. https://smallbusiness.chron.com/organizational-behavior-perceptions-attributes-10835.html
- 4. http://www.analytictech.com/mb021/motivation.htm
- 5. https://www.projectmanager.com/training/top-5-leadership-theories
- 6. https://www.hrpersonality.com/resources/conflict-management-techniques

COURSE OUTCOMES:

Students will be able to

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	3	3	1	3	3	2	1	0	2
CO2	3	3	2	1	3	3	2	1	0	2
CO3	2	2	2	2	3	2	3	1	0	2
CO4	3	3	2	2	3	3	3	2	0	1
CO5	3	3	2	1	3	2	2	1	0	1
AVERAGE	2.8	2.8	2.2	1.4	3	2.6	2.4	1.2	0	1.6

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORRELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)

Flipped Learning/Blended Classroom-E Content, Videos-

Problem Solving-Group Discussion-Role Modelling

CO Number	CO STATEMENT						
CO1	Apply the concept and meaning of Human Relations and face the emerging challenges.						
CO 2	Demonstrate the knowledge on Individual and Group Behaviour.						
CO 3	Discuss the Motivational theories to enhance human relations.						
CO 4	Apply the knowledge of different leadership styles and emerge as a good leader.						
CO 5	Identify the need for change and implement strategies to overcome conflicts.						

Quiz-Seminar-Peer Learning-Self-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		
K4,K5	B-3/5x20 marks	1500	60	100	

SEMESTER III TEACHING METHODS & PRACTICES

TOTAL HOURS: 30 CREDITS: 2

COURSE CODE: 7P18/3S/TMP

LTP: 1/0/1

COURSE OBJECTIVES:

To enable the students:

- > To understand the teaching and teaching aids.
- ➤ To develop effective teaching skills and understand the concepts of educational psychology & intelligence along with the models of learning and critical thinking.
- > To comprehend the different methods of teaching.

COURSE OUTLINE:

UNIT I

Objectives of teaching – Teaching Aids – Types of Teaching Aids – Importance of Teaching Aids in Teaching.

(2 hrs)

UNIT II

Skills of teaching- enactive skills, iconic skills and symbolic skills- visual, auditory. Educational psychology-importance of educational psychology for teachers-concepts of intelligences- learning-nature-factors affecting learning- models of learning – Higher Order Earning - critical thinking.

(5 hrs)

UNIT III

Classroom methods of teaching-classroom management –lecture method-discussion method- demonstration method- problem method-assignment method – Case study Method.

(3 hrs)

PART II -TEACHING PRACTICE

(20 hrs)

- 1. 6 hours of teaching assignments for Undergraduate students shall be under taken by each student during the months of August September
- 2. Each student shall be under the supervision of a faculty mentor / guide.
- 3. The 30 hours may be distributed among 3 or 4 subjects, which shall be a combination of theory and problem based paper
- 4. A structured plan stating the topic, objective, methodology, evaluation shall be prepared in advance by the student for each class session and submitted to the faculty mentor/ guide
- 5. Faculty guides shall maintain an assessment register for each student and record assessment for each session on the given parameters.

ENHANCES TEACHING SKILLS

RECOMMENDED TEXTBOOKS:

1. Bhatia, H.R (2007), Textbook of Educational Psychology, The McMillan Company of IndiaLtd. New Delhi.

REFERENCE BOOKS:

- 1. Aggrawal, J.C (2008) Essential Educational Psychology, Vikas Publishing House Pvt. Ltd., New Delhi
- 2. Bruner, J.S (2008). Towards a theory of Instruction. Cambridge MA: The Belnap Press of Harvard University Press.

JOURNALS:

- 1. Journal of Indian Education
- 2. Journal of Education Chronicle
- 3. Journal of International Education Research

E-LEARNING RESOURCES:

- 1. www.teachervisison.com
- 2. www.IASCE.com
- 3. www.indianeducationmethods.com

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Identify types and importance of Teaching aids
CO 2	Apply the skills of effective teaching by adopting relevant concepts of educational psychology.
CO 3	Apply various teaching methodologies in their teaching career

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	2	1	3	0	2	3	2	0	0	0
CO2	1	0	3	1	2	3	2	0	0	0
CO3	1	0	3	0	2	3	2	0	0	0
AVERAGE	1.3	0.3	3	0.3	2	3	2	0	0	0

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)

Flipped Learning/Blended Classroom-E Content, Videos-

Problem Solving-Group Discussion-Role Modelling

Quiz-Seminar-

Peer Learning-

Self-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
	A-10/12X3 marks	100	30+20*	50	*20 Marks are allocated for teaching assignment by the faculty handling the subject.

SEMESTER - IV SECURITY ANALYSIS AND PORTFOLIO MANAGEMENT

TOTAL HOURS: 90 CREDITS: 4 COURSE CODE: 7P18/4C/SPM

LTP: 3/3/0

COURSE OBJECTIVES:

To enable the students:

- > To understand the financial environment within which the firm operates.
- > To understand the methods of valuation of shares and bonds.
- To gain knowledge on economic, industry and company analysis for forecasting stock performances.
- > To comprehend marketing efficiency and understand the concept of behavioural finance.
- > To select, construct and evaluate a portfolio.

COURSE OUTLINE:

UNIT I

Investments – definitions, Investment alternatives, factors determining investments, sources of information for investments, speculation, security markets and their functions - Institutional investors.

(15 hrs)

UNIT II

Valuation of securities – valuation of shares, valuation of bonds.

(20 hrs)

UNIT III

Fundamental Analysis – Economic Analysis, Industry analysis and Company analysis. Technical Analysis – market indicators, forecasting stock performance.

(15 hrs)

UNIT IV

Efficient Market Hypothesis – levels of efficiency – Pitfalls of EMH – Emergence of Behavioural Finance – Heuristics in investment decisions.

(15hrs)

UNIT V

Portfolio selection and Management – risk and return in a portfolio sense- Portfolio Theory – meaning and objectives, Traditional and Modern Portfolio Theories, Markowitz Approach, Sharpe's single index model- CAPM and Arbitrage Pricing - Portfolio Evaluation – Active and Passive strategies.

(25 hrs)

80% Theory and 20% Problems

THIS COURSE IS HIGHLY EMPLOYABLE

RECOMMENDED TEXT BOOKS:

- 1. Security Analysis and Portfolio Management, second Edition, by M.Ranganathan/ R.Madhumathi (Pearson)
- 2. V.K. Bhalla, Investment Management, S. Chand, 10th Revised Edition

REFERENCE BOOKS:

- 1. Prasanna Chandra, "Investment analysis and Portfolio management", New Delhi, The McGraw Hill Company Ltd., 6thEdition, year 2006
- 2. V.K. Bhalla, "Portfolio Analysis and Management", New Delhi, Sultan Chand and Sons Publication, 9thEdition, year 2002
- 3. PanithavathyPandian," Securities Analysis and Portfolio Management", New –Delhi.
- 4. Dr. R.P. Rustagi, "Investment Analysis and Portfolio Management", Sultanchand& Son. 4th Edition.
- 5. Gnanasekaran.E, 2009, "Securities Analysis and Portfolio Management", 1st Edition, Lakshmi Publications.

JOURNALS:

- 1. International Journal of Portfolio Analysis and Management.
- 2. Journal on Financial Investment Analysis.

E-LEARNING RESOURCES:

- 1.www.shodhganga.inflibnet.ac.in
- 2.www.civilserviceindia.com
- 3.www.nseindia.com
- 4.www.hss.<altech.edu
- 5.www.onlineliabrary.wiley.co

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Compare and evaluate the various investment avenues available to individuals and institutions.
CO 2	Compute the value of securities such as shares and bonds.
CO 3	Evaluate various economic, industry and company related factors that influence the stock value performance
CO 4	Apply the concepts of behavioural finance and understand market efficiency
CO 5	Compute and compare the factors affecting a portfolio and devise and manage an effective portfolio of investments

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	2	2	3	2	0	3	3	3	0	0
CO2	2	2	3	2	0	3	3	3	0	0
CO3	2	2	3	2	0	3	1	3	0	2
CO4	2	2	3	2	3	3	2	1	2	2
CO5	2	2	3	2	1	3	2	3	3	3
AVERAGE	2	2	3	2	0.8	3	2.2	2.6	1	1.4

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content, Videos
Problem Solving-Group Discussion- Quiz-SeminarPeer Learning
Self-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
К3	A-5/8X8 marks	500	40		Section A must
K4,K5	B-3/5x20 marks	1500	60	100	be have 6 theory and 2 problems Section B must be have 4 theory and 1 problem.

SEMESTER - IV

ACCOUNTING FOR MERGERS AND SPECIAL ACCOUNTS

TOTAL HOURS: 90 COURSE CODE: 7P18/4C/AMS

CREDITS: 4 LTP: 3/3/0

COURSE OBJECTIVES:

To enable the students:

- > To understand accounting practices of specialised companies such as banking and insurance companies.
- > To learn the principles relating to accounting for mergers and acquisitions.
- > To understand the accounting procedure followed in preparation of accounts by Holding Companies.
- > To comprehend selected Accounting Standards.
- > To understand the need for valuation of human resources and accounting for social responsibilities by companies.

COURSE OUTLINE

UNIT I

Accounting for mergers as per AS 14 – pooling of interest and purchase – intercompany owings – intercompany holdings.

(22 hrs)

UNIT II

Holding Company Accounts- Consolidated final statements of holding and subsidiary companies including cross holdings as per AS 21

(22 hrs)

UNIT III

Banking companies – classification of loans and advances – preparation of P&L A/c and Balance Sheet

(14 hrs)

UNIT IV

Insurance companies – life insurance – general insurance (fire, marine and miscellaneous), preparation of revenue account and balance sheet as per IRDA.

(12 hrs)

UNIT V

Accounting standards – AS 1,11,18,19 and corresponding IND AS- Social responsibility accounting – human resource accounting.

(20hrs)

Problems 80% Theory 20%

RECOMMENDED AS HIGHLY EMPLOYABLE

RECOMMENDED TEXT BOOKS

- 1. S.P.Jain and K.L.Narang, Corporate Accounting, KalyaniPublishers, N.D. 8th edition.
- 2. R.L.Gupta and M.Radhaswamy, Advanced Accounting, Sultan Chand & Sons, New Delhi. (First edition in 1980).

REFERENCE BOOKS

- 1. S.N.Maheswari, Advanced Accounting, Sultan Chand & Sons, New Delhi. (7th edition)
- 2. M.C.Shukla&T.S.Grewal, Advanced Accounting, S.Chand&Sons.Ltd, New Delhi. (11th edition)
- 3. Financial Reporting M.P.Vijayakumar Vol I & II.
- 4. Corporate accounting T.S.Reddy&A.Murthy 2011.
- 5. Corporate accounting NirmalGupta, Chhavisharma Ane Books Pvt Ltd. (2nd edition).

JOURNALS:

- 1. Indian Journal of Finance.
- 2. Journal of International Finance and Accounting.

E-LEARNING RESOURCES

- 1. your article library.com/accounting/amalgamation/amalgamation-ofocompanies-accounting-treatment/57233
- 2. Slideshare.net/divinvarghese/holding-company-and-consolidated-balancesheet-presentation.
- 3. Slideshare.net/debchat123/accounts-of-banking-companies
- 4. Accountingnotes.net/companies/insurance-companies/accounts-of-insurance-companies-accounting/13117
- 5. Cleartax.in/s/accounting-standards.

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Use the specialised knowledge gained in the preparation of final
	accounts of Banking and Insurance Companies as per current
	provisions of the BANKING Regulation Act 1949 and IRDA
	guidelines.
CO 2	Apply the accounting treatment of amalgamation of companies as
	per AS14.
CO 3	Prepare consolidated financial statements of Holding Companies in
	accordance with AS21.
CO 4	Apply the knowledge gained on selected Accounting Standards.
CO 5	Use the theoretical knowledge on the methods of valuation of
	human resources by organisations and measurement of social costs
	and social benefits resulting from business activities.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	2	2	3	2	0	3	1	1	0	1
CO2	2	2	3	2	0	3	1	1	0	2
CO3	2	2	3	2	0	3	1	1	0	2
CO4	2	2	3	2	0	3	1	2	0	2
CO5	2	3	3	2	2	3	1	3	1	2
AVERAGE	2	2.2	3	2	0.4	3	1	1.6	0.2	1.8

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content,
Problem Solving-Group Discussion
Quiz-SeminarPeer LearningSelf-Study Papers

QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		Section A must
K4,K5	B-3/5x20 marks	1500	60	100	be have 1 theory and 7 problems Section B must be have 1 theory and 4problems

SEMESTER - IV

DIRECT TAX MANAGEMENT - II

TOTAL HOURS: 90 CREDITS: 4 COURSE CODE: 7P18/4C/DT2

LTP: 3/3/0

COURSE OBJECTIVES:

To enable the students:

- > To understand the provisions relating to the income from other sources, Clubbing and Aggregation of Income and Tax Planning.
- ➤ To gain knowledge on the Law relating to permissible deductions and computation of tax liability of an individual under the Income Tax Act.
- > To compute total income and tax liability of firms and companies and to understand the difference between tax evasion, tax avoidance and tax planning. To enable one to get an overview of Black Money Law in India.
- > To comprehend provisions relating to Tax Deducted at Source, Advance Tax and Refund of taxes as well as different types of assessment and the procedure for filing return of income.
- ➤ To develop an understanding of Double Taxation Relief, DTAA and provisions relating to International Tax and taxation of Non Resident Indians.

COURSE OUTLINE:

UNITI

Residuary Income – Clubbing of income – Set off and carry forward of losses – tax planning considerations. (20 Hrs)

UNIT II

Deductions from gross total income – Assessment of Income and Tax Planning for individuals. (20 Hrs)

UNIT III

Assessment of total income of firms and companies- Tax evasion and Tax avoidance
Tax planning for firms companies and new businesses. -, Introduction to Black
Money Law. (20 Hrs)

UNIT IV

Returns of income – Procedure for assessment – Types of Assessment – Deduction of Tax at source – Tax collected at source- Advance payment of tax – refund of taxes (15 Hrs)

UNIT V

International Taxation – double taxation relief – bilateral relief – unilateral relief – DTAA (Double Taxation Avoidance Agreements) – GAAR - Special provisions relating to Avoidance of Tax – transfer pricing – Taxation of Non – Residents - POEM (15 Hrs)

70% Problems & 30% Theory THIS COURSE IS HIGHLY EMPLOYABLE

RECOMMENDED TEXTBOOKS:

- 1. Dr. Vinod K. Singhania & Dr. Monica Singhania, Students' Guide to Income Tax including GST, Taxmann Publications Pvt.Ltd. New Delhi.
- 2. Dr. H.C. Mehrotra & Dr.S.P.Goyal, Income Tax Law and Practice, Sahitya Bhawan Publication, Agra, 60st edition 2019.
- 3. T,S Reddy &Y.Hari Prasad Reddy Income Tax Theory, Law & Practice, Margham Publications 17th edition 2018.
- 4. A. Murthy Income Tax Theory, Law & Practice, Vijay Nicole Imprints Pvt Ltd 7th edition 2019.

REFERENCE TEXTBOOKS:

- Dr. Vinod K. Singhania & Dr. Kapil Singhania, Direct Tax Law and Practice, Taxmann Publications Pvt.Ltd. New Delhi (Professional Edition) 2019.
- 2. V.P Gaur, D.B Narang, Poja Gaur & Rajeev Puri, Income Tax Law and Practice, Kalyani Publication, Kolkata 2019.
- **3.** Dr. Vinod K. Singhania & Dr. Kapil Singhania Direct Tax Law and Practice with special reference to Tax Planning 62nd edition 2019.
- 4. Dr.H.C.Mehrotra, Dr.S.P.Goyal, Corporate Tax Planning and Management, Sahitya Bhawan Publication, Agra, 17th edition 2019.
- 5. T.N.Manoharan & G.R.Hari, Students Handbook on Taxation, Snow White Publications 2019.
- 6. Pradeep.S.Shah, Rajesh S.Kadakia Taxmann Publications Pvt Ltd, Income Tax Act 1961.
- 7. B.B.Lal and N.Vashishtt, Direct Taxes, Income Taxes, Wealth Tax and Tax Planning.Konark Publishers Pvt. Ltd. New Delhi.

JOURNALS:

- 1. International Journal of Accounting Taxation
- 2. World Tax Journal
- 3. National Tax Journal- Econ Papers
- 4. Journal of International Accounting, Auditing & Taxation.
- 5. Indian Journal of Tax Law
- 6. Tax Law Review

E-LEARNING RESOURCES

- 1. www.incometaxindianefilling.gov.in
- 2. www.indiataxes.com
- 3. www.investopedia.com
- 4. www.taxguru.in\
- 5. www.indiafilings.in
- 6. www.incometaxmanagement.com
- 7. www.saraltaxoffice.com
- 8. www.allidiantaxes.com
- 9. www.taxmann.com
- 10. www.finance.indiamart.com
- 11. www.studycafe.in
- 12. www.coverfox.com
- 13. www.cleartax.in

COURSE OUTCOMES:

Students will be able to:

CO Number	CO STATEMENT
CO 1	Compute income under the head income from other sources. Apply provisions relating to Clubbing of Income and Set Off and Carry Forward of Losses in computing total income and identify tax planning considerations.
CO 2	Assess taxable income and tax liability of an individual considering all the eligible deductions from the Gross Total Income.
CO 3(i)	Compute the income of firms and companies and compare tax evasion, tax avoidance and tax planning.
CO 3(ii)	Demonstrate the understanding of basics of Black Money Law in India.
CO 4(i)	Explain the provisions relating to TDS, Advance tax, Refund of tax. Demonstrate the understanding of the assessment procedures and the ability to file
CO 4(ii)	return of Income.
CO 5	Discuss provision relating to double taxation relief, DTAA and related provisions under International Taxation norms and taxation of Non Residents Indians.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	3	2	2	0	3	0	3	3	0
CO2	3	3	2	2	0	3	1	3	3	0
CO3	3	3	2	2	0	3	2	3	3	1
CO4	3	3	2	2	0	3	1	3	3	3
CO5	3	3	2	2	0	3	1	3	1	2
AVERAGE	3	3	2	2	0	3	1	3	2.6	1.2

KEY:STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning, E Content,
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QUESTION PAPER PATTERN-PG*

Knowledge Level	Section	Word Limit	Marks	Total	Special Instructions if any
K3	A-5/8X8 marks	500	40		Section A must
K4,K5	B-3/5x20 marks	1500	60	100	be have 2 theory and 6 problems Section B must be have 1 theory and 4 problems

SEMESTER-IV

PROJECT WORK

TOTAL HOURS: 75

COURSE CODE: 7P18/4E5 /PRW

CREDITS: 3

PROJECT

Internal Valuation - 40 marks

Dessertaion (Internal & External) - 50 marks

Viva –Voce (Internal & External) - 50 marks

(reduced to 60 marks) – 60 marks

Total 100 marks

SEMESTER IV

CUSTOMER RELATIONSHIP MANAGEMENT

Elective: 4 Course Code: 7P18/4E4/CRM

Teaching Hours: 75 Credits: 3 LTP: 2/3/0

OBJECTIVES

To provide an understanding of concepts of CRM.

> To impart knowledge on CRM techniques

UNIT I

Introduction- Overview of CRM – Concepts - Objectives – Advantages – types of CRM programs – principles of CRM – Relationship marketing.

(13 Hrs)

UNIT II

Strategies – customer acquisition – customer retention – customer loyalty – degree of loyalty - loyalty economics-Customer Grid.

(18 Hrs)

UNIT III

Relationship drivers – emotion- risk- commitment – perceived need for closeness-partnership – customer – internal business – suppliers and external partnership.

(13 Hrs)

UNIT IV

Analyzing profitability of customer- elements – customer product profitability – value chain- value profit chain- customer defections.

(18 Hrs)

UNIT V

Technology- Information Technology and web based technology in CRM. Customer Protection Act

RECOMMANDED AS HIGHLY EMPLOYABLE (13 Hrs)

SUGGESTED READINGS

- 1. Gosney. John W Boem Thomas: CRM Essentials, Prentice Hall
- 2. Alok Kumar, Customer Relationship Management, Biztantra Publications
- 3. S.Shajehan, Relationship Marketing, Text and Cases, Tata McGraw Hill
- 4. Dr. Sheela Rani, Customer Relationship Management Margham Publications.

JOURNALS

1. International Journal of Electronic Customer Relationship Management.

2. International Journal of Customer Relationship Marketing

E-RESOURCES

- 1. www.sugarcrm.com
- 2. www.sagecrm.com
- 3. www.searchcrm.techtarget.com

QUESTION PAPER TEMPLATE

SECTION A

Answer any five questions (5 x 8 = 40 marks)

8 questions. One question from each unit and not more than 2 questions from a unit.

SECTION B

Answer any three questions (3 \times 20 = 60 marks)

5 questions. One question from each unit.

SEMESTER-IV

ENHANCEMENT OF EMPLOYABILITY SKILLS

TOTAL HOURS: 30

COURSE CODE: 7P18/4S/EES

CREDITS: 2 LTP: 1/0/1

COURSE OBJECTIVES:

To enable the students:

- > To acquire the quantitative and reasoning skills and prepare them for competitive examinations.
- To develop communication and comprehensive skills.
- To gain knowledge about the current affairs and basis of computers.

COURSE OUTLINE:

UNITI

Reasoning – Verbal Reasoning – Logical Sequence of words – Blood Relation Test – Venn Diagram – Non Verbal Reasoning – Image Analysis – Pattern Completion – Cubes and Dices. Quantitative Aptitude – Time and Distance – Profit and Loss – Simple and Compound Interest – Data Interpretation - Average – Percentages – Simplification – Ratios and Proportions.

(10 hrs)

UNIT II

English language – Correlations – Sentence Rearrangements – Comprehension – Synonyms – Antonyms – Idioms – Phrases.

(10 hrs)

UNIT III

General Awareness – Current Affairs in sports – Education – Politics. Computer – Basic functionalities of Computer.

IMPROVES EMPLOYABILITY SKILLS

(10 hrs)

RECOMMENDED TEXTBOOKS:

Competitive Examination Books Published by:

- 1. The Chennai School of Banking and Management
- 2. TIME Institute.

REFERENCE BOOKS:

- 1. Quantative Approaches by for competitive examination CR.S.Agarwal
- 2. Fastract objective Arthemetic by Rajeshverma

JOURNALS:

- 1. Journal of Indian Education
- 2. Journal of Education Chronicle
- **E- LEARNING RESOURCES:**
- 1.www.psscive.ac.in>ncert-bwks employability skills
- 2. www.general knowledge to day.com
- 3.www.affairscloud.com>handnotes and pdf download
- 4.www.indiabix.com

COURSE OUTCOMES:

Students will be able to:

CO NUMBER	CO STATEMENT
CO 1	Apply the quantitative and reasoning skills to face competitive examinations.
CO 2	Demonstrate effective communication and comprehensive skills.
CO 3 (1)	Discuss current affairs.
(2)	Apply the acquired computer skills.

MAPPING-COURSE OUTCOME WITH PROGRAMME SPECIFIC OUTCOME

CO/PSO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PS0 7	PSO 8	PSO 9	PSO 10
CO1	3	1	3	2	2	3	2	0	1	1
CO2	1	1	3	3	1	3	2	0	1	2
CO3	1	1	3	2	2	3	2	0	1	3
AVERAGE	0.6	1	3	2.3	1.6	3	2	0	1	1.2

KEY: STRONGLY CORRELATED-3 MODERATELY CORRELATED-2WEAKLY CORRELATED-1 NO CORRELATION-0

TEACHING METHODOLOGY:

Lecture (Chalk and Talk-OHP-LCD)
Flipped Learning/Blended Classroom-E Content, Videos-Peer Learning-

QUESTION PAPER PATTERN-PG*

Knowledge	Section	Word	Marks	Total	Special
Level		Limit			Instructions if