

## **Business Environment**

### **BUSINESS**

### **ENVIRONMENT**

#### **Unit - 1 The concept of Business Environment**

Its significance and Nature, Matrix of Different Environmental Factors. The process of Environmental Scanning, Basic Philosophies of Capitalism and Socialism with their variants.

#### **Unit - 2 The Politico-Legal Environment**

The relationship between Business and Government in India, An introduction to some important business laws like MRTP, Industries (Development and Regulation) Act, FEMA, SEBI, the competition law, The Changing Dimension of these Laws and their impact on Business.

#### **Unit - 3 The Economic Environment**

Strategy and planning in India. The concept of mixed economy, The public Sector- and the private sector and their changing Roles. The Industrial Policy in India in recent years. The new Economic Policy- Liberalization, Globalization and privatization and their impact on businesses, The Monetary Policy and Fiscal Policy and Union Budget as an instrument of growth and their impact on business. Foreign Trade Policy.

#### **Unit - 4 Socio-Cultural Environment**

Salient features of Indian Culture and Values and their Implications for Industrialization and Economic growth, New Demand for Consumer Industries; theory of Consumerism, Development of Business Entrepreneurship in India, Social Responsibility of Business, Policy for Research and Development in India. The Problem of Selecting Appropriate Technology. The Multinationals as a source of Technology.

## **Human Resource Management**

### **Human Resource**

### **Management**

#### **Unit - 1 Introduction**

Nature, Functions and Importance of Human Resource Management. Development of Human Resource Management. Contribution of Industrial Psychology. Organization of Human Resource Department, Human Resource Policies. Procurement: Human Resource Planning - Quantitative and qualitative dimensions; Job Analysis, Job descriptions and Job specifications. Sources of recruitment, Selection process - Tests and Interviews, Induction and Socialization.

#### **Unit - 2 Training and Development**

Concepts and Importance. Identification of Training Needs. Types of Training, On-the-job and Off-the-job methods of training. Designing of Training Programme. Methods of Executive Development.

#### **Unit - 3 Performance Management System**

Concept and Objectives, Methods of

Performance, Appraisal; Job changes - Transfers and Promotions; Employee-counselling. Compensation and Management: Components of Compensation, Performance Linked Compensation.

## **Unit - 4 Employee Health**

Employee Welfare; Social Security, Emerging Horizons in HRM, Human Resource Management and Information Technology, Business Process Reengineering, Downsizing and VRS

## **Banking Operations Management**

**BANKING**

### **OPERATIONS MANAGEMENT**

#### **Unit - 1 Indian financial & Banking system**

Financial sector reforms in India, RBI - role, functions, monetary policy and credit control, commercial banking in India, Regulatory Environment for commercial bank in Indian core banking.

#### **Unit - 2 Operational Aspect of commercial banks in India**

Relationship b / w Banker and customers, Types of customer a/c, Cheques, Endorsement, Presentment, Dishonour, Rights and liabilities of Paying and collecting Banker, Time Value of money - calculation of interest on loan & deposits, EMIs, Present Value, future value and loan Amortisation.

#### **Unit - 3 Negotiable Instruments**

Bills of Exchange and Promissory notes, Rights and liabilities of parties, Bills discounting and purchasing, ancillary

Services of the Bankers.

## **Unit - 4 Employment of funds**

Financial statement analysis, Types of securities, mode of creating charge, Bank guarantees, Asset - liability management in commercial Banks. Basel norms

## **Management Information System**

### **Management**

### **Information System**

#### **Unit - 1 Foundation of Information System**

Introduction to system, its types and characteristics Introduction to information, fundamentals of information systems, Solving business problems with information systems, Types of information systems, Effectiveness and efficiency criteria in information system.

#### **Unit - 2 Management Information Systems**

Definition of MIS, Concept of an MIS, Structure of MIS, MIS verses Data processing, MIS & Decision Support Systems, MIS & Information Resources Management.

#### **Unit - 3 Concepts of planning & control**

Concept of organizational planning, The Planning Process, Computational support for planning, Characteristics of control process, The nature of control in an organization.

#### **Unit - 4 Applications of IT in Business**

Internet & e - commerce, Internet, Extranet & Enterprise Solutions, Data, Information, Database Management System, its advantages, Concept of Data Warehousing and architecture,

Information System for  
Business Operations, Information System for Managerial Decision  
Support Security  
& Ethical challenges, Planning & Implementing changes, Advanced  
Concepts  
Enterprise Resource Planning, Supply Chain Management, Customer  
Relationship  
Management and Procurement Management.

## **Business Communication and Office Management**

### **Business Communication and Office Management**

#### **Unit - 1 Communication**

Definition, main features, classification of communication, barriers to communication. Typing and Duplicating. Introduction to the essentials of business communication: Theory and Practice, Citing references, and using bibliographical and research tools. Writing a project report, writing reports on field work/visits to industries, business concerns etc. business negotiations.

#### **Unit - 2 Communication: Oral & Written**

Oral & Written (Meaning, Advantages/Disadvantages, Types)

Summarizing annual report of companies. Writing minutes of meetings. E-correspondence. Spoken English for business communication, making oral

presentations; Correspondence: handling correspondence, drafting correspondence (types and essentials of letter writing.)

#### **Unit - 3 Office Management**

Functions of a Modern Office. Office Manager – Job Analysis. Office accommodation and layout. Office environment.

Office Reports: kinds of reports, preparing a good report. Record

Management:

Classification; filing system; Indexing. Public Relations:

## **Unit - 4 Office automation**

Machines and equipment used. Computers: application and advantages. Office Information Management: definition, difference between

information and data, process. Office systems and procedures and flow of work.

Personnel Management: Office Personnel relations, Office supervision, work

measurement, standards of performance and control.

## **Statistical Methods**

### **Methods**

### **Unit - 1 Introduction**

Definition, scope, importance and limitation of Statistics, Types and method of

collection of data. Preparation of frequency distribution and their graphic presentation

including histogram. Types of series. Measures of central tendency- Mathematical

averages including arithmetic mean, geometric mean and harmonic mean. Positional

averages - mode, median and quartiles. Measure of dispersion - range, quartile,

deviation, mean deviation and standard deviation ; Absolute and relative measures.

### **Unit - 2 Correlation analysis**

Introduction, importance and types of correlation, Measures of correlation - scatter diagram method, Karl Pearson's coefficient of correlation,

Spearman's coefficient of rank correlation. Regression analysis: Difference between

correlation and Regression, lines of Regression, properties of Regression lines. Fitting

straight lines, Regression coefficient and their properties; estimation

of dependent variable.

### **Unit - 3 Probability**

Definition, objective and subjective approaches, addition and multiplication theorem of probability, permutation and combination, conditional probability, Bay's theorem. Probability Distribution : Binomial, Poisson and Normal distribution-Properties and applications.

### **Unit - 4 Time series analysis**

Utility of time series, components of time series, measurement of trend - graphic method, moving average methods, method of least squares.  
Seasonal variations- estimation of seasonal variations, method of simple averages, ratio to trend method, ratio to moving average method.  
Index number - meaning and uses of index numbers, construction of index numbers:  
fixed and chain base; uni-variate and composite, Consumer price index.