

APPENDIX – BO

MADURAI KAMARAJ UNIVERSITY

(University with Potential for excellence)

Revised Syllabus for

B.Sc. HOSPITAL MANAGEMENT (SEMESTER)

CHOICE BASED CREDIT SYSTEM

REGULATIONS AND SYLLABUS

(This will come into effect from the academic year 2023-2024 onwards)

Program Outcomes:

PO1: Problem Solving Skill: Problem analysis: Identify, review, formulate and analyse the problem or reformation to provide conclusions applying analytic thought to body of knowledge.

PO2: Decision Making Skill: Ability to inquire, identifying problems, logical flaws, analyse data from various sources, interpret and draw valid conclusions.

PO3: Ethical Value: Demonstrate moral/ethical values in carrying out his duties in his profession and identify unethical work.

PO4: Communication Skill: Effectively communicate thoughts, ideas or any complex information orally or written using appropriate media clearly and concisely

PO5: Individual and Team Leadership Skill: Demonstrate ability to work effectively individually, within the group and Lead groups.

PO6: Employability Skill: Become empowered individuals to the employed in various positions in industry, academia and research.

PO7: Entrepreneurial Skill: Equipped with skills and competencies to become a global entrepreneur.

PO8: Contribution to Society: Demonstrate moral/ethical values in carrying out his duties in his profession and identify unethical work.

Program Specific Outcomes;

PSO1 – Acquire academic excellence in management education with an aptitude for entrepreneurship/ higher studies.

PSO 2 –Students to build proficiency in key business functional areas .

PSO3 – Learn how to effectively manage people and build strong interpersonal & leadership skills.

PSO 4 – Enhance critical thinking and analytical skills in terms of decision making

PSO 5 – Integrate technological advancements in business for sustainable business and contribution to economic growth.

	PO 1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
PSO 1	Y	Y	Y	Y	Y	Y	Y	Y

PSO 2	Y	Y	Y	Y	Y	Y	Y	Y
PSO3	Y	Y		Y	Y	Y	Y	
PSO 4	Y	Y	Y	Y	Y	Y	Y	Y
PSO 5	Y	Y	Y	Y	Y	Y	Y	Y

ELIGIBILITY FOR ADMISSION:

Candidates seeking admission to the Bachelor of Science (Hospital Management) degree course must have passed the Higher Secondary Examination of the Government of Tamilnadu or as its equivalent examination.

Duration of the Programme : 3 Years

Medium of Instructions : English

B.Sc., HOSPITAL MANAGEMENT

Course Components	SEMESTER - I	Total no. of Hours	Total no. of Credits	Internal Marks	External Marks	Total
Part - I	1.1. Tamil	6	3	25	75	100
Part - II	1.2. English	4	3	25	75	100
Part - III	1.3. CC I Introduction to Hospital Service	5	4	25	75	100
	1.4. CC 2 - Management for Hospital Service	5	4	25	75	100
	1.5 Elective - I - Hospital Maintenance	4	3	25	75	100
Part - IV	1.6. Basics of Event Management	2	2	25	75	100
	1.7 Managerial Communication	2	2	25	75	100
	1.8 Soft Skill - I	2	2	25	75	100
		30	23			

Course Components	SEMESTER - II	Total no. of Hours	Total no. of Credits	Internal Marks	External Marks	Total
Part - I	2.1. Tamil	6	3	25	75	100
Part - II	2.2. English	4	3	25	75	100
	2.3. CC 3 Economics for Hospital Management	5	4	25	75	100
	2.4. CC 4 - Bio-Statistics	5	4	25	75	100
	2.5 Elective - II - Drug Material Management	4	3	25	75	100
	2.6. NME - Managerial Skill Development	2	2	25	75	100
	2.7 Business Etiquette and Grooming	2	2	25	75	100
	2.8 Soft Skills	2	2	25	75	100
	Total	30	23			
	Vacation Internship for 30 hours					

Course Components	SEMESTER - III	Total no. of Hours	Total no. of Credits	Internal Marks	External Marks	Total
Part - I	3.1. Tamil	6	3	25	75	100
Part - II	3.2. English	4	3	25	75	100
Part III	3.3. CC 5 Organizational Behaviour	4	3	25	75	100
	3.4. CC 6 - Hospital Information System	5	3	25	75	100
	3.5 Elective - III - Health concept	3	2	25	75	100
Part IV	SEC - 4 Computer Application in Hospital Administration	2	2	25	75	100
	3.6 SEC - 5 - Entrepreneurial Skill - New Venture	2	1	25	75	100
	3.7 Ability Enhancement - Soft Skill -III	2	1	25	75	100
	E.V.S.	2	2	-	-	100
	Internship Report	0	2	-	-	-
	Total	30	22	-	-	-

Course Components	SEMESTER - IV	Total no. of Hours	Total no. of Credits	Internal Marks	External Marks	Total
Part - I	4.1. Tamil	6	3	25	75	100
Part - II	4.2. English	4	3	25	75	100
Part III	4.3. CC 7 Fundamentals of Accounting	5	5	25	75	100
	4.4. CC 8 Industrial Relations	5	4	25	75	100
	4.5 Elective - IV Hospital Front Office Operation	4	4	25	75	100
Part IV	SEC - 6 Tally	2	2	25	75	100
	SEC - 7 - Intellectual Property	2	2	25	75	100
	AESC - Soft Skill - IV -	2	2	25	75	100
	Total	30	25			
	Internship Training programme Vacation for 45 hours					

Course Components	SEMESTER - V	Total no. of Hours	Total no. of Credits	Internal Marks	External Marks	Total
Part III	5.1 Accounting for Managers	5	4	25	75	100
	5.2 - CC10 Patient Care Services	5	3	25	75	100
	5.3. CC - 11 Total Quality Management	5	4	25	75	100
	5.4 - CC 12 Strategic Management	5	4	25	75	100
	5.5 - Elective - V - Output Patient Service - Practical	4	3	25	75	100
	5.6. - Elective - VI Institutional Training and report	4	4	25	75	100
	5.7 - Value Education	2	2	25	75	100
	5.8 Institutional Report	-	2	100	-	100
	Total	30	26			

Course Components	SEMESTER - VI	Total no. of Hours	Total no. of Credits	Internal Marks	External Marks	Total
Part III	6.1 - CC 13 - Disaster Management	5	4	25	75	100
	6.2 - CC 14 - Services Marketing	5	4	25	75	100
	6.3 - CC 15 - Human Resource Management	6	4	25	75	100
	6.4 - Elective VII - EDP	5	3	25	75	100
	6.5 - Elective VIII Business	5	3	25	75	100

	Regulatory Framework					
Part - IV	6.6. Professional Competence Enhancement					
	Quantity					
	Aptitude - I and Quantity	2	1	25	75	100
	Aptitude - II	2	1	25	75	100
	NSS	0	1	25	75	100
	Total Report	30	21			

INTRODUCTION TO HOSPITAL SERVICES

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
		Core	Y	-	-	-	4	5	25	75	100
Learning Objectives											
CLO1	To impart knowledge about concept of the Hospital										
CLO2	To understand role of perception of Hospital										
CLO3	To provide understanding about Healthcare delivery system										
CLO4	To understand the factors influencing Hospital utilization										
CLO5	To familiarize students about Health Team and role of Doctors										
UNIT	Details							No. of Hours	Learning Objectives		
I	Concepts of Hospital - Changing concepts of Hospital - Philosophies of Hospital							15	CLO1		
II	Definition of Hospital - Types of Hospital - Role perception of Hospital - Hospital as a system							15	CLO2		
III	Role of Hospital - Levels of care - Health care, delivery system and Hospital - Changing roles of Hospital							15	CLO3		
IV	Factors Influencing Hospital utilization - Hospital Environment - Hospital Physical facilities - Hospital Design - Types of services							15	CLO4		
V	Health team and role of – Doctors – Nurses – Pharmacists - Ancillary Health personnel							15	CLO5		
	Total							75			

Course Outcomes		
Cou rse Out com es	On completion of this course, students will;	Program Outcomes
CO1	To understand the Philosophy of the Hospital	PO5, PO6,
CO2	To identify changing role of Hospitals	PO4, PO2, PO5, PO6
CO3	To understand types of Hospitals	PO8, PO6
CO4	To create awareness about Hospital environment	PO1, PO3, PO8, PO6
CO5	To identify the role of ancillary Health personnel	PO3, PO8, PO6

Reading List	
1.	Marketing of Healthcare Services : Dr Subramaniam Seshan Iyer
2.	D.C. Joshi and Mamta Joshi, Hospital Administration
3.	S.L. Goel, R. Kumar, Hospital Supportive Services
4.	CM Francis, Mario C De Souza, Hospital Administration
5.	Charlotte Albina Aiekns, Hospital Housekeeping
References Books	
1.	Francis cm et al, (2004), "Hospital administration 3rd edition, Jayper Publishers (p) Ltd., New Delhi
2.	Sakharkar B.M. (1998), "Principles of Hospital Administration and Planning" Jayper Publication (P) Ltd., New Delhi
3.	Ritesh Mistrha, Hitesh Kaushik, A Handbook for understanding hospital services
4.	Joydeep Das Gupta, Hospital Administration and Management
5.	K.V. Ramani, Hospital Management
Web Resources	
1.	https://www.slideshare.net/sharrygajuryalnepal/introduction-to-hospital-its-challenges
2.	https://www.slideshare.net/zulfiqer732/hospital-services-80218571
3.	https://www.vedantu.com/biology/hospital
4.	https://expresshealthcaremanagement.blogspot.com/2022/07/introduction-and-role-of-hospital.html
5.	https://nursekey.com/hospital-introduction/

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix)
Level of Correlation between PSO's and CO's

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

PAPER – 4 –MANAGEMENT FOR HOSPITAL SERVICES

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
		Core	Y	-	-	-	4	5	25	75	100
Learning Objectives											
CLO1	To impart knowledge about managerial skills, levels of Management and technical skills in Hospital services										
CLO2	To understand planning process for Hospital services										
CLO3	To create awareness about the organization structure and charts										
CLO4	To develop knowledge about selection process in Hospital services										
CLO5	To familiarize principles and techniques of an effective control system in Hospital services										
UNIT	Details							No. of Hours	Learning Objectives		
I	Management: Nature and definition–Function of management –Management: Art, Science and profession. Admission Vs Management. Functional Areas of Management–Managerial skills, Technical skills, Human and Conceptual skills, Levels of Management: Top–level, Middle level and lower level.							15	CLO1		
II	Evolution of Management: F.W. Taylor and scientific management, Contribution of Fayol, Planning-Definition, Importance and Characteristics. Planning process–Types of plans–Merits and limitations of planning–Decision making – meaning, process and types.							15	CLO2		
III	Organizing: Meaning, Definition and principles, organization structure and charts- Features of good organization: Line, Functional, line and staff, committee–Merits and Demerits of line and line staff, Departmentation – process and methods. Delegation of authority Definition Need and principles. Centralization and Decentralization-Merits and Demerits.							15	CLO3		
IV	Staffing: Meaning –Recruitment – Selection –Directing-meaning, Importance, Principles.							15	CLO4		
V	Control: Meaning, Nature, Importance and Principles, Steps and Techniques, Requirement of an Effective control system.							15	CLO5		
	Total							75			

Course Outcomes		
Cou rse Out com es	On completion of this course, students will;	Program Outcomes
CO1	To understand functions of Management in Hospital services	PO1, PO2, PO6, PO7
CO2	To identify the types of planning in Hospital Management	PO1, PO2, PO5
CO3	To create awareness about delegation of authority in Hospital services.	PO6, PO7
CO4	To understand staffing system in Hospital services	PO1, PO2
CO5	To provide the information about the importance of controlling in Hospital services	PO4
Reading List		
1.	Manisha Saxena, Hospital Management,	
2.	Dr. Vidhya Srinivasan, Dr. Akshay Ch. Deka, Hospital and Patient Care Management	
3.	Sudhir Gupta, Hospital Administration and Management : A Comprehensive Guide	
4.	D.L. Ramachandra, Essential of Hospital Management & Administration	
5.	Cynthia Hayward, Healthcare Facility Planning: Thinking Strategically	
References Books		
1.	Gupta, C.B., 2014, Management Theory and Practice, Fourteenth Edition, Sultan Chand & Sons, New Delhi.	
2.	D.K. Sharma & R.C. Goyal, Hospital Administration and Human Resource Management,	
3.	B.M. Sakharkar, Principles of Hospital Administration and Planning	
4.	DK Sharma, Hospital Administration - Principles and Practice	
5.	D. Rambabu, Reality of Hospital Administration	
Web Resources		
1.	https://globalizationandhealth.biomedcentral.com/articles/10.1186/s12992-022-00835-3	
2.	https://ncert.nic.in/vocational/pdf/keda101.pdf	
3.	https://www.bestdocapp.com/4-hospital-facility-management-tips-for-a-better-patient-experience/	
4.	https://www.govhealthit.com/what-is-hospital-management/	
5.	https://mocdoc.in/blog/a-detailed-view-of-hospital-management-system-hms	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks

Methods of Assessment	
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix)
Level of Correlation between PSO's and CO's

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

PAPER – 5 – HOSPITAL MAINTENANCE

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
		Core	Y	-	-	-	3	4	25	75	100
Learning Objectives											
CLO1	To understand Hospital Maintenance										
CLO2	To impart knowledge about Hospital planning and size of the hospital										
CLO3	To develop knowledge about demand and need for hospital services										
CLO4	To create awareness about Hospital standard										
CLO5	To familiarize knowledge about mortuary in Hospital services										
UNIT	Details							No. of Hours	Learning Objectives		
I	Hospital as a system: definition of hospital-classification of hospital-changing role of hospitals-role of hospital administrator-hospital as a system-hospital and community							15	CLO1		
II	Planning-principles of planning-regionalization-hospital planning team-planning process-size of hospital-site selection-hospital architect-architect report-equipping hospital-interiors and graphics - construction and commissioning-planning for preventing injuries-electrical safety							15	CLO2		
III	Technical analysis: assessment of the demand and need for hospital services-factors influencing hospital utilization-bed planning-land requirements-project cost-space requirements-hospital drawings and documents-preparing project report							15	CLO3		
IV	Hospital standards and design: building requirement-entrance and ambulatory zone-diagnostic zone-intermediate zone-critical zone-service zone-administrative zone-list of utilities-communication facility-biomedical equipment voluntary and mandatory standards-general standards-medical standards-electrical standards-standard for centralized medical gas system-standards for biomedical waste							15	CLO4		
V	Facilities planning: transport-communication-food services-mortuary-information system-minor facilities-others							15	CLO5		
	Total							75			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	To understand the knowledge about the role of hospitals and their system	PO1, PO2, PO6, PO7
CO2	To identify hospital architect and interiors and graphics	PO1, PO2, PO6, PO7
CO3	To familarise land requirements, project cost, space requirement for Hospital maintenance	PO1, PO2, PO6, PO7
CO4	To understand knowledge about ambulatory zone and diagnostic zone etc.	PO1, PO2, PO6, PO7
CO5	To popularize food services in Hospital maintenance	PO1, PO2, PO6, PO7
Reading List		
1.	John. J. Fanning, Hospital and Health care facility operation and Maintenance	
2.	Sarah Hosking and Liz Haggard, Healing and Hospital Environment	
3.	Binseng wang, Medical Equipment maintenance	
4.	Shashi Sinha, Repair and maintenance of Medical services	
5.	Ramesh Gulati, Maintenance and Reliability - Best practices	
References Books		
1.	G.D.Kunders, Designing For Total Quality In Health Care	
2.	Gupta S.K.Sunilkant Chandra Shekhar. R.Satpathy. Modern Trends In Planning And Designing of Hospitals	
3.	Syed Amin Tabish. Hospital And Nursing Homes Planning, Organizations And Management	
4.	G.D.Kunders. Hospitals, Facilities Planning And Management	
5.	M.P. Poonia, S.C. Sharma, Industrial Safety and Maintenance Management	
Web Resources		
1.	https://limblecmms.com/blog/hospital-maintenance/	
2.	https://in.indeed.com/q-hospital-maintenance-l-tamil-nadu-jobs.html	
3.	https://www.naukri.com/hospital-maintenance-jobs	
4.	https://dir.indiamart.com/impcat/hospital-maintenance-services.html	
5.	https://www.researchgate.net/publication/326726321_Hospital_Building_Maintenance_Management_Model	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks

Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix)

Level of Correlation between PSO's and CO's

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

ECONOMICS FOR HOSPITAL MANAGEMENT

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
		Core	Y	-	-	-	4	5	25	75	100
Learning Objectives											
CLO1	To impart knowledge about Hospital Economics										
CLO2	To understand the concept of Law of demand										
CLO3	To create awareness about demand forecasting										
CLO4	To provide information about market structure										
CLO5	To understand Profit analysis										
UNIT	Details							No. of Hours	Learning Objectives		
I	Hospital Economics: Meaning – Nature and scope of Hospital Economics –Economics verses Hospital Economics – Fundamental Concepts – Role and responsibility of Business Economist – Objectives of a modern hospital.							15	CLO1		
II	Demand Analysis: Law of demand – Demand determinants – Demand distinctions – Elasticity of demand – Measurement of price elasticity of demand – Factors determining elasticity of demand – Uses of Elasticity of demand.							15	CLO2		
III	Demand Forecasting: Meaning. Objectives, importance and factors involved in forecasting. Methods of forecasting – Features of a good forecasting method.							15	CLO3		
IV	Market Structure: Classification - perfect Competition, Monopoly, Duopoly, Oligopoly and Monopolistic competition.							15	CLO4		
V	Profit Analysis: Nature of profit. Profit planning. Break Even Analysis – Concepts, uses and limitation. Profit forecasting.							15	CLO5		
	Total							75			

1.

Course Outcomes		
Cou rse Out com es	On completion of this course, students will;	Program Outcomes
CO1	To understand the scope of Hospital Economics	PO2,PO6

CO2	To provide information about measurement of price elasticity of demand	PO2, PO6
CO3	To understand methods of forecasting	PO1, PO2, PO5, PO6
CO4	To provide information about classification of market competition	PO4, PO5
CO5	To create awareness about profit forecasting	PO2, PO6
Reading List		
1.	Dr. Vidhya Srinivasan & Dr. Askhaya, Hospital and Patient Care Management	
2.	Shuvendu Bikash Dutta, Health Economics for Hospital Management	
3.	A. Hari Iswanto, Hospital Economics	
4.	Devanai Sharma, Health Economics	
5.	Jay Bhattacharya, Timothy Hyde & Peter TU The Health Economics	
References Books		
1.	Sankaran.S, 2012, Managerial Economics, Margham Publishers, Chennai.	
2.	Varshney,R.L and Maheswari. K.L., 2014, Managerial Economics, Sultan Chand & Sons, New Delhi.	
3.	Yogesh Maheswari, 2013, Managerial Economics, Third Edition, PHI Learning, New Delhi.	
4.	Debabra Dutta, 2017, Managerial Economics, PHI Learning, New Delhi.	
Web Resources		
1.	https://www.jaypeedigital.com/book/9789350907429	
2.	https://www.amazon.in/Health-Economics-Hospital-Management-Shuvendu/dp/9350907429	
3.	https://www.springer.com/journal/10754	
4.	https://onlinecourses.nptel.ac.in/noc20_mg69/preview	
5.	https://www.jaypeebrothers.com/pgDetails.aspx?book_id=9789350907429	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix)

Level of Correlation between PSO's and CO's

1.

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

BIO-STATISTICS

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
		Core	Y	-	-	-	4	5	25	75	100
Learning Objectives											
CLO1	To impart knowledge about use of statistics in Business										
CLO2	To understand measure of central tendency										
CLO3	To provide information about measures of dispersion										
CLO4	To analyse the concept of correlation analysis										
CLO5	To popularize the concept of index numbers.										
UNIT	Details							No. of Hours	Learning Objectives		
I	Introduction to statistics - Definition - Nature & uses of statistics in business - Limitations of statistics - Methods of collection of data - Classification and tabulation - Types of classification - Formulation of frequency distribution - Tabulation –Types - Diagrammatic & graphical representation - Bar charts - Pie diagrams - Line graphs - Histogram - Frequency polygon - Ogives - Limitations of diagrams & graphs.							15	CLO1		
II	Measures of central value - Arithmetic mean - Median - Mode - Geometric mean - Harmonic mean - Relationships among the average - Limitations of average.							15	CLO2		
III	Measures of Dispersion - Meaning & Purpose of dispersion - Absolute & relative measure of variations - Range - Quartile deviation - Mean Deviation - Standard Deviation - Coefficient of variation.							15	CLO3		
IV	Correlation analysis - Definition - Types of Correlation - Methods of studying Correlation - Scatter diagram - Karl Pearson's coefficient - Concurrent deviation - Methods of least squares - Rank correlation - Regression analysis - Definition - Use - Regression equations.							15	CLO4		
V	Index Numbers: Concepts and Applications – Uses of Index Numbers- Methods of construction of Index Numbers- Unweighted-Weighted-Laspeyre" s,							15	CLO5		

	Bowley" s, Fisher" s and Marshall Edgeworth Index numbers (Price Index only) -Tests for Perfection-The chain Index numbers- Limitations of Index Numbers.		
	Total	75	

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	To understand methods of collections of data	PO1
CO2	To familiarize the use of different averages in Hospitals	PO1, PO2, PO7
CO3	To provide information about Karl Pearsons co-efficient	P01, PO4, PO7
CO4	To understand the methods of constructions index numbers	PO2, PO6, PO7
CO5	To analyze the relative measures of variations	PO2, PO7
Reading List		
1.	John Pezzulo, Biostatistics for Dummies	
2.	Kiell Johnson, Applied Predictive Modeling	
3.	Stephen Goldbera, Clinical Biostatistics Made Ridi	
4.	B. Burt Gerstman, Basic Biostatistics	
5.	Bleavendra Antonisamy, Prasanna, S. Premkumar, Solomon Christopher, Principles and practice of Biostatistics	
References Books		
1.	S.P. Gupta, Dr. M.P.Gupta, 2017, Business Statistics–Eighteenth Edition –Sultan Chand and sons, New Delhi.	
2.	Gupta, B.N., 2015, Business Statistics, First Revised Edition, SBPD, New Delhi.	
3.	Sinha, V.C. & Gupta, A., 2015, Business Statistics, First Edition, SBPD, New Delhi.	
4.	Pillai, R.S.N. & Bagavathi, V., 2010, Statistics – Theory & Practice, Fourth Revised Edition, S.Chand & Co., New Delhi.	
5.	Manju Pande, Biostastics - Basic and Advance	
Web Resources		
1.	https://www.csueastbay.edu/statistics/biostatistics-psm/biostatistics.html	
2.	https://en.wikipedia.org/wiki/Biostatistics	
3.	https://www.biostat.washington.edu/about/biostatistics	
4.	https://www.sciencedirect.com/topics/medicine-and-dentistry/biostatistics	
5.	https://sphweb.bumc.bu.edu/otlt/mph-modules/bs/bs704_biostatisticsbasics/bs704_biostatisticsbasics_print.html	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix) **Level of Correlation between PSO's and CO's**

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

DRUG MATERIAL MANAGEMENT

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
		Core	Y	-	-	-	3	4	25	75	100
Learning Objectives											
CLO1	To impart knowledge about Pharmaceutical store - drugs										
CLO2	To understand the inventory management in store										
CLO3	To analyze hospital pharmacy licence.										
CLO4	To study the concept of dispensing and billing										
CLO5	To provide information about inventory control techniques										
UNIT	Details							No. of Hours	Learning Objectives		
I	Introduction: functions of the pharmaceutical store - drugs and therapeutic committee - hospital store organization - different types of stores in hospital materials movement in store							15	CLO1		
II	Inventory management: purchase – size of inventory – turnover - storage facility -stock location system issues - wards							15	CLO2		
III	Classification of drugs and legal aspect: ABC, VED, HML, XYZ, FSN, Hospital pharmacy licenses - drug-licenses - narcotics drugs.							15	CLO3		
IV	Staffing, dispensing and billing: staffing: reporting – pharmacy billing: computerized drug management system. Rational use of drugs and prescription audit - spurious drugs. Banned drugs: procedure of drug indenting, on time drug dispensing-methods of ordering: a two bin system-cyclic system.							15	CLO4		
V	Inventory control: concept of inventory control - inventory control technique - selective inventory control techniques, ABC analysis, VED, SDE, FSN, HML, XYZ, GOLF, and economic order quantity.							15	CLO5		
	Total							75			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	To understand the hospital store organization	PO1, PO6
CO2	To create awareness about store location system	PO5, PO6
CO3	To popularize classification of drugs	PO2, PO6
CO4	To familiarize the computerized drug	PO6, PO8

	management system	
CO5	To understand selective inventory control techniques	PO6, PO8
Reading List		
1.	Sharif, Materials and Purchase Management	
2.	V.N. Raje, Drug store and Business Management	
3.	Mohammed Ali Jyoti Gupta, Drug Store and Business Management	
4.	A.K. Chitale, R.C. Gupta, Materials Management	
5.	Dr. Surendra Kumar, Mayank Agarwal, Plant Design & Materials Management	
References Books		
1.	Gopalkrishnan. Materials management	
2.	A.C.Dutta and Trimester V. Materials Management	
3.	J.R. Tony Arnold, Stephen N. Chapman, Lloyd M.Clive, Introduction to Materials Management	
4.	Pearson, Introduction to Materials Management	
5.	Ashok K. Gupta, Handbook of Drug Store and Business Management	
Web Resources		
1.	https://www.slideshare.net/AmrutaSambrekar/material-management-16460720	
2.	https://www.slideshare.net/SaiprasadBhavsar/material-management-5976362	
3.	https://www.iptsalipur.org/wp-content/uploads/2020/08/BP703T_PP_V.pdf	
4.	https://www.twi-global.com/technical-knowledge/faqs/what-is-material-management	
5.	https://egyankosh.ac.in/bitstream/123456789/32275/5/Practical-9.pdf	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix)

Level of Correlation between PSO's and CO's

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

ORGANIZATIONAL BEHAVIOUR

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Organizational Behaviour	Specific Elective	Y	-	-	-	3	4	25	75	100
Learning Objectives											
CLO1	To have extensive knowledge on OB and the scope of OB.										
CLO2	To create awareness of Individual Behaviour.										
CLO3	To enhance the understanding of Group Behaviour										
CLO4	To know the basics of Organisational Culture and Organisational Structure										
CLO5	To understand Organisational Change, Conflict and Power										
UNIT	Details							No. of Hours	Learning Objectives		
I	INTRODUCTION : Concept of Organizational Behavior (OB): Nature, Scope and Role of OB: Disciplines that contribute to OB; Opportunities for OB (Globalization, Indian workforce diversity, customer service, innovation and change, networked organizations, work-life balance, people skills, positive work environment, ethics)							10	CLO1		
II	INDIVIDUAL BEHAVIOUR: 1. Learning, attitude and Job satisfaction: Concept of learning, conditioning, shaping and reinforcement. Concept of attitude, components, behavior and attitude. Job satisfaction: causation; impact of satisfied employees on workplace. 2. Motivation : Concept; Theories (Hierarchy of needs, X and Y, Two factor, McClelland, Goal setting, Self-efficacy, Equity theory); Job characteristics model; Redesigning jobs, 3. Personality and Values : Concept of personality; Myers-Briggs Type Indicator (MBTI); Big Five model. Relevance of values; Linking personality and values to the workplace (person-job fit, person-organization fit) 4. Perception, Decision Making : Perception and Judgements; Factors; Linking perception to individual decision making;							18	CLO2		
III	GROUP BEHAVIOUR : 1. Groups and Work Teams : Concept : Five Stage model of group development; Group norms, cohesiveness ; Group think and shift ; Teams; types of teams; Creating team players from individuals and team based work(TBW) 2. Leadership : Concept; Trait theories; Behavioral theories (Ohio and Michigan studies); Contingency theories							17	CLO3		

	(Fiedler, Hersey and Blanchard, Path-Goal);		
IV	ORGANISATIONAL CULTURE AND STRUCTURE : Concept of culture; Impact (functions and liability); Creating and sustaining culture: Concept of structure, Prevalent organizational designs: New design options	15	CLO4
V	ORGANISATIONAL CHANGE, CONFLICT AND POWER: Forces of change; Planned change; Resistance; Approaches (Lewin's model, Organisational development);. Concept of conflict, Conflict process; Types, Functional/ Dysfunctional. Introduction to power and politics.	15	CLO5
		75	
Course Outcomes	On Completion of the course the students will	Program Outcomes	
CO1	To define Organisational Behaviour, Understand the opportunity through OB.	PO1, PO2, PO6, PO7	
CO2	To apply self-awareness, motivation, leadership and learning theories at workplace.	PO2,PO4. PO5, PO6	
CO3	To analyze the complexities and solutions of group behaviour.	PO1, PO2, PO4, PO5, PO6	
CO4	To impact and bring positive change in the culture of the organisaiton.	PO2, PO3, PO4 PO5, PO8	
CO5	To create a congenial climate in the organization.	PO1, PO2, PO5 PO6, PO8	
Reading List			
1.	Neharika Vohra Stephen P. Robbins, Timothy A. Judge , <i>Organizational Behaviour</i> , Pearson Education, 18 th Edition, 2022.		
2.	Fred Luthans, <i>Organizational Behaviour</i> , Tata Mc Graw Hill, 2017.		
3.	Ray French, Charlotte Rayner, Gary Rees & Sally Rumbles, <i>Organizational Behaviour</i> , John Wiley & Sons, 2011		
4.	Louis Bevoc, Allison Shearsett, Rachael Collinson, <i>Organizational Behaviour Reference</i> , Nutri Niche System LLC (28 April 2017)		
5.	Dr. Christopher P. Neck, Jeffery D. Houghton and Emma L. Murray, <i>Organizational Behaviour: A Skill-Building Approach</i> , SAGE Publications, Inc; 2nd edition (29 November 2018).		
References Books			
1.	Uma Sekaran, <i>Organizational Behaviour Text & cases</i> , 2 nd edition, Tata McGraw Hill Publishing CO. Ltd		
2.	Gangadhar Rao, Narayana, V.S.P Rao, <i>Organizational Behaviour</i> 1987, Reprint 2000, Konark Publishers Pvt. Ltd, 1 st edition		
3.	S.S. Khanka, <i>Organizational Behaviour</i> , S. Chand & Co, New Delhi.		
4.	J. Jayasankar, <i>Organizational Behaviour</i> , Margham Publications, Chennai, 2017.		
5.	John Newstrom, <i>Organizational Behaviour: Huma Behaviour at Work</i> , McGraw Hill Education; 12th edition (1 July 2017)		

Web Resources		
1	https://www.iedunote.com/organizational-behavior	
2	https://www.london.edu/faculty-and-research/organisational-behaviour	
3	Journal of Organizational Behavior on JSTOR	
4	International Journal of Organization Theory & Behavior Emerald Publishing	
5	https://2012books.lardbucket.org/pdfs/an-introduction-to-organizational-behavior-v1.1.pdf	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminars	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	S	M	M	S	S	M	M
CO 2	S	S	M	S	S	S	M	S
CO 3	S	M	M	M	S	S	M	S
CO 4	S	S	M	M	S	S	M	M
CO 5	S	S	M	M	S	S	M	M

S-Strong M-Medium L-Low

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	3	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted Percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

HOSPITAL INFORMATION SYSTEM

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CI A	External	Total
	HOSPITAL INFORMATION SYSTEM	Core	Y	-	-	-	3	5	25	75	100
Learning Objectives											
CLO1	To impart knowledge about Management Information System										
CLO2	To understand the meaning of Database										
CLO3	To study system development and life cycles										
CLO4	To analyze MIS in functional areas of management										
CLO5	To create awareness about securing the web, computer crime etc.										
UNIT	Details							No. of Hours	Learning Objectives		
I	Introduction: Definition of key terms – Management, Information, System – Nature and Scope of MIS - Kinds of System; Systems Approach – Classification of MIS - Structure of MIS.							15	CLO1		
II	Data Base Management: Meaning Of Data-Base; Electronic Data-Base; DBMS – Objectives- Expert” s Systems- Decision Support Systems-Transaction Processing Systems.							15	CLO2		
III	System Development life cycles: Investigation, Analysis, Design, Construction, Testing, Implementation, and Maintenance. Ethics in IT.							15	CLO3		
IV	MIS in functional areas of Management: MIS for Marketing, Human Resource, Operations, Finance, General Management – Decision Making.							15	CLO4		
V	Securing the web: Computer Crime, Hacking – Unauthorized use at work-Software privacy – Computer viruses-privacy the internet –Ethics and IT.							15	CLO5		
	Total							75			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	To identify classification of MIS	PO5, PO6,
CO2	To understand knowledge about electronic database	PO4, PO2, PO5, PO6
CO3	To create awareness about ethics in IT	PO8, PO6
CO4	To popularize MIS for Marketing and Human Resource Management	PO1, PO3, PO8, PO6
CO5	To familiarise computer viruses, privacy the internet	PO3, PO8, PO6
Reading List		
1.	S.A. Kelkar, Hospital Information System	
2.	Kenneth C. Laudon & Jane P Laudon, Management Information System	
3.	Nirubama Sekar, C.A.G. Sekar, C.A.B. Saravanaprasath, Enterprises Information System and Strategic Management	
4.	Sonu Kumar, Hospital Management System	
5.	Joy, Deep Das Gupta, Hospital Administration and Management	
References Books		
1.	Goyal, 2014, Management Information Systems – Managerial perspectives, 4th Edition, Macmillan India Limited. New Delhi.	
2.	Kennth C. Laudon, Jane P.Laudon, Azimuth, 2014, Information system, 13th Edition, Pearson.	
3.	Gordon B.Davis, 2015, Management Information System 13th Edition, Tata Mcgraw-hill, New Delhi.	
4.	Prasad, L.M. &Usha, P., 2012, Management Information Systems, Second Edition, Sultan Chand & Sons, New Delhi.	
5.	Wiley, Management Information System in Society, Business and Government	
Web Resources		
1.	https://www.talkinghealthtech.com/glossary/hospital-information-systems-his	
2.	https://www.digitalguardian.com/blog/what-health-information-system	
3.	https://www.acmeconsulting.in/hospital-information-management-system.html	
4.	https://www.tempdev.com/glossary/what-is-a-hospital-information-system-his/	
5.	http://www.avanttec.net/hospital-information-system-his/	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix) Level of Correlation between PSO's and CO's

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

HEALTH CONCEPT

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	HEALTH CONCEPT	Core	Y	-	-	-	2	3	25	75	100
Learning Objectives											
CLO1	To impart knowledge about Health and Disease, concepts and definitions etc.										
CLO2	To understand the basic concept of anatomy										
CLO3	To study a general pathology										
CLO4	To create awareness about pharmacology										
CLO5	To understand the knowledge about dispensing of medicine.										
UNIT	Details							No. of Hours	Learning Objectives		
I	Health and disease: concept - definitions and dimensions of health – wellbeing - determinants of health - evolution of medicine - public health - health indicator - health service philosophies - disease and causation - natural history of disease - disease control and prevention-changing patterns of disease-disease classification and international health (WHO, WB, UN)							15	CLO1		
II	Basic concepts of anatomy: basic concepts of human physiology							15	CLO2		
III	General pathology: introduction to pathology - concepts of pathogenesis of common diseases - basic concepts of interpretation of investigations reports							15	CLO3		
IV	Introduction to pharmacology: commonly used medicine in a hospital-narcotic analgesics - narcotic antagonists - drug addiction - use and abuse of drugs							15	CLO4		
V	Dispensing of Medicine: Drugs Store - Drug Stock/Purchas of Medicine – Oxygen - I/V fluid - chemicals							15	CLO5		
	Total							75			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	To find out various dimensions of health	PO5, PO6,
CO2	To understand basic concept of Human Psychology	PO4, PO2, PO5, PO6

CO3	To create awareness about basic concepts of interpretation investigations reports	PO8, PO6
CO4	To create awareness about drug addiction	PO1, PO3, PO8, PO6
CO5	To understand purchase of medicine and its storage	PO3, PO8, PO6
Reading List		
1.	Manicka Ghosh, Healthy Psychology	
2.	Yash Paul Bedi, Preventive and Social Medicine	
3.	K.P.R. Choudhry, Clinical Research and Pharmacovigilance	
4.	Audrey Chalkley, Health Worker	
5.	Priyank Randhir, Health - Nursing Informatics and Technology	
References Books		
1.	Park K: 2005. Text book of preventive and social medicine. Banarsidas Bhanot publishers:Jabalpur.18th edition	
2.	T.Kue young. population health	
3.	Mahesh Ananth. In Defense of an evolutionary concept of health	
4.	K. Park, Preventive and Social Medicine	
5.	B.M. Sakharkar, Principles of Hospital Administration and Planning	
Web Resources		
1.	https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5778676/	
2.	https://www.slideshare.net/sivanandareddy52/definition-concept-of-health	
3.	https://en.wikipedia.org/wiki/Health	
4.	https://www.who.int/about/governance/constitution	
5.	https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-022-07702-2	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix)
Level of Correlation between PSO's and CO's

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

COMPUTER APPLICATION IN BUSINESS

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Computer Application in Business	SEC	Y	-	Y	-	2	2	25	75	100
Learning Objectives											
CLO1	To build skills in Ms-Word										
CLO2	To build skills in Ms-Excel,										
CLO3	To build skills in Ms- Power Point										
CLO4	To understand the basics of tally										
CLO5	To familiarize students with google forms for students with relevance in business scenario and its applications.										
UNIT	Details							No. of Hours	Learning Objectives		
I	Introduction, Menus, Shortcuts, Document types, working with Documents-Opening, Saving, Closing, Editing Document, Using Toolbars, Rulers, Help, Formatting Documents-Setting font, paragraph, Page Style-Setting foot notes, page break, Line break, creating sections and frames, Inserting clip arts, pictures, Setting document styles, Creating Tables-Settings, borders, alignments, Merging, splitting, sorting rows and columns, Drawing-Inserting, drawing, formatting, grouping, ordering, rotating pictures, Tools-Word completion, Spell check, Macros, Mail merge, Tracking Changes, Security, Printing Documents .							6	CLO1		
II	Introduction, Spread sheet application, Menus, Tool bars and icons, Spreadsheet-Opening, saving, closing, printing file, setting margins, Converting file to different formats, spread sheet addressing, Entering And Editing Data- Copy, cut, paste, undo, redo, find, search, replace, filling continuous rows and columns, inserting data cells, columns, rows and sheet, Computation Data-Setting formula, finding total in rows and columns, Functions Types- Mathematical, Group, string, date and time, Formatting Spread Sheet- Alignment, font, border, hiding, locking, cells, Highlighting values, background color, bordering and shading, Working With Sheet-Sorting, filtering, validation, consolidation, subtotals, Charts-Selecting, formatting, labeling, scaling, Tools-Error checking, spell check, formula auditing, tracking changes, customization							6	CLO2		
III	Introduction, opening new presentation, Presentation templates, presentation layout, Creating Presentation-Setting presentation style, adding text, Formatting-Adding style, color, gradient fills, arranging objects,							6	CLO3		

	adding header and footer, slide background, slide layout, Slide Show, Adding Graphics-Inserting pictures, movies, tables, Adding Effects-Setting animation and transition effects, audio and video, Printing handouts.		
IV	Introduction to Tally - Features of tally, creation of company, Accounts only and accounts with, Get way of Tally, Accounts confiscation, Groups and Ledgers, Voucher entry with Bill wise details Interest computation, order processing. Reports - Profit and Loss A/C, Balance Sheet	6	CLO4
V	Use Google forms to develop & share questionnaire.	6	CLO5
	Total	30	
Course Outcomes			
Course Outcomes	On completion of this course, students will;	Program Outcomes	
CO1	Demonstrate hands on experience with Ms-word for business activities	PO1, PO2, PO6, PO7	
CO2	Demonstrate hands on experience with Ms-Excel for business activities	PO1, PO2, PO6, PO7	
CO3	Demonstrate hands on experience with Ms-power point for business activities	PO1, PO2, PO6, PO7	
CO4	Demonstrate hands on experience with Tally for business activities	PO1, PO2, PO6, PO7	
CO5	Demonstrate hands on experience with Tally for reporting in business	PO1, PO2, PO6, PO7	
Reading List			
1.	International Journal of Computer Applications in Technology		
2.	International Journal of Computer Applications – IJCA		
3.	P.Rizwan Ahmed; Computer Application in Business, Margham Publications, 2019.		
4.	Computer Application in Business (Tamil Nadu) by Dr. R.Paramaeswaran		
5.	Taxmann’s Basics of Computer Applications in Business by Hem Chand Jain and H.N. Tiwari, Taxmann Publications Private Limited .		
References Books			
1.	P.Rizwan Ahmed; Computer Application in Business and Management, Margham Publications, 2019.		
2.	Google Form Made Simple The Perfect Guide to Creating and Modifying Google Forms from Beginners to Expert by Mary Brockman		
3.	Bittu Kumar; Mastering Ms-Office, V&S Publishers, 2017.		
4.	Lisa A. Bucki, John Walkenbach, Faithe Wempen, & Michael Alexander; Microsoft Office 2013 BIBLE, Wiley, 2013.		
5.	S.S. Shrivatsava; Ms-Office, First Edition, Laxmi Publications, 2015.		

Web Resources		
1.	https://www.microsoft.com/en-us/microsoft-365/blog/	
2	https://www.ipjugaad.com/syllabus/ggsip-university-bba-1st-semester-computer-applications-syllabus/18	
3	https://byjus.com/govt-exams/microsoft-word/	
4	https://edu.gcfglobal.org/en/google-forms/	
5	https://www.tutorialkart.com/tally/tally-tutorial/	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	M	M
CO 2	S	M	M	M	M	S	S	M
CO 3	M	M	M	S	M	S	M	M
CO 4	S	S	M	M	M	S	S	M
CO 5	S	S	M	S	M	S	S	M

S-Strong M-Medium L-Low

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	-	3	3
CO 2	3	3	-	3	3
CO 3	3	3	-	3	3
CO 4	3	3	-	3	3
CO 5	3	3	-	3	3
Weightage	15	15	-	15	15
Weighted Percentage of Course Contribution to Pos	3.0	3.0	-	3.0	3.0

FUNDAMENTALSO OF ACCOUNTING

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Fundamental of Accounting	Core	Y	-	-	-	5	5	25	75	100
Learning Objectives											
CLO1	To impart knowledge about basic concepts of accounting its applications										
CLO2	To analyze and interpret financial reports of a company										
CLO3	To understand the gross profit and net profit earned by organization										
CLO4	To foster knowledge on Hire Purchase system										
CLO5	To understand the procedures of Accounting under Single entry system.										
UNIT	Details							No. of Hours	Learning Objectives		
I	Meaning and scope of Accounting, Basic Accounting Concepts and Conventions – Objectives of Accounting – Accounting Transactions – Double Entry Book Keeping – Journal, Ledger, Preparation of Trial Balance							15	CLO1		
II	Subsidiary book – Preparation of cash Book – Bank reconciliation statement – rectification of errors – Suspense account							15	CLO2		
III	Preparation of Final Accounts – Adjustments – Closing stock, outstanding, prepaid and accrued, depreciation, bad and doubtful debts, provision and discount on debtors and creditors, interest on drawings and capital.							15	CLO3		
IV	Hire Purchase System – Default and Repossession – Hire Purchase Trading Account – Installment System.							15	CLO4		
V	Single Entry – Meaning, Features, Defects, Differences between Single Entry and Double Entry System – Statement of Affairs Method – Conversion Method							15	CLO5		
	Total							75			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	Prepare Journal, ledger, trial balance and cash book	PO2, PO1
CO2	Classify errors and making rectification entries	PO1
CO3	Prepare final accounts with adjustments	PO2, PO6
CO4	To understand Hire Purchase system	PO2, PO6
CO5	Prepare single and double entry system of accounting.	PO6
Reading List		
1.	Goel.D.K and Shelly Goel, 2018, Financial Accounting, Arya Publications, 2nd edition.	
2.	Jain .S.P &Narang .K, 1999, Financial Accounting, Kalyani Publishers, Ludhiana, 4th edition	
3.	Rakesh Shankar. R &Manikandan.S, Financial Accounting, SCITECH, 3rd edition.	
4.	Shukla & Grewal, 2002, Advanced Accounting, Sultan Chand &Sons, Delhi, 15th edition.	
5.	Tulsian P.C., 2006, Financial Accounting, Pearson Education	
References Books		
1.	Dr.K.Ganesan & S.Ushena Begam – Accounting for Managers - Volume 1, Charulatha Publications, Chennai	
2.	TS Reddy & amp; A.Murthy; Financial Accounting -Margham Publications , 6th Edition, 2019	
3.	David Koltitz; Financial Accounting – Taylor and Francis group, USA 2017	
4.	M N Arora; Accounting for Management- Himalaya Publications House 2019.	
5.	SN Maheswari; Financial Accounting - Vikas Publishing House, Jan 2018.	
6.	T. Horngren Charles, L. Sundern Gary, A. Elliott John; Introduction to Financial Accounting, Pearson Publications Oct 2017.	
Web Resources		
1.	https://ebooks.lpude.in/management/mba/term_1/DMGT403_ACCOUNTING_FOR_OR_MANAGERS.pdf	
2.	https://www.drnishikantjha.com/booksCollection/Accounting%20for%20Management%20for%20MBA%20.pdf	
3.	https://www.accountingtools.com/articles/2017/5/15/basic-accounting-principles	
4.	https://en.wikipedia.org/wiki/Single-entry_bookkeeping_system\	
5.	https://www.profitbooks.net/what-is-depreciation	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix) **Level of Correlation between PSO's and CO's**

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

INDUSTRIAL RELATIONS

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Industrial Relations	Specific Elective	Y	-	-	-	5	5	25	75	100
Learning Objectives											
CLO1	To educate about the Industrial legislation in India.										
CLO2	To provide knowledge about maintaining harmonious relations in India and to resolve disputes, handling grievances etc.,										
CLO3	To know about Labor Legislation										
CLO4	To provide knowledge about the Councils and Collective Bargaining										
CLO5	To educate about Trade Unions										
UNIT	Details							No. of Hours	Learning Objectives		
I	Industrial Relations: Origin, Definition, Scope, Role, Objectives, Factors, Participants & Importance of IR. Approaches to Industrial relations. System of IR in India.							12	CLO1		
II	Industrial Dispute: Causes and Consequences, Strikes – Lockouts, Lay Off, Retrenchment, Transfer & Closure -Settlement of Disputes – Machinery – Negotiation, Conciliation, Meditation, Arbitration and Adjudication. Grievance: Causes & Redressal Procedure, Standing Orders							12	CLO2		
III	Labor Legislation: Factories Act 1948, Employee state insurance act 1948, Employee Compensation act 1923 ,Payment of wages act,1936, Payment of Bonus act,1965, Employee Provident Fund and Miscellaneous Provisions Act 1952 , Payment of Gratuity act,1972							12	CLO3		
IV	Workers’ participation in management: Structure, Scope, Works Committee, Joint Management Council & Shop Council. Pre-Requisites for Successful Participation. Collective Bargaining: Definition, Meaning, Types, Process &Importance.							12	CLO4		
V	Trade Unions – Growth – Economic, Social and Political Conditions - Objectives-Structures, Types and Functions, Social							12	CLO5		
	Total							60			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	Understand the role and importance of Industrial Relations	PO1,PO2,PO6.PO8
CO2	Understanding the concepts of industrial Disputes and settlement.	PO1, PO2,PO4,PO5, PO6
CO3	Understanding the concepts of Labour legislation.	PO1, PO2, PO3,PO6.PO7
CO4	Identifying the concepts of Workers Participation in Management	PO1,PO2,PO4, PO5,PO6
CO5	Understanding the concepts of Trade Union	PO1, PO2, PO4, PO5
Reference Books		
1.	Pradeep Kumar; Personnel Management and Industrial Relations, Kedarnath Ramnath and Company, 2018	
2.	Gupta CB (Dr), Kapoor N.D., Tripathi PC; Industrial Relations and Labour Laws, Sultan Chand and Sons, 2020.	
3.	Chris Hall; Trade Union and its State, Princeton University, 2017	
4.	S C Shrivastava, Industrial Relations & Labour Laws, Vikas Publishing,2022	
5.	R C Sharma; Industrial Relation and Labour Legislation, PHL learning Pvt ltd, 2016	
Text Books		
1	Dr.CB Mamoria, Satish Mamoria,P Subba Rao, Dynamics of Industrial Relations, Himalaya Publishing house,16 e,2022	
2	Arun Monappa, Industrial Relations & Labour laws,Tata McGraw Hill, 2012	
3	C S Venkata Ratnam , Manoranjan Dhal, Industrial Relations, Oxford, 2 nd Edition	
4	A M Sharma, Industrial Relations and Labour Laws, HPH, Revised Edition	
5	P R N Sinha, Indu Bala Dinha, Seema Priyadarshini Shekhar, Industrial Relations , Trade Unions and Labour Legislation, Pearson , 3e	
Web Resources		
1.	https://labour.gov.in/industrial-relations	
2.	https://www.srcc.edu/e-resources?field_e_resources_tid=447	
3.	https://labourcommissioner.assam.gov.in/portlet-innerpage/what-is-a-trade-union	
4.	https://theintactone.com/2022/08/17/joint-management-councils/	
5.	https://labourlawreporter.com/	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks

Methods of Assessment	
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations

Mapping with program outcomes

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	S	S	M	M	M	M	M	M
CO2	S	S	M	M	S	M	M	S
CO3	M	M	S	M	M	S	S	M
CO4	S	S	S	M	S	M	M	S
CO5	S	M	M	M	S	S	M	S

S-Strong M-Medium L-Low
CO-PO Mapping (Course Articulation Matrix)
 Level of Correlation between PSO's and CO's

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	2	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	3
Weightage	15	15	14	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	2.8	3.0	3.0

HOSPITAL FRONT OFFICE OPERATIONS

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	HOSPITAL FRONT OFFICE OPERATIONS	Core	Y	-	-	-	4	4	25	75	100
Learning Objectives											
CLO1	To impart the knowledge about origin and development of Hospitals										
CLO2	To study about various forms and medical records used in Hospitals										
CLO3	To understand patient registration and appointment scheduling										
CLO4	To find out the information related to admission of patients, payment of fees etc.										
CLO5	To analyze outpatient management										
UNIT	Details							No. of Hours	Learning Objectives		
I	Front office-origin and development of hospitals in India-types of hospitals-types of patients-objectives and functions-layout of front office-organization chart of front office of large; medium and small hospital-essential attributes of staff-importance of receptionist-job description.							15	CLO1		
II	Reception – receiving the patient-rooming a patient-various forms and medical records used-coordination of front office with other departments-types of rooms-type of hospital beds telephone-handling of telephone-receiving and connecting calls to patients and staff-reminder calls-handling of telephone equipments-PBX, PABX, EPABX.							15	CLO2		
III	Patient registration and appointment scheduling-patient registration details, inpatient and outpatient registration, medical alerts details, appointment scheduling (patient/doctor wise), doctor's schedule summary, doctors daily schedule list, patient visit history, medical record movements, appointments for radiology tests and operation, patient visit slip, sponsorship details.							15	CLO3		
IV	Information-patient related enquiries-bed allotment-admission details, demographic details-payment details-discharge details. Doctor related enquiries-bed allotment-op clinic details-appointment schedules-operation schedules-charge details. Handling complaints-types of guest problems-solving problems follow-up-communication skills-customer care skills.							15	CLO4		

V	Out patient management-consultation duty roster, patient's appointment, appointment scheduling/rescheduling, outpatient medical observation details, investigation/treatment history. Inpatient and ward management-admission cost estimation, admission approval, admission request, doctor transfer details, nursing notes, ip medical observation, pending drug request, operation theatre scheduling, pre and postoperative doctor notes and cssd can be optionally made available.	15	CLO5
	Total	75	

Course Outcomes		
Cou rse Out com es	On completion of this course, students will;	Program Outcomes
CO1	To understand use of front office with other departments	PO5, PO6,
CO2	To create awareness about telephone receiving and connecting calls to patients	PO4, PO2, PO5, PO6
CO3	To understand Medical records movements	PO8, PO6
CO4	To understand doctor related enquiries, bed allotment	PO1, PO3, PO8, PO6
CO5	To familiarize patients appointment, rescheduling and outpatient medical observations	PO3, PO8, PO6
Reading List		
1.	Jay Prakash Kant, Hospital Front Office and Revenue Management	
2.	Dr. Sunaina Lashkari, Prof. Sangeetha Jain, Hospital Administration in India	
3.	D.L. Ramachandran, Hospital Management and Administration	
4.	Prof. R.K. Sharma, Foundation Course in Front Office	
5.	Farroq A. Jan, Quality Hospital Care	
References Books		
1.	S.K. Bhatnagar. Front Office Management, Frank Bros. And Co. 2008	
2.	R. Liewelyn, Davis And H.M.C. Hospital Planning And Administration, Macaulay-Indian Edition, Jaypee Brothers, New Delhi.	
3.	C.M.Francis And Marioc Desouza. Hospital Administration, Jaypee Brothers, New Delhi.	
4.	S. Srinivasan. Management Process in Health Care.	
5.	Goel S L And Kumar R., Hospital Core Services: Hospital Administration of The 21st Century. Deep Publications Pvt Ltd, New Delhi 2004.	
6.	Gupta S And Kant S., Hospital And Health Care Administration: Appraisal And Referral Treatise. Jaypee, New Delhi 1998.	

Web Resources	
1.	https://www.smart-academy.in/blog/the-need-for-professionally-trained-hospital-front-office-executives/
2.	https://www.emedicaresoft.com/front-office-information-management-system
3.	https://www.smartcapitalmind.com/what-happens-in-a-hospital-front-office.htm
4.	https://www.slideshare.net/shyjobin/front-office-mgt-in-hospital
5.	https://study.com/academy/lesson/the-importance-of-the-front-desk-in-a-medical-office.html

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix)
Level of Correlation between PSO's and CO's

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

**SEMESTER V – PART III – CORE COURSE – 8 PAPER – 1 –
HOSPITAL INTERNSHIP TRAINING REPORT AND VIVA-VOCE**

Objectives: To facilitate the students to understand the basic concept and principles of functional areas of hospital management and make use of the tools, techniques and processes.

Outcome: On completion of the paper, the student will be able to recollect basic concepts of hospital management and present a report of basic practices in hospital business.

Rules Governing Internship Trainings

1. Each student should undergo **THREE MONTHS** Internship in a hospital during **June to August** and attendance certificate from the organization is to be submitted to the HOD

2. He/she shall undergo the above training in the organization approved by the department

3. He/she has to submit **TWO** copies of the report in not less than 50 typewritten pages within a month of the completion of period in the 5th semester.

4. In case of failure to submit the report within the above stipulated period the date of submission shall be extended by another 15 days. If the student fails to submit the report even within the period of extension, he/she has to undergo the training after the subsequent vacation (end of Semester VI **June to August**) as arrear paper and submit the report within 15 days of completion of the period.

5. The training programme shall be evaluated for a total of 100 marks, out of which the training programme is to be evaluated by the training supervisor for 40 marks in the organisation and to be evaluated by the guide for 40 marks and the student has to appear viva-voce conducted by the faculty for 20 marks. The members of the viva-voce committee are HOD, guide and an external examiner. The maximum marks for pass in this paper is 50%

6. If any candidate fails to secure a pass in the training programme he/she has to undergo the training programme once again after completion of the course

7. The training report should contain the following items: A. Introduction B. Objectives of the training C. Organizational structure of the concern D. Observations about the working of the concern E. Identification of the problems, if any F. Suggestions to solve the problem G. Limitation of the training H. Conclusion

ACCOUNTING FOR MANAGERS

Subject Code	Subject Name	C a t e g o r y	L	T	P	O	C r e d i t s	I n s t r u c t o r s H o u r s	Marks		
									C I A	E x t e r n a l	T o t a l
	Accounting for Managers	Core	Y	-	-	-	4	5	25	75	100
Learning Objectives											
CLO1	To provide basic understanding of cost concepts and classification.										
CLO2	To develop skills in tools & techniques and critically evaluate decision making in business.										
CLO3	To understand various ratios and cash flow related to finance										
CLO4	To recognize the role of budgets and variance as a tool of planning and control.										
CLO5	To gain insights into the fundamental principles of accounting and use them in day-to-day business scenarios										
UNIT	Details							No. of Hours	Learning Objectives		
I	Cost accounting – Meaning, nature, scope and functions, need, importance and limitations- Cost concepts and classification – Cost sheets – Tenders & Quotation							12	CLO1		
II	Management accounting – Meaning, nature, scope and functions, need, importance and limitations – Management Accounting vs. Cost Accounting. Management Accounting vs. Financial Accounting. Analysis and Interpretation of financial statements – Nature, objectives, essentials and tools, methods – Comparative Statements, Common Size statement and Trend analysis.							12	CLO2		
III	Ratio Analysis – Interpretation, benefits and limitations. Classification of ratios - Liquidity, Profitability, turnover. Cash flow and Funds flow statement.							12	CLO3		
IV	Budgets and budgetary control – Meaning, objectives, merits and demerits – Sales, Production, flexible budgets and cash budget							12	CLO4		
V	Marginal Costing – CVP analysis – Break even analysis							12	CLO5		
	Total							60			
Course Outcomes											
Course Outcomes	On completion of this course, students will;							Program Outcomes			
CO1	Interpret cost sheet & write comments.							PO1, PO2, PO4			
CO2	Compare cost, management & financial accounting							PO6			

CO3	Analyze the various ratio and compare it with standards to assess deviations	PO2, PO6
CO4	Estimate budget and use budgetary control	PO1, PO2, PO8
CO5	Evaluate marginal costing and its components	PO2, PO6

Reading List

1.	Gupta, R.L and M. Radhaswamy. Advanced Accountancy, Sultan Chand & Sons, 2016.
2.	T. S. and A. Murthy. Management Accounting. Chennai: Margham, 2007.
3.	Jain S.P and K.L Narang. Advanced Accountancy (Part II). Kalyani, 2007.
4	Maheshwari S.N, Advanced Accountancy (Part I). Vikas, 2007.
5	Man Mohan and S.N. Goyal. Principles of Management Accounting. Agra: Sahitya Shawan, 2017.

References Books

1.	Dr.K.Ganesan & S. Ushena Begam, Accounting for Managers – Volume II, Charulatha Publications, Chennai
2.	T. S. Reddy and Hari Prasad Reddy- Management Accounting, Margham Publication, 2016
3.	Antony Atkinson, Robert S Kalpan, Advance Management Accounting, Pearson Publications, 2015.
4.	Hornigren Sunderu Stratton, Introduction to Management Accounting, Pearson Education, 2013.
5.	Rajiv Kumar Goel & Ishaan Goel, Concept Building Approach to Management Accounting, 2019
6.	Colin Drury, Management and Cost Accounting (with CourseMate and eBook Access), Cengage, 2015.

Web Resources

1	https://www.toppr.com/guides/fundamentals-of-accounting/fundamentals-of-cost-accounting/meaning-of-management-accounting/
2	https://efinancemanagement.com/financial-accounting/management-accounting
3	http://www.accountingnotes.net/management-accounting/management-accounting-meaning-limitations-and-scope/5859
4	https://www.wallstreetmojo.com/ratio-analysis/
5	http://www.accountingnotes.net/cost-accounting/variance-analysis/what-is-variance-analysis-cost-accounting/10656

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix)

Level of Correlation between PSO's and CO's

CO /PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

PAPER – 3 – PATIENT CARE SERVICES

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	PATIENT CARE SERVICES	Core	Y	-	-	-	3	5	25	75	100
Learning Objectives											
CLO1	To impart knowledge about patient centric management										
CLO2	To understand Quality in patient care management										
CLO3	To study patient classification systems										
CLO4	To understand medical ethics and auditory procedures										
CLO5	To understand Disaster Preparedness and its policies										
UNIT	Details							No. of Hours	Learning Objectives		
I	Patient centric management-concept of patient care, patient –centric management, organization of hospital departments, roles of departments/managers in enhancing care, patient counseling and practical examples of patient centric management in hospitals. Patient safety and patient risk management							15	CLO1		
II	quality in patient care management-definition quality, systems approach towards quality and quality frame work, key theories and concept, models for quality improvement and variations in practice.							15	CLO2		
III	Patient classification systems and the role of casemix-why do we need to classify patients, types of patient classification systems, ICD 9 (CM, PM), Casemix innovations and patient empowering classification systems.							15	CLO3		
IV	Medical Ethics and auditory procedures-ethical principles, civic rights, consumer protection act, CPA, guideline of the CPA, patients complaints powers and procedures of the district forum, state and national commission, role of supreme court, patient appeals, autopsy, tort liability, vicarious liability, medical negligence, central and state laws, use of investigational drugs.							15	CLO4		
V	Disaster preparedness – policies and procedures for general safety, fire safety procedures for evacuation disaster plan and crisis management patient medical records-policies and procedures for maintaining medical records. E-records, legal aspects of medical records, its safety, preservation and storage.							15	CLO5		
	Total							75			

Course Outcomes		
Cou rse Out com es	On completion of this course, students will;	Program Outcomes
CO1	To understand the concept of patient care	
CO2	To provide information about systems approach towards quality and quality framework	
CO3	To understand case mix innovations and patient empowering classification systems	
CO4	To analyze ethical principles, civic rights and consumer protection act	
CO5	To understand procedure for general safety, fire safety etc.	
Reading List		
1.	Dr. Vidhya Srinivasan and Dr. Akshya, C.H. Deka, Hospital and Patient care management	
2.	Neelam Kumari, Madhu Sharma, Nursing services and administration	
3.	Girdhar J. Gyani, Alexander Thomas, Health care quality and patient safety	
4.	Dr. Shaila Parveen, Health services in India	
5.	Deepak Malviya, Sowmiya Sankanath, Handbook of Critical Care	
References Books		
1.	Goel S L and Kumar R. Hospital Core Services: Hospital Administration of the 21st Century. Deep Publications Pvt Ltd. New Delhi.	
2.	Gupta S and Kant S. Hospital and Health Care Administration: Appraisal and Referral Treatise. Jaypee: New Delhi 1998	
3.	Harris M G and Assoc. Managing Health Service: Concepts and Practices. MacLennan and Petty: Sydney 2003.	
4.	D.C.Joshi, Mamtha Joshi, Hospital administration	
5.	Deepak, K. Sarath Chandran, C. Midhunkumar, B.P. Nursing Management	
Web Resources		
1.	https://www.justdial.com/Madurai/Patient-Care-Taker-Services/nct-12087781	
2.	https://www.sulekha.com/patient-care-services/madurai	
3.	https://www.lawinsider.com/dictionary/patient-care-services	
4.	https://apollohomecare.com/blog/patient-care-assistance-and-nursing-services/	
5.	https://www.patientcare.va.gov/	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix) Level of Correlation between PSO's and CO's

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

TOTAL QUALITY MANAGEMENT

Subject Code	Subject Name	Category	L	T	P	O	C r e d i t s	I n s t · H o u r s	Marks		
									C I A	E x t e r n a l	T o t a l
	TOTAL QUALITY MANAGEMENT	Core	Y	-	-	-	4	5	25	75	100
Learning Objectives											
CLO1	To impart knowledge about Total Quality Management										
CLO2	To understand input and output process model and PDSA cycle										
CLO3	To find out the knowledge about six sigma principle										
CLO4	To understand bench marking and its process										
CLO5	To analyze ISO 9000 Quality Management System										
UNIT	Details							No. of Hours	Learning Objectives		
I	Total Quality Management – Definition, characteristics, concepts, elements, pillars, principles, Barriers to TQM implementation, Benefits, Leadership, Strategic planning, Deming philosophy.							12	CLO1		
II	Continuous process improvement – Introduction, Input/output process model, Jurantriology, PDSA cycle, 5W2H method, 5S House Keeping, Kaizen. Seven tools of Quality (Q-7 Tools) – Check sheets, histogram, Cause and effect diagram, Pareto diagram, Stratification analysis, Scatter diagram, Control chart.							12	CLO2		
III	The Six Sigma Principle – Meaning, Need, Concept, Process and Scope. New Seven Management tools – Affinity diagram, Relationship diagram, Tree diagram, Matrix diagram, Decision tree, Arrow diagram, Matrix data analysis diagram.							12	CLO3		
IV	Bench marking – Introduction, meaning, objectives, types, process, benefits and pitfalls. Quality function deployment – concept, objectives, House of quality, QFD methodology, QFD process, Benefits.							12	CLO4		
V	Unit –V: ISO 9000 Quality Management Systems – Introduction, meaning, need, ISO 9000 series of standards, classification and comparison of standards, selection of ISO standards, Registration, Documentation, Quality Auditing. ISO 14000: Environmental Management Systems – Introduction, concept, need, ISO 14000 series of standards, terminologies, requirements and benefits.							12	CLO5		
	Total							60			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	To understand TQM implementation and its benefits	PO1, PO2, PO4
CO2	To create awareness about stratification analysis, scatter diagram and control chart	PO6
CO3	To understand new seven management tools	PO2, PO6
CO4	To popularize QFD Methodology	PO1, PO2, PO8
CO5	To understand ISO 9000 series of standards	PO2, PO6

Reading List	
1.	Jayakumar.V, 2008, Total Quality Management, Lakshmi Publications, Chennai.
2.	Mohamed R. Twati, Total Quality Management implementation in the Health Care Industry
3.	David L. Goetsch, Stanley B. Davis, Total Quality Management for Organization Excellence
4	R. Kulkarani Total Quality Management
5	Stacy Escobar, Total Quality Management and six sigma

References Books	
1.	K.Shridhara Bhat, 2016, Total Quality Management: Text & Cases, Second Revised Edition, Himalaya Publishing House, Mumbai.
2.	Besterfield D. H., Besterfield C., Besterfield G. H., Hemant U., Reshmi U., 2015, Total Quality Management, Fourth Edition, Pearson, New Delhi. D.D. Sharma, 2008,
3.	D.D. Sharma, 2008, Total Quality Management – Principles, Practices and Cases, Sultan Chand & Sons, New Delhi.
4.	Samuel Ainga, Total Quality Management
5.	Pankaj Lochan, Organizational Quality Management

Web Resources	
1	https://en.wikipedia.org/wiki/Total_quality_management
2	https://www.investopedia.com/terms/t/total-quality-management-tqm.asp
3	https://cleartax.in/s/total-quality-management
4	https://www.managementstudyguide.com/total-quality-management.htm
5	https://www.linkedin.com/pulse/what-total-quality-management-umanga-yasas

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix)

Level of Correlation between PSO's and CO's

CO /PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

STRATEGIC MANAGEMENT

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	M a r k s		
									CIA	External	Total
	Strategic Management	Core	Y	-	-	-	4	5	25	75	100
Learning Objectives											
CLO1	To understand the concept of strategy and strategic management process.										
CLO2	To create awareness of evolving business environment.										
CLO3	To understand strategic alternatives and make appropriate strategic choice										
CLO4	To know the basics of strategic implementation										
CLO5	To understand recent trends for competitive advantage										
UNIT	Details							No. of Hours	Learning Objectives		
I	Introduction to Strategic Management -Overview of Strategic Management Process Levels of Strategy Strategic Intent-Vision and Mission Business Definition							12	CLO1		
II	External Environment Appraisal using PESTEL Competitor Analysis using Porter's 5-Forces model Environmental Threat and Opportunity Profile (ETOP) Value chain Analysis Strategic Advantage Profile(SAP) Scanning Functional Resources and Capabilities for building Organization Capability Profile (OCP) SWOT Analysis							16	CLO2		
III	Strategic alternatives at corporate level: concept of grand strategies -Strategic choice models - BCG, GE Nine Cell Matrix , Hofer's matrix-Strategic alternatives at business level: Michael Porter's Generic competitive strategies							16	CLO3		
IV	Strategic Implementation: Developing short-term objectives and policies, functional tactics, and rewards Structural Implementation: an overview of Structural Considerations Behavioural Implementation: an overview of Leadership and Corporate Culture Mc Kinsey 7-S Framework Establishing Strategic Control							16	CLO4		
V	Concept of Balanced Scorecard approach. Use of Big data for Balanced score card Importance of Corporate Social Responsibility & Business Ethics Concept of Corporate Sustainability							15	CLO5		
								75			

Course Outcomes	On Completion of the course the students will	Program Outcomes
CO1	To develop an understanding of the strategic management process and the complexities of business environment.	PO1, PO2, PO5, PO6
CO2	To analyze the external environmental and internal organizational factors influencing strategy formulation.	PO1, PO2, PO6, PO7
CO3	To demonstrate the skills required for selection of the most suitable strategies for a business organization.	PO1, PO2, PO4, PO5, PO6
CO4	To generate workable solutions to the issues and challenges related to successful implementation of the chosen strategies.	PO1, PO2, PO4 PO5, PO8
CO5	To familiarize with current developments	PO1, PO3, PO4, PO8
Reading List		
1.	Wheelan and Hunger, Concepts in Strategic Management and Business Policy, Pearson. – 14 th Edition (2017)	
2.	Azhar Kazmi, Strategic Management and Business Policy, McGraw Hill – Third Edition(2012)	
3.	Jauch, Glueck & Gupta, Business Policy and Strategic Management, (Frank Brothers), (7 th Edition)	
4.	Pearce, Robinson and Mittal, Strategic Management, Formulation, Implementation & Control, (McGraw Hill), (12 th Edition)	
5.	Hitt, Ireland, Hoskisson & Manikutty (2009), Strategic Management – A South Asian Perspective, Cengage Learning- Ninth Edition(2012)	
References Books		
1.	Thomson & Strickland,(2008), Crafting and Executing Strategy, McGraw Hill.- Sixteenth Edition (2011)	
2.	N. Chandrasekaran, Ananthanarayanan(2011), Strategic Management, Oxford University Press – First Edition – Second Impression (2012)	
3.	Ireland, Hoskisson & Manikutty (2009), Strategic Management – A South Asian Perspective, Cengage Learning- Ninth Edition(2012)	
4.	Dr.LM.Prasad, Strategic Management, Sultan Chand & Sons	
5.	Kenneth Carrig, Scott A Snell. Strategic Execution: Driving Breakthrough performance in business, Stanford University Press(2019)	
Web Resources		
1	Strategic management journal https://onlinelibrary.wiley.com/journal/10970266	
2	https://str.aom.org/teaching/all-levels	
3	https://online.hbs.edu/courses/business-strategy/	
4	https://study.sagepub.com/parnell4e	
5	https://www.strategicmanagement.net/	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminars	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks

Methods of Assessment	
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	S	M	M	M	M	S	M	S
CO 2	S	S	S	M	S	S	M	S
CO 3	M	S	M	M	S	M	M	M
CO 4	S	S	M	M	S	S	M	S
CO 5	M	M	S	M	M	M	M	M

S-Strong M-Medium L-Low

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	3	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted Percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

PAPER – 2 – PRACTICAL – OUTPATIENT SERVICES

Objective: To impart knowledge on the basic procedures followed in OPD services

Outcome: On completion of the paper, the student will be able to recollect basic concepts of outpatient services and present a report of basic practices in outpatient services.

Observation of the following in the OPD of a hospital:

1. OPD-layout of reception desk in OPD, physical facilities in OPDs
2. Reception of patients
3. Registration and department wise OPD Card segregation
4. Equipments in Doctor" s chamber –prescription pad, stethoscope, View Box, Bed trolley, Weigh machine, torch light Gloves ,Liquid soap and towel
5. Records maintenance of OPD
6. Supervision of patient waiting area and its seating arrangement
7. Communication with other departments /units/wards.
8. Public addressing system
9. Staff-Junior Doctor, Para Medical Staff, Receptionist, Assistants.

PAPER – 6 – DISASTER MANAGEMENT

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Disaster Management	Core	Y	-	-	-	4	5	25	75	100
Learning Objectives											
CLO1	To impart knowledge about Disaster Management										
CLO2	To understand natural disaster										
CLO3	To study man made disasters										
CLO4	To understand Disaster preparedness										
CLO5	To create awareness about rehabilitation and reconstruction										
UNIT	Details							No. of Hours	Learning Objectives		
I	Introduction to disaster: meaning – causal factors – disaster and development – disaster management: meaning and phases: mitigation, preparedness, response, and recovery.							15	CLO1		
II	Natural disasters & mitigation strategies: earthquakes, tsunamis, volcanoes, landslides and floods.							15	CLO2		
III	Man – made disasters & mitigation strategies: deforestation, environmental pollution, epidemics, chemical and industrial accidents.							15	CLO3		
IV	Disaster preparedness: introduction – disaster preparedness planning: vulnerability assessment, planning, institutional framework, information systems, resource base, warning systems, response mechanisms, public education and training, and rehearsals.							15	CLO4		
V	Post- disaster rehabilitation: introduction to rehabilitation and reconstruction – scope of rehabilitation and reconstruction: nature of the disaster, damage scale, location, sectors affected, losses, assessment of needs, available resources, and political commitment							15	CLO5		
	Total							75			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	To understand the casual factors for Disaster Management	PO5, PO6,
CO2	To create awareness about Earthquake, floods, cyclones	PO4, PO2, PO5, PO6
CO3	To understand environmental pollution, chemical and industrial accidents	PO8, PO6
CO4	To popularize the disaster planning institutional framework, public education and training	PO1, PO3, PO8, PO6
CO5	To measure nature of disaster, damage scale, location etc.	PO3, PO8, PO6
Reading List		
1.	A.K. Srivastava, Disaster Management	
2.	Nidithi Gauba Dhawan, Ambrina Sardar Khan, Disaster Management and preparedness	
3.	Ashish Malik, Disaster Management	
4.	Sunil R. Hegde, Disaster Management in India	
5.	Suresh Ray, Disaster Management	
References Books		
1.	Narayanan, B., 2014, “Disaster Management”, First Edition, A.P.H. Publishing Corporation, New Delhi.	
2.	S.C. Sharma, Disaster Management	
3.	D.R. Khullar, J.A.C.S Rao, Environment and Disaster Management	
4.	Pavneet Singh, Disaster Management	
5.	Sanjay Gupta, Water and Disaster Management and advanced techniques	
Web Resources		
1.	https://www.physio-pedia.com/Disaster_Management	
2.	https://ndma.gov.in/	
3.	https://byjus.com/free-ias-prep/disaster-management-india/	
4.	https://www.ucf.edu/online/leadership-management/news/the-disaster-management-cycle	
5.	http://www.undrr.org/terminology/disaster-risk-management	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	L	M
CO 2	S	M	M	M	M	S	L	S
CO 3	S	M	M	M	M	S	L	S
CO 4	S	M	M	M	M	S	L	M
CO 5	S	M	M	M	M	S	L	M

S-Strong M-Medium L-Low

**CO-PO Mapping with program specific outcomes (Course Articulation Matrix)
Level of Correlation between PSO's and CO's**

	PO 1	PO 2	PO 3	PO 4	PO 5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
	3	3	3	3	3
	15	15	CO5	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	Weightage	3.0	3.0

SERVICES MARKETING

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
BBA DSC18	Services Marketing	Core	Y	-	-	-	4	5	25	75	100
Course Objectives											
CO1	To recall the basic concepts of Services Marketing.										
CO2	To know the Marketing Mix in Service Marketing.										
CO3	To examine effectiveness of Service Marketing.										
CO4	To discuss on delivering Quality Service.										
CO5	To analyze the Marketing of Services.										
UNIT	Details							No. of Hours	Course Objectives		
I	Marketing Services: Introduction growth of the service sector. The concept of service. Characteristics of service - classification of service designing of the service, blueprinting using technology, developing human resources, building service aspirations.							15	CO1		
II	Marketing Mix in Service Marketing: The seven Ps: product decision, pricing strategies and tactics, promotion of service and distribution methods for services. Additional dimension in services marketing-people, physical evidence and process.							15	CO2		
III	Effective Management of Service Marketing: Marketing demand and supply through capacity planning and segmentation - internal marketing of services - external versus internal Orientation of service strategy.							15	CO3		
IV	Delivering Quality Service: Causes of service - quality gaps. The customer expectations versus perceived service gap. Factors and techniques to resolve this gap. Customer relationship management. Gaps in services - quality standards, factors and solutions – the service performance gap - key factors and strategies for closing the gap. External communication to the customers- the promise versus delivery gap - developing appropriate and effective communication about service quality.							15	CO4		
V	Marketing of Service With Special Reference To:1. Financial services, 2. Health services, 3. Hospitality services including travel, hotels and tourism, 4. Professional service, 5. Public utility service, 6. Educational services.							15	CO5		
	Total							75			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	
CO1	To define and understand the concepts of Services Marketing.	PO1, PO4, PO6, PO8
CO2	To Examine and apply Marketing Mix in Service Marketing.	PO2, PO3, PO4, PO6, PO7, PO8
CO3	To analyze and design various strategies in the field of Services Marketing.	PO4, PO5, PO6
CO4	To evaluate the role of delivering Quality Service.	PO2, PO7
CO5	To design the tools of Marketing	PO1, PO3, PO5, PO8
Reading List		
1.	Reddy P.N. (2011)– Services Marketing – Himalaya Publication	
2.	Christopher Lovelock ,Jochen Wirtz (2016)– Services Marketing – World Scientific Publisher	
3.	The Journal Of Services Marketing	
4.	Valarie A Zeithmal and Mary JO Bitner,Services Marketing:Integrating Customer Focus across the firm,Tata Mc Graw Hill NewDelhi	
5	C.Bhattacharjee,Services Marketing ,Excel Books,NewDelhi	
References Books		
1.	Dr. B. Balaji, Services Marketing and Management, S. Chand & Co, New Delhi.	
2.	S.M. Jha, Services marketing, Himalaya Publishers, India	
3.	Baron, Services Marketing, Second Edition. Palgrave Macmillan	
4.	Dr. L. Natarajan Services Marketing, Margham Publications, Chennai.	
5.	Thakur.G.S. Sandhu supreet & Dogra Babzan, Services marketing, kalyanni Publishers, Ludhianna.	
Web Resources		
1	https://www.managementstudyguide.com/seven-p-of-services-marketing.htm	
2	https://www.economicdiscussion.net/marketing-2/what-is-service-marketing/31875	
3	https://www.marketingtutor.net/service-marketing/	
4	https://www.marketing91.com/service-marketing/	
5	https://www.marketing91.com/service-marketing-mix/	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminars	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks

Methods of Assessment	
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions
Understand / Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	M	S	S	M	S	M	S	M
CO2	S	M	S	M	S	M	M	M
CO3	S	S	S	M	M	M	S	S
CO4	S	M	S	S	S	S	M	S
CO5	M	S	M	S	M	S	S	M

CO-PO Mapping (Course Articulation Matrix)

CO /PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to POs	3.0	3.0	3.0	3.0	3.0

Level of Correlation between PSO's and CO's

HUMAN RESOURCE MANAGEMENT

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	Externa I	Total
	HUMAN RESOURCE MANAGEMENT	Core	Y	-	-	-	4	6	25	75	100
Course Objectives											
C1	Explain the concepts, functions and process of HRM										
C2	Examine the selection and placement process										
C3	Evaluate performance appraisal and compensation										
C4	Understand Labor management strategies and trade union policies										
C5	Understand the recent trends in HR										
UNIT	Details							No. of Hours	Course Objectives		
I	Nature and scope of Human Resources Management – Differences between personnel management and HRM – Environment of HRM – Human resource planning –							15	C1		
II	Recruitment – Selection – Methods of Selection – Uses of various tests – interview techniques in selection and placement. Induction – Training – Methods – Techniques – Identification of the training needs – Training and Development.							15	C2		
III	Performance appraisal – Transfer – Promotion and termination of services – Career development. Remuneration - Components of remuneration – Incentives – Benefits – Motivation – Welfare and social security measures.							15	C3		
IV	Labour Relation – Functions of Trade Unions – Forms of collective bargaining- Workers’ participation in management – Types and effectiveness – Industrial Disputes and Settlements (laws excluded)							15	C4		
V	Human Resource Audit – Nature – Benefits – Scope – Approaches. HRIS. Recent trends in HRM: Green HRM & Virtual HRM Practices							15	C5		
								75			

Course Outcomes	On Completion of the course the students will	Program Outcomes
CO1	Explain the concepts, functions and process of HRM	PO1,2,3,4,6,7
CO2	Examine the selection and placement process	PO1,2,4,6,7
CO3	Evaluate performance appraisal and compensation	PO2,6,7,8
CO4	Understand labour management strategies and trade union policies	PO 2,3,4,5,6
CO5	Understand the recent trends in HR	PO1,6,8
Reading List		
1.	Shashi K. Gupta & Rosy Joshi , Human Resource Management , Kalayani Publisher 1st Edition, 2018	
2.	Steve Brown, HR on Purpose: Developing Deliberate People Passion, Society for Human Resource Management, 1 st Edition, 2017	
3	Bernard Marr, Data-Driven HR: How to Use Analytics and Metrics to DrivePerformance, Kogan Page, 1 st Edition, 2018	
4	Kirs Wayne Cascio and John Boudreau, Investing in People: Financial Impact of Human Resource Initiatives, Prentice Hall , 2nd Edition, 2015	
5	Srinivas R Kandula, , Compentency Based Human Resource Managemet, PHI Learning , 1st Edition, 2013	
References Books		
1.	V S P Rao, Human Resource Management : Text & Cases, Excel Books, 3 rd Edition ,2010	
2.	K.Ashwathappa, Human Resource Management- Text and cases, McGraw Hill Education India, 6 th Edition	
3.	Garry Deseler, Human Resource Management, Pearson, 15 th Edition, 2017	
4.	L M Prasad , Human Resource Management , Sultan Chand and Sons 3 rd Edition , 2014	
5.	Tripathi. P C, Human Resource Management, Sultan Chand and Sons 1st Edition, 2010	
Web Resources		
1	https://mrcet.com/downloads/MBA/digitalnotes/Human%20Resource%20Management.pdf	
2	http://kamarajcollege.ac.in/Department/BBA/III%20Year/e003%20Core%2019%20-%20Human%20Resource%20Management%20-%20VI%20Sem.pdf	
3	https://backup.pondiuni.edu.in/sites/default/files/HR%20Management-230113.pdf	
4	https://www.studocu.com/row/document/jagannath-university/business-communication/hrm-notes-bba/4305835	
5	http://14.139.185.6/website/SDE/SLM-III%20Sem%20BBA%20Human%20Resource%20Management.pdf	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminars	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks

Methods of Assessment	
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	S	S	M	M		S	S	
CO 2	M	M		S		S	S	
CO 3		M				M	S	M
CO 4		M	M	M	S	S		
CO 5	M					S		M

S-Strong M-Medium L-Lo

CO-PO Mapping (Course Articulation Matrix)
Level of Correlation between PSO's and CO's

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	2	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	3
Weightage	15	15	14	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	2.8	3.0	3.0

ENTREPRENEURIAL DEVELOPMENT

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Entrepreneurial Development			-	-	-	3	5	25	75	100
Course Objectives											
CO1	To familiarize the students to the basic concepts of entrepreneurship and skills of entrepreneur.										
CO2	To provide insights on ideation and patents.										
CO3	To throw light on feasibility.										
CO4	To discuss business plan and start up.										
CO5	To create awareness on funding and grants.										
UNIT	Details							No. of Hours	Course Objectives		
I	Entrepreneurship Entrepreneur: Meaning of entrepreneurship – Types of Entrepreneurships – Traits of entrepreneurship – Factors promoting entrepreneurship- Barriers to entrepreneurship- the entrepreneurial culture- Stages in entrepreneurial process – Women entrepreneurship and economic development- SHG.							15	CO1		
II	Developing Successful Business Ideas Recognizing opportunities – trend analysis – generating ideas – Brainstorming, Focus Groups, Surveys, Customer advisory boards, Day in the life research – Encouraging focal point for ideas and creativity at a firm level-Protecting ideas from being lost or stolen – Patents and IPR							15	CO2		
III	Opportunity Identification and Evaluation Opportunity identification and product/service selection – Generation and screening the project ideas – Market analysis, technical analysis, Cost benefit analysis and network analysis- Project formulation – Assessment of project feasibility- Dealing with basic and initial problems of setting up of Enterprises.							15	CO3		
IV	Business Planning Process Meaning of business plan- Business plan process- Advantages of business planning- preparing a model project report for starting a new venture (Team-based project work)							15	CO4		
V	Funding Sources of Finance- Venture capital- Venture capital process- Business angles- Commercial banks- Government Grants and Schemes.							15	CO5		
	Total							75			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	
CO1	To Understand the role of entrepreneur in economic development.	PO5,PO6
CO2	To sketch ideas and learn to research and patent.	PO3,PO4,PO5
CO3	To analyze and draft a business plan.	PO1,PO2
CO4	To assess the process involved in starting a new business.	PO4,PO5,PO6
CO5	To elaborate the agencies for funding.	PO7,PO8
Reading List		
1.	S.S.Khanka, <i>Entrepreneurial Development</i> , S.Chand & Company Ltd, 2017.	
2.	Sangram Keshari Mohanty, <i>Fundamentals of Entrepreneurship</i> , PHI Learning, 2017.	
3.	Sangeeta Sharma, <i>Entrepreneurship Development</i> , PHI Learning, 2016.	
4.	Poornima M.Charantimath, <i>Entrepreneurship Development & Small Business Enterprises</i> , Tata Mc Graw Hill, 2012.	
5.	David H Holt, <i>Entrepreneurship: New Venture Creation</i> , John Wiley & Sons, 2016.	
References Books		
1.	A.K.Singh, <i>Entrepreneurial Development and Management</i> , Laxmi Publication, 2nd Edition.	
2.	Hisrich, <i>Entrepreneurship</i> , Tata Mc Graw Hill, New Delhi, 2001.	
3.	K. Ramachandran, <i>Entrepreneurial Development</i> , McGraw-Hill Education, 2008.	
4.	Vasanth Desai, <i>Dynamics of Entrepreneurial Development & Management</i> , Himalaya Publishing House, 2016.	
5.	Robert D. Hisrich, <i>International Entrepreneurship</i> , Sage Publications, Third Edition, 2016.	
Web Resources		
1	https://leverageedu.com/blog/entrepreneurship-development/	
2	https://www.vedantu.com/commerce/entrepreneurship-development-process	
3	The Journal of Entrepreneurship- Sage	
4	The international Journal of Entrepreneurship and Innovation - Sage	
5	https://www.himpub.com/documents/Chapter2011.pdf	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminars	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	

Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	S	S	S	S	S	S	S	S
CO 2	S	S	S	M	S	S	S	S
CO 3	S	S	S	S	S	S	S	S
CO 4	S	S	S	S	S	S	S	S
CO 5	S	S	S	S	S	S	S	S

S-Strong M-Medium L-Low

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	3	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	2
Weightage	15	15	15	15	14
Weighted Percentage of Course Contribution to POs	3.0	3.0	3.0	3.0	2.8

BUSINESS REGULATORY FRAME WORK

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	BUSINESS REGULATORY FRAME WORK	Core	Y	-	-	-	3	5	25	75	100
Course Objectives											
CLO1	Explain Indian Contracts Act										
CLO2	Understand Sales of goods act& contract of agency										
CLO3	Understand Indian Companies Act 1956										
CLO4	Understand Consumer Protection Act – RTI										
CLO5	Understand Cyber law										
UNIT	Details							No. of Hours	Learning Objectives		
I	Brief outline of Indian Contracts Act - Special contracts Act							15	CLO1		
II	Sale of goods Act - Contract of Agency							15	CLO2		
III	Brief outline of Indian Companies Act 1956.- kinds-formation-MOA-AOA- Prospectus- Appointment of Directors- Duties-Meeting- Resolutions-Winding up -							15	CLO3		
IV	Consumer Protection Act – RTI							15	CLO4		
V	Brief outline of Cyber laws – IT Act 2000 & 2008							15	CLO5		
								75			
Course Outcomes	On Completion of the course the students will							Program Outcomes			
CO1	Explain Indian Contracts Act							PO1,PO3,PO6,PO8			
CO2	Understand Sales of goods act and Contract of Agency							PO1,PO2,PO3,PO4, PO5,PO8			
CO3	Understand Indian Companies Act 1956							PO3,PO4,PO6,PO8			
CO4	Understand Consumer Protection Act – RTI							PO1,PO2,PO3,PO6, PO7,PO8			
CO5	Understand Cyber law							PO1,PO3,PO6,PO7, PO8			

Reading List		
1	Tulsian.P.C Business Law (2018) Third Edition, McGraw Hill Publications	
2	Pillai R S N, Bhagavati, Business Law, Third Edition, Sultan Chand	
3	N D Kapoor(2019), Elements of Merchantile Law, Sultan Chand & Sons	
4	Constitutional Law – Dr. M.R. Sreenivasan & Ananda Krishna Deshkulkarni	
5	Business Law (Commercial Law) – Dr. M.R. Sreenivasan	
References Books		
1	Business Regulatory Framework, Sahitya Bhawan Publications. Revised, 2022.	
2	Business Regulatory Framework, <u>Garg K.C., Sareen V.K., Sharma Mukesh</u> , 2013	
3	Business Regulatory FrameworkPearson Education India, 2011	
4	Bare Acts- RTI, Consumer Protection Act	
5	Business Regulatory Framework , Dr. Pawan Kumar Oberoi, Global Academic Publishers & Distributors, 2015	
Web Resources		
1	https://www.gkpad.com/sachin/06-22/bcom-Business-Regulatory-Framework---1.html	
2	http://www.simplynotes.in/e-notes/mcomb-com/business-regulatory-framework/	
3	https://www.studocu.com/in/course/mahatma-gandhi-university/business-regularly-framework/51661	
4	International Journal of Law (lawjournals.org)	
5	https://www.himpub.com/BookDetail.aspx?BookId=1936&NB=&Book_TitleM=%20Business%20Regulatory%20Framework	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminars	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	S	M	M	M	S	S	L	S
CO 2	S	M	M	M	S	S	L	S
CO 3	S	M	M	M	S	S	L	S
CO 4	S	M	M	M	S	S	L	S
CO 5	S	M	M	M	S	S	L	S

S-Strong M-Medium L-Low

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	2	3	3
CO 2	3	3	3	3	3
CO 3	3	3	2	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	3
Weightage	15	15	13	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	2.6	3.0	3.0

BASICS OF EVENT MANAGEMENT

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Basics of Event Management	NME	Y	-	-	-	2	2	25	75	100
Learning Objectives											
CLO1	To know the basic of event management its concepts										
CLO2	To make an event design										
CLO3	To make feasibility analysis for event.										
CLO4	To understand the 5 Ps of Event Marketing										
CLO5	To know the financial aspects of event management and its promotion										
UNIT	Details							No. of Hours	Learning Objectives		
I	Introduction: Event Management – Definition, Need, Importance, Activities.							6	CLO1		
II	Concept and Design of Events: Event Co-ordination, Developing &, Evaluating event concept – Event Design							6	CLO2		
III	Event Feasibility: Resources – Feasibility, SWOT Analysis							6	CLO3		
IV	Event Planning & Promotion – Marketing & Promotion – 5Ps of Event Marketing – Product, Price, Place, Promotion, Public Relations							6	CLO4		
V	Event Budget – Financial Analysis – Event Cost – Event Sponsorship							6	CLO5		
	Total							30			
Course Outcomes											
Course Outcomes	On completion of this course, students will;							Program Outcomes			
CO1	To understand basics of event management							PO1, PO6			
CO2	To design events							PO5, PO6			
CO3	To study feasibility of organising an event							PO2, PO6			
CO4	To gain Familiarity with marketing & promotion of event							PO6			
CO5	To develop event budget							PO6, PO8			
Reading List											
1.	Event Management: A Booming Industry and an Eventful Career by Devesh Kishore, Ganga Sagar Singh - Har-Anand Publications Pvt. Ltd.										
2.	Event Management by Swarup K. Goyal - Adhyayan Publisher - 2009										
3.	Event Management & Public Relations by Savita Mohan - Enkay Publishing House										
4	Event Planning - The ultimate guide - Public Relations by S.J. Sebellin Ross										
5	Event Management By Lynn Van Der Wagen & Brenda R Carlos, Pearson Publishers										
References Books											
1.	Event Management By Chaudhary, Krishna, Bio-Green Publishers										

2.	Successful Event Management By Anton Shone & Bryn Parry
3.	Event management, an integrated & practical approach By Razaq Raj, Paul Walters & Tahir Rashid
4.	Event Planning Ethics and Etiquette: A Principled Approach to the Business of Special Event Management by Judy Allen , Wiley Publishers
5.	Event Planning: Management & Marketing For Successful Events: Management & Marketing for Successful Events: Become an Event Planning Pro & Create a Successful Event Series by Alex Genadini k Create Space Independent Publishing Platform, 2015

Web Resources

1.	https://ebooks.lpude.in/management/bba/term_5/DMGT304_EVENT_MANAGEMENT.pdf
2	https://www.inderscience.com/jhome.php?jcode=ijhem International Journal of Hospitality & Event Management
3	https://www.emeraldgrouppublishing.com/journal/ijefm International Journal of Event and Festival Management
4	https://www.eventbrite.com/blog/?s=roundup
5	https://www.eventindustrynews.com/

Methods of Evaluation

Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks

Methods of Assessment

Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	S	S	S	M	S	S	S
CO 2	M	S	S	S	M	S	S	S
CO 3	S	M	S	S	S	S	S	M
CO 4	S	M	S	S	S	S	S	S
CO 5	M	S	S	S	M	S	S	S

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Managerial Communication	Core	Y	-	-	-	2	2	25	75	100
Course Objectives											
CLO1	To educate students role & importance of communication skills										
CLO2	To build their listening, reading, writing & speaking communication skills.										
CLO3	To introduce the modern communication for managers.										
CLO4	To understand the skills required for facing interview										
CLO5	To facilitate the students to understand the concept of Communication.										
UNIT	Details							No. of Hours	Course Objectives		
I	Definition – Methods – Types – Principles of effective Communication – Barriers to Communication – Communication etiquette.							6	CLO1		
II	Business Letter – Layout- Kinds of Business Letters: application, offer, acceptance/ acknowledgement and promotion letters. Business Development Letters – Enquiry, replies, Order, Sales, circulars, Grievances.							6	CLO2		
III	Interviews- Direct, telephonic & Virtual interviews- Group discussion – Presentation skills – body language							6	CLO3		
IV	Communication through Reports – Agenda- Minutes of Meeting - Resume Writing							6	CLO4		
V	Modern Forms of Communication: podcasts, Email, virtual meetings – Websites and their use in Business – social media- Professional Networking sites							6	CLO5		
	Total							30			
Course Outcomes											
Course Outcomes	On completion of this course, students will;							Program Outcomes			
CO1	Understand communication process and its barriers.							PO1,PO2,PO3,PO4, PO8			
CO2	Develop business letters in different scenarios							PO1,PO2,PO3,PO4, PO5,PO6			
CO3	Develop oral communication skills & conducting interviews							PO2,PO3,PO4,PO5, PO6,PO7			
CO4	Use managerial writing for business communication							PO1,PO2,PO4,PO5, PO6,PO8			
CO5	Identify usage of modern communication tools & its significance for managers							PO3,PO4,PO5,PO6, PO7,PO8			

MANAGERIAL COMMUNICATION

Reading List		
1.	Krishan Mohan & Meena Banerji, Developing Communication Skills, Macmillan India Ltd, 2008	
2.	Mallika Nawal –Business Communication – CENGAGE	
3.	Bovee, Thill, Schatzman, Business Communication Today - Peason Education Private Ltd - New Delhi.	
4.	Michael Brown, Making Presentation Happen, Allen & Unwin, Australia, 2008	
5.	Sundar K.A, Business communication Vijay Nicole imprints Pvt. Ltd., Chennai.	
References Books		
1.	Rajendra Paul & J S Kovalahalli, Essentials of Business Communication, Sultan Chand & Sons, New Delhi, 2017	
2.	Dr. C B Gupta, Basic Business Communication, Sultan Chand & Sons, New Delhi, 2017	
3.	R C Sharma & Krishan Mohan, Business Correspondence and Report Writing, Mc Graw Hill, India Pvt Ltd., New Delhi, 2006	
4.	Kevin Galaagher, Skills Development for Business and Management Students, Oxford University Press, Delhi, 2010	
5.	R C Bhatia, Business Communication, Ane Books Pvt Ltd., Delhi, 2015	
Web Resources		
1.	https://www.managementstudyguide.com/business_communication.html	
2.	https://studiousguy.com/business-communication/	
3.	https://www.oercommons.org/curated-collections/469	
4.	https://www.scu.edu/mobi/business-courses/starting-a-business/session-8-communication-tools/	
5.	https://open.umn.edu/opentextbooks/textbooks/8	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

S-Strong M-Medium L-Low

CO-PO Mapping (Course Articulation Matrix)

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	3	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted Percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	S	S	M	S	M	S	S	S
CO 2	S	S	S	S	S	S	M	M
CO 3	M	S	S	S	S	S	S	M
CO 4	S	S	M	S	S	S	M	S
CO 5	M	M	S	S	S	S	S	S

S-Strong M-Medium L-Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix)

Level of Correlation between PSO's and CO's

CO /PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

MANAGERIAL SKILL DEVELOPMENT

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	MANAGERIAL SKILL DEVELOPMENT	NME	Y	-	-	-	2	2	25	75	100
Learning Objectives											
CLO1	To improve the self-confidence, groom the personality and build emotional competence										
CLO2	To address self-awareness and the assessment of core management skills such as communication, working with teams and creating a positive environment for change.										
CLO3	To assess the Emotional intelligence										
CLO4	To induce critical-thinking and analytical skills to investigate complex problems to propose viable solutions										
CLO5	To improve professional etiquettes										
UNIT	Details							No. of Hours	Learning Objectives		
I	Self: Core Competency, Understanding of Self, Components of Self— Self-identity, Self-concept, Self - confidence and Self-image. Skill Analysis and finding the right fit. Self-learning styles, attitude towards change and applications of skills							6	CLO1		
II	Self Esteem: Meaning & Importance, Components of self-esteem, High and low self-esteem, measuring our self-esteem and its effectiveness, Personality mapping tests, Appreciative Intelligence.							6	CLO2		
III	Building Emotional Competence: Emotional Intelligence — Meaning, Components, Importance and Relevance, Positive and Negative Emotions., Healthy and Unhealthy expression of Emotions, The six-phase model of Creative Thinking: ICEDIP model.							6	CLO3		
IV	Thinking skills: The Mind/Brain/Behaviour, thinking skills, Critical Thinking and Learning, Making Predictions and Reasoning, Memory and Critical Thinking, Emotions and Critical Thinking. Creativity: Definition and meaning of creativity, The nature of creative thinking, Convergent and Divergent thinking, Idea generation and evaluation (Brain Storming), Image generation and evaluation.							6	CLO4		
V	Communication related to course: How to make oral presentations, conducting meetings, reporting of projects, reporting of case analysis, answering in Viva Voce, Assignment writing Debates, presentations, role plays and group discussions on current topics. Audio and Video Recording of the above exercises to							6	CLO5		

	improve the non-verbal communication and professional etiquettes.		
	Total	30	
Course Outcomes			
Course Outcomes	On completion of this course, students will;	Program Outcomes	
CO1	Identify the personal qualities that are needed to sustain in the world of work.	PO1, PO2, PO6, PO7	
CO2	Explore more advanced Management Skills such as conflict resolution, empowerment, working with teams and creating a positive environment for change.	PO1, PO2, PO5	
CO3	Acquire practical management skills that are of immediate use in management or leadership positions.	PO6, PO7	
CO4	Employ critical-thinking and analytical skills to investigate complex business problems to propose viable solutions.	PO1, PO2	
CO5	Make persuasive presentations that reveal strong written and oral communication skills needed in the workplace.	PO4	
Reading List			
1.	Managerial Skill Articles		
2.	The Management Skills of SALL Managers - SiSAL Journal		
3.	Managerial Skills by Dr.K.Alex S.CHAND		
4.	Managerial Skills 2 by Cynthia Menezes Prabhu, Pen to Print Publishing LLP		
5.	Gallagher (2010), Skills Development for Business & Management Students, Oxford University Press. PROF. SANJIV		
References Books			
1.	Joshi, G. (2015), Campus to Corporate-Your Roadmap to Employability, Sage Publication		
2.	McGrath E. H. (9 Ed. 2011), Basic Managerial Skills, Prentice Hall India Learning Private Limited.		
3.	Whetten D. (e Ed. 2011), Developing Management Skills, Prentice Hall India Learning Private Limited.		
4.	P. Varshney , A. Dutta, Managerial Skill Development, Alfa Publications, 2012		
5.	EQ- soft skills for Corporate Carrer by Dr. Sumeet Suseelan		
Web Resources			
1.	https://www.ipjugaad.com/syllabus/ggsip-university-bba-4th-semester-managerial-skill-development-syllabus/63		
2.	https://www.academia.edu/4358901/managerial_skill_development_pdf		
3	https://www.academia.edu/4358901/managerial_skill_development_pdf		
4	https://rccmindore.com/wp-content/uploads/2015/06/Managerial-SkillsAll-Units-AC.pdf		
5	https://www.aisectuniversityjharkhand.ac.in/PDFDoc/StudyNotes/MBA/SEM%201/MBA-1-MSD(Managerial%20skill%20development).pdf		

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

S-Strong M-Medium L-Low M

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	S	S	S	M	M	S
CO 2	M	M	S	S	S	S	S	M
CO 3	S	S	S	S	S	S	S	
CO 4	S	S	S	S	S	S	M	S
CO 5	M	M	S	S	S	M	S	S

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	3	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted Percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

BUSINESS ETIQUETTE AND CORPORATE GROOMING

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	BUSINESS ETIQUETTE AND CORPORATE GROOMING	SEC	Y	-	-	-	2	2	25	75	100
Learning Objectives											
CLO1	To impart knowledge about basic etiquettes in professional conduct										
CLO2	To provide understanding about the workplace courtesy and ethical issues involved										
CLO3	To suggest on guidelines in managing rude and impatient clients										
CLO4	To familiarize students about significance of cultural sensitivity and the relative business attire										
CLO5	To stress on the importance of attire										
UNIT	Details							No. of Hours	Learning Objectives		
I	Introduction to Business Etiquette: Introduction-ABCs of etiquette- meeting and greetings scenarios- principles of exceptional work behavior- role of good manners in business- professional conduct and personal spacing.							6	CLO1		
II	Workplace Courtesy and Business Ethics: Workplace Courtesy- Practicing common courtesy and manners in a workplace- Etiquette at formal gatherings- Professional qualities expected from an employer's perspective - Hierarchy and Protocol. Ethical issues - preventing sexual harassment- conflict resolution strategies- Choosing appropriate gift in the business environment- real life work place scenarios - company policy for business etiquette							6	CLO2		
III	Telephone Etiquette, email etiquette and Disability Etiquette Mastering the telephone courtesy, handling rude or impatient clients - internet usage in the work place, email etiquette, online chat etiquette guidelines - Basic disability Etiquette practices							6	CLO3		
IV	Diversity and Cultural Awareness at Workplace Impact of diversity- Cultural Sensitivity- Taboos and Practices- Inter-Cultural Communication							6	CLO4		
V	Business Attire and Professionalism Business style and professional image- dress code- guidelines for appropriate business attire - grooming for success.							6	CLO5		
	Total							30			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	Describe basic concepts of business etiquette and corporate grooming.	PO5, PO6,
CO2	Outline the etiquette and grooming standards followed in business environment and the significance of communication	PO4, PO2, PO5, PO6
CO3	Create cultural awareness and moral practices in real life workplace scenarios	PO8, PO6
CO4	Analyze work place courtesy and resolve ethical issues with respect to etiquette and grooming for success	PO1, PO3, PO8, PO6
CO5	Apply the professionalism in the workplace considering diversity and courtesy	PO3, PO8, PO6
Reading List		
1.	Journal of Computer Mediated Communication By ICA	
2.	Business and Professional Communication by Sage Journals	
3.	Business Etiquette Made Easy: The Essential Guide to Professional Success by Myka Meier, Sky horse	
4.	Emily Post's The Etiquette Advantage in Business: Personal Skills for Professional Success by Peggy Post and Peter Post, William Morrow	
5.	Shital Kakkar Mehra, “Business Etiquette: A guide for the Indian Professional”, Harper (2012)	
References Books		
1.	Indian Business Etiquette, Raghu Palat, JAICO Publishers	
2.	Nina Kochhar, “At Ease with Etiquette”, B. Jain Publisher, 2011	
3.	Nimeran Sahukar, Prem P. Bhalla, “The Book of Etiquette and manners”, Pustak Mahi publishers, 2004	
4.	Sarvesh Gulati (2012), Corporate Grooming and Etiquette, Rupa Publications India Pvt. Ltd.	
5.	The Essentials of Business Etiquette: How to Greet, Eat, and Tweet Your Way to Success by Barbara Pachter, Mc Graw Hill Education	
Web Resources		
1.	http://osou.ac.in/eresources/DIM-08-BLOCK-3.pdf	
2.	https://www.columbustech.edu/skins/userfiles/files/Training%20Manual%20-%20Business%20Etiquette%20(1).pdf	
3	https://www.sbu.edu/docs/default-source/life-at-sbu-documents/professional-wardrobe-nbsp-.pdf	
4	https://www.tutorialspoint.com/business_etiquette/grooming_etiquettes.htm	
5	https://wikieducator.org/Business etiquette and grooming	

Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	S	S	S	M	M	S
CO 2	M	M	S	S	S	M	M	S
CO 3	M	M	S	S	S	M	M	S
CO 4	M	M	S	S	S	S	M	S
CO 5	M	M	M	S	S	S	M	S

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	3	3	3
CO 4	3	3	3	3	3
CO 5	-	3	3	3	3
Weightage	12	15	15	15	15
Weighted Percentage of Course Contribution to Pos	2.4	3.0	3.0	3.0	3.0

COMPUTER APPLICATION IN BUSINESS

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Computer Application in Business	SEC	Y	-	Y	-	2	2	25	75	100
Learning Objectives											
CLO1	To build skills in Ms-Word										
CLO2	To build skills in Ms-Excel,										
CLO3	To build skills in Ms- Power Point										
CLO4	To understand the basics of tally										
CLO5	To familiarize students with google forms for students with relevance in business scenario and its applications.										
UNIT	Details							No. of Hours	Learning Objectives		
I	Introduction, Menus, Shortcuts, Document types, working with Documents-Opening, Saving, Closing, Editing Document, Using Toolbars, Rulers, Help, Formatting Documents-Setting font, paragraph, Page Style-Setting foot notes, page break, Line break, creating sections and frames, Inserting clip arts, pictures, Setting document styles, Creating Tables-Settings, borders, alignments, Merging, splitting, sorting rows and columns, Drawing-Inserting, drawing, formatting, grouping, ordering, rotating pictures, Tools-Word completion, Spell check, Macros, Mail merge, Tracking Changes, Security, Printing Documents .							6	CLO1		
II	Introduction, Spread sheet application, Menus, Tool bars and icons, Spreadsheet-Opening, saving, closing, printing file, setting margins, Converting file to different formats, spread sheet addressing, Entering And Editing Data- Copy, cut, paste, undo, redo, find, search, replace, filling continuous rows and columns, inserting data cells, columns, rows and sheet, Computation Data-Setting formula, finding total in rows and columns, Functions Types- Mathematical, Group, string, date and time, Formatting Spread Sheet- Alignment, font, border, hiding, locking, cells, Highlighting values, background color, bordering and shading, Working With Sheet-Sorting, filtering, validation, consolidation, subtotals, Charts-Selecting, formatting, labeling, scaling, Tools-Error checking, spell check, formula auditing, tracking changes, customization							6	CLO2		
III	Introduction, opening new presentation, Presentation templates, presentation layout, Creating Presentation-Setting presentation style, adding text, Formatting-Adding style, color, gradient fills, arranging objects,							6	CLO3		

	adding header and footer, slide background, slide layout, Slide Show, Adding Graphics-Inserting pictures, movies, tables, Adding Effects-Setting animation and transition effects, audio and video, Printing handouts.		
IV	Introduction to Tally - Features of tally, creation of company, Accounts only and accounts with, Get way of Tally, Accounts confiscation, Groups and Ledgers, Voucher entry with Bill wise details Interest computation, order processing. Reports - Profit and Loss A/C, Balance Sheet	6	CLO4
V	Use Google forms to develop & share questionnaire.	6	CLO5
	Total	30	
Course Outcomes			
Course Outcomes	On completion of this course, students will;	Program Outcomes	
CO1	Demonstrate hands on experience with Ms-word for business activities	PO1, PO2, PO6, PO7	
CO2	Demonstrate hands on experience with Ms-Excel for business activities	PO1, PO2, PO6, PO7	
CO3	Demonstrate hands on experience with Ms-power point for business activities	PO1, PO2, PO6, PO7	
CO4	Demonstrate hands on experience with Tally for business activities	PO1, PO2, PO6, PO7	
CO5	Demonstrate hands on experience with Tally for reporting in business	PO1, PO2, PO6, PO7	
Reading List			
1.	International Journal of Computer Applications in Technology		
2.	International Journal of Computer Applications – IJCA		
3.	P.Rizwan Ahmed; Computer Application in Business, Margham Publications, 2019.		
4.	Computer Application in Business (Tamil Nadu) by Dr. R.Paramaeswaran		
5.	Taxmann’s Basics of Computer Applications in Business by Hem Chand Jain and H.N. Tiwari, Taxmann Publications Private Limited .		
References Books			
1.	P.Rizwan Ahmed; Computer Application in Business and Management, Margham Publications, 2019.		
2.	Google Form Made Simple The Perfect Guide to Creating and Modifying Google Forms from Beginners to Expert by Mary Brockman		
3.	Bittu Kumar; Mastering Ms-Office, V&S Publishers, 2017.		
4.	Lisa A. Bucki, John Walkenbach, Faithe Wempen, & Michael Alexander; Microsoft Office 2013 BIBLE, Wiley, 2013.		
5.	S.S. Shrivatsava; Ms-Office, First Edition, Laxmi Publications, 2015.		

Web Resources		
1.	https://www.microsoft.com/en-us/microsoft-365/blog/	
2	https://www.ipjugaad.com/syllabus/ggsip-university-bba-1st-semester-computer-applications-syllabus/18	
3	https://byjus.com/govt-exams/microsoft-word/	
4	https://edu.gcfglobal.org/en/google-forms/	
5	https://www.tutorialkart.com/tally/tally-tutorial/	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons	
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations	

Mapping with program outcomes

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	M	M	M	M	S	M	M
CO 2	S	M	M	M	M	S	S	M
CO 3	M	M	M	S	M	S	M	M
CO 4	S	S	M	M	M	S	S	M
CO 5	S	S	M	S	M	S	S	M

S-Strong M-Medium L-Low

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	-	3	3
CO 2	3	3	-	3	3
CO 3	3	3	-	3	3
CO 4	3	3	-	3	3
CO 5	3	3	-	3	3
Weightage	15	15	-	15	15
Weighted Percentage of Course Contribution to Pos	3.0	3.0	-	3.0	3.0

NEW VENTURE DEVELOPMENT

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	New Venture Development	SEC	Y	-	-	-	1	2	25	75	100
Learning Objectives											
CLO1	To learn to generate and evaluate new business ideas										
CLO2	To learn about a business model that generates money										
CLO3	To understand how to find, evaluate and buy a business										
CLO4	To evaluate the feasibility of idea into a Venture										
CLO5	To understand sources who lend for new ventures										
UNIT	Details							No. of Hours	Learning Objectives		
I	Concept of Entrepreneurship – Evolution - importance – Importance of entrepreneurship, developing creativity and understanding innovation, stimulating creativity; Organisational actions that enhance creativity, Managerial responsibilities, Creative Teams; Sources of Innovation in Business; Managing Organizations for Innovation and Positive Creativity.							3	CLO1		
II	Developing Successful Business Ideas: Recognizing Opportunities and Generating Ideas - Entry strategies: New Product – Franchising - Buying an existing firm.							3	CLO2		
III	Feasibility Analysis: Marketing, Technical and Financial Feasibility analysis - Industry and Competitor Analysis-assessing a New Venture's Financial Strength and Viability							3	CLO3		
IV	Moving from an Idea to a New Venture: Preparing the Proper Ethical and Legal Foundation-Building a New-Venture Team – Leadership - Corporate Entrepreneurship, Social Entrepreneurship.							3	CLO4		
V	Financing the New Venture: Financing entrepreneurial ventures - Managing growth; Valuation of a new company - - Arrangement of funds - Traditional sources of financing - Alternate Source of Funding - Start-ups, MSMEs, any new venture - rules and regulations governing support by these institutions.							3	CLO5		
	Total							15			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	Understand the concept of entrepreneurship and skill sets of an entrepreneur.	PO2,PO6
CO2	Assess new venture opportunities & analyze strategic choices in relation to new ventures	PO2, PO6
CO3	Develop a credible business plan for real life situations.	PO1, PO2, PO5, PO6
CO4	Coordinate a team to develop and launch and manage the new venture through the effective leadership	PO4, PO5
CO5	Evaluate different sources for financing new venture	PO2, PO6
Reading List		
1.	Journal of Business Venturing – Elsevier	
2.	Technology, Innovation, Entrepreneurship and Competitive Strategy, Emerald	
3.	Entrepreneurship: New Venture Creation (2016) David H. Holt, Pearson Education India,	
4.	Entrepreneurship and New Venture Creation; Arun Sahay, V. Sharma; Excel Book (2008)	
5.	Entrepreneurship ,11 th Edition , By Robert D. Hisrich, Michael P.Peters, Dean A. Shepherd , Sabyasachi Sinha , Mc Graw Hill	
References Books		
1.	New Venture Creation, Kathleen R. Allen, Cengage Publication (2013)	
2.	Essentials of Entrepreneurship and Small Business Management. Scarborough, N. M., Cornwall, J. R., & Zimmerer, T. (2016). Boston: Pearson.	
3.	Project Appraisal and Management, Agrawal, Rashmi and Mehra, Yogieta S. (2017). New Delhi. Taxmann Publications.	
4.	The Manual for Indian Start -ups Tools to Start and Scale – up Your New Venture by Vijaya Kumar Ivaturi and Meena Ganesh , Penguin Enterprise	
5.	Entrepreneurship Development , Indian Cases on Change Agents by K. Ramachandran, Mc Graw Hill Publication	
Web Resources		
1.	https://www.studocu.com/en-gb/document/university-of-aberdeen/new-venture-development/new-venture-development-lecture-notes/15212217	
2.	https://core.ac.uk/download/pdf/98660713.pdf	
3.	https://ugcmoocs.inflibnet.ac.in/download/course/curriculum/nptel/noc18-mg36.pdf	
4.	https://www.tutorialspoint.com/entrepreneurship_development/starting_a_business.htm	
5.	https://www.entrepreneur.com/starting-a-business/10-ventures-young-entrepreneurs-can-start-for-cheap-or-free/300786	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		

Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview
Application (K3)	Suggest idea/concept with examples, suggest formulae, Solve problems, Observe, Explain
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations

Mapping with program outcome

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	M	S	M	S	S	S	M	M
CO 2	S	S	M	S	S	S	M	S
CO 3	S	S	M	S	S	S	S	S
CO 4	S	S	M	S	S	M	S	S
CO 5	M	S	M	S	M	S	M	M

S-Strong M-Medium L-Low

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	3	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted Percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

TALLY

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Tally	SEC	Y	-	Y	-	2	2	25	75	100
Learning Objectives											
CLO1	To impart knowledge about basic use of Tally and its functions										
CLO2	To understand the creation of groups and Ledgers										
CLO3	To provide understanding about Data Management in Tally										
CLO4	To understand the process of GST, EPF etc.										
CLO5	To familiarize students about significance of Tally in implications in the Organizations										
UNIT	Details							No. of Hours	Learning Objectives		
I	Basic of Accounting & Fundamentals of Tally. ERP 9: Accounting Principles or Concepts, Rules for Accounting, Creation/ Setting up of Company in Tally ERP 9 and Configuration.							6	CLO1		
II	Accounting Master in Tally. ERP 9: Groups & Ledgers Creation Inventory Master in Tally. ERP 9: Creation of Stock Groups and Categories and Units of Measure.							6	CLO2		
III	Vouchers Entries & Advance Accounting in Tally. ERP 9: Types of Vouchers, Invoicing, Bill Wise Details, Cost Centers and Bank Reconciliation and Scenarios Management.							6	CLO3		
IV	Advance Inventory & Taxes in Tally. ERP 9: Order processing, Batch Wise Details, POS, TDS, TDS Returns Filing, TCS, GST Returns, EPF, ESIC & Professional Tax.							6	CLO4		
V	Technological Advantages, Payroll, Report Generations, Short Keys in Tally. ERP 9							6	CLO5		
	Total							30			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	To understand about the basic accounting and Tally. ERP 9	PO1
CO2	Identify the maintained of Ledger and inventory system	PO1, PO2, PO7
CO3	Creation of various vouchers and bill wise details	PO1, PO4, PO7
CO4	Understand various taxes returns and filing	PO2, PO6, PO7
CO5	Relate and infer various reports generated in Tally. ERP 9	PO2, PO7
Reading List		
1.	Journal of Emerging Technologies and Innovative Research	
2.	Global Journal for Research Analysis	
3.	Tally.ERP 9 with GST in Simple Steps by DT Editorial Services, Dreamtech Press	
4.	Vikas Gupta, Comdex Tally, ERP 9 Course Kit with GST and MS Excel, Wiley India, 2017	
5.	Official Guide To Financial Accounting Using Tally.Erp 9 With Gst by Tally Education, BPB Publications	
References Books		
1.	Shraddha Singh & Navneet Mehra, Tally. ERP 9, V & S Publishers, 2015	
2.	Official Guide to Financial Accounting using Tally. ERP 9, Fourth Revised & Updated Edition, BPB Publications	
3.	Vinod Kumar, Tally. ERP 9 Made Easy, Accounting Education	
4.	Bimlendu Shekhar, Tally Practical Work Book -1, 2 nd Edition	
5.	Asian’s Quintessential Course Tally.ERP 9 with GST by Vishnu Priya Singh edition 2020	
Web Resources		
1.	https://tallysolutions.com/learning-hub/	
2.	https://www.tutorialkart.com/tally/tally-tutorial/	
3.	https://sscstudy.com/tally-erp-9-book-pdf-free-download/	
4,	https://tallysolutions.com/tally/how-to-use-gst-in-tally-erp-9/	
5.	https://www.javatpoint.com/tally	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks

Methods of Assessment	
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions

Subject Code	Subject Name	U	W	L	T	P	O	P	·	H	Marks
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview										
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain										
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge										
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons										
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations										

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	S	M	M	M	M	S	S	M
CO 2	S	M	M	M	M	S	S	S
CO 3	S	M	M	M	M	S	S	S
CO 4	M	M	M	M	M	M	S	M
CO 5	M	S	M	M	S	M	S	M

Mapping with program outcome

S-Strong M-Medium L-Low

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	-	3	3
CO 2	3	3	-	3	3
CO 3	3	3	-	3	3
CO 4	3	3	-	3	3
CO 5	3	3	-	3	3
Weightage	15	15	-	15	15
Weighted Percentage of Course Contribution to Pos	3.0	3.0	-	3.0	3.0

									CIA	External	Total
	Intellectual Property Rights	Core	Y	-	-	-	2	2	25	75	100
Course Objectives											
C1	To learn aspects of Intellectual property Rightsto students who are going to play a major role in development and management of innovative projects in industries.										
C2	To disseminate knowledge on patents, patent regime in India and abroad and registration aspects										
C3	To evaluate the copyright law										
C4	To disseminate knowledge on copyrights and its related rights and registration aspects										
C5	To understand about Geographical Indicators										
UNIT	Details							No. of Hours	Course Objectives		
I	IPR Introduction: and the need for intellectual property right – IPR in India –Different Classifications – Important Principles of IP Management – Commercialization of Intellectual Property Rights by Licensing–Intellectual Property Rights in the Cyber World.							6	C1		
II	Introduction–Classification–Importance–Types of Patent Applications in India - Patentable Invention–Inventions Not Patentable.							6	C2		
III	Introduction–Fundamentals –Concept–Purpose–Functions–Characteristics–Guidelines - For Registration of Trade Mark – Kinds of TM – Protection – Non-Registrable Trademarks Industrial Designs – Need for Protection of Industrial Designs.							6	C2		
IV	Introduction to Copyright– Conceptual Basis – Copy Right and Related Rights–Author & Ownership of Copyright - Rights Conferred By Copy Right-Registration – Transfer –Infringement–Copyright pertaining to Software/Internet and other Digital media.							6	C3		
V	GEOGRAPHICAL INDICATIONS: Concept, Protection & Significance							6	C3		
	Total							30			

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	Imbibe the knowledge of IPR through various laws	PO1, PO6, PO7
CO2	Apply the knowledge of patents	PO5, PO6, PO7
CO3	Understand the process of acquiring a trademark	PO2, PO6
CO4	Create an awareness about copyrights	PO6, PO7
CO5	Understand geographical indicators	PO6, PO7
Reading List		
1.	Journal of Intellectual Property Rights	
2.	IntellectualPropertyRightsTextandCases: DR.R.Radhakrishnan, DR.S. Balasubramanian	
3.	IntellectualPropertyPatents,TradeMarks, And Copy Rights–RichardStim	
4.	Intellectual Property Rights by Asha Vijay Durafe and Dhanashree K.Toradmalle, Wiley	
5.	Fundamentals of Intellectual Property Rights For Students, Industrialist and Patent Lawyers by Ramakrishna and Anil Kumar HS	
References Books		
1.	Landmark Judgements on Intellectual Property rights by Kush Kalra. Central Law Publishing	
2.	Intellectual Property Rights in India by V.K.Ahuja, Lexis Nexis	
3.	Introduction To Intellectual Property Rights Softbound By Singh, Phundan, Daya Publishing House	
4.	Introduction To Intellectual Property Rights by Chawkam H.S, Oxford &Ibh	
5.	Intellectual Property - Patents, Copyright, Trade Marks and Allied Rights by W Cornish and D Llewelyn and T Pain	
Web Resources		
1.	https://nptel.ac.in/courses/110/105/110105139/	
2.	https://www.wipo.int/edocs/pubdocs/en/wipo_pub_450_2020.pdf	
3.	https://ipindia.gov.in/	
4.	https://www.tutorialspoint.com/explain-the-intellectual-property-rights	
5.	https://www.icsi.edu/media/webmodules/FINAL_IPR&LP_BOOK_10022020.p df	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Seminar	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks

Methods of Assessment	
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions
Understand/Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge
Evaluate (K5)	Longer essay/ Evaluation essay, Critique or justify with pros and cons
Create (K6)	Check knowledge in specific or offbeat situations, Discussion, Debating or Presentations

CO-PO Mapping with Programme Specific Outcomes

(Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	3	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted Percentage of Course Contribution to POs	3.0	3.0	3.0	3.0	3.0

[illegible]

Quantitative Aptitude I

Course Outcomes		
Course Outcomes	On completion of this course, students will;	Program Outcomes
CO1	Use their logical thinking and analytical abilities to solve reasoning questions	PO1, PO6
CO2	Solve questions related to time and distance and time and work	PO1 PO6
CO3	Apply concept of percentages, Profit and loss, discount	PO1 PO6
CO4	Interpret data using bar charts and diagrams	PO1 PO6
CO5	Solve questions relating to Geometry and Mensuration	PO1 PO6
Reading List		
1.	Quantitative aptitude by RS Agarwal, S Chand Publication	
2.	Fast Track Objective Airthmetic by Rajesh Verma , Arihant	
3.	Quantitative Aptitude and Reasoning by R V Praveen, PHI	
4.	Essential Quantitative Aptitude for Competitive Exams - 2nd Edition by Rajat Vijay Jain , Disha Publications	
5.	Quantitative Aptitude & Data Interpretation Topic-wise Solved Papers for IBPS/ SBI Bank PO/ Clerk Prelim & Main Exam (2010-19) 3rd Edition by Disha Experts, Disha Publications	
References Books		
1.	Barron" s by Sharon Welner Green and Ira K Wolf (Galgotia Publications Pvt. Ltd.)	
2.	Quantitative Aptitude by U Mohan Rao Scitech publications	
3.	Quantitative Aptitude by Arun Sharma McGrawhill publications	
4.	Quantitative Aptitude by Abhijit Guha	
5.	Quantitative Aptitude by Pearson publications	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks

Methods of Assessment	
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions
Understand/ Comprehend (K2)	MCQ, True/False, Short essays, Concept explanations, Short summary or overview
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge

S-Strong M-Medium L-Low

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix):

Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	-	-	3	-
CO 2	3	-	-	3	-
CO 3	3	-	-	3	-
CO 4	3	-	-	3	-
CO 5	3	-	-	3	-
Weightage	15	-	-	15	-
Weighted Percentage of Course Contribution to POs	3.0	-	-	3.0	-

QUANTITATIVE APTITUDE II

Subject Code	Subject Name	Category	L	T	P	O	Credits	Inst. Hours	Marks		
									CIA	External	Total
	Quantitative Aptitude II		Y	-	-	-	1	2	25	75	100
Course Objectives											
C1	To categorize, apply and use thought process to distinguish between concepts of reasoning										
C2	To prepare and explain the fundamentals related to various possibilities and probabilities related to quantitative aptitude.										
C3	To explain and interpret data sufficiency										
C4	To analyze the applications of Base system										
C5	To critically evaluate numerous possibilities related to puzzles.										
UNIT	Details							No. of Hours	Course Objectives		
I	Numerical Reasoning: Problems related to Number series, Analogy of numbers, Classification of numbers, Letter series, Seating arrangements, Directions, blood relations and puzzle test.							6	C1		
II	Combinatorics: Counting techniques, Permutations, Combinations and Probability							6	C2		
III	Syllogisms and data sufficiency							6	C2		
IV	Application of Base system: Clocks (Base 24), Calendars (Base 7), Cutting of Cubes and cuboids							6	C4		
V	Puzzle Solving & Time Management using various problem solving tools and techniques							6	C5		
	Total							30			
Course Outcomes											
Course Outcomes	On completion of this course, students will;							Program Outcomes			
CO1	Use their logical thinking and analytical abilities to solve reasoning questions							PO1			
CO2	Solve questions related to combinations							PO1			
CO3	Solve questions based on syllogisms							PO1			
CO4	Solve questions based on clocks, calendars							PO1			
CO5	Solve puzzles							PO1			

Reading List		
1.	Quantitative aptitude by RS Agarwal, S Chand Publication.	
2.	Puzzle stop puzzle you by Shakunata devi or ient paper back publication	
3.	Reasoning For Competitive Examinations 2019 Edition by Nishit K Sinha, PEARSON INDIA	
4.	A Modern Approach To Logical Reasoning (2 Colour Edition) by RS Agarwal, S Chand Publications	
5.	General Reasoning Ability for Competitive Exams - SSC/Banking/Defence/Railway/Insurance by Disha Experts, Disha Publications	
References Books		
1.	Barron" s by Sharon Welner Green and Ira K Wolf (Galgotia Publications Pvt. Ltd.)	
2.	Quantitative Aptitude by U Mohan Rao Scitech publications	
3.	Quantitative Aptitude by Arun Sharma McGraw-Hill publications	
4.	Quantitative Aptitude by Abhijit Guha	
5.	Quantitative Aptitude by Pearson publications	
Web Resources		
1.	www.m4maths.com	
2.	www.Indiabix.com	
3.	https://www.123test.com/numerical-reasoning-test/	
4.	https://www.bankexamstoday.com/p/data-interpretation-questions-sets.html	
5.	https://playquiz2win.com/reasoning.html	
Methods of Evaluation		
Internal Evaluation	Continuous Internal Assessment Test	25 Marks
	Assignments	
	Attendance and Class Participation	
External Evaluation	End Semester Examination	75 Marks
	Total	100 Marks
Methods of Assessment		
Recall (K1)	Simple definitions, MCQ, Recall steps, Concept definitions	
Understand/ Comprehend (K2)	MCQ, True/False, Concept explanations, Short summary or overview	
Application (K3)	Suggest idea/concept with examples, Suggest formulae, Solve problems, Observe, Explain	
Analyze (K4)	Problem-solving questions, Finish a procedure in many steps, Differentiate between various ideas, Map knowledge	

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO 1	S							
CO 2	S							
CO 3	S	S						
CO 4	S	S				S		
CO 5	S							

S-Strong M-Medium L-Low
CO-PO Mapping with Programme Specific Outcomes
(Course Articulation Matrix):
Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	-	-	3	-
CO 2	3	-	-	3	-
CO 3	3	-	-	3	-
CO 4	3	-	-	3	-
CO 5	3	-	-	3	-
Weightage	15	-	-	15	-
Weighted Percentage of Course Contribution to POs	3.0	-	-	3.0	-

SCHEME FOR EVALUATION

Internal marks:

For Theory Courses:

The pattern for internal valuation is as follows:

1. two tests – 10 marks each: average 10 marks
2. Group Discussion / Seminar / Quiz – 5 marks
3. 2 assignments; 5 mark each: average 5 marks
4. Peer teaching: 5 marks
5. 3rd test may be allowed for absentees of any one of the two tests.
6. If the college opts quiz, 2 Quizzes should be conducted and average has to be considered.

For Practical Courses: 10 practical works may be conducted and valued for 10 marks each. Best 4 marks may be considered and totaled for a maximum of 40 marks.

Criteria for passing in External:

1. A minimum of 27 Marks should be secured in external valuation out of 75
2. The sum of both external and internal should be a minimum of 40 out of 100 for a pass
3. The Grading system for passing will be given by university as per the norms instead of marks.

B.Sc. (Hospital Management) Degree Course (Including Part I and Part II Papers)

Each Semester =15 Weeks

Each Paper 5 units

Question Paper Pattern Total Marks=75 Marks

Section A

10 Multiple Choice Questions, 2 Questions from each 10x1=10 Marks

Section B

5 Questions from each unit Either " " Or" type 5x7=35 Marks

Section C

Answer any three Questions out of Five Questions, one question from each unit

3x10=30 Marks

QUESTION PAPER MODEL

Time:3 Hours

Max.marks:75

Section A: (10x1=10 Marks)

Question No. 1 to 10 (Multiple choices)

1. Two questions from each unit.
2. Four choices in each question.
3. No „none of these“ choice.

Section B: (5x7=35 Marks)

Answer all questions choosing either (a) or (b)

Answers not exceeding two pages.

(One question from each unit)

11 (a) or 11 (b)

12 (a) or 12 (b)

13 (a) or 13 (b)

14 (a) or 14 (b)

15 (a) or 15 (b)

Section C: (3 x 10 = 30 Marks)

Answers not exceeding four pages

Answer any three out of five (one question from each unit)

Questions 16 – 20

INSTITUTIONAL TRAINING

Curricular note on Skill enhancing core paper with Internal and External evaluation for 50 marks (2 Credits) for ALL streams of BBA.

Aims: The purpose of this skill enhancing (Training) core paper is to bridge the theoretical fundamentals with that of actual practice and to inculcate a spirit of inquiry & research rigor to investigate the nuances that go into the working of industry at large. Apart from adapting as team-worker, students are expected to gather, filter the required information and report the dynamics of the chosen industry in a standardized format.

Process: Colleges may institute MoU/ collaborative initiative with firms in their locality to get the consent and to make the training more purposeful. Every student, individually or in a group not exceeding three, shall undergo a four-week [a minimum of twenty working days] training in any organization [size, type and location to be specified by the respective college] of his/her choice during the vacation between fourth and fifth semester. In case of insufficient vacation, college level adjustments can be made to facilitate the students on training. Prior permission may be obtained from the organization in advance by the students concerned and information shall be passed onto the colleges thus enabling the training supervision by the concerned faculties authorized by the college. Weekly postal or electronic reporting should be obtained to ensure coherent and comprehensive training during the training period. A final report [Institutional Training Record — ITR] containing the introduction of the industry, the profile of the company and a valid conclusion indicating the benefits of the training shall be given not exceeding 30 [A4] pages [in a spiral- bound form/pre-printed record designed for this purpose].

Reporting Proforma the profile of the company may include the organization-chart, people involved in key-positions, year of establishment and growth pattern (for at least five years), the products dealt and market to which it caters to, sales turn-over, market share [for last three years], competitors details, number of employees and their brief profile, share capital& Share holding pattern, market capitalization (in case of listed public company), group companies, if any, awards & recognitions (if any received), litigations, if any involved and so on. **Outcome:** Internal evaluation by the concerned training supervisor along with HOD shall be made during the beginning of fifth semester for a max of 25 marks and report the same to the university. Metrics to be evaluated and its weightage are:

- Compliance of the procedure (permission seeking, informing in advance, weekly reporting and ITR submission) 10 marks
- Structure and neatness of ITR 15 marks

EVALUATION METHOD:

There shall be a university-approved comprehensive viva-voce examination at the end of fifth semester. Students shall maintain a [Institutional Training Record — ITR] individually for the purpose of the oral examinations. ITR shall also be evaluated jointly internal with an external examiner during the viva-voce examination. The total mark of 25 for the skill enhancing core subjects shall be divided between internal and external evaluations and it is 10 and 15 marks respectively.