CHHATTISGARH SWAMI VIVEKANAND TECHNICAL UNIVERSITY, BHILAI (C.G.)

SYLLABUS

[EFFECTIVE FROM THE SESSION: 2011-2012]

MASTERS OF BUSINESS ADMINISTRATION (FULL TIME)

IIInd SEMESTER
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Board of Studies</th>
<th>Subject Code</th>
<th>Subject</th>
<th>Periods Per Week</th>
<th>Scheme of Examination</th>
<th>Total Marks</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mgmt.</td>
<td>576211(76)</td>
<td>Management Information System &amp; DSS (New)</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>80</td>
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<tr>
<td>2</td>
<td>Mgmt.</td>
<td>576212(76)</td>
<td>Research Methodology (New)</td>
<td>3</td>
<td>1</td>
<td>0</td>
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<tr>
<td>3</td>
<td>Mgmt.</td>
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<td>4</td>
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<td>Advanced Financial Management (New)</td>
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<td>5</td>
<td>Mgmt.</td>
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<td>Human Resource Management (New)</td>
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<td>6</td>
<td>Mgmt.</td>
<td>576216(76)</td>
<td>Production &amp; Operation Management (New)</td>
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<td>0</td>
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<tr>
<td>7</td>
<td>Mgmt.</td>
<td>576217(76)</td>
<td>Materials Management (New)</td>
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<td>80</td>
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<tr>
<td>8</td>
<td>Mgmt.</td>
<td>576218(76)</td>
<td>Entrepreneurship Development (New)</td>
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<td>0</td>
<td>80</td>
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<tr>
<td>9</td>
<td>Mgmt.</td>
<td>576221(76)</td>
<td>Research Report &amp; Viva</td>
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<td>0</td>
<td>3</td>
<td>60</td>
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<tr>
<td>10</td>
<td>Mgmt.</td>
<td>576222(76)</td>
<td>Research Analysis Lab</td>
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<td>3</td>
<td>60</td>
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<tr>
<td>11</td>
<td>Mgmt.</td>
<td>576223(76)</td>
<td>Human Consciousness Based Value Development</td>
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<td>0</td>
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<tr>
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<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>25</strong></td>
<td><strong>7</strong></td>
<td><strong>8</strong></td>
<td><strong>760</strong></td>
</tr>
</tbody>
</table>

L – Lecture, T- Tutorial; ESE – End Semester Examination, CT – Class, Test, TA – Teacher’s Assessment
OBJECTIVES
The objective of this course is to develop the basic understanding of the management information systems and decision support systems used in organizations.

COURSE CONTENTS

<table>
<thead>
<tr>
<th>UNIT</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIT I</td>
<td>Introduction to Information Technology (IT), Advantages /Disadvantages of IT, Difference from Computer science (CS), Brief introduction to Database management systems (DBMS) and various data models (Relational, Hierarchical, Network). Concept of 2-Ties and 3- Tier architecture, System analysis and design (software development life cycle).</td>
</tr>
<tr>
<td>UNIT II</td>
<td>Management Information systems (MIS), classification of MIS, need of MIS, Transaction processing system (TPS), office automation system (OAS), Executive support system (ESS).</td>
</tr>
<tr>
<td>UNIT III</td>
<td>Decision support system (DSS), Expert system (ES), Functional applications of TPS, OAS, MIS, DSS, ESS and ES in the organization.</td>
</tr>
<tr>
<td>UNIT IV</td>
<td>Designing MIS with software solutions (Case study for a Banking enterprise), characteristics and functions of MIS and DSS, component of MIS and DSS, capability of DSS, classification of DSS; Simon’s Model for decision making.</td>
</tr>
<tr>
<td>UNIT V</td>
<td>How Business use Information Systems; Strategic Information Systems for Competitive Advantage; Achieving Operational Excellence and Customer Intimacy; Contemporary Issues in Information Systems.</td>
</tr>
</tbody>
</table>

The examination paper will include question from each unit. The list of cases / specific references including recent articles will be announced and discussed in the class.

TEXT BOOKS

REFERENCE BOOKS

SUGGESTED READINGS
- Laudon, Kenneth C, & Jane P.Laudon, Management Information System : Organisation and Technology, PHI Publication
MBA SEM II  576212(76): RESEARCH METHODOLOGY (New)
CREDITS: 4  LECTURE SCHEME: (L-3; T-1; P-0)  Min. No. of CTs: 2

OBJECTIVES
The objective of this course is to equip the students with the basic understanding of the research methodology and to provide an insight into the application of modern analytical tools and techniques for the purpose of managerial decision making.

COURSE CONTENTS

<table>
<thead>
<tr>
<th>UNIT I</th>
<th>Zucker: Concept, Types of Research, Characteristics of Good Research; Research Process; Problem Identification, Formulation of Business Research Objectives.</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIT IV</td>
<td>Zucker: Summarizing the Data: Mean, Median, Mode and Standard Deviation  Data Analysis Techniques: Univariate and Bivariate Analysis (Chi Square, ANOVA, Sign test); Multivariate Analysis (Discriminant Analysis, Cluster Analysis, Factor Analysis, Multiple Linear Regression).</td>
</tr>
</tbody>
</table>

The examination paper will include question from each unit. The list of cases / specific references including recent articles will be announced and discussed in the class.

TEXT BOOKS
- C.R. Kothari: Research Methodology, New Age International Publishers
- Cooper and Schindler: Business Research Methods, TMH

REFERENCE BOOKS
- Zeikmukund, Business Research Methods, Drden Press.
- Rajendra Nargundkar : Marketing Research
- Naresh Kumar Malhotra: Marketing Research
MBA SEM II 576213(76): MARKETING MANAGEMENT (New)
CREDITS: 4 LECTURE SCHEME: (L-3; T-1; P-0) Min. No. of CTs: 2

OBJECTIVES
The objective of this course is to develop an understanding of the underlying concepts, strategies and issues involved in the marketing of products and services.

COURSE CONTENTS

<table>
<thead>
<tr>
<th>UNIT</th>
<th>COURSE CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIT I</td>
<td>Introduction to Marketing: Meaning, nature and scope of marketing; Marketing philosophies; Marketing management process; Concept of marketing mix.</td>
</tr>
<tr>
<td>UNIT II</td>
<td>Market Analysis Research: Understanding marketing environment; Consumer and Industrial buyer behavior; Market measurement; Market segmentation, selection and positioning.</td>
</tr>
<tr>
<td>UNIT III</td>
<td>Product Planning and Pricing: Product concept; Types of products; Major product decisions; Brand management; Product life cycle, New product development process; Pricing decisions; Determinants of price; Pricing process, policies and strategies.</td>
</tr>
<tr>
<td>UNIT IV</td>
<td>Promotion and Distribution decisions: Communication process; Promotion tools: Advertising, personal selling, publicity and sales promotion; Distribution channel decisions: Types and functions of intermediaries, Selection and management of intermediaries; Logistics decisions: Introduction to Inventory management, warehousing, transportation and insurance.</td>
</tr>
<tr>
<td>UNIT V</td>
<td>Marketing Organization and Control; Emerging trends and issues in marketing: Consumerism, Social marketing; Direct and online marketing; Green Marketing, Service Marketing and brand management. Building customer satisfaction, value and retention.</td>
</tr>
</tbody>
</table>

The examination paper will include question from each unit. The list of cases / specific references including recent articles will be announced and discussed in the class.

TEXT BOOKS

REFERENCE BOOKS
- Dan Lacobucci, Dr.Avinash Kapoor; “MM-4LTR series” Cengage Learning, India Edition

REFERENCE JOURNALS
OBJECTIVES
The objective of this course is to acquaint the students with the broad framework of financial decision making in a business unit.

COURSE CONTENTS

<table>
<thead>
<tr>
<th>UNIT I</th>
<th>➲ Financial Management: Nature and objectives, profit maximization v/s wealth maximization, finance functions, time value of money (discounting and compounding techniques).</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIT II</td>
<td>➲ Cost of different sources of raising capital, weighted average cost of capital.</td>
</tr>
<tr>
<td></td>
<td>➲ Types of dividend policy, dividend theories dividend practices in India.</td>
</tr>
<tr>
<td>UNIT III</td>
<td>➲ Capital Structure: Factors determining capital structure, approaches and theories</td>
</tr>
<tr>
<td></td>
<td>➲ Operating and Financial leverages: Impact, trading on equity</td>
</tr>
<tr>
<td>UNIT IV</td>
<td>➲ Budget: Concept and Types, Budgetary Control, Capital budgeting, Zero based budgeting.</td>
</tr>
<tr>
<td>UNIT V</td>
<td>➲ Management of working capital: Concept of working capital, need and factors influencing, estimation of working capital, inventory and receivables management, management of cash.</td>
</tr>
</tbody>
</table>

The examination paper will include question from each unit. The list of cases / specific references including recent articles will be announced and discussed in the class.

TEXT BOOKS

SUGGESTED READINGS
- P. Chandra, Financial Management, TMH, New Delhi.
OBJECTIVES
The objective of this course is to acquaint students to the various facets of managing people and to create an understanding of the various policies and practices of human resource management

COURSE CONTENTS


UNIT II  ⊳ Human Resource Policy; Human Resource Planning  
            ⊳ Job Analysis: Methods, Job description, Job specification, etc.

UNIT III  ⊳ Human Resources Recruitment and Selection, Placement, and Socialization (Induction and Orientation)  
            ⊳ Manpower Training and Development, Performance Appraisal and Potential Evaluation; Compensation Management and Job Evaluation

UNIT IV  ⊳ Quality of work life; Work life balance; Work Stress & Counseling; Mentoring; Employee Welfare; Employee Empowerment; Employee Engagement  
            ⊳ Ethics, Justice and Fair Treatment in HR Management;

UNIT V  ⊳ Strategic Human Resource Management; HR Audit; HR Balanced Scorecard;  
            ⊳ New Approaches in HRM

The examination paper will include question from each unit. The list of cases / specific references including recent articles will be announced and discussed in the class.

TEXT BOOKS

REFERENCE BOOKS
- As swathppa, Human Resource Management: Text and Cases, 2008  

SUGGESTED READINGS
OBJECTIVES
The objective of this course is to acquaint students with decision making in: Planning, scheduling and control of production and operation functions in manufacturing and services; productivity improvement in operations through layout engineering and quality management etc.; effective and efficient flow, replenishment and control of materials with reference to both manufacturing and services organizations.

COURSE CONTENTS

UNIT I
- Introduction to production management: Production management, objectives functions, meaning, nature and significant scope. Relationship of production with other functions areas. Types of production intermittent, production, continuous production, and job shop products.

UNIT II
- Facility design & Location: Considerations for plant Location, Economic analysis, planning the building, layout objectives, fundamental consideration in layout, Types of Layout.

UNIT III
- Capacity Planning: Introduction, measurement of capacity, planning Estimate future Capacity needs, factor influencing effective capacity, over and under capacity, TQM, Basics of ERP.
- Just in Time: Introduction, 7 wastes, Basic elements and benefit of JIT.

UNIT IV
- Work-study: Work Measurement: Time study, established of standard time, Rating of employees, allowances, work sampling, synthetic Data, Predetermined motion Time Analysis.
- Work Simplification: Method study –objective scope, steps, selection of job for method
- Study Recording techniques, micro motion study.

UNIT V
- Maintenance management: Need, objectives, function & types of Maintenance.

The examination paper will include question from each unit. The list of cases / specific references including recent articles will be announced and discussed in the class.

TEXT BOOKS

REFERENCE BOOKS
- Slack & Lewis, Operations Strategy, Pearson, 2e, 2009
- West & Ford, Strategic Marketing, OUP, Indian ed., 2007

SUGGESTED READINGS
- Adam, E E & Ebert, RJ. Production & Operation Management, New Delhi, PHI.
- Buffa, E.S. Modern Production Management, John Wiley (New York.)
- Mayor R, Production and Operation management,
• Telsong, Industrial & Production Management,
• Shah M, Integrated Materials Management
MBA SEM II  576217(76): MATERIALS MANAGEMENT (New)
CREDITS: 4  LECTURE SCHEME: (L-3; T-0; P-0)  Min. No. of CTs: 2

OBJECTIVES
The course intends to equip students with updated knowledge of modern materials management concepts and aims to develop their functional expertise in the store and purchase management discipline.

COURSE CONTENTS

<table>
<thead>
<tr>
<th>UNIT</th>
<th>CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>III</td>
<td>Stores and warehousing: Stores management, Systems and procedures, Incoming material control, Stores accounting &amp; stock verification, Obsolete, surplus and scrap management, Value analysis, Material handling, Transportation and traffic management.</td>
</tr>
<tr>
<td>IV</td>
<td>Value stream mapping.</td>
</tr>
<tr>
<td>V</td>
<td>Inventory management: Inventory overview, JIT.</td>
</tr>
</tbody>
</table>

The examination paper will include question from each unit. The list of cases / specific references including recent articles will be announced and discussed in the class.

TEXT BOOKS

REFERENCE BOOKS
MBA SEM II 576218(76): ENTREPRENEURSHIP DEVELOPMENT (New)
CREDITS: 4 LECTURE SCHEME: (L-3; T-1; P-0)  Min. No. of CTs: 2

OBJECTIVES
The course intends to equip knowledge about the process of becoming an entrepreneur and prepare students for becoming an entrepreneur.

COURSE CONTENTS

<table>
<thead>
<tr>
<th>UNIT</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIT I</td>
<td>The Entrepreneurial Development Perspective: Concept of Entrepreneurship and Development, Conceptual models of entrepreneurship; Entrepreneur v/s Intrapreneurs, Entrepreneur v/s Entrepreneurship, Entrepreneurial leaders – Managers – Entrepreneur v/s Manager: Role of Entrepreneur in Indian economy and developing economies with reference to Self-employment Development, Entrepreneurial Culture.</td>
</tr>
<tr>
<td>UNIT II</td>
<td>Entrepreneurial characteristics – Attributes and Characteristics of successful Entrepreneur, attitudes – motivation. Small business and corporate entrepreneurship – culture and competence- Building entrepreneurial organization. Entrepreneurial team – matching human resources needs and skills.</td>
</tr>
</tbody>
</table>

The examination paper will include question from each unit. The list of cases / specific references including recent articles will be announced and discussed in the class.

TEXT BOOKS
- Zimmerer and Searbourough, Essentials of entrepreneurship and small business management”, Pearson Education.

REFERENCE BOOKS
- Marc Dollinger, “Entrepreneurship”, Pearson Education.
- Morey, D., Mark Maybury, and Bhavani Thuraisingham (eds.), “Knowledge Management: Classic and Contemporary Works”, Universities Press, Hyderabad.
MBA SEM II 576221(76): RESEARCH REPORT AND VIVA
CREDITS: 2 LECTURE SCHEME: (L-0; T-0; P-3)

OBJECTIVES
Students have to select empirical topics for their research projects in consultations with the faculty members in their Institute. The projects will be conducted in groups of two (minimum) and three (maximum). Students are required to submit a report on their empirical topics. Students’ projects will be examined through a presentation or viva voce by an external examiner and an internal examiner.

MBA SEM II 576222(76): RESEARCH ANALYSIS LAB
CREDITS: 3 LECTURE SCHEME: (L-1; T-0; P-3)

OBJECTIVES
This lab aims to build students capability for using software used in Business. This may include SPSS, TORA-Optimization Software, SAS, MiniTab etc. Other software as prescribed by the institute may also be learnt in this Lab. Students are required to submit a report of various software they learnt during this lab which will be examined through a viva voce conducted by an external examiner and an internal examiner.
OBJECTIVES
The various happenings in the business world demand attention to develop and instill a value system among students. This course is designed to impart student with an understanding of basic human values so that they can understand their responsibility towards themselves and the society at large.

COURSE CONTENTS

- **Study of Basic Human Objectives**: Everlasting Solution, Prosperity, trust in self and other and coexistence for balance in nature. Need and importance of aforesaid basic human objectives and how to achieve these.
- **Concept and Understanding of human happiness**: Meaning and Concept of “happiness”, incessant happiness, its relationship with guarantee of physical needs, comforts, physical and sensory pleasures with its transient nature, misery, The only method to minimize incessant happiness: gaining right understanding about oneself, one's body, one's relationship with other human beings, Nature and total existence.
- **Proper Understanding** about the order in Nature and co-existence at various levels, such as, I and my body, family, society, Nature and existence.
- **Understanding the Self**: Understanding human reality 'I' and my body, present understanding of the self, physical needs, relation with others and with Nature, gaining proper understanding of the self, discrimination between 'I' and my 'body', characteristics and the needs of 'I', of my 'body' and 'body' & 'I'.
- **Synergetic Order and Coexistence among Human in nature and in Existence**: Conceptual understanding of natural relations and consequent values, of family and relation therein, of society and role of manager therein, overall excellence. Inanimate and consciousness aspects of Nature, Four distinct synergetic orders in Nature - Padartha Awastha, Prana Awastha, Jiva Awastha, and Gyana Awastha; complementary supplementary evolutionary connection amongst above orders.
- **Path for Sustainability**: Evolution of understanding work and behavior

TEXT BOOKS

- An Introduction to Jeevan Vidya by Shri A. Nagaraj
- Human Consciousness and life by Dr P B Deshmukh & Deepak Kaushik
- Jeevan Vidya Camp: Notes