Approaches to Management – Commodity, Paternalistic, Behavioral, Process, Systems and Contingency.

UNIT II: Organisational Context of Decisions, Decision making Models, Decision Making Technique & Process, Management By Objectives


Suggested Reading:
1. Kotter O'Donnel & Weilrich: Elements of Management
2. Newmann & Summer: Process of Management
3. R.D.Agrawal: Organisation and Management
4. Peter Drucker: Practice of Management
5. L.M.Prasad: Principle of Management
UNIT I: Meaning and process of communication, Different objectives of communication. Media of communication, Sharpening the tools of business communication, Barriers of effective communication.

UNIT II: Developing oral communication skills — Pronunciation, Phonetics consulting dictionaries, Making effective presentation, Meetings, Telephonic conversation.

UNIT III: Developing written communication skills — Building up vocabulary, Correctness in grammar and punctuation, Structure and layout of letters (Sales, credit collection etc.), Tenders memorandum, Notices, Agenda, Minutes, Making Precis and its importance.

UNIT IV: Basic negotiation skills: Interviews — How to face and how to conduct — case studies, Works atmosphere and dealing with disciplinary matters, Negotiation Skills.

UNIT V: Report Writing: Types of reports, Editing a report — Summarizing reports, Making precis and its importance.

Book Recommended:

1. Business written communication for business students — C.J. Parsons & S.J. Hughes
2. Effective English communication — Krishna Mohan & Meenakshi Raman
3. Practical communication skills — Edited by Chrissie Wright

(QUESTION PAPER MAY ONLY BE PREPARED ONLY IN ENGLISH)
UNIT-I
Introduction: Organization and organization behaviour, Key determinants of
behaviour in organization, Goals, elements, and focus of O.B. and Contribution of
other disciplines to O.B.O.B. models and their implementation

UNIT-II
Biological Foundations of Human Behaviour
Personality: Concept, Determinants, effect of personality on behaviour, Personality
traits, theories and test of personality.
Learning: Definition, theories, shaping and learning curves.
Attitudes: Concept, characteristics, functions and formation of attitude; measurements
of attitude, cognitive dissonance theory.
Perception: Concept, Process and factors affecting it. Motivation: Motives and
behaviour, theory of motivation.

UNIT-III
Group Dynamics: Concept, characteristics types, Stages of group development,
Group behavior models, group cohesiveness, group norms, group think and group
shift.
Work Teams: Group Vs Teams, types creating high performance teams, turning
individuals into team players.

UNIT-IV
Organizational Power Structure And Leadership Patterns:
Power: Meaning and types, Distinctive between power, authority and influence,
contingency approaches to power.
Leadership: Meaning, types of an effective leadership, leadership behaviour, types
of leaders, managerial grid, theory of leadership, Emerging trends of leadership.

UNIT-V
Organization Change And Development:
Organizational change: Definitions, Goals of OC, Forces for change, resistance to
change, overcoming resistance and managing organizational change.
Organizational Development: Concept, Values, Technique, Organizational Culture
and Climate, Organizational effectiveness, management of stress and conflict in
organizations.

Suggestive Readings:
1. I.M. Prasad - Organizational Behaviour
2. Robbins - Organizational Behaviour
UNIT-I

UNIT-II

UNIT-III

UNIT-IV

Industrial Relations: Concept of Industrial Relations, Collective Bargaining Process, Trade Unionism, Social Security, Special labour Problems in India.
Unit - I

Unit - II

Unit - III
Industrial Environment — Industrial Policy (Recent), IDRA Act 1951, The Planning Machinery, Industrial Development during five years plans — Achievements and Impediments, Industrial Sickness, MRTP Act 1969 (as amended upto date).

Unit - IV
Economic Environment — SEBI — its Role, FIPB — its Role, Fiscal and Monetary Policies, Policy of Liberalization and Globalization, Foreign Capital and Technology, Export and Import Policy, FEMA.

Unit - V
Technological and Ecological Environment — Choice of appropriate technology, Technology transfer-status of technology in India, Role of MNCs in India an Economy, Problem of pollution and its control, Role of business and management in controlling pollution.

Note: Cases and Presentation should be discussed and organized in the class, and cases should be asked in the semester examinations.

Suggested Reading:
1. Khera, S.S.
2. Cherunilam, F.
3. Adhikari, M.
4. K. Aswathapa
5. Ghosh, P.K., Kapoor
6. Dwijendra Tripathi
7. Kohli and Restura

Government and Business
Business Environment
Economic Environment of Business
Essential of Business Environment
Business Society
Business Politics in India
Business Environment

QUESTION PAPER MAY KINDLY BE PREPARED ONLY IN ENGLISH
UNIT-I
Operation Research: Nature, Significance and purpose of operation research, Basic Concept and definition; Methodology of operation research; Types of Models

UNIT-II
Linear Programming: Introduction to linear programming, Graphical, Simplex Methods; Duality problems.

UNIT-III
Statistical Decision Theory; Meaning and Scope; Decision Framework; Decision under certainty and uncertainty; Decision three; Game theory and two-person Zero-Sum Game (Pure and Mixed strategies).

UNIT-IV
Network Analysis & Allocation Models: Network analysis; Introduction; Time Estimates in network analysis; Critical path method. PERT, System of three time estimates. Transportation and Assignment Problems

UNIT-V
Queuing, Inventory Control And Replacement Problems: Queuing Theory-Basic components of queuing system, Assumption in queuing theory, problems relating to model (m/m/1). (FCFS). (Without Proof)Inventory control – Economic order quantity; problem relating to models with uniform rate of demand with and without shortages (without proof).Elements of replacement theory – problems relating to replacement of equipment that deteriorates with time (with and without change in money value).

Suggestive Readings:-
1. Operation Research V.K Kapoor