UNIT I:  
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  

UNIT III:  
Organisation Climate & Change.  
Organisational Structures & Managerial Ethos, Management of Organisational Conflicts Managing change, Organisational Structure & Design, Managerial Communications  

UNIT IV:  

UNIT V:  

Suggested Reading:  
1. Kooutz O'Donnell & 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 lay out 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.


Book Recommended:


2. Effective English communication – Krishna Mohan & Meenakshi Raman

3. Practical communication skills – Edited by Chrissie Wright

*QUESTION PAPER MAY KINDLY 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, measurement of attitude, cognitive dissonance theory.

UNIT-III

Group Dynamics: Concept, characteristics types, Stages of group development, Group behaviour 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, trades 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. L.M. Prasad - Organizational Behaviour
2. Robbins - Organisational Behaviour

QUESTION PAPER MAY KINDLY BE PREPARED ONLY IN ENGLISH


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 – SEDI – 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. : Government and Business
2. Cherunilam, F. : Business Environment
4. K.Aswathapa : Essential of Business Environment
5. Ghosh, P.K., Kapoor : Business Society
6. Dwijendra Tripathi : Business Politics in India
7. Kohli and Restura : Business Environment

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

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

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).

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

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