

School of Commerce & Management Studies	Programme: B.B.A.			
Course Code: XBB601	Third Year- Semester - VI			
Course: <b>Supply Chain Management</b>	L	T	P	C
	4	--	--	4
Max. Time for Theory Exam 2½ Hrs	Max. University Theory Examination: 60 Marks			
	Continuous Internal Assessment: 40 Marks			

Course Objective	
1	This course focuses on management and improvement of supply chain processes and performance. It will be valuable for students who would like to pursue a career in consulting or take a position in operations, marketing or finance functions in a manufacturing or distribution firm.
2	To identify the Inventory management.
3	The students would be able to explore important supply chain metrics, primary tradeoffs in making supply chain decisions, and basic tools for effective and efficient supply chain management, production planning and inventory control, order fulfillment and supply chain coordination.
4	To learn about the logistics management and underlying issues.
5	To know about the recent trends in SCM.

Course Outcomes :		Domain	Level
CO1	Understand the management and improvement of supply chain processes and performance.	Cognitive	Understand, Remembering
CO2	Students will be benefitted who would like to pursue a career in consulting or take a position in operations, marketing or finance functions in a manufacturing or distribution firm.	Cognitive	Understand, Remembering
CO3	The students would be able to explore important supply chain metrics, primary tradeoffs in making supply chain decisions, and basic tools for effective and efficient supply chain management, production planning and inventory control, order fulfillment and supply chain coordination.	Cognitive,	Understand, Apply
CO4	Students will get the opportunity to learn about the logistics management and underlying issues.	Cognitive, Psychomotor & Affective	Understand, Remembering & Apply
CO5	Updation in relation to the recent trends in SCM.	Cognitive, Psychomotor	Understand, Apply

Unit Number	Details	Hours
1	<b>Introduction:</b> Basic Concept & Philosophy of Supply Chain Management; essential features, infrastructure, flows (cash, value and information), key issues in SCM, benefits and case examples	12
2	<b>Inventory Management:</b> Concept, various costs associated with inventory, various EOQ models, buffer stock (trade off between stock out / working capital cost), lead time reduction, re-order point / re-order level fixation, exercises –numerical problem solving, ABC Analysis, SDE / VED Analysis	12
3	<b>Purchasing &amp; Vendor management:</b> Centralized and Decentralized purchasing, functions of purchase department and purchase policies. Use of mathematical model for vendor rating / evaluation, single vendor concept, management of stores, accounting for materials, Just-In-Time & Kanvan System of Inventory management	12
4	<b>Logistics Management:</b> Logistics as part of SCM, Logistics costs, different models, logistics sub-system, inbound and outbound logistics, bullwhip effect in logistics, outbound logistics-distribution and warehousing management.	12

5	<b>Recent Issues in SCM : Role of Computer / IT in Supply Chain Management, CRM Vs SCM, Benchmarking- concept, features and implementation, Outsourcing- basic concept, value addition in SCM-concept of demand chain management</b>	12
	<b>Total</b>	<b>60</b>
<b>Resources</b>		
<b>Recommended Books</b>	<ol style="list-style-type: none"> <li>1. Chadwick and Shan Rajagopal, Strategic Supply Chain Management, Butterworth Heinemann.</li> <li>2. Chopra, Sunil and Meindl, Peter, Supply Chain Management, Pearson Education, Delhi.</li> <li>3. Gattorna J.L. &amp; Walters D.W. 1996, Managing the Supply: A Strategy Perspective, McMillan Business.</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Kapoor Satish and Kansal P., Basics of Distribution Management, Prentice Hall of India, New Delhi.</li> <li>2. Lambert D, Stock JR and Ellram LM, Strategic Logistics Management, Tata McGraw Hill,</li> <li>3. N.D. Sahay B.S. 1999, Supply Chain Management: For Global Competitiveness, 1st Ed. McMillan India Pvt. Ltd.</li> </ol>	

School of Commerce & Management Studies	Programme: B.B.A.			
Course Code: XBB605	Third Year - Semester - VI			
Course: <b>Retail Management</b>	L	T	P	C
	4	--	--	4
	Max. University Theory Examination: 60 Marks			
Max. Time for Theory Exam: 2½ Hrs.	Continuous Internal Assessment: 40 Marks			

Course Objectives:	
1	To make students understand the impact of retailing on the economy.
2	To help students Comprehend retailing's role in society and, conversely, society's impact on retailing.
3	To make students understand how retailing fits within the broader disciplines of business and marketing.
4	To help students Recognize and understand the operations-oriented policies, methods, and procedures used by successful retailers in today's global economy.
5	To make students aware of the responsibilities of retail personnel in the numerous career positions available in the retail field.

Course Outcomes :		Domain	Level
CO1	The students will be able to develop and understanding of the contribution of retailers to the product value chain;	Cognitive	Understand , Remembering
CO2	The students will be able to develop and understanding of consumer motivations, shopping behaviors, and decision processes for evaluating retail offering and purchasing merchandise and services;	Cognitive	Understand , Remembering
CO3	The students will be able to develop and understanding of corporate objectives, competitor analysis, and competitive strategy;	Cognitive,	Understand , Apply
CO4	The students will be able to develop and understanding of the traditional bases for segmentation and how segmentation can inform retail strategy;	Cognitive, Psychomotor & Affective	Understand , Remembering & Apply
CO5	The students will be able to develop and understanding of how retailer's differentiate their offering as an element in their corporate strategy;	Cognitive, Psychomotor	Understand , Apply

Unit Number	Details	Hours
1	Introduction to retailing: Definition and scope, evolution of retailing, types of retail, trends in retailing industry, benefits of retailing, retailing environment.	12
2	Retail purchasing and pricing: Purchase management:- Merchandise purchasing, open to buy, open to buy planning, analyzing the merchandise performance, Pricing strategies:-every day pricing, competitive based pricing, price skimming, market-oriented pricing, marginal cost pricing. Retail price strategies: - mark-up pricing, vendor pricing, competitive pricing, psychological pricing.	12
3	Retail marketing and promotion: Nature and scope:-relationship marketing, market strategies, retail research Understanding the retail customer:- retail market, population analysis, demographic analysis, consumer behavior Retail promotion Mix: - Retail promotion programme, retail advertising media, promotional budget. Customer services: - customer services, services quality gaps, service recovery.	12
4	Information system in retailing: Acquiring and using information strategies, technology in retail, information sources, retail information system.	12

5	Retailing in India: Evolution and trends in organised retailing, Indian organised retail market, FDI in Indian organised retail sector, retail scenario in India, future trends of retail in India. Ethical and legal issues in Retailing: Dealing with ethical issues, social responsibility, environmental orientation, waste reduction at retail stores	12
		<b>Total</b>
<b>Resources</b>		
<b>Recommended Books</b>	<ol style="list-style-type: none"> <li>1. Retail Management, Michael Levy &amp; Barton A Weitz, Tata McGraw Hill</li> <li>2. Retailing Management, Gibson C Vedamani , Jaico Publishing House, Mumbai</li> <li>3. Retail Strategies- understanding why we shop, Jim, Jaico Publishing House, Mumbai</li> <li>4. Retail Management, Dunne Lusch, South Western Cengage Learning</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Retailization – Brand survival in the age of retailer Power , Keith Lincoln &amp; Lars Thomassen&amp; Anthony Aconis, Kogan Page Ltd.,</li> <li>2. Retailing Management – Text and Cases, Swapna Pradhan, 3rd Edn., Tata McGraw Hill.</li> <li>3. Retail Management, Bajaj, Tulli&amp;Shrivastava, Oxford University Press</li> </ol>	

School of Commerce and Management Studies	Programme: B.B.A.			
Course Code: XBB606	Third Year - Semester - VI			
Course: <b>Customer Relationship Management</b>	L	T	P	C
	4	--	--	4
Max. Time for Theory Exam 2½ Hrs	Max. University Theory Examination: 60 Marks			
	Continuous Internal Assessment: 40 Marks			

Course Objectives:	
1	To sensitize students about the dimensions and significance of Customer Relationship Management
2	To provide tools and techniques to the students along with an understanding as to how to manage relationship with customers, and enhance Lifetime Value of Customers.
3	To make students understand the importance of Data warehousing in CRM.
4	To make the students aware about the role of Channel members in improving CRM.
5	To understand the importance of implementing CRM.

Course Outcomes :		Domain	Level
CO1	The students will be able to understand Customer Relationship Management.	Cognitive	Understand, Remembering
CO2	They will gain confidence to build, develop and maintain long term relations with the customers.	Cognitive	Understand, Remembering
CO3	To make students understand the architecture of CRM.	Cognitive,	Understand, Apply
CO4	To make the students visualize the importance of Channel members in CRM.	Cognitive, Psychomotor & Affective	Understand, Remembering & Apply
CO5	To understand the importance and complexities involved in implementing CRM in any organization.	Cognitive, Psychomotor	Understand, Apply

Unit Number	Details	Hours
1	Introduction and significance of Customer Relationship Management: CRM Emerging Concepts; Need for CRM; Evolution and growth of CRM. CRM Applications, Type of CRM.	12
2	CRM Process: Introduction and Objectives of a CRM Process; an insight into CRM and e-CRM/Online CRM; The CRM Cycle, CRM Components. Customer satisfaction: Meaning, Definition, Significance of Customer Satisfaction, Components of Customer Satisfaction	12
3	CRM Architecture: IT Tools in CRM; Introduction to Data Warehousing, Data Mining: Characteristics, Data Mining tools and techniques, CRM over Internet.	12
4	Impact of CRM on Marketing Channels- Role of channels in CRM and its significance, Factors affecting CRM through channels, Major challenges facing CRM through channels.	12
5	Implementation of CRM-Elements of CRM System, CRM Implementation – A comprehensive model - Developing CRM vision and strategy Management support, CRM implementation Barriers.	12

	<b>Total</b>	60
<b>Resources</b>		
<b>Recommended Books</b>	<ol style="list-style-type: none"> <li>1. Sheth J N, Parvatiyar A. and Shainesh G. : Customer relationship management: , Emerging Concepts, Tools, &amp; Applications, Tata McGraw-Hill Education</li> <li>2. Alok Kumar Rai : Customer Relationship Management: Concepts and Cases (Second Edition)-PHI Learning</li> <li>3. Simon Knox, Adrian Payne, Stan Maklan: Customer Relationship Management- Routledge Inc.</li> <li>4. Bhasin- Customer Relationship Management (Wiley Dreamtech)</li> <li>5. Dyche- Customer relationship management handbook prentice hall</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Peelan-Customer relationship management prentice hall</li> <li>2. Kristin Anderson, Carol Kerr : Customer relationship management, McGraw-Hill Professional</li> <li>3. Chaturvedi-Customer Relationship Management(Excel Books)</li> </ol>	

**Semester – VI (Marketing MANAGEMENT)**

Sr. No.	Course Code	Theory Paper/Practical	Teaching Scheme (Hrs/Week)				Credits	Examination Scheme					
			L	T	P	Total		Duration University Exam. (Hrs.)	CIA	University Exam. (Maximum Marks)			Total Marks
										TH	P	TW	
01	XBS 601	Supply chain Management	4	--	--	4	4	2.5	40	60	--	--	100
02	XBS 605	Retail Management	4	--	--	4	4	2.5	40	60	--	--	100
03	XBX506	Customer relation Management	4	--	--	4	4	2.5	40	60	--	--	100
<b>Total</b>			<b>12</b>	<b>--</b>	<b>--</b>	<b>12</b>	<b>12</b>		<b>120</b>	<b>180</b>	<b>--</b>	<b>--</b>	<b>300</b>

School of Commerce & Management Studies	Programme: B.B.A.			
Course Code: XBB607	Third Year-Semester - VI			
Course: <b>Security Analysis and Investment Management</b>	L	T	P	C
	4	--	--	4
	Max. University Theory Examination: 60 Marks			
Max. Time for Theory Exam: 2½Hrs	Continuous Internal Assessment: 40 Marks			

### Course Objective:

1	To provide insight about the relationship of the risk and return and how risk should be measured to bring about a return according to the expectations of the investors and Portfolio management practices in India.
2	To familiarize students with basic concepts of investment management and various financial instruments.
3	To familiarize the students with the fundamental and technical analysis of the diverse investment avenues.
4	To understand the capital market regulations in India.
5	To help students understand the concept of Portfolio Management.

Course Outcomes :		Domain	Level
<b>CO1</b>	Appraise and evaluate various investment alternatives.	Cognitive	Understand, Remembering
<b>CO2</b>	Analyse the role of Technical and Fundamental Analysis in stock selection.	Cognitive	Understand, Remembering
<b>CO3</b>	Analyse how equity and bond valuation takes place	Cognitive,	Understand, Apply
<b>CO4</b>	Construct Portfolios using various portfolio selection techniques	Cognitive, Psychomot or & Affective	Understand, Remembering & Apply
<b>CO5</b>	Evaluate performance of various portfolios	Cognitive, Psychomot or	Understand, Apply

Unit Number	Details	Hours
1	Investment – meaning - definition – objectives - factors affecting investment – investment process - investment Vs gambling - investment Vs speculation – investment avenues – elements of risk.	12
2	Capital market - Meaning – structure – Functions – Money market VS Capital market- capital market instruments - shares - debentures - bonds - stock exchanges – role - functions – stock exchanges in India BSE - NSE – OTCEI – trading mechanism – online trading – types of investors - types of speculators.	12
3	Derivatives – meaning - features – classifications - financial derivatives – forwards – futures- options – swaps - Indian derivative markets – structure - trading regulatory frame work.	12
4	Regulation of capital market in India - SEBI – constitution – powers – functions- roles- investor protection.	12
5	Portfolio management - Introduction - importance – phases – security analysis – fundamental analysis - EIC frame work – technical analysis – Dow Theory - Elliot Wave Theory.	12
	<b>Total</b>	60

### Resources

1 Rustagi RP, Investment Analysis and Portfolio Management, Sultan Chand &

<b>Recommended Books</b>	sons, New Delhi. 2. Dr.S.Kevin, Portfolio management, Prentice Hall of India Pvt Ltd 3. Bhalla, Investment analysis, Sultan Chand & Sons
<b>Reference Books</b>	1. Avadhani V A Security Analysis and Portfolio Management, Himalaya Publishing House 2. Donald E Fisher and Ronald J Jordan, Security Analysis and Portfolio Management, Himalaya Publishing House. 3. Preethi Sing, Investment Management, 4. Gupta L C, Stock Exchange Trading in India 8. Balakrishnan and S S Nag, Securities Market in India.



School of Commerce & Management Studies	Programme: B.B.A.			
Course Code: XBB608	Third Year - Semester - VI			
Course: <b>International Finance</b>	L	T	P	C
	4	--	--	4
	Max. University Theory Examination: 60 Marks			
Max. Time for Theory Exam: 2½ Hrs.	Continuous Internal Assessment: 40 Marks			

### Course Objectives:

1	By the end of the course, students must understand the functioning of international financial markets
2	The students shall gain knowledge regarding the key international financial institutions
3	This course intends to make students able to discuss issues of monetary policy and exchange rate policy.
4	To know about the international finance instruments.
5	To learn risks associated with foreign operations.

Course Outcomes :		Domain	Level
CO1	Understand financial management in global context.	Cognitive	Understand, Remembering
CO2	Identify risk relating to exchange rate fluctuations and develop strategies to deal with them	Cognitive	Understand, Remembering
CO3	Understanding of the inflation risk and its impact on financial markets.	Cognitive,	Understand, Apply
CO4	Identify and evaluate international finance instruments.	Cognitive, Psychomotor & Affective	Understand, Remembering & Apply
CO5	Develop strategies to deal with other types of country risks associated with foreign operations	Cognitive, Psychomotor	Understand, Apply

Unit Number	Details	Hours
1	Financial management in global context: IFM—why; development in IFM; foreign exchange markets and international financial markets; the finance function; international financial flows; international financial system & institutions.	12
2	Exchange rate : exchange rate — concepts and determination; mechanics of currency trading; exchange rate quotations and arbitrage; two point arbitrage calculations; exchange rate forecasting; structural models of exchange rate determination.	12
3	Parity conditions in international finance; arbitrage and the law of one price; purchasing power parity; the fisher effect; the international fisher effect; inflation risk and its impact on financial markets	12
4	International finance instrument; forward contracts; future contracts; currency options.	12
5	Foreign exchange risk exposure; definition of foreign exchange risk; accounting exposure; economic exposure; currency risk — sharing methods	12
<b>Total</b>		<b>60</b>

### Resources

<b>Recommended Books</b>	1. Multinational Financial Management Alan C. Shapiro 2. International financial management : P. G. Apte
<b>Reference Books</b>	1. International financial management : V K Bhalla

School of Commerce and Management Studies	Programme: B.B.A.			
Course Code: XBB609	Third Year-Semester - VI			
Course: <b>Banking and Financial Institutions</b>	L	T	P	C
	4	--	--	4
	Max. University Theory Examination: 60 Marks			
Max. Time for Theory Exam: 2 $\frac{1}{2}$ Hrs	Continuous Internal Assessment: 40 Marks			

**Course Objectives:**

<b>1</b>	The Course aims at providing the students, basic knowledge about the banking and financial institutions.
<b>2</b>	To provides adequate information about the interest rates.
<b>3</b>	To know about the RBI role in banking policy formation.
<b>4</b>	To learn the concept of commercial banking.
<b>5</b>	The course also provides information about the NBFCs.

Course Outcomes :		Domain	Level
<b>CO1</b>	Understand the banking system in Indian scenario along with the financial institutions.	Cognitive	Understand, remembering
<b>CO2</b>	Understand the concept of various banking interest rates.	Cognitive	Understand, remembering
<b>CO3</b>	Understand the banking policies and implications.	Cognitive,	Understand, Apply
<b>CO4</b>	Understand the corporate banking and impact of RBI policies on banking.	Cognitive, Psychomotor & Affective	Understand, Remembering & Apply
<b>CO5</b>	Understand the functions of NBFCs and RBI guidelines.	Cognitive, Psychomotor	Understand, Apply

Unit Number	Details	Hours
<b>1</b>	<b>Development since 1991:</b> recent trends, role of financial intermediaries in a financial system. Various financial intermediaries – introduction to banking system: type of bank; instruments; terms like NPAs.	<b>12</b>
<b>2</b>	<b>Study of various interest rates:</b> Short term emergence of repose rate as the benchmarks, rate in the short term floating and fixed rates of interest- LIBOR, MIBOR and MIBID.	<b>12</b>
<b>3</b>	<b>RBI:</b> Role played by them – salient features of status government by them- Monetary Policy, Fiscal Policy, Union (Government) Budget and its implications.	<b>12</b>
<b>4</b>	<b>Commercial Banking:</b> Management of assets and liabilities- Effect of RBI policies on the operations of commercial banks , Recent reforms in banking sector- Recovery of debts – calculation of EMIs Emerging trends in banking like e banking, mobile banking credit banking.	<b>14</b>
<b>5</b>	<b>Non-Banking Financial Companies:</b> Functions of NBFCs, types and RBI Guidelines.	<b>10</b>
<b>Total</b>		<b>60</b>

<b>Resources</b>	
<b>Recommended Books</b>	1) Financial Institutions & Markets – L.M. Bhole. 2) Indian Financial System – M. Y.Khan. 3) Indian Financial System – H.R. Machiraju.

**Semester – VI (Finace)**

Sr. No.	Course Code	Theory Paper/Practical	Teaching Scheme (Hrs/Week)				Credits	Examination Scheme					
			L	T	P	Total		Duration University Exam. (Hrs.)	CIA	University Exam. (Maximum Marks)			Total Marks
										TH	P	TW	
01	XBS 607	Security Analysis & Investment	4	--	--	4	4	2.5	40	60	--	--	100
02	XBS 608	International Finance	4	--	--	4	4	2.5	40	60	--	--	100
03	XBX509	Banking & financial Management	4	--	--	4	4	2.5	40	60	--	--	100
<b>Total</b>			<b>12</b>	<b>--</b>	<b>--</b>	<b>12</b>	<b>12</b>		<b>120</b>	<b>180</b>	<b>--</b>	<b>--</b>	<b>300</b>

School of Commerce & Management Studies	Programme: B.B.A.			
Course Code: XBB610	Third Year - Semester - VI			
Course: <b>Training and Development</b>	L	T	P	C
	4	--	--	4
	Max. University Theory Examination: 60 Marks			
Max. Time for Theory Exam: 2½ Hrs	Continuous Internal Assessment: 40 Marks			

Course Objectives:	
1	The purpose of this paper is to provide an in-depth understanding of the role of Training in the HRD
2	To help students appreciate the various techniques of training and their implications.
3	To enable the students to understand the critical issues involved in managing the Training systems and processes.
4	To know about the concept of Management Development Programme.
5	To learn about the need for Training in India

Course Outcomes :		Domain	Level
CO1	In-depth understanding of the role of Training in the HRD	Cognitive	Understand, Remembering
CO2	Understand and apply the various techniques of training and their implications.	Cognitive	Understand, Remembering
CO3	Understand the critical issues involved in managing the Training systems and processes.	Cognitive,	Understand, Apply
CO4	The concept of Management Development Programme.	Cognitive, Psychomotor & Affective	Understand, Remembering & Apply
CO5	To learn about the need and Policies for Training in India,	Cognitive, Psychomotor	Understand, Apply

Unit Number	Details	Hours
1	Introduction Concepts of Training and development – Identifying Training Needs – Structure and Functions of Training Department – Evaluation of Training Programme – Role, Responsibilities and Challenges to Training Managers.	12
2	Training Techniques Techniques of on the job training – Coaching – Apprenticeship – Job Rotation – Job Instruction Training – Training by Supervisors – Techniques of off the job Training, Lecturers, Conferences, Group Discussion.	12
3	Career – Planning Concept of Career – Career Stages – Career Planning and Development – Need Steps in Career Planning – Methods of Career Planning and Development.	12
4	MDP Concept of Management Development – Need and importance of Management Development – Management Development Process – Components of MD Programme.	12
5	Training Institutions Need for Training in India – Government – Policy on Training – Training Institutes in India – Management Development Programmes.	12
	<b>Total</b>	60

Resources	
<b>Recommended Books</b>	1. Rolf Lynton, Udai Pareek: Training for Development, New Delhi, Sage Publications India (P) Ltd., 1990 2. Raymond Andrew Noe: Employee Training & Development, New Delhi, Tata

	McGraw Hiss, International Ed., 1999 3. Lynton, R Pareek, U.: Training for Development, New Delhi, Vistaar, 2nd ed., 1990
<b>Reference Books</b>	1. Rao PL: HRD through In-House Training, New Delhi, Vikas Publishing House (P) Ltd., 2. Reid M.A.: Training Interventions: managing Employee Development London, IPM, 3 rd ed., 1992. 3. Aggarwala, D.V., Manpower Planning, Selection, Training and Development, New Delhi, Deep & Deep Publications (P) Ltd., 1999.

School of Commerce & Management Studies		Programme: B.B.A.			
Course Code: XBB611		Third Year - Semester - VI			
Course: <b>Performance Management</b>	L	T	P	C	
	4	--	--	4	
	Max. University Theory Examination: 60 Marks				
Max. Time for Theory Exam: 2½ Hrs		Continuous Internal Assessment: 40 Marks			
<b>Course Objectives:</b>					
1	To provide theoretical background in the field of Performance Management.				
2	To make students understand the Performance and Compensation management strategies.				
3	To acquaint the students with the concept of PFM, process and pillars of PFM				
4	To provide students with an understanding of organizational change and Management of change.				
5	To help students learn about various issues and concerns in Performance Management.				
<b>Course Outcomes :</b>			<b>Domain</b>	<b>Level</b>	
<b>CO1</b>	To evaluate performance management system as what is it, what to do, how to do?		Cognitive	Understand , Remembering	
<b>CO2</b>	To evaluate various compensation strategies and employee services.		Cognitive	Understand , Remembering	
<b>CO3</b>	To evaluate how to manage performance, ongoing performance and review.		Cognitive,	Understand , Apply	
<b>CO4</b>	To evaluate reward management in relation to employees and involvement strategies		Cognitive, Psychomotor & Affective	Understand , Remembering & Apply	
<b>CO5</b>	To solve various cases relating to issues in Performance management.		Cognitive, Psychomotor	Understand , Apply	
<b>Unit Number</b>	<b>Details</b>				<b>Hours</b>
1	Performance Management: Concept and objectives, prerequisites, dimensions of Performance Management, factors affecting Performance Management.				<b>12</b>
2	Performance Management Systems (PMS) - introduction, objectives, characteristics, Goal Setting Theory, Expectancy Theory.				<b>12</b>
3	Performance Management Process, prerequisites, performance planning, goal setting levels; corporate and individual				<b>12</b>
4	Performance Managing: Objectives, importance, process, need for performance standard, performance measurement/assessment, review.				<b>12</b>
5	Performance Management and Performance Appraisal, 360 degree appraisal, Need for employee development, methods of development.				<b>12</b>
	<b>Total</b>				<b>60</b>
<b>Resources</b>					
<b>Recommended Books</b>	1. Kohil A. S., & Deb T (2008), Performance Management, New Delhi: OXFORD University Press (latest edition). 2. Herman Aguinis (2008), Performance Management, New Delhi: Pearson Education.				
<b>Reference Books</b>	1. Michael Armstrong and Angela Baron (2009), Performance Management, Mumbai: Jaico Publishing House 2. Rao, T. V (2007), Performance Management and Appraisal Systems, New Delhi: Response books.				

School of Commerce and Management Studies		Programme: B.B.A.			
Course Code: XBB612		Third Year-Semester - VI			
Course : Human Resource Information System		L	T	P	C
		4	--	--	4
Max. Time for Theory Exam : 2 $\frac{1}{2}$ Hrs		Max. University Theory Examination:60 Marks			
		Continuous Internal Assessment:40 Marks			
<b>Course Objectives :</b>					
1	The course aims to equip students with the knowledge & to enable them to understand Human Resource Philosophy in Changing environments				
2	The course will also enable students to understand how to Managing careers, Career planning and development in various stages				
3	The course will enable students to analyze the Basics of compensation				
4	Students will be enabling to understand the Foundations of Information Systems through the framework for business users.				
5	The course aimstoequip students to understand Management of Information Resources and technologies				
<b>Course Outcomes :</b>		<b>Domain</b>		<b>Level</b>	
CO1	The students will be able to Use HRM to attain competitive advantage	Cognitive		Understand, Remembering	
CO2	The students will understand various methods of Recruitment, selection process-Sources- Induction-Orientation & Training & Management Development programmes	Cognitive		Understand, Remembering	
CO3	The students will be able to explain Statutory benefits - non-statutory (voluntary) benefits	Cognitive,		Understand, Apply	
CO4	The students will understand the main Components of Information Systems	Cognitive, psychomotor & Affective		Understand, Remembering & Apply	
CO5	The students will be able to explain the Information Resources and technologies	Cognitive, Psychomotor		Understand, Apply	
<b>Unit Number</b>	<b>Details</b>				<b>Hours</b>
1	Human Resource Philosophy - Changing environments of HRM - Strategic human resource management - Using HRM to attain competitive advantage - Trends in HRM - Organization of HR departments - Line and staff functions - Role of HR Managers.				12
2	Employment planning and forecasting – Recruitment, selection process-Sources- Induction-Orientation & Training - Management Development - On-the-job and off-the-job- Management Developments - Performance appraisal in practice. Managing careers: Career planning and development - Managing promotions and transfers.				12
3	Establishing Pay plans : Basics of compensation - factors determining pay rate - Statutory benefits - non-statutory (voluntary) benefits - Labour relations - Industrial relation- Discipline administration - grievances handling - managing dismissals and separation.				12
4	Foundations of Information Systems: A framework for business users - Roles of Information systems - System concepts - Organization as a system - Components of Information Systems - IS Activities - Types of IS-HRIS: Function, Usage and Application.				12

<b>5</b>	DSS: DSS models and software: The decision making process - Structured, Semi Structured and Unstructured problems; Managing Information Technology: Managing Information Resources and technologies - Security and Ethical Challenges: IS controls - facility control and procedural control	12
<b>Total</b>		<b>60</b>
<b>Resources</b>		
<b>Recommended Books</b>	<ol style="list-style-type: none"> <li>1. Gary Dessler, "Human Resource Management", Seventh edition, Prentice-Hall of India</li> <li>2. James A O'Brien, "Management Information Systems", Tata McGraw Hill.</li> <li>3. VSP Rao, Human Resource Management : Text and cases, First edition, Excel Books</li> <li>4. Waman S Jawadekar , "Management Information System Text and cases", TMH</li> </ol>	

**Semester – VI (Human Resource)**

Sr. No.	Course Code	Theory Paper/Practical	Teaching Scheme (Hrs/Week)				Credits	Examination Scheme					
			L	T	P	Total		Duration University Exam. (Hrs.)	CIA	University Exam. (Maximum Marks)			Total Marks
										TH	P	TW	
01	XBS 610	Training & Development	4	--	--	4	4	2.5	40	60	--	--	100
02	XBS 611	Performance Management	4	--	--	4	4	2.5	40	60	--	--	100
03	XBX512	Human Resource Information System	4	--	--	4	4	2.5	40	60	--	--	100
<b>Total</b>			<b>12</b>	<b>--</b>	<b>--</b>	<b>12</b>	<b>12</b>		<b>120</b>	<b>180</b>	<b>--</b>	<b>--</b>	<b>300</b>