

SEMESTER I

CODE	COURSE TITLE
18COPC101	MARKETING MANAGEMENT

Category	CIA	ESE	L	T	P	Credit
Core	25	75	86	4	-	4

Preamble

To understand the concepts and functions of marketing management, latest trends in marketing and social aspects of marketing.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Gain an indepth knowledge of the realities of the new marketing era viz synthesis of customer needs, business and social interests.	K 1
CO 2	Obtain a conceptual understanding of the marketing challenges.	K 2
CO 3	Demonstrate the significance and implications of distribution channels in marketing	K 3
CO 4	Acquire the skills to critically analyze the promotion mix in the competitive market environment	K 4
CO 5	Evaluate the emerging trends in marketing.	K 5

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	M	S	S
CO 2	S	S	M	S	S
CO 3	M	S	M	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	M	S

S-Strong M-Medium

Syllabus

Unit I **16 Hrs.**

Marketing Management - Functions. Buyer Behaviour Related to the Purchase, Post-Purchase Evaluation - Consumer Satisfaction/ Dissatisfaction - Post-Purchase Dissonance, Marketing Implications - Consumer Research Strategies - Methods of Gathering Consumer Information - Measuring Consumer Characteristics – Attitude Measurement Scales.

Unit II **20 Hrs.**

Product Innovation – Meaning - Need - Product Related Strategies - Product Identification - Branding - Branding Policy, Importance of Branding, Brand Name - Characteristics – Brand Ambassadors - Trademark – Packaging - Functions, Types, Requisites, Evaluating Package’s Effectiveness – Value Added Packaging – Consumer Problems with Packaging- Labeling – Classification - After Sales Service – Product Quality Assurance – TQM-meaning, elements of TQM.

Unit III**18 Hrs.**

Information Technology (IT) Enabled Marketing – Characteristics of IT Enabled Marketing - Key Elements for Successful IT Enabled Marketing – On-line Marketing: A Form of Direct Marketing – Benefits of On-line Marketing – Barriers. Produce Exchange: Functions – Methods of Trading – Latest Trends in Marketing – Direct Marketing, Tele-Marketing, De-Marketing, Database Marketing, Green Marketing- Neuro Marketing.

Unit IV**20 Hrs.**

Promotion: Definition – Need - Objectives – Sales Promotion Activities - Consumer's Sales Promotion Programmes – Dealer's Sales Promotion Activities – Point- of -Purchase (P.O.P) - Changes in Promotion Mix During the Product Life Cycle – Promotional Strategies

Unit V**16 Hrs.**

Social Aspects of Marketing – Importance – Consumerism - Meaning – Importance – Consumer Exploitation – Problems of Consumers – Enactments – RTI Act. Social Responsibility - How Marketing Influences Society - Marketing Ethics.

Text Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Chopra, P.K. Bhawna Mehra & DT Editorial Services	Marketing Management	Dreamtech Press, New Delhi	2016 and 1 st Edition
2.	Pillai & Bhagavathi .R.S.N	Modern Marketing	S.Chand & company Ltd, Delhi	Reprint 2015 and 4 th Revised Edition

Reference Books

	Authors	Title of the Book	Publishers	Year and Edition
1.	Memoria C. B, Suri R.K., Satish Mamoria	Marketing Management	Kitab Mahal Agencies, Patna	2006 and 7 th Edition
2.	Sherlekar . S.A	Marketing Management	Himalaya publishing house, Mumbai	2006

Pedagogy

- Chalk and Talk, Power Point Presentation, Assignment, Seminar.

SEMESTER I

CODE	COURSE TITLE
18COPC102	MANAGERIAL ECONOMICS

Category	CIA	ESE	L	T	P	Credit
Core	25	75	101	4	-	4

Preamble

To familiarize the modern economic concepts and the managerial implications in micro and macro economic business decisions.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Understand the various aspects of managerial economics.	K 1
CO 2	Interpret the micro and macro economic concepts relevant for business decisions.	K 2
CO 3	Apply the economic principles in business management	K 3
CO 4	Analyse the pricing policies to be applied in different market conditions.	K 4
CO 5	Justify the usage of government policy to control trade cycle and industrial sickness and provide remedies.	K 5

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	M	M	S	S
CO 2	S	S	M	S	S
CO 3	S	S	M	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	S

S-Strong M-Medium

Syllabus**Unit I** **15 Hrs.**

Definition and scope of managerial economics – relationship with other disciplines – role and responsibilities of managerial economist – basic concepts in managerial economics – goals of a firm.

Unit II **20 Hrs.**

Indifference Curves-Demand analysis - determinants of demand – Factors influencing market demand – elasticity of demand – types, methods – Applications – demand forecasting for industrial goods – consumer goods – factors influencing elasticity of demand.

Unit III **25 Hrs.**

Cost analysis – concepts and classification – cost – output relationships – cost control and cost reduction – production functions – estimation – time element and production functions – Economies of scale.

Unit IV**25 Hrs.**

Price and output decisions under different markets – Monopoly and duopoly – Perfect and imperfect competition – Pricing policies.

Unit V**20 Hrs.**

National Income – definition, concepts and components – methods of measuring national income – problems in measuring National Income– Trade cycle – features, phases – control of trade cycle.

Text Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Sankaran. S	Managerial Economics	Margham Publication, Chennai	2015 and 5 th Revised Edition
2.	Maheswari and Varshney	Managerial Economics	Sultan Chand and Sons, New Delhi	Reprint 2002 and 16 th Edition

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Deepashree	Managerial Economics	ANE Books Private Ltd	Reprint 2015 and 1 st Edition
2.	R. Cauvery, Dr.U.K. Sudha Nayak and Dr. M. Girija & Dr.R.Meenakshi	Managerial Economics	S.Chand & Co Ltd, New Delhi	2010 and 1 st Revised Edition
3.	Mehta P.L	Managerial Economics	Sultan Chnad & Company	2010 Reprint

Pedagogy

- Chalk and Talk, Power Point Presentation, Assignment, Seminar.

SEMESTER I

CODE	COURSE TITLE
18COPC103	INFORMATION TECHNOLOGY AND MANAGEMENT INFORMATION SYSTEM

Category	CIA	ESE	L	T	P	Credit
Core	25	75	101	4	-	4

Preamble

To outline the importance of acquiring computer knowledge and skills to gain competitive advantage, to solve managerial problems and to demonstrate the role of MIS in today's organization.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Comprehend the basic applications of computer.	K 1
CO 2	Acquire digital skills through learning concepts and technologies.	K 2
CO 3	Identify and apply successfully various information technologies to gain competitive advantage.	K 3
CO 4	Interpret the contribution of AI and Expert system, data warehousing and data mining to the decision support system of organizations.	K 4
CO 5	Evaluate the scope for MIS in solving the problems faced by the companies.	K 5

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	M	M	M	M
CO 2	S	S	S	M	S
CO 3	S	S	S	S	S
CO 4	S	S	M	S	S
CO 5	S	S	S	S	S

S-Strong M-Medium

Syllabus**Unit I****20 Hrs.**

Hardware and Software – Trends in Computer Hardware and Peripherals – Trends in computer Software – System Software – Application Software.

Operating system – Data Base Management System –Networking – Local Area Network – Wide Area Network.

Unit II **20 Hrs.**
 Telecommunication – Trends in Telecommunication – Desk Top Publishing – Image Processing – Electronic Communications System – Electronic Meeting System- Case study **(for CIA only)**

Unit III **20 Hrs.**
 System concepts – Types of system – System Approach – Information Resource Management – Planning, implementing and Controlling Information System.

Unit IV **22 Hrs.**
 Transaction Processing System – Information Reporting and Executive Information System - Decision Support System.

Unit V **23 Hrs.**
 AI and Expert System - Knowledge Discovery in Database- Data warehouse and Data marts- Data Mining and on-line Analytical Processing – Geographic Information System

Text Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Anoop Mathew, Kavitha Murugesan	Fundamentals of Information Technology	Narosa Publisher House	2013

Reference Books

S.No	Authors	Title of the Book	Publishers	Year and Edition
1.	Alexis Leon & Mathews Leon	Fundamentals of Information Technology	Leon Vikas, Chennai	2002 and 2 nd Edition
2.	James O'Brien	Management Information System	BPB Publications, New Delhi	4 th Reprint 2015 and Edition 2004
3.	Prasad L.M & Usha Prasad	Management Information Systems	Sultan Chand & Sons-New Delhi	Reprint 2003 and 1 st Edition

E- Resources

<http://repositori.uji.es/xmlui/bitstream/handle/10234/46625/s63.pdf>

Pedagogy

- Chalk and Talk, Power Point Presentation, Assignment, Seminar, Case Study.

SEMESTER I

CODE	COURSE TITLE
18COPC104	CORPORATE ACCOUNTING

Category	CIA	ESE	L	T	P	Credit
Core	25	75	101	4	-	4

Preamble

To understand the Accounting Standards, mergers and reconstructions and to prepare the financial statements of banking and insurance companies including consolidated financial statements of corporate entities.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Prepare annual financial statements of corporate organizations to show business performance.	K 1 , K 2
CO 2	Understand the concepts and accounting standards in respect of accounting procedures	K 2
CO 3	Acquire the accounting skills in respect of banking and insurance companies.	K 3
CO 4	Analyse the financial statements of holding and subsidiary companies and prepare the consolidated financial statements.	K 4
CO 5	Appraise the schemes of amalgamations including internal reconstructions and prepare the resultant financial statements.	K 5

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	M
CO 2	S	M	S	S	M
CO 3	S	M	S	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	S

S-Strong M-Medium

Syllabus

Unit I

19 Hrs.

Preparation of final accounts of Companies (As per the Revised Schedule III) – Preparation of Balance sheet. Accounting Standards – Ind **AS 2** (Inventories), AS- 14 (Amalgamations), AS- 21 (Consolidated Financial Statements), AS-29 (Provisions, Contingent Liabilities and Contingent Assets).

Unit II

24 Hrs.

Amalgamation – Absorption (including inter-company holdings) – External reconstruction of Companies.

Unit III **24 Hrs.**

Internal reconstruction of Companies- Holding Company accounts including inter-company holdings (only two subsidiaries)

Unit IV **18 Hrs.**

Accounts of Banking companies- Preparation of profit & loss account and Balance sheet. (New format)

Unit V **20 Hrs.**

Accounts of Insurance companies- Types -Life Insurance: preparation of Final accounts of Life Insurance Companies- Revenue account-Profit & loss account-determination of Net Liability- Computation of profit in Life Insurance business-General Insurance: Preparation of Final accounts.(New Format)

Note : Distribution of Marks 20% Theory and 80% Problems

Text Book

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Reddy T.S. & Murthy A	Corporate Accounting	Margham Publications, Chennai	Reprint 2017 and 1 st Edition

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Gupta.R.L	Advanced Accounting	Sultan Chand and Sons, New Delhi	2000 and 5 th Revised Edition
2.	Jain & Narang	Advanced Accounting	Kalyani Publishers, New Delhi	2014 and 5 th Edition

Pedagogy

- **Chalk and Talk, Assignment.**

**SEMESTER I
INTERNET AND E-COMMERCE**

CODE	COURSE TITLE
18COPN101	INTERNET AND E-COMMERCE

Category	CIA	ESE	L	T	P	Credit
Non-Major Elective	25	75	42	3	-	5

Unit I **8 Hrs.**

Internet and WWW – Internet protocols – Intranet – Extranet.

Unit II **10 Hrs.**

Evolution of Internet – Definition of E-Commerce – features – Objectives – Models of E-Commerce – E-Commerce system – Advantages and disadvantages of E-Commerce – concept of mobile commerce.

Unit III **10 Hrs.**

Electronic Data Interchange – Components of EDI systems – Electronic payment systems – Merits and limitations.

Unit IV **9 Hrs.**

Information-based marketing – advertising on the internet – charting the on-line marketing process.

Unit V **8 Hrs.**

Security issues in E-Commerce – basic computer security – Internet Security – Data and Message Security – cyber crimes – cyber laws.

Text Book

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Ravi Kalakota and Whinston	Frontiers of Electronic Commerce	Pearson education, New Delhi	2011 and 1 st Edition

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Kamalesh Bajaj and Debjani Nag	E-commerce: The cutting Edge of Business	Tata Mccgraw, Hill, New Delhi	13 th Reprint 2013
2.	Joseph P.T	E-Commerce: A managerial perspective	Prentice Hall of India, New Delhi	19 th print 2015 and 5 th Edition

E-Resources https://www.d.umn.edu/~rmaclin/cs1011/notes/L11_C10_Ecommerce.pdf

SEMESTER II

CODE	COURSE TITLE
18COPC 205	BUSINESS RESEARCH METHODS

Category	CIA	ESE	L	T	P	Credit
Core	25	75	86	4	-	4

Preamble

To provide and equip with the knowledge on methodology and statistical applications and techniques to pursue research for solving business problems.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Describe the concepts of business research	K 1
CO 2	Understand the techniques of presentation of a research report	K 2
CO 3	Analyse the data using various statistical techniques applicable to modern business	K 3
CO 4	Identify, select and formulate the research problems and analyse to carryout research in business.	K 4
CO 5	Appraise the significance of statistical tools ensuring the validity of the research findings.	K 5

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	S
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S
CO 4	M	S	S	S	S
CO 5	S	S	S	S	M

S-Strong M-Medium

Syllabus

Unit I 20 Hrs.

Business Research – Meaning – Scope and significance – utility of Business Research – Qualities of good research – Types of research – Research Process – Identification, selection and formulation of research problems – Hypothesis – Research Design – Features of good design.

Unit II 15 Hrs.

Sampling - Methods and Techniques - Sample size – Sampling error – field work and data collection – Primary and Secondary data – Tools of data collection – Interview schedule – Questionnaire – Pilot study and Pre-testing - Internet sources - Data bases - Websites available for data collection.

Unit III 15 Hrs.

Processing and analysis of data – Editing – Coding, Transcription and Tabulation – Report writing – steps in report writing – Layout of the Research report – Types of report – Precautions in writing research report

Unit IV**20 Hrs.**

Mean – Standard Deviation - Correlation – Simple, Rank, partial and multiple correlation – Regression models – Multiple regression - Time series Analysis.

Unit V**20 Hrs.**

Test of significance – ‘t’ test – Large sample and ‘F’ test – Test of significance for attributes – Analysis of variance – Chi-square Test.

Note : 1. Distribution of Marks 40% Theory and 60% Problems

Text Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Gupta S.P.	Statistical Methods	S.Chand & Co.Ltd, New Delhi	2010 and 39 th Edition
2.	Kothari C.R	Research Methodology	New Age International , New Delhi	Reprint 2015 and 3 rd Edition

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Wilkinson & Bhandarkar	Methodologies and Techniques of Social Research	Himalaya Publishing House Mumbai, 16 th Edition	2006 and 2 nd Edition
2.	Suresh Chandra, Mohit K.R.Sharma	Research Methodology	Naraosa Publishing House, New Delhi	2016 and 2 nd Edition

Pedagogy

- **Chalk and Talk, Power Point Presentation, Assignment, Seminar.**

SEMESTER II

CODE	COURSE TITLE
18COPC206	ADVANCED COST ACCOUNTING

Category	CIA	ESE	L	T	P	Credit
Core	25	75	72	3	-	4

Preamble

To examine the concepts and procedures underlying the development of cost accounting system for managerial decisions, control and performance reporting.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Gain knowledge on labour and overhead accounting.	K 1
CO 2	Understand various concepts and elements of costing.	K 2
CO 3	Apply the techniques of costing in pricing of products and services.	K 3
CO 4	Analyse cost and financial statements to reconcile costing and financial profits.	K 4
CO5	Evaluate different methods of costing in the process of decision making.	K5

Mapping with Programme Outcomes

Cos	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	S
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	S

S-Strong M-Medium

Syllabus

Unit I

15 Hrs.

Cost Accounting – meaning and definitions – Nature and significance of cost accounting – Methods of costing – Elements of costing — preparation of cost sheet .

Cost Audit vs. Financial Audit-Cost control and Cost Reduction.

Reconciliation of Cost and Financial Profits.

Unit II

15 Hrs.

Material classification and coding of material – fixation of maximum, minimum and reorder level – EOQ – Purchase procedure – storage of materials – Issues of materials – Pricing of material issues and return – Inventory control – physical verifications – periodical and perpetual inventory.

Unit III**15 Hrs.**

Labour: Classification of labour – Time keeping – Preparation of pay roll – wage payment and incentive system – over time – accounting of labour cost – work study – Merit rating – Time and Motion study – standard time.

Unit IV**15 Hrs.**

Meaning and classification of overheads – steps in overhead accounting – Absorption of overhead cost – Difference between cost allocation, apportionment and reapportionment – methods of apportionment and reapportionment – Machine hour rate – over absorption and under absorption.

Unit V**15 Hrs.**

Process costing – Equivalent production – Joint products and by products. Distinction between by products, main products and joint products – Job, Batch and Contract costing.

Note : 1. Distribution of Marks 40% Theory and 60% Problems

Text Book

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Jain.S.P & Narang. K.L	Cost Accounting	Kalyani Publishers, New Delhi	2005 and 10 th Revised and Enlarged Edition

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Iyengar.S.P	Cost Accounting	Sultan Chand & Sons, New Delhi	2005
2.	Maheswari.S.N	Cost & Management Accounting	S.Chand & Co.Ltd, New Delhi	2006 and 1 st Edition
3	Nirmal Gupta and Chhair Sharma	Cost Accounting	ANE Books Private Ltd., New Delhi	2014 and 2 nd Edition

Pedagogy

- Chalk and Talk, Power Point Presentation, Assignment, Seminar.

SEMESTER II

CODE	COURSE TITLE
18COPC207	HUMAN RESOURCE MANAGEMENT

Category	CIA	ESE	L	T	P	Credit
Core	25	75	72	3	-	4

Preamble

To enlighten the objectives and functions of human resource management, realise the need for Human Resource Information System and analyse the human behaviour process and performance.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Present a framework for understanding Human Resource Management, its objectives, scope and its evolution.	K 1& K 2
CO 2	Outline the operative functions of Human Resource Management	K 2
CO 3	Utilise Human Resource Information System ensuring effective HRM.	K 3
CO 4	Analyse the strategies of integrating and maintaining human resources	K 4
CO 5	Evaluate the individual behaviour and performance.	K 5

Mapping with Programme Outcomes

Cos	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	M	S	S	S	S
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S
CO 4	M	S	S	S	S
CO 5	M	S	S	S	S

S-Strong M-Medium

Syllabus

Unit I **10 Hrs.**

Meaning – Features – Objectives – Scope – Functions – Significance – Evolution and Development of Human Resources Management.

Unit II **15 Hrs.**

Human Resource Planning – Need and importance of HRP – Job Analysis – Role Analysis – Recruitment and Selection – Testing – Interview – Placement – Training – Promotion.

Unit III **15 Hrs.**

Maintaining Human Resources - Performance Appraisal – Job Evaluation – Job Satisfaction and Morale – Determinants and Consequences – Steps to improve Job Satisfaction and Morale Building – Employee Empowerment – Conditions – Forms – Empowered Teams – Barriers.

Unit IV**15 Hrs.**

Human Behavior Process – Perception – Motivation (Theories – Maslow, Herzberg and McGregor’s Participation Theory) – Personality – Theories of Personality – Determinants of Personality – Leadership (Functions, Qualities, Leadership Styles)

Unit V**20 Hrs.**

Concept of Stress- Causes of Stress- Effects of Stress- Stress Management- Individual Coping Strategies- Organisational Coping Strategies.

Human Resource Information System (HRIS) – Need for HRIS – Advantages – Uses of HRIS – Designing of HRIS – Computerised HRIS – Personnel Inventory – Limitations of HRIS.

Text Book

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Khanka S.S	Human Resource Management	S. Chand & Company Ltd, New Delhi	2010

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Jayasankar.J	Human Resource Management	Margham Publications,Chennai	2015 and 2 nd Edition
2.	Fred Luthans	Organizational Behaviour	Mcgraw, Hill, Newyork	2005 and 10 th Edition
3	L.M.Prasad	Human Resource Management	Sultan Chand & Sons, New Delhi	Reprint 2006 and 2 nd Edition 2005

E – Resources

<https://www.amazon.in/Human-Resource-Management-Text-Cases-ebook/dp/B00QUYKZLY>

Pedagogy

- **Chalk and Talk, Power Point Presentation, Assignment, Seminar, Group Discussion.**

SEMSTER II

CODE	COURSE TITLE
18COPC208	BUSINESS ENVIRONMENT

Category	CIA	ESE	L	T	P	Credit
Core	25	75	72	3	-	4

Preamble

To be aware of the business environmental issues, role of foreign capital and government policy, implications of privatization and globalization, and social responsibilities of Companies.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Perceive the objectives and concepts of today's business environment.	K 1
CO 2	Understand the role of foreign capital and government policy towards foreign capital and the role of SSI in the Indian economic development.	K 2
CO 3	Identify the industrial sickness and the implications of privatization and globalization.	K 3
CO 4	Analyse the business and social structure, consumer exploitation and consumerism in India.	K 4
CO 5	Evaluate the obligations and restrictions regarding industrial pollution.	K 5

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	M	S	S	S	S
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	S

S-Strong M-Medium

Syllabus

Unit I 15 Hrs

Meaning of business – scope of business – characteristics of Today's business – Business Objectives – Environment – Meaning – Types of Environment – Environmental Analysis - Importance – Process – Techniques – Limitation of Environmental Analysis.

Unit II 15 Hrs

Business and social structure – Business ethics – Social responsibilities of business – consumer rights – Exploitation of consumers – consumer protection – utility of consumerism – consumerism in India – statutory regulation. Corporate accountability.

Unit III 15 Hrs

Legal obligations and Restrictions regarding Industrial Pollution – small scale industry – contribution and role of SSI in Indian Economy
Industrial sickness – Definition – Extent of sickness, causes for sickness and Remedies.

Unit IV**15 Hrs**

Need for foreign capital – forms of foreign capital – Limitations - Government Policy towards FDI – Regulation of MNC – Merits, Demerits of MNC – Code of conduct-Foreign Investment Promotion Board(FIPB) – Objectives and Functions.

Unit V**15 Hrs**

Meaning of Public sector – significance – problems – remedies – Privatization – Merits and Demerits of Privatization – Privatization Rules – Disinvestment in India.

Globalization – Essential conditions – Pros and cons – Factors favoring globalization – contemporary Issues in Globalization.

Text Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Aswathappa.K	Essentials of Business Environment	Himalaya Publishing House,Mumbai	2011 and 11 th Edition
2.	Gupta.C.B	Business Environment	Sultan Chand & Sons, New Delhi	2011 and 4 th Edition

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Aswathappa.K	Legal Environment of business	Himalaya Publishing House,Mumbai	2008 and 2 nd Revised Edition
2.	Francis Cherunilam	Business Environment	Himalaya Publishing House,Mumbai	2008 and 4 th Edition

Pedagogy

- Chalk and Talk, Power Point Presentation, Assignment, Seminar.

SEMESTER II

CODE	COURSE TITLE
18C0PCP01	Computer Applications Practicals – I (L ^A T _E X, MS Office & SPSS)

Category	CIA	ESE	L	T	P	Credit
Core	40	60	-	-	90	3

Preamble

To familiarize with computer application packages.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Understand the basic concepts, create and format documents.	K 1 , K 2
CO 2	Create records and maintain the database of a company and bank.	K 3
CO 3	Analyse research problems by using various statistical tools.	K 4

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	M	M	S	M
CO 2	S	S	S	S	S
CO 3	S	S	M	S	S

S-Strong M-Medium

Syllabus

L^AT_EX

The Basics- Simple Typesetting - Fonts – Type Size – The Document – Document Class – Page Style – Page Numbering – Formatting Lengths – Parts of a Document – Dividing the Document.

1. Prepare a share certificate and a degree certificate.
2. Prepare a document using the options of paper size, heading declarations, font size and title.
3. Prepare a business report to be published in a Business Magazine.
4. Write a letter to the Bank Manager to avail loan for starting a business.
5. Prepare a questionnaire (minimum 15 questions) in your area of specialization (Marketing/ Finance/ HR).
6. Prepare a Bibliography.
7. Prepare Curriculum Vitae.

MS POWER POINT

1. Design a packing label for any product of your choice in MS Word and display it in MS Power Point.
2. Prepare a Power Point presentation for the following:
 - Product Advertisement
 - Company Advertisement using hyperlink to all slides, different animation effect for text and pictures, fully automatic - timing - 3 seconds.

MS EXCEL

1. Prepare a table showing the customer details of a bank (Customer Name, Nature of Account, Account Number, Address, E-mail ID) and perform the following:
 - Delete the customer who has closed the account.
 - Insert a row in between the 1st and 2nd customer.
 - Insert a column in between Address and E-mail ID and name it as Telephone Number.
 - Hide the column 'Address'.
2. Create a table of a company with the following details (Name of the Employee, Name of the Department, Net Pay, Address, City)
 - Copy the production department employees in sheet number 2.
 - Copy the details of the employees staying in Coimbatore city.
 - Find the person who is getting a maximum salary.
3. Prepare a payroll for the employees (10 employees) of an organisation and count the number of employees who are getting the salary of more than Rs.10,000/-. Calculate the following components: DA, HRA, EPF and LIC as a percentage of basic pay and sum up the total basic pay and find net pay of all employees.
4. Prepare an excel sheet under the main heading of assets & liabilities and perform the following:
 - Select a column and change the number format to rupees and paise(0.00) format. Select a particular range of cells and change its font style as bold; select a row and hide it.
 - Use shortcut key, go to sheet 3 and select a cell.
5. Prepare a breakeven chart using chart wizard.

MS ACCESS

1. Collect and create a database for maintaining the address of the policy holders of an insurance company with the following constraints:
 - Policy number should be the primary key.
 - Name should not be empty.
 - Maintain at least 10 records.
 - Retrieve the addresses of female policy holders whose residence is at Coimbatore.
2. Create a database using design view for sales details of a company.
 - Add details for 10 places and 5 products.
 - Sort sales territories in alphabetical order.
 - Display list where sales exceed Rs.10 lakhs.
 - Apply sort option to display records (Area wise and Product wise).
 - Generate reports by using the above queries.

Statistical Package for Social Sciences (SPSS)

1. Using the questionnaire prepared by you with LaTeX, Calculate the following:
 - Mean, Median, Geometric Mean and Harmonic Mean
 - Standard Deviation, Variance and Check the Consistency
 - Non-parametric Test – Chi-square, ANOVA , F-test and “t” -test
2. Fit a straight line for the given data using Regression.
3. Find Correlation for the given data.

Pedagogy: Demonstration.

SEMSETER II

CODE	COURSE TITLE
18COPS201	ADVANCED MULTI SKILL DEVELOPMENT PAPER

Category	CIA	ESE	L	T	P	Credit
Skill Based	40*	60**	43	2	-	5

* CIA –Unit IV & V

**Online Examination Unit- I, II & III

Preamble

- To develop strategies to mitigate skill gaps among students for skill development and capacity building

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO1	Apply key concepts of self development and management to enhance personality.	K3
CO2	Discover solutions for real-life problems requiring interpretation and comparison of various representations of numerical data.	K4
CO3	Develop a logical framework for the critical analysis of spoken, written, visual and mediated messages in a diverse environment.	K6

Mapping with Programme Outcomes

COs	PO1	PO2	PO3	PO4	PO5
CO1	S	S	S	S	S
CO2	S	S	S	S	S
CO3	S	S	S	S	S

S-Strong M-Medium

Syllabus

Unit I

9 Hrs.

Communication: Question tags - Gerund and Infinitives - Spotting the errors – Synonyms – Antonyms - One word substitution - Sentence completion –Prepositions – Articles.

General Awareness and Scientific Aptitude: Socio - Economic - Banking – Basic Sciences. People and Environment. Politics and Current Affairs. Higher Education. Information and Communication Technology. Teaching Aptitude. Research Aptitude.

UNIT II

9 Hrs.

Logical Reasoning : Syllogism – Statement Conclusions – Statement Arguments – Statement Assumptions – Statement Courses of Action – Inference – Cause and Effect – Visual Reasoning – Direction Sense Test – Blood Relation – Coding and Decoding – Deductive Reasoning.

UNIT III**9 Hrs.**

Numerical Reasoning and Quantitative Aptitude: Age – speed – Heights and Distance – Time and Distance - Ratio and Proportion – Percentage – Fraction – Profit and Loss – Interest – Average – Calendar – Clocks– Probability – Series – Venn Diagram - Data Interpretation.

Unit IV**9 Hrs.**

Goal Setting – Time Management – Mind Mapping – Effective Ways to Manage Stress – Preparation for Examination.

Unit V**9 Hrs.**

Conferences and Seminars – Preparation and Presentation of Papers – Group Discussions on Topics of Current Relevance in Commerce and Industry – Facing the Interview Board.

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Aggarwal R.S	Quantitative Aptitude	S. Chand and Company	Reprint 2009
2.	Chopra. J.K.,	Bank Probationary Officers' Examination	Unique Publishers	2010
3.	Datson. R.P., Manish Arora and Gulati. S.L.,	Clerical Cadre Recruitment in State Bank of India,	Newlight Publishers	2013
4.	Davinder Kaur Bright	Railway Recruitment Board	Bright Publications	2010
5.	Lal, Jain and Vashistha. K.C	UGC NET/ JRF /SET Teaching and Research Aptitude	Upkar Prakashan Publishers	2012
6.	Pratyogita Darpan	UGC NET/ JRF/ SET Teaching and Research Aptitude	Upkar Prakashan Publishers	2012.
7.	Sharma. J.K	IBPS Recruitment of Bank Clerical Cadre Examination	Unique Publishers	2013
8.	Tara Chand	General Studies for Civil Services Preliminary Examinations, Paper-1,	Mc Graw Hill Education Private Ltd.,	2013
9.	Hari Mohan Prasad and uma Rani Sinha,	Objectives English for Competitive Examinations,	Tata McGraw Hill Education Private Ltd., New Delhi	2011
10.	Elizabeth B.Hurlock	Personality Development,	Tata McGraw –Hill Publishing Company Limited ,New Delhi,	2008.
11.	Leena Sen	Communication Skills	PHI Learning Private Limited, New Delhi	2009

Pedagogy

- Interaction, Brain Storming, Power Point Presentation, Group Discussion

SEMESTER III

CODE	COURSE TITLE
18COPC 309	INCOME TAX

Category	CIA	ESE	L	T	P	Credit
Core	25	75	86	4	-	4

Preamble

To enable students to learn the provisions of Income-tax Act, 1961 and to impart knowledge to the students on the computation of taxable income under various heads of income

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Recall the basic principles underlying the provisions of direct tax laws.	K 1
CO 2	Recognise taxable income under various heads as per provisions of Income Tax Act 1961.	K 2
CO 3	Apply critical thinking and problem solving skills to resolve income tax issues.	K 3
CO 4	Analyse the real life situations involving taxation and take tax-sensitive decisions.	K 4
CO 5	Evaluate the tax-saving strategies for decision making.	K 5

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	S
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	S

S-Strong;

Syllabus

Unit I**15Hrs.**

Provisions of Income Tax Act 1961 – relating to Previous year and Assessment year – scope of total income and residential status. Income which do not form part of the total income. Agricultural income – Tax – Free incomes and income entitled to relief.

Unit II**21 Hrs.**

Computation of Income from Salaries:. Definition – Characteristics - Computation of salary Income-Salary u/s 17(1) – Allowances - Perquisites and their types and treatment - Profit in lieu of Salary - Exempted Profits- Deduction u/s 16 & 80C.

Unit III**16 Hrs.**

Income from House Property : Definition and meaning – Exempted income from house property - Annual Value - Determination of annual value - let out - self occupied – deductions - Treatment of unrealised rent.

Income from other sources: General incomes u/s 56(1) - specific income u/s 56(2) - Dividend – Interest on securities – deductions - Expenses expressly disallowed.

Unit IV**20 Hrs.**

Profits and gains of business or profession : Definition – Charging Provisions - Computation of Income under the scheme - rules there off – Allowable expenses - expenses expressly disallowed - expenses disallowed in certain cases deemed profits Valuation of stock .**Capital Gains:** Basis of charge - transfer of capital assets - deemed transfer - Cost of Acquisition - Exempted capital gains – treatment of capital losses

Unit V**18 Hrs.**

Assessment of Individuals – Deductions to be made in Computing Total Income - set off and carry forward of losses – Advance payment of tax – Tax deducted at source - E-filing of returns.

Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
3.	Gaur V.P & .Narang D.B	<i>Income Tax Law and Practice</i>	Kalyani Publishers, Chennai	

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
3.	Mehortra H.C & Goyal S.P	<i>Income Tax Law and Practice</i>	Sahitya Bhavan publications, Agra.	

Pedagogy

- **Chalk and Talk, Power Point Presentation, Assignment, Seminar.**

SEMESTER III

CODE	COURSE TITLE
18COPC 310	FINANCIAL MANAGEMENT

Category	CIA	ESE	L	T	P	Credit
Core	25	75	86	4	-	4

Preamble

To enable the students to get an in depth understanding of various financial management areas like risk, return and cost of capital and to enlighten the learners on dividend decisions, leverages and leasing.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Acquire relevant, systematic, efficient and actual knowledge of financial management that can be applied in practice for making financial decisions	K 1
CO 2	Understand both the theoretical and practical role of financial management.	K 2
CO 3	Apply financial management concepts and tools in investment decisions.	K 3
CO 4	Analyse the risk areas in corporate which helps to facilitate managerial decision making and control.	K 4
CO 5	Evaluate the financial objectives of various types of organisations and the respective requirements of stakeholders.	K 5

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	S
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	S

S-Strong;

Syllabus

Unit I

15 Hrs.

Financial Management – meaning, objects and scope – Emerging role of Financial Managers in India - Time value of money – Reasons for time preference for money – Compounding and Discounting Techniques.

Unit II

15 Hrs.

Risk and return – meaning, measurement – Evaluation of proposals to minimize risk – methods of risk management – major risk return decision areas.

Unit III

20 Hrs.

Cost of capital – concept – importance – classification of cost of capital – computation of cost of capital – cost of retained earnings – weighted average cost of capital.

Unit IV

20 Hrs.

Capital budgeting – Concept of capital budgeting – importance – Computation of capital investment required – Capital budgeting appraisal method

Unit V

20 Hrs.

Dividend policy – meaning – Modigliani and Miller’s Approach – Walter’s Approach – Factors affecting dividend policy – Right shares – Valuation of rights – Methods of Valuation – Leverages – EBIT – EPS analysis – Leasing – Meaning – types of leasing – financial evaluation of Lease from the point of view of the lessee.(Theory Only)

Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Pandey I.M.	<i>Financial Management</i>	Vikas Publishing House Pvt., Ltd., New Delhi	2003
4.	Maheswari .S.N.,	<i>Financial Management Principles and practice</i>	Sultan Chand and Sons	2009

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Khan.M.Y, Jain.P.K	<i>Management Accounting</i>	Tata MCGraw, Hill, New Delhi	2007
4.	Sharma. R.K & Shashi K.Gupta	<i>Management Accounting Principles and Practice</i>	Kalyani Publishers, Ludhiana, New Delhi.	2007

Pedagogy

- Chalk and Talk, Power Point Presentation, Assignment, Seminar.

SEMESTER III

CODE	COURSE TITLE
18COPC311	INVESTMENT MANAGEMENT

Category	CIA	ESE	L	T	P	Credit
Core	25	75	86	4	-	4

Preamble

To provide an insight into the field of investment, understanding the concepts of risk and return, stock market operations and to acquire the knowledge of portfolio analysis.

Course Outcomes

On the successful completion of the Course, students will be able to

CO	CO Statement	Knowledge Level
CO 1	Perceive the nature, scope and features of investment and its process.	K 1, K 2
CO 2	Understand the mechanics of security trading, derivatives market, SEBI's role and stock market indicators.	K 2
CO 3	Make use of Fundamental and Technical analysis for portfolio selection.	K 3
CO 4	Examine various investment alternatives for investment decisions.	K 4
CO 5	Evaluation of portfolio performances based on various models.	K 5

Mapping with Programme Outcomes

Cos	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	M
CO 2	S	S	S	S	M
CO 3	S	S	S	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	M

S-Strong; M-Medium

Syllabus

Unit I

20 Hrs.

Nature, meaning and scope of investment – importance of investment – Factors influencing investment – Investment media – Features of an investment programme – Investment process - New issue market and stock exchange – Role of the new issue market – mechanics of floating new issues.

Unit II

20 Hrs.

Stock Exchange in India – Mechanics of Security trading in stock exchanges – kinds of trading Activity – Clearing house – Membership rules in a Stock Exchange – Listing of Securities – legal control of stock exchange – SEBI and its role, guidance – NSE – OTCEI – Recent trends – Stock market operation – Security market indicators- Introduction to Derivatives Market-Concepts of Futures and Options.

Unit III

20 Hrs.

Fundamental and technical analysis and security evaluation : Economic analysis – Industry analysis – Company analysis – Technical analysis – scope. Portfolio Analysis and Management: Portfolio analysis, scope – Portfolio selection – Risk and Return – types of portfolio.

Unit IV

15 Hrs.

Investment alternatives: Equity shares - Preference shares - Corporate Bonds and Debentures - Life Insurance Policies - UTI Schemes- Mutual Funds - Provident Fund – Land and House Property – Gold - Silver - New Financial Instruments.

Unit V

15 Hrs.

Portfolio performance evaluation: Dimensions of evaluation. - Sharpe, Treynor and Jensen models of Evaluation.

Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Preethi Singh	<i>Investment Management</i>	Himalaya Publishing House, Mumbai.	2009

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Rustagi R.P.	<i>Investment Management Theory and Practice</i>	Sultan Chand & Sons, New Delhi.	2005
2.	Bhalla V.K.	<i>Investment Management</i>	S.Chand & Co., Ltd., New Delhi	2013

Pedagogy

- Chalk and Talk, Power Point Presentation, Assignment, Seminar.

SEMESTER III

CODE	COURSE TITLE
18C0PCP02	Computer Applications Practicals – II ((TALLY & INTERNET))

Category	CIA	ESE	L	T	P	Credit
Core	40	60	-	-	90	3

Preamble

To promote the skill of applying knowledge in accounting using Tally 9.0

Course Outcomes

On the successful completion of the Course, students will be able to

CO Number	CO Statement	Knowledge Level
CO 1	Acquire the knowledge and skill in preparation of various accounting statements using Tally package.	K 1 & K 2
CO 2	Create vouchers and stock summary.	K 3
CO 3	Prepare Ratios and Bank Reconciliation Statement.	K 4

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	S
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S

S-Strong;

Syllabus

TALLY

- 1) Features of Tally – Tally Screen – Accounts Info Menu – Inventory Info Menu – Display Menu – Calculator – Work area.
- 2) Company Creation – Alteration of Company – Deletion of Company – Selection of Company.

- 3) Hierarchy of Accounts – Ledger Accounts and Groups Creating Ledger – in single ledger mode – multi-ledger mode – primary Group Creation – Alteration of Individual Ledgers and Multiple Ledgers.
- 4) Voucher Creation – Voucher entry – Types of Vouchers – Alteration of Vouchers – Deletion / Cancellation of Vouchers – Creating new Voucher types
- 5) Daybook - Cash book – Group Summary.
- 6) Display of Trial Balance – Profit and Loss Account and Balance Sheet.
- 7) Inventory Masters – Stock Group Creation, Display and Alteration – Stock Categories Creation, Display and Alteration - Stock Items Creation, Display and Alteration.
- 8) Ratio analysis – Bank Reconciliation statement – Printing Reports from Tally.
- 9) VAT – Calculation of VAT – VAT Computation Report – VAT Adjustment against Tax Payable.

INTERNET LAB

1. Learn about browsers and bring some details about them.
2. Learn how to use search engines and list some of your search results.
3. Visit BSE & NSE websites and collect the information regarding share prices.
4. Visit the website of Commerce & Industries Ministry and collect some information about the trade policy.
5. Visit rbi.org.in
 - a) Get the statistics on Indian Economy from the Hand Book of Statistics and also from Data Base on Indian Economy.
 - b) See Current Rates – Bank Rates ,Reserve Ratios ,Exchange Rates, Lending and Deposit Rate
6. Visit the website of Union Finance Ministry and learn about
 - a) Financial Regulators in India b) Capital Markets in India c) Economic Survey
 - d) Budget
7. Visit a website of an online marketing company and write the procedure to place an order.
8. Learn about Discussion Forums and E-groups
9. Visit the website of National Informatics Center.

Pedagogy: Demonstration.

SEMESTER III

CODE	COURSE TITLE
18COPS302	INVESTMENT AND SECONDARY MARKET OPERATIONS

Category	CIA	ESE	L	T	P	Credit
Core	25	75	40	5	-	5

Objectives:

- To acquire knowledge on how investment in stock market is analysed
- To know the Mechanics of stock trading and the emergence of Derivatives Market

UNIT I

9Hrs

Investment - Meaning - Importance - Factors Influencing Investment - Fundamental Analysis - Meaning - Technical analysis - Meaning.

UNIT II

9Hrs

Listing - Meaning - Benefits - Indices of NSE and BSE .

UNIT III

10Hrs

Indian Capital Market- Meaning- Capital market segments- Private Market and Secondary market -Indian Secondary Market - Meaning - Major Departments of a Typical Stock Exchange in India - Steps in Stock Trading - Mechanics of Settlement

UNIT IV

9Hrs

Depository and Dematerialisation – A brief outline of OTCEI and NSE .

UNIT V

8Hrs

Derivatives Market - Meaning - Growth of Derivative Market - Functions- Participants in Derivative Market.

Books for Reference:

1. **Dr.S. Gurusamy**, *Financial Markets and Institutions* ,Vijay Nicole Imprints Private limited ,2008
2. **Preeti Singh**, *Investment Management* ,Himalaya Publishing House ,2009
3. **Dr.R.Shanmugam**, *Financial Services* Wiley India Private Ltd,2010.

Note: Skill Based Component :(Not for end semester examination)

**Preparing Charts Showing Index Movement for a Specific Period.*

**Collection of Broker - Client Agreement forms, Client Registration Documents and Share Trading related forms.*

SEMESTER III

CODE	COURSE TITLE
18COPS303	<i>CUSTOMER RELATIONSHIP MANAGEMNT</i>

Category	CIA	ESE	L	T	P	Credit
Core	25	75	40	5	-	5

Objectives:

- To enlighten the students on the concepts, principles and current trends in CRM
- To impart knowledge about the role of CRM in financial services and banking
- To highlight the features of e-CRM

Unit I

8 Hrs

Introduction to CRM: Meaning and Definition – Objectives – Need - Importance and benefits of CRM.

Unit II

9 Hrs

Principles of CRM – Types of CRM: Operational, Analytical and Collaborative CRM –CRM chain – Customer Retention – Importance – Customer Retention Management – (CRM in Action: Automobile Industry –Mobile)*

Unit III

9 Hrs

CRM Process: Objectives – Benefits – Need to create CRM process – 4 C's of CRM process – CRM process for marketing organization.

Unit IV

10 Hrs

CRM in Banking – CRM Strategies – CRM Applications – Retail Banking and CRM – Universal Banking and CRM –Three Major S's Associated with Banking in relation to CRM – Net Banking & CRM – CRM and key Account Management CRM in Commercial scheduled Banks – Technology Banking and CRM – Banking schemes with CRM.

Unit V

9 Hrs

e-CRM: What is e-CRM? – Need – Basic requirements – Features – CRM in India – Current trends in CRM.

TEXT BOOK

1.Venkata Ramana v, Somayajulu G, Customer Relationship Management, Excel Books, NewDelhi,2003

BOOKS FOR REFERENCE

1. Peeru Mohamed H, Sagadevan A, Customer Relationship Management, Vikas Publishing House Pvt Ltd, NewDelhi, 2004.

2. Mukesh Chaturvedi, Abhinav Chaturvedi, Customer Relationship Management, Excel Books, 1st Edition, NewDelhi, 2005.

SEMESTER IV

CODE	COURSE TITLE
18COPC 412	ACCOUNTING FOR MANAGERIAL DECISION MAKING

Category	CIA	ESE	L	T	P	Credit
Core	25	75	86	4	-	4

Preamble

To widen the knowledge of the learners on financial statement analysis, Fund Flow Statement, Cash Flow Statement and the components of Working Capital and to give an insight into the various cost control techniques like Budgetary Control, Marginal Costing and Standard Costing.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Acquire sound Knowledge of concepts, methods and techniques of management accounting and develop competence with their usage in managerial decision making and control.	K 1
CO 2	Understand the course concepts towards common business management decisions such as pricing and outsourcing decisions from a financial perspective	K 2
CO 3	Apply the skills necessary to use management accounting information	K 3
CO 4	Analyse the role of budgets in organisations, their limitations and the behavioural issues to consider when developing and using budgets for planning and control	K 4
CO 5	Evaluate the organizational performance through Financial statement analysis.	K 5

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	S
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	S

S-Strong;

Syllabus

Unit I

15 Hrs.

Management Accounting – Meaning – Scope, Objectives, Significance, Limitations – Financial Statements – importance – Tools of analysis – comparative statements, Common – size Statements, Trend analysis.

Unit II

20 Hrs.

Ratio analysis – significance, uses and limitations of ratios – classification of ratios – computation and interpretation.

Working capital management – concept of working capital – types, adequacy and sources of working capital – cash, inventory and accounts receivables management – Fund flow and Cash flow analysis (New format only)

Unit III

20 Hrs.

Budgeting & Budgetary control – Meaning - characteristics of a good budget – Budgetary control – Objectives and Functions – Classification of Budgets – preparation of budgets – Production budget – Sales budget – Material Budget – Cash Budget – Flexible Budget – Zero based budgeting.

Unit IV

20 Hrs.

Marginal costing – Meaning – Importance, Objectives – Marginal Costing and absorption costing – Break Even analysis - Application of marginal costing Techniques, Cost-volume – profit analysis.

Unit V

15 Hrs.

Standard costing – Meaning – Standard costing and budgetary control – Variance analysis – Direct material Variance, Direct Labour Variance – Overhead Variance.

Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Sharma & Gupta	<i>Management Accounting</i>	Kalyani Publishers, Chennai	2017

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Maheswari .S.N.,	<i>Management Accounting</i>	Sultan Chand & Sons, New Delhi	2015
2.	Khan & Jain	<i>Management Accounting</i>	Tata McGraw,Hill,New Delhi	2007

Pedagogy

- Chalk and Talk, Power Point Presentation, Assignment, Seminar.

SEMESTER IV

CODE	COURSE TITLE
18COPC413	E-Commerce

Category	CIA	ESE	L	T	P	Credit
Core	25	75	86	4	-	4

Preamble

- To aid the learner to understand the basics of electronic commerce and security issues
- To provide exposure about the emerging changes in marketing and advertisements in the E-Commerce and M-Commerce era

Course Outcomes

On the successful completion of the Course, students will be able to

CO	CO Statement	Knowledge Level
CO 1	Comprehend the basics, growth, uses and models of e-commerce.	K 1
CO 2	Obtain skills in the field of EDI, Cryptography, EPS and TPS.	K1 & K 2
CO 3	Identify the risks, security and legal issues in e-commerce	K 3
CO 4	Analyze the strategies of e-supply chain models and the features, framework, applications and advantages of e-CRM.	K 4
CO 5	Evaluate the effectiveness of e-advertisements, e-market research and mobile commerce.	K 5

Mapping with Programme Outcomes

Cos	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	M
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	S

S-Strong; M-Medium

Syllabus

Unit I

20 Hrs.

Electronic Commerce – Meaning – Evolution in India – Traditional Commerce Vs E-Commerce - Factors driving the growth of E-commerce – Benefits and Limitations – Business Models for E-commerce – E-commerce Opportunities in India & Challenges

Unit II

20 Hrs.

Electronic Data Interchange – Cost and Benefits – components of EDI systems – Cryptography – Electronic Payment systems – Transaction Processing System - Components and Methods of TPS - Transaction Processing Cycle - Control of Transaction Processing

Unit III

20 Hrs.

E-Commerce Security Issues: Security Basic Terminology - Technical Attack Methods- Network Security Technologies - Access Control – Encryption - Public Key Infrastructure(PKI) – Firewalls: Features – Components – Benefits – Cyber Crimes - Cyber Laws

Unit IV

15 Hrs.

E-Supply Chain Management: Activities and Infrastructure – Problems and Solutions – E-CRM: Definition – Features – E-CRM Vs Traditional CRM – Framework and Architecture of E-CRM – Data mining in E-CRM - Advantages of E-CRM

Unit V

15 Hrs.

Web Advertising: Online Advertising Methods – Advertising Strategies and Promotions - Market Research for E-Commerce

Mobile Commerce – Attributes – Benefits and Drivers – Products and Services of Mobile Commerce – Mobile Financial Applications – Mobile Marketing, and Advertising Mobile Workforce Solutions – Mobile Entertainment – Security, Ethical and Legal issues in Mobile Commerce

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Efraim Turban, David King, Jae Lee, Ting-Peng Liang, Deborrah Turban	Electronic Commerce 2010: A Managerial Perspective	Pearson Education, New Delhi	2012
2.	Joseph P.T.	<i>E-commerce: An Indian Perspective</i>	Prentice Hall of India, New Delhi	2008.
3.	Kamalesh Bajaj and Debjani Nag	<i>E-Commerce: The Cutting Edge of Business</i>	Tata McGraw Hill NewDelhi	2008
4.	Ravi Kalakota and Andrew B.Whinston	<i>Electronic Commerce – A Managers' Guide</i>	Pearson Education, NewDelhi	2011

Pedagogy

➤ Chalk and Talk, Power Point Presentation, Assignment, Seminar

SEMESTER IV

CODE	COURSE TITLE
18COPC414	INTERNATIONAL BUSINESS

Category	CIA	ESE	L	T	P	Credit
Core	25	75	86	4	-	4

Preamble

To acquaint with the theories of international trade and understand the international marketing, its growing importance and the challenges.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Understand the concepts and theories of international trade and its growing importance.	K 1& K 2
CO 2	Obtain a conceptual understanding of Balance of Payments in the context of economic growth process.	K 2
CO 3	Utilize the motives of international marketing for Indian products abroad and assist in solving problems.	K 3
CO 4	Analyze the exchange rate fluctuations, its cause and effect and evolution of international financial institutions.	K 4
CO 5	Evaluate the position of India's exports and imports and the social and environmental issues in international business.	K 5

Mapping with Programme Outcomes

Cos	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	S
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	S

S-Strong

Syllabus

Unit I

20 Hrs

Introduction to International Business : Importance - Nature and Scope of International Business; Modes of Entry into International Business - Theory of International Trade – Comparative Cost Theory – Hecksher Factor Price Equalization Theorem – Terms of trade – Free Trade Vs Protection.

Unit II**16 Hrs**

Balance of Payments in the Context of Economic Growth Process: Trade Balance, Current Account Position and Capital Account Position – Trends – Correction of Adverse Balance of Payments – Principles of BOP.

Unit III**18 Hrs**

International Marketing – Problems – Motives of International Marketing – International Orientations – Scope of Marketing Indian Products Abroad – Driving and Restraining Forces – Participants – Export Barriers – Tariff & Non-Tariffs.

Unit IV**15 Hrs**

Foreign Exchange Market – Rate Determination – Factors Affecting Exchange Rate Fluctuations – Effect of Exchange Fluctuations – Euro Dollar Market- International Financial Institutions: IMF, World Bank, WTO, GATT.

Unit V**21 Hrs**

Composition and Direction of India's Exports and Imports, Present Position – Project Consultancy and Service Exports - Trade in Services. Counter Trade – Forms of Counter Trade – Growth of Counter Trade – Drawbacks of Counter Trade.

Social Issues in International Business - Environmental Issues - Labour Issues.

Text Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Francis Cherunilam	International Business Environment	Himalaya publishing house, Mumbai	2018 and 7 th Edition
2.	Francis Cherunilam	International Marketing (Text and Cases)	Himalaya publishing house, Mumbai	2018 and 15 th Revised Edition

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	D.M. Mithani	Money, Banking, International Trade and Public Finance	Himalaya publishing house, Mumbai	2008 and 15 th Revised Edition
2.	M.L. Jhingan	International Economics	Vrinda Publications, New Delhi	2005 and 5 th Revised and Enlarged Edition

Pedagogy

- Chalk and Talk, Power Point Presentation, Assignment, Seminar

SEMESTER IV

CODE	COURSE TITLE
18COPC415	ADVERTISING MANAGEMENT

Category	CIA	ESE	L	T	P	Credit
Core	25	75	86	4	-	4

Preamble

To familiarize the objectives and types of advertising that spins the world of business, and to understand the creative execution of advertisements in various media.

Course Outcomes

On the successful completion of the Course, the students will be able to

CO	CO Statement	Knowledge Level
CO 1	Understand the objectives and types of advertising and the structure of advertising industry.	K 1, K 2
CO 2	Outline the features and functions of advertising agencies and their types of services.	K 2
CO 3	Apply the elements of print and radio advertisements in executing creative print and radio ads.	K 3
CO 4	Analyse the creative execution of Internet ads, its advantages and also the cost and types involved.	K 4
CO 5	Evaluate the television commercials, media selection procedures and the alignment of media and message.	K 5

Mapping with Programme Outcomes

COs	PO 1	PO 2	PO 3	PO 4	PO 5
CO 1	S	S	S	S	M
CO 2	S	S	S	S	S
CO 3	S	S	S	S	S
CO 4	S	S	S	S	S
CO 5	S	S	S	S	S

S-Strong; M-Medium

Syllabus

Unit I

15 Hrs.

Advertising:- Structure of Advertising Industry - Role of Advertising in Modern Business World – Limitations - Advertising Coverage - Advertising planning and its Significance - Steps in Advertising Planning Process

Advertising Goals and Objectives:- Approaches to the Task of Objective Setting: The Sales School of Thought & Communicative School of Thought

Types of Advertising:- Consumer, Business to Business, Trade, Retail, Financial, Direct Response and Recruitment

Unit II

20 Hrs.

Advertising Agency:- Meaning - Outstanding Features - Functions of Advertising Agencies (for the clients - for the media owners) – Types of Advertising Agencies (Full Service Agencies – A La Carte Services – The House Agency) – Elements of Agency Services – Selection of an Advertising Agency – Agency Relations (Agency and the Clients – Agency and Media Owners)

Creative Execution in Advertising:- Creative Execution of the Big Idea - Creativity in Ad Execution - Preparing a Creative Brief – Creative Execution Element - Celebrity Support in Execution

Unit III

20 Hrs.

Creative Execution and Design in Print - Print Medium - Elements of Print Advertising – Understanding Design in Print – Executing Creative other Print Media

Creative Execution on Radio – Introduction - Script Writing for Radio - Producing Radio Commercials - The ABCs of writing and Producing Radio Spots

Unit IV

15 Hrs.

Creative Execution on Online:- Advertising on the Internet – Advantages of Internet Advertising – Who Advertises on the Internet? – Cost of Internet Advertising - Types of Internet Advertising (Banner Ads – Pop-Up Ads – E-mail Communication – Streaming Video and Audio – Corporate Home Pages – Virtual Malls)

Unit V

20 Hrs.

Creative Execution on Television – Introduction - Elements on Television - Making a Television Commercial

Media Planning and Buying:- Introduction – Importance - Setting Media Objectives - Developing Media Strategy - Media Selection Procedures - Media Buying Functions - Media Buyers Special Skills - Global Media Buying - Staging a Media Plan – Alignment of Media and Message.

Reference Books

S.No.	Authors	Title of the Book	Publishers	Year and Edition
1.	Sontakki C.N	<i>Advertising</i>	Kalyani publishers	2004
2.	Kritishah, Alandsouza	<i>Advertising & promotion an IMC perspective</i>	Tata McGraw Hill Publishing Company	2010
3	Debraj Datta,Mahua Datta	<i>Advertising and sales promotion</i>	Vrinda publications(p)ltd	2008
4.	O'Guinn, Allen, Semenik	<i>Advertising and Integrated Brand Promotion</i>	Vikas Publishing House	2003
5.	Jaishri N Jethwaney	<i>Advertising</i>	Phoenix Publishing House PVT Ltd	1999

Pedagogy

- **Chalk and Talk, Power Point Presentation, Assignment, Seminar.**