

**Course Title: Introduction to Management**

**Credit: 3**

**Course No: CSIT.213**

**Number of period per week: 3+3**

**Nature of the Course: Theory+Tutorial**

**Total hours: 45+45**

**Year: Second, Semester: Third**

**Level: B.Sc. CSIT**

### **1. Course Introduction**

The course familiarizes students with the fundamentals of management so that they can understand, analyze and practice basic concepts, processes, functions as well as skills of management along with the role, challenges and opportunities of management for successful operations and performance of organizations.

### **2. Objectives**

At the end of this course the students should be able to:

- Understand the basic concepts and principles of management such as basic roles, skills and functions of management
- Identify the historical development, theories and contemporary trends and development in management
- Analyze how environmental factors shape organizations
- Discuss organizational goals, planning system, organizational structure, staffing and conflict resolution
- Examine the essence of effective leader and change agent
- Conceptualize the approaches of decision making, leadership, motivation, control and team work

### **3. Specific Objectives and Contents**

<b>Specific Objectives</b>	<b>Contents</b>
<ul style="list-style-type: none"><li>• Describe the difference between managers and operatives</li><li>• Differentiate between efficiency and effectiveness</li><li>• Describe four primary process of management</li><li>• Summarize the essential roles performed by managers</li><li>• Discuss whether the manager's job is generic</li><li>• Discuss the general skills necessary for becoming a successful manager</li><li>• Describe how the evolution of</li></ul>	<p><b>Unit I: Managers and Management(10 hrs)</b></p> <ul style="list-style-type: none"><li>• Introduction to Management: Definition, Characteristics, process, function and importance of management,</li><li>• Characteristic of an organization and its types</li><li>• Manager: concept, roles and competencies; changing role of managers</li><li>• Historical roots of contemporary management practices: classical, behavioural, quantitative and contemporary approach, comparative analysis.</li><li>• Social responsibility and managerial ethics</li></ul>

<p>management theories reflect the changing needs of organizations</p> <ul style="list-style-type: none"> <li>• Define social responsibility and ethics</li> </ul>	
<ul style="list-style-type: none"> <li>• Define planning and identify the benefits of planning</li> <li>• Identify the potential drawbacks of planning</li> <li>• Outline the steps in the strategic management process</li> <li>• Explain SWOT analysis</li> <li>• Describe the steps in the decision making process.</li> <li>• Explain the limits to rationality</li> <li>• Define heuristics and explain how they affect the decision making process</li> <li>• Identify four decision making styles</li> <li>• Identify several decision-making aids and techniques such as pay off matrices, decision trees, breakeven analysis, ratio analysis, linear programming, queuing theory and economic order quantity.</li> </ul>	<p><b>Unit II: Foundation of Planning and managerial decision making(8 hrs)</b></p> <ul style="list-style-type: none"> <li>• Organizational goals, purpose and functions</li> <li>• Planning as a managerial function: concept, importance, planning and performance</li> <li>• Strategic planning, Situational analysis, criticism of planning.</li> <li>• Decision making: concept, the decision making process, types and condition of decision making,</li> <li>• Rational decision making: bounded rationality, heuristics, escalation of commitment</li> <li>• Decision making styles</li> <li>• Quantitative decision making aids</li> </ul>
<ul style="list-style-type: none"> <li>• Identify and define the six elements of organization structure.</li> <li>• Describe the advantages and disadvantages of work specialization.</li> <li>• Contrast authority and power</li> <li>• Identify the five different ways by which management can departmentalize</li> <li>• Contrast mechanistic and organic organizations</li> <li>• Contrast divisional and functional structures</li> </ul>	<p><b>Unit III: Organizing function of management(6 hrs)</b></p> <ul style="list-style-type: none"> <li>• Organizing: concept, nature, importance, principles and approaches to organizing</li> <li>• Nature and types of organizational design</li> <li>• Departmentalization: advantages and types of departmentalization</li> <li>• Concept of Authority, Power and Responsibility</li> <li>• Types of organizational structures: traditional and contemporary structures</li> <li>• Emerging concepts in organizing</li> </ul>
<ul style="list-style-type: none"> <li>• Describe the human resource management process</li> <li>• Differentiate between job description and job specification</li> <li>• Contrast recruitment and</li> </ul>	<p><b>Unit IV: Staffing and Human Resource Management(6 hrs)</b></p> <ul style="list-style-type: none"> <li>• Staffing: Concept, objectives, importance and components of staffing</li> <li>• Employment planning</li> </ul>

downsizing options • Describe selection techniques • Identify various training methods • Explain the various techniques managers can use in evaluating employee performance.	• Recruitment and selection • Orientation, training and development • Performance management, compensation and benefits • Current Issues in Human Resource Management
• Define communication and explain why it is important to managers • Describe the communication process. • List techniques for overcoming communication barriers • Describe effectiveness in supervision • Describe the contingency factors influencing delegation • Explain trait theories of leadership and identify the leadership styles	<b>Unit V: Managerial processes for effective performance( 9 hrs)</b> • Managerial communication: concept and functions of communication • Interpersonal communication: methods, making effective interpersonal communication • Organizational communication: types, direction and networks • Supervision: concepts, importance, types, processes and methods; effectiveness in supervision • Delegation: concept, principles and techniques • Leadership: concept and importance; leadership styles
• Describe approaches of control • Explain why control is important • Identify the contingency factors in the control process • Explain how controls can be dysfunctional	<b>Unit VI: Foundations of Control(6hrs)</b> • Control: concept and importance • The control process, • Tools for measuring organizational performance • Contemporary issues in control.

## Evaluation System

Undergraduate Programs				
External Evaluation	Marks	Internal Evaluation	Weight age	Marks
End semester examination	60	Assignments	10%	40
(Details are given in the separate table at the end)		Quizzes	10%	
		Attendance	10%	
		Presentation	10%	
		Mid-Term & Pre-board exam	50%	
		Group work	10%	
Total External	60	Total Internal	100%	40



## **External evaluation**

### **End semester examination**

It is a written examination at the end of the semester. The questions will be asked covering all the units of the course. The question model, full marks, time and others will be as per the following grid.

Full Marks: 100, Pass Marks: 45, Time: 3 Hrs

<b>Nature of question</b>	<b>Total questions to be asked</b>	<b>Total questions to be answered</b>	<b>Total marks</b>	<b>Weightage</b>	<b>External exam marks</b>
Group A: multiple choice*	20	20	$20 \times 1 = 20$	20%	12
Group B: Short answer type questions	8	6	$6 \times 8 = 48$	40%	24
Group C: Long answer type question	3	2	$2 \times 16 = 32$	40%	24
			100	100%	60

Each student must secure at least 50% marks in internal evaluation in order to appear in the end semester examination. Failed student will not be eligible to appear in the end semester examinations.

### **Internal evaluation**

**Assignment:** Each student must submit the assignment individually. The stipulated time for submission of the assignment will be seriously taken.

**Quizzes:** Unannounced and announced quizzes/tests will be taken by the respective subject teachers. Such quizzes/tests will be conducted twice per semester. The students will be evaluated accordingly.

**Attendance in class:** Students should regularly attend and participate in class discussion. Eighty percent class attendance is mandatory for the students to enable them to appear in the end semester examination. Below 80% attendance in the class will signify NOT QUALIFIED (NQ) to attend the end semester examination.

**Presentation:** Students will be divided into groups and each group will be provided with a topic for presentation. It will be evaluated individually as well as group-wise. Individual students have to make presentations on the given topics.

**Mid-term & Pre-board examination:** These are written examination and the questions will be asked covering all the topics in the session of the course.

**Discussion and participation:** Students will be evaluated on the basis of their active participation in the classroom discussions.

**Instructional Techniques:** All topics are discussed with emphasis on real-world application. List of instructional techniques is as follows:

- Lecture and Discussion
- Group work and Individual work
- Assignments
- Presentation by Students
- Term Paper writing
- Case study
- Quizzes
- Guest Lecture

Students are advised to attend all the classes and complete all the assignments within the specified time period. If a student does not attend the class(es), it is his/her sole responsibility to cover the topic(s) taught during that period. If a student fails to attend a formal exam/quiz/test, there won't be any provision for re-exam.

#### **Prescribed Text**

- *Robbins, S.P., DeCenzo, A.D., Bhattacharya, S. & Agrawal, M* (2009). *Fundamental of Management* (6<sup>th</sup> ed.) New Delhi: Printice Hall.

#### **References**

- *Griffin, R. W. Management* New Delhi: AITBS Publishers and Distributors
- *Paudel, S.R., Pradhan, G.M., & Bhandari, K.P. Principles of Management.* Kathmandu: Asmita Publication