

Rajiv Gandhi Proudyogiki Vishwavidyalaya, Bhopal (M.P.)

MB301-ENTREPRENEURSHIP MANAGEMENT

Course Objective: To give an overview of who the entrepreneurs are and what competences are needed to become an Entrepreneur. The course aims to acquaint the students with challenges of starting new ventures and enable them to investigate, understand and internalize the process of setting up a business.

UNIT I-The Entrepreneurial Development Perspective

- Entrepreneur–meaning, evolution, importance, Qualities, nature, types, traits.
- Entrepreneurship development - its importance, role of Entrepreneurship. Entrepreneurial environment, culture and stages in entrepreneurial process, changing dimensions in entrepreneurship– Digital entrepreneurship.
- Entrepreneur Vs. Intrapreneur, Entrepreneur Vs. Entrepreneurship, Entrepreneur Vs. Manager

UNIT II-Family Business Development

- Family Business–meaning, characteristics, importance, types and models.
- Growing and evolving family business–Complexity of family enterprise– Diversity of successions: Different Dreams and challenges.

UNIT III-Starting the Venture

- Generating business idea – sources of new ideas, methods of generating ideas, opportunity recognition.
- Feasibility study – market feasibility, technical/operational feasibility, financial feasibility, environmental scanning, competitor and industry analysis.
- Drawing business plan-preparing project report, presenting business plan to investors.

UNIT IV–Micro, Small and Medium Enterprises

- Concept, role and importance of MSME
- Policies governing SMEs-Steps in setting up a small unit.
- SME funding-Requirements of capital (fixed and working), Factors determining capital requirements, Importance of fixed and working capital, Sources of finance for SME'S.

UNIT V–Government Initiatives

- Role of Central Government and State Government in promoting Entrepreneurship-Introduction to various incentives, subsidies and grants.
- Role of following agencies in the Entrepreneurship Development-District Industries Centers (DIC), Small Industries Service Institute (SISI), NABARD, National Small Industries Corporation and other relevant institutions/ organizations.

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REFERENCE BOOKS

- | | |
|--|---------------------|
| □ Entrepreneurship:New Venture Creation | -DavidH. Holt |
| □ Entrepreneurship | -HisrichPeters |
| □ TheCulture of Entrepreneurship | -BrigitteBerger |
| □ Dynamicsof EntrepreneurshipDevelopment | -VasantDesai |
| □ EntrepreneurshipDevelopment | -Dr. P.C.Shejwalkar |
| □ ThoughtLeaders | -ShrinivasPandit |
| □ Entrepreneurship | -StevenBrandt |
| □ BusinessGurusSpeak | -S.N. Chary |
| □ TheEntrepreneurial Connection | -GurmitNarula |

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MB302- BUSINESS ETHICS AND CORPORATE GOVERNANCE

Course Objective: This course has been designed to create a mindset of value system among the students who are the future managers. To help the students appreciate the essential complementarity between 'VALUES' and 'SKILLS' to ensure sustained happiness and prosperity which are the core aspirations of all human beings.

UNIT I Introduction to Business Ethics

- Introduction, definitions, need, importance for Business ethics; factors affecting business ethics;
- Importance of Ethics & Moral standards; Ethics & Moral Decision Making, ethical Principles In Business.
- Business theories: Normative Theories, Gandhian Approach, Friedman's Economic theory, Kant's Deontological theory, Mill & Bentham's Utilitarianism theory.

UNIT II Indian Ethos & values

- Need, purpose & relevance of Indian Ethos.
- Meaning and Nature of values; Holistic view of life and its value, Values impact in Business. Indian Value System- Teachings from scriptures and traditions.

UNIT III Workplace Ethics

- Introduction, Needs, benefits, Principles, Development of Personal Ethics, Employee Attitude and Ethics, Employee Etiquettes.
- Workplace Ethics for Employees- Ethical behavior in workplace- Professionalism; Formulating & Implementing professional ethics code and Professional ethos.

UNIT IV Corporate Governance

- Introduction, systems of corporate governance, OECD principles, Indian model of Corporate Governance, Whistle blowing and its codes.
- Ethical Issues related to Advertisements, Finance, Investment, Technology and Ethical Dilemma., Social Responsibility of Corporate.

UNIT V Corporate Governance & CSR

- Impact of globalization on Indian corporate and social culture, Advantages and disadvantages of MNC's to the Host Country, Corporate Governance and ethical responsibility.
- Corporate Social Responsibility- Introduction, Advantages, Scope for CSR in India, steps to attain CSR

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REFERENCE BOOKS

- | | |
|--|--|
| □ Foundationsofmanagerial work | –ChakrabortyS.K |
| □ ContributionfromIndianthoughts- | –Himalyapublication |
| □ BusinessEthics | –AndrewCraneandDirkMatten,OxfordPress |
| □ BusinessEthics:A Philosophical Reader | - ThomasI. White |
| □ BusinessEthics | -A.V.RAO(excelbooks) |
| □ Social Responsibility ofBusinessEnterprises, | -Sarkar,C. R.,NewCenturyPublication |
| □ BusinessEthics-ConceptsandCases | -Velasquez, |
| □ EthicsinManagement | -Sherlekar,S.A.,HimalayaPublishing House |
| □ CorporateGovernance&BusinessEthics | –U. C. Mathur,MacmillanIndia Ltd |

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MB303-EVALUATION OF ON-SITE TRAINING REPORT AND VIVA VOCE

Note- Every student shall be required to undergo a practical training in an organization for 4 to 6 weeks, at the end of the Second Semester Examination but before the commencement of the Third Semester course. Student will have to submit THREE copies (soft copy in CD) of the Project Report based on the training with an attendance certificate from the organization, at least one month before the commencement of term end examination.

Project Report Evaluation 60 Marks (By External and Internal Examiner Jointly)

Project Report Based Viva-Voce 40 Marks (By External and Internal Examiner Jointly)

External Evaluation –60 Marks (50%

minimum) Viva voce –40 Marks (50% minimum)

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MB 304- ORGANISATIONAL DEVELOPMENT

Course Objective: This course aims to give a broad theoretical and practical understanding of key concepts and issues in managing organization. In this fast changing world of business the organizations have to be ready for the changes and should facilitate in adopting the changes.

UNIT I Organisational Development-Overview

- Meaning, Features, Evolution, Components, Objectives, Principles, Process, Importance of OD
- Relevance of Organisational Development for Managers, OD-HRD Interface.
- Meaning, Role of OD Practitioner, Competencies of an OD Practitioner

UNIT II Organisational Diagnosis and Change

- Meaning, Need, Phases, Levels of Organisational Diagnosis, Techniques of Organisational Diagnosis, Tools used in Organisational Diagnosis.
- Organisational Change-Meaning, Organisational Life Cycle, Planned Change, Organizational Growth and its Implication for Change.
- Change Agents- Meaning, Features, Types, Role, Skills required

UNIT III OD Interventions

- Meaning, Features, Factors Affecting Success of Interventions, Steps in OD Interventions.
- Types of Interventions- Human Resource Intervention, Structural Intervention, Strategic Interventions, Third Party Peace Making Intervention.
- Techniques and Evaluation of OD Interventions.

UNIT IV Organisational Effectiveness

- Meaning, Effectiveness v/s Efficiency, Approaches and Parameters for Judging Organisational Effectiveness, Ways to Enhance Organisational Effectiveness.
- Issues Faced in OD- Issues Related to Client Relationship, Power- Individual skills and Attributes as a Source of Power, Power and Influence Tactics, Politics and OD.

UNIT V Future of OD

- Emerging Trends in OD- Expanding the use of OD, OD and Business Process Re Engineering (BPR).
- Organisational Development and Globalization, Creating whole system change, Using OD to facilitate partnerships and alliances, Enhancing constant learning, Trends within the Organisation.

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REFERENCE BOOKS

□ Organisational development	–French & Bell .PHI
□ Human behaviour at work	–Keith Davis Tata Mc-graw hill
□ HRD	–P.C tripathi Sultanchand
□ Organisation behaviour	–F.Luthans, Tata Mc-graw hill
□ Organisation development & change	–D.Thakur Deep & Deep
□ Organisation and change	–Weiss, Joseph
□ Organizational Behaviour	--Archana Tyagi (Excel Books)
□ Organizational Behaviour	--P.G. Aquinas (Excel Books)
□ Organizational Behaviour	--Mishra M.N. (Vikas Pub. House)
□ Organizational Behaviour	--Chandan J.S. (Vikas Pub. House)

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MB305-INDUSTRIAL PSYCHOLOGY

[Max.Marks: 70]

[Min.Marks: 28]

Course Objective: This course aims to give abroad theoretical and practical understanding of key concepts and issues in managing organization. In this fast changing world of business the organizations have to be ready for the changes and should facilitate in adopting the sechanges.

UNIT-I-INTRODUCTION

- Definition,History,Goals,ForcesandFundamentalconceptsofindustrialPsychology,Natureof people and nature of organization. Industrial Psychology Vs Organizational Behavior, Areas of Industrial psychology.
- Two classical studies-Time and motion study–Nature, characteristics and importance. Hawthorne studies –Nature, Implications and criticisms.

UNIT II-JOB ANALYSIS AND SELECTION

- Job Analysis: Definition, uses and methods, Personnel tests and development - Training and Development.
- Selection: meaning, process
- Interview–guided and unguided interview, stress interview and group interview; Assessment centre

UNIT III Industrial Attitudes and Behaviour

- Employee attitude: Job Satisfaction, Job involvement, Organizational commitment Attitude measurement: Attitude and social phenomenon, Methods of measuring attitudes, Attitude surveys and their application The attitude of employees vs. attitudes of employers.
- Organizational Citizenship Behavior, Individual responses to downsizing, Anti-social Behaviour in the workplace.

UNIT IV Industrial Morale

- Defining morale, Determinants of morale, Measurement of morale, Methods of increasing morale, comparison of methods for increasing morale, Group dynamics, Motivation, incentives, fatigue, monotony and boredom.

UNIT V Ergonomics and Work Conditions

- Ergonomics approaches to work design, Human/computer interactions in the workplace Safety and Accidents, Physical stressors in the workplace, work schedules, pro-environment behavior: employee eco-initiative, Engineering Psychology.
- Positive Psychology: Definition, History, Need, Concepts of resilience, Happiness and Wellbeing Gratitude, Forgiveness, Effectiveness and Growth, Optimism and hope, Positive Organizations.

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REFERENCE BOOKS

- | | |
|--|--|
| □ Industrial Psychology | -P.K Ghosh, Himalaya Publication |
| □ Industrial Psychology | -McCormic & Igen Prentice Hall Blum & Naylor |
| □ Industrial Psychology | -J Tiffin Prentice H |
| □ Industrial Psychology | -RA Griggs, S Jackson |
| □ Introductory Psychology Textbooks | -P Marek Lawrence Earlbaum |
| An Objective Analysis and Update | |
| □ Applied industrial/organizational psychology | -MGA amodt- Belmont, Calif |
| □ Industrial/Organizational Psychology | - Ronald E. Riggio Scott Foresman & Co |

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MB306 –Industrial Relations and Labour Welfare

Course Objective: The Course intends to educate and create awareness among the students about various aspects of Industrial Relations and thus equip them to handle this delicate subject with maturity, objectivity and understandings.

Unit I

Industrial Relations-Concept, evolution, characteristics, scope, components, factors affecting industrial relations, approaches to IR, IR in India, prerequisites of successful industrial relation programme, Government and Corporate approaches and strategies on IR.

Unit II

Industrial Conflicts/Disputes-Meaning, essentials, classification, recognition of disputes, impact of industrial disputes, factors of industrial disputes/conflicts, Strikes-forms, prevention of strikes, lock-outs, gheraos, Ways to achieving industrial peace, Code of discipline in industry. Grievances Handling-meaning, nature, causes of grievances, procedure for redressal.

Unit III

Collective Bargaining:-Concept-function and importance-Principles and forms of collective bargaining
-Procedure-conditions for effective collective bargaining-worker's Participation in management:-Role and methods of worker's participation.

Trade Union: Industrial setting, growth, structure and strategies, functions, recognition. Employer's Organization and their working. White collar Trade unionism.

Unit IV

Working Conditions: Factories Act 1948-The Workmen's Compensation Act, 1923-The Employee's State Insurance Act, 1948-The Employee's Provident Funds and Miscellaneous Provisions Act, 1952

Unit V

The Payment of Wages Act, 1936-The Minimum wages Act, 1948-The Industrial Disputes Act 1947- The Industrial Employment (Standing Orders) Act, 1946-The Trade Union Act, 1926, The Maternity Benefit Act, 1961.

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REFERENCE BOOKS

- | | |
|---|--|
| □ IR and Trade Universe | –G.P. Sinha and P.R.N. Sinha |
| □ Labour Legislation | –S.C. Srivastava |
| □ Handbook of Labour and Industrial Law | –P. L. Malik Eastern Book Company, Lucknow |
| □ Labour and Industrial Law | –P.L. Malik Eastern Book Company, Lucknow |
| □ Industrial Relations and Labour Laws | –Shrivastava S.C. (Vikas Pub. House) |
| □ Business Laws | –S.S. Gulshan (Excel Books) |

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MB307- Management of Financial Institutions and Services

Course Objective–The present course aims at familiarizing the participants with objectives, strategies, policies and practices of major financial institutions in India and various financial services.

UNIT I

Financial System and Markets: Constituents and functioning; RBI–Role and functions. Regulation of money and credit, Monetary and fiscal policies, Techniques of regulation and rates; Overview of Foreign Exchange Market, Financial Sector Reforms in India, Overview of Financial Services: nature, scope and importance.

Unit II

Banking Industry in India, constituents, banking sector reforms, determination of commercial interest rates: fixed and floating, Management of capital funds-capital adequacy norms, Liquidity Management, Asset Liability Management - Gap analysis, Management of Non-performing assets, Strategies for making commercial banks viable.

Unit III

Securitisation: concept, nature, scope and their implications. Securitization of Auto loans and housing loans, Securitisation in India. DFIs in India-IDBI, ICICI, IFCI, NABARD, RRBs, State Level Institutions; NBFCs-Their status, types, working and strategies for commercial viability; Insurance organisations- Their status, types, working and strategies for commercial viability.

Unit IV

Leasing and Hire Purchase: Industry. Size and scope. Parties involved, Evaluation of Lease transaction, Types of lease and their implications, Hire purchase and lease-differences and implications for the business. Other financial services: Factoring, Forfeiting, Discounting and Re Discounting Of Bills, Consumer Credit and Plastic Money–concept, working and uses of each.

Unit V

Concept, Types, Significance of Mutual Funds, NAV, Evolution & Growth of Mutual Funds, Role of Registrar, Underwriter according to SEBI guidelines.

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REFERENCE BOOKS

- | | |
|---|--|
| □ Financial Markets and Services | -Gordon & Natrajan; Himalaya Publishing. |
| □ Management of Indian Financial Institutions | -Srivastava, Himalaya Publishing |
| □ Investment Management | – Preeti Singh |
| □ Global Capital Market | –Joshi P.R.[Tata McGraw Hill] |
| □ Fund management in India | –Thomas [Tata McG. Hill] |
| □ Indian Capital Market | –Trends & Dimensions Shashi Kant & Arumugam |
| □ Indian Financial system | –Machiraju |
| □ Merchant Banking | –JC Verma (Bharat Law House) |
| □ Merchant Banking | – Nidhi Prakashan |
| □ Lease Financing Theory & Practice | – Dr. B. Brahmaiah (Himalaya Publishing House) |
| □ Financing of Hire Purchase | –JC Verma (Bharat Law House) |

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MB308 - INTERNATIONAL FINANCIAL MANAGEMENT

Course Objective: The main objective of this course is to familiarize the students with the international financial environment and the special decision variables underlying the discharge of finance function in a multinational corporation.

Unit I

Introduction to International Finance & its Fundamentals, Growing importance of international finance. Evolution of the International Monetary System-bimetallism, Classical Gold Standard, its strengths and weaknesses, Bretton Woods System, Flexible Exchange Rate regime, Fixed versus floating exchange rate systems, Special Drawing Rights.

UNIT – II

Balance of Payments-current account, capital account, official reserve account, foreign reserves-costs and benefits. Current Account deficit, balance of trade and their implications on exchange rates. Foreign

Global Financial Markets:-Domestic and Off shore markets and Euro Market, Euro Currency Markets. Exchange rate quotations, direct and indirect rates, factors affecting exchange rate, determinants of demand for and supply of currency.

UNIT -III

The Foreign Exchange Market: Structure, Types of Transactions & settlements. Spot market, direct and indirect exchange quotations, bid ask spread, cross exchange rates, Forwards, Futures, Swap and Options market. Concept of hedging, speculation and arbitrage.

Interest Rate Parity, covered and uncovered interest arbitrage, Purchasing Power Parity-absolute and relative, Fisher Effect and International Fisher Effect.

UNIT – IV

Foreign Exchange Exposure: managing transaction, translation and economic exposure, Techniques for covering the foreign exchange risk-Internal and external techniques of risk.

International financial market instruments– International Equities– ADR and GDR–Foreign Bond and euro-bond-Short-term and medium term instruments.

UNIT –V

Foreign Investment Decision: Capital Budgeting Techniques-Project IRR, NPV and pay-back period. Project Investment Decisions: FDI investments-Decision process and Strategies, FDI via Mergers, and Acquisitions (M&A): Rational and difficulties. International Joint ventures.

Export and Imports Financial tools: Letter of Credit, Bill of Lading, Bill of Exchange.

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REFERENCE BOOKS

- | | |
|--------------------------------------|----------------------------|
| □ International Financial Management | –Rodriguez RM, |
| □ Financial Management | –SN Maheshwari |
| □ Multinational Financial management | –Alan C. Shapiro |
| □ International Financial Management | –David B. Zenoff, J. Zwick |
| □ International Financial Management | –P.G. Apte |
| □ International Financial | –Buckley Adrian |
| □ Multinational Financial Management | --Madhu Vij (Excel Books) |
| □ International Business | --Bedi N.V. (Vrinda Pub.) |
| □ International Business | --Prabhakar Rao (Kalyani) |

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MB309-TAX PLANNING AND MANAGEMENT

Course Objective: The present course aims at familiarizing the participants with the principles, problems and structure of different types of business taxes in Indian and relevance of the set axes in business decisions.

UnitI

Concept, Nature, Scope, Importance, Techniques, Advantages and limitations of Tax Planning; Nature, Objectives, process of Tax Management; Tax Planning vs Tax Management, Tax Avoidance & Tax Evasion, Assessment Year, Previous Year, Assessee-types, Residential status, Non-resident Indians.

UnitII

Tax on Individual Income – Computation of tax under the heads of Salaries, Income from House Property, Profits & Gains of Business, Capital Gains & Income from Other Sources. Tax deductible at source (numerical).

UnitIII

Corporate Income Tax: Tax concessions and incentives for corporate decisions. Tax planning for depreciation; Treatment of losses & unabsorbed items; Carry forward and set off losses. Tax and business reorganizations: merger and amalgamation, Tax planning regarding Employees Remuneration, Tax appeals, Revision & Review (numerical).

UnitIV

Wealth tax on closely held companies; Valuation of assets; Filing of returns; Assessment; Appeals; Review; Revision and Rectification (numerical).

Central Excise Act 1994 and Excise planning; Customs Act and Customs Duties Planning.

UnitV

Introduction to Goods and service Tax (GST)-Key Concepts, Phases of GST, GST Council, Taxes under GST, Cess, Registration under GST, Supply under GST and Valuation of Supply, Input Tax Credit under GST & Returns, Custom Duty and Indirect Taxation levied by either Central or State Government.

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REFERENCE BOOKS

- | | |
|------------------------------|---|
| □ Incometaxlaw&Practice | --A.K.Dhagat&Gargav
(RameshBook DepotJaipur) |
| □ Incometaxlaw&Practice | –K.P. Gour&B.Narang |
| □ Incometaxlaw&Practice | –K.K. Singhanian(Tax –Manpublication) |
| □ Incometaxlaw&Practice | –BhagwatiPrasad |
| □ Incometaxlaw&Practice | –H.C. Mehrotra |
| □ Incometaxlaw&Practice | –N.V.Mehta(S.K. Publishing HouseBombay) |
| □ Incometaxlaw&Practice | –K. Chaturvedi |
| □ Taxplanning withPrecedents | –S.X. Potter,H.H. Monree |

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MB310-SALES & DISTRIBUTION MANAGEMENT

Course Objective –The objectives of this course is to provide an extensive picture with regards to theory and practice of managing sales and to inculcate personal selling skills

UNIT I Introduction to Sales Management

- Concept of sales management: The nature and role of sales management, Objectives of sales management, Theories of selling, sales executive as a coordinator, Relations of sales management with other marketing activities.

UNIT II Sales and Marketing Planning

- Concept of Sales and marketing planning. The place of selling in marketing plan. Relationship selling. Personal selling objective. Diversity of personal selling situations. Process of personal selling. Sales-Related marketing policies, Product policies, Distribution policies, Pricing policies.

UNIT III Sales HRM

- Personal management. Recruitment and selection of sales personnel. Training programmes, Concept and Evaluation, Compensation.
- Sales meeting. Different type of sales organization. The development of personal selling skills.

UNIT IV Sales Operation

- Sales control: - sales budget, Evaluation and supervision. Sales quotas, Management of territories. The sales analysis, Sales audit system, Sales resistance, Psychology of customer, Field sales control – Sales reporting system which includes weekly, monthly, quarterly reports and interpretation of the data for future action plans, sales analysis and marketing cost analysis, sales audit, managing outstanding.

UNIT –V Sales Distribution

- Sales Forecasting, Sales Environment, Sales channel, Sales promotion, Selling and Reselling. Telephone selling and Internet Selling. Selling service and Sales responsibilities. Importance of Distribution and Logistics Management in relation to Sales Management. Understanding lead time and delivery schedule.

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REFERENCE BOOKS

- | | |
|---|---------------------------|
| □ Sales Management decision & cases | –Still, Cundiff |
| □ How to build dynamic sales organisation | –Mury & Arnold |
| □ Salesmanship & Publicity | –R S Davar |
| □ Elements of salesmanship & publicity | –Pradhass |
| □ Sales distribution management | –F L Lobo |
| □ Sales and distribution Management | --S.L.Gupta (Excel Books) |

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MB311-ADVERTISING AND BRAND MANAGEMENT

Course Objective:-The aim of the paper is to acquaint the students with concepts, techniques and give experience in the application of concepts for developing an effective advertising programme.

UNIT-I General understanding about advertising.

- Advertising-Nature, scope & classification.
- Role of advertising in Indian economic and social development
- Ethics and truth in Indian advertising.

UNIT-II Advertisement Concept & strategy

- Marketing communication Programme.
- Advertising Planning:- Objectives and Budget.
- Advertising research as a supporting tool.
- Development of concept, selection of the concept.
- Selection of the advertising message.
- Building an advertising copy.
- Factors related with copy strategy.

UNIT III Campaign management

- Campaign planning process.
- Media Planning:- Target and Media Research, Media objectives, Media mix selection and Scheduling and Budgeting.
- Media Buying:- Media Tactics, Monitoring.
- Evaluation of Media Planning.
- Media Strategy:- Delivering on Objectives, Target audience strategies and Media Vehicle selection,
- Allocation of media budget.
- Advertising effectiveness.
- Comparative study with different promotion mix.
- Digital Advertising campaign plan
- Social site campaign plan

UNIT – IV Advertising agency

- Advertising agency:- Management and Survival .
- Reorganizing agency.
- Global standards of agency functioning.

UNIT -V Branding–Core Issues.

- Brand equity (brief description), Brand building exercise:- Concept, Strategy and Culture.
- Brand personality and Positioning .
- Brand lifecycle,
- Brand identity
- Branding for commodities

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REFERENCE BOOKS

□ Advertising Management	AAKER
□ Advertising Management	Chunnawalla
□ BrandPositioning	S.Sengupta
□ ProductManagement	Majumdar
□ Advertising Management	M. Mohan
□ Advertising AndSalesPromotion	Kazmi&Batra(Excell)
□ BrandManagement	HarishV.verma(Excell)

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MB312-CONSUMER BEHAVIOUR AND MARKET RESEARCH

Course Objective: The basic objective of this course is to develop an understanding about the consumer decision making process and its applications in marketing function of firms.

UNIT I Introduction

- Study of consumer Behavior – Role of Consumer Research.
- Needs system. Consumer motivation.
- Personality, Dynamics of Perception.

UNIT II Components of consumer behaviour

- Consumer as an Individual: Involvement and motivation, knowledge and values.
- Nature, role of motive and classifying motive
- Personality, learning and characteristics and classification of learning.
- Characteristics, functions and sources of attitudes, attitude theory and models.

UNIT III Consumer Culture

- Environmental Influences on Consumer Behavior: Cultural, Social, Personal, Family and situational influences, opinion leadership and lifestyle marketing.
- Characteristics of culture, cultural understanding, nature of social class, Social class and consumer behaviour. Green Marketing Consumer behaviour
- Nature and significance of personal influence, marketing Implications of personal influence significance of family in Consumer behavior and family life cycle.
- Opinion leadership forms.

UNIT IV Consumer Decision Making

- Consumer Decision Processes
- Consumer Decision rules. Post purchase processes: Framework, dissonance, satisfaction / dissatisfaction.
- Consumer Behavior Models: Nicosia Model, Howardsheth Model, Engel-Blackwell and Miniard Model, Sheth Family Decision Making Model.
- CRM: Concept of CRM, CRM as an indicator of Consumer Behavior, Consumer Roles, Market Values and CRM. Introduction to digital consumer behavior.

UNIT V Marketing Research Planning

- Research Plan, Research Design
- Management Uses of Market Research
- Difference Between Marketing and Marketing Research
- Data Collection Methods. Sample Planning Process
- Model of Market Research for Decisions Coding of Data, Significance Testing,
- Analysis and Interpretation of Data
- Sales research format
- Product Research format
- Introduction to Big data analytics

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REFERENCE BOOKS

□ Consumer Behavior-	-Schiffman
□ Marketing research	-Biod
□ Marketing Management	-GC Beri
□ Marketing Management	-Sangeeta Agarwal
□ Consumer Behavior	--Kazmi & Batra (Excell)
□ Conceptual Issues in Consumer Behavior Indian Context	-Ramesh Kumar Pearson
□ Consumer Behavior	-Louden, Delebeta
□ Consumer Behavior: Marketing Strategy Behavior	-J. Paul Peter & Jerry C. Olson
□ Consumer Behavior	-John. C. Mowen
□ Market Research	-G.C. Beri, Pearson Education
□ Market Research, Concept & Cases	-Cooper & Schindler, Tata McGraw Hill
□ Market Research Learning	-Churchill & Iacobucci, Thomson
□ Market Research	-Boyd, Westfall & Stasch, AITBS
□ CRM	-Alok Rai

Rajiv Gandhi Proudyogiki Vishwavidyalaya, Bhopal (M.P.)

MB313-BUSINESS DECISION & MANAGEMENT SYSTEMS

Course Objective: It aims at acquainting these students with tools techniques of planning, analyzing, designing, implementing and maintaining Information system.

UNIT I

Systems Concept; Characteristics of a System; Elements of System; Types of Systems; Decision Support System; System Development Life Cycle, Investigation, Analysis, Design, Implementation, Post Implementation Review and Maintenance.

UNIT II

Systems Planning and Investigation: Basis for Planning in Systems Analysis-Dimensions of Planning, Initial Investigation, Needs Identification.

UNIT III

Determining the User's Information Requirements, Feasibility Study, Feasibility Considerations, Steps in Feasibility Analysis - Feasibility Report.

UNIT-IV

Tools of Structured Analysis: Data Flow Diagram (DFD), Entity Relationship Diagrams, Data Dictionary, Process Modeling: Structured English, Decision Tree & Decision Table, Object Oriented Analysis (OOA) and Object Oriented Design (OOD).

UNIT-V

Basics of Information Security, Types of Attacks, Viruses, Virus Control, Hackers, Overview of Risks associated with Internet, Intrusion Detection Risk Management, Disaster Recovery Plan, Cryptography and authentication, Managing Risk, Information Security Policy, Creating a secure environment, Internet Security Standards

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REFERENCE BOOKS

- | | |
|---------------------------------|---|
| □ Management Information System | – Davis and Olson. |
| □ Management Information System | – Jawadekar. |
| □ Decision Support | – Devis Michel W. |
| □ Management Information System | – W.S. Jawadekar |
| □ Management Information System | – Gordon B. Davis and Margrethe H. Olson. |
| □ Management Information System | – Kenneth C. Laudon and Jane P. Laudon. |

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MB314-DATABASE MANAGEMENT AND INTEGRITY

Course Objective: The basic objective of data base management system is to make the students attain a certain level of expertise in creating and handling relational databases.

UNIT I

- Introduction to Database, file, Record fields, problems with database. Categorization of DBMS, (Networking, hierarchical & Relation database) Application of DBMS. The three-layered Architecture Advantages & disadvantage of DBMS.

UNIT II

- Important Components DBA, database, application program, DDL, DML etc. Component of DBMS query processor, Data dictionary. Physical database structures, Normalization and logical design.

UNIT III

- Introduction to RDBMS, E-R Model and E-r Diagram Examples and exercise EF. CODD 12 rules for relation database, database concept:-Transaction management properties of a transaction, commit and Rollback, concurrency, locking

UNIT IV

- Data integrity, integrity constraints, Auditing, backup and recovery. Data dictionary, system catalogue, introduction to distributed database. Introduction to client-server and ODBS connectivity.

UNIT V

- Introduction to SQL: - SQL language DML language DML commands, Relation Algebra & SQL: Introduction, Security and Integrity Violations, Authorization, Granting of Privileges, Security Specification in SQL Data warehousing, Multidimensional Data Models, Data Warehouse Architecture, ROLAP, MOLAP, HOLAP, OLAP and OLTP Understand the Concept of Data Warehousing Data Mining, Data Preprocessing, Data Marts, Cluster Analysis, Decision Making

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REFERENCE BOOKS

- | | |
|-----------------------------|-------------|
| □ DataBase ManagementSystem | -C.J.Date |
| □ DataBase ManagementSystem | -Korth |
| □ DataBase ManagementSystem | -VipinDesai |
| □ DataBase ManagementSystem | -leon |

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MB315- DATA COMMUNICATION & NETWORK

Course Objective: This course provides an in-depth discussion of computer networks. It includes a detailed discussion of the different Network Models.

Unit I

Fundamentals of Communication System; Communication Links, Communication System Formats; Character Codes, Digital Data Rates; Asynchronous and Synchronous Data. Types of signals: AM; FM; PM; PCM; PDM; TDMA; FDMA; SDMA; CDMA; ASK; FSK; PSK Features: Error detection and correction codes; Hamming codes.

Unit II

LAN topologies: Workstation; Server; Cables; Types of Ethernet; Broadband and base-band; Optical Fibers; Network Interface Card.

Unit III

Networks and accessories: LAN, MAN, WAN; Hub; Bridges; Switches; Routers; Gateways; Cell Relay; Frame Relay; ISDN; B-ISDN.

Unit IV

OSI Model; Broadcasting; Multicasting; Point-to-point communication; IP Addressing, Concepts of Port; Socket; ATM; Tunneling; Virtual Private Network. Network Operating systems: Unix; Linux; Windows.

Unit V

Mobile Communication: Applications of Mobile Communication; Wireless Communication: Bandwidth, Transmission Impairment, Interference, Terrestrial Microwave, Broadcast Radio, Infrared & Light Waves, Mobile Internet & WML: Mobile IP, Wireless TCP & UDP, WAP, WML

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REFERENCE BOOKS

- | | |
|-----------------------------------|-------------------------|
| □ Computer Network | –Tannebaum PHI |
| □ Data & Network Communication | –Tiller |
| □ Computer network in Win-NT | –BPB Publication |
| □ WINNT Architecture | –Tata Mcgrawhill |
| □ Data and Computer Communication | –William Stallings, PHI |
