

S.D.N.B.VAISHNAV COLLEGE FOR WOMEN, CHENNAI-44
SYLLABUS AND REGULATIONS
DEPARTMENT OF MHRM
I YEAR

Subject	No.of.papers	CA	ESE	Maximum Marks	No. Of Credits Per Paper	Exam Duration	Total No. Of Credits	No. Of Teaching Hours Per Paper
Semester I								
Managerial Concepts	1	25	75	100	4	3	4	90
Organizational Behavior	1	25	75	100	4	3	4	90
Human Resource Management	1	25	75	100	4	3	4	90
Research Methods	1	25	75	100	4	3	4	
Business Communication	1	25	75	100	4	3	4	90
Semester II								
Organizational Development	1	25	75	100	4	3	4	90
Management Training and Development	1	25	75	100	4	3	4	90
Legal framework Governing Human Relations	1	25	75	100	4	3	4	90
ELECTIVE I MIS for Human Resource management	1	25	75	100	3	3	3	90
ELECTIVE II								

Management Accounting	1	25	75	100	3	3	3	90
NON MAJOR ELECTIVE Energy Physics	1	25	75	100	2	3	2	90

***MHRM – Department handles Human Resource Management for the students of MSc. Physics.**

SEMESTER – I

1. MANAGERIAL CONCEPTS

Unit – I (25 hrs)

Management defined – Basic Principles and process of Management. The evolution of Management. The evolution of Management Science.

Planning: Planning as the first step in the process of Management cycle- Basic techniques of Planning – Basic factors involved in planning – Key planning points- Psychological hazards to rational planning- Strategic consideration in planning.

Policy Making: Policy making as a guide to action in the organization – General policies and specific policies in an organization – Basic areas of policy making.

Unit – II (25 hrs)

Need for organization- Organizational hierarchy in large concerns- Top Management organization – Staff units and Committee – Factors to be considered in the establishment of an organization.

Basic division of Functional activities – Methods of grouping activities – Typical patterns used- Use of organizational charts and manuals.

Authority, relationship – Line function and staff – Basics of delegation of responsibility and authority. Centralization and decentralization of authority and the pros and cons of each.

Span of control – Pros and cons of narrow and wide spans of control – Optimum span.

Unit - III (20 hrs)

Communication – Traits of good communication- Formal and Informal Channel- Follow up- Standard indoctrination-Explaining why consultative direction links in the chain of Command, MIS-Basics .

Co-ordination-Need for Co-ordination –Techniques of securing Co-ordination.

Unit –IV (10hrs)

Concept of control- Application of the process of control at different levels of management (Top, middle and first line)- Performance standards – measurement of performance – Remedial action – An Integrated Control system in an organization.

Unit –V (10hrs)

Motivation –determination of behavior- Employee as a “Total Person”-Primary incentives.

Management by objectives –Management by exception- Decision making theory in management.

References

- 1. Dr.V.Balu, Management Principles,Sri Venkateswara Publications**
- 2. P.C.Tripathi,P.N.Reddy,Principles of Management,Tata Mc Graw-Hill Publishers**

- 3. Premavathi.N.Principles of Management,Tata Mc Graw-Hill Publishers**
- 4. Dinkar Pagare,Principles of Management,Sri Vishnu Publications**
- 5. J.Jayasankar,Principles of Management(Business Management)Margam Publications**
- 6. Prasad.Lallan & Gulsha.S.S,Management Principles & Practices,S.Chand & Company**
- 7. L.M.Prasad,Principles & Practices of Management,Sultan Chand & Sons**
- 8. R.S.Gupta,Principles & Practices of Management,Kalyani Publishers**

2.ORGANISATIONAL BEHAVIOUR:

Objective:

The course develops in-depth knowledge of organizational ; behaviour implication to organizational culture and climate from a psychological perspective. Provides an understanding of social system, culture, status and organizational development.

Unit –I(20 hrs)

Behaviour – personality, perception, learning, values and introduction of organizational behaviour: foundations of individual attitudes

Unit – II(16 hrs)

Motivation – early theories, contemporary theories, motivation at work – designing motivating jobs.

Unit- III (16 hrs)

Group dynamics – Group behaviour, communication and group decision-making, intergroup relations.

Unit – IV(18 hrs)

Leadership – Trait, behavioural and contingency theories; power and politics; trait, behavioural analysis (T.A.); work stress

Unit – V(20hrs)

Organisational structure and design; organizational change and development; organizational culture and climate

Organisational conflict; causes, types of conflict, management conflict.

References

- 1. M.Banerjee, Organisational Behaviour, Allied Publishers Pvt Ltd**
- 2. Yogendra Singh, Mamta Pandey, Principles of Organisational Behaviour, AITBS Publishers**
- 3. Steven L Mc.Shane, Mary Ann Von Glinow, Radha R Sharma, Organisational Behaviour, Tata Mc Graw-Hill Publishers**
- 4. L.M.Prasad, Organisational Behaviour, Sultan Chand & Sons Publishers**
- 5. Robbins, Stephen.P, Organisational Behaviour, Concepts, Controversies, Applications, Prentice-Hall of India Pvt Ltd.**
- 6. Pradeep Kumar, Organisational theory & Behaviour, Kedar Nath Ram Nath & Co.**
- 7. J.Jayasankar, Organizational Behaviour(Organisational Psychology), Margam Publishers**

3. HUMAN RESOURCES MANAGEMENT

Objective

The course objective is to impart the concepts and techniques relating to the managerial and operative function of personal management to the students. An outline of manpower management with reference to industrial relations is to be provided.

Unit I (20 hrs)

Introduction of Human Resources Management: Definition, Importance of Human Resources, Objectives of Human Resources Management, Qualities of a good personnel manager – Evolution and growth of Personal Management in India.

Human Resource Policies: Need, type and scope – Advantage for a written policy – Human Resources policies and work Culture.

Human Resources planning: Long and short term planning, Job Analysis, Skills inventory, Job Description and Job Specification.

Unit – II (20 hrs)

Recruitment and selection: Purposes, types and methods of recruitment and selection, Relative merits and demerits of the different methods; Personnel Search, Selection Instruments, Reduction of recruitment costs.

Functions of Human Resource Management from Procurement to Separation: Placement, Induction, Transfers, Promotions, Disciplinary actions, Termination of services:

Resignation, Dismissal, Retrenchment and Voluntary Retirement Schemes, Exit Interviews, Prevention of employee turnover.

Unit – III (20 hrs)

Performance Evaluation: Ranking, rating scales, critical incident method, Removing subjectivity from evaluation, MBO as a method of appraisal, Job evaluation, Criteria for Promotions and job enrichment.

Wage and Salary Administration: Meanings, Calculation of Wage, Salary, Perquisites, Compensation Packages, Cost of Living Index and Calculation of Dearness Allowance, Rewards and Incentives: Financial and non-financial incentives, Productivity – linked Bonus, Compensation Criteria.

Unit – IV (20 hrs)

Employee's Safety and Health: Preventive approaches including health education, Audit of safety programs and safety training, Work-stress: Causes and Consequences, Stress-Management programs.

Personnel Office Management: Functions of the office, correspondence, O & M in personnel departments, Maintenance of personnel records.

Unit – V (15 hrs)

Time Management: Importance of Time factor, Time waster, Prioritizing work scheduling, Functions of the Time Office, Flexible Work arrangements.

References-

- 1. K Aswathappa , Human Resource Management Text and Cases , Tata McGraw- Hill Publishing Co., LTD**
- 2. Biswanath Ghosh – Human Resource Management and Development , Vikas Publishing House Pvt LTD.**
- 3. H.John Bernardin , Human Resource Management an Experimental Approach - Tata McGraw- Hill Publishing Co., LTD**
- 4. AC Mittal & B.S Sharma , Human Resource Management Vista International Publishing House.**
- 5. Gary Dessler – Human Resource Management. Prentice Hall of India.**

4. RESEARCH METHODS

UNIT I (10 hrs)

Research meaning, scope and objectives – types of research and research design – exploratory, descriptive, Experimental, case study research – Problem definition, - operational sing the research problem. – Relevance of research for decision making in various functional areas of management.

UNIT II (15 hrs)

Methods of data collection – Questionnaire design, interview, scheduling – scaling techniques – Nominal, ordinal, ratio, interval- Sampling techniques and sample size determination for survey research Formulation of hypothesis – hypothesis testing.

UNIT III (25 hrs)

Data analysis – Editing and coding of data- Univariate, Bivariate – chi-square test- correlation and regression analysis – Single and two factor analysis of variance – Application and statistical tests – Parametric and non parametric and interpretation of test results.

UNIT IV (25 hrs)

Multivariate analysis – Elementary concepts of factor analysis, multiple regression analysis, discriminate

analysis, cluster analysis and Co- joint analysis in marketing problems

UNIT V (15 hrs)

Presentation of Research Results: Tabulation – need, nature and guidelines – Ungrouped and grouped frequency tables, charts and diagram organizing a research report: Use of executive summary, appendix and bibliography.

References

- 1. P.Ravi Lochanan, Research Methodology, Margham Publications**
- 2. P.Saravana Vel, Research Methodology, Kitav Mahal Publishers**
- 3. C.R.Kothari, Research Methodology, Methods & Techniques, New Age International Publishers**
- 4. Donald R.Cooper, Pamela S.Schindler, Business Research Methods, Tata Mc Graw-Hill Publishers**
- 5. Donald H.Mc Burney, Theresa L.White, Research Methodology, Thomson Wadsworth Corp.**

5.BUSINESS COMMUNICATION

UNIT I (20 hrs)

Definition – methods – Types –Principles of Effective communication- Business letter- Layout (examples of Banking, Insurance and Agency letters).- Kinds of business letters: Enquiry and Reply- Order letters- Sales letters – dealing with non-payment problems(collection letters)-Complaints- circular letters.

UNIT II (20 hrs)

Advertisement-application letters-curriculum vitae -invitation to interview-acknowledgement-offer letter-letter of acceptance-letter of resignation-testimonial.

UNIT III (20 hrs)

Reports – Structure – Formal Report, Informal report – checklist for compiling reports – Executive Summary – Comprehension – Agenda, Minutes of Meeting – Compiling a Press Release.

UNIT IV (15 hrs)

Face-to-face Communication: Basic skills and techniques for talking to people in business situation- Telephonic conversation-Role Play – Body Language.

UNIT V (15 hrs)

Role of Technology in Communication: Fax – Email – Video Conferencing – Internet – Websites – Public

Address System – Cell Phones – Intercom – Dictaphone.

References

- 1. Rajendra Pal & J.S.Korlahalli,Essentials of Business Communication,Sultan Chand & Sons**
- 2. N.C.Jain & Saakshi,Essentials of Business Communication,A.I.T.B.S.Publishers, India**
- 3. R.C.Bhatia,Business Communication,Ane Books India**
- 4. J.N.Jain & P.P.Singh,Modern Business Communication principles & Techniques, Regal Publications**
- 5. Shirley Taylor,Communication for Business**
- 6. N.S.Raghunathan & B.Sauthanam,Business Communication,Margham Publications**

SEMESTER – II

6.ORGANISATIONAL DEVELOPMENT

UNIT I (20 hrs)

Approaches to Understanding Organizations-Key Organizational Designs, Procedures, Differentiation & Integration, Basic Design-Dimensions - Determination of structure - Forces reshaping Organization – Life Cycles in Organisation

UNIT II (20 hrs)

Organisational culture – key role of organizational culture-Functions & Effects of Organisational Culture-Leaders role in shaping and reinforcing culture, developing a Global Organisational Culture.

UNIT III (20 hrs)

Work Groups & Teams-Preparing for the world of work group behaviour- Emerging issues of work organization and Quality of Working Life – Career stage model – Moving up the career ladder

UNIT IV (15 hrs)

Stress and Well Being at Work - Four approaches to stress – Sources of stress at work, consequences of stress- Prevalent Stress Management - Managerial implications

UNIT V (15 hrs)

Organisational Development and Change - Organisational Development - Alternative Interventions - Change Agents: Skills-Resistance to change - Managing the resistance -Levin's change model - Organisational reality

Reference

1. Debra L. Nelson, James Campbell Quick, Organisational behaviour foundations, realities and challenges.

2. Fred Luthans, organizational behaviour, McGraw Hill.

3. Wendell L. French, Cecil H. Bell, Jr. Robert Zawacki, Organisational Development & Transformation, Tata McGraw-Hill Publishing Co Ltd

7. MANAGEMENT TRAINING AND DEVELOPMENT

UNIT I (15 hrs)

Training and Development: An Overview – Learning Process

UNIT II (15 hrs)

Trainer's Role – Need Analysis – Designing a Training Program

UNIT III (25 hrs)

Training Techniques : The Lecture Method - Conference Leadership

The case Method – Role plays – Games and Simulations

UNIT IV (20 hrs)

Evaluation of Training and Development

UNIT V (15 hrs)

Marketing of Training Function

References

- 1. Rolf P.Lynton,Udai Pareek,Training & Development,Vistaar Publication India Pvt Ltd.**
- 2. pepper allan d , managing the training and developoment function, aldershot, gower**
- 3. serge p the fifth discipline, the art and practice of the learning organization London century**

8. LEGAL FRAMEWORK GOVERNING HUMAN RELATIONS

Objectives:

Understanding of the legal framework is important for the efficient decision-making relating to management and industrial relations. The course aims to provide an understanding, application and interpretation of the various labour laws and their implications for industrial relations and labour issues.

Unit – I (15 hrs)

Emergence and objectives of labour laws and their socio-economic environment, relations law, laws relating to industrial disputes.

Unit – II (20 hrs)

Trade unions and standing orders, laws relating to discharge, misconduct, domestic enquiry, disciplinary action, social security laws.

Unit – III (15 hrs)

Laws relating to workmen compensation, employees stage insurance, provident fund, gratuity and maternity relief.

Unit – IV (15 hrs)

Wages and bonus laws, the law of minimum wages, payment of wages, payment of bonus.

Unit – V (25 hrs)

Laws relating working conditions, the laws relating to factories, establishment, and contract labour, interpretations of labour laws, their working, and implications for management, union, workmen, the economy and the industry.

References

1.P.Saravanel,S.Sumathi,Legal Environment of Businers,Eswar Prers

2. srivastava S.C.industrial relations and labour law, new delhi, vikas

3. malhotra o.p. the law of industrial disputes vol 1& 2 , Bombay, N.M tripathi

9. MIS for Human Resource Management

Unit – I

System, Meaning, Nature and types of systems, systems approach to management.

Introduction to MIS, Types of information and information systems, business process.

Unit – II

MIS with specific reference to Human Resource Management uses resistance to MIS, ethical practices in MIS.

Unit - III

Information technology for MIS, recent developments in IT sector that facilitate MIS, software support packages for MIS. Information in decision-making communicating Organizations as social technical systems, decision support systems.

Unit – IV

Computer Languages: Visual Basic, C and C+ overview, database concepts and Database management system, Ms Office .

Unit – V

Protecting MIS storage, backup and safeguarded of information, accessibility and confidentiality, training and awareness creation on MIS. Cost benefit analysis of MIS, newer applications of MIS in the HR function.

Reference

1.C.S.V.Murthy,Management Information System,Himalaya publishing house

- 1. Kenneth C.Lauden Jane P.Lauden,M.I.S(Managing the digital firm)Prentice Hall of India Pvt Ltd**
- 2. Jereme Kanter,Managing With Information System,PHI Learning Pvt Ltd**

10.MANAGEMENT ACCOUNTING

UNIT – I (20 hrs)

Management Accounting – Meaning and purpose

Financial Accounting – Preparation of Income Statement and Balance Sheet – Interpretation and use of these statements by management.

Ratio Analysis and Funds Statement.

UNIT – II (20 hrs)

Capital Expenditure Evaluation – Capital budgetary concept – Methods – Limitations – Capital Expenditure control.

Budgetary Control – Nature and Objective of budgetary control – Limitations.

UNIT – III (15 hrs)

Cost Accounting – Elements of cost – Cost of goods manufactured – Pricing of elements – basics of allocation – standard costing and variance analysis – job and process costing.

UNIT – IV (20 hrs)

Marginal Costing – Cost volume – Profit relationship - Break Even Analysis – direct costing vs. Absorption costing.

UNIT – V(15 hrs)

Reporting to management – Uses of Accounting information in Managerial decision-making.

References

- 1. Maheswari S.N,Management Accounting & Financial Analysis,Sultan Chand & Sons**
- 2. R.S.N Pillai,Bagavathi,Management Accounting,S.Chand**
- 3. I.M Pandey,Management Accounting,Vikas Publishing House Pvt Ltd**

NON-MAJOR ELECTIVE
SECOND SEMESTER
HUMAN RESOURCE MANAGEMENT

Unit –I

**Introduction to Human Resource Management
(Overview)**

Unit – II

Human Resource Policies and Planning

Unit – III

**Recruitment and Selection Process in Human Resource
Management**

Unit – IV

**Training and Development overview offered at
Organization.**

Unit – V

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**Safety, Health and Welfare of Human Resource at
Organization.**

II YEAR

*** MHRM – Department handles Stress Management for the students of M.Sc**

Subject	No.of.papers	CA	ESE	Maxim Marks	No. Of Credits Per Paper	Exam Duration	Total No. Of Credits	No. Of Teaching Hours Per Paper
Semester III								
Human Resources Development	1	25	75	100	5	3	5	90
Industrial Relations		25	75	100	5	3	5	90
Manpower Development for Technological Change		25	75	100	5	3	5	90
ELECTIVE III Labour Welfare		25	75	100	3	3	3	90
EXTRA DISCIPLINARY Software package for social service		25	75	100	2	3	2	90
Semester IV								
Total Quality Management	1	25	75	100	5	3	5	90
ELECTIVE IV Entrepreneurship and management in Small business	1	25	75	100	3	3	3	90
ELECTIVE V Business Policy and Strategic Management	1	25	75	100	3	3	3	90
CORE PROJECT WORK & VIVA-VOCE				200	8		8	

Bio-Statistics in the III Semester.

SEMESTER – III

11.HUMAN RESOURCES DEVELOPMENT (HRD)

UNIT I (25 hrs)

HRD: Definition, evolution of HRD from Personnel management, Developmental Perspective of HRD, HRD at macro and micro levels: Outcomes of HRD in the national and organizational contexts. Qualities and Competencies required in a HRD professional. Importance of HRD in the present context. Development of HRD Movement in India.

Theory and Practice of HRD: HRD concepts, Subsystems of HRD: Human resource Planning, Potential Appraisal, Assessment Center, Performance appraisal including 360 degree.

Organizational Culture and Climate: Meaning and type of organizational culture and climate; Role of HRD in promoting a development oriented Culture and climate in the Organizations.

UNIT II (25 hrs)

Development Human Capacity: Aptitude, Knowledge, Values, Skills of Human Relations, Responsiveness, Loyalty and Commitment, Transparency, Leadership development.

Training and Development: Meaning and Scope of training, education and development; Training need analysis, Types of training Internal and external, Outbound Training, Attitudinal training, Training effectiveness.

Learning Organization: Organizational Learning, Importance of Experimental Learning, Learning Organization, Knowledge Management, Achieving Organizational Effectiveness and Excellence.

UNIT III (10 hrs)

Evaluating HRD: Human Resource Accounting, HR Audit and Bench marking, Impact-assessment of HRD initiatives on the bottom-line of an organization.

UNIT IV (15 hrs)

Organizational Development (OD): Meaning of OD, OD Interventions, OD Programs and Techniques: Behaviour Modeling, gaming, Encounter Groups, Quality of Work Life (QWL) and Quality of Life Programs, Grid training, Benefits of OD; OD consultants.

Organizational Development Process: Phases in OD- Initial Diagnosis – Survey and Feedback, Action Planning, Problem Solving, Team Building, Developing Creativity and Innovation, managing organizational Change.

UNIT V (15 hrs)

Recent Trends in HRD and OD: Training for trainers and HRD professionals, Promoting Research in HRD and OD. Impacts of developments in the other fields such as psychology, Business Management, Communication and Information Technologypraisal,. Training and Development, Career Planning & Succession Planning.

References

- 1. T.V Rao,Human Resources Developments,Sage**
- 2. Tapomoy Deb,Human Resources Developments,Ane Books India**
- 3. Vijay Sharma,Human Resources Developments,ABD Publishers**
- 4. Dr.V.Balu,Human Resources Developments, Sri Venkateshwaran**
- 5. T.V Rao,Human Resources Developments,Oxford & IBH Publishing Co Pvt Ltd**
- 6. K.K Verman,Anil K Khandelwal,Human Resources Developments,Rawat Publications**

12.INDUSTRIAL RELATIONS

UNIT I (10 hrs)

Industrial Relations: The changing concepts of Industrial relations, factors affecting employee stability. Application of Psychology to industrial relations.

UNIT II (15 hrs)

Industrial Harmony and Conflict: Harmonious relations in industry, importance and means; cause of industrial disputes, Machinery for settling of disputes, Negotiation, Conciliation, Mediation, Arbitration and Adjudication, Strikes, Lock-outs, Layout and retrenchment codes of discipline, grievance procedure, Labour management co-operation; Workers participation in management.

UNIT III (20 hrs)

Industrial relations in government level, Role of state in regulating I.R, government labour policy. Bipartite approaches to industrial relations, workers, participation in Management, meaning, work committees, joint management councils, industrial democracy, Indian labour conference, industrial committees. Industrial disputes, concepts, causes, dynamics, forms, prevention, settlement, prevention and settlement machinery in India, industrial disputes Act.

UNIT IV (25 hrs)

Trade Unions: Trade Unions and their growth, economic, social and political conditions leading to the development of trade unionism, Theories of trade unionism, Aim and objectives of trade unions, Structure and governing of trade unions.

Problems and Role of Indian Trade Unions: Recognition and Leadership, Finances and Membership, Compulsory versus free membership, Political activities, Welfare, Legislation, Majority and Minority unions,

Social responsibilities, positive role in economic and social development.

UNIT V (20 hrs)

Collective Bargaining: Meaning, Scope, Subject matter and parties, Methods and tactics, Administrations of collective bargaining agreements; Fair and unfair labour practice.

Tripartite Machinery: At the center and in the states; I.L.O.- Its functions and role in labour movement- Industrial health and safety; Industrial legislations.

Reference:

- 1. Mamoria C.B. and Sathish Mamoria, Dynamics of Industrial Relations, Himalaya Publishing House, New Delhi, 1998.**
- 2. Dwivedi.R.S. Human Relations 7 Organisational Behaviour, Macmillan India Ltd. New Delhi, 1997.**
- 3. Pylee.M.V. and Simon George, Industrial Relations and Personnel Management, Vikas Publishing House (P) Ltd; New Delhi, 1995.**
- 4. N.G. Nair, Lata Nair, Personnel Management and Industrial Relations, S.Chand, 2001.**
- 5. Srivastava, Industrial Relations and Labour Laws, Vikas, 4th edition, 2000.**
- 6. C.S. Venkata Ratnam, Globalisation and Labour Management Relations, Response Books, 2001.**

13. MANPOWER DEVELOPMENT FOR TECHNOLOGICAL CHANGE

Objectives

Recent years have witnessed rapid technological changes affecting industry and business in different ways. This course aims to discuss the major aspects of technological change and the km, of human resource management strategies and steps, which may equip the organization and it, human resources to adequately cope with such changes.

UNIT I (15 hrs)

Manpower management in the 21st Century, environmental context of human resource management.

UNIT II (20 hrs)

The emerging profile of human resources/special features of new technology concept and “process of technological innovation, organizational implications of technological change, human resource implications of technological change.

UNIT III (20 hrs)

Performance/potential evaluation in change, human resource implications of technological change, performance/potential evaluation in the context of new technology.

UNIT IV (15 hrs)_

Technology transfer with human face, new issues in manpower training.

UNIT V (20 hrs)

Career development, Career planning – steps involved.

14.LABOUR WELFARE

UNIT I (20 hrs)

Labour Welfare: Concept, scope, objectives, functions, responsibilities for providing Labour Welfare, Labour Welfare measures, Labour Welfare officer, appointment, functions, role and powers.

Labour Welfare in India: historical development, welfare legislations, welfare provisions under the factories act 1948, mines act 1952, motor transport workers act 1961, plantation labours act 1951.

UNIT II (20hrs)

social security: Concept, scope, objectives, social insurance versus social assistance, social security measures, origins and growth of social security in India. Agencies of social security, a brief study of social security legislation of India.

Social Problems affecting Industrial Labour: Role's and duties of a professional social worker in the industry in dealing with victims of alcoholism, absenteeism, indebtedness, sexual harassment and other maladaptive behaviour of employees.

UNIT III (15 hrs)

Corporate Social Responsibilities: Community work by the industry, purposes, concept of community, community development, NGO corporate partnership in development activism, advocacy and social change.

UNIT IV (15 hrs)

Problems facing Labour Welfare Activities in Indian Industries: Deep rooted cultural values, beliefs and superstitions, social stratification, the concepts of karma and Dharma, poverty,

migration, population explosion, child labour etc. the status of a social worker.

UNIT V (20 hrs)

Counseling: Need for counseling, techniques and skills of counseling, preventive counseling, the knowledge base of counseling and social work, human service delivery systems. Skills of a Labour Welfare officer, simulator, supporter, guide, interpreter, ameliorator.

References

- 1. Punekar, Deodhar, Sankaran, Labour Welfare, Himalaya Publishing House**
- 2. RC Saxena, labour problems and social welfare, k.nath & co, Meerut**
- 3. Kamik. V.b.- Indian labour, Calcutta, Minerva associations**

15. DATA ANALYSIS USING SPSS

- 1. Diagrams-Simple bar, Pie diagram, Multiple bar diagram (Clustered), Subdivided (stacked bar).**
- 2. Frequency distribution- Univariate (categorical data, quantitative data), Bivariate (cross tabulation).**
- 3. Graphs – Histogram, Box-Whiskers plot/**
- 4. Measures of location, dispersion, skewness and kurtosis – raw data, continuous data.**
- 5. Correlation coefficient and scatter diagram – Karl-Pearson's and Spearman's rank correlation.**
- 6. Regression equations.**
- 7. One sample t-test.**
- 8. Paired t-test (repeated measures t-test).**
- 9. Two independent samples t-test.**
- 10. Chi-square test for goodness of fit (one way Chi-square test).**
- 11. Chi-square test for independent samples (two way Chi-square test).**
- 12. ANOVA - one way and two ways.**

SEMESTER – IV

16. TOTAL QUALITY MANAGEMENT

Unit I (15 hrs)

Introduction to Quality Control – Quality and Cost considerations – Statistics and its applications in Quality Control – Sampling Inspection in Engineering Manufacture-

Unit II (15 hrs)

Statistical and Quality Control by the use of control charts – Methods of Inspection and Quality Appraisal – Reliability Engineering – Value Engineering and Value Analysis.

Unit III (20 hrs)

Theory of Sampling Inspection – Standard Tolerancing ABC Analysis – Defect Diagnosis and Prevention.

Unit IV (15 hrs)

Recent Technique for Quality Improvement-Zero Defect-A Quality Motivation Techniques-Quality Management system and Total Quality Control.

Unit V (25 hrs)

Selection of ISO and Model and Implementation of ISO 900 Human Resources Development and Quality Circles- Environmental Management System and Total Quality Control.

References

- 1. Dale H.Besterfield,Carol Besterfield-Michna,Glen
H.Berterfield,Mary
Berterfield-Scare,Total Quality Management,Pearson
Education**
- 2. Shailendre Nigam,Total Quality Management,Excel Books**
- 3. Senthil Arasu.B,Praveen Paul.J,Total Quality
Management Scitech Publications**

17. ENTREPRENEURSHIP AND MANAGEMENT OF SMALL BUSINESS.

Unit I: (20 hrs)

The Entrepreneur -Definition- Characteristics of Successful entrepreneur. Entrepreneurial scene in India: Analysis of entrepreneurial growth in different communities – Case histories of successful entrepreneurs. Identification of potential entrepreneurs.

Unit II : (15 hrs)

Development and Training of Entrepreneur _ Cultural and Social environment in promoting entrepreneurship – Entrepreneurial environment. Check list for organizing and operating small business – Entrepreneur and Business Executive personnel administration and Management Development.

Unit III : (20 hrs)

Small Scale Industries – Definition _ Classification of Small Industries – Organisation structure and plant location of small scale industries. Planning for production and inventory project counseling and technical feasibility. The significance in the Indian Economy – Problems and possibilities of ancillary industries – Sickness in small scale industries – Causes and Remedies.

Unit IV : (20 hrs)

Capital structure and working capital : Financial appraisal of new project, Role of Banks – Credit appraisal by banks. Institutional Finance to Small Industries Incentives – Institutional arrangement and encouragement of entrepreneurship.

Unit V: (15 hrs)

Marketing Feasibility – New Product ideas and evaluation – Marketing Methods – Pricing Policy and distribution channels – Exports – Problems of Small Scale Units.

References

- 1. Dr.C.B.Gupta,Dr.S.S.Khanka,Entrepreneurship & Management in Small Business,Sultan Chand & Sons**
- 2. B.S.Bhatia,G.S.Batra, Entrepreneurship & Management in Small Business,Deep & Deep Publications**

18. BUSINESS POLICY AND STRATEGIC MANAGEMENT

UNIT I (20 hrs)

Business as a social System/ Economic system: Objective of Business: Business Environment- Social economic sector. Technology Sector, Government Sector. The industry Environment – Customer Sector/ Supplier Sector/Competitor Sector.

The International Environment – Opportunities for International activities / Threats from International activities.

UNIT II (15 hrs)

Society and Business: Business ethics, Social responsibility of Business/ Indian Businessman, Social Audit.

Business Policy in Various Economic Systems: Capitalist Economy: Economic System of Socialism and mixed Economic system.

UNIT III (20 hrs)

Business Policy and corporate Strategy: How to make policy corporate strategy: Policies: Strategies and Tactics: Policies and procedures.

Policy Formulation and Implementation: Policy Formulation: Objectives, Direction: Consideration of change: Business Policy concepts. Business Policy- Characteristics importance. Different Types of policies: Classification, Strategies, programmes, procedures and rules M.B.O./ M.B.E. Major and Minor policies:

Supporting composite and contingency policies: Parameter of policy: Development of Business Policy: Swot Analysis: Elements of Business Policy: Implementation of Policy.

UNIT IV (20 hrs)

Major Business policies: Man Power Planning, Product Policies, Marketing Policies, Production and Purchase Policies, Financial Policies, Capital Procurement and distribution.

Administration and Control of Policy: Communication System: Policy Implementation, Rules and procedures: GPI policy: Appended implied and imposed policy: Oral and written Policies: control and review.

UNIT V (15 hrs)

Corporate Strategy: Functions and importance, strategy alternatives, considering strategy variations, strategic choice, implementation.

References

- 1. Dr.V Balu,Business Policy & Strategic Management,Sri Venkateswara Publications**
- 2. P.K Ghosh, Business Policy & Strategic Management,Sultan Chand & Sons**

PROJECT REPORT

Each student shall be required to prepare on the basis of investigations carried out by him in a business or industrial organization, a project report on possible solutions for a typical problem of current interest in the area of Human Resource Management. The report should demonstrate the capability of the student for some creative potential and original approach to solve the practical problems in today's business or industry. The report should include field studies, surveys, interpretation, planning and design of improved integrated Human Resource Management Systems and Practices.

SKILL BASED ELECTIVE PAPER-I

STRESS MANAGEMENT

OBJECTIVES

To enable students to understand the manifestation of stress especially negative emotions like fear, anxiety, anger and depression, stage fear, public speaking anxiety, performance.

To identify the sources of stress

To help the students to cope with stress- time management, exercise, & meditation.

UNIT I

Meaning and definition of stress- scope - GAS- symptoms of stress.

UNIT- II

Sources of stress- personal stressor study related stressors- group related stressor –

UNIT- III

Management of stress- Consequences of stress- task performance, ability, and personality.

UNIT- IV

Time management tips and strategies, getting help from teachers, motivation.

UNIT- V

Relaxation exercise, meditation, emotional support, discussion, spiritual, quotient.

REFERENCE

- 1. Organizational behaviour- Jennifer M. George & Gareth. R.Jones.**
- 2. Stress Management - kiran sumbali**
- 3. Overcoming stress- 30 ways to handle anxiety- Dr. Christian Schriner**
- 4. Organizational Behaviour- S.S. Khanka**
- 5. Psychology for effective living- V.D. Swami Nathan & R.V Kaliappan**

**S.D.N.B.VAISHNAV COLLEGE FOR WOMEN
CHENNAI-44
Department of Human Resource Management**

PATTERN OF QUESTION PAPER

External: 75 Marks

Duration:3 hours

SECTION-A

Answer 10 questions

10*1= 10

SECTION-B

Answer any 5 out of 7 questions

5*5= 25

SECTION-C

I One Compulsory question

1*10= 10

II Answer any 3 out of 4 questions

3*10= 30

75

Internal(25 Marks)

a. Tests:

Cat-I 2.5

Cat-II 2.5

Model 5

10

b. Assignment

5

c. Seminars/Quiz/Group Discussions/Problem solving

5

d. Attendance:

5

65%-74% 2

75%-84% 3

85%-94% 4

95%-100% 5

25
