DEPARTMENT OF BUSINESS ADMINISTRATION

PREAMBLE

UG: Programme Profile and Syllabi of courses offered in semester V along with its Evaluation Components (With effect from 2021 – 2024 batches onwards).

PROGRAM PROFILE BBA PROGRAM SPECIFIC OUTCOMES (PSO)

PSO No. Upon completion of the Programme, the students will be able to

- Understand and remember the concepts of various disciplines of management,
- **PSO-1** economics, accounting, marketing, finance, human resource and corporate governance.
- PSO-2 Identify the need to adapt business practices to the opportunities and challenges of an evolving global environment.
- **PSO-3** Identify, evaluate, analyze, interpret and apply information to address problems and make reasoned decisions in a business context.
- PSO-4 Communicate in a business context in a clear, concise, coherent and professional manner.
- **PSO-5** Demonstrate the ability to apply professional standards, theory, and research to address business problems within specific concentrations.

Semester	Part	Category	Course Code	Course Title	Previous Course Code	Contact Hours/ Week	Credit Min/Max
	I	Languages/ AECC-II	UTAL107/ UTAL108	Basic Tamil - I/ Advanced Tamil – I/ French I / Hindi I	UTAL105/ UTAL106/ UHIL101/ UFRL101	5	3/4
	II	Communicative English AECC-I	UCEL101/ UCEL102	Communicative English I / Effective Communicative English I	UENL107/ UENL108	5	3/4
I	111	Major Core I/(DSC)	UBAM109	Business Communication	UBAM 311	5	4
	III	Major Core II/ (DSC)	UBAM108/ UCOM104/ UCCM102	Financial Accounting	-	6	4
		Allied – I/ (GE)	UCEA103	Business Economics	UCEA101	6	5
		PE	UPEM101	Professional English I		6	4
		Value Education (SEC)		Family Life Education	-	2	1
					TOTAL	35	24/26

	I	Language AECC –II	UTAL207/ UTAL208 UFRL202/ UHIL 202	Basic Tamil II/ Advanced Tamil II/ French II / Hindi II	UTAL205 / UTAL206	5	3/4
	II	Communicative English / AECC – I	UCEL201/ UCEL 202	Communicative English –II/ Effective Communicative English II	UENL207 / UENL208	5	3/4
		Major Core IV /(DSC)	UBAM209	Advertising and Sales Promotion	UBAM206	4	3
		Major Core V /(DSC)	UBAM207	Principles of Management	UBAM107/ UBAM102	5	4
		Major Core VI(DSC)	UBAR201	Workshop on Decision Making	-	1	1
	III	Allied - II (GE)	UCOA203	Accounting Package Theory	-	3	2
II		Allied - Practical I (GE)	UCOR203	Accounting Package Practical	-	3	2
11		PE	UPEM201	Professional English II		6	4
		Internship	UBAI201	Internship/Field work/ Field Project (30 Hours)		ı	-/1 (Extra Credit)
	IV	Non Major Elective(SEC)			-	3	2
	V	Extension activity / Physical Education/ NCC				-	1/2
	1	1		1	TOTAL	35	25/28
		Major Core VII(DSC)	UBAM308	Marketing Management	UBAM402	5	5
		Major Core VIII(DSC)	UBAM310/ UCOM305/ UCCM305	Cost Accounting	-	5	5
III	III	Major Core IX(DSC)	UBAM312	Creativity For Innovative Management	-	4	4
		Major Core X(DSC)	UBAM313	Organizational Behavior	UBAM401/ UBAM406	5	4
		Online Course	UONL301	NPTEL	-	3	1/2
		Allied (GE)	UMAA301	Business Statistics	UMAA303	6	4
	IV	Value Education (SEC)		Environmental science		2	1
	<u> </u>		<u> </u>	Science	TOTAL	30	24/25
		Major Core XI(DSC)	UBAM405	Production & Materials Management	-	4	4
		Major Core XII(DSC)	UBAM408	Micro, Small and Medium Enterprises	UBAM406	4	4
		Major Core III(DSC)	UBAM407	Human Resource Management	UBAM302	4	4
		Major Core III(DSC)	UBAM409	Management Information System		5	5
IV	III	Major Core XIV (DSC)	UBAR401	Workshop On Creative Thinking Skill	-	1	1
		Allied IV	UMAA410	Quantitative Techniques In Business	UMAA505	6	4

Major Core XVI(DSC) Major Core XVII (DSC) Major Core XVIII (DSC) Major Core XVIII (DSC) Major Core XIX (DSC) U Major Elective (DSE) U Walue Education Major Core X (DSC) U Major Core XI (DSC) U Major Core XII (DSC) U Major Core XXIII (DSC) Major Core XXIII (DSC) Viva Voce U U Major Elective U U Soft Skill Extension activity / Physical Education/NCC	UBAM608 UBAM610 UCOM614 UCCM614 UBAM612 UBAM613 UBAM611 UBAM611 UBAO609 UBAO604 UBAO606 UBAO607	Strategic Management Financial Management Entrepreneurial Development Workshop On Leadership Skills Global Business in Management Comprehensive viva Internship/Field work/ Field Project Consumer Affairs Customer Relationship Management Operation Management Consumer Production Rural Outreach Programme (30 Hours)	TOTAL UBAM610	2 30 5 6 1 5 - - 5 2 - 30	1 26 4 4 5 1 (Extra Credit) 4 1 -/2 -/1 (Extra Credit) 24/
Major Core XVI(DSC) Major Core XVIII (DSC) Major Core XVIII (DSC) Major Core XVIII (DSC) Major Core XIX (DSC) Wajor Elective (DSE) U Walue Education Major Core X (DSC) U Major Core XI (DSC) U Major Core XII (DSC) U Major Core XXIII (DSC) Major Core XXIV (DSC) Viva Voce U U Major Elective U U Soft Skill Extension activity / Physical Education/NCC	UBAM610 UCOM614 UCCM614 UBAM612 UBAR601 UBAM613 UBAM611 UBAO609 UBAO609 UBAO604 UBAO606 UBAO607	Financial Management Entrepreneurial Development Workshop On Leadership Skills Global Business in Management Comprehensive viva Internship/Field work/ Field Project Consumer Affairs Customer Relationship Management Operation Management Consumer Production Rural Outreach Programme	- UBAM610 - - - -	30 5 6 6 1 5 -	26 4 4 5 1 4 1 -/1 (Extra Credit) 4 1 -/2 -/1 (Extra
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Major Core XVI(DSC) Major Core XVIII (DSC) Major Core XVIII (DSC) Major Core XIX (DSC) Major Core XIX (DSC) U Walue Education Major Core X (DSC) U Major Core XI (DSC) U Major Core XII (DSC) U Major Core XXIII (DSC) Major Core XXIV (DSC) U Major Core XXIV U U Soft Skill U U Soft Skill	UBAM610 UCOM614 UCCM614 UBAM612 UBAR601 UBAM613 UBAM611 UBAO609 UBAO609	Financial Management Entrepreneurial Development Workshop On Leadership Skills Global Business in Management Comprehensive viva Internship/Field work/ Field Project Consumer Affairs Customer Relationship Management Operation Management	- UBAM610 - - - -	30 5 6 6 1 5 -	26 4 4 5 1 4 1 -/1 (Extra Credit)
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Major Core XVI(DSC) Major Core XVIII (DSC) Major Core XVIII (DSC) Major Core XIX (DSC) Major Elective (DSE) Value Education Major Core X (DSC) U Major Core XI (DSC) U Major Core XII (DSC) U Major Core XXIII (DSC) Major Core XXIV (DSC) Viva Voce U Major Elective U Major Elective U Major Core XXIV (DSC) Major Core XXIV (DSC) Viva Voce U Major Elective	UBAM610 UCOM614 UCCM614 UBAM612 UBAR601 UBAM613 UBAM611 UBAI601 UBAO609 UBAO604	Financial Management Entrepreneurial Development Workshop On Leadership Skills Global Business in Management Comprehensive viva Internship/Field work/ Field Project Consumer Affairs Customer Relationship Management Operation Management	- UBAM610 - - -	30 5 6 6 1 5	26 4 4 5 1 4 1 -/1 (Extra Credit)
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Major Core XVI(DSC) Major Core XVIII (DSC) Major Core XVIII (DSC) Major Core XIX (DSC) Major Elective (DSE) U Value Education Major Core X (DSC) U Major Core XI (DSC) U Major Core XII (DSC) U Major Core XXIII (DSC) Major Core XXIV (DSC) Viva Voce U U U U U U U U U U U U U U U U U U	UBAM610 UCOM614 UCCM614 UBAM612 UBAR601 UBAM613 UBAM611 UBAI601	Financial Management Entrepreneurial Development Workshop On Leadership Skills Global Business in Management Comprehensive viva Internship/Field work/ Field Project	- UBAM610 - - -	30 5 6 1	26 4 4 5 1 4 1 -/1 (Extra
Major Core XVI(DSC) Major Core XVIII (DSC) Major Core XVIII (DSC) Major Core XIX (DSC) U Major Elective (DSE) Value Education Major Core X (DSC) U Major Core XII (DSC) U Major Core XIII (DSC) Major Core XXIII (DSC) Major Core XXIV (DSC) Viva Voce U U U U U U U U U U U U U	UBAM610 UCOM614 UCCM614 UBAM612 UBAR601 UBAM613 UBAM611	Financial Management Entrepreneurial Development Workshop On Leadership Skills Global Business in Management Comprehensive viva	- UBAM610 - - -	30 5 6 1	26 4 4 5 1 4 1 -/1
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Major Core XVI(DSC) Major Core XVII (DSC) Major Core XVIII (DSC) Major Core XIX (DSC) Major Elective (DSE) U Value Education Major Core X (DSC) U Major Core XI (DSC) U Major Core XII (DSC) U Major Core XIII (DSC) Major Core XXIII	UBAM610 UCOM614 UCCM614 UBAM612	Financial Management Entrepreneurial Development Workshop On	-	30 5 6	26 4 4
Major Core XVI(DSC) Major Core XVII (DSC) Major Core XVIII (DSC) Major Core XIX (DSC) U Major Elective (DSE) Value Education Major Core X (DSC) U Major Core XI (DSC) U U U U U U U U U U U U U U U U U U	UBAM610 UCOM614 UCCM614	Financial Management Entrepreneurial	-	30 5	26 4 4
Major Core XVI(DSC) Major Core XVII (DSC) Major Core XVIII (DSC) Major Core XIX (DSC) U Major Elective (DSE) U Value Education Major Core X (DSC) U Major Core XI (DSC) U Major Core XI (DSC) U Major Core XI (DSC) U	UBAM610 UCOM614	Financial	-	30 5	26 4
Major Core XVI(DSC) Major Core XVII (DSC) Major Core XVIII (DSC) Major Core XIX (DSC) U Major Elective (DSE) U Value Education Major Core X (DSC) U U U U U U U U U U U U U		Strategic Management	TOTAL -	30	26
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Major Core XVI(DSC) Major Core XVII (DSC) Major Core XVIII (DSC) U U U U U U U U U U U U U U U U U U	UBAO502	Corporate Governance			
Major Core XVI(DSC) Major Core XVII (DSC) Major Core XVIII (DSC) U U U U U U U	UBAO501	Total Quality Management		5	4
Major Core XVI(DSC) Major Core XVII (DSC) Major Core XVIII U	UBAP501	Project	UBAP601	5	5
Major Core XVI(DSC) UMajor Core XVII (DSC)	UBAM504/ UCOM507/ UCCM507	Management Accounting	UBAM502	5	5
Major Core XVI(DSC) U	UBAM510	Stress Management	-	5	4
Major Core XV(DSC)	UBAM508	Services Marketing	-	5	4
	UBAM507	Research Methodology in Business	UBAM403	3	3
Education/NCC			TOTAL	29	25/27
Extension Activity/Physical				_	0/2
Soft Skill				_	0.72
Non Major Elective (SEC)			-	2	1
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COURSES OFFERED TO OTHER DEPARTMENTS

NON MAJOR ELECTIVES

Semest	er Par	Category	Course Code	Course Title	Contact Hour / Week	Credit Min / Max
II	IV	Non Major Elective-II	UBAE203	Team Building	3	2
IV	IV	Non Major Elective-IV	UBAE404	Rural Banking	3	2

EXPERIENTIAL LEARNING

(Only for Interested Students)

Course mapping				Collaborating agency-	Grand technol	ogies/Ponlait
Semester	Course Code	Course Title	Assessment	Course Title	Hour/Days/ Month	Mode of Evaluation
V	UBAM505	Service Marketing	Component III	Service Marketing	2 Days	Reflection
VI	UBAM608	Strategic Management	Component IV	Strategic Management	2 Days	Reflection

RESEARCH METHODOLOGY IN BUSINESS UBAM507

Semester: VCredit: 03Category: Core XIVHours/week: 03Class & Major : III BBATotal Hours: 39

Course Objectives:

CO No.	Course Objectives To enable the students to
CO-1	Understand the role of research in business.
CO-2	Formulate research problem and use different methods of sampling and tools
CO-3	Identify various sources of information for literature review and data collection.
CO-4	Develop an understanding of various research designs and techniques.
CO-5	Design a good quantitative purpose statement and good quantitative research questions and hypotheses.

UNIT - I INTRODUCTION

8Hour

Definition - Types- Role of research in business studies - Research Problem Identification- Selection -Formulation of research problem - Research design.

UNIT- II FORMULATION OF RESEARCH PROBLEM AND DESIGN 7 Hour

Research methods - Case study, Survey, Experimental study - Relative advantages.

Sampling Methods - Methods of Data Collection - Observation - Questionnaire-Interview Schedule.

UNIT - III RESEARCH METHODS

8 Hour

Measurement techniques - Scaling - Meaning - Classification - Techniques. Data collection; Meaning- Methods- Primary and secondary methods.

UNIT - IV ANALYSIS AND INTERPRETATION

8 Hour

Hypothesis - Meaning- - Types - Characteristics- Formulation - source. Testing of hypothesis. Tools.

UNIT -V WRITING RESEARCH REPORT

8 Hour

Preliminary steps of writing research report- Essentials of a good report- Style of writing reports tables, figures - format of the report

Note: Only Theory.No Problems.

Text Books

- Ravilochanan, P. (2018). Research Methodology, Margham Publications.
- Wiliam G. Zikmund, Barry J.Babin (2017). *Business Research Methods*. South-Western Cengage Learning.

Reference Books

- DonalCopper, R. (2017). Business research methods. Tata Mcgraw Hill.
- Kothari, C.R. (2018). Research methodology. Wishva Prakashan.
- Gopal M H. (2018). An Introduction to Research Procedure in Social Sciences.

E- Resources

- https://www.library.cornell.edu/research/introduction
- www.tru.ca > Open Learning
- www.skillsyouneed.com/learn/research-methods.html

Course Outcomes:

CO	On completion of the course the student will be able to	Bloom's
No.	On completion of the course the student will be able to	Level
CO-1	Identify the overall process of designing a research study from its inception to its report.	K2
CO-2	Apply a range of quantitative and / or qualitative research techniques to business and management problems / issues.	К3
CO-3	Analyse the research problem stated in a study.	K4
CO-4	Evaluate the independent, dependent, and mediating variables in a study.	K5
CO-5	Develop necessary critical thinking skills in order to evaluate different research approaches utilised in the service industries	K6

SERVICES MARKETING UBAM508

Semester: VCredit:04Category: Core XVHours/Week: 05Class &Major: III BBATotal Hours : 65

Course Objectives:

CO No.	Course Objectives To enable the students to
CO-1	Understand the various concepts of services marketing.
CO-2	Identify critical issues in service design including the nature of service products &markets, building the service model, and creating customer value.
CO-3	Demonstrate ability in evaluating service designs.
CO-4	Develop an understanding of the "state of the art" service management thinking.
CO-5	Assess customer service-oriented mindset.

UNIT - I INTRODUCTION

13 Hour

Definition – Service Economy – Evolution and growth of service sector – Nature and Scope of Services – Unique characteristics of services - Challenges and issues in Services Marketing.

UNIT - II SERVICES MARKETING OPPORTUNITIES

2 Hou

Assessing service market potential - Classification of services - Expanded marketing mix - Service marketing - Environment and trends - Service market segmentation, targeting and positioning.

UNIT - III SERVICES DESIGN AND DEVELOPMENT

14 Hou

Service Life Cycle – New service development – Service Blue Printing – GAP"s model of service quality – Measuring service quality – SERV-QUAL – Service Quality function development.

UNIT - IV SERVICES DELIVERY AND PROMOTION

13 Hour

Positioning of services – Designing service delivery System, Service Channel – Pricing of Services, methods – Service marketing triangle - Integrated Service marketing communication.

UNIT - V SERVICES STRATEGIES

13 Hour

Service Marketing Strategies for health – Hospitality – Tourism – Financial – Logistics - Educational – Entertainment & public utility Information technique Services – case studies

Text Books

- Balaji. B. (2011). Services Marketing & Management, S. Chand Publication.
- Alan Wilson, Valarie A. Zeithaml and Mary Jo Bitner. (2014). Service Marketing, McGraw-Hill Education.

Reference Books

- Hoffman, (2018). Marketing of Services. Cengage Learning, II nd Edition.
- ZeithamlParusuraman and Berry, (2015). *Delivering Quality services*. The free press Macmillian.
- Philip Kotler, (2017). *Marketing of Non ProfitOrganization*. Prentice Hall of India (P) Ltd, India, New Delhi.
- ChiristropherH.Lovelock and JochenWirtz, Services Marketing, Pearson Education, New Delhi, 2018.

E- Resources

- www.managementstudyguide.com/definition-and-characteristics-of-servi
- www.businessdictionary.com/definition/service-marketing.html
- www.slideshare.net/ch_paki/services-marketing

Course Outcomes:

CO No.	On completion of the course the student will be able to	Bloom's Level
CO-1	Describe the nature and scope of services marketing	K2
CO-2	Apply relevant services marketing theory, research and analysis skills to contemporary case studies and communicate outcomes employing professional discourse and formats.	К3
CO-3	Analyse the role and relevance of quality in services	K4
CO-4	Evaluate the integrative knowledge of marketing issues associated with service productivity, perceived quality, customer satisfaction and loyalty	K5
CO-5	Develop and justify marketing planning and control systems appropriate to service-based activities	K6

STRESS MANAGEMENT UBAM510

Semester : V Credit : 4
Category : Core V Hours/Week : 5
Class & Major: III BBA. Total hours : 65

Course Objectives:

CO No.	Course Objectives To enable the students to
CO-1	Understand the nature of stress
CO-2	Know the benefits from methods of managing stress
CO-3	Comprehend the psychological and physiological effects of stress
CO-4	Assess individual risk factors as related to stress (behavioral, emotional, physical, spiritual)
CO-5	Develop the ability to tap personal strengths for preventing stress and achieving meaningful goals

UNIT - I INTRODUCTION TO STRESS

13 Hour

STRESS: Meaning – Approaches - Environment - Eustress Vs Distress - The Individual and Work-Adaptive and Maladaptive Behavior-Individual and Cultural Differences.

UNIT - II STAGES OF STRESS

12 Hour

Manifestation of Stress – Stages of Stress - Signs of Stress at Work - Personality Types and Stress.

UNIT III SOURCES OF STRESS

12 Hour

General Sources of Stress – Stress and Health- Physiological and Psychological Illness-Psychological - Social - Environmental- Academic - Family and Work Stress

UNIT - IV STRESS REDUCTION TECHNIQUES

16 Hour

Stress Management – Stress Diary - Becoming Change Skilled - Adopting a Healthy Lifestyle - Like Attitude -Thought Awareness- Imaginary (Auto – Genic Therapy) - Learning to Relax Correct Breathing Value and Goal Planning - Time Management – The Ten Commandments for Effective Stress Management for Individuals – Work Life Balance – Stress Busters.

UNIT - V STRESS CONTROLLING TECHNIQUES

12 Hour

Organization and Stress Management – Remedies the Sign - Approaches to the Problem-Providers Assistance – Detailed Case Studies in Controlling Techniques.

Text Books:

• Ann Edworthy (2015), *Managing Stress*, Open University Press, Buckingham, Philadelphia, 2015.

Reference Books

- Hari Gopal.K (2016), *Organizational stress*, University press.
- Mary Reynolds (2014), *Stress Management Techniques*, Speedy Publishing LLC, Pp.50.

e-Resource:

 https://www.studocu.com/in/document/i-k-gujral-punjab-technicaluniversity/computer-science-engineering/stress-management-notes/13703743

Course Outcomes:

CO	On completion of the course the student will be able to	
No.	On completion of the course the student will be able to	Level
	Describe the nature of stress, the stress response, causes of stress, the	
CO-1	relationship between stress and disease and a holistic approach to	K2
	stress managements.	
CO-2	Analyze the impact of stress on one's own body, mind, spirit and	K4
00-2	emotions.	174
CO-3	Practice research-based coping strategies and relaxation techniques	K2
CO-3	that contribute to managing life's stress	KZ

	Develop a personal lifestyle plan incorporating with coping	
CO-4	strategies and relaxation techniques to decrease the impact of stress	K5
	on one's body, mind, spirit and emotions.	
CO-5	Devolop a long term action plan to kminimize and better manage	
CO-3	stress	K6

MANAGEMENT ACCOUNTING UBAM504/UCOM507/UCCM507

Semester : V Credit : 5
Category : Core XIV / XIII Hours/Week : 5
Class & Major : III BBA/IIIB.Com/III B.Com (CA) Total hours : 65

Course Objectives:

CO No.	Course Objectives To enable the students to
CO-1	Understand the basic concepts of management accounting.
CO-2	Analyze and interpret the financial statements.
CO-3	Apply the Capital Budgeting methods in decision making.
CO-4	Analyze the estimated working capital requirements of the entity.
CO-5	Evaluate the various ratios and interpret it.

UNIT - I INTRODUCTION TO MANAGEMENT ACCOUNTING

13 Hour

Management Accounting – Meaning, scope, importance and limitations – Management Accounting vs. Cost Accounting – Management Accounting vs Financial Accounting.

UNIT- II ANALYSIS AND INTREPRETATION OF FINANCIAL STATEMENT 13Hour

 $\label{lem:comparative} Financial\ statement-Nature,\ objectives\ and\ tools-\ Methods-\ Comparative\ Statements\ ,$ $Common\ Size\ statement-\ Trend\ Analysis.$

UNIT-III RATIO ANALYSIS

11 Hour

Ratio analysis – Benefits and Limitations, Classification of Ratios – Liquidity, Solvency, Profitability and Turnover Ratios.

UNIT- IV FUND FLOW& CASH FLOW ANALYSIS

13 Hour

Fund Flow and Cash Flow Statement – Differences – Advantages – Limitations-Conversion method only.

UNIT-V BUDGETARY CONTROL AND MARGINAL COSTING 15 Hour

Budgets and Budgetary Control – Meaning, objectives, Merits and Demerits – Types of Budgets – Production, Cash and Flexible Budget, Marginal Costing (excluding decision making) Absorption Costing and Marginal Costing – CVP analysis – Break Even analysis and Break even Chart.

Note-Theory -30%, Problems -70%

Text Books

- Srinivasan, N.P. (2017). Management Accounting. Sterling Publishers Ltd., New Delhi.
- Reddy & Murthy, (2018). *Management Accounting*. Margham Publications.
- Maheswari, S.N. (2017). Cost and Management Accounts. Sultan Chand & Sons.

Reference Books

- Jain AndNarang. (2016). Cost and Management Accounts, Kalyani Publications.
- Pillai.R.S.N& Bhagirathi. (2016). Management Accounting, S. Chand& Co. Ltd.
- Khan.P.K. (2016). *Jain, Management Accounting, Publisher*-Tata McGraw-Hill Education.

E- Resources

- www.pondiuni.edu.in/storage/dde/downloads/finiii_ma.pdf
- www.ddegjust.ac.in/studymaterial/mcom/mc-105.pdf

Course Outcomes:

CO No.	On completion of the course the student will be able to			
CO-1	Explain the significance of basic concept, importance & Functions of Management Accounting	K2		
CO-2	Apply different types of activity-based management accounting tools through the preparation of estimates.	К3		
CO-3	Demonstrate knowledge of various advanced accounting issues related to Financial Accounting within a global and or ethical framework.	К3		
CO-4	Analyze the relationship between the cost-volume and profit.	K4		
CO-5	Evaluate the cost-volume-profit techniques to determine optimal managerial decisions			

TOTAL QUALITY MANAGEMENT UBAO501

Semester : V Credit : 4
Category : Major Elective (DSE) Hours / Week: 5
Class & Major : III BBA Total Hours : 65

Course Objectives:

CO No.	To enable the students to
CO-1	Facilitate the understanding of Quality Management principles and process.
CO-2	Train them with various tools and techniques of Quality Management.
CO-3	Inculcate the importance of Quality in an organization.
CO-4	Understand the ISO Quality systems.
CO-5	Make them to aware of the quality concepts adopted in industry scenario.

UNIT - I INTRODUCTION

13 Hour

Introduction - Need for Quality - Evolution of Quality - Definition of quality - Dimensions of Manufacturing and Service Quality - Basic concepts of TQM - Definition of TQM - TQM Framework - Contributions of Deming - Juran and Crosby - Barriers to TQM.

UNIT – II TQM PRINCIPLES

13 Hour

Leadership – Strategic Quality Planning - Quality Statements - Customer Orientation - Customer Satisfaction - Customer Complaints - Customer Retention - Employee Involvement – Team and Teamwork - Recognition and Reward - Performance Appraisal - Continuous Process Improvement – Plan-Do-Study-Act (PDSA) cycle - 5s, Kaizen.

UNIT – III TQM TOOLS & TECHNIQUES I

14 Hour

The Seven Traditional Tools of Quality – New Management Tools – Six-Sigma: Concepts - Applications to Manufacturing- Lean Manufacturing - Service Sector including IT – Bench Marking – Reason to Bench Mark - Bench Marking Process – Failure Mode and Effects Analysis (FMEA) – Stages - Types.

UNIT – IV TQM TOOLS & TECHNIQUES II

12 Hour

Quality circles – Quality Function Deployment (QFD) – Taguchi quality loss function – Total Productive Maintenance (TPM) – Concepts - Improvement needs – Cost of Quality – Performance measures.

UNIT – V QUALITY SYSTEMS

13 Hour

Need for ISO 9000 - ISO 9000-2000 Quality System - Elements - Documentation - Quality Auditing- QS 9000 - ISO 14000 - Concepts - Requirements and Benefits - Case studies of TQM Implementation in Manufacturing and Service Sectors including IT.

Text Books:

• Naagarazan, RS .Arivalagar, AA (2015), *Total Quality Management*, New Age International (P) Ltd Publishers, Third Edition, Pp.280.

Reference Books:

- Bagad. V.S (2019), *Total Quality Management*, Technical Publishers, 3rd Edition, Pp.280.
- John S. Oakland (2015), *Total Quality Management: Text with Cases*, Taylor & Francis Ltd, 3rd Edition, Pp.496.

e-Resource:

• https://easyengineering.net/ge6757-total-quality-management/

Course Outcomes:

CO No.	On completion of the course the student will be able to				
CO-1	Describe the dimensional barrier regarding Quality.	K2			
CO-2	Understand the total quality principles.	K2			
CO-3	Demonstrate the tools for utilizing the quality improvement.	К3			
CO-4	Identify requirements of quality improvement programs.				
CO-5	O-5 Apply the various quality systems for implementing total quality management.				
CO-6	CO-6 Analyze the various types of techniques which are used to measure the quality.				

CORPORATE GOVERNANCE UBAO502

Semester : V Credit : 4
Category : Major Elective Hours/Week : 5
Class & Major: III BBA. Total hours : 65

Course Objectives:

CO No.	To enable the students to		
CO-1	Understand the concept of corporate governance and its various principles		
CO-2	Evaluate the duties and powers of board of directors		
CO-3	Standardize business ethics in various areas of corporate sectors		
CO - 4	Create a management accountable for corporate functioning		
CO -5	Evaluate the effectiveness of the different legal systems in terms of minority shareholders protection		

UNIT-I INTRODUCTION TO CORPORATE GOVERNANCE

Corporate Governance – Definition – Principles of Corporate Governance – Reasons Necessitated Corporate Governance.

UNIT- II CORPORATE ADMINISTRATION

14 Hour

13 Hour

Corporate Administration – Corporate Board Structure –Board of Directors – Size of the Board – Composition of Board – Board Management – Advantages of Corporate Governance – Corporate Governance Failures- Suggestions – Emerging Trends in Corporate Governance.

UNIT- III BOARD OF DIRECTORS DUTIES AND POWERS 13 Hour

Board of Directors – Kinds of Directors - External - Internal and Independent Directors – Appointment Duties and Powers.

UNIT- IV SHAREHOLDERS DEMOCRACY

12 Hour

 $Shareholders\ -\ Rights\ -\ Group\ Rights\ -\ Case\ studies$

UNIT- V BUSINESS ETHICS

13 Hour

Nature - Scope and Purpose of Ethics - Relevance of Values - Importance of Ethics and Moral Standards - Ethics and Moral Decision Making - Cases of Companies Violating Ethics.

Text Books:

- Sandeep Goel (2019), Corporate Governance: Principles and Practices, McGraw-Hill India.
- Taxmann (2015), *Corporate Governance*, Indian Institute of Corporate Affairs, New Delhi.

Reference Books:

- Fernando. A.C et.al., (2018), *Corporate Governance: Principles, Policies and Practices*, Pearson Publishers, Third Edition.
- Bob Tricker (2021), Corporate Governance, Oxford University Press, Pp. 568.

e-Resource:

 https://ebooks.lpude.in/management/mba/term_3/DMGT301_DMGT503_CORPORATE_ GOVERNANCE_AND_ETHICS.pdf

Course Outcomes:

CO No.	On completion of the course the student will be able to				
CO-1	Understanding the purpose and nature of corporations.				
CO-2	Examine the different stakeholders' roles and significance in relation to corporate governance.				
CO-3	Understand the importance of regulation, markets and information in corporate governance.				
CO-4	Analyze the international differences and similarities for the development of institution.				
CO-5	O-5 Critically analyze the governance for individual corporations and their stakeholders.				

III &IV EVALUATION COMPONENTS OF CIA

Semester	Category	Course Code	Course Title	Component III	Component IV
V	Major Core XVII (DSC)	UBAM510	Stress Management	Assignment	Case Study
V	Major Elective (DSE)	UBAO501	Total Quality Management	Seminar	Poster Presentation
V	Major Elective	UBAO502	Corporate Governance	Poster Presentation	Assignment