**M.A.,**

**LABOUR MANAGEMENT**

**SYLLABUS**

**FROM THE ACADEMIC YEAR**

**2023 - 2024**

**TAMIL NADU STATE COUNCIL FOR HIGHER EDUCATION**

**CHENNAI – 600 005.**

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|  |  |
| --- | --- |
| **TANSCHE REGULATIONS ON LEARNING OUTCOMES-BASED CURRICULUM FRAMEWORK FOR POSTGRADUATE EDUCATION** | |
| **Programme** | **M.A., Labour Management** |
| **Programme Code** |  |
| **Duration** | **PG – Two Years** |
| **Programme Outcomes (Pos)** | **PO1: Problem Solving Skill**  Apply knowledge of Management theories and Human Resource practices to solve business problems through research in Global context.  **PO2: Decision Making Skill**  Foster analytical and critical thinking abilities for data-based decision-making.  **PO3: Ethical Value**  Ability to incorporate quality, ethical and legal value-based perspectives to all organizational activities.  **PO4: Communication Skill**  Ability to develop communication, managerial and interpersonal skills.  **PO5: Individual and Team Leadership Skill**  Capability to lead themselves and the team to achieve organizational goals.  **PO6: Employability Skill**  Inculcate contemporary business practices to enhance employability skills in the competitive environment.  **PO7: Entrepreneurial Skill**  Equip with skills and competencies to become an entrepreneur.  **PO8: Contribution to Society**  Succeed in career endeavors and contribute significantly to society.  **PO 9 Multicultural competence**  Possess knowledge of the values and beliefs of multiple cultures and a global perspective.  **PO 10: Moral and ethical awareness/reasoning**  Ability to embrace moral/ethical values in conducting one’s life. |
| **Programme Specific Outcomes**  **(PSOs)** | **PSO1 – Placement**  To prepare the students who will demonstrate respectful engagement with others’ ideas, behaviors, beliefs and apply diverse frames of reference to decisions and actions.  **PSO 2 - Entrepreneur**  To create effective entrepreneurs by enhancing their critical thinking, problem solving, decision making and leadership skill that will facilitate startups and high potential organizations.  **PSO3 – Research and Development**  Design and implement HR systems and practices grounded in research that comply with employment laws, leading the organization towards growth and development.  **PSO4 – Contribution to Business World**  To produce employable, ethical and innovative professionals to sustain in the dynamic business world.  **PSO 5 – Contribution to the Society**  To contribute to the development of the society by collaborating with stakeholders for mutual benefit. |

**Template for P.G., Programmes**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Semester–I** | **Credit** | **Hours** | **Semester-II** | **Credit** | **Hours** | **Semester-III** | **Credit** | **Hours** | **Semester–IV** | **Credit** | **Hours** |
| 1.1. Core-I | 5 | 7 | 2.1. Core-IV | 5 | 6 | 3.1. Core-VII | 5 | 6 | 4.1. Core-XI | 5 | 6 |
| 1.2 Core-II | 5 | 7 | 2.2 Core-V | 5 | 6 | 3.2 Core-VIII | 5 | 6 | 4.2 Core-XII | 5 | 6 |
| 1.3 Core – III | 4 | 6 | 2.3 Core – VI | 4 | 6 | 3.3 Core – IX | 5 | 6 | 4.3 Project with viva voce | 7 | 10 |
| 1.4 Discipline Centric  Elective -I | 3 | 5 | 2.4 Discipline Centric  Elective – III | 3 | 4 | 3.4 Core – X | 4 | 6 | 4.4Elective - VI (Industry / Entrepreneurship)  20% Theory  80% Practical | 3 | 4 |
| 1.5 Generic Elective-II: | 3 | 5 | 2.5 Generic Elective -IV: | 3 | 4 | 3.5 Discipline Centric Elective - V | 3 | 3 | 4.5 Skill Enhancement course / Professional Competency Skill | 2 | 4 |
|  |  |  | 2.6 NME I | 2 | 4 | 3.6 NME II | 2 | 3 | 4.6 Extension Activity | 1 |  |
|  |  |  |  |  |  | 3.7 Internship/ Industrial Activity | 2 | - |  |  |  |
|  | **20** | **30** |  | **22** | **30** |  | **26** | **30** |  | **23** | **30** |
| **Total Credit Points -91** | | | | | | | | | | | |

**Choice Based Credit System (CBCS), Learning Outcomes Based Curriculum Framework (LOCF) Guideline Based Credits and Hours Distribution System**

**for all Post – Graduate Courses including Lab Hours**

**First Year – Semester – I**

|  |  |  |  |
| --- | --- | --- | --- |
| **Part** | **List of Courses** | **Credits** | **No. of Hours** |
|  | Core – I | 5 | 7 |
| Core – II | 5 | 7 |
| Core – III | 4 | 6 |
| Elective – I | 3 | 5 |
| Elective – II | 3 | 5 |
|  |  | **20** | **30** |

**Semester-II**

|  |  |  |  |
| --- | --- | --- | --- |
| **Part** | **List of Courses** | **Credits** | **No. of Hours** |
|  | Core – IV | 5 | 6 |
| Core – V | 5 | 6 |
| Core – VI | 4 | 6 |
| Elective – III | 3 | 4 |
| Elective – IV | 3 | 4 |
| Skill Enhancement Course [SEC] - I | 2 | 4 |
|  |  | **22** | **30** |

**Second Year – Semester – III**

|  |  |  |  |
| --- | --- | --- | --- |
| **Part** | **List of Courses** | **Credits** | **No. of Hours** |
|  | Core – VII | 5 | 6 |
| Core – VIII | 5 | 6 |
| Core – IX | 5 | 6 |
| Core (Industry Module) – X | 4 | 6 |
| Elective – V | 3 | 3 |
| Skill Enhancement Course - II | 2 | 3 |
|  | Internship / Industrial Activity [Credits] | 2 | - |
|  |  | **26** | **30** |

**Semester-IV**

|  |  |  |  |
| --- | --- | --- | --- |
| **Part** | **List of Courses** | **Credits** | **No. of Hours** |
|  | Core – XI | 5 | 6 |
| Core – XII | 5 | 6 |
| Project with VIVA VOCE | 7 | 10 |
| Elective – VI (Industry Entrepreneurship) | 3 | 4 |
| Skill Enhancement Course – III / Professional Competency Skill | 2 | 4 |
| Extension Activity | 1 | - |
|  |  | **23** | **30** |

**Total 91 Credits for PG Courses**

|  |  |  |  |
| --- | --- | --- | --- |
| **METHODS OF EVALUATION** | | | |
| **Internal Evaluation** | Continuous Internal Assessment Test | | **25 Marks** |
| Assignments / Snap Test / Quiz | |
| Seminars | |
| Attendance and Class Participation | |
| **External Evaluation** | End Semester Examination | | **75 Marks** |
| **Total** | | | **100 Marks** |
| **METHODS OF ASSESSMENT** | | | |
| **Remembering (K1)** | | * Thelowestlevelofquestionsrequirestudentstorecallinformationfromthecoursecontent * Knowledgequestionsusuallyrequirestudentstoidentifyinformationinthetextbook. | |
| **Understanding (K2)** | | * Understandingoffactsandideasbycomprehendingorganizing,comparing,translating,interpolatingandinterpretingintheirownwords. * Thequestionsgobeyondsimplerecallandrequirestudentstocombinedatatogether | |
| **Application (K3)** | | * Studentshavetosolveproblemsbyusing/applyingaconceptlearnedintheclassroom. * Studentsmust usetheir knowledgetodetermineaexactresponse. | |
| **Analyze (K4)** | | * Analyzingthequestionisonethatasksthestudentstobreakdownsomethingintoitscomponentparts. * Analyzingrequiresstudentstoidentifyreasonscausesormotivesandreachconclusionsorgeneralizations. | |
| **Evaluate (K5)** | | * Evaluationrequiresanindividualtomakejudgmentonsomething. * Questionstobeaskedtojudgethevalueofanidea,acharacter,aworkofart,orasolutiontoaproblem. * Studentsareengagedindecision-makingandproblem–solving. * Evaluationquestionsdonothavesinglerightanswers. | |
| **Create (K6)** | | * Thequestionsofthiscategorychallengestudentstogetengagedincreativeandoriginalthinking. * Developingoriginalideasandproblemsolvingskills | |

**M.A (LABOUR MANAGEMENT)**

# COURSEOFSTUDYANDSCHEMEOFEXAMINATIONS

FIRSTSEMESTER

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | Duration(Hours) | No.ofCredits | Internal | External | Total |
| Paper1 | Management Concepts | 7 | 5 | 25 | 75 | 100 |
| Paper2 | LabourEconomicsand  LabourWelfare | 7 | 5 | 25 | 75 | 100 |
| Paper3 | OrganizationalBehavior | 6 | 4 | 25 | 75 | 100 |
| Paper4 | Elective–I Business Environment | 5 | 3 | 25 | 75 | 100 |
| Paper5 | Elective–IBusinessLaw | 5 | 3 | 25 | 75 | 100 |
|  | | | | | | |

SECONDSEMESTER

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | Duration(Hours) | No.ofCredits | Internal | External | Total |
| Paper6 | BasicManagerialSkill | 6 | 5 | 25 | 75 | 100 |
| Paper7 | EmployeesandUnionRelations | 6 | 5 | 25 | 75 | 100 |
| Paper8 | LabourLawsrelatingtoIndustrialRelations | 6 | 5 | 25 | 75 | 100 |
| Paper9 | Elective-II–EmployeeCareer  andCounselling | 4 | 4 | 25 | 75 | 100 |
| Paper10 | Elective–III-HumanResourceManagement | 4 | 3 | 25 | 75 | 100 |
|  | NME | 4 | 2 |  |  |  |

THIRDSEMESTER

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | Duration(Hours) | No. ofCredits | Internal | External | Total |
| Paper11 | Training&Development | 6 | 5 | 25 | 75 | 100 |
| Paper12 | ResearchMethodsand  StatisticsforManagement | 6 | 5 | 25 | 75 | 100 |
| Paper13 | WorkingandService  ConditionsLegislations | 6 | 5 | 25 | 75 | 100 |
| Paper14 | ElectiveIV–Entrepreneurship  Development | 6 | 4 | 25 | 75 | 100 |
| Paper15 | ElectiveV-AdvancedHuman  ProcessLab | 3 | 3 | 25 | 75 | 100 |
| Paper16 | FieldWorkandFieldVisits(ExtraDisciplinary) | 3 | 2 | 20 | 80 | 100 |
|  | IntInternship / Industrial Activity | - | 2 |  |  |  |

**FOURTHSEMESTER**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **\*\*Internshipwillbecarriedoutduringthesummervacationofthefirstyearandmarksshouldbe sent to the University by the College and the same will be included in the Third SemesterMarksStatement.** | | | | | | |
| Paper17 | Strategic Human Resource Development | 6 | 5 | 25 | 75 | 100 |
| Paper18 | TotalQualityManagement | 6 | 5 | 25 | 75 | 100 |
| Paper19 | SocialSecurityLegislations |  |  | 25 | 75 | 100 |
| Paper20 | ElectiveVI–BusinessEthics,Social Responsibilities and  SustainableDevelopment  ElectiveVII-HumanResource  ManagementinServiceIndustries | 4 | 3 | 25 | 75 | 100 |
| Paper21 | 25 | 75 | 100 |
| Paper22 | Project Work(ExtraDisciplinary) | 10 | 7 | 20 | 80 | 100 |
|  | Skill Enhancement course / Professional Competency skill | 4 | 2 |  |  |  |
|  | Extension Activity |  | 1 |  |  |  |
| **Total Credit 91** | | | | | | |

**M.A.LABOURMANAGEMENT****SEMESTER–I**

PAPERI-MANAGEMENTCONCEPTS

# Objectives:

* + Toprovideacomprehensiveunderstandingoftheprinciplesofmanagement.
  + Tofamiliarizestudentswiththecurrentmanagement practices
  + Toemphasizetheneedforcompetence, trustandteamworkintheorganization

# LearningOutcomes:-

* + Ithelpsstudentstorecognizetheroleofamanagerandhowitrelatestotheorganization'smission.
  + Ithelpsstudentstounderstandthemanagement,itsfourbasic functionsandskills.
  + Studentsrecognizetheconceptofsocialresponsivenessanditsbenefits.

UnitI

Nature and Process of Management - Evolution of Management thoughts- Management asScience, Art and Profession - Manager and Environment - Systems approach to Management -ResponsibilitiesofManagement-ManagementPracticesinIndia.

UnitII

Planning-PrinciplesofPlanning-TypesofPlans-StepinPlanning -LimitationsofPlanning.

Decision Making Models and Techniques -Management by Objectives (MBO) - PolicyFormulation

UnitIII

Organizing and staffing - Organisation Structure - Selection - Placement - Span of Management -Delegation and Decentralization - Line and staff Authority - Effective organizing andOrganizationalDevelopment.

UnitIV

Directing - Motivation Human Factors - Leadership styles - Communication process, Committeesand Group Decision Making - Controlling - Process of Control - Prerequisites of ControllingSystems -MethodsofControls-InformationTechnology

UnitV

ComparativeaspectsofManagementPractices- OrganizationalCreativityandInnovation-Entrepreneurial Management – Enterprise Risk Management – Data Management – DataAccusation&Analysis-DATAVisualization&DataMining

ReferenceBooks:

1. HaroldKoontz&CyrilO'Donnell:EssentialsofManagementMc.GrawHill.
2. HaroldKoontz&HeinzWeirich:Management,McGrawHillTokyo.
3. Stoner &Wankel:Management,PrenticeHallofIndiaLtd.,NewDelhi
4. RichardM.Hodgets:Management,AcademicPress,NewYork.
5. Hampton:Management,Mc.GrawHillTokyo
6. PeterF.Drucker:PracticeofManagement,PamBooks,London
7. Hodgetts,Luthans-InternationalManagement,McGrawHill
8. Boree,Thillwood,Management McGrawHill

WebReferences:

1. <https://www.youtube.com/watch?v=V_8jOWpYp_c>
2. <https://www.youtube.com/watch?v=nX7G8AlOBCg>
3. <https://www.youtube.com/watch?v=TtbImDfUt4c>
4. <https://www.youtube.com/watch?v=tUrjAn24ZiA>
5. <https://www.youtube.com/watch?v=ehSOv5rkEhc>

# PAPERII- LABOURECONOMICSANDLABOURWELFARE

**Objectives**:

1. Tounderstandandintegrateeconomictheorywithlaboureconomics.
2. Toknowinternaland externalfactorsinfluencethebusiness,and growthofIndustriesacrossthecountry.
3. OverallviewofGovernmenteconomicpolicies viz., industrialpolicy, Migrationtrends.

# LearningOutcomes:-

1. Studentswillunderstandthenatureoflabourdemandandlaboursupply.
2. Knowtheuselabourmarketmodelstoexplainthebehaviourworkersandfirms.
3. Identifyandexplaintrends,patternsinthelabourmarketandreasons forlabourmigration

# Unit-I

Labour Economics - Objective, scope and limitations - Characteristics of Indian Labour -LabourMovementin India-Unemployment,underemployment,Migration-Globalization-Nature andscopeoftheproblems.

# Unit-II

Wage - meaning and measurement, methods of wage payment - Factors which influencewagedetermination-wageincentive-wagepolicyinIndia-Productivitybasedincentive,productivityofLabour-Factors-Labourturnover-Automation.

# Unit-III

Labour Welfare - Meaning, scope of Labour Welfare - Labour Welfare as a tool to increaseproductivity.Agencies of LabourWelfare-Role of State,National Commission on Labour,Committeesandtheirrecommendation-UnorganizedWorkers'SocialSecurityAct,2008.

# Unit-IV

Labour Welfare Practices in India - Social Security Welfare measures for Industrial workersin India, U.K., U.S.A. and Japan - Role of Trade Union - Bargaining power of Union in LabourWelfareActivities.

# Unit-V

Labour Welfare funds: functions, finances and administration in various Statesin India -TamilnaduLabour Welfare Fund Act 1972 - Functions of Labour Welfare Board in Tamilnadu,LabourpolicyunderFiveYearPlans.

# ReferenceBooks:

* 1. TyagiB.P.Labour EconomicsandSocialWelfare,Meerut,JaiPrakashNath&Co.,1980.
  2. DatarB.N.:LabourEconomics,Alliedpublishing,Madras1968
  3. Desai&Rao:Labour EconomicsandWelfare, PrenticeHallofIndiaPvt.Ltd.,NewDelhi1978
  4. SaxenaR.C.LabourproblemsandSocialWelfare,K.Nath&Co.,Publishers,Meerut(UP)1981
  5. A.M.Sarma:"Aspectsoflabourwelfareandsocialsecurity"-HimalayaPublishingHouse,RamdootDr.

BhaleeraoMarg,Bombay400004.

* 1. K.R.Bulchandani:"LabourWelfare"-HimalayaPublishingHouse,Ramdoot,Dr.BhaleraoMarg, Bombay 400 004.TamilnaduLabour Welfare Fund Act 1972, publications ofStateWelfare Board.

# WebReferences:

1. <https://www.youtube.com/watch?v=AUI7R3GMpdY>
2. <https://www.youtube.com/watch?v=IRp4Octc7ow>
3. <https://www.youtube.com/watch?v=2ABKOJnzizU>

# PAPERIII- ORGANIZATIONALBEHAVIOUR

**Objectives**:

1. TheobjectiveofOrganizationalBehaviouristodiscovertheidealconditionsinwhichthebestmentalandphysicalhealthofworkercanbemaintained.
2. ThemainaimofOrganizationalBehaviouristostudythehumanbehaviourandtosuggestvariouswaysandmeansloimprove theefficiencyofworkersinindustries.
3. Todemonstratetheabilitytothinkcritically,toanalyzecomplexanddiverseconcepts,andtousereasonandjudgment.

# LearningOutcomes:

1. Explainthebasicorganizationalbehaviorconceptsandprinciples,andanalyzetheirinfluencesintheworkplace.
2. Analyzeandexplainindividualhumanbehaviorintheworkplaceandthefactorsthatinfluence them.
3. Analyzeagivensituationandidentifycausesforthesituationandrecommendalternatecoursesofaction.

# Unit-I

Introductiontoorganizationalbehaviour:nature,meaning,definition,approaches,personality, model and scope of organizational behaviour.Value, Attitudes and job satisfaction:Importance,sourcesandtypesofvalues.attitude-meaning,definition,typesofattitudes-cognitive dissonance theory and Measurement of attitudes. Job Satisfaction:meaning, definition,factorsrelatedtojobsatisfaction.

# Unit-II

**Motivation**: Nature and meaning of motivation - Early theories of motivation - Hierarchy ofneeds, Theory X and Theory Y, Motivation - Hygiene theory, contemporary theories of motivation,ERG Theory, three need theory, process theory, equity theory, expectancy theory, goal settingtheoryandreinforcementtheory.

# Unit-III

**Communication**–Definition:meaning,purposesandfunctionsofcommunicationinorganization communication process model, types of communications, communication network,barrierstoeffectivecommunication.overcomingbarriers.,definitionanddifferentviewsofconflicts,differenttypesofconflicts:individual,group,organizationalconflict.

# Unit–IV

**Leadership**: Nature, characteristics and functions of leadership - Leadership, Theories -Trait and behavioural theories - Contingency theories - Autocratic - Democratic model, fieldermodel-Situationaltheory,Pathgoaltheory.

Definition of stress and classification of Eustress and Distress, Stress Management techniques,CounsellingDefinitionandNeedforcounsellingatworkplace.

# Unit-V

**Group and Decision Making**:Foundation of Group theory: Groups - Meaning andimportance,definitionandclassificationof groups,Typesof Groups.Stages of development,Characteristics of effective group and Group cohesiveness and productivity, Decision making:Natureof Decisionmaking-stepsinthedecisionmakingprocess-typesof managementdecisions

-Groupdecisionmaking-Groupdecisionmakingtechniques.

# ReferenceBooks:

1. StephenP.Robins,OrganisationalBehavior,PHILearning/PearsonEducation,11thedition,2008.
2. FredLuthans,OrganisationalBehavior, McGrawHill,11thEdition,2001.
3. Ivancevich, Konopaske&amp; Maheson, OranisationalBehaviour&amp; Management, 7 thedition,TMH2008

# WebReferences:

* 1. <https://www.youtube.com/watch?v=UcKkDhJzgIg>
  2. <https://www.youtube.com/watch?v=MnvWxZhsvKA>
  3. <https://www.youtube.com/watch?v=OpQtC5IZ3fM>
  4. <http://nptel.ob.in/>
  5. [http://www.vlabob.co.in](http://www.vlabob.co.in/)

# PAPERIV-BUSINESSENVIRONMENT

**Objectives:-**

1. Toanalyzetheoverallbusinessenvironmentandevaluateitsvariouscomponentsinbusinessdecisionmaking.
2. Providesananalysisandexaminationofsignificantcontemporaryethicalissuesandchallengesexistingthroughoutthe professionalbusiness arena.
3. Emphasiswillbeplaceduponthemanager’ssocialandenvironmentalresponsibilitiestoawidevarietyofstakeholders,includingemployees,customersandthepublic.

# LearningOutcomes:

1. Thestudentswillbeabletounderstandtheconceptofbusinessenvironmentitsmeaning,scope andimportance.
2. Employbusinessmodelsandtoolstoevaluatechangesinanorganization’sbusinessenvironment.
3. ToenablestudentstoexamineandevaluatebusinessinInternationalEnvironment.

# UNIT-I

**Introduction:**HistoricalbackgroundofIndianBusiness,Concept,Significance&natureofbusinessProfessionalManagementvsFamilyManagement,Corporateculture,valuesystem,Managerialethics-ManagerialeducationinIndia.

# UNIT- II

**Political Environment:**Forms of Government Administration federal, united systems - Indianpolitical philosophy towards business enterprises- business policies - public control on businessandevolutionofGovernmentcontrolinIndiaandinWorld-Governmentandbusinessrelationship.

# UNIT–III

**Environment Sustainability Growth:** Concept and importance of ESG - Main Features of ESG -Relationship between population growth and resources availability - Consequences of inequitableandexhortativeuseofresources–Needtoconserveandmanageresourcesforposterity–Developmentwithoutdestruction

# UNIT–IV

**EconomicEnvironment:**Industrialconcentration-Industrialsickness-reasons-MRTP,IRB,etc.Economic Liberalization, privatization, new industrial policy, economic prosperity - Role of GATT,IFCI,LIC, UTI,IDBI,ICICI,IMF. GlobalizationandLabourPolicyinIndia.SLIDES137to230

# UNIT-V

**Social, Cultural and Technological Environment :**Concept and impact of social, cultural andtechnologicalenvironment–RoleofWTO-social auditand socialresponsibilityofbusiness.

# ReferencesBooks:-

1. WilsonTheBusinessEnvironmentoftheseventies,DunkelRoad
2. KapoorN.D,ElementsofCompanyLaw,SultanChand&Sons(P)Ltd.
3. FancisCherunilamBusinessEnvironmentandPolicy,Himalayan
4. PeterF.DruckerTechnology,ManagementandSociety,TataMcGrawHill
5. KuchhalS.C. IndustrialEconomyinIndia, ChaitanyaPublishingAllahabad
6. Das Gupta A.andSengupta N.K Govt. and Business - Vitas Publishing House Pvt. Ltd.,NewDelhi
7. BusinessLawPaperback– 1 Jul2017byPCTulsian(Author),Bharat Tulsian
8. AlabamaBusinessandLawExam:2019StudyReview&PracticeExams

# WebReferences:

1. https:/[/www](http://www.icsi.edu/media/webmodules/BUSINESS%20ENVIRONMENT%20AND%20L).[icsi.edu/media/webmodules/BUSINESS%20ENVIRONMENT%20AND%20L](http://www.icsi.edu/media/webmodules/BUSINESS%20ENVIRONMENT%20AND%20L) AW.pdf
2. <https://www.youtube.com/watch?v=thdikskYUcw>
3. <https://www.youtube.com/watch?v=EK53DG6BRJ8>
4. <https://www.youtube.com/watch?v=1TRjBlaoZJM>

# ELECTIVE– I-PAPERV-BUSINESS LAW

**Objectives:**

1. Toexplaintheframeworkwithinwhichbusinessactivitiesshall becarriedout.
2. To raise an issue to various legal and semi-legal authorities against the government in casethe legalrights ofthebusiness havebeenviolated.
3. This course is designed to provide the student with knowledge of the legal environment inwhich a consumer and businesses operates, and to provide the student with knowledge oflegalprinciples.

# LearningOutcomes:

1. Studentswillbeableto:demonstrateabasicunderstandingoflawsthathaveaninfluenceonbusinessandwhatcanbe doneandcannotbedone withinthelegalframework.
2. appreciatethespiritbehindthevariouslawsthatinfluence business.
3. understandthelegalandfiscalstructureofdifferentformsofbusinessorganizationsandtheirresponsibilities as anemployer

# UNIT- I-LegalEnvironment

* IndustrialJurisprudence
  1. ForeignExchangeManagementAct
  2. LawofContracts
  3. StockExchangeRegulationAct,
  4. ConsumerProtectionAct
  5. IndianStampAct
  6. DataProtection&PrivacyAct
  7. RighttoInformationAct

# UNIT–II

**The Legislations covering IPRs in India:** Overview, objective and concept of Patents,Design,Trade Mark,Copyright–The ContractAct,1872.

# UNIT–III

TheCompaniesAct,2013**:**Memorandum,ArticlesofAssociationandProspectus–ContentsofMemorandum–Doctrineofultra-vires–ContentsofArticlesofAssociation–DifferencebetweenArticlesandMemorandum–Prospectus–Need–Issueof Prospectus–Contents – Exemptions from disclosure – Liability for misstatement – Civil Liability – Rights ofIndemnity–CriminalLiabilityformisrepresentation

# UNIT–IV

Dividends, Bonus and Interest: Payment of dividends – Interim Dividends – Payment ofInterestonCapital–CapitalizationofProfits–ESGReport

# UNIT–V

Law: Legal System, Rights, Duties and Liabilities– Legal Personality – Law and Fact–CaseStudyand LegislationMercantileLawand commercialLaw– Sources–LabourReforms

# ReferencesBooks:-

1. **KapoorN.D**.,ElementsofMercantile Law&ElementsofCompanyLaw
2. **BagrialA.K**,CompanyLaw
3. **KuchalM.C**.,MercantileLaw
4. **SreenivasanM.R**.,BusinessLaws.
5. **SinghAvtar**, CompanyLaw

# WebReferences:

1. <https://www.youtube.com/watch?v=ol2BXgF-P48&t=6s>
2. <https://www.youtube.com/watch?v=FrXwr4ALjjY>
3. <https://www.youtube.com/watch?v=6oeZAmHqo0I>

**SECONDSEMESTER**

**PAPER – VI**-**BASICMANAGERIALSKILLS**

# Objectives:

1. Toeducatestudentsaboutvarious managerialskills.
2. Tomanagethedifferentsituationsintheirday-to-daylife.
3. Toenhancethecommunication,leadership,teambuildingandproblemsolvingskills.

# LearningOutcome:

* 1. developoverallpersonalitywithallneededskills.
  2. Explainthebasicorganizationalbehaviorconceptsandprinciples,andanalyzetheirinfluencesintheworkplace.
  3. Discussthefactorsthatinfluencegroupbehaviorsuchasgroupcohesiveness,communication,conflict,leadership,powerandpolitics.

# UNIT –I SELFAWARENESS

* MeaningofSelfandSelfAwareness.
* DevelopingInterpersonalSkills.
* DevelopingLearningSkills.
* Read(SQ3R),Write,Speak,Listen.
* BarriersofUnderstandingSkills.
* Meaningand ComponentsofEmotionalIntelligence.

# UNIT– II COMMUNICATIONSKILLS

* MeaningandProcessofCommunication.
* ComponentsofCommunication.
* TypesofCommunication.
* BarriersofCommunication.
* EffectiveCommunication.

# UNIT– III DECISIONMAKINGANDPROBLEMSOLVING

* MeaningandImportanceofDecisionMaking.
* StepsofDecisionMaking.
* TechniquesofDecisionMaking.
* Meaning ofProblemSolving.
* StepsinvolvedinProblemSolving.
* BenefitsofProblemSolving.

# UNIT– IV LEADERSHIPANDTEAM BUILDING

* MeaningandCharacteristicsofLeadership.
* TypesofLeadership.
* QualitiesofaGoodLeader.
* MeaningofTeamandTeamBuilding.
* ProcessofTeamBuilding.
* TypesofTeamBuilding.
* AdvantagesofTeamBuilding.

# UNIT –V TIMEMANAGEMENTANDGOALSETTING

* MeaningofTimeManagement.
* TechniquesofTimeManagement.
* EffectiveofTimeManagement.
* EssentialsofTimeManagement.
* GoalSetting.
* TypesofGoalSetting.
* Importance ofGoalSetting.

# ReferenceBooks:

1. Jauasanar,J.,PrinciplesofManagement, MarghamPublications, Chennai,2008.
2. Rohlander,David.,ManagementSkills,Idiot’sGuide,2014.

# WebReferences:

1. <https://positivepsychology.com/self-awareness-matters-how-you-can-be-more-self-aware/>.
2. <https://lifeskillsthatmatter.com/self-awareness/>
3. <https://www.skillsyouneed.com/ips/what-is-communication.html>
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6. <https://www.forbes.com/sites/kimberlyfries/2018/02/08/8-essential-qualities-that-define-great-leadership/#7215cceb3b63>
7. <https://www.mindtools.com/pages/article/newHTE_00.htm>
8. <https://www.appointmentplus.com/blog/why-time-management-is-important/>
9. <https://www.tonyrobbins.com/ask-tony/can-create-compelling-future/>

# PAPERVII–EMPLOYEESANDUNIONRELATIONS

**Objectives**:

1. Tomakestudent tounderstandindustrialrelationssystems
2. Toevaluatethedynamicsofemployeesandunionrelation.
3. Toincreasethecompetencytosustainthestress inmanagingIRissues.

# LearningOutcomes:

1. Studentsabletodemonstrateabasicunderstandingoflawsthathaveaninfluenceonbusinessand whatcanbedoneand cannotbedonewithin thelegalframework
2. appreciatethespiritbehindthevariouslawsthatinfluence business.
3. studentswillbe abletoawareofthepresentstateofTradeUnionsinIndia

# Unit–I

Concept of Trade Unionism – History of Trade Union Movement in India – Types of TradeUnions – Structure of Trade Unions – Types of Trade Union Leadership – Responsibilities ofLeaders of Trade Unions – Management of Trade Unions in India - Immunities available to TradeUnionsasperLaw–Causativefactors forweaknessofTrade Union.

# Unit –II

Registration of Trade Union as per Trade Unions Act, 1926 – Recognition of Trade Unionand its benefits – Role & Responsibilities of Trade Unions in the presentcontext (after NewEconomic Policy) –Unfair Labour Practices and Trade Union – Functioning of Trade Unions inmodernindustries–ManagerialTradeUnionism

# Unit–III

Conceptandapproach toIndustrialRelations–Grievancesof employees–GrievanceSettlement Procedures – Types of Disputes – Prevention of Disputes – Different types of Strikes –Lockout–Methodsofsettlingindustrialdisputes–CollectiveBargaining–Conciliation–Arbitration–Adjudication

# Unit–IV

Labour Participation in Management and decision making – Empowering Labour for betterpersonality development and leadership qualities – Delineation of the prerogatives of Trade UnionandManagementtoavertunnecessaryfriction

# Unit–V

Role of Industrial Relation in Multinational Companies – Status and role of Trade Unions inthe context of globalization and stiff competition – Trade Unions and market oriented industrialsetup – Future of employer employee relation – International Labour Organization (ILO) – IndianLabour Conference – Code of Discipline – Industrial Truce Resolutions – Standing Committee onLabour – Important recommendations of I & II National Commission on Labour–Labour Policy& Industrial Policy during Plan Periods – NITI Aayog and Labour – Important provisions of TradeUnionsAct,1926.

# ReferenceBooks:-

1. C. S.VenkataRatnam–IndustrialRelations –OxfordUniversityPress
2. P.R.N.Sinha,InduBalaSinha,SeemaPriyadarshiniShekhar–IndustrialRelations,TradeUnionsandLabourLegislations-Pearson
3. P.N.Singh,NeerajKumar-EmployeeRelationsManagement-Pearson
4. IndustrialRelations–ArunMonappa

# WebReferences:

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  2. <https://www.youtube.com/watch?v=ERTC3xaOHZ4>
  3. <https://www.youtube.com/watch?v=YsYTKBEAoFA>

# PAPERVIII- LABOURLAWSRELATINGTOINDUSTRIALRELATIONS

**Objectives**:

1. TomakethestudentsunderstandthebasicconceptsofLabourlegislations.
2. Topreparethemforcompetentenvironmenttohandlevarioussituations
3. To makethemunderstand thelocaland globalcontext

# LearningOutcomes:

1. Studentswillknowthedevelopmentand thejudicialsetupofLabourLaws.
2. Studentswilllearnthesalientfeaturesofsettlementandpublicutilityservices.
3. StudentswilllearnthelawsrelatingtoIndustrialRelations,IndustrialDisputesandLabourLaw Reforms.

# Unit-I

HistoryofLabourLegislationinIndia-TheIndustrial DisputesAct,1947-Scope-objects

- Industry - Industrial Dispute - "Lay off" - Lock out - Retrenchment - Settlement - closure -Workman - Individual Disputes - Conciliation Machinery - Authorities - Unfair Labour Practices -Adjudication-Noticeofchange–FlexiTime,FixedTime Employment

# Unit-II

Reference of Industrial Disputes for adjudication - Publication of awards - Powers andfunctions oftheAdjudicationMachinery-Strikes-PublicUtilityServices-legalvs.illegalstrikes

-legalandillegallockouts- Punishmentforillegalstrikesandillegallockouts.

# Unit-III

TypesofSettlements–ImplementationofSettlements-Punishmentforviolationofsettlement-service conditions not tobe alteredduringthe pendency of Industrial Disputes-Complaints - Recovery of money from the Employer- Representation of parties - rule makingpower-Schedules.

# Unit-IV

The Industrial Jurisprudence: General idea of jurisprudence and industrial jurisprudence,various definitions – Scope - Growth and development, Supreme Court and Subordinate labourenactments,IndustrialjurisprudenceandIndianConstitution&ILO.

# Unit-V

Industrial Employment (Standing Orders) Act, 1946 - The Trade Union Act, 1926. TheTamilnadu Industrial Establishments (Conferment of PermanentStatus toWorkmen)Act, 1981.The Tamil Nadu Payment of Subsistence Allowance Act, 1981.The Payment of Bonus Act, 1965.The Child Labour (Prohibition and Regulation) Act, 1986.With Rules and upto date notification,amendments,regulationsandcaselawsinrespectofeachofthe aboveacts.

Proposals by NCL I & II regarding Labour Law Reforms – Need and Purpose – Industrial RelationsCode,2020

# ReferenceBooks:-

BareActswithRules – MadrasBook Agency,Chennai– 600049

1. K.D.Srivastava:IndustrialDisputesAct–FifthEdition, EasternBookCo.,Lunknow
2. D.P.Malhotraand: TheLawofIndustrialDisputes– Vol.I&II–N.M.TripattiPvt.LtdK.R.Malhotra Bombay
3. S. Vaidyanathan:FactoryLawsapplicableinTamilnadu–Vol.III, 2002–Madras BookAgency,Chennai
4. S. Vaidyanathan: Factory Laws applicable in Tamilnadu – Vol. V, 2002 – MadrasBookAgency,Chennai
5. S.Vaidyanathan:FactoryLawsapplicableinTamilnadu–Vol.II,2002–Madras BookAgency,Chennai
6. S. Vaidyanathan: Factory Laws applicable in Tamilnadu – Vol. IV, 2002 – Madras BookAgency,Chennai
7. D.S.Chopta:PaymentofBonusLaw&Practice–TexmanPublications(Pvt.) Ltd,Kucha,ChelanKhariBaoli,Delhi
8. S. N. Misra–LabourandIndustrialLaws–CentralLawPublication
9. H.LKumar–LabourLaws

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  2. <https://www.youtube.com/watch?v=m1tmK2DQwj8>
  3. <https://www.youtube.com/watch?v=GzCMnpAd_fk>
  4. <https://www.youtube.com/watch?v=tARBTrMPxm0>
  5. <https://labour.gov.in/labour-law-reforms>
  6. <https://www.youtube.com/watch?v=6aO571SD-kI>
  7. <https://www.youtube.com/watch?v=2ugCOvNUvyA>
  8. <https://www.youtube.com/watch?v=u1BWXAEYCQ0>
  9. <https://www.youtube.com/watch?v=MXkCQ4h3uZU>
  10. <https://www.youtube.com/watch?v=_MO2280N8bo>
  11. <https://www.youtube.com/watch?v=EIHIeJScHcg>
  12. <https://www.youtube.com/watch?v=vhNjOC8gj8A>

***ELECTIVE–II- PAPER–IX-EMPLOYEECAREERANDCOUNSELLING***

# Objective:

1. TheobjectiveofEmployeecareerandcounsellingistodiscoverthepsychologicalwell-beingofanindividualcanbemaintained
2. The aim of employee careercounsellingis tounderstand Human behaviourand to suggestvariousmeanstoimprove the efficiencyofworkersinanorganization.
3. Todemonstratetheabilitytothinkcritically,toanalyzecomplexanddiverseconceptsandtousereasonandjudgment.

# LearningOutcomes:

1. Students willabletoidentifyandapplyvariouscounsellingtheoriesandmodelstointerpretthe psychologicalandemotionalneedsofthe employeesatworkplace.
2. DevelopandutilizetheskillsofEmployeeCounselingsuchasactivelistening,paraphrasing,summarizing,counselling therapies,etcinthe counselling process.
3. Establishandruneffectiveprofessionalcounsellingserviceintheindustries.

# Unit1:

Introduction:Definitionofcounselling,Meaningofcounselling,Needforcounsellingin

workplace,Goalsofcounselling,Longtermcounselling,Typesofcounselling,crisis,facilitativecounselling,preventive counselling,developmentalcounselling–theoreticalapproach.

# Unit2:

Methods andprocess of counselling**:**Methods of counselling; Directive,non-directive,eclectic approach, counselling process, relationship between counsellor and client, characteristics ofEffective counselors. Preparation, intake interview, rapport, termination, counselling law and ethics,ethicsincounselling,counsellingenvironment,Activelistening,non-verbalbehaviours,Carl-RogersTheory

# Unit3:

Counselling for specific groups :Counselling Problems, Job related, personal, individual, andfamily,andTreatmentoftheseproblemsthroughcounselling,follow-up.Counsellingforretirement.

# Unit4:

Careercounselling:Careercounsellingmeaninganditsscope,Levelsofaptitudes

(intellectual, verbal, numerical, reasoning, reaction speed, special talents, etc.);personality; interestsand special needs;values and attitudes; assessment of academic acquisitions (learning skills andmethods); interpersonal relations; self-image;decision-making; career development (training fordecision-making);specialcategories ofpopulation.

# Unit5:

Casestudies: Casestudiesaboutorganizationalissues,Relationshipissues,Anxietyanddepression,AlcoholandDrugrelatedissues,

# ReferenceBooks:

1. Patterson,L.E.andWelfel,E.R.(2000)TheCounsellingProcess,NewZealand,WadsworthandThompsonLearning.
2. Jones,Nelson(2005).PracticalCounsellingandHelpingskills,5thEdition,London:SagePublication.
3. Reardon,R.;Lentz,Janet;Sampson,J.;Peterson,Gary(2000).Careerdevelopmentandplanning.Acomprehensive approach.Wadsworth,Brooks /Cole.
4. Super,D.E.(1983).CareerDevelopmentInventory.PaloAlto,CA,ConsultingPsychologistsPress.

# WebReference:

1. <http://nptel.ac.in/>
2. [http://www.vlab.co.in](http://www.vlab.co.in/)

# ELECTIVE–III- PAPERX-HUMANRESOURCEMANAGEMENT

**Objectives**:-

1. TounderstandtheorganizationalHumanResourceManagementPrinciple,functionsandpractices.
2. TounderstandparticularlytheHumanResourceManagementfunctionalareasandexplainitswithvarious otheractivitiesoftheorganizations.
3. Toimpartknowledgeandenhancedtheskillstohandlevariousotheractivitiesof theorganizations.

# LearningOutcomes:-

1. ThestudentswillacquaintwithHumanResourceManagementprocess,functionsandwillknowtheimportance ofsustainingemployeeinterest.
2. Studentswill develop,implementandevaluateorganizational developmentstrategiesaimedatpromotingorganizationaleffectiveness.
3. ManageownprofessionaldevelopmentandprovideleadershiptoothersintheachievementofongoingcompetenceinHumanResources ProfessionalPractice.

# UnitI

Evolution,RoleandstatusofHumanResourceManagementinIndia-Structureand

functionsofHumanResourceManagement-ApproachestoHRM.HRManager-HRManagerasa changingagent-challenges toHRM–HRas a Business Partner.

# UnitII

HR Planning - Concept, Organisation and Practice, HR Planning Techniques - Short termandLongterm planning,Information,HRinformationsystems,Roleof computerinHRP–CompetencySkills.

# Unit III

RecruitmentandSelection-JobAnalysis-Description,JobSpecification-SelectionProcess - Tests and Interviews - Placement and Induction, Promotion and transfer - Retirement andseparation.Performance Appraisal - Purpose - Factors affecting performance appraisal - Methodsandsystems ofperformanceappraisal.

# UnitIV

TrainingandDevelopment-Need andImportance-Assessmentof TrainingNeeds–Characteristics and Principles of Learning,Bloom’s Taxonomy -Training and Development ofvarious categories of Personnel, Training Programmes in the management of stress and conflictmanagement– Training Calendar– Skill Matrix - Career planning and development- CareerCounselling.

# UnitV

InformationManagement-EHRM-Objectives -Advantages&Disadvantages-DataManagement&InformationneedsforHRManager-SurveyofSoftwarePackagesforHuman

ResourceInformationSystem-DataManagementforHRIS-HRManagementProcess&HRIS-Security,Size&Style ofOrganizations&HRIS

# ReferenceBooks:

1. Aswathappa:HumanResourceManagement,TMH,NewDelhi, 2013
2. V.S.P. Rao:HumanResourceManagement:TextandCases, AnuragJain, NewDelhi,2014
3. MukherjeeK,PrinciplesofManagement,2ndEdition,TATAMCGRAWHILL2009
4. C.B.Guptha:HumanResourceManagement, SultanChandandSons, 2013
5. TimHanangan,“ManagementConceptsandPractices”,5thEdition,FTPrenticeHallPublishers

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1. https:/[/www](http://www.youtube.com/watch?v=c8_avX9miag).[youtube.com/watch?v=c8\_avX9miag](http://www.youtube.com/watch?v=c8_avX9miag)
2. <https://www.youtube.com/watch?v=qWv570bxjdU>

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2. <https://www.youtube.com/watch?v=r318QI5a9Do>

**SEMESTER–III**

**ElectiveIV -PaperXI- TRAININGANDDEVELOPMENT**

# Objectives:

1. To provideanunderstanding ofthenatureand processofTrainingand Development.
2. ToprovideknowledgeonthedifferentStrategiesusedintraining.
3. Toinduce leadershipand mentoringskillsamongstudents.

# LearningOutcomes:

1. Studentswillable to differentiatethe conceptsofLearning,Training &Development
2. ComparethevarioustechnologicaladvancementsandtoolsinTraininganddevelopmentand explainthelatesttrendsandgovernmentinitiativesinthefield
3. DescribeTrainingprocesssuchustrainingneedanalysis,trainingdesign,,andtrainingevaluation.

# Unit-I

Meaning, Definition, Objectives, Need and Importance of Training and Development-Distinction between Training and Development, education.Training as a Learning process.MDP -Objectives, needs and its importance.Training and Development in Indian Scenario - The LearningCycle -LearningCurve-The ForcesInfluencingWorkingandLearning

# Unit-II

PoliciesandApproaches:Trainingpolicy -stepsin trainingprogrammes-identifyingtraining needs - Evolving training policy preparing to instruct - preparation of the learner, trainingcourses, training period, support materials, Follow up - training aids – Classification of LearnedCapabilities

# Unit III

Preparing to instruct: Display summaries, visual aids - boards, projected aids, charts, tele-visual aids, models, on the job aids - Assessment Of Training Needs - Methods and Process OfNeedsAssessment

# UnitIV

Methodology: Lecture, Group discussion, case studies, communication exercises, Inbasket,transaction analysis (T.A) Programmed instructions, coverdale, Festalt, Transcendental Meditation(T.M)ErhardSeminarTraining(EST)-E-Learning&UseofTechnologyinTraining-TechnologiesforTrainingAdministration

# UnitV

Typology:On thejob training(OJT),Offthejob training,supervisory; Managerial Training

-Objectives,advantages,disadvantagesappropriatetoolsandtechniques.Joboriented,skilldevelopmentprogrammes-practicaltraininginarecognizedinstitution-TransferofTraining:

Introduction, Training Design, Work Environment Characteristics influencing transfer,organizationalenvironmentsencouraging transfer; Implementationofthetraining programme

# ReferenceBooks:

1. RaymondANoeandAmitabhDeoKodwani, EmployeeTrainingandDevelopment,TataMcGraw Hill,New Delhi,FifthEdition,2012.
2. Bewnet,Rogercd.ImprovingTrainingEffectiveness,Aldershot,Gower1988.
3. BuckleyR&Caple,Jim,ThetheoryandPracticeofTraining,London,Kogan&page.
4. LyntonRPareekU.Traininganddevelopment, 3rdedition,NewDelhi, Vistaar.TaylorandLippitt:
5. SergeP.TheFifthDiscipline:TheArtandPracticeofLearningOrganization, 5thedition,LondonCentury

# WebReferences:

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2. <https://www.youtube.com/watch?v=BKbMmAPRL3E>
3. <https://www.youtube.com/watch?v=CLr-xaQEnkE>

# PAPER–XII- RESEARCHMETHODSANDSTATISTICSFORMANAGEMENT

**Objectives:**

1. Toprovide skillsinorganizingandconductingsocialsurveys.
2. Tolaythefoundationsforresearchorientation.
3. TomakethestudentsunderstandtheroleandsignificanceofStatisticsforsocialresearch.

# LearningOutcomes:

1. Tounderstandthelabourstatistics inIndiaandTamilNadu.
2. To knowthetoolsand techniquesofdatacollection.
3. Applyingsuitablestatisticaltechniquesandtoolstosolve businessproblems.

# UNIT– I

ResearchandResearchDesign:-Research–Meaning,characteristics,types,steptsinresearchprocess,

ResearchDesign–Meaning,types–Explanatory, ExploratoryandExperimental

# UNIT–II

ToolsforCollectingDataCollectionandReportWriting–Interview,Questionnaire,Observation and Case Study: .Observation – Meaning, Types, Merits and Demerits, Interview -Meaning, Types, Merits and Demerits Questionnaire - Meaning, Types, Merits and Demerits ,CaseStudy-Meaning,Merits andDemerits

# UNIT-III

Measures of Central Tendency and Dispersion: Measures of Central Tendency and Dispersion -Mean, Median, Mode – Meaning, Computation, Merits and Demerits, Measures of Dispersion –Range, Mean Deviation, Standard Deviation – Meaning, Computation, Merits and Demerits, Co-efficientofVariation

# UNIT-IV

**CorrelationandCo-efficient**

MeaningofCorrelation,Types ofCorrelation–PositiveandNegative,SimpleandMultiple,LinearandNon-Linerar

KarlPearson’sCo-efficientofCorrelation–Meaning,Computation,Merits&DemeritsSpearman’sRankCorrelation-Meaning,Computation,Merits&Demerits

Yule’sCo-efficentofAssociation

# UNIT-V-

Chi-square TestRegressionEquation

Time Series Analysis – Moving Average and Trend ValueIndexNumber–Laspeyres,Paache’sandFisher’sMethod

# ReferenceBooks:

1. Kothari, C.R., **Research Methodology – Methods and Techniques,** New Age InternationalLimitedPublishers,NewDelhi,2007.
2. Ahuja,Ram, **ResearchMethods**,RawatPublications,2006.
3. Young, P.V.,**ScientificSocialSurveysandResearch**,PrenticeHall,NewDelhi, 1988.
4. Gupta,S.P.,**StatisticalMethods**.,SultanChand&Sons., NewDelhi., 2007.
5. Gupta,C.B.,**AnIntroductiontoStatisticalMethods**.,VikasPublishingHouse.,NewDelhi.,1977.

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1. <https://www.intechopen.com/online-first/research-design-and-methodology>
2. <https://www.scribbr.com/methodology/sampling-methods/>
3. <https://www.formpl.us/blog/data-collection-method>
4. <https://www.ck12.org/book/ck-12-advanced-probability-and-statistics-concepts/section/1.3/>
5. <https://statistics.laerd.com/statistical-guides/measures-central-tendency-mean-mode-median.php>
6. <https://www.investopedia.com/terms/c/correlationcoefficient.asp>
7. <https://statistics.laerd.com/statistical-guides/pearson-correlation-coefficient-statistical-guide.php>
8. <https://www.guru99.com/regression-testing.html>
9. <https://towardsdatascience.com/the-complete-guide-to-time-series-analysis-and-forecasting-70d476bfe775>
10. <https://www.mathsisfun.com/data/chi-square-test.html>
11. <https://www.statisticshowto.datasciencecentral.com/coefficient-of-association/>

# PAPERXIII-WORKINGANDSERVICECONDITIONS

**LEGISLATIONS**

# Objectives:

* 1. TomakethestudentsunderstandthebasicconceptsofLabourlegislations.
  2. Topreparethemforcompetentenvironmenttohandlevarioussituations.
  3. To makethemunderstand thelocaland globalcontext.

# LearningOutcomes:

1. Studentswillabletodemonstrateanunderstandingoftheperspectives,theoriesandconceptsinthefieldoflabourandemploymentrelations.
2. Studentswillabletoapplythoseconcepts,andsubstantiveinstitutionalknowledge,tounderstandingcontemporarydevelopments relatedtowork.
3. Studentswillabletodemonstrateanunderstandingofrelevanttheoriesandapply them giventhe backgroundcontextofaparticularworksituation

# Unit–I

TheFactories Act,1948.

TheChildLabour(Prohibition&Regulation)Act,1986withlatestamendments

# Unit-II

TheContractLabour(RegulationandAbolition)Act,1970.

ThePlantationLabourAct,1951 withRulesandupto-dateNotification

Inter-StateMigrantWorkmen(RegulationsofEmploymentsandConditionsofService)Act,1979

# Unit-III

TheMotorTransportWorkersAct,1961.

TheTamilNaduShopandEstablishmentAct, 1947

SalesPromotionEmployees(ConditionsofService)Act,1976

# Unit–IV

TheBeediandCigar Workers(ConditionsofEmployment) Act,1966.TheTamilnaduCateringandEstablishmentAct,1958

THEBUILDINGANDOTHERCONSTRUCTIONWORKERS’(REGULATIONOFEMPLOYMENTAND CONDITIONSOFSERVICE)ACT,1996

# Unit-V

TheMines Act,1952.TheWorkingJournalistsandotherNewspaperEmployees(ConditionsofService andMiscellaneousProvisions)Act,1955.

TheRegulationsand caselawsinrespect ofeachoftheaboveActs.

Overview-TheOccupationalSafety,HealthAndWorkingConditionsCode,2020

REFERENCEBOOKS:

* 1. D.P.Malhotraand : The law ofIndustrialDisputesVol.I&II

K.R.MalhotraUniversalPublication

* 1. G.Saran : Commentaries on Contract Labour (Regulation andAbolition)Act, 1970,ThirdEdition, EasterBookCo,Lucknow.
  2. S.Vaidyanathan :FactoryLawsapplicableinTamilnadu Vol.I,II&IV,

MadrasBookAgency,Chennai

* 1. S.C.Srivatsava :IndustrialRelations&LabourLaw

E.mail: [chawlap@giasd107.vsnl.net.in](mailto:chawlap@giasd107.vsnl.net.in)http://[www.ubspd.com](http://www.ubspd.com/)

* 1. S.N. Misra–Labour&IndistrialLaws–CentralLawPublications
  2. BareActswithRules – byMadrasBookAgency

# WebReferences:

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NewLabour:CodeForNewIndia,BiggestLabourReformsinIndependentIndia

ELECTIVE–IV-

PAPER–XIV-ENTREPRENEURSHIPDEVELOPMENT

# Objectives:-

* + 1. Todevelopthespiritandcultureofentrepreneurshipamongstudents.
    2. To foster entrepreneurship skills in them and to enable them to start and manage their ownbusinessunits.
    3. Students advance their skills in customer development, customer validation, competitiveanalysis, and iteration while utilizing design thinking and process tools to evaluate in real-worldproblems andprojects.

# LearningOutcomes:-

1. TheexpectedStudentLearningOutcomes fortheEntrepreneurshipandInnovationProgram
2. To understand thenatureofentrepreneurship
3. To understand the function of the entrepreneur in the successful, commercial application ofinnovations
4. Students advance their skills in customer development, customer validation, competitiveanalysis, and iteration while utilizing design thinking and process tools to evaluate in real-worldproblems andprojects.

# UnitI-ENTREPRENEURALCOMPETENCE

Entrepreneurshipconcept–EntrepreneurshipasaCareer–EntrepreneurialPersonality-CharacteristicsofSuccessfulEntrepreneurs–KnowledgeandSkillsofanEntrepreneur–ClassificationofEntrepreneurs–Functions ofEntrepreneur

# UnitII:ENTREPRENEURALENVIRONMENT

Business Ideas: Search for business idea – Sources of ideas – observing market’s prospectiveconsumers – developments in other nations – study of project profits – Government organizations –Trade fairs–preliminaryevaluationandtestingtheideas

# UnitIII:BUSINESSPLANPREPARATION

ProjectFormulation:Projectclassification–Projectidentification–Internalandexternalconstraints – feasibility prospects – project objectives and appraisal methods – project design andnetworkanalysis–activeperformance–timeschedule–Entrepreneurialdevelopmentprogrammes

# Unit IV:Management ofProjects

Small business environment – Financial analysis: capital cost estimate – operating costs – costestimation and budgeting estimation under uncertainty risk and inflationary conditions – operatingrevenue–cashflow statements–costbenefitsanalysis-

# UnitV:ManagerialAccountsandDuties

Incentives and subsidies – for small business development – capital investment subsidy – incentivesto SSI – Excise Duty – Sales Tax and Income Tax concessions – Preferential purchases – Procedureforimportofcapitalgoodsandrawmaterials–CommercialTax.

# ReferenceBooks:

1. Dr.V.Balu:EntrepreneurialDevelopment-VenkateswaranPublication, Chennai-4.
2. P.Saravanavel :EntrepreneurialDevelopment -KayEssPeeKayPrinciples,Policiesandpublishinghouse

Programmes

1. Dr.G.B.Gupta :EntrepreneurshipDevelopment-SultanChandandinIndia Sons
2. CharntimathPoornimaM(2014)Entrepreneurship&SmallBusinessEnterprises,Pearson,SecondEdition
3. S.S.Khanka,Entrepreneurship inIndia,PerspectiveandPractice,AkanshaPublishingHouse,New Delhi,2009
4. R.D.Hisrich,Entrepreneurship,TataMcGrawHill,NewDelhi,2018
5. S.S.Khanka,EntrepreneurialDevelopment,S.ChandandCompanyLimited,NewDelhi,2016.
6. DonaldFKuratko,T.VRao.Entrepreneurship:ASouthAsianperspective. CengageLearning,2012

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**<https://www.youtube.com/watch?v=HGds1_uViU0>**[**https://www.youtube.com/watch?v=9c5fl9dmDnc**](https://www.youtube.com/watch?v=9c5fl9dmDnc)

https:/[/www](http://www.youtube.com/watch?v=hBDQGEwAvJ4).[youtube.com/watch?v=hBDQGEwAvJ4](http://www.youtube.com/watch?v=hBDQGEwAvJ4)

**ELECTIVE–V-PAPER–XV-ADVANCED HUMANPROCESSLAB**

# Objectives:

* 1. Tounderstandthedynamicsofhumandevelopmentandbehaviour.
  2. Tolearntherelationshipbetweenpsychologicalpracticesandtaking careofmentalhealth.
  3. Toknowthebasicconceptsofself-healingandcontributeinthedevelopmentoforganization.

# LearningOutcomes:-

1. StudentswillbeunderstandKnowledgebaseinHumanPsychology.
2. StudentswillbelearnScientificInquiryandCriticalThinking.
3. StudentswillbeEthicalandSocialResponsibilityinaDiverseWorld.

UNIT1:**INTRODUCTION**

Overview of Advanced human process lab, Sensitivity Training-Understanding one’s self another,understandinghowgroupworks,balancingpeopleneedsvs Goals of organization.Encountergroup,self-disclosure,self-esteem,self-concept,psycho-analytictheory,psychotherapyforgrowth.

UNIT2:**BRAINAND BEHAVIOUR**

Biological explanation of behaviour- physiological, ontogenetic, evolutionary and functional, thebrain andmindrelationshipforunderstandingself,biological causeforbehaviour,basicsforabnormalbehaviour.

UNIT3:**MEMORY**

Types of Memory, short term and long term memory, Types of Long term memory, how to healpsychologicallyfromtrauma.TheoreticalexplanationofMemoryAttikinson’sandShiffronModel.

UNIT4:**THERAPIES**

Cognitivebehaviourtherapy,Acceptanceandcommitmenttherapy(ACT),Arttherapy,playtherapy,Musictherapy,Sleep Therapy,Mindfulnessprogramme,relaxationtechniques.

# UNIT5:NEUROLINGUISTICPROGRAMME(NLP)

NLPcausingchange,elicitingresponse,anchoring,timedistortion,effectivecommunicationthrough NLP, Meta modelling, Mirroring. Skill training, assertiveness training, behaviour rehearsal,cognitive restructuring.

# ReferenceBooks:

1. RobertJ.Sternberg.(2006).CognitivePsychology.4thedition.NewDelhi:Thomson.
2. CyldeM.Feldman.UsingNLPTechniquetoproducepowerfulchangewithanyCounsellingApproach.
3. Kallat,J.W.(1995)BiologicalPsychology.5thEdition,NewYork:Brooks/Cole.

# WebReference:

1. <http://nptel.ac.in/>
2. [http://www.vlab.co.in](http://www.vlab.co.in/)

# PAPER16–FIELDWORK&FIELDVISITS

A distinctive feature of the curriculum is field visits and field work.It enable astudent to integrate and reinforce the knowledge acquired in the class rooms with actual practiceunder the supervision of both the faculty and field agency.Observation visits are arranged as a partoffieldwork.The studentsshallvisitindustries/establishmentswhichinclude:

1. EngineeringIndustry
2. HotelIndustry
3. PetroleumandOilIndustry
4. I.T.Industry
5. ESICorporation
6. EPFOffice
7. LabourDepartment
8. LabourCourt
9. HighCourt
10. IndustrialTribunal
11. ProductivityCouncil, etc.

After completion of Observation Visits, students will be attached with establishments /industries.They are expected to learn the practical aspects of PMIR for a period of 30 days or 240hours.

Eachstudentshallorganizeaseminarontheobservationmadeandinformationcollected.

Theyareexpectedto bewell versedonpowerpoint presentation.

Attheendoffieldworktraining,studentswillhavetoprepareareportnotexceeding75typedpages.

SOFTSKILL-III-MANAGERIALSKILLS

# Objectives:

1. Tohelpstudentstounderstandthemechanismofstressparticularlynegativeemotionssuchasanxiety,angeranddepressionforeffectivemanagement.
2. Tointroducethebasicconceptsofbodylanguageforconflictmanagement.
3. Togiveinputsonsomeoftheimportantinterpersonalskillssuchasgroupdecision-making,negotiationandleadershipskills.
4. Tomakestudents learnandpracticethesteps involvedintimemanagement.
5. Toimparttrainingforempowermenttherebyencouragingthestudentstobecomesuccessfulentrepreneurs.

# UnitI-Stressmanagement

* DefinitionsandManifestationsofstress.
* Stresscopingabilityandstress inoculationtraining.
* Management of variousforms of fear(examination fear,stage fearorpublic speaking anxiety),depressionandanger.

# UnitII-ConflictManagementskills

* Typesofconflict(intrapersonal,Intragroupandintergroupconflicts).
* Basicconcepts, cues,signals, symbols andsecretsofbodylanguage.
* Significanceofbodylanguageincommunicationandassertivenesstraining.
* Conflict stimulationandconflict resolutiontechniquesforeffective management.

# UnitIII-InterpersonalSkills

* Groupdecisionmaking(strengthsandweaknesses).
* Developingcharacteristicsofcharismaticandtransformationalleadership.
* Emotionalintelligenceandleadershipeffectiveness-selfawareness,selfmanagement,selfmotivation,empathyandsocialskills.
* Negotiationskills-preparationandplanning,definitionofgroundrules,clarificationandjustification,bargainingandproblemsolving,closure andimplementation.

# Unit IV-TimeManagement

* Timewasters-Procrastination.
* Timemanagementpersonalityprofile.
* Timemanagement tipsandstrategies.
* Advantagesoftimemanagement.

# UnitV-TowardsEmpowerment

* Stimulating innovationandchange-copingwith“temporariness”.
* Networkculture.
* Powertacticsandpoweringroups(coalitions).
* Managerialempowerment andentrepreneurship.
* Preventionofmoraldwarfismespeciallyterrorism.
* Altruism(pro-socialbehaviour/helpingbehaviour).

Spirituality (clarifications with regard to spirituality)- strong sense of purpose- trust and respect-humanisticpractices-tolerationoffellow humanbeingsexpressions.

# PracticalTraining:

1. Relaxationexercises-Western(AutogenicRelaxation)andIndiantechniques(Shavasana).
2. Role-play.TransactionalAnalysis.

# ReferencesBooks:

1. Swaminathan.V.D&Kaliappan.K.V.(2001).PsychologyforEffectiveLiving.Chennai.TheMadrasPsychologySociety.
2. Robbins,S.B.(2005).OrganizationalBehaviour.NewDelhi: PrenticeHallofIndia.
3. Smith, B. (2004).BodyLanguage. Delhi:RohanBookCompany.
4. Hurlock,E.B.(2006).PersonalityDevelopment, 28thReprint. NewDelhi:TataMcGrawHill.

# SEMESTER-IV

**PAPER–XVII- STRATEGICHUMANRESOURCEDEVELOPMENT**

# Objectives:

1. Togainadeepinsightintothesubjectmattersothatthestudentsareabletodevelopsuitableunderstandingonthetopic.
2. ToBuildknowledgebasedappropriatetostrategictohumanresourcedevelopment.
3. ToenablethestudentstodevelopthecompetenciesandattituderequiredforthesuccessfulapplicationofHumanresourcedevelopmentinindustries.

# LearningOutcomes:

1. StudentswillbeabletoclassifyandcriticallyevaluatedifferentmethodsofManagementDevelopmentProgrammesforexecutive development.
2. The main aim of HRD is to develop a variety of competencies (knowledge, attitudes, skillsand technical areas, managerial areas, behavioural and human relations areas and conceptualareas)toperformvarious tasksorfunctionsrequiredbytheirjobs.
3. Demonstrate an understanding of key terms, theories/concepts and practices within the fieldof HRD. Demonstrate competence in development and problem-solving in the area of HRManagement.Provideinnovative solutionstoproblemsinthefieldsofHRD

UNIT1:**INTRODUCTION**

Definition of HRD, History of HRD, Competencies of HRD Manager, National development ofHRD - Role of Education and Training in Facilitating HRD, Objectives of HRD. Competencydefinition -Framework, Knowledge and Mentoring, coaching, Career opportunities - In HRD,ScopeofHRD

UNIT 2:**STRATEGYANDPROCESS**

Conceptualframeworkforstrategicmanagement,theConceptofStrategyandtheStrategyFormation Process – Stakeholders in business – Vision, Mission and Purpose – Business definition,ObjectivesandGoals-Corporate Governance andSocialresponsibility-case study.

UNIT 3:**STRATEGIES**

Thegenericstrategicalternatives–Stability,Expansion,RetrenchmentandCombinationstrategies

-Businesslevelstrategy-StrategyintheGlobalEnvironment-CorporateStrategyVerticalIntegration-Diversification and Strategic Alliances- Building and Restructuring the corporation-Strategicanalysisandchoice-EnvironmentalThreatandOpportunityProfile(ETOP)-Organizational Capability Profile - Strategic Advantage Profile - Corporate Portfolio Analysis -SWOT Analysis - GAP Analysis - Mc Kinsey's 7s Framework - GE 9 Cell Model - Distinctivecompetitiveness-Selectionofmatrix-Balance ScoreCard-case study.

# UNIT4:STRATEGYIMPLEMENTATION&EVALUATION

The implementation process, Resource allocation, Designingorganisational structure-DesigningStrategicControlSystems-Matchingstructureandcontroltostrategy-ImplementingStrategicchange-Politics-PowerandConflict-Techniquesofstrategicevaluation&control-casestudy.TrendsinHRD:

TrendsandIssuesinHRD,Businessprocessre-engineering,Trainthetrainers,retentionofemployees,Employee Engagement–Process,benefitsandStrategies.

UNIT5:**OTHERSTRATEGICISSUES**

ManagingTechnologyandInnovation-StrategicissuesforNonProfitorganisations.NewBusinessModelsandstrategiesforInternetEconomy-casestudy

# ReferenceBooks:

1. Werner,J.M.andDesimone,R.L(2006).HumanResourceDevelopment.NewDelhi:Cengage Learning.
2. JerryW.Gilley,Steven,A.Eggland,AnnMaycunichGilley.Principles ofHumanResourceDevelopment.
3. AdriauHAberberg and Alison Rieple, Strategic Management Theory & Application, OxfordUniversityPress,2008.
4. LawerenceG.Hrebiniak,Makingstrategywork,Pearson,2005.
5. Gupta,GollakotaandSrinivasan,BusinessPolicyandStrategicManagement–ConceptsandApplication,Prentice HallofIndia,2005.
6. Dr.DharmaBirSingh,StrategicManagement&BusinessPolicy,KoGentLearningSolutionsInc.,Wiley,2012.
7. JohnPearce,RichardRobinsonandAmithaMittal,StrategicManagement,McGrawHill,12thEdition,2012

# WebReferences:

1. <http://nptel.ac.in/>
2. [http://www.vlab.co.in](http://www.vlab.co.in/)

**PAPERXVIII– TOTALQUALITYMANAGEMENT**

**Objectives:**

1. TounderstandthemeaningofTQManditsimportance
2. Toprovideknowledgeaboutthebasicsofvision,missionand qualitypolicystatements
3. TounderstandthevariousdefinitionsandcharacteristicfeaturesofTQM
4. ToappreciatethepotentialbenefitsofTQM implementation

# LearningOutcomes:

1. Studentswillbeabletodemonstrateanunderstandingofthebasicprinciples inTQM.
2. Applyqualityphilosophiesandtoolstofacilitatecontinuousprocess improvement
3. Appreciateofthecurrenttrends inqualitymanagementincludingsixsigmamethodology

# Unit I–INTRODUCTION TO TOTALQUALITYMANAGEMENT

DefinitionofQuality,DimensionsofQuality,QualityPlanning,QualityCosts–AnalysisTechniques of Quality Costs, Basic concepts of Total Quality Management, Historical Review,Principles of TQM, Leadership – Concepts, Role of Senior Management, Quality Council, QualityStatements, Strategic Planning, Deming Philosophy, Barriers to TQM Implementation – PotentialBenefits ofTQM

# UNIT–II-PRINCIPLESANDPHILOSOPHIESOFQUALITYMANAGEMENT

Overview of the contributions ofDeming, Deming’s 14 Points for Management, Juran, Crosby,Ishikawa - Taguchi Techniques – Introduction, Loss Function, Parameter & Tolerance Design,Signal to Noise Ratio - Concepts of Quality Circle, Japanese 5S Principles and 8D Methodology -Kaizen

# Unit-III–CUSTOMERSATISFACTION&TQMPRINCIPLES

What is customer Satisfaction, Who are the customers, Customer Perception of Quality, IdentifyingCustomerNeeds,CustomerComplaints(CustomerFeedback),ServiceQualityorCustomerService, Customer Retention, Characteristics or Behaviours of Quality Leaders, Continuous processimprovement,SupplierPartnership.

# UnitIV–TQM TOOLS

Benchmarking – Reasons to Benchmark, Bench Marking Process, Quality Function Deployment(QFD)– House of Quality,QFDProcess,Benefits,FailureModeandEffectAnalysis,TotalProductive Maintenance.Performance Measures–ConceptofSixSigma

# Unit-V–QUALITYASSURANCESYSTEMS

Need for ISO 9001:2015and Other Quality Systems, ISO 9000:2000 Quality System Elements,Implementation of Quality System, Documentation, Quality Auditing, 9000, ISO 14000 – Concept,RequirementsandBenefits–TS16949–BalrichAward(USA),TQMImplementationinManufacturing and Service Sectors –ISO Certification Process – Rajiv Gandhi National QualityAward

# ReferenceBooks:

1. TotalQualityManagementByR.S.Nagarajan, A.A.Arivalagar,NewAgeInternationalPublishers,NewDelhi.
2. TotalQualityManagement.An integratedapproachbySamuelKHO, CrestPublishingHouse,NewDelhi–2.
3. ManagingforTotalQualityfromDeming toTaguchiandSPCbyN.Logothetis,PrenticeHallofIndia2000
4. Total Quality Management by Suganthi, Anand S. Anand, 2004, Prentice HallofIndia,NewDelhi.[www.phindia.com](http://www.phindia.com/)
5. HaushalKumar,“QualityManagement”:ABDPublishers,JaipurE.mail:[oxford@id.eth.net](mailto:oxford@id.eth.net)

# WebReferences:

* 1. <https://www.youtube.com/watch?v=dWq-rW1UaD4>
  2. <https://www.youtube.com/watch?v=VD6tXadibk0>
  3. <https://www.youtube.com/watch?v=5pMWmU_8lfI&list=PLPjSqITyvDeUUUwunyiwq41yJZofQEzMI>
  4. <https://www.youtube.com/watch?v=VD6tXadibk0>
  5. <https://www.youtube.com/watch?v=RBlhzeXpB3A>

# PAPER- XIX-SOCIALSECURITYLEGISLATIONS

**Objectives:**

1. Thispaperaimstoprovideanunderstandingapplicationandinterpretationofthevariouslabourlawsandtheirimplicationsandlabourissues.
2. Stimulatethinkingonrationalebehindthelawsandtheirenforcementproblems.
3. Toexposethestudentstounderstandthelegalframeworkwhichisimportantfortheefficientdecision making relating to man managementandindustrialrelations.

# LearningOutcomes:

1. StudentswillabletoknowthedevelopmentandthejudicialsetupofLabour Laws.
2. StudentswillabletolearnthesalientfeaturesofwelfareandwageLegislations.
3. StudentswillabletolearnthelawsrelatingtoIndustrialRelations,SocialSecurityandWorkingconditions.

# Unit-I

TheWorkmen'sCompensationAct, 1923.

# Unit–II

TheEmployeesProvidentFundsandMiscellaneousProvisionsAct,1952,withtheEmployees Provident Fund Scheme, 1952, Employees Deposit Linked Insurance Scheme 1976,EmployeesPensionScheme1995

# Unit-III

TheEmployeesStateInsuranceAct,1948.TheMaternityBenefitAct,1961.

# Unit-IV

ThePaymentofGratuityAct,1972.

TheTamilnaduLabourWelfareFundAct, 1972

# Unit-V

The Equal Remuneration Act, 1976.The Payment of Wages Act, 1936.The MinimumWages Act, 1948.With rules and upto date notifications, amendments, regulations and case laws inrespectofeachoftheabove acts.–Overview ofState LabourAdvisoryBoard(STAB)

# ReferencesBooks:

FactoryLawsapplicableinTamilnaduVolume-ItoIIIbyMadrasBookAgency.

D.S.Chopta : TheMinimum WagesAct,1948-Second Edition-

EasternLaw House,Calcutta.

D.S.Chopta : 'ThePaymentofWagesAct1948'-ThirdEdition

- EasternLawHouse,Calcutta.

D.S.Chopta : 'Payment ofBonus'Law&Practice-Texman

Publications(Private)Limited,KuchaChelan,KhariBaoli,Delhi-110006,1871.

LawJournalslike labourlaw journal,Labour&IndustrialCases,FactoriesJournalReports.

K.D.Srivastava : 'Workmen'sCompensationAct'ThirdEdition

EasternBookCompany,34, Lalbagh,Lucknow-226001

K.D.Srivastava : 'EmployeesStateInsuranceAct'SecondEdition

EasternBookComlpany,34,Lalbagh,Lucknow-226001.

K.D.Srivastava : 'Commentarieson'EmployeesProvidentFund&

Miscellaneous Provisions Act 1952' - 4th EditionEastern Book Company Law Publishers & BookSellers,34,Lalbagh,Lucknow-226001.

K.D.Srivastava : 'Commentarieson'PaymentofGratuityAct1972'

SecondEdition- EasternBookCompany34,LalbaghLucknow-226001.

LawJournals likeLabourLawJournalLabour&Industrialcases,Factories JournalReports.

H.L.Kumar:LabourLaws

E-Books:NewLabourCodeforNewIndia

Govt.ofIndia,MinistryofLabour&Employment

# WebReferences:

1. <https://www.youtube.com/watch?v=6aO571SD-kI>
2. <https://www.youtube.com/watch?v=2ugCOvNUvyA>
3. <https://www.youtube.com/watch?v=u1BWXAEYCQ0>
4. <https://www.youtube.com/watch?v=MXkCQ4h3uZU>
5. <https://www.youtube.com/watch?v=_MO2280N8bo>
6. <https://www.youtube.com/watch?v=EIHIeJScHcg>
7. <https://www.youtube.com/watch?v=vhNjOC8gj8A>

ELECTIVE–VI-PAPER-XX

BUSINESSETHICS,SOCIALRESPONSIBILITYANDSUSTAINABLEDEVELOPMENT

OBJECTIVES:

1. ToprovideknowledgeonaneutralandcredibleplatformtoallstakeholdersengagedinCSRbestpracticesforcapturingrelevantissuestofostersustainable growth.
2. Toprovideexposureonresearch,training,practice,capacitybuilding,standardsetting,advocacy,rating,monitoring,recognitionand related support inthefield ofCSR.
3. TounderstandtofacilitateexchangeofexperiencesandideasbetweenvariousstakeholdersfordevelopingaframeworkforstrengtheningofCSRindicatives.

# LearningOutcomes:

1. StudentswoulddescribeanddiscussCorporateSocialResponsibility,CorporateGovernance andSocialAudit.
2. This course the learners immediate access to the world leading sustainability and corporatesocialresponsibility(CSR)practices.
3. Formulate ethical philosophy toexplain how it contributes to current practice. Analyzesomeof thecompetingdemandsonbusinesswhenscrutinizingtheethicsof businessactivity.

UnitI

Business ethics and corporate social responsibility in Global scenario:CSR-business ethics,corporategovernanceacrossthenations, ethicaldecision-makingindifferentculture,consumerprotection,environmentprotection,genderissuesinmulticulturalism,corruptionandsafety.

UnitII

CSR- Definition,concepts,overviewofcorporatesocialresponsibility,concentrationareas.

CorporatesocialresponsibilityinIndiancontextandInternational.Needtobesocialresponsible.

# Unit III

Corporate community participation & Role and skills of social worker in CSR:Corporate, NGO,Government, Citizen, need for partnership, need assessment, corporate perspective on buildingsuccessfulpartnership,toolsandtechniques.Roleandskills-Advocacy,administration,marketing, mediating, budgeting, organizing, documenting, presenting, public speaking, teaching,supervising,writing.

# UnitIV

Corporate social responsibility - Policies and activities:ISO - Standard on CSR, Internationalstandardsandnorms.NationalandInternationalCSRactivities.

# UnitV

Corporate Sustainability management - Environmental law and audit - Management of NGO andCorporatefoundation -CSR andBrandmanagement-

CasestudiesofsuccessfulCSRinitiative

# Methodology ofTeaching:

Lectures,Readingmaterials,Discussions,assignment,fieldvisits,newsclippings.

# ReferenceBooks:

1. Thebusinessofsocialresponsibility-Harshshrivastava,Booksforchange,Bangalore,yr2000
2. Corporatesocialresponsibility- conceptsandcases, CV.Baxi,yr.2005
3. Globalstrategicmanagement,Dr.M.Mahmoudi,Deep &Deep PublicationsPvtLtd,Delhi,yr.2005
4. InternationalHumanResourceManagement-Globalperspective,SK.Bhatia,Deep&DeepPublicationsPvt.Ltd.,Delhi,year2005

# Journals:

1. Harvardbusinessreview-corporatesocialresponsibilitygettingthelogicright,vol.84,issue 12,yr.2006
2. Indianjournalofsocialwork-CSRintheglobalisedbusinessenvironment,Vol.66,issue2,yr.2005.
3. IndianjournalofIndustrialRelations-CSR:Presentpracticeandfuturepossibilities,Vol.40,issue4,yr2005

# WebReferences:

1. <https://www.youtube.com/watch?v=Me5GH9Iqvss>
2. <https://www.youtube.com/watch?v=U_YjB4BxQBM>
3. <https://www.youtube.com/watch?v=T4pJdwTle1o>

# ELECTIVE-VII– PAPER -XXI

HRMANAGEMENTINSERVICEINDUSTRIES

(I.T.HotelandHospital)

# Objectives:

1. TounderstandtheconceptandgrowingimportanceofHRM inservicesector
2. Tounderstandhowtomanagehumanresourcesinservicesector
3. To understand the significance of human element in creating customer satisfaction throughservice quality
4. Tounderstand theissuesand challengesofHRinvariousservicesectors

# LearningOutcomes:

* 1. Studentswillbeabletodistinguishbetweenemploymentpractices inServiceindustryandinmanufacturing.
  2. Studentswillbeableto developtheskillsto apply HRMconceptstodifferent typesofservice organisations.
  3. Studentswillbeabletounderstandtherecruitmentandselectionprocess.
  4. Studentswillbeabletounderstandtraininganddevelopmentinserviceindustriesbusinesses

# UnitI:

**Service Sector Management -An Overview:** Services - Service Sector Management - ServiceOrganisation - Service Culture in Organisation - Relationship Marketing - Role of ServiceEmployee -RoleofCustomersinServiceProcess -ServiceEncounterand Moment ofTruth

# UnitII:

**Managing Human Element in Service Sector:** Introduction - The Services Triangle - FrontLine Employees /BoundarySpanners–EmotionalLabour

# UnitIII:

**Recruitment in Service Sector:** Selection of Employees in Service Sector - Develop People toDeliverServiceQuality –CompensatingEmployeesin ServiceSector-EmpowermentofServiceWorkers.

# UnitIV:

**Issues and Challenges of HR in Service Sector:**Quality Issues in Services - DeliveringServices through Agents and Brokers – HRM in Public Sector Organizations and Non-profitSector in India - Issues and Challenges of HR in Specific Services - Social and CharitableServices

# UnitV:

**HRPEvaluation,Attrition,RetentionandGlobalization:**HumanResourcePlanningEvaluation in Service - Service Leadership - Attrition in Service Sector –Retaining the BestPeopleinServiceSector–GlobalizationofServices.

# ReferencesBooks:-

R.CGoyal : HospitalAdministrationandHRM

Publishers:Prentice– HallofIndia (Pvt.)Ltd.New Delhi–01.

A.V.Srinivasan : ManagingaModernHospital

Publishers: ResponseBook ADivisionofSagePublications, New Delhi–1.

R.LlewellynDaview : HospitalPlanningandAdministrationPublishers:

H.M.C.MacaulayJaypeeBrothers,NewDelhi.

SudhirAndreues: HotelFrontOfficeTrainingManual

Publishers:TataMcGrawHillPublishingCo.Ltd.

S.K.Bhatnagar : FrontOfficeManagement

Publishers:FrankBrosCo.

# WebReferences:

1.https:/[/www](http://www.youtube.com/watch?v=5G8u69rs8tg).[youtube.com/watch?v=5G8u69rs8tg](http://www.youtube.com/watch?v=5G8u69rs8tg)2.<https://www.youtube.com/watch?v=A2HFusWQIeE>3.<https://www.youtube.com/watch?v=WzXNhwSWEnc>

1. https:/[/www](http://www.youtube.com/watch?v=Q5rOiZDGTP0).[youtube.com/watch?v=Q5rOiZDGTP0](http://www.youtube.com/watch?v=Q5rOiZDGTP0)

PAPERXXII-PROJECTS

Each studentisrequired totakeup a researchprojectandsubmitareportin theform of adissertation. The students would begin the project activities in the beginning of the IV Semesterand submit the report for evaluation by the Institute/college.The report shall not exceed 75 typedpagesexcludingtables,figures,bibliographyandappendices.

The report shall be valued by the Institute/College by constituting a committee headed by theProfessor and Head of Faculty/Department known as VIVAVOCE Exam Committee.The marksshallbedistributedasfollows:

**Internal** :20marks(bythefaculty/departmentguide)

# External

* 1. Report :50marks(bythe UniversityExam)
  2. Viva Voce :30marks(VIVAVOCEExamCommittee)Total :100marks

Theoretical orientation to research by way of a brief course on Research Methodology is given tothe students beforetheystartontheirwork.

Necessary guidance will be given to the students for the Dissertation.Students whoinvolvethemselves in the project with interest will be able to develop skills of research in constructingresearchtools,analyzingproblemsandinterpretingandevaluatingresults.

WherevertheCommitteesareformedforexternalevaluation,anexternalexaminershallbeappointedwiththeapprovalofthe HeadoftheInstitute/Colleges.

# SOFTSKILL-IV-COMPUTING SKILLS

**Objectives:**

1. The major objective in introducing the Computer Skills course is to impart training for students inMicrosoft Office which has different components like MS Word, MS Excel, MS Access, Powerpointetc.,attwolevelsbasedontheirknowledge andexposure.
2. It provides essential skills for the user to get adapted to any work environment, as most of thesystemsinany6work place have MS Officeinstalledfortheirdaytodayactivities.
3. Thecourseishighlypracticeoriented ratherthanregularclassroomteaching.

**Pre-requisite:**PassinLevelBareanequivalentcourse.

**Unit I:** *Word Processing* **–** Formatting – Paragraph and character styles, templates and wizards, table andcontents and indexes, cross referencing; Tables and Columns – creating manipulating and formatting;MailMerge,Labels andEnvelopes.

**Unit II:** *Spreadsheets* – Workbook, Building, Modifying, navigating; worksheet- Autofull, copying andmoving cells, inserting and deleting rows, printing; Formulas and functions- Troubleshooting formulas,Functionsanditsformslikedatabase,financial,logical,reference,mathematical andstatistical–Databases –Creating,sorting,filteringandlinking.

**Unit III:** *Presentations* – Power point – exploring, creating and editing slides, inserting tables and charts-special effects- Clip Art, creating and drawing shapes, inserting multimedia content – presentations –planning,animation,handouts,slideshow..

**Unit IV:** *Databases* – Access – Components, creating a database and project, import and exporting,customizing; Tables- creating and setting fields; Queries –Types, creating, wizard- Reports- creating andlayout.

**Unit V:** *Information Management* – Outlook – Starting, closing, contacts, tool bars, file management;email-reading, composing, responding, attachments, signature, junk mail; tasks- screen, sorting, creating,deleting,assigning,updating;scheduling-calendar.

Note:Allunitsneeds anapproachthroughpracticalexposure.

# ReferenceBooks:

* 1. WorkinginMicrosoftOffice;RonMansfield,TataMcGrawHill
  2. MicrosoftExcel2007;GuyHartDavis,TataMcGrawHill.

# Examination:

1. InternalassessmentcouldbebasedonTheoryand/orpracticals.
2. Endsemesterisbasedonpracticals.