

ODL MBA

**MASTER OF BUSINESS ADMINISTRATION –
MARKETING**

PROGRAMME GUIDE

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INTRODUCTION

The programme aims to prepare skilled marketing professionals who can lead with vision, adapt to dynamic business environments, and create innovative strategies that drive sustainable growth. It develops critical thinking, analytical ability, creativity, and leadership skills, enabling graduates to address complex market challenges with ethical and globally relevant solutions.

Programme Outcomes:

1. **Decision Making:** Develop responsiveness to business and societal issues, explore innovative solutions, and resolve ethical dilemmas with sound judgment.
2. **Market Analysis:** Interpret market trends, economic indicators, and consumer behaviour to support informed decision-making.
3. **Strategic Marketing:** Design and implement marketing plans aligned with organisational objectives and customer needs.
4. **Leadership & Teamwork:** Demonstrate leadership abilities and work effectively within diverse teams.
5. **Business Communication:** Convey ideas persuasively across multiple business formats and media.
6. **Ethics & Sustainability:** Apply ethical principles and promote sustainable practices in marketing and business operations.
7. **Technology Integration:** Use digital tools, analytics, and technology-driven solutions to improve marketing outcomes.
8. **Global Perspective:** Adapt strategies to meet the demands of international markets and diverse cultural contexts.

PROGRAMME SPECIFIC OUTCOMES

PSO1: Consumer Insight: Analyse consumer behaviour to generate actionable marketing strategies.

PSO2: Integrated Campaigns: Develop and manage cohesive marketing campaigns across multiple channels.

PSO3: Customer Relationship Management: Implement strategies that strengthen customer loyalty and enhance brand value.

PSO4: Innovative Marketing Solutions: Create marketing approaches that provide competitive advantage in varied industries.

SALIENT FEATURES

Comprehensive Learning: Balanced coverage of management fundamentals and marketing specialisation.

Industry Engagement: Strong interface with industry through seminars, projects, and case studies.

Practical Orientation: Emphasis on experiential learning and application of concepts.

Leadership Development: Activities designed to enhance strategic thinking and decision-making.

Interdisciplinary Perspective: Opportunities to integrate knowledge from various business domains.

Global Readiness: Training for competitive performance in international markets.

Innovation Focus: Encouragement of creative problem-solving and entrepreneurial thinking.

Ethical Orientation: Promotion of responsible and sustainable business practices.

PROGRAMMECODE: DE3521

DURATION OF THE PROGRAMME:

Minimum Duration 2 years

Maximum Duration 4 years

MEDIUM OF INSTRUCTION/EXAMINATION:

Medium of instruction and Examination shall be English.

PROGRAMME STRUCTURE

MBA - MARKETING

Term	Core Courses (CRI, CRII, CRIIIA, CRIIIB) CRI+II - (8+3) 11x4 Credits CRIIIA - 1x4 Credits CRIIIB - 1x6 Credits	Discipline Specific Electives (DSE) 6x6 Credits	Ability Enhancement Courses (AECC) 1x4 Credits	Generic Electives (GE) 2x4 Credits	Credits
I	Discipline Specific Core - I Discipline Specific Core - II Discipline Specific Core - III Discipline Specific Core - IV Discipline Specific Core - V				20
II	Discipline Specific Core - VI Discipline Specific Core - VII Discipline Specific Core - VIII Discipline Specific Core - IX Discipline Specific Core - X		AECC-I Communication for Leaders		24
III	Discipline Specific Core - XI CRIIIA - Seminar on Summer Training OR 1 Course from the GE Basket 1 which is not chosen as Generic Elective (GE)	DSE-I DSE-II DSE-III		GE-I (Professional Enhancement, English, Political Science, Sociology)	30
IV	CRIIIB - Capstone Project	DSE-IV DSE-V DSE-VI		GE-II (Professional Enhancement, English, Political Science, Sociology)	28
Total	54 Credits	36 Credits	4 Credits	8 Credits	102

**PROGRAMME SCHEME
MBA – MARKETING**

COURSE TYPE	COURSE CODE	COURSE TITLE	Cr.	CA	ETE (Theory)	ETE (Practical)
TERM 1						
DSC-I	DEACC506	FINANCIAL REPORTING, STATEMENTS AND ANALYSIS	4	30	70	0
DSC-II	DEECO515	MANAGERIAL ECONOMICS	4	30	70	0
DSC-III	DEMGN578	INTERNATIONAL BUSINESS ENVIRONMENT	4	30	70	0
DSC-IV	DEMKT503	MARKETING MANAGEMENT	4	30	70	0
DSC-V	DEMGN581	ORGANISATIONAL BEHAVIOUR AND HUMAN RESOURCE DYNAMICS	4	30	70	0
TERM 2						
DSC-VI	DEFIN542	CORPORATE FINANCE	4	30	70	0
DSC-VII	DEOPR639	OPERATIONS MANAGEMENT AND RESEARCH	4	30	70	0
DSC-VIII	DEMGN801	BUSINESS ANALYTICS	4	30	70	0
DSC-IX	DEMGN832	RESEARCH METHODOLOGY	4	30	70	0
DSC-X	DEBSL605	LEGAL ASPECTS OF BUSINESS	4	30	70	0
AECC-I	DEPEL537	COMMUNICATION FOR LEADERS	4	30	70	0
TERM 3						
DSE-I	DEMKT529	CONSUMER BEHAVIOUR	6	30	70	0
DSE-II	DEMKT525	DIGITAL AND SOCIAL MEDIA MARKETING	6	30	70	0
DSE-III	DEMKT527	CUSTOMER RELATIONSHIP MANAGEMENT	6	30	70	0
DSC-XI	DEMGN571	CORPORATE STRATEGY AND ENTREPRENEURSHIP	4	30	70	0
GE-I		GENERIC ELECTIVE I	4	30	70	0
CR-IIIA	DEMGN583	SEMINAR ON SUMMER TRAINING		30	0	70
		OR 1 Course from the GE basket 1 which is not chosen as Generic Elective (GE) area.	4	30	70	0
TERM4						
DSE-IV	DEMKT619	SALES AND DISTRIBUTION MANAGEMENT	6	30	70	0
DSE-V	DEMKT518	INTEGRATED MARKETING COMMUNICTAION	6	30	70	0
DSE-VI	DECOM268	SERVICES MARKETING	6	30	70	0
GE-II		GENERIC ELECTIVE II	4	30	70	0
CR-IIIB	DEMGN696	CAPSTONE PROJECT	6	30	0	70
TOTAL CREDITS			102			

GENERIC ELECTIVE (GE) BASKET (PICK ANY ONE AREA)

S. No.	Course Code	Course Title	Area	Cr.	CA	ETE (Theory)	ETP (Practical)	Term
1	DEPEA515	ANALYTICAL SKILLS-I	Professional Enhancement	4	30	70	0	3
2	DEPEA516	ANALYTICAL SKILLS-II	Professional Enhancement	4	30	70	0	4
3	DEENG539	ACADEMIC ENGLISH	English Language	4	30	70	0	3
4	DEENG514	INTRODUCTION TO THE STUDY OF LANGUAGE	English Language	4	30	70	0	4
5	DEENG519	POST-INDEPENDENCE INDIAN LITERATURE	English Literature	4	30	70	0	3
6	DEENG527	POSTCOLONIAL LITERATURES AND CULTURAL STUDIES	English Literature	4	30	70	0	4
7	DEPOL525	POLITICAL INSTITUTIONS IN INDIA	Political Science	4	30	70	0	3
8	DEPOL527	PUBLIC POLICY AND GOVERNANCE IN INDIA	Political Science	4	30	70	0	4
9	DESOC515	FUNDAMENTALS OF SOCIOLOGY	Sociology	4	30	70	0	3
10	DESOC506	GLOBALIZATION AND SOCIETY	Sociology	4	30	70	0	4

Note:.

1. Students can adopt only one area from Generic Elective basket that will be applicable for Generic Electives I and II.
2. In case of Seminar on Summer Training, student may choose one course in lieu of Seminar on Summer Training from the Generic Basket 1 which is not chosen as Generic Elective area.

Course code	DEACC506	Course Title	FINANCIAL REPORTING, STATEMENTS AND ANALYSIS
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

CO1: associate accounting information for decision making in organizations.

CO2: analyse the cash position of an organization by evaluating cash flow from different activities.

CO3: identify various cost accounting techniques, cost concepts & techniques of cost control in decision making.

CO4: identify the accounting terminology and purpose of accounting framework.

CO5: evaluate how activity-based costing can be utilized in the organizations.

CO6: interpret the financial statements in accordance with generally accepted accounting principles.

Unit No.	Content
Unit 1	Introduction to Accounting: Introduction, Accounting Equation, Rules of Accounting, Objectives, Advantages and Limitations of Accounting, Accounting Concepts and Conventions, Accounting Terminology, Concept of IFRS and its relevance, Qualitative features of IFRS, Elements of financial statements, Difference between IFRS and GAAP.
Unit 2	Corporate Financial Statements: Features and Importance, Vertical Format of Corporate Financial Statements, Conceptual framework of depreciation and amortization
Unit 3	Ratio Analysis: Liquidity Ratios, Solvency Ratios, Profitability Ratios, Turnover Ratios, Du-Pont Analysis, Importance and Objectives.
Unit 4	Financial Statement Analysis: Objectives of Analysis, Various Stakeholders and their Interests, Techniques of Financial Statement Analysis-Horizontal Analysis, Common Size Analysis
Unit 5	Artificial Intelligence and Analytics: Finance and Accounting transformation by AI
Unit 6	Cash Flow Statement: Meaning and Significance, Construction of Cash Flow Statement, Analysis of Cash Flow Statement
Unit 7	Basic Aspects of Cost Accounting: Preparation of Cost Sheet and Estimated Cost Sheet, Meaning, Cost Concepts and Cost Classification
Unit 8	Budgetary Control: Need and Steps involved in Budgetary Control, Meaning and Types of Budgets, Preparation of Cash Budget, Preparation of Flexible Budget
Unit 9	Inventory Valuation: Methods of pricing material issues, FIFO, LIFO
Unit 10	Marginal Costing and Profit Planning: Meaning and Objectives, CVP Analysis, Break Even Point and Break Even Analysis
Unit 11	Decision involving Alternative Choices: Concept and Steps involved in Decision Making, Profit Planning, Key factor, Determination of Sales Mix, Make or Buy decision, Exploration of New Markets, Continue or Discontinue a Product Line.
Unit 12	Transfer Pricing: Meaning and Importance, Advantages and Limitations, Methods of Calculating Transfer Price
Unit 13	Activity Based Costing: Concept and Pre-requisites, Activity Based Costing versus Traditional Costing, Steps Involved in Activity Based Costing, Cost Drivers, Determination of Cost under ABC, Benefits and Limitations
Unit 14	Responsibility Accounting: Concept and Significance, Elements, Responsibility Centers.

READINGS:

1. MANAGEMENT ACCOUNTING by KHAN M.Y AND JAIN P.K, MCGRAW HILL EDUCATION
2. FUNDAMENTALS OF COST ACCOUNTING by WIILIAM N. LANEN, SHANNON W. ANDERSON, MICHAEL W. MAHER, MCGRAW HILL EDUCATION
3. MANAGEMENT ACCOUNTING by SHAH PARESH, OXFORD UNIVERSITY PRESS
4. A TEXTBOOK OF ACCOUNTING FOR MANAGEMENT by MAHESHWARI. S.N, MAHESHWARI SHARAD.K, MAHESHWARI SUNEEL.K, VIKAS PUBLISHING HOUSE
5. ACCOUNTING FOR DECISION MAKING by NEEDLES BELVERD. E, CENGAGE LEARNING
6. FINANCIAL ACCOUNTING FOR MANAGEMENT: AN ANALYTICAL PERSPECTIVE by GUPTA AMBRISH, PEARSON

Course code	DEECO515	Course Title	MANAGERIAL ECONOMICS
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

CO1: apply economic principles to management decisions.

CO2: evaluate the managerial decisions making around the theory of the firm with application in a globalized economy.

CO3: evaluate possible strategies in the event a firm is one of just a few companies in a market.

CO4: examine a comprehensive understanding of the current issues influencing economic development of India.

Unit No.	Content
Unit 1	Nature and Scope of Managerial Economics: definition and scope of managerial economics, basic process of decision making in economics, existence of firm and its functions
Unit 2	Demand and supply analysis: determinants of demand and supply, individual and market demand and supply, market equilibrium
Unit 3	Demand Estimation: relevance of demand estimation for a firm, demand forecasting using qualitative forecast and time series analysis
Unit 4	Cost Theory and Estimation: short run cost functions, long run cost curves, economics of scale, learning curves
Unit 5	Production Theory: production function with one and two variables inputs, optimal combination of inputs, returns to scale
Unit 6	Market Structure: introduction to market structure, price and output determination under perfect competition, monopoly and monopolistic competition
Unit 7	Oligopoly: meaning and sources, cartelization and price leadership under oligopoly
Unit 8	Game Theory: meaning and types of games, dominant strategy and Nash equilibrium, prisoner's dilemma, mixed strategy
Unit 9	Indian Economy Since Colonialism: colonialism and development of the Indian economy, trends and composition of national income
Unit 10	Human Development: human development index, characteristics of developing world, state of human development in India
Unit 11	Structure of Indian Economy: introduction to agriculture, industrial sector and service sector, poverty and inequality, emerging energy-economy-environment regulatory framework
Unit 12	Economic Reforms: introduction to reforms, economic reforms for financial sector performance, agriculture, industry and services
Unit 13	Monetary Policy: concept and meaning, objectives, tools of monetary, role of monetary policy after the period of economic reforms, inflation and monetary policy
Unit 14	Fiscal policy: concept and meaning, objectives, tools of fiscal policy, role of fiscal policy after the period of economic reforms, inflation and fiscal policy

READINGS:

1. MANAGERIAL ECONOMICS- PRINCIPLES AND WORLDWIDE APPLICATIONS by SALVATORE, DOMINICK and RASTOGI, SIDDHARTHA K., OXFORD UNIVERSITY PRESS
2. INDIAN ECONOMY by GAURAV DUTT, ASHWANI MAHAJAN, S. CHAND PUBLISHING
3. MANAGERIAL ECONOMICS: AN INTEGRATIVE APPROACH by HIRSHEY, MARK, CENGAGE LEARNING

Course code	DEMGN578	Course Title	INTERNATIONAL BUSINESS ENVIRONMENT
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4. INDIAN ECONOMY PERFORMANCE AND POLICIES, by UMA KAPILA, ACADEMIC FOUNDATION

WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

C01: analyze business environment and trends to take decisions with respect to international business operations.

C02: interpret and apply international trade theories in international business operations.

C03: identify and critically analyse the role of foreign exchange market and usage of fundamental instruments for currency exchange.

C04: develop skills on analysing the business data, and problem solving in other functional areas such as marketing, business strategy and human resources.

C05: develop responsiveness to contextual social issues/ problems and exploring solutions, understanding business ethics and resolving ethical dilemmas.

C06: identify aspects of the global business and cross-cultural understanding.

Unit No.	Content
Unit 1	Overview of international business environment: Introduction to international business, types of international business, globalization and international Business;
Unit 2	Components of international Business environment: social environment, political and legal environment, economic environment, technological environment
Unit 3	The external environment and challenges: assessing risk in international business, Recent world trade and foreign Investment trends, environment Influence on Trade and investment patterns
Unit 4	International Trade theories: theory of absolute advantage, theory of comparative advantage, factor proportion theory, the diamond model of national competitive advantage, factor mobility theory
Unit 5	Protectionism and trading environment: Globalization trends and challenges; environment for foreign trade and investment, governmental influence on trade and investments; tariff and non-tariff barriers
Unit 6	Economic Integration and Co-operation: cross national cooperation and agreements, Role of international organizations: WTO, IMF, Regional Economic Integrations
Unit 7	International financial markets: foreign exchange market mechanism, exchange rate arrangement, determinants of exchange Rates, exchange rate movements and their impact
Unit 8	Global Debt and Equity Markets: Euro Currency market, offshore financial centres, International Banks, Non-Banking Financial service firms; stock markets
Unit 9	Global Competitiveness: Export Management, Technology and global Competition, world economic growth and the environment
Unit 10	Internationalization strategies: Theories of internationalization, Modes of operations in International Business, export and import strategy
Unit 11	Forms and Ownership of Foreign Production: Types of collaborative arrangements; Licensing, joint ventures & consortium approaches, Managing International Collaborations
Unit 12	International business diplomacy: Negotiating an International business, issues in asset

	protection, Multilateral sentiments
Unit 13	Country evaluation and selection: Opportunity and risk matrix, analysis of Macro and micro indicators, country comparison tools
Unit 14	Globalization and society: globalization with social responsibility, Ethical Dimensions of Labor Conditions, Ethics and the Environment, legislation for anti-competitive and unfair trade practices

READINGS:

1. INTERNATIONAL BUSINESS ENVIRONMENTS AND OPERATIONS by DANIELS, RADEBAUGH, SULLIVAN & SALWAN, PEARSON
2. INTERNATIONAL BUSINESS - COMPETING IN THE GLOBAL MARKETPLACE by CHARLES W HILL, ARUN KUMAR JAIN, MCGRAW HILL

Course code	DEMKT503	Course Title	MARKETING MANAGEMENT
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CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

CO1: analyze and respond to environmental and competitive changes, their impact on marketing planning, strategies and practices.

CO2: apply the conceptual frameworks, theory and techniques to various marketing contexts.

CO3: prepare marketing and sales plan appropriate to the needs of customers and contexts.

CO4: determine strategies for developing new products and services that are consistent with evolving market needs.

Unit No.	Content
Unit-1	Introduction: market and marketing, definition, nature and scope of marketing, exchange process, functions of marketing, core marketing concepts
Unit-2	Marketing orientations: evolution of modern marketing concept, holistic marketing concepts, new marketing orientations selling vs. marketing
Unit-3	Marketing mix: 7 P's & 7 C's of Marketing, 4 A's of Marketing, customer quality, value and satisfaction, Michael E. Porters chain analysis model
Unit-4	Marketing environment: Significance of scanning marketing environment; Analysis of macro environment of marketing – economic, demographic, socio-cultural, technological, political legal and ecological; Impact of micro and macro environment on marketing decisions
Unit-5	Consumer behaviour: buyer behaviour, different consumer roles, need for studying buyer behaviour, different buying motives, consumer buying decision process and influences, consumer vs. business buying behaviour, industrial buying process
Unit-6	Segmentation decisions: market segmentation, characteristics of a segment, bases for segmenting a consumer market, levels of market segmentation, factors influencing selection of market segments
Unit-7	Targeting and positioning: Benefits of market segmentation; Criteria for effective market segmentation; Target market selection and strategies; Positioning – concept, bases and process
Unit-8	Product decisions: concept and classification, layers of products, major product decisions, product-mix, new product development stages, packaging and labelling, product life cycle (PLC) – concept and appropriate strategies adopted at different stages
Unit-9	Pricing decisions: pricing – objectives, price sensitivity, factors affecting price of a product, pricing methods and strategies, ethical issues in product and pricing decisions
Unit-10	Distribution planning: channels of distribution – concept and importance, different types of distribution middlemen and their functions, selection, motivation and performance appraisal of distribution middlemen
Unit-11	Distribution decisions: decisions involved in setting up the channel, channel management strategies, distribution logistics – concept, importance and major logistics decisions, channel integration and systems, ethical issues in distribution decisions
Unit-12	Distribution decisions: retailing and wholesaling, types of retail formats, retail theories, retailing strategies, non-Store retailing, wholesaling – nature and importance, types of wholesalers, developments in retailing and wholesaling in Indian perspective
Unit-13	Promotion decisions: role of promotion in marketing, promotion mix, integrated marketing

	communication, concept, communication process and promotion, determining promotion mix, factors influencing promotion mix, developing promotion campaigns, sales promotion, direct marketing, public relations, digital and social media
Unit-14	Trends in marketing: service Marketing, e-marketing, green marketing, customer relationship management, rural marketing, other emerging trends, ethical issues in marketing

READINGS:

1. MARKETING MANAGEMENT by KOTLER, P. & KELLER, K. L. (2017), PEARSON
2. BASIC MARKETING by MCCARTHY, E. J., CANNON, J. AND PERREAULT, W. (2014), MCGRAW-HILL EDUCATION
3. MARKETING CONCEPTS AND CASES by ETZEL, M. J., WALKER, B. J., STATON, W. J., AND PANDIT, A. (2010), TATA MCGRAW HILL

Course Code	DEMG581	Course Title	ORGANISATIONAL BEHAVIOUR AND HUMAN RESOURCE DYNAMICS
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

C01: enumerate the concept of management practices and organizational behavior.

C02: develop and sharpen acumen of how different management thoughts can be used to improve organization functioning.

C03: analyze the importance of management practices and important organizational behavior dimensions at different levels of organization.

C04: appraise the dynamics of industrial relations and to manage them as per statutory regulations.

C05: apply human resource management functions to handle emerging issues.

Unit No.	Content
Unit-1	Organizational behavior: relationship between management and organization behavior, model of OB and contributing disciplines to the OB field Foundations of individual behavior: values, attitude and job satisfaction, theories of learning and behavior modification
Unit-2	Personality: theories of personality and its assessment, transactional analysis and attribution theory of perception Emotions: emotional intelligence and affective events theory of emotion Motivation: early and contemporary theories of motivation
Unit-3	Group dynamics: group dynamics and its significance, types of groups, formation and stages of group development, group performance factors Team development: team formation, its types and difference between group and team
Unit-4	Organizational conflict and negotiations: conflict sources, types and levels of conflict, traditional and modern approaches to conflict, resolution of conflict through negotiation Stress: sources and consequences of stress, stress management techniques
Unit-5	Introduction: External and Internal Forces of environment affecting HRM, Objectives and functions of HRM. Human Resource Planning: HRP process, Barriers and Prerequisites for Successful HRP.
Unit-6	Job Analysis: Methods of Collecting Job Data, Potential Problems with Job Analysis, Process of Job Analysis, Job Design and its approaches,
Unit-7	Recruitment & Selection: Meaning, Recruitment process, Recruitment Methods, Challenges in India and Selection Process
Unit-8	Talent Management: talent management, talent retention, talent acquisition and sources of talent acquisition Orientation, induction and placement: process of orientation, induction and placement programme, Evaluation of Orientation Programme
Unit-9	Training and Development: employee training, difference in training and development, methods of training, methods of management development, people capability maturity model
Unit-10	Career planning and management: career management, process of career planning, challenges in career planning.
Unit-11	Performance management system: performance management, performance planning, performance appraisal, potential appraisal, feedback and counselling.
Unit-12	Compensation management: types and theories of compensation, concept of wages, factors influencing compensation management, incentives and fringe benefits, employee

	engagement and retention.
Unit-13	Managing industrial relations: major actors and their roles in IR, factors influencing IR, approaches to IR, grievance handling procedure
Unit-14	Industrial Disputes: industrial disputes, methods of settlement of industrial disputes, trade unions and their challenges in India

READINGS:

1. ORGANIZATIONAL BEHAVIOUR by STEPHEN P. ROBBINS. TIMOTHY A. JUDGE. NEHARIKA VOHRA, PEARSON
2. MANAGEMENT by MANAGEMENT by STEPHEN P. ROBBINS. MARY COULTER. NEHARIKA VOHRA, PEARSON
3. HUMAN RESOURCE MANAGEMENT by DESSLER, G. AND VARKEY, B, PEARSON

Course Code	DEFIN542	Course Title	CORPORATE FINANCE
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

CO1: understanding finance function with respect to its evolution and growth.

CO2: understanding the concept of Time Value of Money and interpreting the results based on calculations.

CO3: analyzing financing needs of the businesses and designing an optimum capital structure.

CO4: understanding the retention and distribution of profits and impact on business valuation.

Unit No.	Content
Unit-1	Financial Management: overview, evolution of finance, the basic goal: creating shareholder value, agency issues, business ethics and social responsibility.
Unit-2	Sources of Finance: long-term and short-term sources of finance- ordinary shares, preferences shares, redeemable irredeemable debentures, Debt vs. Equity.
Unit-3	Money Market Instruments: treasury bills, commercial papers, certificate of deposits, treasury management and treasury operations in corporate. external commercial borrowings, financing for MSMEs
Unit-4	Time Value of Money concept: compounding and discounting, future value and present value, annuities, effective interest rates.
Unit-5	Investment Decisions: capital budgeting decisions, rationale of capital budgeting, non-discounting capital budgeting techniques - payback period, profitability index, accounting rate of return.
Unit-6	Investment Decisions: discounting techniques of capital budgeting - NPV, IRR, discounting payback period method, estimation of cash flows, NPV v/s IRR, risk analysis in capital budgeting - sensitivity analysis, certainty equivalent approach.
Unit-7	Cost of Capital: meaning and concept, cost of debt, cost of equity, cost of retained earnings, calculation of WACC, international dimensions in cost of capital.
Unit-8	Financing Decisions: capital structure, theories and value of the firm - net income approach, net operating income approach, traditional approach, Modigliani miller model, determining the optimal capital structure, checklist for capital structure decisions, costs of bankruptcy and financial distress.
Unit-9	EBIT-EPS Analysis: concept of leverage, types of leverage: operating leverage, financial leverage, combined leverage.
Unit-10	Dividend Decisions: factors determining dividend policy, theories of dividend Gordon model, Walter model, MM Hypothesis.
Unit-11	Forms of Dividend: cash dividend, bonus shares, stock split, stock repurchase, dividend policies in practice.
Unit-12	Working Capital Management: working capital policies, risk-return trade-off, cash management, receivables management.
Unit-13	Corporate Governance: value-based corporate culture, disclosures, transparency and accountability, corporate governance and human resource management, evaluation of performance of board of directors, succession planning, public sector undertakings and corporate governance, Insider trading, Lessons from corporate failure.
Unit-14	Economic outlook and Business Valuation: impact of changing business environment on corporate valuation, climate change and corporate valuation, business sustainability and corporate valuation, role of environmental, social, and governance (ESG) factors in

READINGS:

1. FUNDAMENTALS OF CORPORATE FINANCE by JONATHAN BERK, PETER DEMARZO & JARRED HARDFORD, PEARSON
2. CORPORATE FINANCE by STEPHEN A. ROSS, RANDOLPH W. WESTERFIELD & JEFFREY JAFFE, MCGRAW HILL

Course Code	DEOPR639	Course Title	OPERATIONS MANAGEMENT AND RESEARCH
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

C01: analyze how to optimally utilize the resources.

C02: apply the concepts in solving real life problems.

C03: adapt different opinions and make correct judgment.

C04: apply mathematical models to a given problem.

C05: analyze the various decision-making environments and the tools applicable to them.

Unit No.	Contents
Unit- 1	Introduction to Operations Management and Research: introduction and scope of operation management, emerging issues in operations management, history of operations research, definitions and features of operations research approach, models and modelling in operations research, applications of operations research
Unit- 2	Forecasting: introduction, features and elements of forecasting, forecast based on judgment and opinion, forecast based on time-series data, associative forecasting techniques, concept of forecasting errors
Unit- 3	Design and layout: production of goods versus delivery of services, product-process matrix, design process, product design, service design, process types, product and service profiling, automation, facility layout, line balancing
Unit- 4	Location planning and analysis: need and nature of location decisions, factors that affect location decisions, evaluating location alternatives
Unit- 5	Management of quality: defining quality-dimensions of quality, determinants of quality, the cost of quality, quality tools, total quality management, inspection, control charts for variables (mean and range chart), control charts for attributes (p-chart, c-chart), run test
Unit- 6	Planning: Aggregate Production Planning; Master Production Schedule and MRP, MRP-II, ERP
Unit- 7	Inventory management: nature and importance of inventories, inventory counting systems and inventory costs, economic production quantity, quantity discounts, EOQ model
Unit- 8	Supply chain management: need, elements, and benefit of effective SCM, logistics and reverse logistics, requirements, and steps for creating an effective supply chain, lean vs. agile supply chains
Unit- 9	JIT and lean operations: goals and building blocks of lean systems
Unit- 10	Linear Programming: general mathematical model of linear programming, linear programming formulation, graphical solution, simplex method, Big M method, special cases
Unit- 11	Assignment and transportation problem: Hungarian Assignment Model (HAM), special cases in assignment problem, Initial Basic Feasible Solution (IBFS) i.e. NWCM, LCM and VAM Method, optimization using stepping stone and MODI, special cases including concept of degeneracy
Unit- 12	Project Management and Queuing Theory: difference between PERT and CPM, PERT problem with three time estimates and concept of probability, basic concepts and parameters of a queuing model, m/m/1 model characteristics
Unit- 13	Game Theory: basics, saddle point, mixed strategies including odds, dominance, sub games and graphical method
Unit- 14	Decision Theory: basics including decision making environments, decision making under risk, expected value of perfect information, decision making under uncertainty, concept of

	decision trees, decision tree analysis
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READINGS:

1. OPERATIONS MANAGEMENT by WILLIAM J STEVENSON, MCGRAW HILL EDUCATION
2. OPERATIONS MANAGEMENT by NORMAN GAITHER, GREGORY FRAZIER, CENGAGE LEARNING

Course code	DEMGN801	Course Title	BUSINESS ANALYTICS
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

CO1: apply quantitative modelling and data analysis techniques to problems of real world.

CO2: employ best practices in data visualization to develop charts, maps, tables, and other visual representations techniques to communicate findings to diverse audiences.

CO3: identify and describe complex business problems in terms of analytical models.

CO4: apply appropriate analytical methods to find solutions to business problems that achieve stated objective.

Unit No.	Content
Unit 1	Business analytics and summarizing business data: Overview of business analytics: scope, application, R-studio environment for business analytics, basics of R: packages, vectors, datatypes and data structures
Unit 2	Summarizing business data: One variable and two variables statistics, concept of pipes operator, functions to summarize variables: select, filter, mutate, arrange, summarize and group by
Unit 3	Business data visualization: Basic graphs: bar-graph, line-chart, histogram, box and scatterplot, advanced data visualization: graphics for correlation, deviation, ranking, distribution and composition
Unit 4	Business forecasting using time series: Time series modelling, exploration of time series data using R, ARIMA, GARCH, VAR methodologies for time series analysis
Unit 5	Business prediction using generalised linear models: Logistic regression and statistical inference with application, survival analysis and its application
Unit 6	Machine learning for businesses: Supervised models: K-NN and decision trees, unsupervised models: K-means and hierarchical clustering, classification and prediction accuracy
Unit 7	Text analytics for business: Creating and refining text data, inferences through graphs, topic modelling and TDM analysis, sentiment analysis
Unit 8	Business intelligence: Introduction to business intelligence, role of data and data base management, role of data mining in business strategy
Unit 9	Data visualization: Role of visualization in business intelligence, introduction to charts, graphs and maps
Unit 10	Data environment and preparation: Managing metadata, extracts and live data, cross database joints and union
Unit 11	Data blending: Data prep with text and excel files, understating data types, extracting data from various file formats
Unit 12	Design fundamentals and visual analytics: Filters, sorting, groups and sets, interactive filters, forecasting, use of tooltip, reference line, parameter, drill down and hierarchies
Unit 13	Decision analytics and calculations: Types of calculations, logic calculations (including if comment, nested if command etc.), data calculations, string calculations
Unit 14	Mapping: Role of maps in business intelligence and visualization, editing unrecognized locations

READINGS:

1. R FOR EVERYONE: ADVANCED ANALYTICS AND GRAPHICS by JARED P. LANDER, PEARSON
2. VISUAL DATA STORYTELLING WITH TABLEAU by LINDY RYAN, PEARSON
3. TEXT MINING WITH R: A TIDY APPROACH by JULIA SILGE AND DAVID ROBINS, SHROFF PUBLISHERS & DISTRIBUTORS PVT. LTD
4. MASTERING TABLEAU by DAVID BALDWIN AND MARLEEN MEIER, PACKT PUBLISHING

Course code	DEMGN832	Course Title	RESEARCH METHODOLOGY
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

C01: identify critical thinking and scientific approaches to formulate research problems.

C02: describe research design approaches, methods and conceptual differences to apply across different research contexts.

C03: generalize familiarity with a phenomenon or to achieve new insights into it.

C04: interpret results generated from data analysis and report the findings.

Unit No.	Content
Unit 1	Background of research- Developing research proposals, research paradigms- contributions of research to theory and practice and research ethics
Unit 2	An introduction to research- Meaning, process, defining, research problem: selection, understanding and necessity of defined problem, research design, need and types of Research Design
Unit 3	Reviewing literature- Identifying, accessing and managing sources of information and scholarly literature, academic writing and referencing and steps in literature review development
Unit 4	Types of data in research- Primary and secondary data and sources, nature of qualitative and quantitative research, data and variables used in qualitative and quantitative methods, writing up qualitative research
Unit 5	Sampling design- Sampling design process, characteristics of good sample, types of sampling design, sampling techniques- random and non-random
Unit 6	Measurement and scaling technique: Tools of sound measurement, techniques of developing measurement tools, scaling meaning and important scaling techniques, statistical properties of different scales
Unit 7	Data collection methods- Observation, experimentation and survey methods, questionnaire: introduction, design process and coding the questionnaire
Unit 8	Descriptive statistics and time series- Measures for central tendency- ungrouped and ungrouped data, dispersion and distribution, index number and time series analysis
Unit 9	Hypothesis testing- Hypothesis definition and process, types and hypothesis testing procedure for t and z tests differences for single, two populations and paired sample
Unit 10	Test of association- Correlation coefficient- Spearman rank and Karl's Pearson and test of association between nominal data- Chi-square test
Unit 11	Analysis of Variance (ANOVA) and prediction techniques- Analysis of variance for mean difference, reliability and validity, bivariate regression and multiple regression analysis
Unit 12	Multivariate analysis- Classification, important methods of factor analysis, factor analysis procedure, rotation in factor analysis, overview of cluster analysis, discriminant analysis, multi-dimensional scaling and conjoint analysis
Unit 13	Reporting a quantitative study- Technique and precaution of interpretation, significance of report writing, layout and types of report
Unit 14	Writing research proposals- Purpose, nature and evaluation-Content and format-Practical considerations-timelines, budgets, supervision management- Presentation and defense of proposals

READINGS

1. BUSINESS RESEARCH METHODS by NAVAL BAJPAI, PEARSON
2. MARKETING RESEARCH by NARESH K MALHOTRA, PEARSON
3. MARKETING RESEARCH: TEXT AND CASES by NARGUNDKAR, R., MCGRAW HILL
EDUCATION

Course code	DEBSL605	Course Title	LEGAL ASPECTS OF BUSINESS
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

C01: apply the statutory provisions related to Contract Act and Sales of Goods Act in business organizations.

C02: use legal rights and remedies by applying the provisions related to Consumer and Intellectual Property Rights.

C03: analyze the legal issues related to Negotiable Instruments

C04: interpret the legal implications of FEMA and Competition Act in designing various business policies and strategies.

C05: develop the understanding of Company form of business organization from its incorporation to winding up.

Unit No.	Content
Unit 1	Indian Contract Act, 1872: essentials of contract, kinds of contract, free consent, discharge of contract, breach of contract
Unit 2	Sale of Goods Act, 1930: contract of sale, conditions and warranties, rights of unpaid seller
Unit 3	Consumer Protection Act 2019: introduction and objectives, rights of consumers, redressal machinery
Unit 4	Intellectual Property Rights: patents, copyrights, trademarks, trade secrets, geographical indications, traditional knowledge, digital library, intellectual property infringement
Unit 5	Negotiable Instruments Act, 1881: characteristics and kinds of Negotiable Instruments, comparison between promissory note, bill of exchange and cheque
Unit 6	FEMA Act, 1999: introduction, definitions, regulation and management of Foreign Exchange
Unit 7	Competition Act, 2002: definitions, anti-competitive agreements, abuse of dominant position, Combinations
Unit 8	Companies Act, 2013 (preliminary): company and its characteristics, kinds of companies, limited liability partnership, formation of a company
Unit 9	Company Documents: Memorandum of Association, Articles of Association, Doctrine of constructive Notice, Doctrine of Indoor management
Unit 10	Prospectus: types of prospectus, legal consequences of misstatement in prospectus
Unit 11	Raising of Capital: Share and share capital, Alteration of share capital, Borrowing powers and charges
Unit 12	Company Management: appointment and removal of directors
Unit 13	Company Meetings: essentials of a valid meeting and types of meeting
Unit 14	Company winding up: modes of winding up under IBC Act and compulsory winding up under Companies Act, 2013

READINGS:

1. ELEMENTS OF BUSINESS LAW by N.D KAPOOR, SULTAN CHAND & SONS (P) LTD.
2. A TEXTBOOK OF COMPANY LAW by P. P. S. GOGNA, S CHAND PUBLISHING

3. A HANDBOOK ON CORPORATE AND OTHER LAWS by CA CS MUNISH BHANDARI, BESTWORD PUBLICATIONS PVT. LTD.
4. LEGAL ASPECTS OF BUSINESS: CONCEPTS AND APPLICATIONS by PARUL GUPTA, VIKAS PUBLISHING HOUSE

Course code	DEPEL537	Course Title	COMMUNICATION FOR LEADERS
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

CO1: develop critical thinking skills employed in small groups and public speaking.

CO2: compose business communication documents with structural precision and verbal accuracy.

CO3: formulate business queries and respond to any reason related to the business situation.

CO4: use semantic and syntactic structure as per the advanced level of Common European Framework.

CO5: employ their reading speed and comprehension of business articles.

CO6: demonstrate consistent and appropriate language use in extended conversations and discussions.

Unit No.	Content
Unit 1	Listening- understanding vocabulary and context: matching phrases and words with definitions, taking notes and completing them, understanding phrases and expressions in context
Unit 2	Listening for Details: filling missing details, interpreting listening tracks, identifying key and supporting ideas, taking detailed notes on information
Unit 3	Tenses, Clauses and transitional words or phrases: usage of defining and non-defining relative clauses, pronoun problems, usage of as or like, future time clauses, usage of tenses, infinitives, reference devices, position of adverbs, transitional markers,
Unit 4	Sentences: cleft sentences, synthesis of sentences, complex sentences, conditional sentences, alternatives to if
Unit 5	Vocabulary: one word substitution for a definition, abbreviations, antonyms, synonyms, connotative and denotative meanings, contextual use of words and phrases, substitution, collocation, concession words and phrases
Unit 6	Idioms and Proverbs: phrasal verbs, meaning and usage of idioms and proverbs, formal and informal usage of language
Unit 7	Reading Skills: types of texts – narrative, descriptive, extrapolative, essential skills for reading comprehension – decoding, fluency, vocabulary, reasoning and background knowledge, reading techniques
Unit 8	Comprehension Skills: identifying errors and superfluous words, identifying correlation of sentences and paragraphs, finding supporting ideas, identifying purpose, different strategies of comprehension, reading texts of different genres and of varying length, reading and interpreting non-linguistic texts, reading and understanding incomplete texts
Unit 9	Group Discussion: brainstorming ideas, taking stance, working in groups and enacting roles, showing agreement and disagreements, discussing possible scenarios, discussing various business possibilities, argument building for persuasion
Unit 10	Presentation Skills: do's and don'ts of presentation skills, presenting information and business proposals, making a short talk
Unit 11	Role Play and debate: useful vocabulary and phrases, assuming and reacting in different business scenarios, interviewing a partner, debate, group-forecasting, negotiation skills, debating pros and cons of a business decision
Unit 12	Writing Techniques and Strategies: types of writing, cohesion and coherence, expansion of ideas, thesis sentence, expansion of given sentence, reorganizing jumbled sentences into a coherent paragraphing, writing style and techniques
Unit 13	Writing: summarizing, explanation of points, paragraph writing, précis writing, essay

	writing
Unit 14	Business Correspondence: formats of business correspondence, writing and replying to memo, notice, note, letter, report, and proposal

READINGS:

1. BUSINESS BENCHMARK- ADVANCED by GUY BROOK- HART, CAMBRIDGE PUBLICATIONS
2. ADVANCED ENGLISH GRAMMAR by MARTIN HEWINGS, CAMBRIDGE UNIVERSITY PRESS
3. THE MCGRAW-HILL HANDBOOK OF ENGLISH GRAMMAR AND USAGE by MARK LESTER, LARRY BEASON, MC GRAW HILL

Course code	DDEMG571	Course Title	CORPORATE STRATEGY AND ENTREPRENEURSHIP
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Course Outcomes: Through this course, the student will be able to
C01: integrate understanding of functional aspects of management and explore their contribution to strategic management within organizations.

WEIGHTAGES	
CA	ETE(Th.)
30	70

C02: appraise the importance of environmental and industry analysis in formulating strategy.
C03: analyze the role of marketing, accounting, finance, operations management and human resource management in strategy formulation.

C04: evaluate strategic alternatives.

C05: evaluate the role of leadership, organizational structure and organizational culture in strategy implementation.

C06: develop marketing plan, operations plan, HR plan and financial plan for new business ventures.

Unit No.	Content
Unit-1	Overview of strategic management: Strategic management, dimensions of strategic decisions, benefits of strategic management, strategy, strategic management process, mission, vision
Unit-2	External & Internal analysis: Firm's external environment, remote environment, industry environment, operating environment, SWOT analysis, internal factors, external factors, discovering core competencies, value chain, resource-based view, the internal analysis tool- Vrio framework, benchmarking, types of benchmarking, external factor evaluation matrix, internal factor evaluation matrix, competitive profile matrix
Unit-3	Corporate level strategies: Growth strategy, integration strategy, diversification strategy, turnaround strategy, defensive strategy
Unit-4	International strategy: Globalization, global strategic management, strategic orientations of global firms, competitive strategies in foreign market, management contracts, turnkey operations, equity alliance, globalization & India
Unit-5	Business level strategies: Business level strategies/generic strategies, evaluating & choosing business strategies, dominant product/service building value
Unit-6	Multi-business strategy & strategy implementation: Portfolio strategy, the synergy approach, parenting approach, patching approach, strategy implementation, organization culture
Unit-7	Evaluation, control & contemporary issues: Strategic evaluation & control, balanced scorecard, corporate governance, business ethics, social responsibility, environmental sustainability
Unit-8	Strategic management and entrepreneurship: Strategic management for start-ups, strategies for growing and maturing businesses, strategies for technology-oriented businesses
Unit-9	Latest trends in entrepreneurship: Social entrepreneurship, intrapreneurship, women entrepreneur, challenges and strategic solutions for problems faced by entrepreneurs in India
Unit-10	Overview of business plan: Components of a business plan, business ideas, business ideas selection, feasibility study, legalities involved for business plan, forms of ownership, SWOT analysis
Unit-11	Strategic marketing plan: Market segmentation, targeting & positioning, marketing mix, product mix, promotions mix, marketing communication, pricing strategies
Unit-	Strategic operations plan: Operations plan, people and suppliers,

12	manufacturing or outsourcing, plant location, plant layout, inventory management
Unit-13	Strategic human resources plan: Manpower planning, organizational structure, recruitment & selection, training & development, motivational techniques, performance appraisal
Unit-14	Strategic financial plan: Types of industrial finance, working capital, breakeven analysis, balance sheet, cash flow statement, payback period, return on investment

READINGS:

1. STRATEGIC MANAGEMENT by JOHN PEARCE II, RICHARD B ROBINSON, AMITA MITAL, MCGRAW HILL EDUCATION
2. ENTREPRENEURSHIP by ROBERT D HISRICH, MICHAEL P PETERS AND DEAN A. SHEPHERD, MCGRAW HILL EDUCATION

Course code	DEMKT529	Course Title	CONSUMER BEHAVIOR
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

- CO1: understand the implications of consumer behavior concepts & theories for businesses and wider society.
- CO2: discern how individuals and groups influence consumer behavior, and how marketers utilize this knowledge to help achieve organizational objectives.
- CO3: analyze the dynamic interplay of internal and external factors influencing consumer behavior and accordingly develop a marketing strategy.
- CO4: articulate practical and comprehensive managerial understanding of consumer behavior.
- CO5: develop the understanding of marketing regulation, consumer protection act and contemporary issues in consumer behaviour.
- CO6: apply consumer behavior insights to rural, retail, and emerging market segments for targeted strategies.

Unit No.	Content
Unit 1	Consumer Behavior and Marketing strategy: consumer behaviour, market strategy and applications of consumer behavior.
Unit 2	Market Analysis and Consumer Decisions: market analysis components, segmentation strategy and consumer decisions and consumer behavior models.
Unit 3	Culture and Group influence: cultural and group influence on consumer behavior, concept of culture, cross cultural marketing strategy, the household life cycle and marketing strategy.
Unit 4	Groups, Reference Group and Diffusion of Innovation: groups, types of groups, reference group influence on consumption process & marketing strategies and diffusion of innovation.
Unit 5	Perception: perception, exposure, attention and interpretation, perception and marketing strategy.
Unit 6	Learning and Personality: memory's role in learning, learning theories, brand image and product positioning, brand equity and brand leverage motivation, personality and emotion.
Unit 7	Motivation and Emotion: motivation theory and marketing strategy use of personality in marketing practice, emotions and marketing strategy.
Unit 8	Attitude and Market Segmentation: attitude, influencing attitude, attitude components and change strategies, market segmentation and product development strategies based on attitudes.
Unit 9	Self-Concept and Consumer Decisions: nature of lifestyle, the VALS system consumer decision process and types of consumer decisions.
Unit 10	Consumer Decision Making Process: process of problem recognition and uncontrollable determinants of problem recognition, marketing strategy and problem recognition, marketing strategies based on information search.
Unit 11	Alternative Evaluation: alternative evaluation and selection, types and sources of information, consumer decision making and evaluation criteria.
Unit 12	Decision Rules and Attributes of consumers: decision rules for attitude based choices, attributes affecting retail outlet selection, consumer characteristics and

	outlet choice, in-store and online influence on brand choice and evaluation criteria.
Unit 13	Post purchase Processes and Dissonance: post purchase processes, post purchase dissonance, product use and non-use, disposition.
Unit 14	Purchase Evaluation and Customer Satisfaction: purchase evaluation, customer satisfaction, dissatisfaction responses, repeat purchase and customer commitment.
Unit 15	Consumer Behavior and Marketing Regulation: regulation and marketing to children, regulation and marketing to adults, consumer protection act and contemporary issues in consumer behavior.
Unit 16	Consumer Behaviour and Rural markets: consumer behaviour research in rural areas, dynamics of the rural consumer, consumer buying process in rural markets, model of rural consumer behavior
Unit 17	Consumer Behaviour and the Retail Sector: Indian retail scenario, Techniques for Understanding Retail Shopper Behaviour, understanding the retail customer.
Unit 18	Consumer Behaviour and Behavioural Data Analysis: implications of consumer behaviour for marketing strategy, opinion leadership, consumer behaviour for non-profit organisations, government agencies or consumer groups, consumer behaviour data analytics.
Unit 19	Emerging trends in Consumer Behaviour: emerging customer expectations, personalized marketing.
Unit 20	Caselets: Caselets in consumer behaviour.

READINGS:

1. CONSUMER BEHAVIOR- BUILDING MARKETING STRATEGY by DEL I HAWKINS, DAVID L MOTHERSBAUGH, & AMIT MOOKERJEE, MCGRAW HILL EDUCATION
2. CONSUMER BEHAVIOR by KUMAR, S. R., SCHIFFMAN, L.G., WISENBLIT J., PEARSON
3. CONSUMER BEHAVIOR by RAJNEESH KRISHNA, OXFORD UNIVERSITY PRESS.
4. CONSUMER BEHAVIOR by SCHIFFMAN, L. G., AND KANUK, L. L., NEW DELHI, PRENTICE HALL.

Course code	DEMKT525	Course Title	DIGITAL AND SOCIAL MEDIA MARKETING
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

CO1: define social media marketing goal setting necessary to achieve successful online campaigns.

CO2: describe the stages of the social media marketing strategy development process.

CO3: develop effective social media marketing strategies for various types of industries.

CO4: devise an integrated social media marketing strategy using a variety of services, tools and platforms to accomplish marketing objectives.

CO5: analyze the progress in achieving social media goals with a variety of powerful measurement tools, services, and metrics.

CO6: apply ethical, global, and emerging trends in digital and social media marketing to optimize audience engagement

Unit No.	Content
Unit 1	Evolution of Digital Marketing - The Digital Consumer & Communities Online, Digital Marketing Landscape.
Unit 2	Search Engine Marketing - Pay Per Click (PPC) and Online Advertising, Search Engine Optimization and Search Engine Marketing
Unit 3	Social Media and Consumer Engagement - Social Feedback Cycle, Social Web and Engagement, Operations and Marketing Connection.
Unit 4	Customer Engagement - Affiliate Marketing & Strategic Partnerships, email Marketing, Content Strategies, social media Personas
Unit 5	Social Media Marketing Plan - Social Media Marketing Planning Cycle, Observing Social Media Presence, Conducting a Competitive Analysis, Setting Goals, Determining Strategies, Monitoring
Unit 6	Social Listening - Importance of Social Analytics, Know Your Influencers, Customer Insights
Unit 7	Mobile Marketing - Mobile marketing strategies, Integrating Digital and Social Media Strategies
Unit 8	Social Media Monitoring - Tracking, Measuring, The Net Promoter Score, Return on Investment, Evaluation, Selecting social media monitoring tools
Unit 9	Mobile Computing and Location Marketing - Mobile computing, Marketing with mobile computing, location based social networks, and gaming, Marketing with location-based social networks
Unit 10	Engagement for Social Media 1 - Permission vs. Interruption Marketing, Initial Entry Strategy: Passive vs. Active, Principles of success
Unit 11	Engagement for Social Media 2 - Rules of Engagement, Social Media Marketing Ethics, Global Perspective
Unit 12	Marketing With Social Networks - Marketing with Social Networks,

	White label social networks, The future of Social Networks
Unit 13	Practical Exposure Using Social Media - Practical exposure using Facebook, Practical exposure using Instagram, Practical Exposure using Twitter
Unit 14	Publishing Blogs I - Introduction to blogs, everyone is a publisher, Marketing benefits of blogging
Unit 15	Publishing Blogs II - Linking a blog to marketing objectives, Creating a content strategy
Unit 16	Publishing Blogs III - Tips for successful blogging, Monitoring the blogosphere
Unit 17	Publishing Podcast and Webinars (Part 1) - Creating and sharing podcasts, Marketing with podcasting
Unit 18	Publishing Podcasts and Webinar (Part 2) - Hosting webinars, Marketing with Webinars and/or Podcasts
Unit 19	Sharing Videos, Images, Photos (Part 1) - Marketing with photo sharing, Marketing with online videos
Unit 20	Sharing Video, Image, Photos (Part 2) - Creating appealing video content, Sharing online videos, Encouraging user generated content

READINGS:

1. SOCIAL MEDIA MARKETING by DAVE EVANS AND JAKE MCKEE, WILEY.
2. SOCIAL MEDIA MARKETING: A STRATEGIC APPROACH by MELISSA S. BARKER, DONALD I. BARKER, NICHOLAS F. BORMANN, DEBRA ZAHAY, MARY LOU ROBERTS, CENGAGE LEARNING.
3. ADVANCED SOCIAL MEDIA MARKETING: HOW TO LEAD, LAUNCH, AND MANAGE A SUCCESSFUL SOCIAL MEDIA PROGRAM by TOM FUNK, APRESS.

Course code	DEMKT527	Course Title	CUSTOMER RELATIONSHIP MANAGEMENT
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

CO1: develop an insight and new learning in the area of customer relationship management.

CO2: identify and respond to customers' needs, expectations and issues to build productive and rewarding relationships with customers.

CO3: discuss the conceptual foundations of relationship marketing and its implications for further knowledge development in the field of business.

CO4: develop a conceptual understanding and the knowledge pertaining to practical application for building and managing partnering relationships with customers and suppliers.

CO5: analyse how CRM is being used in consumer and business markets - implementation, management, benefits, problems and solutions.

CO6: integrate e-CRM technologies, tools, and future trends to enhance customer engagement and loyalty.

Unit No.	Content
Unit 1	Introduction to CRM: definition, CRM as a business strategy, elements of CRM
Unit 2	CRM systems-processes, and systems, entrance, applications and success of CRM.
Unit 3	Conceptual foundations-evolution and benefits of CRM; building customer relationship and zero customer defection
Unit 4	Strategy and organization of CRM- customer-supplier relationships, CRM as an integral business strategy and the relationship-oriented organization.
Unit 5	CRM marketing aspects: customer knowledge, communication and multichannel, the individualized customer proposition and the relationship policy.
Unit 6	Analytical CRM: relationship data management, data analyses and data mining, segmentation and selections, retention and cross-sell analyses
Unit 7	Operational CRM: call center management, use of internet, website and applications of direct mail.
Unit 8	CRM systems and their implementation: CRM systems, implementation of CRM systems, and the future aspects.
Unit 9	E CRM: application of e-CRM technologies-emails, websites, chat rooms, forums and other channels.
Unit 10	CRM process: introduction and objectives of a CRM process, an insight into CRM and E CRTA and online CRM.
Unit 11	Developing CRM strategy- role of CRM in business strategy and understanding service quality with regard to CRM
Unit 12	CRM links in e-business-E-Commerce and customer relationships on the internet.
Unit 13	Economics of customer relationship management-market share Vs customer share orientation, customer life time value and customer profitability.
Unit 14	CRM implementation- choosing the right CRM solution and framework for implementing CRM.
Unit 15	CRM application in B2C Market- importance of CRM in B2C market, benefits of B2C CRM and B2C application in banking and hospitality sectors.
Unit 16	CRM application in B2B Market- importance of CRM in B2B, B2B applications in e-

	commerce and FMCG sectors.
Unit 17	Managing the Personal Selling function- organising personal selling efforts, models for B2B sales force management
Unit 18	Choosing CRM tools- CRM technology software, features and requirements-driven technology selection.
Unit 19	Implementation of CRM systems-projects to implement CRM systems, successful implementation
Unit 20	Future of CRM- factors influencing future of CRM, opportunities and challenges in future CRM

READINGS:

1. CUSTOMER RELATIONSHIP MANAGMENT by ED PEELEN, PEARSON EDUCATION INDIA
2. THE CRM HANDBOOK- A BUSINESS GUIDE TO CUSTOMER RELATIONSHIP MANAGEMENT by JILL DYCHE, PEARSON EDUCATION INDIA.
3. CUSTOMER RELATIONSHIP MANAGEMENT-GETTING IT RIGHT by JUDITH W. KINCAID. PEARSON EDUCATION INDIA.

Course code	DEMKT619	Course Title	SALES AND DISTRIBUTION
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

CO1: explain sales management concepts and develop personal selling skills to solve business problems.

CO2: evaluate the various sales forecasting approaches for managing sales territories and sales force performance.

CO3: propose sales organization structure align with business operations for effective sales Management.

CO4: apply distribution management strategies to get the desired results from the channel Partners.

CO5: manage logistics and supply chain in context of domestic and international markets.

CO6: integrate digital tools, CRM systems, and ethical practices to optimize sales and distribution performance.

Unit No.	Content
Unit 1	Introduction to sales management: levels and importance of sales management, emerging trends in sales management
Unit 2	Personal selling process: selling process, negotiation skills, success factors in selling, effective salesperson
Unit 3	Advanced Negotiation Strategies: Delve deeper into negotiation tactics, win-win solutions and handling objections in sales conversations.
Unit 4	Sales forecasting and budgeting: forecasting approaches, sales forecasting methods, sales budget and its process
Unit 5	Management of sales territories and quotas: procedure for designing sales territory, assigning salespeople to territories, sales quotas or sales targets, sales force evaluation
Unit 6	Organizing and staffing the sales force: sales organization structure, sales force size, recruiting and selecting the sales force
Unit 7	Training, motivating, and compensating the sales force: designing and executing sales training programs, motivational theories to salespeople, types of compensation plans
Unit 8	Sales Management & Leadership: Sales team engagement skills, setting SMART goals
Unit 9	Introduction to distribution management: role of distribution, distribution channel strategy, distribution for rural markets
Unit 10	Channel institutions: retailing and retail management strategies, wholesaling, and strategic issues in wholesaling
Unit 11	Channel management: channel conflict, channel policies, and distribution management for services

Unit 12	Channel information systems: channel MIS, elements of channel information systems, channel implementation
Unit 13	International sales and distribution management: nature of international markets, distribution channels in international markets
Unit 14	Logistics and supply chain management: key logistic activities, focus areas of logistics and SCM, technology and performance measurements in logistics and SCM
Unit 15	Social Selling Techniques: Examine the use of social media platforms like LinkedIn for lead generation, relationship building, and content marketing for sales.
Unit 16	E-commerce & Omni channel Sales: Adapting sales approaches to online channels, integrating online and offline efforts, and providing a seamless customer experience.
Unit 17	Digital Transformation & Emerging Technologies: use of AI for tasks like lead scoring, chat box for customer interaction, and sales forecasting.
Unit 18	Customer Relationship Management (CRM) Systems for Increasing Sales: leveraging CRM to manage customer data, track interactions, and build stronger client relationships.
Unit 19	Data-driven sales management: use of data analytics to identify trends, optimize sales strategies, and measure campaign effectiveness
Unit 20	Ethical Selling: Explore ethical considerations in sales practices, building trust with customers, and navigating challenging situations.

READINGS:

1. SALES AND DISTRIBUTION MANAGEMENT by KRISHNA K. HAVALDAR, VASANT M. CAVALE, TATA MCGRAW HILL, INDIA
2. SELLING TODAY: PARTNERING TO CREATE VALUE by GERALD MANNING, BARRY REECE, MICHAEL AHEARNE, PEARSON EDUCATION INDIA
3. SALES AND DISTRIBUTION MANAGEMENT by TAPAN K. PANDA & SUNIL SAHADEV, OXFORD UNIVERSITY PRESS

Course code	DEMKT518	Course Title	INTEGRATED MARKETING COMMUNICATION
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

CO1: explore how different components of the promotional mix contribute to enhancing customer experience within an IMC framework.

CO2: analyze how consumers respond to marketing communications to develop more effective promotional planning.

CO3: formulate creative marketing communication strategies and execution styles tailored to marketing situations.

CO4: develop a cross-media strategy based IMC programme to reach the target audience.

CO5: integrate diverse elements of the promotion mix within the framework of Integrated Marketing Communications.

CO6: evaluate the program effectiveness in line with program objectives and adherence to regulations.

Unit No.	Content
Unit 1	Introduction to IMC: Overview of Integrated Marketing Communication (IMC), Importance and benefits of IMC, Evolution of IMC theories and practices, IMC planning process: Strategy development and implementation, Role of IMC in brand building and management, Customer-centric approach in IMC, Understanding Consumer Behavior
Unit 2	Consumer decision-making process: Factors influencing consumer behavior Segmentation, targeting, and positioning (STP) in IMC, Psychological principles in consumer behavior, Cultural and social influences on consumer behavior, Customer journey mapping in IMC, Communication Models and Strategies
Unit 3	Communication process and models: Traditional response hierarchy models (AIDA, DAGMAR, etc.), Alternative response hierarchies in IMC, Effective message development and delivery, Channel selection and integration in IMC, Budgeting and objective setting in IMC campaigns, Creative Strategy Development
Unit 4	Understanding advertising strategy: Creativity in IMC: Process and techniques, Developing creative strategies for different media channels, Execution styles and tactics in advertising, Leveraging digital platforms for creative campaigns, Social media and content marketing strategies, Media Planning and Optimization
Unit 5	Media planning process and principles: Audience analysis and media selection, Traditional and digital media characteristics, Integrated media mix strategies, Optimizing media buying and scheduling, Performance measurement in media campaigns, Sales Promotion and Trade Marketing
Unit 6	Role and objectives of sales promotion in IMC: Consumer-oriented vs. trade-

	oriented sales promotions, Developing effective sales promotion strategies, Promotional tactics for driving sales and brand engagement, In-store promotions and merchandising, Evaluating the effectiveness of sales promotion campaigns, Direct Marketing Strategies
Unit 7	Overview of direct marketing in IMC: Direct response advertising techniques, Database marketing and customer relationship management (CRM), Personalization and targeting in direct marketing, Integration of direct marketing with other IMC channels, Measuring ROI and performance in direct marketing campaigns, Digital Marketing and Interactive Media
Unit 8	Evolution of digital marketing in IMC: Digital advertising platforms and channels, Content marketing and SEO strategies, Paid search advertising (PPC) and display advertising, Social media marketing and community management, Leveraging emerging technologies for interactive marketing, Content Creation and Distribution
Unit 9	Content strategy development: Content formats and storytelling techniques, Content distribution channels and platforms, User-generated content and influencer marketing, Content curation and syndication, Measuring content effectiveness and engagement, Social Media Management
Unit 10	Social media landscape and trends: Social media listening and monitoring tools, Community management and engagement strategies, Paid social advertising and targeting options, Crisis management and reputation management on social media, Social media analytics and performance measurement, Search Engine Optimization (SEO)
Unit 11	Fundamentals of SEO in IMC: On-page and off-page SEO optimization techniques, Keyword research and content optimization, Technical SEO and website performance, Local SEO strategies and optimization, SEO measurement and reporting, Paid Advertising Strategies
Unit 12	Paid search advertising (PPC) fundamentals: Ad copywriting and optimization techniques, Display advertising and programmatic advertising, Remarketing and retargeting strategies, Mobile advertising and app marketing, Bid management and campaign optimization, Email Marketing and Automation
Unit 13	Email marketing strategy development: Email list building and segmentation, Email design and copywriting best practices, Marketing automation tools and workflows, Personalization and dynamic content in email marketing, Email deliverability and performance tracking, Mobile Marketing and App Promotion
Unit 14	Mobile marketing landscape and trends: Mobile advertising formats and targeting options, App store optimization (ASO) techniques, In-app advertising and engagement strategies, Location-based marketing and geofencing, Mobile analytics and performance measurement, Influencer Marketing
Unit 15	Role of influencers in IMC: Types of influencers and their audiences, Influencer selection and partnership strategies, Campaign planning and execution with influencers, Legal and ethical considerations in influencer marketing, Measuring ROI and impact of influencer campaigns, Branding and Brand Management
Unit 16	Brand identity development and positioning: Brand architecture and portfolio management, Brand equity measurement and brand valuation, Brand extension and co-branding strategies, Brand crisis management and reputation repair, Brand advocacy and community building, Customer Relationship Management (CRM)

Unit 17	CRM principles and strategies: Customer lifecycle management, CRM technology and tools, Data-driven marketing and personalization, Loyalty programs and customer retention strategies, CRM integration with other IMC channels, Marketing Analytics and Data Visualization
Unit 18	Importance of data-driven decision making in IMC: Key marketing metrics and KPIs, Data collection and analysis techniques, Data visualization tools and techniques, Predictive analytics and modeling in marketing, Reporting and communicating insights effectively, Ethics and Social Responsibility in IMC
Unit 19	Ethical considerations in advertising and marketing: Regulatory compliance and industry standards, Corporate social responsibility (CSR) initiatives, Green marketing and sustainable practices, Diversity and inclusion in marketing campaigns, Crisis communication and reputation management, Emerging Trends in IMC
Unit 20	Future of IMC: Trends and innovations: AI and machine learning in marketing, Voice search and conversational marketing, Augmented reality (AR) and virtual reality (VR) experiences, Blockchain technology and its implications for marketing, The role of IoT and connected devices in IMC

READINGS:

1. ADVERTISING AND PROMOTIONS: AN INTEGRATED MARKETING COMMUNICATIONS PERSPECTIVE by GEORGE E BELCH, MICHAEL A BELCH & KEYOOR PURANI, MC GRAW HILL
2. ADVERTISING AND PROMOTIONS AN IMC PERSPECTIVE by KRUTI SHAH, ALAN D`SOUZA, TATA MCGRAW HILL, INDIA

Course code	DECOM268	Course Title	Services Marketing
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WEIGHTAGES	
CA	ETE(Th.)
30	70

Course Outcomes: Through this course, the student will be able to

- CO1: analyze the service marketing mix and develop effective positioning strategies to achieve a competitive advantage in the marketplace.
- CO2: design and implement new service concepts, considering the service-profit chain and the evolving online environment.
- CO3: develop strategies for pricing services, managing service capacity and demand, and fostering customer co-creation for a positive service experience.
- CO4: implement effective complaint handling and service recovery processes to build customer loyalty and trust.
- CO5: evaluate and improve service quality and productivity by applying service leadership principles, human resource management practices, and quality measurement tools.
- CO6: apply global, cultural, and environmental considerations to deliver services across diverse markets.

Unit No.	Content
Unit 1	Introduction to Services Marketing: Nature of services, Service-dominant logic, Service differentiation
Unit 2	The Service Marketing Mix: The 7Ps of service marketing (Product, Price, Place, Promotion, People, Process, Physical Evidence)
Unit 3	Service Attributes and Levels: Core, supplementary, and augmented services. Service quality dimensions (Reliability, Assurance, Responsiveness, Empathy, Tangibles)
Unit 4	Developing Effective Positioning Strategies: Market segmentation, targeting, and positioning, Value proposition development.
Unit 5	Competitive Analysis and Positioning Maps: Identifying competitors, competitive advantage, Porter's Five Forces framework. Using positioning maps to visualize competitive strategies.
Unit 6	Changing Competitive Positioning: Strategies for responding to market changes and competitor actions. Repositioning a service.
Unit 7	The Three-Stage Model of Service Consumption: Pre-consumption, service encounter, and post-consumption stages. Managing customer expectations across all stages.
Unit 8	The Service-Profit Chain: Understanding the link between satisfied employees, satisfied customers, and profitability.
Unit 9	The Flower of Service: Core service, facilitating service, supporting service, and the external environment.
Unit 10	New Service Development (NSD) Process: Idea generation, screening, concept development, testing, and launch.
Unit 11	Service Branding and Product Design: Creating a strong service brand identity. Planning and branding service elements.
Unit 12	Delivering Services in Cyberspace: E-service strategies, challenges, and opportunities.
Unit 13	Distributing Services Internationally: Cultural considerations, globalization, and international service channels.
Unit 14	Pricing Strategies for Services: Cost-plus pricing, value-based pricing, competition-based pricing, and yield management.
Unit 15	Designing Service Processes and Blueprints: Customer journey mapping. Service process design principles.
Unit 16	The Service Environment: Consumer responses to service environments, Dimensions of service environment
Unit 17	Managing Service Capacity and Demand: Forecasting demand, queueing systems, managing waiting lines, capacity planning strategies.

Unit 18	The Role of Customers in Service Production: Customer co-creation, self-service technologies, and empowering customers, Importance of service recovery, strategies for handling complaints effectively.
Unit 19	Managing People for Service Quality and Productivity: The service leadership role, human resource practices in service organizations. The SERVQUAL model of service quality. Measuring and improving service quality
Unit 20	Addressing Challenges with Service Employees: Managing employee turnover and retention in service industries, Motivating and engaging service employees, Diversity and inclusivity in service workforce management.

READINGS:

1. ESSENTIALS OF SERVICES MARKETING by JOCHEN WIRTZ CHRISTOPHER
LOVELOCK JAYANTA CHATTERJEE GOPAL DAS, PEARSON EDUCATION INDIA
2. SERVICES MARKETING by VALARIE A. ZEITHAML, MARY JO BITNER, DWAYNE D.
GREMLER, AJAY PANDIT, TATA MCGRAW HILL, INDIA

Course code	DEPEA515	Course Title	ANALYTICAL SKILLS-I	
			WEIGHTAGE	
			CA	ETE (Th.)
			30	70

Course Outcomes: Through this course, the student will be able to

CO1: apply the procedural fluency with number system and mathematical operations to solve the stated problems.

CO2: apply an appropriate approach to solve problems related to percentage and profit & loss.

CO3: analyze the reasoning aptitude problems such as blood relation, direction sense and number ranking & time sequence test to solve related problems.

CO4: apply the analytical concepts learnt to solve the questions of ratio & proportion and alligation & mixture.

CO5: use the concepts of permutation & combination and probability to solve related problems.

CO6: apply the concepts learnt to solve the questions related to syllogisms and data interpretation.

Unit No.	Content
Unit 1	Number system: classification of numbers, rules of divisibility, multiplication and squaring of numbers, HCF & LCM of numbers, cyclicity of unit digit, remainder theorem
Unit 2	Average: average of numbers, arithmetic mean, weighted average
Unit 3	Mathematical operations: BODMAS rule, calculation based problem, conversion of symbols into signs
Unit 4	Percentage: commodity price increase/decrease, comparison based questions, population based examples, successive percent changes, budget based problems
Unit 5	Profit and loss: cost price, selling price, profit and loss, calculation of profit/loss percent, false weight, discount, successive discount, marked price
Unit 6	Direction sense test: understanding of directions, different types of practice problems
Unit 7	Blood relation: cracking jumbled up descriptions, relation puzzle, coded relations
Unit 8	Number, ranking and time sequence: number test, ranking test, time sequence test
Unit 9	Ratio and proportion: ratio and its types, proportion and its types, direct and indirect variations, partnership
Unit 10	Alligation or mixture: concept and rules of alligation, problem based on mixing of liquids/items
Unit 11	Problem on ages and numbers: problems on ages, problem on numbers
Unit 12	Permutation and combination: factorial, difference between permutation & combinations, circular permutation, arrangement and selection based problems, distribution and division Probability: experiment, sample space, event, probability of occurrence of an event, bayes theorem, odds of an event, selection based problems, binomial distribution
Unit 13	Logical Venn diagram and set theory: Venn diagram based problems, concept of set theory Syllogism: all, some and none relations, related statements with Venn diagram
Unit 14	Data interpretation: basics of data interpretation, average and percentage, tabulation, bar graphs, pie charts, line graphs

READINGS:

1. QUANTITATIVE APTITUDE FOR COMPETITIVE EXAMINATIONS by Dr. R S AGGARWAL, S CHAND PUBLISHING
2. A MODERN APPROACH TO VERBAL & NON-VERBAL REASONING by Dr. R S AGGARWAL, S CHAND PUBLISHING
3. MAGICAL BOOK ON QUICKER MATHS by M TYRA, BANKING SERVICE CHRONICLE
4. ANALYTICAL REASONING by M.K. PANDEY, BANKING SERVICE CHRONICLE

Course code	DEPEA516	Course Title	ANALYTICAL SKILLS-II	
			WEIGHTAGE	
			CA	ETE (Th.)
			30	70

Course Outcomes: Through this course, the student will be able to

CO1: employ the concepts learnt to analyze and solve the problems related to work based on time and efficiency.

CO2: use an appropriate approach to solve problems related to time, speed and distance.

CO3: analyze the various logical reasoning techniques to solve problems related to series completion, coding decoding in minimum possible time.

CO4: utilize analytical skills to calculate simple and compound interest.

CO5: articulate an appropriate approach to solve the problems related to clock and calendar.

CO6: analyze the logical reasoning aptitude problems related to puzzle test and non-verbal reasoning to solve accordingly.

Unit No.	Content
Unit 1	Time and Work: chain rule, computation of work done together, men, women, children-based problems, wages-based work problems, alternate day work
Unit 2	Pipes and Cisterns: inlet-outlet, part of tank filled, time-based problems, alternate work
Unit 3	Time and Distance: concept of time speed and distance, conversion of Units, average speed concept, different types of problems
Unit 4	Problem on trains: relative speed concept, faster and slower train Boats and streams and races: downstream and upstream, linear and circular track
Unit 5	Sequence and series completion: series completion, analogy, classification, arithmetic and geometric progression
Unit 6	Alphabet test and logical sequence of words: alphabetical order of words, letter-word problems, rule detection, alphabetical quibble, word formation by unscrambling letters, word formation using Letters of a given word, alpha-numeric sequence puzzle, logical sequence of words
Unit 7	Coding-Decoding: letter coding, number/symbol coding, substitution, matrix coding, mixed letter coding, mixed number coding
Unit 8	Simple interest: basics of principal, rate and time, rate computation, time computation, amount computation
Unit 9	Compound interest: concept of simple and compound interest, questions based on relation between compound and simple interest
Unit 10	Calendar: calculating odd days, basic concept of calendar, finding the exact day
Unit 11	Clocks: concept of clock, angle computation, loss or gain in time
Unit 12	Data sufficiency: reasoning and quantitative data sufficiency problems Coding inequalities: basic operations, rules of inequalities, coded relations
Unit 13	Puzzle test: seating/placing arrangements, comparison type questions, sequential order of things, family-based problems
Unit 14	Non-Verbal Reasoning: series of figures, analogy of figures, classification of figures

READINGS:

1. QUANTITATIVE APTITUDE FOR COMPETITIVE EXAMINATIONS by DR. R S AGGARWAL, S CHAND PUBLISHING
2. A MODERN APPROACH TO VERBAL & NON-VERBAL REASONING by DR. R S AGGARWAL, S CHAND PUBLISHING

3. MAGICAL BOOK ON QUICKER MATHS by M TYRA, BANKING SERVICE CHRONICLE
4. ANALYTICAL REASONING by M.K. PANDEY, BANKING SERVICE CHRONICLE

Course code	DEENG539	Course Title	ACADEMIC ENGLISH	
			WEIGHTAGE	
			CA	ETE (Th.)
			30	70

Course Outcomes: Through this course, the student will be able to

C01: differentiate between a range of authentic academic texts.

C02: observe actively to lectures, presentations and interviews to understand key information.

C03: construct a variety of essays and other assignments.

C04: appraise academic grammar.

C05: apply academic English and vocabulary in professional life.

Unit No.	Content
Unit 1	Academic writing: introduction, texts and academic texts, ways of writing, balanced versus weighted essays
Unit 2	Academic writing: brainstorming and outlining, gathering information
Unit 3	Writing paragraphs: introduction, types of paragraphs, enumeration
Unit 4	Writing paragraphs: exemplification, complex paragraphs, sequence
Unit 5	Writing paragraphs: comparison of items, cause effect in paragraph writing, visuals in paragraph writing
Unit 6	Basics of reports and research papers: introduction, types of reports, format of a report, assessment reports
Unit 7	Basics of reports and research papers: writing a report, understanding the text, data collection, writing a research paper
Unit 8	Basics of reports and research papers: overview of a research paper, selection of a research paper, plagiarism, citing sources, publication sources
Unit 9	Presenting your ideas: purpose of a presentation, components of a presentation, when to read or speak, preparation
Unit 10	Presenting your ideas: before the talk, on the podium, handling questions, strategic planning
Unit 11	Grammar for editing: basic sentences, verbs, nouns, editing a sentence
Unit 12	Grammar for editing: delayed subjects: it, there and what, the long and winding sentence, short sentences, parallelism
Unit 13	Working with words: misleading words, one word for many, complicated words, avoiding metaphors, redundant words
Unit 14	Working with words: linking words, expressing the degree of certainty, capitalization, sexist language

READINGS:

1. A COURSE IN ACADEMIC WRITING by RENU GUPTA, ORIENT BLACKSWAN PVT. LTD.
2. ENGLISH GRAMMAR by RAJEEVAN KARAL, OXFORD UNIVERSITY PRESS
3. OXFORD EAP: A COURSE IN ENGLISH FOR ACADEMIC PURPOSES by EDWARD DE CHAZAL AND SAM MCCARTER, OXFORD UNIVERSITY PRESS
4. MLA HANDBOOK by MODERN LANGUAGE ASSOCIATION OF AMERICA, MODERN LANGUAGE ASSOCIATION.

Course code	DEENG514	Course Title	INTRODUCTION TO THE STUDY OF LANGUAGE	
			WEIGHTAGE	
			CA	ETE (Th.)
			30	70

Course Outcomes: Through this course, the student will be able to

C01: identify vowels and consonants in phonetics.

C02: distinguish between different parts of speech organs, place of articulation and manner of articulation.

C03: describe syllable and stress patterns in relationship with aspects of connected speech in English language.

Unit No.	Content
Unit 1	Language and Phonetics: introduction to first and second language, introduction to phonetics
Unit 2	Language and Phonetics: meaning and importance of phonetics, difference between phonetics and phonology
Unit 3	The Production of Speech Sounds: introduction to the speech organs, articulators above the larynx
Unit 4	The Production of Speech Sounds: vowels and consonants, long vowels and short vowels
Unit 5	Vowels, Diphthongs, and Triphthongs: introduction to vowels, long vowels, short vowels
Unit 6	Vowels, Diphthongs, and Triphthongs: introduction, diphthongs, triphthongs
Unit 7	Voicing and Consonants: the larynx, respiration and voicing, plosives
Unit 8	Voicing and Consonants: place of articulation, manner of articulation, fortis and lenis
Unit 9	The Phoneme and Phonology: the functioning and patterning of sounds, the phoneme
Unit 10	The Phoneme and Phonology: the phonology, symbols and transcription, minimal pairs
Unit 11	The Syllable and Stress: strong and weak syllables, close front and close back vowels
Unit 12	The Syllable and Stress: syllabic consonants, nature of stress
Unit 13	The Syllable and Stress: levels of stress, placement of stress within the word
Unit 14	Aspects of Connected Speech: rhythm, assimilation, elision, linking

READINGS:

1. LINGUISTICS by CRYSTAL, DAVID, PENGUIN BOOKS INDIA
2. ENGLISH PRONOUNCING DICTIONARY by JONES, DANIEL, CAMBRIDGE UNIVERSITY PRESS
3. ENGLISH PHONETICS AND PHONOLOGY: A PRACTICAL COURSE by ROACH, PETER, CAMBRIDGE UNIVERSITY PRESS
4. MODERN LINGUISTICS: AN INTRODUCTION by VERMA, S.K & N. KRISHNASWAMY, OXFORD UNIVERSITY PRESS
5. MODERN LINGUISTICS: AN INTRODUCTION by VERMA, S.K & N. KRISHNASWAMY, OXFORD UNIVERSITY PRESS

Course code	DEENG519	Course Title	POST-INDEPENDENCE INDIAN LITERATURE	
			WEIGHTAGE	
			CA	ETE (Th.)
			30	70

Course Outcomes: Through this course, the student will be able to

CO1: understand the social cultural and political dimensions of Indian Writing in English.

CO2: deduce the historical elements and theoretical orientation of Indian Writing in English.

CO3: analyze the stylistic techniques of Indian Writing in English.

CO4: trace the essential features of Indian Writing in English.

Unit No.	Content
Unit 1	Literary Terms: feminism, patriarchy, sexism
Unit 2	Literary Terms: misogynoir, misandry, LGBTQ
Unit 3	Literary Terms: gender issues, male gaze, womanism
Unit 4	Rupa Bajwa - The Sari Shop: plot and narrative technique
Unit 5	Rupa Bajwa - The Sari Shop: social and political background, character analysis and thematic analysis
Unit 6	Tagore - Leave this chanting and singing: textual, analysis, thematic analysis, symbols and motifs, stylistic features
Unit 7	Tagore - Kamala Das - My Grandmother's House: textual analysis, thematic analysis
Unit 8	Tagore - Kamala Das - My Grandmother's House: symbols and motifs, stylistic features
Unit 9	Difficult Daughters by Manju Kapur: about the author, plot, character analysis
Unit 10	Difficult Daughters by Manju Kapur: thematic analysis and gender issues, critical analysis
Unit 11	Mahesh Dattani - Final Solution: character analysis and thematic analysis
Unit 12	Mahesh Dattani - Final Solution: plot, narrative technique
Unit 13	Girish Karnad - Nagamandala: thematic analysis, narrative technique
Unit 14	Girish Karnad - Nagamandala: plot summary, character analysis

READINGS:

1. THE VINTAGE BOOK OF MODERN INDIAN LITERATURE by AMIT CHAUDHURI, VINTAGE BOOKS
2. THE SARI SHOP by RUPA BAJWA, PENGUIN BOOKS INDIA
3. NAGAMANDALA by GIRISH KARNAD, OXFORD UNIVERSITY PRESS
4. GITANJALI: RABINDRANATH TAGORE by RABINDRANATH TAGORE, RUPA PUBLICATIONS
5. KAMALA DAS by DR. N. K. SHARMA, UNIQUE PUBLISHER
6. FINAL SOLUTIONS by MAHESH DATTANAI, PENGUIN BOOKS INDIA
7. DIFFICULT DAUGHTERS by MANJU KAPUR, PENGUIN BOOKS INDIA

Course code	DEENG527	Course Title	POSTCOLONIAL LITERATURES AND CULTURAL STUDIES	
			WEIGHTAGE	
			CA	ETE (Th.)
			30	70

Course Outcomes: Through this course, the student will be able to

C01: identify the impact of colonialism on culture.

C02: estimate the significance of the post-colonial era in the life of its inhabitants.

C03: apply the post-colonial theory of Homi Bhabha and Edward Said in the prescribed texts.

C04: justify new trends in post-colonial discourse through the lens of selected texts.

Unit No.	Content
Unit 1	Salman Rushdie: Midnight's Children: Midnight's Children as a post-colonial epic, technique of magic realism of Rushdie
Unit 2	Salman Rushdie: Midnight's Children: discussion of the plot of the novel, epical features of the novel
Unit 3	Salman Rushdie: Midnight's Children: character of Saleem and his importance, the themes of alienation and cultural dislocation
Unit 4	Chinua Achebe: Things Fall Apart: Struggle for dominance and identity crisis, introduction to the African culture
Unit 5	Chinua Achebe: Things Fall Apart: theme of cultural destruction, hybridity and marginalization
Unit 6	Chinua Achebe: Things Fall Apart: theme of gender discrimination in the novel, conflict between tradition and modernity
Unit 7	Bapsi Sidhwa: The American Brat: the life and achievements of the writer, the theme of male domination in society, Feroza's American experience
Unit 8	Bapsi Sidhwa: The American Brat: cultural assimilation of Feroza and the application of Bhabha's theory of hybridity, loss of identity of Feroza in America, cultural conflicts between Parsee culture and American culture, the character of Zareen
Unit 9	Jean Rhys: Wide Sargasso Sea: introduction to the writer, race, relations and prejudice, the theme of oppression of slavery
Unit 10	Jean Rhys: Wide Sargasso Sea: the episodes of magic and incantation in the novel, male domination and patriarchal power structure, discussion on the characters and themes
Unit 11	Derek Walcott: Dream On Monkey Mountain: the significance of the title of the drama, the post-colonial elements in the drama, the theme of the loss of identity
Unit 12	Derek Walcott: Dream On Monkey Mountain: the theme of marginalization and the application of the theory of Homi Bhabha, Makak and his confrontation with the colonial rulers, the significance of the ending of the drama
Unit 13	Margaret Atwood: Surfacing: the life and achievements of the writer, the significance of the title, the theme of alienation and the application of the theory of hybridity of Homi Bhabha
Unit 14	Margaret Atwood: Surfacing: the postcolonial elements in the novel, the theme of feminism in the novel, the role of nature in the novel, the plot structure of the novel

READINGS:

1. MIDNIGHT'S CHILDREN by SALMAN RUSHDIE, VINTAGE BOOKS
2. THINGS FALL APART by CHINUA ACHEBE, ANCHOR BOOKS
3. SURFACING by MARGARET ATWOOD, ANCHOR BOOKS
4. AMERICAN BRAT by BAPSI SIDHWA, MILKWEED EDITIONS
5. DREAM ON MONKEY MOUNTAIN by DEREK WALCOTT, FARRA, STRAUS

6. WIDE SARGASSO SEA by JEAN RHYS, PENGUIN CLASSICS

Course Code	DEPOL525	Course Title	POLITICAL INSTITUTIONS IN INDIA
			WEIGHTAGE
			CA ETE (Th.)
			30 70

Course Outcomes: Through this course, the student will be able to

CO1: understand the leading institutions of the Indian political system and the changing nature of these institutions.

CO2: assess the laws pertaining to elections and analyse the electoral system of India.

CO3: enumerate the working of the Indian federalism in the constitutional context.

CO4: distinguish the powers and functions of various organs of the government.

CO5: discuss about various constitutional and statutory bodies of India.

CO6: evaluate the functioning of the local government institutions.

Unit No.	Content
Unit-1	Indian National Movement to the Making of the Indian Constitution: Definitions of Constitution, Functions of Constitution, Evolution of the Indian Constitution 1858-1935, The Company Rule (1773-1858), The Crown Rule (1858-1947)
Unit-2	Constituent Assembly: Meaning of Constituent Assembly, Evolution of the Concept of Constituent a Assembly in India, Cabinet Mission Plan and the Formation of the Constituent Assembly, Composition of the Constituent Assembly, Working of the Constituent Assembly, Objective Resolution, Gandhian Ideology, Constitution Assembly Debates, Decision Making in the Constituent Assembly
Unit-3	Philosophy of the Constitution: Key Words in the Preamble, Salient Features of the Constitution, Fundamental Rights, Directive Principles of State Policy
Unit-4	Constitutionalism in India: Democracy, Features of the Indian Democracy, Social Change, Factors of Social Change, National Unity, Separation of Powers, Basic Structure Doctrine, Evolution of Basic Structure Doctrine, Procedure of Amendment
Unit-5	Union executive: President, Powers and Functions of the President, Prime Minister, Council of Ministers
Unit-6	Union Parliament: Composition of the Parliament, Officials of Rajya Sabha, Sessions of Parliament, Functions of Parliament, Parliamentary Committees
Unit-7	Judiciary Part-I: Supreme Court: Jurisdiction and Powers, High Court: Jurisdiction and Powers
Unit-8	Judiciary part -II: Judicial Review, Judicial Activism, Judicial Restraint, Judicial Reform
Unit-9	State executive: Governor, Powers and Functions of Governor, Position and Role of the Governor, Chief Minister, Powers and Functions of Chief Minister, Council of Ministers
Unit-10	State Legislature: Composition of Two Houses, Duration of Two Houses, Membership of State Legislature, Presiding Officer, Sessions of State Legislature, Powers and Functions of the State Legislature, Position of legislative council, Privileges of State Legislature
Unit-11	Federalism in India: Nature and Scope, Centre-State Relations, Federalism with a Strong Central Government, Role of Intergovernmental Coordination Mechanisms in Indian Federalism
Unit-12	Electoral Process and Election Commission of India: Election Commission, Electoral Reforms, Issues in Electoral Politics in India, Electoral Reforms Undertaken, Functioning and Reforms of the Local Government Institutions
Unit-13	Constitutional and Statutory Bodies Part -I: Comptroller and Auditor General: Duties and Powers, National Commission for Scheduled Castes: Evolution and Functions, National Commission for Scheduled Tribes: Function and Reports
Unit-14	Constitutional and Statutory Bodies Part -II: National Commission for Human Rights,

READINGS:

1. INDIAN GOVERNMENT AND POLITICS by BIDYUT CHAKRABARTY, RAJENDRA KUMAR PANDEY, SAGE PUBLICATIONS.
2. THE INDIAN CONSTITUTION: CORNERSTONE OF A NATION by AUSTIN GRANVILLE.

Course Code	DEPOL527	Course Title	PUBLIC POLICY AND GOVERNANCE IN INDIA	
			WEIGHTAGE	
			CA	ETE (Th.)
			30	70

Course Outcomes: Through this course, the student will be able to

CO1: understand the nature and scope of public policy and administration in India.

CO2: assess the major problems and complexities in India's governance system.

CO3: appreciate the methodological pluralism and synthesizing nature of knowledge in public policy and administration.

CO4: analyse the changing dimensions and patterns in India's public governance and administrative processes.

CO5: evaluate the role of non-state actors and civil society in India's public governance system.

Unit No.	Content
Unit-1	Public Policy and Administration in India: Meaning and Concept of Public Policy; Meaning, Evolution, Scope and Importance of Public Administration; Public Policy & Public Administration in India, Evolution of Indian Administration
Unit-2	Public and Private Administration: Approaches, System Theory, Organization Theory, Decision Making Theory,
Unit-3	Public Administration Theories and Concepts: Meaning, Ecological Approach
Unit-4	Scientific Management Theory, Rational Choice theory, New Public Administration, Development Administration
Unit-5	Comparative Public Administration in India: Comparative Public Administration in India
Unit-6	New Public Management: Themes, Significance, Consequences, Good Governance
Unit-7	Changing Nature of Public Administration: Case of Bureaucracy, Characteristics of Bureaucracy, Impact of Globalization
Unit-8	Theories and Principles of Organisation and its Operations in India: Principles of Organisation, Theories of Organisation: Classical, Neo-classical & Modern Bureaucratic Theory, Human Relations Theory
Unit-9	Managing the Organization: Theories of Leadership, Types of Theories of Leadership, Trait Theory, Behavioural Theory, Theories of Motivation
Unit-10	Organisational Communication: Theories and Principles, Theory X & Theory Y, Functioning in India and its impacts
Unit-11	Chester Bernard: Principles of Communication, Information Management in the Organization
Unit-12	Conflict in the Organization: Factors influencing conflict, Views of Mary Parker Follett, Views of Peter Drucker
Unit-13	Public Policy and Governance in India: Types of Public Policy, Stages, Basis of Policy-Making
Unit-14	Public Policy Issues and Challenges in India: Constraints in Policy Implementation

READINGS:

1. INTRODUCTION TO THE STUDY OF PUBLIC ADMINISTRATION by SHAFRITZ, J.M. AND HYDE, WADSWORTH
2. PUBLIC ADMINISTRATION IN INDIA by STERLING PUBLICATIONS, STRELING PUBLICATIONS.

Course Code	DESOC515	Course Title	FUNDAMENTALS OF SOCIOLOGY
			WEIGHTAGE
			CA
			ETE (Th.)
			30
			70

Course Outcomes: Through this course, the student will be able to

CO1: articulate all the methodical concepts to understand the social system and function.

CO2: collect information regarding various social units in terms of structural and functional analysis.

CO3: examine structural and functional significance of social institution.

CO4: innovate ideas to create pathways for the social problems.

CO5: apply theoretical understanding in the process of social change and mobilization.

CO6: analyse the process of social exclusion and inclusion in terms of policy making and development program.

Unit No.	Content
Unit-1	Introduction to Sociology: Definition, Nature and Importance, Relation of Sociology with other social sciences-Economics, History, Political Science, Psychology and Social Anthropology
Unit-2	Sociology and other Social Studies: Branches of Sociology-Industrial Sociology, Political Sociology, Sociology of Family, Sociology of Education, Medical Sociology, Urban and Rural Sociology
Unit-3	Sociological Imagination: Development of Sociology as a Social Science and Sociological Prospective
Unit-4	Basic Concepts: Society, Community, Association and Institution –Social Groups, Social Structure and function, Role and Status, Social Stratification and Mobility, Social Control, Social process and Social Change.
Unit-5	Sociology of Culture: Culture and Socialization Definition-Features, Elements, Types, Cultural Relativity, Ethnocentrism, Cultural lag, Cultural System & sub-system, cultural change.
Unit-6	Social Institutions: Marriage, Family, Kinship, Religious Institutions, Economic Institution, Educational Institution and Political Institutions
Unit-7	Indian Social Institutions (I): Caste System, Jajmani System, Major religious practices
Unit-8	Indian Social Institutions (II): Indian Agriculture: farmers movements, Primary education, Mid-day meal, privatization of higher education, Research and development
Unit-9	Social Problems (I): Definition, Nature, Cause, Proposals, Legal and Constitutional measures in controlling social problems.
Unit-10	Social Problems (II): Family Disorganisation, Problem of Child Labour, Problem of Aged, Gender issues and Gender problems,
Unit-11	Social Problems (III): Communal Riots, corruption, terrorism, Alcoholism and Drug Addiction, problem of Unemployment, untouchability, population problem, Rural and Urban Problems, Nepotism
Unit-12	Social Change: Meaning Definition, Nature and Importance, Types of Social Change
Unit-13	Social Movement: Peasant movement, Dalit Movement, Backward Classes movement, Social Reform Movement
Unit-14	Social Inclusion and Exclusion: Meaning-Nature-issues and problems of Social Inclusion/Exclusion among Scheduled Caste and Class-Scheduled Tribes, Neo Buddhist movement, Women empowerment

READINGS:

1. SOCIOLOGY: PRINCIPLES OF SOCIOLOGY WITH AN INTRODUCTION TO SOCIAL THOUGHTS by RAO C.N. SHANKAR. S CHAND.
2. FUNDAMENTALS OF SOCIOLOGY by VIDYA BHUSHAN, PEARSON EDUCATION.
3. FUNDAMENTALS OF SOCIOLOGY by GISBERT P. ORIENT BLACK SWAN, THIRD EDITION (2010).
4. FUNDAMENTALS OF SOCIOLOGY by RAJENDRA KUMAR SHARMA, ATLANTIC.1ST EDITION (2013).

Course Code	DESOC506	Course Title	GLOBALIZATION AND SOCIETY
			WEIGHTAGE
			CA
			ETE (Th.)
			30
			70

Course Outcomes: Through this course, the student will be able to
C01: understand the concept and evolution of globalization.
C02: analyze the impact of globalization on Indian society and economy.
C03: evaluate globalization's influence on culture and communication.
C04: examine economic transformations in a globalized world.
C05: critically assess globalization's environmental and social challenges.
C06: predict the future of globalization and India's role in it.

Unit No.	Content
Unit-1	Introduction to globalization: concept, history of globalization
Unit-2	Dimensions of globalization (i): social, cultural, political
Unit-3	Dimensions of globalization (ii): Economic and ecological dimension
Unit-4	Globalization in India: Perspectives, Globalization and reforms in India, Impact of Globalization on women and poor
Unit-5	Globalization in society: Family, marriage, relationship
Unit-6	Globalization in Culture: Language and communication, Social Structure
Unit-7	Globalization in education: Learning, Access to education, Technological gap
Unit-8	Globalization in economy: Globalization of Indian banks with WTO regime
Unit-9	Business Process Outsourcing (BPO): an emerging trend in India
Unit-10	Micro finance, Economic liberalization: free market policy
Unit-11	Globalization in the environment: Tourism, Pollution, Global warming
Unit-12	Global crises: globalization as an inevitable process, The East Asia crises
Unit-13	Globalization in Indian society: Indian economy after globalization, Impact of globalization on Indian Agrarian class structure and culture, towards an Alternative view and vision
Unit-14	Future of globalization: future of globalization, Broken promises of global institution

READINGS:

1. GLOBALIZATION IN INDIA: NEW FRONTIERS AND EMERGING CHALLENGES by S.K. PRAMANIK, R GANGULY, PHI LEARNING PVT LTD
2. GLOBALIZATION AND INDIAN SOCIETY by BABITA AGARWAL, ANIL AGARWAL, AP PUBLISHER
3. GLOBALIZATION: A VERY SHORT INTRODUCTION by MANFRED B. STEGER, OXFORD UNIVERSITY PRESS