

# Savitribai Phule Pune University Department of Commerce

**Program: M.Com Syllabus** 

Revised

Academic Year 2020-21



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#### 1. Preamble

The modern day world is fast, complicated and challenging. In this scenario every country is trying to get the best in commercial dealing and help economy to grow. The growth of the nation depends upon its business, trade and commerce with highly developed industries. The modern day business requires highly trained and skillful young men and this requirement can be fulfilled by right Commerce education and curriculum. The aim of Commerce education is to enhance knowledge and skill sets of commerce graduates making capable of facing the challenges in business world while contributing meaningfully to the society and nation.

The Department of Commerce was established in the year 2006 with the flagship program of Masters in Commerce (M. Com) at the University Campus. It was one of the most awaited and well acknowledged program by students. It is a two year program consisting of four semesters with the Choice Based Credit System.

The program provides an extreme and rigorous base for teaching, learning, research and allied business activities.

The program has served the needs of society as well as the industry. The students of the Department have shown their excellence in business and academics.

The revision of syllabus in this program is an essential and periodic process. The challenges of new trends in the industry, global economy and society have been taken into consideration while revising the program. Opinions of all stake holders have been sought, including suggestions from Industry experts, Academic Stalwarts, Alumni, Students, Employers and Parents. Trends in commerce education in India and around the globe have been observed and a team of academic expert panel appointed under the leadership of the Honorable Vice Chancellor and Pro- Vice Chancellor has contributes towards development of this syllabus.

The program serves the needs of students and prepares them for careers in research, teaching entrepreneurship and industry, in addition to preparing them to face the challenges of the society.

#### 2. M. Com Program:

The M. Com Program at the Department of Commerce follows CBCS (Choice Based Credit System) as mandated by the UGC. It provides ample opportunity to students to select subjects of their interest and also develop their skills and abilities. Each course in the program is evaluated with continuous grading system. Grading systems provides uniformity in the evaluation and computation of cumulative grade points (CGPA) based on students' performance in examinations which enables to move in a better way towards higher education.

M.Com Program at the Department aims to provide new direction and impetus for the growth of business education.

#### The purpose of establishing the Department is:

- 1. To provide a broad based policy direction for the development of Commerce education.
- 2. To identify new programs to be launched in the Department of Commerce.
- 3. To coordinate and monitor various activities in research and extension.

#### The Department focuses on the following aspects:

- a. To offer up to date knowledge in different aspects of Commerce.
- b. To develop healthy interactions by applying appropriate analogical systems and teaching methods.
- c. To evaluate the performance of the learners by using transparent, effective and reliable methods of evaluation.
- d. To develop an acceptable standard of learning that caters to the needs of different stakeholders.

#### 3. M. Com Program Structure:

#### The M. Com Program structure aims to provide

- i) A conducive environment for learning and dissemination of knowledge.
- ii) To establish a strong theoretical foundation and practical application
- iii) To develop research orientation.
- iv) To prepare students for various competitive exams
- v) To prepare students to accept challenges, face and achieve success in life.

#### The M. Com Program will be a 2 year program with four semesters

Semester I and II comprise of the basic subjects. Semester III and IV have 3 core subjects and 3 subjects to be selected from Electives / Specializations offered.

The four groups of Electives are

- I) Corporate Accounting and Financial Management (CA)
- II) Banking and Finance (BF)
- III) Digital Marketing & E-Commerce (DM)
- IV) Business Processes (BP)

Apart from the regular curriculum, skilled development programs are also conducted to enhance the special skill sets of students. The curriculum also provides opportunities for students to select any other course of their interest from any other Department in the University Campus and earn extra credit over and above their normal credits. Students of other Departments can choose any of the subjects run by the Department and earn extra credits. The specializations offered at the Department are decided as per the needs of the Industry.

The program thus offers a wide range of choice to broaden their capabilities and skills thus providing them enough potential to face the complexities of the outside world.

#### **Program Specific Outcomes (PSOs):**

The course prepares the students to serve the needs of academics, teaching and research. It provides a rigorous base for teaching and learning thus creating a strong personality of students

Appropriate teaching pedagogies are practiced and adopted to ensure learning for students in an appropriate and enhanced way

The course attempts to inculcated responsibility, honesty, kindness, compassion amongst the students, so that an overall personality of students is developed.

Its ultimate aim is to create a groomed person filled with right knowledge and attitude to help create a good environment conducive for growth and future prospects.

#### **Program Structure**

M.Com is a full time two year program divided into four semesters. The total credits awarded for the degree are 100. The semester wise details are given below.

	Year	Semester	Semester
Part I	First Year	Semester I	Semester II
Part II	Second Year	Semester III	Semester IV

#### **Credit Scheme**

Sem ester	Core Courses		Core Courses		ective Co	urses		Develop riential L Course	earning	Total Credits
	No. of Papers	Credits	Total Credits	No. of Papers	Credits	Total Credits	No. of Papers	Credits	Total Credits	
I	6	4	24	-	-	-	-	-	-	24
П	6	4	24	-	-	-	1	2	2	26
III	3	4	12	3	4	12	-	-	-	24
IV	3	4	12	3	4	12	1	2	2	26
										100

- One credit equals to 15 hours of teaching for core and elective courses.
- Each course carries 100 marks
- Evaluation consists of continuous and comprehensive evaluation (internal evaluation) of 50 marks and End Semester Exam (Final exam) of 50 marks.
- Skill Development /Experiential Learning Courses will be worth 50 marks
- All courses will also include presentations, Quizzes, Role-Plays and Case-Study.
- Admission and Exams will be conducted according to the University rules
- Attendance of 75% is compulsory as per University rules.
- The instruction medium of all courses will be English.
- All rules and regulations implemented by the University authorities from time to time will be applicable.

# SEMESTER WISE DETAILS M.COM PROGRAM

SEMESTER 1				
Subject Code	Subject Name	Туре	Credits	
DC 1.1	Contemporary Issues in Indian Economics	CORE	4	
DC 1.2	Statistical Methods for Business Research	CORE	4	
DC 1.3	Management of Change and Organization Development	CORE	4	
DC 1.4	Advanced Cost and Management Accounting	CORE	4	
DC 1.5	Quantitative Techniques for Decision Making	CORE	4	
DC 1.6	Entrepreneurship and New Venture Development	CORE	4	
	Total Credits		24	

	SEMESTER 2		
Subject Code	Subject Name	Туре	Credits
DC 2.1	Developmental Economics and Business Environment	CORE	4
DC 2.2	Advanced Financial Management	CORE	4
DC 2.3	Operational Research	CORE	4
DC 2.4	Strategic Management	CORE	4
DC 2.5	Effective Communication and Personal Development	CORE	4
DC 2.6	Research Methodology and Analysis	CORE	4
DC 2.7	Term Project	Skill /Experiential	2
	Total Credits		26

SEMESTER 3			
Subject Code	Subject Name	Туре	Credits
DC 3.1	Principles of E-Commerce	CORE	4
DC 3.2	Corporate Governance and Social Responsibility	CORE	4
DC 3.3	Regulatory Reforms and Management in India	CORE	4
	Electives / Specialization		
I) C	orporate Accounting and Financial Man	agement (C	CA)
Subject Code	Title of the Subject	Туре	Credits
DC (CA) 3.4	Advanced Financial Accounting	Elective	4
DC (CA) 3.5	Corporate Financial Reporting	Elective	4
DC (CA) 3.6	Security Analysis and Portfolio Management	Elective	4
II) Ba	anking and Finance (BF)		
DC (BF) 3.4	Monetary and Fiscal Policy	Elective	4
DC (BF) 3.5	Management of Banks	Elective	4
DC (BF) 3.6	Financial Markets	Elective	4
III) Dig	gital Marketing & E-Commerce (DM)		
DC (DM) 3.4	Management Information System	Elective	4
DC (DM) 3.5	Development of E-Business	Elective	4
DC (DM) 3.6	Technology for E- Commerce	Elective	4
IV) Business Processes (BP)			
DC (BP) 3.4	Retail Business Operations	Elective	4
DC (BP) 3.5	Logistics & Supply Chain Management	Elective	4
DC (BP) 3.6	Service Business Operations	Elective	4
	Total Credits		24

SEMESTER 4				
Subject Code	Title of the Subject	Туре	Credits	
DC 4.1	Legal Environment of Business	Core	4	
DC 4.2	Business Skills for Excellence	Core	4	
DC 4.3	International Business	Core	4	
	Electives / Specialization			
I) Corp	orate Accounting and Financial Manageme	nt (CA)		
Subject Code	Title of the Subject	Туре	Credits	
DC (CA) 4.4	New Trends in Accounting	Elective	4	
DC (CA) 4.5	International Financial Reporting Standards	Elective	4	
DC (CA) 4.6	Financial Risk Management	Elective	4	
II) Ban	king and Finance (BF)			
DC (BF) 4.4	E-Banking and Financial Services	Elective	4	
DC (BF) 4.5	Micro Finance	Elective	4	
DC (BF) 4.6	International Banking	Elective	4	
III) Digita	l Marketing & E-Commerce (DM)	•		
DC (DM) 4.4	E-Banking and Financial Services	Elective	4	
DC (DM) 4.5	Digital Marketing	Elective	4	
DC (DM) 4.6	Social Media Marketing	Elective	4	
IV) Bu	siness Processes (BP)			
DC (BP) 4.4	Rural Business Operations	Elective	4	
DC (BP) 4.5	Customer Relationship Management	Elective	4	
DC (BP) 4.6	Marketing Research	Elective	4	
DC 4.7	Specialization Project	Skill /Experiential	2	
	Total Credits		26	

### **Course Contents and Reading List for M.Com Program**

### Semester I M.Com Part I

**Subject Code: DC 1.1** 

**Subject Name: Contemporary Issues in Indian Economics** 

Marks: 100 Instructions Hours: 48

Course Objectives: The objective of this paper is to equip students with information relating to

Indian Economy and its Problems.

**Course Outcomes:** The successful completion of this course will enable the students:

1. To understand Indian Economy.

- 2. To understand the Problems of Indian Economy.
- 3. Learn various measures taken by Government of India.
- 4. Understand the Factors affecting the progress of Indian economy.

Units	Course Contents
Cints	
	Introduction:
	Overview of Indian Economy, Types of Economy, Sectors of the
1	Economy, Characteristics, growth and development under different policy
	regimes. Issues and Problems of Indian Economy, goals, constraints,
	Institutions and policy framework, Planning in India
	Population and Human Development:
	Demographics, Trends, size, growth, sex composition, age composition,
2	Demographic Dividend, Inequality and Unemployment, Human
	Development, Concept, Need, features, HDI Index, HDI ranking versus
	income ranking
3	Problems of Agriculture in India:
	The Agricultural Sector-Need for Green revolution, Issues in food
	security and PDS policies for sustainable agriculture, Theories of
	Agriculture, Problems of Agriculture Sector, Contribution of Agriculture
	to Indian Economy.
4	Problems of Industry and Infrastructure:
'	Industrial Sector in India, Scenario since Industrial Policy of 1991, Public
	Sector Enterprise, Problems of Public Sector, Small Sector Enterprise,
	<u> </u>
	MSME, Ease of doing business, PPP, Industry Infrastructure, Energy,
	Transport, Communication

5	Problems of Service Sector:
	Social Infrastructure, Growth of Service Sector, Banking & Insurance,
	Hospitality, Travel and Tourism, Education and Health

#### **Reading List:**

- 1. Datta and Sundharam, Indian Economy; S. Chand, New Delhi
- 2. S. K. Mishra and V. K. Puri, Indian Economy. 2<sup>nd</sup> Edition, 2008. S. Chand, New Delhi
- 3. Curry Jeffrey Edmund, International Economics; 3<sup>rd</sup> Edition, Himalaya Publishing House, New Delhi
- 4. Francis Cherunilum, Business Environment; Himalaya Publishing House, New Delhi
- 5. Aswathappa, Business Environment; Himalaya Publishing House, New Delhi
- 6. Ghosh, Economic Environment of Business, Taxman Publication

## Semester I M.Com Part I

**Subject Code: DC 1.2** 

**Subject Name: Statistical Methods for Business Research** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of this paper is to equip students with some of the important statistical techniques for business research and provide guideline for analytical tools used in research.

**Course Outcomes**: The successful completion of this course shall enable the students to

- 1. Develop an understanding about probability and its rule.
- 2. Understand the different sampling techniques used in research.
- 3. Learn various applications used in Parametric and Non Parametric Tests.
- 4. To understand correlation and regression.
- 5. To understand Time series and Index numbers.

Units	Course Contents
1	Sampling and Sampling Considerations:
	Sampling Concepts, Sampling and Non-Sampling(Probability Sampling
	and non-probability sampling), Techniques of Sampling, Sample Size,
	Sample size determination, Sampling errors
2	Hypothesis Testing:
	Hypothesis, Need for hypothesis, Conditions of hypothesis, t -Test, F-
	test, Z Test, One and two tailed ANOVA.
3	Correlation and Regression:
	Association of Attributes, Meaning, Calculation of Q, Correlation, Karl-
	Pearson's co-efficient of correlation, Rank correlation, Regression, Use
	of regression, Liner regression
4	Analysis of Time Series and Index Numbers:
	Meaning, Utility of time series analysis, Methods of measuring trends
	with merits and limitations, methods of measuring, seasonal variation,
	least square, moving averages and Index numbers

### Reading List:

- 1. Levin R.I and Rubin D.S. (1997), Statistics for Management, Prentice Hall of India,
- 2. S. C. Gupta & V. K. Kapoor, Statistical Methods, Sultan Chand and Sons
- 3. S. C. Gupta, Fundamentals of Statistics, Himalaya Publishing House
- 4. T. N. Shrivastav, Statistics for Management, Tata McGraw Hills Company
- 5. Bharat Jhunjunwala, Business Statistics, S. Chand



## Semester I M.Com Part I

**Subject Code: DC 1.3** 

Subject Name: Management of Change and Organizational Development

Marks: 100 Instructions Hours: 48

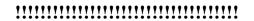
**Course Objectives:** The objective of this paper is to develop an understanding about Management of Change and Development in an organization and how organization plan their change process

Course Outcomes: The successful completion of this course shall enable the students to

- 1. Understand the need for change and how organizations manage Change.
- 2. Know the importance of Culture and types of Culture
- 3. To understand the concept of Organizational Development
- 4. To understand the concept of Organizational Effectiveness

Units	Course Contents	
1	Managing Change:	
	Meaning, Concepts, Causes of Change, reasons for Changes, factors	
	effecting Changes, Types of Change, resistance to Change, overcoming	
	resistance to change, The change process, Steps in Change, Theories of	
	Change	
2	Culture and Climate of Organization:	
	Concept of organizational culture, characteristics or organizational	
	culture, Impact of organizational culture, types of organizational culture,	
	climate, concept of climate, Difference between Culture and Climate	
3	Organizational Development (OD):	
	Introduction, Meaning, Definition, History or Organizational	
	Development, Relevance of Organizational Development, History of	
	Organizational Development, Characteristics of Organizational	
	Development, Assumptions of OD, Effectiveness of OD	
4	Organizational Effectiveness:	
	Meaning, Difference between effectiveness and Efficiency, Factors	
	effecting organizational effectiveness, Perspectives of organizational	
	effectiveness, Steps in organizational effectiveness	

- 1. Murthy CSV, Change Management, Himalaya Publishing
- 2. J. N. Jain, Modern Organization development and Change, Principles and Practices
- 3. Niraj Kuma, Organizational Behavior: A new look, Himalaya Publishing
- 4. Aswathappa, Human Resource Management and Personal Management, Tata McGraw Hills, New Delhi
- 5. P. Subba Rao, Human Resource Management, Himalaya Publishing



### Semester I M. Com Part I

Subject Code: DC 1.4

**Subject Name: Advanced Cost and Management Accounting** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objectives of this course is to equip students with the knowledge of concepts, methods and techniques of management accounting and enable them to use various techniques for cost ascertainment, budget preparation and variance analysis while focusing on its needs for managerial decisions.

**Course Outcomes:** The successful completion of this course shall enable the students to:

- 1. Identify difference between various forms of Accounting, Financial, Managerial and Cost
- 2. Learn the role of Management Accountant
- 3. Identify cost according to their activity and applying costing techniques for computing cost or products and services
- 4. Preparation of Income statement using variable costing and absorption costing
- 5. Make various managerial decisions
- 6. Prepare budgetary statement, identify cost centers, responsibility centers

Units	Course Contents	
1	Introduction to Cost and Management Accounting:	
	Nature, functions, financial and management accounting, Cost V/s	
	Management accounting, Role of management accountant, cost concepts	
	and classification	
2	Activity Based Costing (ABC), Marginal Costing:	
	Concepts and Uses, Flow of Costs in ABC, Concept of Marginal	
	Costing, Cost-Volume-Profit(CVP) analysis, Profit Volume(P/V)	
	Analysis, Contribution Margin, Break Even Analysis.	
3	Standard Costing and Analysis of Variance:	
	Standard Costing as Control technique, Objects of Standard Costing.	
	Meaning of Variance, Importance, Kinds of Variance, Variance	
	Analysis: Material, Labor and Overheads	
4	Budgeting:	
	Definitions, Essentials, Types, Preparation of different budgets, Fixed	
	and Flexible budgets, Problems on budget, Responsibility centers, Cost	
	centers, Revenue Centers	

- 1. Lal Jawahar(201), Advanced Management Accounting ,Text, Problems and Cases, S.Chand& Co, New Delhi.
- 2. Pandy I. M., Management Accounting, Vikas Publication, New Delhi
- 3. Pillai, R.S.N.Bhagawati, Management Accounting, S. Chand & Company Pvt Ltd, New Delhi
- 4. Dr. Manmohan Prasad, Principles& Concepts of Cost Management Systems

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#### Semester I

#### M. Com Part I

**Subject Code: DC 1.5** 

**Subject Name: Quantitative Techniques for Decision Making** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of this course is to enable students to understand the various quantitative tools and techniques used for decision making in modern business

Course Outcomes: The successful completion of this course shall enable the students to

- 1. Understand the meaning Quantitative Techniques and its implication on decision making.
- 2. Learn difference decision making tools using statistical techniques
- 3. Earn CPM and PERT as tools for Project Management and completion
- 4. Understand the theory of game
- 5. Understand the importance of simulation

Units	Course Contents
1	Statistical Decision Theory and Decision Tree:
	Meaning of Decision Theory, Types of Decision Making, Decision
	making under Certainty, Risk and Uncertainty, Calculation of Expected
	Monetary Value, Expected Value with perfect information, Expected
	Regret, Problems on EMV and Regret, Meaning of Decision Tree,
	Drawing of Decision Tree, Roll Back Technique and Problems on
	Decision Tree
2	Project Evaluation and Network Analysis:
	Critical Path Method, Usefulness of CPM, Assumption of CPM, Activity,
	Task or Job, Network Diagram, Working methodology of CPM, Analysis,
	Conventions followed in drawing networks, Program Evaluation Review
	Techniques(PERT), Problems based on PERT and CPM

3	Theory of Game:	
	Meaning of Game Theory, Illustrations of games theory, Types of games,	
	Value of games, Saddle Point, Problems based on Pure Strategy,	
	Problems based on Mixed Strategy, Determining the value of the game,	
	Zero Sum game, Limitations of game theory.	
4	Simulation:	
	Meaning of Simulation, Steps in the Simulation Process, Application of	
	Simulation to the Problems of Financial Planning, Advantages of	
	Simulation, Disadvantages of Simulation, Steps in Hertz Simulation	
	Model, Monte Carlo Simulation, Meaning of Pseudo random numbers,	
	Problems on Simulation.	

#### **Reading List:**

- 1. Anand Sarma, Quantitative Techniques for Decision Making, Himalaya Publishing House
- 2. N D Vohra, Quantitative Techniques in Management, Tata McGraw Hills Publishing Co. Ltd
- 3. C.R.Kothari, Quantitative Techniques, Vikas PH Pvt. Ltd
- 4. J K Sharma, Quantitative Techniques for Managérial décision, Macmillan



### Semester I M. Com Part I

**Subject Code: DC 1.6** 

Subject Name: Entrepreneurship and New Venture Development

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of this course is to enable students to understand and make aware about entrepreneurship as a career opportunity and learn qualities and skills needed to start a new venture and become a successful entrepreneur.

**Course Outcomes:** The successful completion of this course shall enable the students to

- 1. Understand What an Enterprise is and the role of entrepreneur in economic development.
- 2. Understand the process of creating an enterprise and preparing a business plan.
- 3. Understand and learn growth and Developmental aspects in growing a venture, steps in financing and understand working capital management.
- 4. Learn about Women and Social entrepreneurs and their contribution in economic development

5. Understand sustainability, climate change and entrepreneurship.

Units	Course Contents		
1	Introduction to Entrepreneurship:		
	Definition, Concept, Evolution and growth of entrepreneurship in India,		
	Overview of entrepreneurship, Role of entrepreneurship in economic		
	development, framework of entrepreneurship theories, Models of		
	entrepreneurship, Issues in raising enterprise, Government Schemes to		
	promote entrepreneurship, Challenges of entrepreneurship,		
	Entrepreneurial Mindset		
2	Entrepreneurial Process:		
	Creation of a business idea, developing a business plan, identifying and		
	evaluating opportunities, preparation of business plans, types of		
	business plans, perspectives of business plan, elements of business plan,		
	business research, creativity and innovation of entrepreneur, Business		
	Planning, Problems in finalizing business plans		
3	Growth and Development of Entrepreneurial Ventures:		
	Organization and Management of Entrepreneurial ventures, Financing a		
	venture, Sources of fund to raise a venture, steps in financing, process in		
	venture finance, working capital management, financing small and		
	medium businesses, Issues in financing, Problems of small		
	entrepreneurs		
4	Trends in Entrepreneurship and Sustainability and		
	Entrepreneurship:		
	Women entrepreneurs, Rural, Social, Virtual and Technology driven		
	entrepreneurs, Need for Sustainability in business, entrepreneurship and		
	sustainability, Innovation and entrepreneurship		

- 1. Anand Saxena, Entrepreneurship, Motivation, Performance, Reward, Deep and Deep Publication Pvt. Ltd
- 2. Rajeev Roy, Entrepreneurship, Oxford University Press
- 3. Raj Shankar, Entrepreneurship Theory and Practice, Tata McGraw Hills
- 4. Robert D Hisrich, Michael Peters and Dean A Sheperd, Entrepreneurship, Tata McGraw Hills
- 5. Mary Coulter, Entrepreneurship in Action, PHI Learning Pvt. Ltd.

#### **Semester II**

#### M. Com Part I

**Subject Code: DC 2.1** 

**Subject Name: Development Economics and Business Environment** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of this course is to equip students with the knowledge of Economic Development. The course will throw light on the concept of development and will discuss about models and growth of the economy. It will throw light on the role of State in economic development and also highlight the business environmental aspects in economic development.

Course Outcomes: The successful completion of this course shall enable the students to

1. Understand the meaning of Economic Development.

- 2. Learn different growth models
- 3. Understand the role of state in Economic Development
- 4. Learn about various aspects of Environmental protection and Sustainable Development
- 5. Learn about the Role of WTO in economic development

Units	Course Contents		
1	Conception of Development:		
	Meaning and Nature of Economic Development, Measuring economic		
	development, Growth models-Harrod-Domar Model, The So low Model		
	and its variants, endogenous growth model. The Development gap		
	Poverty and Inequality, connection between inequality and development,		
	economic growth and human development		
2	Political Institutions and Functions of State:		
	The determinants of democracy alternative institutional trajectories and		
	their relationship with economic performance, State and Economic		
	Development, Role of State in Economic Development, State Ownership		
	and regulation, Government failures and corruption		
3	<b>Environmental Protection and Sustainable Development:</b>		
	Defining sustainability for renewable resources, environmental change,		
	environmental degradation, Externalities, Economic activity and climate		
	change, Globalization, Globalization trends, WTO and developing		
	countries		
4	Sectoral aspects of development and macro-economic growth:		
	Role of Agriculture in economic development, globalization and		
	agricultural growth, Pattern of industrialization in Economic growth,		
	Role of industries in economic growth, Infrastructure and its importance,		
	Role of Monetary and Fiscal policies in Developing countries, MNC		
	activities in developing countries.		

#### **Reading List:**

- 1. Meier G.M.(1995), Leading Issues in Economic Development(6th Edition),Oxford University Press, Delhi
- 2. Ray Debraj(1998), Developmental Economics, Princeton University Press
- 3. Rodrik D (2011), The globalization paradox: Why global markets, State and the democracy can't coexist, Oxford University Press
- 4. Todaro M Smith. S (201), Economic Development, Pearson
- 5. M. M. Sury & Vibha Mathur, Planned Economic Development, New Century Publication, New Delhi



#### **Semester II**

#### M. Com Part I

Subject Code: DC 2.2

**Subject Name: Advanced Financial Management** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The purpose of the course is to equip students with the understanding of business finance and Analysis of financial management, which will help organizations to take appropriate business decisions.

**Course Outcomes:** The successful completion of this course shall enable the students to

- 1. Understand the basics of financial management
- 2. Understand the computation of financial statement and analysis
- 3. Understand the importance of financial statement for decision making
- 4. Understand the working capital management concepts
- 5. Understand the various techniques of financial statement analysis
- 6. Understand the structure of Capital and Capital Budgeting

Units	Course Contents
1	Introduction:
	Meaning, Definition of financial management, objectives of financial
	management (Profit maximization and wealth maximization), Modern
	approaches to financial management(Investment, financing and dividend
	policy decision), finance and its relation with other functions, functions

	of financial manager	
2	Techniques of financial statements:	
	Introduction, objectives of financial statement analysis, various	
	Techniques of analysis, Common size statement, Comparative	
	statements, Trend Analysis, Ratio Analysis, Fund flow statement and	
	cash flow statement.	
3	Working Capital Management:	
	Meaning of Working Capital, its components and types, Operating	
	Cycle, Factors affecting working capital, Estimation of Working Capital	
	requirement, (Total Cost Method and Cash Cost Method), Financing of	
	requirement of Working Capital, RBI guideline on working capital	
4	Capital Structure and Capital Budgeting:	
	Different sources of finance and factors effecting capital structure,	
	Meaning of Capital Budgeting, Importance, Time value of money,	
	Techniques, ARR, Payback Period, Discounting Payback period	

#### **Reading List:**

- 1. Khan and Jain, Financial Management, Tata Mc Graw Hills Publishing, New Delhi
- 2. Prasanna Chandra, Financial Management, Tata Mc Graw Hills Publishing, New Delhi
- 3. SC Pandy, Financial Management, Vikas Publication
- 4. Maheshwari, Financial Management, Sultan Chand & Sons, New Delhi
- 5. Bose Chandra. D, Financial Management, PHI learning Pvt. Ltd, New Delhi

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#### Semester II

#### M. Com Part I

**Subject Code: DC 2.3** 

**Subject Name: Operational Research** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The purpose of this course is to equip students with the understanding of Business Analytics and some other tools used for decision-making.

**Course Outcomes:** The successful completion of this course shall enable the students to

- 1. Understand the meaning of Business Analytics
- 2. Understand Different decision making situations in business and the role of different quantitative approaches in solving them

- 3. Ensure prudent and cost-effective decision making in Transportation, Assignment and Transshipment problems
- 4. Learn various models of EOQ and using simulated situation to solve problems related to inventory and queuing management.
- 5. Learn about Quality Control tools and methods

Units	Course Contents		
1	<b>Business Analytics and Operational Research:</b>		
	Conceptual understanding of Business Analytics, Use of Business		
	Analytics in decision making, Meaning of Operational Research,		
	features, Significance of Operational Research		
2	<b>Inventory and Queuing Management:</b>		
	Concept of Inventory Management, Inventory Models, Classical EOQ,		
	EOQ with price breaks, EOQ Models for production runs, Planned		
	shortage Model, deciding optimum safety stock and reorder level		
	Queuing Model, Elements of queuing systems Model, Problems in		
	Queuing		
3	Transportation Assignment and Trans-Shipment:		
	Formulation, Solving transportation and assignment problems, Dealing		
	with special cases of transportation and assignment problems		
4	Quality Control:		
	Various Tools and Methods, Flow Chart, Cause and Effect Diagram,		
	Ren Chart, Gap Analysis ,Histogram, Scatter diagram, ISO 9001:201		
5	Recent Business Analytical Tools:		
	Basic Business Analytics Using R, Data Mining, Machine Learning and		
	Cognitive Intelligence Using Python, Network, Innovation and Value		
	creation, Artificial Intelligence in Business Application		

- 1. J.K. Sharma, Quantitative Techniques for Managerial Decision, MacMillian
- 2. Gillet, Introduction to Operational Research, Mc Graw Hills 2007
- 3. Taha H. A., Operational Research: An Introduction, Pearson Publication 2014
- 4. Hiller, F. S. Lieberman, G.J. Nag, B. Basu P, Introduction to Operations Research, Mc Graw Hills education 2017
- 5. Eugene Grant, Statistical Quality Control, McGraw Hills 2000
- 6. A Ohri, R for Business Analytics, Seema Acharya, TMGH, Data Analytics using R
- 7. Shmueli, Patel and Bruce, Data Mining for Business Intelligence, Concepts, Techniques and Application Wiley



#### **Semester II**

#### M. Com Part I

Subject Code: DC 2.4

**Subject Name: Strategic Management** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of the course is to develop the knowledge about strategy and Process of Strategy building. It will help students learn Importance of Strategy in creating competitive advantage.

**Course Outcomes:** The successful completion of this course shall enable the students to:

1. To understand the need and importance in framing a strategy

2. Learn the Strategic Management Process

- 3. To understand the importance of Strategy in business growth and development
- 4. Understand the importance of Strategy in creating competitive edge
- 5. Learn the importance of Innovation, Mergers, and Acquisition in Strategic Management.

Units	Course Contents	
1	Concept of Strategy:	
	Meaning, Definition, Role and Concept of Strategy, Approaches to	
	Strategic Decision making. Strategic Management Process, Strategic	
	Intent. Levels of Strategy	
2	Environmental Analysis and Diagnosis:	
	Concept of Environment, Components of environment, Environmental	
	Scanning-PEST,ETOP,SWOT, Porters five force model, Porters	
	diamond framework, Resources Based View(RBV)	
3	Formulation, Choice, Implementation and Evaluation of Strategy:	
	Formulation of Strategy, Choices, Strategic Options at Corporate level,	
	growth, Stability and Retrenchment strategies, Competitors Analysis,	
	Customers Analysis, Value Chain Analysis, Evaluation of strategic	
	alternatives, Product portfolio Model (BCG, GE Matric, Hoffers)	
4	Managing Innovation & Restructuring:	
	Managing Innovation and Restructuring, Types of innovation, Corporate	
	Restructuring, Strategy for acquisition, Merger and Joint Ventures,	
	Managing Mergers and Joint Ventures as Strategy	

#### **Reading List:**

 Davidson, W. H. (2013). Global Strategic Management. John Wiley, New York. Unit(s) - III

- 2. Frynas, J. G. & K., Mellahi (2014). Global Strategic Management. Oxford University Press. Unit(s), V
- 3. Ghemawat, P. (2017). Strategy and the Business landscape. Pearson Publishers Unit(s) –I, II
- 4. Hill, Charles W. L. & Jones, R. G. (2012). Strategic Management: An Integrated Approach. Cengage Learning, India.

Unit(s) - II, III, IV and V

- Hitt, Michael A., Ireland, R. D., Hoskisson, Robert, E. & S., Manikutty (2016). Strategic Management: A South- Asian Perspective. Cengage Learning, India Unit(s) - I, II,
- Thompson, Arthur A. & A., J. Strickland (2012). Strategic Management. McGraw Hill, New York.

Unit(s) - I, II, III

7. Wheelen, Thomas L., Hunger, J. David, Hoffman, Alan N. & Charles, E. Bamford (2017). Strategic Management and Business Policy: Globalization, Innovation and Sustainability. Prentice Hall, New Jersey.

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#### Semester II

#### M. Com Part I

**Subject Code: DC 2.5** 

**Subject Name: Effective Communication and Personal Development** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of the course is to develop application of written, oral and interpersonal Communication skills and familiarize the students with gaps for personal effectiveness and ways to overcome them.

Course Outcomes: The successful completion of this course shall enable the students to

1. To develop their Communication Skills.

- 2. Be able to correspond in English.
- 3. Understand the importance of listening
- 4. Understand different modes of Communication used in organizations
- 5. Grow self-awareness about their own Self and develop their personality
- 6. Learn importance of Time Management

Units	Course Contents			
	Fundamentals of Communication:			
1	Importance, Phases, Forms, Types, Barriers, Overcoming Barriers, Role			
	of Language, Verbal and Non- Verbal Communication			
	Types and Modes of Communication:			
	Expressive Communication , Written Communication, Business Letters,			
2	E-mail, Memo, Reports and Proposals, Oral Communication,			
	Presentation Skills, Meetings, Group Discussions, Managerial Speeches,			
	Interviews, Non- Verbal Communication, Kinesics –Proxemics, Voice,			
	Motivation ,Leadership, Culture, Language dynamics			
3	Listening Skills:			
	Receptive Communication Skills ,Listening ,Importance ,Types,			
	Barriers, Improving Listening, Reading, Reading Body Language			
4	Organizational Communication:			
	Organizational Communication, Internal, Types - Channels, Diversity			
	and Intercultural Communication, External Communication, Types,			
	Channels, Use of Technology			
5	Personal Development:			
	Personal Effectiveness, Self Awareness, Goal Setting, Prioritization,			
	Emotional Intelligence, Personality Development, Interpersonal			
	Communication, Interpersonal needs, Motivation, Behavior,			
	Negotiation Skills, Effective Verbal Communication, Listening,			
	Reducing Misunderstandings, Rapport, Problem-Solving,			
	Assertiveness, Decision Making			
6	Time Management:			
	Time Management, Goal Setting, Time log, Self Awareness, Self			
	Motivation. Planning, Scheduling, Delegating, Communicating,			
	Decision Making			

- 1. Bovee and Thill: Business Communication Today, MacGraw-Hill, Second Edition
- 2. Guffey M. E.: Business Communication Process & Product, Thompson, South , Western
- 3. Level D. A.: Managerial Communications, Business Publications, Plano, Texas Pradhan and Pradhan: Business Communication, Himalayan Publishing House
- 4. Seely J, Oxford Writing and Speaking, Oxford

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#### **Semester II**

#### M. Com Part I

**Subject Code: DC 2.6** 

**Subject Name: Research Methodology and Analysis** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of the course is to acquaint students with the process and techniques of conducting research. The course is expected to train the students to plan and execute the research studies in business.

Course Outcomes: The successful completion of this course shall enable the students to

- 1. To describe the meaning and role of Business Research.
- 2. To formulate the research problem and understanding the major research designs.
- 3. To determine data sources and learn the art of designing a questionnaire.
- 4. To understand various sampling techniques and data collection methods and fieldwork.
- 5. To train students in data analysis using various techniques
- 6. To learn presentation of the results.

Units	Course Contents			
	Conceptual Understanding about Research:			
1	Meaning of Research ,Objectives, Significance, Types, Research			
	Process, Criteria of Good Research, Research Process, Problems			
	encountered while doing Research, Business Research, Importance of			
	Business Research, Scope of Business Research			
	Research Problem and Research Design:			
	Defining Research Problem, Formulating research problem; Developing			
2	research proposal ,research objectives, research hypotheses, information			
	needs; Determining research design, Types of Research Design in Social			
	Science Research			
3	Methods of Data Collection:			
	Secondary Data Collection, Primary Data Collection, Observation			
	Method, Interview Method, Data Schedules, Questionnaire, Selection of			
	Appropriate Methods of Data Collection, Prerequisites of Data			
	Collection			
4	Sampling and Scale:			
	Sample and Sampling Techniques, Probability and Non-Probability			
	Sampling, Defining universe; Determining sampling frame, sampling			
	unit, sampling method and sample size			
5	Report Writing:			
	Writing a Research Report, Qualities of good report, Significance of			
	Report Writing, Layout of Report, Contents of Report, Caution in			
	writing a good research report			

#### **Reading List:**

1. Cooper, D. R. & Schindler, P. S. (2003). Business Research Methods. Boston, Mass.: McGraw-Hill/Irwin

Unit(s): I, II, III, IV and V

- 2. Greene, W. H. (2017). Econometric Analysis. Pearson Pvt. limited Unit(s): III and V
- 3. Wooldridge, J. M. (2001). Econometric Analysis of Cross Section and Panel Data. MIT Press, USA.

Unit(s): III, and V

- 4. Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin (2013). Business Research Methods. Cengage Learning limited Unit(s): I, II, III, IV and V
- 5. B.L.Kothari, Research Methodology-Tools and Techniques, ABD Publishers, Jaipur

#### **Semester III**

#### M. Com Part II

**Subject Code: DC 3.1** 

**Subject Name: E-Commerce** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** To develop understanding of Web-Based Commerce and to equip students to assess e-commerce requirements of a business. To equip students with application based knowledge of Digital based Commerce.

**Course Outcomes:** The successful completion of this course shall enable the students:

- 1. To understand the meaning of E-Commerce.
- 2. To understand the various modules of E-Commerce.
- 3: To understand the software framework of E-Commerce Applications.
- 4: To understand the concept of Electronic Data Interchange

Units	Course Contents		
	Introduction:		
1	Electronic Commerce: Meaning, nature and scope; Advantages & Limitations business application of e-commerce; Global trading environment and adopting of e-commerce, evolution of World Wide Web. Future of Web based Marketing and Advertisement.		
	Business Models Of E-Commerce:		
2	B2B, B2C, B2G and other models of e-commerce; applications of e-commerce to supply chain management; product service digitization; remote servicing; procurement and online marketing and advertising;		
	applications to customer Relationship management. Business to consumer e-commerce applications: cataloging, order planning and		
	order generation; cost estimation and pricing; order receipt and		
	accounting; order selection and prioritization; order scheduling,		
	fulfilling and delivery, order billing, post sales service.		
	Software Framework of E-Commerce Applications:		
	Introduction, Application Services, Interface Layers, Secure		
3	Messaging, Middleware Services And Network Infrastructure, Site		
	Security, Firewalls & Network Security, TCP/IP, Http, Secured Http, SMTP, SSL, Data Encryption: Cryptography, Encryption,		
	Decryption, Public Key, Private Key, Digital Signatures, Digital		
	Certificates		
	Electronic Data Interchange (EDI)		
	Introduction, Traditional Edi Systems, Benefits & Drawbacks, Data		
	Transfer & Standards, Financial EDI, EDI Systems & the Internet.		
4	Introduction To Cryptography, Messaging Security Issues		

Confidentiality Integrity, Authentication, Encryption Techniques-
Cyber Laws, Data Mining From Social Networking Sites, Online
Frauds, Privacy Issues

#### **Reading List:**

- 1. Bajaj, Kamlesh K and Bebjani Nag: E- Commerce ,The cutting Edge of Business, Tata McGraw Hill (P) Ltd., New Delhi
- 2. Greenstein, Electronic Commerce, Tata McGraw Hill, New Delhi
- 3. Leon, Alexis: Fundamental of Information Technology, Vikas Publication House (P) Ltd. New Delhi
- 4. Mansfield, Ron: The Compact Guide To Microsoft Office, BPB Publication, Delhi
- 5. Norton, Peter: Introduction to Computer 4/E, Tata McGraw Hill (P) Ltd. New Delhi

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#### Semester III

#### M. Com Part II

**Subject Code: DC 3.2** 

**Subject Name: Corporate Governance and Social Responsibility** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The course aims to develop the understanding about the role of corporations in society and boards role corporations in society and board's role in keeping oversight on the functioning of the campers, global development in Governance and corporate citizenship. The course will also provide necessary knowledge about stakeholders' engagement and shareholder activism.

#### **Course Outcomes:**

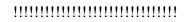
- 1. To understand the concept of Corporate Governance.
- 2. To understand the composition and role of B. O. D.
- 3. To understand the role played by CEO in corporate Governance.
- 4. To understand the concept of Corporate Social and Business Ethics
- 5. To learn about different seams and its implications on corporate world.

Units	Course Contents
1	Introduction:
	Corporate Governance: Meaning, Definition, Concept, Principles, Need,

	Importance, Objectives, Mechanisms, Trends in 21st Century Corporate
	Governance, Committee, Remuneration Committee, Functions of the
	Board, Role of Shareholders and stakeholders, Code of Best Practices,
	Good Governance
2	Role of CEO and Board of Directors:
	Role of Board, Board Composition, Board selection, Directors training
	and competence, Role of CEO- handling politics in the firm ,Board
	leadership
3	Corporate Social Responsibility and Business Ethics:
	Meaning and Models, CSR and Strategy, CSR in India, Examples of
	CSR's, Ethics: Meaning and Importance, Business Ethics, Code of
	Ethics, Ethical dilemma in decisions
4	Corruptions & Scams
	Corporate scams and scandals, whistle Blowing, Insider trading, Case
	study of Scams

#### **Reading List:**

- Subhash Chandra Das, Corporate Governance Codes Systems, Standards and Practices, PH1 Learning Private Limited, New Delhi ,2010
- 2. A. C. Fernando, Corporate Governance ,Principles, Politics and Practices, Pearson Education in South Asia
- 3. Satheesh Kumar, Corporate Governance, Global Concepts and Practices, Excel Books
- 4. Dr. S. Singh, Corporate Governance, Global Concepts and Practices, Excel Books
- 5. A. C. Fernando, Business Ethics and Corporate Governance, Pearsons Educations
- 6. C. S. V. Murthy, Business Ethics, Text and cases, Himalaya Publishing House



#### **Semester III**

### M. Com Part II

Subject Code: DC 3. 3

Subject Name: Regulatory Management and Reforms in India

Marks: 100 Instructions Hours: 48

#### **Course Objectives:**

- 1. To Study the various bodies which regulate the operations and working of business.
- 2. To understand the role of regulatory bodies in economic development.

#### **Course Outcomes:**

- 1. To know the role of RBI in Monetary management
- 2. To know the role of IRDA in Insurance regulation
- 3. To know the role of SEBI as regulatory for Security Market
- 4. To learn the role of CLB
- 5. To know the role of TRAI as Telecom Authority

Units	Course Contents
	Concept of Regulation
	What is regulation? Why regulation, Need and Importance of
1	regulation, Role and Functions of regulation, Need and Importance of
	different regulatory bodies for economic and financial function
	Regulatory Bodies Part I
	RBI (Reserve Bank of India)-Role and Functions, RBI as a Apex bank
2	in India, Monetary and Fiscal Policies of RBI, Money Control Policy of
	RBI.
	IRDA (Insurance Regulatory Development Authority)-Genesis, Role
	and Functioning, Policies and Functions to Control Insurance and
	related activities
	Regulatory Bodies Part II
	SEBI (Securities Exchange Board of India)-Role and Functions of
3	Security Market, Need for SEBI in security market.
	CLB(Company Law Board)- Role and functions of Company Law board
	TRAI-Scope, Power, Functions and Operations of Telecom authority of
	India
	Regulatory Bodies Part IV
	Forward Market Commission of India(FMC)-Role, Functions,
4	Operations and Powers of FMC
	Pension Fund Regulatory and Development Authority(PFRDA)-Role,
	functions, Operations and Powers of PFRDA

- 1. Business Regulatory Framework (2020), Dr. O.P Gupta ,SBPD Publishing house
- 2. Business Regulatory Framework (2011), Tejpal Sheth
- 3. SEBI and the Regulatory Framework, Shriniwas Tapadia, Adhyayan Publishers & Distributors(2006)
- 4. Regulatory Framework in India: Law and Policy, Sapna Chadah, Concept Publishing Company
- 5. New Company Law, The Companies Act, 2013, Dr.S.C. Tripati, Central aw Publication

- 6. Legal Aspects of Business, Ravinder kumar, Cengage earning
- 7. https://www.sebi.gov.in
- 8. https://www.rbi.org.in
- 9. <a href="https://www.irdai.gov.in">https://www.irdai.gov.in</a>
- 10. https://www.taxmann.com/bookstore/product/6941-company-law-manual-16th-edition
- 11. https://trai.gov.in/sites/default/files/The TRAI Act 1997.pdf
- 12. Employees' Provident Fund and Miscellaneous Provisions Act 1952-Bare Act
- 13. Law of Insurance, Avtar Singh, EBC Explorer
- 14. Legal and Regulatory Aspects of Banking, IIBF, Macmillan education

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#### **Semester III**

#### M. Com Part II

Subject Code: DC (CA) 3.4

Subject Name: Advanced Financial Accounting

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of the course is to equip students with the Knowledge and understanding to help them gain competencies in corporate level accounts and finance function.

#### **Course Outcomes:**

- 1. To learn the basic concepts of Accounting and Accounting Standard and principles.
- 2. To learn Financial Statements of Joint Stock Company and Holding Companies.
- 3. To learn Liquidation of Companies.
- 4. To learn accounting practices of Banking and Insurance, Software Companies, BPO's, Hotels and Restaurants.

Units	Course Contents
1	Conceptual Framework of Accounting and Conventions
	Concept of Accounting Theory, Role of Accounting Theory, Approaches to
	Accounting Theory, Accounting Environment, Classification of Accounting,
	Accounting Principles, Accounting Standards

2	Company Accounts and Financial Statements
	Financial Statement of Joint Stock Companies, Balance Sheet, Profit and
	Loss Account, Board of Directors Report and Business Performance
	Analysis
3	Company Accounts ,Liquidation
	Legal Provisions, Statement of Affairs and Defining Surplus Account,
	Liquidators Final Statement of Accounts
4	Industry Specific Accounting Practices
	Banking & Insurance Companies, non-profit institutions, Software and
	business process, outsources (BPO), Hotels and Restaurants, Valuation and
	accounting of intellectual property rights, HR Accounting, Agricultural
	Accounting

#### **Reading List:**

- R. L. Gupta, M. Radhaswamy, Advanced Accounting Theory, Method and Applications, Sultan Chand & Sons
- 2. M. C. Shukla, T. S. Grewal, Advanced Accounting, S. Chand Co. Ltd.
- 3. Nanif Mukherjee, Advanced Accounting, Tata MCGrew Hills Educations
- 4. Dr. L. S. Porwall, Accounting theory, Tata MCGrew Hills
- 5. Jain and Narang, Advanced Accunting, Kalyani Publishers, Ludhiyana



#### Semester III

#### M. Com Part II

Subject Code: DC (CA) 3.5

**Subject Name: Corporate Financial Reporting** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** This course Corporate Financial Reporting equip students to develop a right understanding as to different facets of Corporate Financial Reporting and provide learning towards various, reporting practices and their impact on Corporate Finances.

#### **Course Outcomes:**

1. Understand about Corporate Financial Reporting.

- 2. To know the recent trends in Corporate Financial Reporting.
- 3. To know about Segment Reporting.

Units	Course Contents
1	Introduction Financial Reporting:
	Introduction to Financial Reporting, Accounting and economic
	development: Concept, Objectives, Users, Qualitative characteristics
2	Recent Trends In Financial Reporting:
	Introduction to corporate reports, meaning, statutory requirements,
	Components of financial reports, utility of corporate financial reports.
	Mandatory components analysis. Voluntary components analysis
3	Specific Accounting Standards For Financial Reporting:
	AS 1 Disclosure of accounting policies, AS 10 Accounting for Fixed
	Assets, AS 18 Related party disclosure, AS 20 Earnings per share,
	Events accruing after the balance sheet date. Presentation and additional
	disclosures: Events after the balance sheet date; earnings per share;
	interim financial reporting, effects of changes in foreign exchange rate,
	operating segments.
4	Segment Reporting:
	Nature, benefits, bases, merits and de-merits disclosure. International
	financial reporting standards: the structure of the International
	accounting standards board (IASB); The standards setting process, the
	role of the international financial reporting interpretations committee,
	progress towards international harmonization, the IASB "Framework for
	the preparation and presentation of financial statements" first time
	adoption of international financial reporting standards.

- 1. T. P. Ghosh, 'Accounting Standards and Corporate accounting practices', Taxman Allied Service Pvt. Ltd.
- 2. Anil Chaudhary, 'Fundamentals of Accounting and Financial Analysis,' Pearson Education
- 3. P. Premchand Balu and M. Madan Mohan, 'Financial accounting and analysis' Himalaya Publishing Stores.
- 4. Prof, Jawaharlal, Corporate Financial Reporting, Taxmans' Publication.



#### **Semester III**

#### M. Com Part II

Subject Code: DC (CA) 3.6

**Subject Name: Security Analysis and Portfolio Management** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** To equip the students with essential tools, techniques, models and investment theory necessary for analyzing different types of securities, making sound investment decisions and optional portfolio choice.

#### **Course Outcomes:**

1. Understand the Investment Environment.

- 2. Learn the various alternatives for investment.
- 3. Understand Risk and Returns and Security Analysis.
- 4. To understand Portfolio Analysis and Management.

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Units	Course Contents
1	<b>Introduction: Nature and Scope of Investment Decisions</b>
	Definitions, Nature, Process, Objectives and Policy, Security Analysis,
	Portfolio Construction, The Investment Environment, Financial
	Intermediaries, Investment versus speculation, Investment versus
	Gambling, Factors Influencing selection of Investment, Risks in
	Investment, Investment Alternatives, Types of Investors, Errors in
	Investment Management.
2	Alternative Investment Outlets
	Avenues of Investments- Equity shares, Bonds of Preference Shares,
	Investment Instrument of the Money Market, Social Security Fund,
	Hybrid investments, Non-securing firm of investment, Government
	Security, Bulletin, Gold, silver-platinum Bond and Preference valuation
	and Analysis ,Three Step ,Valuation process ,equity shares valuation and
	Analysis , Equity valuation morels , Dividend valuation model, Model
	Based on Price Ratio Analysis, Constant Growth Model
3	Risk and Return, Security Analysis
	Introduction, Risk defended, measurement of risk, Risk and expected
	Return, Risk ,Return Relationship, Portfolio and Security Return,
	Portfolio Diversities, Return and Risk of Portfolio, Benefits of
	Diversities, Economic Analysis, industry Analysis, Company Analysis
	and Technical Analysis
4	Portfolio Analysis and Management
	Portfolio Analysis, Risk and Return, Portfolio ,Selection, Capital Market
	Theory, Portfolio Revision, Performance Evaluation of Portfolio,
	Forecasting of Portfolio Performance, Portfolio Management

#### **Reading List:**

- 1. Sudhindra Bhat, Security Analysis and Portfolio Management, Excel Book
- 2. V. A. Avadhani, Securities Analysis and Portfolio Management, Himalaya Publishing House
- 3. Security Analysis and Portfolio Management, CENGAGT Learning
- 4. Alex K. Mathures, K. Sasidharan, Security Analysis and Portfolio Management, Tata McGraw Hills Education Private Limited
- 5. Suyash N Bhatt, Security Analysis and Portfolio Management, biztantra



#### **Semester III**

#### M. Com Part II

Subject Code: DC (BF) 3.4

**Subject Name: Monetary and Fiscal Policy** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** Equip students to develop adequate knowledge about Monetary and Fiscal Policies of Bank and also to promote awareness about Monetary and Fiscal policies which bring changes in economy and Industry.

#### **Course Outcomes:**

- 1. To learn about the Monetary and Fiscal Policy of India.
- 2. Understanding about Budget, Needs and Importance.
- 3. Understand about the details of Fiscal Policy and Federation.
- 4. To know the Financial Analysis of India.

Units	Course Contents
1	Introduction
	Overview of Indian Public Finance System, Revenues, Expenditure,
	Budgets, Trends Integration, Finance Commission, Aims and Objects of
	Indian Monetary and Fiscal Policies ,Credit monitoring, Evaluation of
	Monetary and Fiscal Policy
2	Fiscal Policy

	Fiscal Policy, Objectives, Interdependence of Fiscal and Monetary
	Policies, Budget: Meaning and Components, Budgetary Defaults and its
	Implications, Built in Stabilizers and Discretionary Fiscal Policy,
	Effectiveness, Anti-Inflationary Fiscal Policy, Balanced Budget
	Multiplier
3	Fiscal Federation
	Vertical and Horizontal Imbalances, Inter-governmental Grants, Fiscal
	Federation in India: Constructional Provisions, Assignments of
	Functions and Sources of Revenue, Finance, Commission, Criteria for
	transfer of Resources and Indebtedness
4	Economic analysis
	Factors in domestic and international economy, economic forecasting
	and stock, inventory decision, types of economic
	Forecasts.
	Industry analysis
	Industry classification schemes, classification by product and according
	to business cycle, key characteristics in industry analysis.
	Company analysis
	Sources of information for company analysis (Internal, External) Factors
	in company analysis, operating analysis

- 1. Bhatia H. L. Public Finance, 19th Ed, Vikas Publishing House, New Delhi
- 2. Jha, Ragharendra, Modern Theroy of Publci Finance, Miley Eastern Ltd., New Delhi
- 3. Lekhi R. K., Public Finance, Kalyani Publishers, New Delhi
- 4. Mithani D M, Principles of Public Finance and Fiscal Policy, Himalaya Publishing House, New Delhi
- 5. Shrivastava P. K., Issues in India Public Finance, New Century Publication, New Delhi
- 6. Sundaram K. P. M. and K. K. Andley, Public Finance- Theory and Public, S. Chand and Co. Ltd, New Delhi
- 7. Tyagi B. P., Public Finance, Jai Prakash and Co. Meerut



### **Semester III**

### M. Com Part II

Subject Code: DC (BF) 3.5

**Subject Name: Management of Banks** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** To equip students about on understanding of how Bank Management their Risk. This will cover a wide range of Banking Activities.

#### **Course Outcomes:**

1. Know the organizational Structure of Banks.

2. Under the Banking Regulations

3. Under the concept of Interest Rate Risk Management in Banks.

4. Issues in Bank Management.

Units	Course Contents			
1	The Banking System in India			
	Development of Banks, Organizational Structure of Banks, Organization			
	of Banks, Banking Regulations, Evaluation of Commercial Banks in			
	India, Banking Innovation			
2	Managing Risk in Bank			
	Managing Risks in Banks, Interest Rate Risk Management in Banks,			
	Credit Risk Management in Banks, Liquidity Management in Banks,			
	Operational Risk Management in Banks, Machete Risk Management in			
	Bank			
3	Banking Operations			
	Major Operations of Banks, Credit Management, Marketing of Banking			
	Services, Customer Services in Banks, Public Relation in Banks,			
	Lending Principle of Banks, Different Modes of Creating Securities,			
	Investment Banking and other services, Capital Adequacy of Banks			
4	Financial Aspects of Banks			
	Balance sheet of Banks, Sources and Uses of Funds in Bank, Fee Based			
	and off Balance sheet Activities securitization : Bank earnings & Bank			
	Performance, Problem in Bank, Bank failure Basel norms, RBI and its			
	policy evolution			

- 1. Kanhaiya Singh, Vinay Dutta, Bank Management, McGrew Hill
- 2. Khan M, Indian Financial System, Tata McGraw Hills
- 3. Bharati V. Pathak, Indian Financial System, Pearson Publication
- 4. Vasant Desai, Bank Management, Himalaya Publishing House

- 5. H. Y. Kulkarni, Indian Financial System in the World Monetary Order
- 6. Benton E. Gap, James W. Koalri, Commercial Banking the Management of Banks, Wiley India Education

### **Semester III**

#### M. Com Part II

Subject Code: DC (BF) 3.6

**Subject Name: Financial Markets** 

Marks: 100 Instructions Hours: 48

Course Objectives: To equip students with the financial system of bank and bring out the importance of financial system. It will also provide in depth knowledge about financial institutions, Instruments and services.

#### **Course Outcomes:**

1. To understand the Indian Financial System of Banks.

- 2. To known the Financial Markets.
- 3. To Known the Role of Financial Institutions in India.
- 4. To learn the different Development of Financial Institutions.
- 5. To learn the various Financial Instrument and Financial Services.

Units	Course Contents				
1	Introduction				
	Financial System, Structure, Components of Markets, Institutions,				
	Instruments, Services, Functions, Significance, Development of				
	Financial Sector, Parameters of Development of Financial Sector				
2	Financial Markets				
	Capital Market, Money Market, Derivate Markets, Commodity Markets,				
	Characteristics Features, Participants, Instruments and Challenges				
3	Financial Institutions in India				
	Banking, Commercial Bank Structure, Problems of Competitors, Interest				
	Rate, Spread of NPAs, Bank Capital, Adequacy norms, Financial				
	Inclusion, Measures and Innovations for Financial Industries				
4	Development of Financial Institutions				
	Evaluation, Functions, IFCI ,ICICI, IDBI, FC's, LIC ,GIC ,SIDBI,				
	Development v/s Commercial Banking, Universal Banking				
5	Financial Instruments				

Debt,	Equity,	Hybrid,	Innovate	Instruments,	Mutual	Funds,	ADRS,
<b>GDRs</b>	', FCCB	, P Notes,	IDRS				

#### **Reading List:**

- 1. L. M. Bhole & Jitendra Mahakud, Financial Institutions and Markets, Structure, Growth & Innovation, McGraw Hills Publications
- 2. Vasant Desai, The Indian Financial Systems and Financial Market Operations, Himalaya Publishing House
- 3. Mykhan, Indian Financial System, McGraw Hills Education (India) Pvt. Ltd.
- 4. H R Machiraju, Indian Financial System, Vikas Publishers House Pvt. Ltd.

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#### **Semester III**

#### M. Com Part II

Subject Code: DC (DM) 3.4

**Subject Name: Management Information System** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of the course is to offer in depth knowledge on information systems in business and their management.

#### **Course Outcome:**

- 1. To know the concept of management Information System and its application toward business function.
- 2. Understand how Information System is developed.
- 3. Understand the E-enterprise system.
- 4. Know trends in Management Information System (MIS).

Units	Course Contents				
1	Conceptual Understanding				
	Introduction to MIS, History of MIS, Role and Importance of MIS				
	categories, Managers and Activities in Information System, Types of				
	Computers used by organizations in Setting IP MIS, Hardware support				
	for MIS, The Decision Making Process, Systems Approach to Problem				
	Solving, The Structure of Management Information System				

2	Developing Information System				
	Introduction, Planning, Development, designing and redesigning				
	approaches for system development, Difference between Planning and				
	Control Information System Analysis, System Design, Types of				
	Management System Concepts of Management Organization				
3	MIS and Organization Structure				
	MIS at Management Level, Strategic Level Planning, Operational Level				
	Planning, Economics and Behavior Theories, MIS and BPR, ERP				
4	Trends in MIS				
	Introduction, Design Support System (DSS), Transaction Process and				
	Support System, Executive Information System, Artificial Intelligence				

#### **Reading List:**

- 1. Nirmalya Bagchi, Management Information System, Vikas Publishing House Pvt. Ltd.
- Nitin C. Kamat, Jyotindra Zaveri, Management Information System, Himalaya Publishing House
- Gagan Varshney, Pankaj Madan, Avdhesh Gupta, Management Information System, Global Vision Publishing House
- 4. Mahesh Halale, Athashri Halale, Management Information System, Himalaya Publishing House
- 5. Akhatar Ali Sayyed, Management Information System, Vishwkarma Publications
- 6. S. Sadagopon, Management Information Systems, All Learning Pvt. Ltd. New Delhi

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### **Semester III**

#### M. Com Part II

Subject Code: DC (DM) 3.5

**Subject Name: Development of E-Business** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of this course is to equip students with E-Business, it operations and its impact.

#### **Course Outcome:**

- 1. To understand the fundamental framework of E-Business.
- 2. To know the concepts of E-Business.

- 3. To know the Customer Relationship Management of E-Business.
- 4. To learn how supply chain Managerial by E-Businesses.

Units	Course Contents
1	Introduction to E-Business
	Definition of E-Business Characteristics, Elements of E-Business,
	Challenges of E-Business difference Between E-Business and E-
	Commerce, E-Business Structure, Evaluation of E-Business and Stages,
	E-Business Models, E-Business Strategies
2	E-Customer Relationship Management
	E-Customer Relationship Management : Customer Relationship
	Management (CRM), Marketing Automation, Enterprise Customer
	Management; Customer Relationship Management Areas: CRM
	Processes; Architectural Components of a CRM solution ,Customer's
	Information Repository, Decision Support Tools, Higher level statistical
	Analysis, Forecasting and Planning Tools, True Channel Management,
	Workflow Management, Collateral Management, Electronic Customer
	Relationship Management; Need, Architecture and Applications of
	Electronic CRM
3	Supply Chain Management (SCM)
	Goals of SCM; Functions of SCM; Strategies of SCM; Electronic SCM
	and its benefits; Components of Electronic SCM, Electronic Logistics
	and its Implementation
4	Implementation of E-Business
	Case Study of Different E-Business e.g. EBAY.com, Flipkart, Pay-pal,
	Swiggy, Amazon their businesses- Registrations, Time Factor, Growth
	of E-Business Strategies used by different segmentation, e-procurement,
	e-business network, e-markets and e-strategy
5	E- Business Security
	Security ,Transaction Security and Data Protection, Security Audits and
	Penetration Testing; E-Business Risk Management Issues; Firewall,
	Network Policy, Advanced Authentication mechanism, Packet Filtering,
	Application Gateways; Defining Enterprise Wide Security Framework,
	Transaction Security and Data Protection, Security.

- 1. Jonathan Reynolds, E-Business- A Management Perspective, Oxford University Press
- 2. Anuranjan Misra, E-Business, Galgotia Publishing Company
- 3. Micheal P. Papazoglou and Pieter-M. A. Ribbes, E-Business Organizational and Technical Federation, Miley India
- 4. Dr. C. S. Rayuddu ,E-Commerce, E- Business, Himalaya Publishing House

## **Semester III**

### M. Com Part II

Subject Code: DC (DM) 3.6

**Subject Name: Technology and E-commerce** 

Marks: 100 Instructions Hours: 48

Course Objectives: To equip students with the information and knowledge about Technology

and E - Commerce.

#### **Course Outcome:**

1. To understand the Background and infrastructure behind E-commerce.

- 2. To understand the Payments to E-commerce.
- 3. To understand the Selling and Marketing on web.
- 4. To understand the mobile platform of E-commerce.

Units	Course Contents		
1	Technology Infrastructure		
	The internet; Technology Background, The Internet today; The Future internet		
	infrastructure; the web; the internet and web		
2	Payment systems of E ,Commerce		
	Traditional Payment model, Characteristics of Payment; On ,line Payment , Types		
	of Payments, Electronics Cash; Electronics wallets, Stored, value cards, SET		
	Protocol for Credit Card Payment, Payment Systems, Electronic billing		
	Presentment and Payments		
3	Selling of E ,Commerce		
	Selling on the Web, Revenue Model and Building; Web Presence: Revenue Model		
	in Transaction, Creating on Effective Web Presence, Revenue Strategy Issue, web		
	site Usability, Connections with Customers		
4	Marketing on the Web		
	Web Marketing Strategies, Communicating with Distant Market Segment, Beyond		
	Market Segmentation, Customer Behavior and Relationship Intensity; Advertising		
	on Web, E-Mail Marketing, Technology, enabled customer relationship		
	Management, Creating and Maintaining Brands on the Web online Auctions,		
	Virtual Communications and Web Portals.		
5	E ,Commerce and Online Publishing		
	www and portals, internet services provider (ISP), steps to build home page,		
	metadata, Advantage of Portal, Enterprise Information Portal (EIP) E-Commerce		
	and Online Publishing, Strategies and Approaches, Online advertising		

- 1. Kenneth C. Laudon, Carol Guárico Traver, E, Commerce, (Business, technology Society), Pearson Education Inc.
- 2. The C.S.V Murthy, E, Commerce (Concepts, Models Strategies) Himalaya Publication House
- 3. Kamlesh K Bajaj, Debjani Nag, E, Commerce The Cutting Edge of business MC Graw Hills Educations Elias in Awad, Electronics Commerce (From Vision To Fulfillment)
  Pearson Educations Inc.

#### **Semester III**

#### M. Com Part II

Subject Code: DC (BP) 3.4

**Subject Name: Modern Retailing Operations** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** This course will enable students to gain advance knowledge of business practices and operations in emerging sectors like retailing, logistics, services and agribusiness It will also provide better insight and understanding of career opportunities available as commercial professionals in these core sectors.

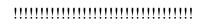
#### **Course Outcomes:**

- 1. To know the concepts of retailing, important functions of retailing, theories of retailing and strategic planning in retailing
- 2. To Understand the various retail formats, understand the location of retail institution
- 3. Understanding stores operations management, Financial management in retailing, sources of finance, FDI in retail and financial analysis in retail sector

Units	Course Contents
	Introduction to Retailing
1.	What is Retail? Functions of a Retailer, The retail equation, Proximity to the
	Customers, The rise of Consumerism, The global retail marker, Issues and
	Challenges, The empowered consumer, The rise of E-age, Retail as a career,
	Buying and Merchandising, Marketing, Stores Operations, Sales, finance, Human
	Resources, Technology and E-Commerce, Visual Merchandising, Supply Chain
	Management and Logistics

2.	Retail in India		
	The concept of organized retailing, The Evolution of Retail in India, Drivers of		
	Retail Change in India, Socio-Economic factors, Changing Economic Profiles, The		
	Age factor, The Changing role of women and the Evolving family structure. The		
	Changing consumption basket, Increased credit friendlessness, Geographical		
	Dispersion of market potential, The size of retail in India, Sector of retailing,		
	foreign direct investment, Challenges to retail development in India.		
3.	Theories of Retail Development and Business Modes in Retail		
	The Evolution of Retail formats, Socio development and their impact, The		
	industrial revolution, The emergence of self-service, The development of		
	supermarkets and convenience stores, specialty stores, malls and other formats, the		
	rise of the web, theories of retail development, Environmental theory, Cyclical		
	theory, Conflict theory, The concept of life cycle in retail, Business models in		
	retails		
4	Other Aspects of Retailing		
	Understanding retail consumer, Retail Strategy, Retail Franchising, Retail		
	Merchandising, Human Resources Management in Retail		

- 1. Retailing Management-Text and Cases-Swapna Pradhan, Tata McGraw Hill
- 2. Retailing and E-tailing-Dr. S. L. Gupta, Dr. Ramesh Mittal and Ruchi Nayyar, International Book house Pvt. Ltd
- 3. Retail Management in New Dimensions, Kuldeep Singh, Globa Vision Publishing House
- 4. Retail Management, Micheal evy, Barton Wertz, Ajay Pandit, McGraw Hill Education (India) Pvt. Ltd.
- 5. Retail Marketing Management, David Gilbert, Pearson



### **Semester III**

### M. Com Part II

Subject Code: DC (BP) 3.4

**Subject Name: Logistics and Supply Chain Management** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** This course will enable students to gain knowledge about Logistics and Supply Chain management and understanding about the role of logistics in Supply Chain

#### **Course Outcomes:**

1. To know the concepts of Supply Chain Management

- 2. To know the designing of Supply Chain Network
- 3. To understand the material flow in Supply Chain
- 4. To understand the Information flow in Supply Chain

Units	Course Contents
	Supply Chain Management-An Overview
1.	What is Supply chain, Objectives of Supply Chain, Importance of Supply Chain
	decisions, Decision Phases in a supply chain, Process view of a supply chain,
	Examples of Supply Chain, Role of logistics in Supply Chain, Logistic Activities,
	Logistics in the Economy, Logistics in the firm, factors affecting the cost and
	importance of logistics
2.	Designing the Supply Chain Network
	The role of distribution in the supply chain, factors influencing distribution network
	design, Supply chain as value delivery system, Vendor relationships, distribution
	channel design, information flow in supply chain, material handling and customer
	service strategy
3.	Managing Material Flow in Supply Chain
	Introduction, Types on inventories, Cycle Inventory, Safety Stock, Decoupling
	Stocks, Anticipation Inventory, Pipeline Inventory, Dead Stock, Inventory related
	costs, Ordering Costs, Inventory-carrying costs, Stock-out-costs, Computing
	Inventory related costs, managing Cycle stock, Managing Safety Stock, Managing
	Seasonal Stock
4.	Managing Information flow in Supply Chain
	Role of forecasting, enabling Supply Chain management through information
	technology, IT in Supply chain, Transaction Execution, IT in Supply Chain
	Collaboration and Coordination, IT in supply chain decision support, IT in Supply
	Chain Measurement and Reporting, Future Trends in Supply Chain

### **Reading List:**

1. Supply Chain Management, Text and Cases, Janat Shah, Pearson Publication

- 2. Logistics Management, concepts and cases, Pramod Rao, Kalyani Gohokar,ICfai University Press
- 3. Logistics management, Satish C Ailawadi, Rakesh P Singh, PHI Learning Private limited
- 4. Logistics Management, Reji Ismail, Excel
- 5. Logistics and Retail Management, Edited by Joh Fernie and Leigh Sparks
- 6. Principles of Supply Chain Management, A Balanced Approach, Koel . Wisner, G.

Keorgheong, Keah-Choon Tan, CENAGE leanings

- 7. Supply Chain management, Strategy, Planning and Operations, Sunil Chopra, Peter Meind,
- D.V.Kalra, PERASON Education
- 8. A logistics Approach to Supply Chain Management, John.J.Coye, C. John angley, Brian J Gibson, Robert A Novack, Edward J Bandi
- 9. Business Logistics/Supply Chain Management, Ronald H Ballou, Samir K Srivastava, Pearson
- 10. Logistics management, V. V. Sopk, PEARSON



#### Semester III

#### M. Com Part II

Subject Code: DC (BP) 3.6

**Subject Name: Service Business Operations** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The course will enable students understand the concept of service sector, provide with specialized knowledge on marketing skills in Service Sector and to expose students to marketing practices in service sector

#### **Course Outcomes:**

- 1. To known the concept of Service
- 2. To understand the marketing practices or strategies for service firms
- 3. To understand the service development and design

4. To Understand the delivering and performing service

Units	Course Contents
1.	Introduction to Services
	What are Services? What is service marketing, why is it needed, What is the
	difference between goods and services marketing, What is Service Marketing Mix,
	What is the nature and classification of services, Characteristics of services and
	their marketing implications, the gaps mode of service quality, Service Search
	versus Experience Search, Meaning and types of service expectations, factors
	influencing customer expectation, customer perception, customer satisfaction,
	service quality and service encounters.
2.	Marketing Strategies for Service Firms
	Marketing of financial services, Nature, Types, marketing of insurance, mutual
	funds and marketing of non-profit firms, Various strategies of Service Firms with
	examples, Examples with special reference to information, communication
	,consultancy, advertising, professional services, after sales services, recruitment
	,training and tourism
3.	Service Development and Design
	Development and design of service, relationship marketing, impact of service
	failure and recovery strategies, challenges of service design, stages in new service
	development, service blue printing, customer-defined services standards, physical
	evidence and the service scope.
4.	Delivering and Performing Services
	Employees' role in service delivery, customers role in service, delivery services
	through international and electronic channels, Managing demand and Capacity

- 1. C. Bhattacharjee, Service Marketing, Concept, Planning and Implementation-Excel
- **Publication**
- 2. S. M.Jha, Service marketing-Himalaya Publishing House
- 3. S. L.Gupta, V.V. Ratna, marketing of Services-Indian Perspective-Wisdom Publication, Delhi
- 4. Mukehs Dhunna-Service Marketing-An Indian Perceptive-Wisdom Pubications, Delhi



### **Semester IV**

### M. Com Part II

**Subject Code: DC 4.1** 

**Subject Name: Legal Environment of Business** 

Marks: 100 Instructions Hours: 48

Course Objectives: The course aims to equip students with the knowledge and undertaking of

major business laws.

**Course Outcome:** The successful completion of this course shall enable the students to:

1. To review Companies Act

- 2. To learn about Competition and Consumer Protection Act.
- 3. To learn about Intellectual Property Right.
- 4. To learn about Laws Related to Pollution Control and Environment Protection
- 5. To learn about IT Act and Cyber Security

Units	Course Contents
1	Law Relating to Competition and Consumer
	Concept of Competition, Competition Act 2002, Anti Competitive Agreements,
	Abuse of Dominant Politics Combinations, Competition Commission of India,
	Compliance of Competition Law, Consumer Protection Act 1986, Rights of
	Consumers
2	Law Relating to Intellectual Property
	Concept and Development of Intellectual Property Law in India, Law and
	Procedure relating to Patents, Trademarks and Copy Rights, Geographical
	Indication, Design; Overview of Laws relating to Other Intellectual Property Right,
	Intellectual Property Appellate Board.
3	Law Relating to Pollution Control and Environment Protection
	Concept of Sustainable Development, Bio diversification, Carbon Credit,
	Government Policy Regarding Environment Law Relating to Presentation and
	Control of Air Pollution and Water Pollution, Environment (Protection) 1986.
	National and Water Pollution, National Green Tribunal
4	Law Relating to Information Technology
	Definition, Concept Need and importance; Digital Signature; Electronic
	Governance; Electronic Governance; Electronic record and regulation; Cyber
	Security

Note: Cases relevant and pertinent to every law should be discussed

- 1. Bare Act Competition Law,
- 2. Bare Act Consumer Protection Law
- 3. Bare Act Intellectual Property Law

- 4. Bare Act, The Trade Mark, 2002
- 5. Bare Act, The Copy Right Act 1957
- 6. Bare Act- The Patent Act 1970
- 7. Bare Act Pollution Control and Environmental Protection
- 8. Bare Act-The Information Technology Act 2008
- 9. D. Chandra Bose, Business Laws, PH 1 Learning
- 10. Dr. R. K. Chopra, Business Law, Himalaya Publishing House
- 11. Dr. Niraj Kumar, Business Legislation, Himalaya Publishing House
- 12. Legal Aspects of Business, Ravindra Kumar, Cengage Learning
- 13. Competition Law in India, T.Ramappa, Oxford
- 14. Competition Law & Practice, D.P.Mittal, Taxmans

### **Semester IV**

#### M. Com Part II

Subject Code: DC 4.2 Business Skills for Excellence

**Subject Name: Service Business Operations** 

Marks: 100 Instructions Hours: 48

Course Objectives: To enable students acquire proper understanding about the various skills needed by professionals in the world of business.

#### **Course Outcomes:**

- 1. To develop an understanding about skills needed by executives to reach excellence
- 2. To help develop effective communication skills
- 3. To help develop negotiation skills
- 4. To learn the leadership skills
- 5. To understand the emotions, attitudes and ethics at work place.

Units	Course Contents	
1	Interpersonal Process and Behaviour	
	Communication Skills, Work Teams and groups, Decision making by individuals	
	and groups, Power and Political behavior, Leadership and followership, Conflict	
	and negotiation	
2	Individual Processes and Behaviour	
	Personality, Perception and Attribution, Attitudes, Emotions and Ethics, Motivation	
	at work, Learning and Performance Management, Stress and Well being at work	
3	Skills to achieve Excellence	
	Creative Insight, Sensitivity, Vision, Versatility, Focus and Patience	
4	Case Study Discussion	
	Case Study discussion about successful personalities and companies	

### Reading List:

- 1. ORGB-An innovative Approach to learning and Teaching Organizational Behaviour, Nelson, Quick and Khandelwal
- 2. Business Communication Today, Courtan. L. Bovee, John V. Thill, Abha Chatterjee, Pearson
- 3. The Ace of Soft Skills-Attitude, Communication and Etiquette for Success, Gopalaswamy Ramesh, Mahadevan Ramesh, Pearson
- 4. In Search of Excellence, Lessons from America's Best Run Companies-Thomas J. Peters, Robert. H. Watter Man, Jr.
- 5. Creating Excellence-Managing Corporate Culture, Strategy & Change in the new age-Craig R Hickman and Michael A Silva
- 6. Leadership and Management (Text, Cases and Exercise)- Dr. A. Chandra Mohan, Himalaya Publishing House

## **Semester IV**

## M. Com Part II

**Subject Code: DC 4.3** 

**Subject Name: International Business** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** To provide an overview of functioning of global business and foreign exchange transactions and equip students with the knowledge of international environment

#### **Course Outcome:**

- 1. To gain understanding about International Business and its impact on Indian Economy.
- 2. To learn about the factors affecting International Business.
- 3. To learn about Global Interdependence and World Economy.
- 4. To understand the policy framework of International Trade.

Units	Course Contents
1	Introduction
	Meaning, Nature, Importance, Scope, Framework for Analyzing International
	Environment, Reasons for International Business, Modes of Entry, Goals of
	International Business, Evaluation, Drivers, influences, Stages of
	Internationalization, Approaches of International Business, Advantages of
	International Business, Problems of International Business, Problems of
	International Business, Globalizations, Theories of International Business
2	Environment and Trade Policies
	Business Environment, Geographical, Economic, Socio-Cultural, Political and
	Legal Environment, World Trade, India's Foreign Trade- Balance of Payment,
	Crisis and Solutions, Policies on Foreign Trade, Investment, Fiscal Aspects, Rupee
	Convertibility, Tariffs, Subsidies, Impact Quotas, Voluntary Export Restraint,
	Local Content Requirement Administrative Policies, Government International in
	Formulating Trade Polices, International Trade Relations, International Law and
	Business Firm.
3	Unit Blocks and Integration
	Economic Integration, European Union, North American Free Trade Agreement
	(NAFTA), The Association of South East Asian Nations (ASEAN), European Free
	Trade Association (EFTA), Latin American Integration Association (LAIA), South
	Asian Association of Regional Co-operation (SAARC), The Economic and Social
	Communication for Asia and Pacific (ESCAP), Asia-Pacific Economic
	Co-operation (APEC), Implications of Trade Blocks
4	Policy Framework for International Trade
	Introduction, Trade Policy Options for Developing Countries, Instruments of Trade
	Policy, India's Foreign Trade Policy, Policy initiatives and incentives by the State
	Govt., World Trade Organizations (WTO), and India's Export Promotion
	Measures, FDI, Types of FDI, Pattern of FDI, FDI Trends in India

- 1. Rakesh Mohan Joshi, International Business Oxford Higher Education
- 2. P. Subbha Rao, International Business (Text and Cases), Himalaya Publishing
- 3. S. N. Chany, Elements of International Business, Wiley India

4. Francis Cherunilam, International Business (Text and Cases, Fifth Edition), PH1 Learning Private Limited



### **Semester IV**

### M. Com Part II

Subject Code: DC (CA) 4.4

**Subject Name: New Trends in Accounting** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** To equip standards with the information about contemporary aspects of accounting science and to enrich students with the knowledge about new issues in the field of accounting.

#### **Course Outcome:**

1. Understand the contemporary and new concepts in accounting.

2. Understand about Inflation Accounting and its usage.

3. Understand about Human Resource Accounting.

Units	Course Contents
1	Inflation Accounting
	Introduction, Need, Brief History, Methods of Inflation Accounting (Current
	Purchasing Power and Current Cost Accounting), Inflation Accounting and
	Corporate Taxation Financial Reporting to Management under condition of Change
	in Price Level, Accounting for Foreign Inflation
2	Human Resource Accounting
	Concept, Meaning, Definition, Historical Development Cost Based Historical Cost
	Approach (HRA), Replacement Cost Approach, Opportunity cost Approach,
	Goodwill Market, Ler and Schwan's Present Value of Future Earning Model,
	Economic Value Model, Organization Discontinued certainty Equivalent Net
	benefit Model, Integration of Cost-based and Value Based HRA, Users of HRA
	information for Management Concepts and Behavior, Implementation Problems
3	Lease Accounting
	Lease accounting: Concept of Leasing, Types of Lease Agreement, Sales and
	Leaseback, Leveraged Leasing, Difference between Leasing and Hire Purchase,
	Advantages and Disadvantages of Leasing, Considerations in Choice of Lessor,

	Lease 12 Evaluation: Lessor's Point of View (Present Value Method, IRR method)
	Lesssee's Point of View (Lease or Buy/Lease or Borrow Decisions), Method of
	Computing Lease Rentals, Leasing in India, Accounting for Lease Transactions.
4	Concepts and applications of following new trends in accounting
4	

#### **Reading List:**

- R.L. Gupta, M. Radhaswamy ,Corporate Accounting Theory, Method & Application Sultan Chand & Sons Books
- 2. Jain S.P &Narang, K.L ,2003, Corporate Recommended Accounting ,7th Edition 2001 Kalyani Publishers Reprint
- 3. Maheswari ,Corporate Accounting, 4th Edition ,Vikas Publishing House Pvt Ltd
- 4. T.S. Reddy, et. Al. Corporate Accounting, Chennai, Margam Publications, 2002

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#### **Semester IV**

### M. Com Part II

Subject Code: DC (CA) 4.5

**Subject Name: International Financial Reporting Standards (IFRS)** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of the course is to develop the knowledge and information of students on various provisions of IFRS. It will help students know how IFRS is applied and practical.

#### **Course Outcome:**

- 1. To Learn about IFRS
- 2. To understand Corporate Financial Reporting Standards.
- 3. To understand share based payments.
- 4. To know about the International Financial Reporting Standards.

Units	Course Contents	
1	Introduction	
	Meaning, Objectives, Scope and Authority, Significance, Limitations, Meaning,	
	Relevance Merits and Challenges of IFRS, List of IFRS, Due Process, Timing of	
	Applications of International Financial Reporting Standards, Interpretation of	
	Committee Financial Statement as per USGAAP's, Difference between Existing	
	Accounting Standards and IFRS.	
2	Account of Groups	
	Concept of Group, Need for Consolidated Financial Statement, Pre-penalties of	
	Consolidated Financial Statement, Financial Policies Statement, Treatment of Pre-	
	acquisition Profit, Goodwill Arising on Consolidation on Profit, On Controlling	
	Interest at Fair Value, Illustration, Exercises	
3	Disclosure Standards	
	Related Party Disclosure, Earning Per Share, Interim Financial Reports, Operating	
	Segments.	
4	Share Based Payment	
	Meaning, Equity Selected Transactions, Transaction with Employees and non	
	employees, Financial Reporting by Mutual Banker, Stock and Commodity Market	
	intermediaries, Valuation, Concept of Valuation, Development in Financial	
	Reporting, Value Added Statements	

- 1. International financial reporting standards (IFRSs) ,Published by Taxmann Publications Pvt. Ltd.
- A guide through International Financial Recommended Reporting Standards, July 2008
   Published by IASB
- 3. Gosh, T.P., Indian Accounting Standards and IFRS
- 4. Price water house Coopers LLP and Published by CCH
- 5. Jagdish R. Raiyani & Gaurav Lodha, International Financial Reporting Standards (IFRS) and Indian Accounting Practices, New Century Publications.
- 6. Dr. B. Mariyappa & Vikram G B, International Financial Reporting Standards, Himalaya Publishing House
- Subashree, Yashaswini & Prema Latha, International Financial Reporting Standards, Himalaya Publishing House



### **Semester IV**

### M. Com Part II

Subject Code: DC (CA) 4.6

**Subject Name: Financial Risk Management** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The objective of this subject to familiarize students with the Concepts and Approaches of Managing Corporate Finance. To make students understand the various risks in Business and their Impact on Business Operations.

#### **Course Outcome:**

1. To learn about various issues with effect businesses.

- 2. To understand how to assess risk and Central Risks.
- 3. To knowledge about Derivations and Options.

Units	Course Contents		
1	Introduction to Risk Management		
	Objectives of Risk Management, Risk Management Process, Indentifying and		
	Evaluating Potential Losses, Selecting Appropriate Techniques for Treating Loss		
	Exposure, Risk Financing, Implementing and Administering Risk Management		
	Program, Personal Risk Management, Loss Forecasting.		
2	Risk Assessment		
	Analysis, Evaluation, Risk Control and Treatment, Risk Reduction, Transfer and		
	Sharing of Risk, Elimination and Retention of Risk.		
3	Commercial Risk Management Applications		
	Different Policies and Contracts, Business Liability and Risk Management		
	Insurance, Workers' Compensation and Risk Financing, Personal Risk		
	Management, Applications, Property, Liability, Risk Management for Auto		
	Owners, Risk Management for Homeowners		
4	Derivatives		
	Defined, Products, Development of Exchange Traded Derivatives, Global		
	Derivatives Markets, Exchange Trade vs. OTC Derivatives, Derivatives Market In		
	India, Options, Development Of Options Markets, Call Options, Put Options,		
	Organized Options Trading, Listing Requirement, Contract Size, Exercise Prices,		
	Forward Contracts, Futures Contracts, Structure of Forward & Futures Markets		
	Development of Futures, Markets, Organized Futures Trading, Futures Exchanges		
	Futures Traders		

### **Reading List:**

1. Robert E. Hoyst, Risk management and Insurance, Thomson Asia Pvt. Ltd. Singapore

2002.

- 2. Insurance Act, latest
- 3. Arthur C Williams, Risk Management and Books Insurance, 8th Ed. McGraw Hill, 1998 Recommended
- 4. Don M. Chance, An Introduction to Derivatives & Risk Management, 5th edition, Harcourt Publishers, USA
- 5. John C. Hull, Options, Futures & Other Derivatives, 3rd edition, Prentice Hall of India, New Delhi
- 6. Derivatives Core Module Work Book, NCFM, Study Material, NSE, Mumbai



### **Semester IV**

#### M. Com Part II

Subject Code: DC (BF) 4.4

**Subject Name: E-Banking and Financial Services** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** To equip students with the knowledge and information about the concept of e-banking and to explain the functions and e-banking.

#### **Course Outcome:**

- 1. To understand the concept of E-banking
- 2. To understand the payment systems.
- 3. To understand the concept of financial service.

Units	Course Contents
1	E-Banking:
	Meaning & need of e-banking, Role of technology up gradation & impact on banks,
	changes in customer need 24*7, Core banking, Anytime, anywhere banking, No
	constraints on location, Security issues, hacking passwords ,viruses ,biometric
	devices, Home banking, Mobile banking, Signatures storage & retrieval system,
	Cheque truncation, Note & coin counting machines, Debit/credit cards issues.
2	Payments System:

	RTGS, NEFT, Security considerations, Signature stir age & retrieval system,
	Cheque truncation, Note & coin counting machine, Debit/credit cards issues, online
	banking, Frauds in online banking.
3	Financial Services:
	Meaning & need of financial services, Financial services as a component of
	financial system, Banking services, Functions of banks, reforms in banking system,
	Mutual Funds, Meaning and concept, Risk & Return, Insurance development in
	India, Life & general, health.
4	Financial Services:
	Depositories, Credit Rating, Factoring & Forfeiting, Housing Finance, Role of
	housing & housing finance in the economy, Housing finance institution in India.
	Merchant Banking, Meaning & need, Role in Capital Market lead managers,
	Intermediaries, SEBI, Regulatory authority. Functions of financial services,
	Depositories, Role of Depository.

### **Reading List:**

- 1. Financial Services, M. Y. Khan
- 2. Marketing of Financial Services, V. A. Avdhani
- 3. Corporate Finance, Theory & Practice, Ashwath Damodaran
- 4. Financial Management, Prasanna Chandra
- 5. Financial Institutions & Services, Dr. S. A. Majeeb Pasha
- 6. E-Banking & E-Commerce-Subramani N
- 7. Banking & Finance Agarwal

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#### **Semester IV**

#### M. Com Part II

Subject Code: DC (BF) 4.5

**Subject Name: Micro Finance** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** To equip students with the information on emerging trends in microfinance. Explain the role and utility of microfinance in promotion of financial literacy.

#### **Course Outcome:**

1. To under about the functioning of micro finance.

- 2. To understand the various schemed launched under microfinance.
- 3. To know the issues and problems associated with micro finance.

Units	Course Contents
1	Genesis and Evaluation of Micro Finance:
	Introduction, challenges of financing small enterprises, factors effecting the growth
	of small and micro enterprises, Intervention of the government for the growth of
	small and micro enterprises, Genesis and evaluation of the process of
	institutionalization of financial services in India. Role of micro finance in the
	growth of the economy, Reasons for the growth of micro finance, need for the
	growth of micro finance, meaning of Micro-credit
2	Microfinance and Self Help Groups:
	Meaning of micro finance, different models of microfinance operating in India, Self
	Help groups, Growth of self groups, Need, importance and purpose of SHG's,
	Role of SHG's in the growth of the economy, role of SHG's in financial inclusion,
	SHG and SBLP ,Bank Linkage Program, Future of SHG's. Case studies
3	Policy Initiatives of Government of India:
	Major policy initiatives launched in India for the growth of Micro finance, Aligning
	the banking system to support socio-economic goals for national development,
	evaluation of the concept of priority sector, lending various facilities under priority
	sector lending, benefits derived from priority sector lending, Introduction of Lead
	Bank Scheme (LBS), Service Area Approach (SAA)
4	Issues in Implementation of Schemes in India:
	Identification of major problems encountered in implementation of social banking
	initiatives in India, Varying Credit Deposit Ratio (CDR)across area, inadequate
	lineage support, unsatisfactory repayments, defining the role of stakeholders like
	NGO's, Civil societies behind the constitution of institutional credit system in
	achieving effective operations of the social banking initiatives.

- Sudhansu Kumar Das, Sanjeeb Kumar, Sanjay Kanti Das-Micro finance and Empowerment of Rural Poor in India-New Century Publication-New Delhi
- 2. Daniel lazar, P. Natrajan, Malabika Deo- Macro Dynamics of Micro finance Pondicherry University
- 3. Dr. Danie Azar, Prof. P. Palanichamy-Micro finance and eradiation-Indian and Global Experience, Pondicherry University, New Century Publication, New Delhi.

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#### **Semester IV**

### M. Com Part II

Subject Code: DC (BF) 4.5

**Subject Name: International Banking** 

Marks: 100 Instructions Hours: 48

Course Objectives: To equip students with an overall knowledge about Banking system all over

the world.

#### **Course Outcome:**

1. To know about International Banking and its Operations

- 2. To learn the Banking Systems of other nations
- 3. To Know about various International financial institutions
- 4. To learn important case studies in international banking

Units	Course Contents	
1	Introduction	
	International Banking, Characteristics and Importance of Money Market,	
	Developed and Less Developed Money Market, Market comparison of Indian	
	Money market to other markets in the world. Indian Monetary System	
2	Banking System in the other Nations	
	Major currencies of the world and their values	
	USA: Federal Reserve Systems, Europe: Bank of England, Asia: Banking Systems	
	in China and Japan - Origin, Working and Operations	
3	International Financial Institutions	
	World Bank, Asian Development Bank-Functions, Structure and Working;	
	IMF, IBRD, IDA, IFC, BRICS- Functions, Structure and Working	
4	Case Study	
	Cases related to International Banking (Lehman Brothers Crisis; Asian Financial	
	Crisis; Euro – a single currency concept)	

- 1. Sayers R.S.-Modern Banking
- 2. Basu S.K.-Contemporary Banking Trends
- 3. SaxsenaK.B.-International Banking: Banking Theory and Principal Banking Systems
- 4. Machenize K-Banking Systems of Great Britain, French, Germany and U.S.A.
- 5. Goswami V.K.-International Banking



### **Semester IV**

### M. Com Part II

Subject Code: DC (DM) 4.4

**Subject Name: E-Banking and Financial Services** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** To equip students with the knowledge and information about the concept of e-banking and to explain the functions and e-banking.

#### **Course Outcome:**

1. To understand the concept of E-banking

- 2. To understand the payment systems.
- 3. To understand the concept of financial service.

Units	Course Contents		
1	E-Banking:		
	Meaning & need of e-banking, Role of technology up gradation & impact on banks,		
	changes in customer need 24*7, Core banking, Anytime, anywhere banking, No		
	constraints on location, Security issues, hacking passwords ,viruses ,biometric		
	devices, Home banking, Mobile banking, Signatures storage & retrieval system,		
	Cheque truncation, Note & coin counting machines, Debit/credit cards issues.		
2	Payments System:		
	RTGS, NEFT, Security considerations, Signature stir age & retrieval system,		
	Cheque truncation, Note & coin counting machine, Debit/credit cards issues, online		
	banking, Frauds in online banking.		
3	Financial Services:		
	Meaning & need of financial services, Financial services as a component of		
	financial system, Banking services, Functions of banks, reforms in banking system,		
	Mutual Funds, Meaning and concept, Risk & Return, Insurance development in		
	India, Life & general, health.		
4	Financial services:		
	Depositories, Credit Rating, Factoring & Forfeiting, Housing Finance, Role of		
	housing & housing finance in the economy, Housing finance institution in India.		
	Merchant Banking, Meaning & need, Role in Capital Market lead managers,		
	Intermediaries, SEBI, Regulatory authority. Functions of financial services,		
	Depositories, Role of Depository.		

- 1. Financial Services, M. Y. Khan
- 2. Marketing of Financial Services, V. A. Avdhani
- 3. Corporate Finance, Theory & Practice, Ashwath Damodaran

- 4. Financial Management, Prasanna Chandra
- 5. Financial Institutions & Services, Dr. S. A. Majeeb Pasha
- 6. E-Banking & E-Commerce-Subramani N
- 7. Banking & Finance Agarwal

#### **Semester IV**

#### M. Com Part II

Subject Code: DC (DM) 4.5

**Subject Name: Digital Marketing** 

Marks: 100 Instructions Hours: 48

### **Course Objective:**

The objective of the course is to enlighten Students with

- 1. The knowledge of Digital Marketing
- 2. The practical aspects of Digital Marketing
- 3. To design the web page
- 4. To learn about use of Mobile Phones for Digital Marketing

#### **Course Outcomes:**

After completion of the course, students will be able to

- 1. Understand the concepts underlying Digital Marketing
- 2. Understand the practical aspects of Digital Marketing
- 3. Plan and design a web site
- 4. To use Mobile phone for Digital Marketing

Unit - I	Introduction to Digital Marketing
	Introduction, Meaning, Scope, Need and Importance of Digital Marketing
	Difference between traditional and digital marketing
	Strategies in the digital marketing
	Current trends and future in digital marketing
	Digital Marketing as a Tool for Success

	Case studies
Unit - II	Search Engine Optimization (SEO) and Search Engine Marketing (SEM)
	Introduction, Meaning, Need and Importance of SEO and SEM
	Targeting: Key words targeting; Campaign creation; Site targeting; on page and off page optimization Demographic targeting
	CPC, CPA & CPM Based Accounting, Advertisement Creation,
	Approval & extension Google Ad words
Unit - III	Website design and Planning Process
	Understanding domain names and domain extension,
	Different types of websites, Adding web page and contents,
	Practical demonstration of creating a website
	Brand awareness credibility and delivery among consumers
Unit - IV	Mobile Marketing
	Introduction, Meaning, Need, Importance and Role of Mobile Marketing,
	Content, Types, Tools and Strategy of Mobile Marketing,
	Application and Future of Mobile Commerce
	Case Studies

- 1. Digital Marketing, Approaches and application, R. Prasad, ICFAI University press
- 2. Digital Marketing, Concepts and Experiences, R Prasad, ICFAI University press
- 3. Commonsense Direct and Digital Marketing Drayton Bird, Kogan Page, India Pvt Ltd
- 4. Digital Marketing, Seema Gupta, McGraw Hill
- 5. A beginners Guide to Blogging & Making Money Online with Google, Blogger and Amazon Varinder Taprial & Priya Kanwar
- 6. Mobile Marketing Achieving Competitive Advantage through Wireless Technology, Alex Michael and Ben Salter
- 7. E- Marketing in Digital Age Text & Cases ,Prof. Vinod V. Sople, Biztantra

8. Face book Marketing, Brian Carter and Justin Levy, Pearson



### **Semester IV**

### M. Com Part II

Subject Code: DC (DM) 4.6

**Subject Name: Social Media Marketing** 

Marks: 100 Instructions Hours: 48

#### **Course objective:**

To enlighten student with the information and knowledge of Social media marketing, its usage, application and importance

#### **Course Outcome:**

At the end of the curriculum Student will gain Knowledge about

- Need and Importance of social media marketing
- Knowledge about Social Networking Sites
- Knowledge about Social media marketing campaign
- Emerging trends in Social media marketing

Unit - I	Introduction: Social Media Marketing Definition, Meaning, Role, Need and Importance of Social Media Marketing Use of different Social media platforms, Identifying Target Audience Social media channels
Unit - II	Social Media Marketing Campaigns Concepts and Elements of social media marketing campaigns Budgeting and Revenue Management in social media marketing campaign Service delivery and payments Campaign execution Campaign analytics
Unit - III	Social Media Platform and Social Networking Sites Use of Face book, LinkedIn, Twitter, YouTube, Instagram and other Social Networking sites as Social media marketing Platforms Strategic Analysis

Unit - IV	Emerging trends in social media marketing
	Introduction, Significance and Use of Big data, IOT, Content Creation and
	Sharing, Blogging, Microblogging, Google Analytics, Podcast, Webinars,
	Email marketing, Designing and Monitoring video campaigns, Pinterest
	Case Study

### **Reading List:-**

Social Media Marketing - Micheal R Solomon Tracy Tuten , Pearson

Social Media Marketing - Liana "Li" Evans, pearson

Dan Zarella, Social media Marketing, O'reilly

Social Media Marketing, R Solomon and Tracy, Pearson New International Edition

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### **Semester IV**

### M. Com Part II

Subject Code: DC (BP) 4.4

**Subject Name: Marketing Research** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The course attempts to acquaint students with the knowledge of Marketing Research, Understand the nature and scope of marketing research and also know the various techniques of marketing research.

#### **Course Outcomes:**

- 1. To understand the concept of Marketing Research
- 2. To understand various applications of Marketing Research

Units	Course Contents	
1	Introduction to marketing Research	
	Nature of Market Research, Marketing Decision Making, Scope of Marketing	
	Research, Role of Research in marketing, marketing Research and Competitive	
	Intelligence, the decision to conduct marketing research, the marketing research	

	industry, defining the boundaries of marketing research. Ethics in marketing	
	research	
2	Application of Marketing Research -I	
	Traditional Application of Marketing Research, Contemporary Application of	
	Marketing Research: Competitive Advantages, Brand Equity, Customer	
	Satisfaction and Total Quality Management. Emerging Application of Marketing	
	Research. Database Markets, E-commerce and Relationship markets.	
3	Application of Marketing Research -II	
	Sales Analysis and Forecasting- Sales Analysis-The Concept of Market Potential –	
	Methods of Estimating Current Demand-Market Potential Forecasting-Methods of	
	Forecasting.	
4	Application of Marketing Research –III	
	New Product Development and Testing Markets- New Product Development, New	
	Product Development Process, Test Marketing, Uses of Test Markets-Use of Test	
	Markets, Types of Test Markets, Importance of Advertising Research.	

#### Reading List:

- Marketing Research, Concepts, Practices and Cases- SunandaEaswaran, Sharmila J Singh, Oxford Higher Education
- 2. Marketing Research, Dr. P. Narayana Reddy, Dr.G V R K Acharyulu, Excel Books
- 3. Marketing Research, Measurement methods, Donad S. Tull, Del. I Hawkins, PHI Learning Private Ltd
- 4. Marketing Research, G.C. Beri, McGraw Hills Education.
- 5. Marketing Research, DebashisPati-University Press.

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#### **Semester IV**

#### M. Com Part II

Subject Code: DC (BP) 4.5

**Subject Name: Customer Relationship Management** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** The course attempts to explain the learners about the concept of customer relationship management and enrich their knowledge about the nature, operations, process and new trends and techniques of customer relationship management

#### **Course Outcomes:**

- 1. To understand the meaning of CRM
- 2. To understand the components of CRM
- 3. To analyze CRM facets
- 4. To understand CRM Strategy
- 5. To explain the role of CRM
- 6. To discuss diversity of needs for CRM

Units	Course Contents	
1	Concept and Introduction of Customer Relationship Management	
	Introduction, components of CRM,CRM Process ,CRM Strategy, Evolution,	
	Objectives, Benefits, Types, Elements, Significance ,Stakeholders in CRM,CRM	
	and Technology, Features of good CRM	
2.	The CRM Process	
	Introduction, CRM Process, Parameters and Process of CRM Process, Building	
	relationship with Customers, Sources of Creating Customer Value, Customer	
	Acquisition, Customer Retention, Customer Database	
3.	Models of Customer Relationship management	
	Introduction ,G-SPOT Model of CRM,KOE's Model, STIS Model, ONYX Model,	
	Wed Qual, Audil Model, Relationship Model, Introduction of e-CRM in the Indian	
	Insurance Sector, Building Customer Relationship through Call Centre in Banking	
	and Financial Services, E-Model of CRM	
4.	Electronic CRM(e-CRM)	
	Introduction, Concept of e-CRM, Application of e-CRM, Requirements of e-CRM,	
	Benefits of e-CRM, Scope of e-CRM, Tools of e-CRM, Portal of e-CRM,	
	Difference between CRM and e-CRM, Digital Marketing, Anticipating the Buying	
	behavior	

- 1. Customer Relationship Management, Dr. Jaspreet Kaur Bhasin, Dream Tech Management
- 2. Customer Relationship Management, Text and Cases-Ekta Rastogi
- 3. Understanding CRM, Seema Girdhar, Excel books
- 4. Customer Relationship Management, Concepts and Cases, Alok Kumar Rai-Eastern Economy Edition



### **Semester IV**

#### M. Com Part II

Subject Code: DC (BP) 4.6

**Subject Name: Rural Business Operation** 

Marks: 100 Instructions Hours: 48

**Course Objectives:** To promote knowledge and understanding about the contemporary aspects of agribusiness. To make students understand the various phases and practices of rural business operations.

**Course Outcomes:** The successful completion of this course will enable students

1. To know and learn about the rural business operations.

2. To know the various government schemes in rural development

3. To learn about different rural businesses.

Units	Course Contents
	Introduction:
	Rural Business what constitutes rural business, scope, meaning,
1	importance of rural business, present position of rural business, rural
	markets, difference between rural, semi-urban and urban markets, Profile
	of rural consumer behavior, rural marketing, rural v/s urban mind set,
	growth of rural markets
	Role of Government in Rural Development:
_	Role of government in rural marketing, rural growth, government
2	interventions in rural marketing systems, role of various agencies
	towards rural development, agricultural marketing boards, co-operation
	marketing societies, national agricultural co-operative marketing
	federation, Public Distribution system, Food cooperation of India,
	Directorate of marketing and inspecting, national Institute of Agricultural
3	marketing
3	Agricultural Credit and Insurance:
	Agricultural credit, crop insurance, commodity markets, agricultural
	credit policy, commodity exchange, role of commodity exchange,
	institutional agreements of agricultural credit, physical settlements
	warehousing, Indian commodity exchange, NCDEX platform,
	instruments available for trading, trading and settlement process.
4	Different Rural Businesses:
	Livestock, Semi cultural, Organic fertilizers, Flower business, Poultry,
	Mushroom farming, organic farm, dairy farm
	Case Studies

- 1. Rural Marketing, Rajagopalan
- 2. New Perspectives on Rural Marketing, Ramkrishen Y.
- 3. Rural Marketing in India, K. S. Habeed Rahman, Himalaya Publishing House.
- 4. Rural Development, Dr. L. Satya Sundaram, Himalaya Publishing House
- 5. Rural Development, Principles, Polices and Management, Katar Singh, Sage Publication
- 6. Rural Development in India, Vasant Desai, Himalaya Publication
- 7. Rural Development and Poverty Alleviation in India Polices and Programmers ,G. Satyanarayana and Madhusudhan H. S. , New Century Publication, New Delhi
- 8. Rural Management and Development, Dr. Shilpa Bendale, Pritan Publications.