Faculty of Commerce & Management
2021

BBA First Semester
Management Concepts -06040108

1. Assessment

Internal Assessment Marks(Mid-Term & Surprise Test, Assignments, Class Participation and Seminar)	External Evaluation		Total Marks
40	**End Term Marks: 60**	**Time : 3 Hours**	**100**

2. Objective: This course is an introduction to the management function. It will focus on the theory and fundamental concepts of management including planning, organization, staffing, directing and controlling.

3. Syllabus:

Unit-1
Concept of Management: Nature, Process & Significance, Functions of management, Management V/s Administration, Principles of Management, Scientific Management, Management Thought - The Classical School, the Human Relations School, Systems Theory, Contingency Management, Developing Excellent Managers. Cross cultural issues in management

Unit-2
Planning: Nature and Purpose of Planning, The Planning Process, Principles of Planning, Types of Planning, Advantages, and Limitations of Planning. Organizing: Nature and Purpose of Organizing Span of Management, Determinants of Span of Management, Line and Staff Relationship, Line-Staff Conflict, Delegation, Kinds of Delegation and Decentralization, Methods of Decentralization

Unit-3

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Staffing: Concept, Nature and Importance of Staffing; Motivation, Nature and Importance of Motivation: Types of Motivation; Leadership: Meaning and Importance, Traits of a leader. Controlling: Nature and Scope of Control, Types of Control, Process of Controlling, Controlling Techniques, Effective Control System

Unit-4

Concept and Nature of Objectives: Types of Objectives, Importance of Objectives, Setting Objectives, Management by Objective (MBO), Benefits and Weaknesses of MBO. Strategies and Policies: Concept of Corporate Strategy, Formulation of Strategy, Types of Strategies. The Strategic Planning Process, Types of Policies, Principles of Formulation of Policies, Decision Making Process, Individual Decision Making Models.

4.   Suggested Readings:

1.   Koontz & Weihrich, Essentials of Management. McGraw Hill

2.   C.B. Gupta, Business Organization and Management. Mayur paperbacks.

3.   Rao and Narayan; Principles and Practice of Management.

4.   Parsad, L. M, Principles and Practice of Management. Sultan Chand, New Delhi

5.   Druker, Peter F. Management Challenges for the 21st century. Butter worth Heinemann, New Delhi

6.   Nirmal Singh, Principles of Management, Deep & Deep Publications Pvt. Ltd., New Delhi.

7.   Gupta & Chaturvedi, Organisation & Management, Shree Mahavir Book Depot.

8.   P. Subha Rao,Management & Organisational Behaviour,Himlya Publishing House.

9.   Harold Koontz & Heinz Weihrich, Essentials of Management, Tata Mcgraw Hill.

10.   Stephen F. Robbins, Mary Coulter, Management, Prentice Hall of India Pvt. Ltd.

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BBA First Semester

Business Statistics (06040210)

1. **Assessment:**

Internal Assessment Marks (Mid-Term & Surprise Test, Assignments, Class Participation and Seminar)	External Evaluation		Total Marks
40	End Term Marks: 60	Time : 3 Hours	100

 2. **Objective:** The overarching objective of Business Statistics is for students to describe data and make evidence based decisions using inferential statistics that are based on well-reasoned statistical arguments.

 3. **Syllabus:**

 Unit -1

 Meaning and Definition of Statistics, Classification and Tabulation of Primary and Secondary data, Presentation of data, Graphic diagrammatic presentation, Mean Median, and Mode, Functions & Limitations of Statistics, Geometric Mean, Harmonic Mean

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Unit -2

Range, Inter Quartile Range, Quartile Deviation, Mean Deviation and Standard Deviation, Coefficient of variation, Lorenz Curve, Skewness and its Measures, Graphical Measure of Dispersion, Kurtosis, Moments, Time series analysis

Unit -3

Co-relation co-efficient, regression lines and equations, Regression coefficients, Methods of Simple Regression Analysis, Coefficient of Correlation by Concurrent Deviation Method, The coefficient of Determination

Unit -4

Probability: Concept, Addition and Multiplication laws, Expectation. Probability distributions: Binomial, Poisson, Normal, Baye's Theorem

4. Suggested Readings:

1.   Dr.S.P.Gupta, Statistical methods, S.Chand & Co., New Delhi.

2.   D.N.Elhance, Veena Elhance, B.M.Aggarwal, Fundamentals of Statistics, Kitab Mahal.

3.   N.P.Aggarwal, Quantitative Techniques, Ramesh Book Depot., Jaipur.

4.   R.P.Hooda, Statistics for   Business   and   Economics,   Mcmillan   India Ltd., New Delhi.

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Faculty of Commerce & Management

Program Name :BBA (Hospital Administration)	Semester: I
Course: Human Biology and Medical Terminology	**Code: 06050103**

Teaching Scheme			Evaluation Scheme		
Classroom Session/ Lectures	**Practical/ Group work**	**Tutorials**	**Credit**	**Continuous Evaluation**	**Term End Examination (TEE)**
40	-	-	**4**	**40**	**60**

Course Rationale:

- Explain the knowledge of basic and advance medical terminologies necessary for hospital administration students.

Course Objectives:

1. Understanding the basic importance of medical terms into their component parts.
2. Analyze and spell words correctly.
3. Applying the words from singular to plural form.
4. Identify combining forms, prefixes, suffixes and terminology associated with each of the body systems.

Learning Outcomes:

After completion of the course, students would be able to:

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1. Ensuring successful learning of basic and advance medical terminology

2. Student will able to read, write, spell and understand the medical terminology

Prerequisite(s):

1. Basic knowledge of human body parts, name of different organ system in body.

Pedagogy:

Ensuring class room lectures, power point presentations, hospital visits, practice of documentations along with case studies.

Syllabus:

Unit-I
Introduction to medical terminology, word formation, Greek alphabet, Greece and Latin abbreviation, commonly used prefixes in medical terminology, commonly used suffixes in medical terminology.

Unit-II
Common terms used in prescription and patient report, study of standard abbreviations, commonly used root words used in medical terminology.

Unit-III
Basic functions and importance of following systems in human body:
1. Digestive system
2. Respiratory system
3. Circulatory system
4. Central nervous system

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5. Urinary system

Unit-IV
Basic Functions and importance of following systems in human body:
1. Reproductive system
2. Muscular system
3. Excretory system
4. Endocrine system

Unit-V
Medical terminology used by Gynecologist, Oncologist, Nephrologist, Neurologist, Cardiologist, Gastrologist and Orthopedist, various departments medical audit its process, roles and importance in hospitals.

Textbook:

- Davies, Juanita. Essentials of Medical Terminology. 3rd edition. New York. Delmar. 2008. E book
- Mogli. J.D. Medical Records: Organization & Management 2nd edition New Delhi: Jaypee Brothers.

Reference Books:

1. Paramedics-Six in One, Jaypee Brothers
2. Roger Watson Anatomy and Physiology for Nurses
3. Stedman's Medical Dictionary
4. Francis, C.M., and Mario C. De Souza. Hospital Administration. 3rd ed. New Delhi: Jaypee Brothers.

Journals:

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- Journal of Healthcare Engineering volume 2, Issue 3, Pages 271-283

Links to websites:

https://www.hindawi.com/journals/jhe/2011/639549/ref/?utm_source=google&utm_medium=cpc&utm_campaign=HDW_MRKT_GBL_SUB_ADWO_PAI_DYNA_JOUR_X&gclid=CjwKCAiAi4fwBRBxEiwAEO8_HkLF6o861cGUHaFTPorVf-Uaz-0jLqMcyqolxQyUxGADt-HWtEd-LRoCZA4QAvD_BwE

Evaluation Scheme:

- Class participation and attendance 05marks
- Mid Term Exam20marks
- Assignment05marks
- Team Project Presentation   10marks
- Term-End Exam60marks

Total   100marks

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Program Name :BBA (Hospital Administration)	Semester: II				
Course: Introduction to Hospital Administration	Code: 06050202				
Teaching Scheme			**Evaluation Scheme**		
Classroom Session/ Lectures	**Pract ical/ Group work**	**Tutorials**	**Credit**	**Continu ous Evaluati on**	**Term End Examination (TEE)**
40	**-**	**-**	**4**	**40**	**60**

Course Rationale:

- Explain roles of hospital administrator.
- Explain the function of hospital administrator in clinical and non-clinical services in hospital.
- Explicate to reduce errors in operational processes in Hospital.
- Explain the concept of Hospital Management.

Course Objectives:

1. To expose the students to the concept of administration and operation of hospitals in a detailed manner.
2. To cover every aspect of different department which involves clinical care, supportive services as well as ancillary care.

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Learning Outcomes:

After completion of the course, students would be able to:

1. Ensuring the hospital processes in all best possible manner.
2. Student will be able to understand the need and importance of hospital administrators
3. Develop aqn comprehensive approach towards running a good hospital.

Prerequisite(s):

1. Basic knowledge of Hospital Industry.
2. Basic understanding of operational activities of hospitals.

Pedagogy:

Ensuring class room lectures, power point presentations, field work along with case studies.

Syllabus:

Unit 1:
Meaning, definition and concept of Health and Hospital, Components of Health Sector, Types of Care, Types of Hospitals and Role of Hospital in Healthcare.

Unit 2:
Health Care Industry- Concept, characteristics, changing nature of Health Care Industry, Duties and responsibilities of Hospital Managers, Expected qualities of a good Hospital Administrator.
Unit 3:

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Hospital Management Roles and responsibilities, different Boards in hospital, different Administration in Hospital (Medical, Nursing and Hospital, Responsibilities of the hospital to the community.

Unit 4:
Current scenario of Hospital and Healthcare industry in India, Classification of hospitals on different basis, Administration of different Hospitals (corporate hospital, voluntary hospital and charitable hospital).

Unit 5:
Role of Administration in Medical & Paramedical, Education and Research Recent trends in hospital administration, Trends of Hospital Administration in Abroad, Responsibilities, Roles & Functions of Hospital Administrator

Textbook:

- Stephen P. Robbins and Mary Coulter, Management (Prentice Hall of India Pvt. Ltd., New Delhi)
- J.E. Park and K. Park, Textbook of Preventive and Social Medicine (M/S Banarsidas Bhanot Publishers, Jabalpur)
- Elaine La Monica, Management in Health Care (Macmillan Press Ltd, London) Reference
- B.M. Sakharkar, Principles of Hospital Administration and Planning (Jaypee Brothers Medical Publishers Pvt. Ltd., New Delhi)

Reference Books:

- C.M. Francis and et al., Hospital Administration (Jayapee Brothers Medical Publishers Pvt. Ltd., New Delhi)

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- S. Srinivasan (ed.), Management Process in Health Care (Voluntary Health Association of India, New Delhi)

Journals:

Links to websites:

https://www.hindawi.com/journals/jhe/2011/639549/ref/?utm_source=google&utm_medium=cpc&utm_campaign=HDW_MRKT_GBL_SUB_ADWO_PAI_DYNA_JOUR_X&gclid=CjwKCAiAi4fwBRBxEiwAEO8_HkLF6o861cGUHaFTPorVf-Uaz-0jLqMcyqolxQyUxGADt-HWtEd-LRoCZA4QAvD_BwE

Evaluation Scheme:

- Class participation and attendance 05marks
- Mid Term Exam20marks
- Assignment05marks
- Team Project Presentation   10marks
- Term-End Exam60marks

Total   100marks

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Program Name : BBA (Hospital Administration)			Semester: II			
Course: Introduction to Epidemiology and Public Health Administration			Code: 06050202			
Teaching Scheme			**Evaluation Scheme**			
ClassroomSession/ Lectures	Pract ical/ Group work	Tutorials	Credit	Conti nuou s Evalu ation	Term End Examination (TEE)	
40	-	-	4	40	60	

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Course Rationale:

- Explain the concept of health, disease and theory of causation of disease.
- Explain the concept of prevention and control of disease.
- To understand public health administration.

Course Objectives:

1. Understanding philosophy and dimensions of health.
2. Explain the health indicators and their application for health policy foundation.
3. Explain various ways of public health administration.

Learning Outcomes:

After completion of the course, students would be able to:

- Ensuring successful learning of concept of health and disease, control and prevention of disease through various communicable and non-communicable disease.

Prerequisite(s):

Basic knowledge of health, disease and prevention along with name of some communicable and non-communicable diseases.

Pedagogy:

Ensuring class room lectures, student interacting sessions, field work along with case studies.

Syllabus:

Unit-I

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Meaning and definition of health, concept of well-being, philosophy of health, health determinant, health indicators, healthcare spectrum, Concept and definition of epidemiology, aims and objective of epidemiology

Unit-II
Types of epidemiological study, study foreign, coherent study, types of therapeutic or clinical trials, application and uses of epidemiology.

Unit-III
Healthcare – its meaning, concept and administration in India, healthcare administration at central level, state level and district level, healthcare administration organization in India, international healthcare organization like WHO, UNICEF, UNDP

Unit-IV
Healthcare planning in India, different healthcare committees and their suggestions, National Health Policy 2017, healthcare planning models in international scenario.

Unit-V
National healthcare programs related to communicable disease, National Malaria Control Program(NMCP), Revised National Malaria Control Program(RNTCP), National Leprosy Eradication Program(NLEP), National AIDS Control Program (NACP), National Health program related to non-communicable disease, National Blindness Control Program(NBCP), National Newborn Health Program(NNHP) and National Program for Prevention and Control of Cancer, Diabetes, Cardiovascular Disease and Stroke(NPCDCS).

Textbook:
- Park's textbook of preventive and social medicine, K. Park, 23rd edition.
- Mahajan & Gupta Textbook of Preventive and Social Medicine, 4th edition

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Reference Books:

- Oxford Textbook of Public Health, Vol.3
- Francis, C.M. and MarioOdeSouza, Hospital Administration, New Delhi: Jaypee Brothers – 3rd edition
- Study Material on Hospital Administration.Vol.2- Health Care Systems in India.
- Publications of Government of India
- MoHFW publications

Journals:

- Journal of Health policy and management
- International Journal of Health policy and management

Links to websites:

- https://www.pulsus.com/journal-health-policy-management.html
- http://www.ijhpm.com/

Evaluation Scheme:

- Class participation and attendance 05marks
- Mid Term Exam20marks
- Assignment05marks
- Team Project Presentation   10marks
- Term-End Exam60marks

Total   100marks

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FINANCIAL ACCOUNTING- 06050203

BBA(HA)- 2nd Semester Theory

SUBJECT CODE	SUBJECT NAME	TEACHING & EVALUATION SCHEME									
		THEORY			PRACTICAL		L	T	P	C
		EXTERNAL	TWO TERM	INTERNAL	EXTERNAL	INTERNAL				

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BBA(G)/IMBA/BCP/BCH	Financial Accounting	60	20	20	-	-	4	-	-	4

Legends: L-Lectures; T-Tutorial/Teacher Guided Students Activity; P-Practical; C-Credits

INTERNAL ASSESSMENT shall be based on the following components-*Quiz/Assignments/Project/Class Participation/Attendance/Synergy*; no component shall exceed **10** marks.

Course Objective

To explain identification of a project, feasibility analysis including market, technical and financial appraisal of a project. Understand the relevance of alternative project appraisal techniques, financial structuring and financing alternatives. This course intends to involve students to apply appraisal techniques for evaluating live projects.

Unit I: Introduction to Financial Accounting: Accounting as an Information System, Introduction: Meaning, Objectives, Process, Limitations and Basic Terms of Accounting; Generally Accepted Accounting Principles; Journalizing, Posting and Preparation of trial balance.

Unit II: Accounting Equation: Nature of Accounts, Types of books (Primary and Secondary) and Rules of Debit and Credit; Recording Transactions in Journal; Preparation of Ledger Accounts; Opening and Closing Entries; Preparation of Trial Balance.

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Unit III: **Preparation of Financial Statements:** Trading Account, Profit & Loss Account and Balance Sheet, Adjustment Entries, understanding contents of financial statements of a joint stock company as per the Companies Act 2013; Understanding the contents of annual report of a company, Preparation of cash flow statement as per AS-3 (revised).

Unit IV: **Indian Accounting Standards (Ind-AS):** Concept, benefits, procedure for issuing Ind-AS in India, salient features of Ind-AS issued by ICAI; International Financial Reporting Standards (IFRS): Main features, uses and objectives of IFRS, IFRS issued by IASB and concept of harmonization and convergence, obstacle in harmonization and convergence, suggestions for increased convergence and harmonization.

Unit V: **Hire purchase and installment system:** Hire Purchase System and Installment payment system; Branch Accounting (**Home branches**: - concept of dependent branches, accounting aspects, ascertainment of profit by Debtor method, Stock & Debtor method and Final accounts method, concept of Independent branch, and accounting treatment. **Foreign branches**: - Concept and accounting treatment.

Suggested Readings:

1. Monga, J.R., Financial Accounting: Concepts and Applications, Mayur Paperbacks

2. Tulsian, P.C., Financial Accounting, Pearson

3. Maheshwari, S.N. &Maheshwari, S.K., Financial Accounting for B. Com., CA, CS, & ICWA (Foundation) Courses, Vikas Publishing House Pvt. Ltd.

4. Ghosh, T.P., Financial Accounting for Managers, Taxmann Allied Services (P) Ltd.

5. Balwani, Nitin, Accounting and Finance for Managers

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6. Gupta, Ambrish: Financial Accounting for Management

7. Bhattacharyya, Asish K., Financial Accounting for Business Managers 8. Jain, S.P. &Narang, K.L., Advanced Accountancy.

8. Charles T. Horngren, Gart L. Sundem, John A. Elliot and Donna R. Philbrick, Introduction to Financial Accounting, Pearson.

FINANCIAL ACCOUNTING- 06050204

BBA(HA)- 2nd Semester Practical

SUBJECT CODE	SUBJECT NAME	TEACHING & EVALUATION SCHEME								
		THEORY			PRACTICAL		L	T	P	C
		EXTERNAL	TWO TERM	INTERNAL	EXTERNAL	INTERNAL				
BBA(G)/IMBA/BCP/BCH	Financial				30	20	4	-	-	2

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	Account ing										

Legends: L-Lectures; T-Tutorial/Teacher Guided Students Activity;P-Practical; C-Credits

INTERNAL ASSESSMENT shall be based on the following components-*Quiz/Assignments/Project/Class Participation/Attendance/Synergy*; no component shall exceed **10** marks.

Course Objective

This course intends to involve students to apply appraisal techniques for evaluating live projects and understand the relevance of alternative project appraisal techniques, financial structuring and financing alternatives.

Unit I: Introduction to Financial Accounting: Case study on accounting principles that are followed by different Indian industry. Students will prepare a report based on this study.

Unit II: Accounting Equation: Analysis of bank passbook to identify the items of debit and credit. On the basis of above analysis, Student will practically prepare report on accounting equations based on case study.

Unit III: **Preparation of Financial Statements:** Activities based on company balance sheet analysis wherein students will interpret the balance sheet in order to check the financial position of company.

Unit IV: **Indian Accounting Standards (Ind-AS):** Discussion on how accounts are prepared by the Indian firm on the basis of Accounting Standard. Report will be prepared by the students to find out the difference between Ind AS & AS.

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Unit V: **Hire purchase and installment system:** Analysis based activities on installment based accounting that is used by Indian companies. Report will be prepared based on the case study.

Suggested Readings:

1. Monga, J.R., Financial Accounting: Concepts and Applications, Mayur Paperbacks

2. Tulsian, P.C., Financial Accounting, Pearson

3. Maheshwari, S.N. &Maheshwari, S.K., Financial Accounting for B. Com., CA, CS, &ICWA (Foundation) Courses, Vikas Publishing House Pvt. Ltd.

4. Ghosh, T.P., Financial Accounting for Managers, Taxmann Allied Services (P) Ltd.

5. Balwani, Nitin, Accounting and Finance for Managers

6. Gupta, Ambrish: Financial Accounting for Management

7. Bhattacharyya, Asish K., Financial Accounting for Business Managers 8. Jain, S.P.&Narang, K.L., Advanced Accountancy.

8. Charles T. Horngren, Gart L. Sundem, John A. Elliot and Donna R. Philbrick, Introductionto Financial Accounting, Pearson.

HUMAN RESOURCE MANAGEMENT- 6050515

BBA(HA)- 3rd Semester Theory

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SUBJECT CODE	SUBJECT NAME	TEACHING & EVALUATION SCHEME					L	T	P	C
		THEORY			PRACTICAL					
		EXTERNAL	TWO TERM	INTERNAL	EXTERNAL	INTERNAL				
DSE 1 (T&P)	HUMAN RESOURCES MANAGEMENT	60	20	20	-	-	4	-	-	4

Legends: L-Lectures; T-Tutorial/Teacher Guided Students Activity; P-Practical; C-Credits

INTERNAL ASSESSMENT shall be based on the following components-*Quiz/Assignments/Project/Class Participation/Attendance/Synergy*; no component shall exceed **10** marks.

Course Objective

Students would learn role of the HRM function, employee resourcing, performance, appraisal and development of Human Resource in the organization.

Course Content

Unit-I

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Introduction to HRM - Evolution of 21st Century HR, Nature of Human Resource Management—Concepts, Objectives and Functions; HRD—Concept and Mechanisms, Business Challenges and Changing Role of HR, Role of New Age HR Manager.

Unit-II

HR Planning -Strategic Linkage with Business Goals, Job Analysis, Competency mapping, Demand and Supply Forecasting, Flexibility arrangements, Recruitment, Selection and Orientation, Career planning and Development.

Unit-III

Managing Performance - Performance Appraisal Methods, Errors and other issues, Compensation - Job Evaluation, Performance Appraisal—Techniques of appraisal; Potential Appraisal and employee counseling; Managing compensation, establishing reward and pay plans—job evaluation, incentive plans, employee benefits; Ensuring safety and healthy work environment.

Unit-IV

Training and Development - Importance and contemporary Issues, Need analysis, Processes and Techniques, Evaluation of training effectiveness, cross cultural training.

Unit-V

Human Resource Information Systems, Human Resource Accounting and Audit. HRM in globally competitive environment; Strategic Human Resource Management.

Suggestive Readings

1.   Gary Dessler, *Human Resource Management* - 5th edition Pearson Education.
2.   Snell and Bohlander *Human Resource Management* -, Thompson South –Western
3.   M.Saiyadain, *Human Resource Management* - Tata McGraw Hill.
4.   Jyothi, P and Venkatesh,D.N, *Human Resource Management* - Oxford University Press
5.   R.W. Mondy & R.M.Noe, *Human Resource Management* - Pearson Education

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6.   B.Pattanayak, *Human Resource Management* - PHI

7.   V.S.P.Rao, *Human Resource Management* - Excel Books

8.   K Aswathappa, *Human Resource and Personnel Management* - Tata McGraw Hill

9.   Gupta, C.B. (2014). *Human Resource Management.* Delhi. Sultan Chand & Sons.

10.   Decenzo, A. David & Robbins, Stephen. (2011). *Fundamentals of Human Resource Management.* Wiley India.

11.   Werther, William and Davis, Keith. (2000). *Human Resource Management.* Prentice Hall

12.   Chhabra, T.N. (2006). *Human Resource Management.* Dhanpat Rai & Co.

HUMAN RESOURCE MANAGEMENT- 6050516

BBA(HA)- ³ʳᵈ Semester Practical

SUBJECT CODE	SUBJECT NAME	TEACHING & EVALUATION SCHEME					L	T	P	C
		THEORY			PRACTICAL					
		EXTERNAL	TWO TERM	INTERNAL	EXTERNAL	INTERNAL				
DSE 1 (T&P)	HUMAN RESOURCES MANAGEMENT	-	-	-	30	20	4	-	-	2

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Legends: L-Lectures; T-Tutorial/Teacher Guided Students Activity; P-Practical; C-Credits

INTERNAL ASSESSMENT shall be based on the following components-*Quiz/Assignments/Project/Class Participation/Attendance/Synergy*; no component shall exceed **10** marks.

Unit-I

1.   Student to list various functions of HR Manager and list most challenging tasks along with reasons.

2.   Student to prepare JD and JS of his / her dream job title in their dream company.

3.   Student to research the various generations: baby boomers, Generation X, and the Y Generation (millennial) and list their characteristics. Compare these characteristics and explain how these differences impact HRM?

4.   Student to review news articles on the current state of the economy (past one year). Which aspect of these news / happening has most significant impact on HRM practices?

5.   Student to research on internet and find out various sources of information / changes for :
     a.   Legislative changes
     b.   Training & Development
     c.   Compensation Management
     d.   Recruitment and Selection
     e.   Equal Employment Opportunity

     That may keep HR Manager abreast with latest changes.

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6.   Field Work: Student are required to visit office of HR Manager and interview him / her to discuss his or her career path, skills, daily tasks and views on trends in HRM. Present findings to your class in form of a report.

7.   Students are required to do research on internet and identify changes in Jobs in next 10 years from now. Which new jobs are expected to emerge and which will cease to exist. How do you think this might impact HR Planning, strategy and procurement of HR in an organization?

 Unit-II

 1.   Analyse a Job descriptions of your choice.

2.   Do an Internet search for "job description." Review three different job descriptions and then answer the following questions for each of the jobs: • What are the job specifications? • Are the physical demands mentioned? • Is the job description task based or competency based? • How might you change this job description to obtain more qualified candidates? Why do the five steps of the recruitment process require input from other parts of the organization? How might you handle a situation in which the employees or management are reluctant to complete a job analysis?

3.   Case Study on HR Planning – Annex -1.

4.   Team Activity

5.   Recruitment Effectiveness Exercise

Unit-III

1.   Prepare various performance appraisal forms for MBA student or any job title and discuss its merit / demerits.

2.   Research "salary negotiation" on the Internet. What tips are provided for job seekers? Do you think these same tips could apply to the HR professional? Why or why not?

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3.   In a team of two, take the Big Five personality test online (http://www.outofservice.com/bigfive/) and compare scores.

>   a.   Assume you are hiring a retail salesperson and plan to administer the same Big Five personality test you took above. In your team, develop minimum percentile scores for each of the five areas that would be acceptable for your new hire

4.   Think of your father / guardian current organization or a past organization. What do you think their pay policy is/was? Describe and analyze whether you think it was or is effective. If you haven't worked before, perform an Internet search on pay policies and describe/analyze the pay policy of an organization.

5.   Perform an Internet search of average employee turnover cost and report findings from at least three different industries or companies.

6.   Case Study

7.   Activity: In a team discuss: Why do you think a transparent compensation policy is so important to motivating a workforce? And make presentation.

Unit-IV

1.   **Case study : To train or not to train**

2.   Analyse team training that you have participated in.

Video

3.   This is a short video Starbucks uses to train new employees on customer service. Please view this video at http://www.youtube.com/ watch?v=OAmftgYEWqU.

4.   Develop a rough draft of a training framework using for a job you find on Monster.com.

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5.   Activity on training program.

Unit-V

1.   Research on most important component of culture and explain why you feel it to be most important.

2.   Visit http://www.geert-hofstede.com/ and view the cultural dimensions of three countries. Then write a paragraph comparing and contrasting all three.

3.   Choose a country you would enjoy working in, and visit that country's embassy page. Discuss the requirements to obtain a work visa in that country. 2. How would you personally prepare an expatriate for an international assignment? Perform additional research if necessary and outline a plan.

4.   Case study : Visa Blues

Suggestive Readings

1.   Gary Dessler, *Human Resource Management* - 5th edition Pearson Education.
2.   Snell and Bohlander *Human Resource Management* -, Thompson South –Western
3.   M.Saiyadain, *Human Resource Management* - Tata McGraw Hill.
4.   Jyothi, P and Venkatesh,D.N, *Human Resource Management* - Oxford University Press
5. R.W. Mondy & R.M.Noe, *Human Resource Management* - Pearson Education
6. B.Pattanayak, *Human Resource Management* - PHI

7.   V.S.P.Rao, *Human Resource Management* - Excel Books
8. K Aswathappa, *Human Resource and Personnel Management* - Tata McGraw Hill

9.   Gupta, C.B. (2014). *Human Resource Management.* Delhi. Sultan Chand & Sons.

Date of approval in BOS:
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Dean   Program Coordinator   Batch Coordinator

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10. Decenzo, A. David & Robbins, Stephen. (2011). *Fundamentals of Human Resource Management.* Wiley India.

11. Werther, William and Davis, Keith. (2000). *Human Resource Management.* Prentice Hall

12. Chhabra, T.N. (2006). *Human Resource Management.* Dhanpat Rai & Co.

Program Name :BBA (Hospital Administration)			Semester: III		
Course: Medical Record Management			Code: 06050303		
Teaching Scheme			Evaluation Scheme		
Classroom Session/ Lectures	Pract ical/ Group work	Tutorials	C r e d i t	Continu ous Evaluati on	Term End Examination (TEE)
40	-	-	4	40	60
Course Rationale: ● Explain the knowledge and importance of Medical Records along with its management.					

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Course Objectives:

1. Understanding the basic concept of medical record and their importance in hospitals.
2. To understand the types of medical records and their classification.
3. To learn International Classification of Disease (ICD).

Learning Outcomes:

After completion of the course, students would be able to:

1. Ensuring successful learning and basic concept of medical record management.
2. Student will able to classify and segregate different medical records in hospital.

Prerequisite(s):

1. Basic knowledge of need and requirement of medical records in hospitals.

Pedagogy:

Ensuring class room lectures, interactive sessions, and field work along with case studies.

Syllabus:

Unit-I
Medical records – Meaning, functions, principles of record keeping, importance of medical records to patient, doctors and hospitals. Need of record keeping, different methods of medical record keeping.

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Unit-II
Classification of records like coding system, indexing system, methods of numbering, serial number, unit number, serial unit number, filing system.

Unit-III
Types of medical record, forms and format, general and special consent, role of medical record of quality health care services, legal aspects of medical records.

Unit-IV
International Classification of Disease (ICD), ICD 10 and its significance, Electronic Medical Record (EMR), Role of medical record professionals.

Unit-V
Medical Registers: Meaning, types, purpose, advantages of Medical Registers, registers in various departments. Statutory registers and reports to be maintained- specimens.Medical Audit: its process,role and importance in hospitals.

Textbook:

- Mogli. J.D. Medical Records: Organization & Management 2nd edition New Delhi: Jaypee Brothers.

Reference Books:

- Paramedics-Six in One, Jaypee Brothers
- Stedman's Medical Dictionary

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Date of approval in AC:

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[Type here]

- Francis, C.M., and Mario C. De Souza. Hospital Administration. 3rd etion, New Delhi: Jaypee Brothers.
    -

Journals:

Journal of Healthcare Engineering volume 2, Issue 3, Pages 271-283

Links to websites:

https://www.hindawi.com/journals/jhe/2011/639549/ref/?utm_source=google&utm_medium=cpc&utm_campaign=HDW_MRKT_GBL_SUB_ADWO_PAI_DYNA_JOUR_X&gclid=CjwKCAiAi4fwBRBxEiwAEO8_HkLF6o861cGUHaFTPorVf-Uaz-0jLqMcyqolxQyUxGADt-HWtEd-LRoCZA4QAvD_BwE

Evaluation Scheme:

- Class participation and attendance 05marks
- Mid Term Exam20marks
- Assignment05marks
- Team Project Presentation   10marks
- Term-End Exam60marks

Total   100marks

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Program Name : BBA (Hospital Administration)	Semester: III
Course: National Health Programs (NHP)	Code:06050304

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Teaching Scheme				Evaluation Scheme	
Classroom Session/ Lectures	**Pract ical/ Group work**	**Tutorials**	C r e d i t	**Continu ous Evaluati on**	**Term End Examination (TEE)**
40	**-**	**-**	**4**	**40**	**60**

Course Rationale:

- Explain the concept of health, disease, prevention and health environment
- Explain the nation health policy and various health programs in India along with its impact on health status of country

Course Objectives:

1. Understanding the basic concepts of Health Administration at central, state and district level
2. Explain the concept of Organization of voluntary health agencies in India
3. Explain various health programs related wit communicable and non-communicable disease
4. Analysis of nation health policy and its impact on healthcare industry

Learning Outcomes:

After completion of the course, students would be able to:

1. Ensuring successful learning of basic concepts of health, care, disease, control, eradication and prevention of diseases.
2. Student will able to analyze different health programs along with their success and failure in India

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3. Understand the national health policy, its major provisions, considerations and effect on healthcare sector.

Prerequisite(s):

1. Basic knowledge of human body, causation of disease meaning of health

2. Basic knowledge of communicable and non-communicable diseases their etiology, pathogenesis and preventive measures.

Pedagogy:

Ensuring class room lectures, power point presentations, hospital visits, public health center visit and community health center visit

Syllabus:

Unit I

Health Administration, Functions and organizational structure at Central, State and District level, Various committees and their recommendations on health care in India, Reasons for increasing need and demand for medical care and techniques to reduce the cost of medical care.

Unit II

Goals for Health for All by 2000, and Beyond, National Health Budget. Organization for Health: Voluntary health agencies in India, Indian Red Cross Society, Tuberculosis Association of India. International Health Organizations: WHO, UNICEF, UNDP.

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Unit III

National Health Programs related to Communicable Diseases: National Vector Borne Disease Control Program (NVBDCP), National Malaria Control Program, National Filaria Control Program, Revised National Tuberculosis Control Program (RNTCP), National Leprosy Eradication Program (NLEP) and National AIDS Control Program (NACP).

Unit IV

National Health Programs related to Non Communicable Diseases: National Program for Prevention and Control of Cancer, Diabetes (NPCDCS), National Program for Control of Blindness (NBCP), National Mental Health Program (NMHP), Reproductive, Maternal, Newborn, Child, and Adolescent Health (RMNCH+A).

Unit V

Universal Immunization Program, RCH Phase II, National Rural Health Mission, National Urban Health Mission, National Mental Health Program, National Family Planning Program, National Health Policy, 2017 National Population Policy, Role of NitiAayog in Health Planning.

Textbook:

- Park's textbook of preventive and social medicine, K.Park, 23rd edition.

- Mahajan & Gupta Textbook of Preventive and Social Medicine, 4th edition
- Control of Hospitals infection -A practical handbook, (1997), 3rd edition - G.A.J. Ayliffe, E.J.L. Lawbury, A.N.Geddes, J.D. Willians, Chapman & Hall Medical Chennai.

Reference Books:

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- Oxford Textbook of Public Health, Vol.3
- Francis, C.M. and MarioOdeSouza, Hospital Administration,New Delhi: Jaypee Brothers – 3rd edition
- Study Material on Hospital Administration.Vol.2- Health Care Systems in India.
- Publications of Government of India
- MoHFW publications
- WHO publications

Journals:

- Journal of Health policy and management
- International Journal of Health policy and management

Case study:

Decentralization and decision space in the health sector: a case study from Karnataka, India (https://academic.oup.com/heapol/article/31/2/171/2355442)

Links to websites:

- https://www.pulsus.com/journal-health-policy-management.html
- http://www.ijhpm.com/

Evaluation Scheme:

- Class participation and attendance 05marks
- Mid Term Exam20marks
- Assignment05marks
- Team Project Presentation   10marks

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- Term-End Exam60marks

Total   100marks

Program Name : BBA (Hospital Administration)				Semester: IV	
Course: Health Insurance and Medical Tourism				Code: 06050401	
Teaching Scheme			Evaluation Scheme		
Classroom Session/ Lectures	Pract ical/ Group work	Tutorials	Cre dit	Continu ous Evaluati on	Term End Examination (TEE)
40	-	-	4	40	60

Course Rationale:

- Explain roles of health insurance and medical value travel in India.
- Understand the role and significance of insurance regulatory authorities in India.
- Understand the scope and challenges in medical value travel.

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Course Objectives:

1. To acquaint students to the concept of HI and various HI products, schemes
2. To understand the scope and challenges of healthcare insurance sector
3. To understand the role and functions of TPA and its regulatory authorities.

Learning Outcomes:

After completion of the course, students would be able to:

- Understand the basic concept of health insurance its role, scope in current healthcare industry.
- Know about the types, process and documentation required for claim settlement.
- Scope, limitations and opportunities in medical tourism.

Prerequisite(s):

- Basic knowledge of concept of general insurance, health insurance and related products.
- Basic knowledge of TPA and types of health insurance policy.
- Concept and meaning of medical tourism.

Pedagogy:

Ensuring class room lectures, power point presentations, field work, field visits along with case studies.

Syllabus:

Unit-I

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Introduction of Health Insurance, Principles of Health Insurance, concept of Health Insurance, current trends in Health Insurance - International and Indian scenario, life and non- life of Health Insurance schemes.

Unit-II

Role and Functions of TPA(Third Party Administrator), Process of claim settlement, challenges faced by TPA in claim settlement process and in Health Insurance sector, Opportunities for Health Insurance companies.

Unit-III

Government Health Insurance regulatory schemes, Pricing and products of health insurance available in market, CGHS, ESI, Social security measures, Ayushman Bharat Yogna, IRDA-its role, Functions, and Challenges faced by IRDA.

Unit-IV

Legal framework in Health Insurance, documentation in Health Insurance, ethical issues in Health Insurance sector, misuse or criticism of health insurance.

Unit-V

Medical value travel (MVT)- concept, need, advantages, limitations or barriers of Medical tourism, scope and challenges in Medical tourism in India

Textbook:

1. Usha Mehta, A.D. Narde. Health Insurance in India and Abroad, Allied Publishers.
2. Thomas K. T., Sakthivel R. Health Insurance In India: Overcoming Challenges and Looking Ahead, Lambert Academic Publishing, 2012.
3. Michelle A. Green, JoAnne C. Rowell. Understanding Health Insurance- A guide to billing and reimbursement.

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Reference Books:

- Michelle A. Green, JoAnne C. Rowell. Understanding Health Insurance- A guide to billing and reimbursement.
- William S Stevens. Health Insurance- Current Issues and Background, Nova Science Publishers.
- IRDA Guidelines on Health Insurance- GOI

Journals:

Knowledge and understanding of health insurance: challenges and remedies (Andrew J. Barnes & YanivHanoch *Israel Journal of Health Policy Research* volume 6, Article number: 40 (2017))

- international journals of health services
- international journals of health policy and management

Case study:

- Case for Medical Tourism in India By Prof. M. HabeebGhatala
- Designing promotional strategies for medical tourism by Santosh Kumar

Links to websites:

- https://ijhpr.biomedcentral.com/articles/10.1186/s13584-017-0163-2
- https://www.journals.elsevier.com/journal-of-health-economics/recent-articles
- https://www.journals.elsevier.com/health-policy
- https://journals.sagepub.com/home/joh
- http://www.ijhpm.com/

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Evaluation Scheme:

- Class participation and attendance 05marks
- Mid Term Exam20marks
- Assignment05marks
- Team Project Presentation   10marks
- Term-End Exam60marks

Total   100marks

Program Name :BBA (Hospital Administration)	Semester: IV
Course: Bio Medical Waste Management	Code: 06050402
Teaching Scheme	Evaluation Scheme

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Classroom Session/ Lectures	Pract ical/ Group work	Tutorials	C r e d i t	Continu ous Evaluati on	Term End Examination (TEE)
40	-	-	4	40	60

Course Rationale:

- Explain the importance of Bio Medical Waste.
- Explain the role of hospital administrator towards Bio Medical Waste segregation and handling.
- Develop the understanding of Bio Medical Waste Management and Handling Rules.
- Explain the concept of storage and Transportation of Bio Medical Waste.

Course Objectives:

1. To expose the students to ensure the safe handling of Bio Medical Waste.
2. To cover every aspect of Bio Medical Waste Management and Handling Rules Act 1998.

Learning Outcomes:

After completion of the course, students would be able to:

1. Ensuring the control of nosocomial infection in hospital.
2. Student will be able to understand the governmental compliances of Bio Medical Waste.
3. Know about the roles of housekeeping staff in handling Bio Medical Waste in hospital.

Prerequisite(s):

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1. Basic knowledge of clinical, supportive, ancillary services of hospital.
2. Basic guidelines for Bio Medical Waste Management and Handling Rules.

Pedagogy:

Ensuring class room lectures, power point presentations, field work along with case studies.

Syllabus:

Unit-I

Definition and meaning Biomedical Waste, sources and types of Biomedical Waste,

Unit-II

BMW – Segregation, collection, storage, transportation, disposal, Liquid BMW, Radioactive waste, Metals / Chemicals / Drug waste

Unit-III

BMW Management & methods of disinfection, Modern technology for handling BMW, Monitoring & controlling of cross infection (Protective devices)- Dosimeter, HIV Protective measures and management protocols.

Unit-IV

Hand washing methods, techniques need and importance

Unit-V

Control of Hospital Acquired infections Control of hospital acquired infection, Types of infection, Purpose, Common Nosocomial infection and their Causative Agents-Prevention of hospital acquired infection Role of ICC - Monitoring and control or cross infection-Staff Health Patient Safety

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Textbook:

- Sakharkar B.M., Principles of Hospital Administration and Planning 2nd edition.

Reference Books:

- Hospital Core Services: Hospital administration in 21st century Vol 1 Kumar R, S.L. Goel

Journals:

- Hospital administration journals

Links to websites:

- (https://academic.oup.com/heapol)
- (https://www.mdlinx.com/hospital-administration/journals.cfm)
- http://hospital-medical-management.imedpub.com/
- http://jhmhp.amegroups.com/
- http://www.ahaindia.org/journal

Evaluation Scheme:

- Class participation and attendance 05marks
- Mid Term Exam20marks
- Assignment05marks
- Team Project Presentation   10marks
- Term-End Exam60marks

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Total	100marks

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Strategic Management- 06050601

BBA(HA)- 6th Semester Theory

SUBJECT CODE	SUBJECT NAME	TEACHING & EVALUATION SCHEME					L	T	P	C
		THEORY			PRACTICAL					
		EXTERNAL	TWO TERM	INTERNAL	EXTERNAL	INTERNAL				
BBA601 BBAHA601	Strategic Management	60	20	20	-	-	4	-	-	4

Legends: L-Lectures; T-Tutorial/Teacher Guided Students Activity; P-Practical; C-Credits

Internal Assessment- It shall be based on the following components-*Quiz/Assignments/Project/Class Participation/Attendance/Synergy*; no component shall exceed **10** marks.

Course Objective

The objective of this course is to enable students integrate knowledge of various functional areas and other aspects of management, required to develop strategies based on organizational perceived opportunities and threats.

Course Content

Unit: I: Strategy and Process

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Historical perspective of Strategic management, Conceptual framework for strategic management, the Concept of Strategy, Strategy formulation: Company's vision, mission and objectives.

Unit: II: Competitive Advantage

External Environment- PESTEL Analysis, SWOT Analysis, Porter's Five Forces Model, Business ethics and corporate strategy, Concept of value chain, Core competencies.

Unit: III: The Strategic Alternatives

Corporate Level Strategies: Stability, Expansion, Retrenchment and Combination strategies; Corporate Strategy- Vertical Integration, Diversification and Strategic Alliances; Business level strategies: Cost, Differentiation, and Focus Strategies; Strategic analysis and choice: Environmental Threat and Opportunity Profile (ETOP), Mc Kinsey's 7s Framework, BCG Matrix.

Unit IV: Strategy Implementation and Evaluation

Strategy implementation: Structural, Behavioral and Functional implementation.

Strategy Evaluation: Strategic and Operational Control; Techniques of evaluation and control.

Unit V: Strategy in the Global Environment

Definition of global strategy, Phases of global strategy, International strategy vs. global strategy, Drivers of global strategy

Suggestive Readings

1. Kazmi, Azhar, Business Policy and Strategic Management, TMGH, New Delhi
2. Gerry Johnson, Kevan Scholes, Richard Whittington, Exploring Corporate Strategy, Pearson Edition Ltd, United Kingdom

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3.   Arthur A Thompson Jr, Strickland A.J., John E. Gamble and Arun K. Jain, Crafting and Executing Strategy - The Quest for Competitive Advantage - Concepts and Cases, TMGH, New Delhi.

4.   Fred R. David, Strategic Management- Concepts and Cases, PHI Learning, New Delhi.

5.   Subba Rao, P, Business Policy and Strategic Management (Text and Cases), Himalaya Publishing House, Hyderabad

6.   Jauch and Glueek, Business Policy and Strategic Management, McGraw-Hill Publications.

7.   Thampson A.A. and Stickland A.J, Strategic Management- Concept and cases, Pearson

8.   Michael Porter, Competitive Advantage of Nations, Free Press.

9.   Kenneth, A. Andrews, Concepts of corporate Strategy, Irwin/McGraw-Hill

10. Melvin J. Stanford, Management Policy, Prentice-Hall

Strategic Management-06050602
BBA(HA)- 6th Semester TYheory

SUBJECT CODE	SUBJECT NAME	TEACHING & EVALUATION SCHEME					L	T	P	C
		THEORY			PRACTICAL					
		EXTERNAL	TWO TERM	INTERNAL	EXTERNAL	INTERNAL				

Date of approval in BOS:
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BBAHA601	Strategic Management	60	20	20	-	-	4	-	-	4

Legends: L-Lectures; T-Tutorial/Teacher Guided Students Activity; P-Practical; C-Credits

Internal Assessment- It shall be based on the following components-*Quiz/Assignments/Project/Class Participation/Attendance/Synergy*; no component shall exceed **10** marks.

Course Objective

The objective of this course is to enable students integrate knowledge of various functional areas and other aspects of management, required to develop strategies based on organizational perceived opportunities and threats.

Course Content

Unit: I: Strategy and Process

Download **Annual report** of a company and identify Company's vision, mission and objectives.

Formulate strategy: Company's vision, mission and objectives- Being the head of the organisation.

Unit: II: Competitive Advantage

Download **Annual report** of a company and submit an analysis report on PESTEL, SWOT and Porter's Five Forces Model.

Unit: III: The Strategic Alternatives

Download **Annual report** of a company and submit an analysis report on ETOP, Mc Kinsey's 7s Framework, BCG Matrix.

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Unit IV: Strategy Implementation and Evaluation

Group discussion and analyses of three different case studies related to strategy implementation (Structural, Behavioral and Functional) and report submission.

Group discussion and analyse the case studies related to strategic and operational control and techniques of evaluation and control used by various organisation

Unit V: Strategy in the Global Environment

Download **Annual report** of a multinational company and submit an analysis report on phases and drivers of global strategy

Suggestive Readings

1.   Kazmi, Azhar, Business Policy and Strategic Management, TMGH, New Delhi

2.   Gerry Johnson, Kevan Scholes, Richard Whittington, Exploring Corporate Strategy, Pearson Edition Ltd, United Kingdom

3.   Arthur A Thompson Jr, Strickland A.J., John E. Gamble and Arun K. Jain, Crafting and Executing Strategy - The Quest for Competitive Advantage - Concepts and Cases, TMGH, New Delhi.

4.   Fred R. David, Strategic Management- Concepts and Cases, PHI Learning, New Delhi.

5.   Subba Rao, P, Business Policy and Strategic Management (Text and Cases), Himalaya Publishing House, Hyderabad

6.   Jauch and Glueek, Business Policy and Strategic Management, McGraw-Hill Publications.

7.   Thampson A.A. and Stickland A.J, Strategic Management- Concept and cases, Pearson

8.   Michael Porter, Competitive Advantage of Nations, Free Press.

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9.   Kenneth, A. Andrews, Concepts of corporate Strategy, Irwin/McGraw-Hill

10. Melvin J. Stanford, Management Policy, Prentice-Hall

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Date of approval in AC:

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Program Name : BBA (Hospital Administration)	Semester: V	
Course: Hospital Support and Utility Services	Code	
Teaching Scheme		**Evaluation Scheme**		

Classroom Session/ Lectures	Pract ical/ Group work	Tutorials	Cr ed i t	Continu ous Evaluat ion	Term End Examination (TEE)
40	-	-	4	40	60

Course Rationale:

- Explain the concept of knowledge of support and utility services from administrative view point.
- Explicate different support and utility services in hospital.

Course Objectives:

- The objective of this course is to enable students to have a good understanding of support and utility services in hospital.
- To explain functions, policies and procedures of support and utility services.
- To understand staffing, reporting and documentation of different support and utility services in hospital.

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Learning Outcomes:

After completion of the course, students would be able to:

1. Ensuring successful learning and functions of support and utility departments in hospital.
2. Students will able to know the normal policies, procedures, equipment, functions and staffing of particular support and utility department.

Prerequisite(s):

1. Basic knowledge of departments of hospital.

2. Basic knowledge of normal role and functions of support and utility departments.

Pedagogy:

Ensuring class room lectures, students interacting sessions, hospital visits, practice of documentations along with case studies.

Syllabus:

Unit I

Role and importance of support services, Central Sterile Supply Department (CSSD), hospital laundry, pharmacy services, ambulance service and mortuary.

Unit II

Reception, enquiry, admissions, medical record department, administration department and human resource department.

Unit III

Dietary services, hospital store, inventory and purchase department, quality department.

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Unit IV

Hospital engineering department, oxygen manifold, marketing and public relations.

Unit V

Electricity and water supply department, hospital security services, housekeeping services.

Textbook:

1. Sakharkar B.M., Principles of Hospital Administration and Planning 2nd edition.
2. Hospital and facilities planning and Design   - G.D. Kunders 2nd edition

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Reference Books:

- Hospital Core Services: Hospital administration in 21st century Vol 1 Kumar R, S.L. Goel
- Hospital Management : A guide to departments, Howard S. Roland, Beatrice L Rowland
- Hospital managerial services Volume -4, S.L. Goel, R. Kumar

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Journals:

- Journal of healthcare management
- Journals of hospital and healthcare management

Links to websites:

- https://journals.lww.com/jhmonline/pages/default.aspx
- http://hospital-medical-management.imedpub.com/

Evaluation Scheme:

- Class participation and attendance 05 marks
- Mid Term Exam 20 marks
- Assignment 05 marks
- Team Project Presentation   10 marks

Date of approval in BOS:
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- Term-End Exam 60 marks

Total   100 marks

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Program Name : BBA(Hospital Administration)			Semester: V		
Course: Quality in Healthcare			Code:		
Teaching Scheme			Evaluation Scheme		
ClassroomSession/ Lectures	Pract ical/ Group work	Tutorials	Credit	Continu ous Evaluati on	Term End Examination (TEE)
40	-	-	4	40	60

Course Rationale:

To learn and implement the concept of quality and quality management in hospital and healthcare sector, along with the knowledge and importance of quality accreditation in hospitals.

Course Objectives:

1. To understand the concept of quality and quality management,
2. To understand the concept of continuous quality improvement, its techniques,
3. To know the quality accreditation in hospitals like NABH and its relation to healthcare scenario.

Learning Outcomes:

After completion of the course, students would be able:

1. To know about concept, dimensions and scope of quality

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2. To learn quality improving tools and techniques useful in hospitals
3. To learn the process of implementation of quality in hospitals.

Prerequisite(s):

Basic concept of quality, meaning of quality, some accreditation organizations in healthcare industries.

Pedagogy:

Ensuring class room lectures, power point presentations, field work along with case studies.

Syllabus:

Unit-I
Definition, Meaning and concept of Quality, Dimensions of Quality, Continuous quality improvement - Benefits, Awareness and Obstacles–Quality Vision, Mission.

Unit-II
Quality management concepts, definition, Objectives and importance of quality management Overview of the contributions of Walter Shewhart, Deming &Juran and others.

Unit-III
Conceptsofqualitycircle-Japanese5SPrinciplesand8DMethodology, Kaizen. Concepts of quality control, simple tools of quality control, Process Mapping, Cause and Effect diagram, Pareto analysis, control charts.

Unit-IV
Quality Improvement techniques, implementing strategies – Quality circles, quality assurances, continuous quality improvement.

Unit-V

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Benchmarking for Quality Standards- ISO 9000 Series- IS02000, ISO 14000, ISO 18000, and Accreditation with special emphasis on NABH Accreditation in Hospitals and healthcare organizations.

Textbook:

1. Quality Management in Hospitals by S. K. Joshi
2. Total Quality Management, D.D. Sharma
3. Total Quality Management, Aswathappa – Himalaya Books House

Reference Books:

- Quality Management, P. C. Tripathy
- Hospital Quality Assurance: Risk Management & Program evaluation, Jesus J. Pena
- Donald E. Lighter and Douglas C Fair: Quality Management in Health Care – Principles and methods, Jones and Bartlett publishers, second edition.
- McLaughlin CP and Kalauzny AD. Total quality management in health, Healthcare management review.

Journals:

- International journal for quality in healthcare, Oxford academy
- Journals for healthcare quality
- International society for quality in healthcare
- Global journal for quality and safety in healthcare

Case Study:

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Using DMAIC to improve nursing shift change assignments. (http://asq.org/knowledge-center/case-studies-dmaic-improve-nursing-shift-change.html)

Links to websites:

- https://academic.oup.com/intqhc
- https://journals.lww.com/jhqonline/pages/default.aspx
- https://www.isqua.org/resources-blog/journal.html
- http://www.jqsh.org/contributors.asp

Evaluation Scheme:

- Class participation and attendance 05 marks
- Mid Term Exam 20 marks
- Assignment 05 marks
- Team Project Presentation   10 marks
- Term-End Exam 60 marks

Total   100 marks

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DSE HRM (T&P) TRAINING AND DEVELOPMENT-06050513

BBA (HA)- 5ᵗʰ Semester Theory

SUBJECT CODE	SUBJECT NAME	TEACHING & EVALUATION SCHEME					L	T	P	C
		THEORY			PRACTICAL					
		EXTERNAL	TWO TERM	INTERNAL	EXTERNAL	INTERNAL				
DSE HRM (T&P)	TRAINING AND DEVELOPMENT	60	20	20	-	-	4	-	-	2

Legends: L-Lectures; T-Tutorial/Teacher Guided Students Activity; P-Practical; C-Credits

INTERNAL ASSESSMENT shall be based on the following components-*Quiz/Assignments/Project/Class Participation/Attendance/Synergy*; no component shall exceed **10** marks.

Course Objective

Student would be able to understand role of training and development for the organizational growth and development. Assess, develop, conduct and evaluate a training program.

Course Content

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Unit-I

Introduction to Training and Development. Nature, Scope and Role of Training and Development. Forces influencing Working and Learning.

Unit-II

Strategic aspects in Training, Needs Assessment, Designing Effective Training, Determining Training Objectives, Learning: Theories and Program Design, Transfer of Training.

Unit-III

Training Climate and Training Techniques, Selecting Training Strategies, Training- Methods -Traditional, E – Learning and use of technology.

Unit-IV

Training Evaluation. Employee Development & Special Issues in Training and Development. Mentoring, Assessment and Development Centre.

Unit-V

Career planning and Career Management – Special Challenges, The Future of Training and Development.

Suggestive Readings

1. R. Noe*, Employee Training and Development* by, McGraw-Hill; 4th edition (January 1, 2007)

2. B.Taylor & G.Lippitt, *Management Development and Training Handbook*, McGraw Hill.

3. William E.Blank, *Handbook For Developing Competency Based Training Programmes*, Prentice-Hall, New Jersey,1982.

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4.   Lynton R.P and Pareek U(1990). *Training for Development*. Vistaar Publications, New Delhi

5.   *Effective Training – Systems, Strategies and Practices* by P. Nick Blanchard & James W Thacker, Pearson Custom; 2010.

6.   Pareek Udai, *Training and Development*, Tata McGraw Hill.

7.   Wexley, K & Lathan Gary, *Developing & Training HR in Organization*, P.Hall, 2002.

8.   P.L.Rao, *Enriching Human Capital through Training and Development*, Excel Books; First edition.

9.   William E.Blank: *Handbook For Developing Competency Based Training Programmes*, Prentice-Hall, New Jersey.

10.   David A.DeCenzo & Stephen P.Robbins: *Fundamentals of Human Resource Management*, Wiley.

TRAINING AND DEVELOPMENT-06050514

BBA (HA)- 5ᵗʰ Semester Practical

SUBJECT CODE	SUBJECT NAME	TEACHING & EVALUATION SCHEME								
		THEORY			PRACTICAL		L	T	P	C
		EXTERNAL	TWO TERM	INTERNAL	EXTERNAL	INTERNAL				
DSE HRM (T&P)	TRAINING AND DEVELOPMENT	-	-	-	30	20	4	-	-	2

Date of approval in BOS:
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Legends: L-Lectures; T-Tutorial/Teacher Guided Students Activity; P-Practical; C-Credits

INTERNAL ASSESSMENT shall be based on the following components-*Quiz/Assignments/Project/Class Participation/Attendance/Synergy*; no component shall exceed **10** marks.

Unit-I

1.   Study and list various training and development activities conducted by your Summer internship company or any other company of your choice. Submit report.

2.   Prepare an induction cum orientation training for your new juniors. What aspects you will consider while designing it.

Unit-II

1.   Form a group of 5 students each and conduct need assessment of each team member and on the basis of outcome design training and development interventions for each of them individually.

2.   In same group prepare training program for the entire group. Critically analyze its efficacy and how it is different from individual customized training program.

Unit-III

1.   Research on various e-learning platforms available and complete one free course of your choice. On completion submit report about your experience and merits and demerits of training at the end of course module.

2.   Case Study :   1. Human Resource Management by VSP Rao- 2nd edition- Ch 6- pg 142

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2. Human Resource Management by VSP Rao- 2nd edition- Ch 7- pg 166

Unit-IV

1.   Visit an organization of your choice and submit report on:

      a.   Structure of training and development department

      b.   Comment on their annual training schedule

      c.   Training methods, evaluation methods used.

2.   Case Study Toyota Motor Company's Toyota Technical Training Institute in India - Case Study 2 R. Noe, *Employee Training and Development* Pg 460 – 462.

Unit-V

1.   Self conductance of Training program by students – conduct training need analysis, select training areas, resources, training proposal (training budget), conduct of program, training assessment / evaluation etc by students./ Group Presentations.

2.   Case Study: Which is more important recruiting or retaining?

Suggestive Readings

1. R. Noe, *Employee Training and Development* by, McGraw-Hill; 4th edition (January 1, 2007)

2.   B.Taylor & G.Lippitt, *Management Development and Training Handbook*, McGraw Hill.

3. William E.Blank, *Handbook For Developing Competency Based Training Programmes*, Prentice-Hall, New Jersey,1982.
4.   Lynton R.P and Pareek U(1990). *Training for Development*. Vistaar Publications, New Delhi

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5.   *Effective Training – Systems, Strategies and Practices* by P. Nick Blanchard & James W Thacker, Pearson Custom; 2010.

6.   Pareek Udai, *Training and Development*, Tata McGraw Hill.

7.   Wexley, K & Lathan Gary, *Developing & Training HR in Organization*, P.Hall, 2002.

8.   P.L.Rao, *Enriching Human Capital through Training and Development*, Excel Books; First edition.

9.   William E.Blank: *Handbook For Developing Competency Based Training Programmes*, Prentice-Hall, New Jersey.

10.   David A.DeCenzo & Stephen P.Robbins: *Fundamentals of Human Resource Management*, Wiley.

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DSE HRM (T&P) HR AUDIT- 06050613

BBA(HA)- 6ᵗʰ Semester Theory

SUBJECT CODE	SUBJECT NAME	TEACHING & EVALUATION SCHEME					L	T	P	C
		THEORY			PRACTICAL					
		EXTERNAL	TWO TERM	INTERNAL	EXTERNAL	INTERNAL				
DSE HRM (T&P)	HR AUDIT	60	20	20	-	-	4	-	-	4

Legends: L-Lectures; T-Tutorial/Teacher Guided Students Activity; P-Practical; C-Credits

INTERNAL ASSESSMENT shall be based on the following components-*Quiz/Assignments/Project/Class Participation/Attendance/Synergy*; no component shall exceed **10** marks.

Course Objective

The primary objective of course is to develop understanding on importance, need, process and methodologies of HR audit. HR audit as strategic input for Organization Development.

Course Content

Unit-I

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Introduction to Human Resource Audit. Need for Human Resource Audit, Identifying the Human Resource Audit Goal, Defining the Audit Team, Conceptualizing of Human Resource Audit, What you need to know before conducting Human Resource Audit. Limitations of HR Audit.

Unit-II

HR Audit Dimensions: HR Strategies, HR Competencies, HR Culture, HR Values, HR Impact. **HR Audit Methods:** Interviews, Group Discussion and Workshops, Observation, Analysis of Records and Documents, Questionnaires.

Unit-III

Audit of HR Systems: Competency Mapping, Manpower Planning, Recruitment, Induction and Integration, Performance Management, Potential Appraisal and Assessment Centers, Career Planning and Development, Job Rotation, Training and Learning, Organization Development. **Audit of HR Strategies:** Auditing Communication Strategy, Auditing of Employee Engagement, Auditing of Quality Orientation, Auditing of Customer Orientation, Auditing of Entrepreneurial Spirit, Auditing of Culture Building, Auditing Talent Management.

Unit-IV

Audit of HR Competencies: Auditing Competencies of the HRD Staff, Auditing Learning Attitude of Line Managers, Auditing Top Management Styles, Auditing Learning Orientation of Non-Supervisory Staff, Auditing Credibility of the HR Department.

Unit-V

Audit of HR Culture and Values: Collaboration and Team Work, Trust and Trustworthiness, Authenticity, Proactivity and Initiative, Autonomy, Confrontation, Experimentation, Organizational Culture. **HR Impact and Alignment:** Talent Management, Intellectual Capital, Financial Measures.

Suggestive Readings

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1.   <u>T V Rao</u>, *HRD Audit: Evaluating the Human Resource Function for Business Improvement,* Sage Publications (2014).

2.   Brian E. Becker, David, Mark A. Huselid, *The HR Scorecard: Linking People, Strategy, and Performance*, Harvard Business Review Press; 1 edition (2001).

3.   Durdana Ovais Rajni Gyanchandani, *HR Audit*, Everest Publishing House (2017).

4.   <u>Seema Sanghi</u>, *The Handbook of Competency Mapping: Understanding, Designing and Implementing Competency Models in Organizations,* Sage Publications.

5.   Ramesh S, <u>Kuldeep S</u>, *Winning on HR Analytics: Leveraging Data for Competitive Advantage*, Sage Publications.

6.   Sibram Nisonko, *Hr Audit: Audit Your Most Precious Resources*

7.   Eric, G. F. (1987). *Future directions of Human Resource Management*. monograph & Research series (Univ of California Inst of Industrial Relations).

8.   Abdul, A. A. (2001). Human assets accounting and human resource audit. *Pakistan & Gulf Economist,* 20.

9.   Boudreau, J. W., & Ramstad, P. M. (1997). Measuring intellectual capital: learning from financial history. *Human resource Management, 36*(3), 343-356. http://dx.doi.org/10.1002/(SICI)1099-050X(199723)36:3<343::AID-HRM6>3.0.CO;2-W

10. Pareek, U., & Rao, T. V. (1992). *Designing and managing human resource systems* (2nd ed.). New Delhi: Oxford & IBH, pp.412.

11. Arun Sekhri, *Human Resource Planning And Audit*, Himalaya Publishing.

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HR AUDIT- 06050614

BBA(HA)- 6th Semester practical

SUBJECT CODE	SUBJECT NAME	TEACHING & EVALUATION SCHEME					
		THEORY	PRACTICAL	L	T	P	C

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		EXTERNAL	TWO TERM	INTERNAL	EXTERNAL	INTERNAL				
DSE HRM (T&P)	HR AUDIT	-	-	-	30	20	4	-	-	2

Legends: L-Lectures; T-Tutorial/Teacher Guided Students Activity; P-Practical; C-Credits

INTERNAL ASSESSMENT shall be based on the following components-*Quiz/Assignments/Project/Class Participation/Attendance/Synergy*; no component shall exceed **10** marks.

Unit-I

1. Prepare a HR Audit manual for your organization clearly highlighting: Areas of HR Audit, HR Audit goals and objectives, Define HR Audit team, process and methodology to conduct.

Unit-II

1. Each student to write process of HR audit for the following:
   a. HR Strategies,
   b. HR Competencies,
   c. HR Culture,
   d. HR Values

On any one method: Interviews, Group Discussion and Workshops, Observation, Analysis of Records and Documents, Questionnaires.

Unit-III

1. Write down various parameters that you will check to conduct HR audit of :

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a.   Competency Mapping,
b.   Manpower Planning,
c.   Recruitment, Induction and Integration,
d.   Performance Management,
e.   Potential Appraisal and
f.   Training and Learning.

Submit report.

Unit-IV

1.   Visit HR department of any organization of your choice and identify process and activities involved in them to conduct HR Audit. Submit report in front of class

Unit-V

1.   Conduct secondary research on any organization to identify
a.   HR Culture and Values
b.   Collaboration and Team Work,
c.   Trust and Trustworthiness,
d.   Talent Management,
e.   Intellectual Capital, and
f.   Financial Measures.

Submit report with your findings on above.

Suggestive Readings

1.   T V Rao, *HRD Audit: Evaluating the Human Resource Function for Business Improvement,* Sage Publications (2014).

2.   Brian E. Becker, David, Mark A. Huselid, *The HR Scorecard: Linking People, Strategy, and Performance*, Harvard Business Review Press; 1 edition (2001).

3.   Durdana Ovais Rajni Gyanchandani, *HR Audit*, Everest Publishing House (2017).

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4.   Seema Sanghi, *The Handbook of Competency Mapping: Understanding, Designing and Implementing Competency Models in Organizations,* Sage Publications.

5.   Ramesh S, Kuldeep S, *Winning on HR Analytics: Leveraging Data for Competitive Advantage*, Sage Publications.

6.   Sibram Nisonko, *Hr Audit: Audit Your Most Precious Resources*

7.   Eric, G. F. (1987). *Future directions of Human Resource Management*. monograph & Research series (Univ of California Inst of Industrial Relations).

8.   Abdul, A. A. (2001). Human assets accounting and human resource audit. *Pakistan & Gulf Economist,* 20.

9.   Boudreau, J. W., & Ramstad, P. M. (1997). Measuring intellectual capital: learning from financial history. *Human resource Management, 36*(3), 343-356. http://dx.doi.org/10.1002/(SICI)1099-050X(199723)36:3<343::AID-HRM6>3.0.CO;2-W

10. Pareek, U., & Rao, T. V. (1992). *Designing and managing human resource systems* (2nd ed.). New Delhi: Oxford & IBH, pp.412.

11. Arun Sekhri, *Human Resource Planning And Audit*, Himalaya Publishing.

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Program Name :BBA (Hospital Administration)			Semester: VI		
Course: Hospital Hazards and Disaster Management			Code:		
Teaching Scheme			Evaluation Scheme		
ClassroomSession/ Lectures	Pract ical/ Group work	Tutorials	Cred it	Co nti nu ous Eva lua tio n	Term End Examination (TEE)
40	-	-	4	40	60

Course Rationale:

- Explain the basic concepts of Hospital hazards and its types.
- Explain the meaning of hospital acquired infection and measures to overcome it.
- Explain Disaster, its types and management.

Course Objectives:

1. Understanding the basic concepts, meaning of hospital hazard and its types.
2. Understand hospital hazard management, its meaning, needs and principles.
3. To obtain the knowledge of hospital acquired infection, its meaning, types along with international patient safety goals.
4. To obtain the knowledge of Biomedical Waste Management and Handling Rules.

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5. To gain knowledge about disaster management, its classification and its classification.

Learning Outcomes:

After completion of the course, students would be able to:

1. Ensuring knowledge of hospital hazard management and role of healthcare professionals in management of hospital hazard.
2. Student will manage hospital acquired infection and take corrective action to minimize it.
3. Understand the knowledge of disaster and its management along with role of healthcare professional preparedness for disaster in hospital.

Prerequisite(s):

Basic knowledge of disaster, types of disaster, general measures taken during disaster.

Pedagogy:

Ensuring class room lectures, students interacting session, field work along with case studies.

Syllabus:

Unit-I
Hospital Hazard – meaning, types- physical, biological, mechanical, psychological, its impact on healthcare professionals, hospital hazards preventive measures, hospital hazard management – meaning, need, principles, purpose and method of hospital hazard management.

Unit-II
Hospital Acquired Infection– meaning, types of infection, common hospital acquired infection , their causative agents and prevention of hospital acquired infection, role of Central Sterile Supply Department(CSSD), monitoring and control of hospital acquired infection, international patient safety goals.

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Unit-III

Bio Medical Waste- meaning, classification, categories, collection, segregation, packaging, transportation, storage handling, management of disposal of biomedical waste techniques like- incineration, autoclaving, microwaving, deep buried etc.

Unit- IV

Disaster- meaning, its classification, types, natural disasters, manmade disasters, basics of disaster management and man casualties, triaging, disaster alertness in hospital, details of colour code in hospital.

Unit- V

Management of natural disaster- earthquake, cyclone, tsunami, epidemics, management of manmade disasters- nuclear disaster, biological disaster, chemical disaster, Road Traffic Accident(RTA), role of government, non- government and voluntary agencies in disaster management.

Textbook:

● Dr. Mrinalini Panday- Disaster Management, wiley India pvt.ltd.
● Tushar Bhattacharya - Disaster Science and Management, Mcgraw hill education (India) pvt.ltd.
● Jagbir Singh- Disaster Management: future challenges and opportunities, K W Publishers pvt.ltd.
● J.P. Singhal – Disaster Management, laxmi publications
● Shailesh Shukla, Shamma Hussain – Biodiversity, Environment and Disaster Management, unique publications.
● C.K. Rajan, Navale Pandharinath- Earth and Atmospheric Disaster Management: Nature and Manmade, BS publications.

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Reference Books:

- Disaster management – S.K.Singh, S.C. Kundu,
- Disaster Administration and Management, Text & Case studies- SL Goel
- Disaster Management- G.K Ghosh Disaster Management – Vinod K Sharma- NCDM

Journals:

- International Journal of Disaster Risk Reduction
- Environment Pollution and Climate Change
- International Journal of Disaster Risk Reduction

Links to websites:

- https://www.journals.elsevier.com/international-journal-of-disaster-risk-reduction
- https://www.omicsonline.org/scholarly/disaster-management-journals-articles-ppts-list.php
- https://www.sciencedirect.com/journal/international-journal-of-disaster-risk-reduction

Evaluation Scheme:

- Class participation and attendance 05marks
- Mid Term Exam20marks
- Assignment05marks
- Team Project Presentation   10marks
- Term-End Exam60marks

Total   100marks

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Program Name : BBA (Hospital Administration)	Semester: VI
Course: Hospital and Healthcare laws	**Code:**
Teaching Scheme	**Evaluation Scheme**

ClassroomSession/ Lectures	Pract ical/ Group work	Tutorials	C r e d i t	Continu ous Evaluati on	Term End Examination (TEE)
40	-	-	4	40	60

Course Rationale:

- To explain the concept of medical ethics, rules and regulations applicable for healthcare professionals in India.
- To gain the knowledge of Medical and Health laws in India
- Explicate the different acts, rules and protocols for functioning of healthcare sector.

Course Objectives:

1. To expose the students to the concept of medical ethics, code of conduct.
2. To cover every aspect of medical negligence, civil negligence, criminal negligence.
3. To explain various duties and responsibilities of healthcare professionals.

4. To discuss various acts, rules and laws governing health, governing drugs, and governing employment

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Learning Outcomes:

After completion of the course, students would be able to:

1. Ensuring successful learning of medical and health laws applicable in India.
2. Student will able to understand the legal aspects of doctors and paramedics.
3. Understand the role and responsibility of healthcare organizations in case of medico-legal situations

Prerequisite(s):

1. Basic knowledge of concept of ethics, concept of medical negligence

2. Basic knowledge of some duties and responsibility of hospitals and its employee.

Pedagogy:

Ensuring class room lectures, power point presentations, field work, practice of documentation along with case studies.

Syllabus:

Unit I

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Medical ethics- Introduction, its importance, national and international codes of medical ethics, Hippocratic oath and Geneva declaration, Medical Council of India(MCI)

Unit II

Medical negligence, civil negligence and criminal negligence, relevant provisions for doctors under Indian Penal Code (IPC), roles, responsibilities and duties of medical practitioners.

Unit III

Laws applicable to medical practice and hospitals in India, Medical Council Act 1956, Atomic Energy Act (AERB)

Unit IV

Medical Termination of Pregnancy 1971, Drugs and Cosmetic Act, PC and PNDT Act, Transportation Act, Consumer Protection Act.

Unit V

Bio Medical Waste, acts related with clinical traits, Narcotics and Psychotropic Substance Act, Pharmacy Act.

Textbook:

1. Rajkumar – Acts applicable to hospitals in India
2. Knight Bernard – Legal Aspects of Medical practice.
3. Bag R.K – Law of Medical Negligence and compensation

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Reference Books:

- B.K. Mahajan Text Book of Preventive and Social Medicine
- K Park Park's Text Book of Preventive and Social Medicine 25thedition
- Guidelines of Government of India
- MoHFW publications

Journals:

- Indian journal of health and medical law
- European journal of health law
- Journal of health law, medicine and ethics

Case Study:

- http://www.rfhha.org/index.php?option=com_content&view=article&id=1&Itemid=51

Links to websites:

- http://stmjournals.com/Indian-Journal-of-Health-and-Medical%20Law.html
- https://brill.com/view/journals/ejhl/ejhl-overview.xml
- https://journals.sagepub.com/home/lme

Evaluation Scheme:

- Class participation and attendance 05marks
- Mid Term Exam20marks

Date of approval in BOS:
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- Assignment05marks
- Team Project Presentation   10marks
- Term-End Exam60marks

Total   100marks

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