



Established by Govt. of Arunachal Pradesh vide Act 9 of 2012, the Arunachal University of Studies Act, 2012 Recognized as per u/s 2(f) of University Grants Commission Act, 1956
NH-52, Namsai, Arunachal Pradesh -792103

MASTER OF BUSINESS ADMINISTRATION (HUMAN RESOURCE MANAGEMENT) - THIRD SEMESTER

Third Semester			
S. No.	Name of Subject	Credits	Total Marks
1	Management Information System	3	100
2	Strategic Management	4	100
3	Total Quality Management	4	100
4	Compensation Management	4	100
5	Human Resources Planning and Development	4	100
6	Management of Industrial Relations	3	100
Total		22	

Subject Name: MANAGEMENT INFORMATION SYSTEM

- 1. Introduction to Information System in Business:** Organization, Management and Network Enterprises Information system in enterprises, Information system, Organization, Management and Strategy: The changing role of Information system in organization, Decision making, business strategy.
- 2. Computer Hardware and Computer software, Telecommunications, Categories of computer and Computer system, what is software, System software telecommunication and Networks.**
- 3. Information System for Managerial Decision Support, Managing Knowledge:** Knowledge Management in organization, Information and Knowledge work system. Group Discussion Support System(GDSS), What is GDSS, Characteristics of GDSS.
- 4. Enterprise and Global Management:** Redesigning the Organization with Information System: Business Process reengineering and Total Quality Management. Management international Information system: The Growth of international information system, Organizing international information system, Managing global system.

Subject Name: STRATEGIC MANAGEMENT

- 1. Introduction, Strategic Management, Business Policy, Corporate Strategy, Basic Concept of Strategic Management, Mission, Vision, Objectives, Impact of Globalization, Basic Model of Strategic Management, Strategic Decision Making, Impact of Internet and E-Commerce, Role of Strategic Management in Marketing, finance, HR and Global Competitiveness.**

2. Environment Scanning, Industry Analysis, Competitive Intelligence ETOP Study, OCP, SAP Scanning, Corporate Analysis, Resource Based Approach, Value-Chain Approach, Scanning Functional Resources, Strategic Budget and Audit.
3. SWOT Analysis, TOWS Matrix, Various Corporate Strategic Stability, Retrenchment and Combination Strategy. Process of Strategic Planning, Stages of Corporate Development, Corporate Restructuring, Functional Strategy, BCG Model, GE 9 Cell, Porters Model: 5 Force and Porters Diamond Model, Strategic Choice.
4. Strategy Implementation through Structure, through Human Resource Management: through value and ethics. Mc Kinsey's 7S Model, Organization Life Cycle, Management and Control, Activity Based Costing, Strategic Information Systems, Case Study related to the Entire Syllabus.

Subject Name: TOTAL QUALITY MANAGEMENT

1. **Introduction:** Definition of Quality, Dimension of Quality, Quality Planning, Quality Cost-Analysis Techniques for Quality Costs, Basic Concepts of Total Quality Management, Historical Review, Principles of TQM, Leadership - Concepts, Role of Senior Management, Quality Council, Quality Statements, strategic Planning, Deming Philosophy, Barriers to TQM Implementation.
2. **TQM Principle:** Customer satisfaction- Customer Perception of Quality, Customer Complaints, Service Quality, Customer retention, Employee Involvement - Motivation, Empowerment, Terms, Recognition and Reward, Performance Appraisal, Benefits, Continuous Process Improvement - Juran Trilogy, PDSA Cycle, 5S, Kaizen, Supplier Partnership - Partnering Sourcing, Supplier Selection, Supplier rating, Relationship Development, Performance Measures- Basic Concepts, strategy, Performance Measure.
3. **Statistical Process Control(SPC):** The Seven toils of Quality, Statistics Fundamentals - Measure of Central Tendency and Dispersion, Population and Sample, Normal Curve, Control Charts for Variables and attributes, Process Capability, Concept of six Sigma, New Seven Management Tools.
4. **TQM Tools:** Benchmarking - Reasons to Benchmark Process, Quality function Deployment(QFD) - House of Quality, QFD Process, Benefits, Taguchi Quality Loss Function, Total productive Maintenance (TPM) - Concept, Improvement Needs. FEMA - Stages of FEMA.
5. **Quality System:** Need for ISO 9000 and other quality Systems, ISO 9000:2000 Quality System-Elements, Implementation of Quality System, documentation, Quality Auditing QS9000, ISO14000 - Concept, Requirements and Benefits.

Subject Name: COMPENSATION MANAGEMENT

1. **Introduction:** Compensation meaning, objectives, nature of compensation, types of compensations, compensation responsibilities, Compensation system design issues: Compensations Philosophies, compensation approaches, decision about compensation, compensation- base to pay, individual Vs team rewards, Perceptions of pay Fairness, legal constraints on pay systems.
2. **Managing Compensation:** Strategic Compensation planning, determining compensation-the wage mix, Development of a Base Pay System: Job evaluation systems, the compensation structure- Wage and salary surveys, the wage curve, pay grades and rate ranges, preparing salary matrix, government regulation on compensation, fixing pay, significant compensation issues, Compensation as a retention strategy.

3. **Variable Pay and Executive Compensation:** Strategic reasons for Incentive plans, administering incentive plans, Individual incentive plans-Piecework, Standard hour plan, Bonuses, Merit Pay, Group incentive plans- Team compensation, Gain sharing incentive Plans, Enterprise incentive plans- Profit Sharing plans, Stock Options, ESOPs, executive compensation elements of executive compensation and its management, International compensation Management.
4. **Managing Employee Benefits:** Benefits- meaning, strategic perspectives on benefits-goals for benefits, benefits need analysis, funding benefits, benchmarking benefit schemes, nature and types of benefits, Employee benefits programs- security benefits, retirement security benefits, health care benefits, time-off benefits, benefits administration, employee benefits required by law, discretionary major employee benefits, creating a work life setting, employee services- designing a benefits package.
(NOTE: Proportionate weightage - based on number of hours allotted - should be given to both the parts while setting question papers).

Subject Name: HUMAN RESOURCES PLANNING AND DEVELOPMENT

1. Macro Level manpower Planning and Labor market Analysis - Organizational Human Resource Planning -- Stock Taking -- Work Force Flow mapping -- Age and Grade Distribution mapping.
2. Models and Techniques of manpower demand and supply forecasting-- Behavioral Factors in HRD -- Wastage Analysis . Retention -- Redeployment and Exit Strategies.
3. Career Management, Career Planning and Career Development.
4. Performance Planning -- Potentials Appraisal -- HRD Climate.
5. Human Resource Information System -- Human Resource Accounting.

Subject Name: MANAGEMENT OF INDUSTRIAL RELATIONS

1. **Introduction to Industrial Relation Management**
 - Industrial Relations
 - Causes of Industrial Disputer results in Bad Industrial Relation
 - Improvement of Industrial Relations
 - Definition of industrial relation
 - Some important terms used in Industrial Relations
2. **Concepts and Determinants of Industrial Relations**
 - Concepts determinates of Industrial Relation
 - Determination of Good Industrial Relation
 - Industrial Relation Development
 - Industrial Relations in India
3. **Managing Industrial Relations Changes and Productivity**
 - P.M and H.R.M - Industrial Relation
 - Status of Trade Unions
 - Industrial Relation and productivity
 - Productivity
4. **Industrial Relation and Technology**
 - Effective Communication System and I.R Management
5. **Industrial Relation and Labor Organization**
 - International Labor Organization
6. **Trade Union**

- Characteristics of Trade unions
- Nature and Scope of Trade unions
- Purpose of Trade unions
- Historical evolution of Trade union in India
- Trade unions Growth
- Functions of Trade Unions
- Structure of Trade unions in India

7. Industrial Relations, Trade unions and its Conflicts

- Registration of Trade unions
- Penalties and Procedure
- Unionization in India Context
- Recognition of a union
- Right and Responsibilities of Register unions
- Multiplicity of Trade union
- Causes of Conflicts
- Industrial Relation

8. Counseling- Methods and Problem

- Employee Counseling
- Counseling in Industry
- Objectives
- Need for Counseling
- Functions of Counseling
- Types, Methods and Process of Employee Counseling
- Types of Problem For Employee Counseling

9. Industrial Relations and Strategy

- Factors affecting employee relations strategy
- IR-strategy
- Collective bargaining

10. Worker Development and Worker's Participation

- At one Extreme
- At the other extreme
- Human Resource development approach
- Workers Participation in Management
- Need of Worker's Participation
- Objective of Workers
- Workers Participation in management in India