Far Western University Faculty of Management Bachelor of Business Studies (BBS)Program

Course Details of BBS Fifth Semester (Syllabus: BBS 5th Semester)



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Course Title:	Organizational Behaviour	Course Code:	MGT 351
Year:	Third	Level:	Undergraduate
Semester:	V	Program:	BBS
Credits hours:	3	Lecture hours:	45

Course Objectives

Managers need to know why people behave as they do concern their jobs, work groups, and organizations. This knowledge of individuals' perceptions, motivational attitudes, and behaviour will enable managers to understand themselves better and adopt appropriate managerial policies and leadership styles to increase their effectiveness. Therefore, this course aims to help students develop a conceptual understanding of OB theories and provide them with skills to put those ideas and theories into practice.

Course Description

Students are first exposed to the fundamentals of organizational behaviour such as working with people, the nature of organizations, communication, leadership, and motivation of people. They will then be provided with the knowledge and skills to deal with group behaviour, leadership, communication, conflict management, and organizational development issues. The focus of instruction will move progressively through the individual, group, and organizational levels of behaviour and will examine the interrelationships of behavioural phenomena among these levels.

Learning Outcomes

On completion of this course, students will be able to:

- explain the determinants of behaviour and the emerging concepts in organizational behaviour;
- understand the importance of organizational behaviour in managerial functions;
- understand the definition and concepts of behaviour, group and teams, organizational structure, employee motivation, organizational communication, leadership, conflict and stress, organizational change and development;
- form an appreciation of the complexities and uncertainties of organizational behaviour by examining managerial roles;
- demonstrate a clear understanding of the concepts and established theories relating to organizational behaviour;
- explain and evaluate the key assumptions on which behaviour in organizations is managed and assess the effects of these ideas on employee attitudes and actions.

Course Contents

Unit 1: Introduction to Organizational Behaviour (OB)

- 1.1 Concept, Characteristics, and Importance of OB
- 1.2 OB system, basic assumptions, and levels of OB analysis
- 1.3 Contributing disciplines, emerging trends and challenges in OB
- 1.4 Determinants/factors influencing individual behaviour needs, motives, beliefs, personality, attitudes, values and emotions

Unit 2: Perception, Personality, and Learning

- 2.1 Concept and nature of perception, perceptual process and factors influencing perception
- 2.2 Learning concept and significance of learning, factors influencing learning, and principles of learning

2.3 Personality – concept, determinants of individual personality, big five dimensions of personality, personality attributes influencing behaviour.
Unit 3: Organization Structure, Group Dynamics, and Team Development LH 8
3.1 Organization - foundations of organization structure
3.2 Concept and methods of job design
3.3 Organizational culture - meaning, importance, and characteristics of organization culture
3.4 Group dynamics – definition and importance, types of groups, group formation and development stages
3.5 Work teams – types, and strategies for building effective work teams.
Unit 4: Motivation and Leadership LH 7
4.1 Motivation: Process of motivation, theories of motivation – need hierarchy theory, two-factor
theory, ERG theory, expectancy theory, equity theory
4.2 Leadership - concept; Leadership styles; Leadership theories - trait theory, behavioural theory,
Fielder's contingency theory, Managerial Grid, Path-Goal theory.
Unit 5: Organizational Conflict and Stress LH 5
5.1 Concept, sources, and types of conflict
5.2 Thoughts of conflicts, functional and dysfunctional Conflict
5.3 Organizational conflict management technique
5.4 Organizational Stress – concept, causes, consequences and managing stress
Unit 6: Interpersonal and Organizational Communication LH 5
6.1 Concept of two-way communication and communication process
6.2 Types of organizational communication
6.3 Barriers to effective communication
6.4 Techniques for improving communication
6.5 Transactional analysis in communication
Unit 7: Organizational Change and Development LH 5
7.1 Concept, forces and areas of organizational change
7.2 Sources of resistance to change and techniques to overcome resistance to change
7.3 Organizational development concept: characteristics, benefits, organizational level activities and organizational development process
Basic Text Books:
Luthans, Fred. (2019). Organization behaviour. Tata McGraw-Hill, New Delhi.
Robbins, Stephen P. (2012). Organizational behaviour. Prentice Hall, New Delhi.
Reference Books:
Adhikari, D. R. (2014). Organizational behaviour. Buddha Publications, Kathmandu.
Acharya, B. S. (2016). Organizational behaviour. Asmita Publication, Kathmandu.
Acharya, D. S. (2010). Organizational benavioar. Asimia rubication. Kaumanau.
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Arnold, H. J. and D. C. Feldman. (1986). <i>Organizational behaviour</i> . Tata McGraw Hill, New Delhi. Aswathappa K, (2017), Organizational behaviour (<i>text, cases and games</i>). Himalaya Publication House.

King, Daniel & Lawley, Scott. (2019). Organizational behaviour. Oxford University Press.

McShane, S.L., M.A.V. Glinow and R.R. Sharma. (2011). Organizational behaviour. Tata McGraw Hill.

Newstrom, John W. and Keith Davis. (2007). Organizational behaviour: Human behaviour at work. Tata McGraw-Hill, New Delhi.

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Course Title:	Quantitative Techniques in Business	Course Code:	MGT 353
Year:	Third	Level:	Undergraduate
Semester:	V	Program:	BBS
Credits hours:	3	Lecture hours:	45

Course Objective

Basically, this course is designed to acquaint students with the necessary tools and techniques used to solve practical problems relating to decision-making in the business world.

Course Description

In line with the objective of the course, this course deals with the introduction to quantitative techniques (mostly used to make adequate decisions in the business field), linear programming, transportation and assignment problems, decision theory and quality systems.

Learning Outcomes

Upon successfully completing this course, a student will be able to:

- be familiarized with quantitative techniques and develop skills to use them in decision-making in the business field,
- formulate behavioural/physical verbal decision-making business problems with two varying factors into mathematical models and find the optimal solution using linear programming techniques (using the graphical method and simplex method),
- narrate the formulation of transportation problems and find the optimum solution in minimization and with no loop formation case,
- find the optimal way of job allocation in business in assignment problems,
- understand the scientific approach to decision-making and use different quantitative techniques in decision-making under the condition of uncertainty and under the condition of risk,
- analyze quality control mechanism, and graphically visualize the statistical process control using mean chart and range chart.

Course Content

Unit 1. I	introduction to Quantitative Techniques	LH 5
1.1	Introduction to quantitative analysis and decision making	
1.2	Quantitative approach to decision making	
1.3	Elements in decision making	
1.4	Meaning and historical development of Operations Research	
1.5	Methodology of Operations Research	
1.6	Models in Operations Research	
Unit 2. I	Linear Programming - I: Formulation and Graphical Solution	LH 7
2.1	Introduction to linear programming	
2.2	General structure and assumptions in linear programming problems	
2.3	Formulation of problems with two decision variables (verbal to mathematical model)	
2.4	Graphical Solution of maximization problems	
2.5	Graphical Solution of minimization problems	
Unit 3. I	Linear Programming - II: The Simplex Method	LH 7
3.1	Concept of the Simplex Method	
3.2	Solution of maximization problems	
3.3	Solution of minimization problems	

Unit 4. Transportation Problems	LH 6
4.1 Concept and formulation of transportation problems	
4.2 Methods of finding an initial solution	
4.3 Test for optimality using Modified Distribution (MODI) method for minimization	
4.4 Case excluding loop formation	
Unit 5. Assignment Problems	LH 6
5.1 Concept of assignment problems	
5.2 Comparison with transportation model	
5.3 Solution of minimization problems using the Hungarian method	
Unit 6. The Decision Theory	LH 7
6.1 Decision-making for the selection of a course of action among two or more possible options	\$
6.2 Essential elements of decision making	
6.3 Decision-making environment, types, maximax, maximin and regret criterion	
6.4 Decision making under risk: Expected Monetary Value Criterion (EMV)	
Unit 7. The Quality System	LH 7
7.1 Concept of quality	
7.2 Subjective and objective approach of quality	
7.3 Principles philosophy and historical evolution of total quality management	
7.4 Cost of Quality	
7.5 Quality control: concept, objective and advantages	
7.6 Statistical process control: control charts, mean chart and range chart for variables and attrib	outes,
seven tools for the quality journey	
7.7 Quality management system: ISO 9000 series and ISO certification in Nepal	
Basic Text Books:	
Gupta, M.P. & R. B. Khanna (2011). Quantitative techniques for managerial decisions. PHI Lean	rning
Private Limited New Delhi.	-

Sthapit, Azaya B., G. Tamang & B. Manandhar (2014). *Quantitative techniques for business*. Asmita Books Publishers and Distributors Pvt. Ltd., Kathmandu, Nepal

Reference Books:

Sharma, J. K. (2009). Operations research. Macmillan Publication, 4th edition, India

Vohra, N.D. (2017). Quantitative techniques in management. McGraw Hill Education (India) Pvt. Ltd.

Stevenson, William J. (1998). Production/ operations management. IRWIN, Homewood, IL, Boston

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Course Title: Production and Operations Management	Course code:	MGT 355
Year: Third	Level:	Undergraduate
Semester: V	Program:	BBS
Credit hours: 3	Lecture hours:	<i>45</i>

Course Description

This course provides an introduction to the concepts, evolution, principles, problems, and practices of production and operations management. Emphasis is on managerial processes for effective operations in both goods-producing and service-rendering organizations. Topics include production and productivity, product and process design, location and layout strategies, supply chain management, inventory management, quality management and queuing theory.

Course Objective

The objective of this course is to provide theoretical knowledge in various aspects of production and operations management with a focus on basic concepts, current practices and approaches of production and operations management.

Learning Outcomes

After completing the course, the student shall be able to:

- understand the production and operations management functions and objectives in manufacturing and service organization
- understand the importance of productivity and production system
- understand the aspects of product and service design decisions
- describe aggregate operation planning and planning techniques
- analyze the contemporary operations and manufacturing organizational approaches and supply-chain management activities
- describe the inventory, inventory cost and inventory systems
- describe the key aspects of location and layout decisions and its strategic importance
- understand the TQM and its philosophical elements

Course Contents

Unit 1: Introduction and Background

- 1.1 Concept and evolution of Production and Operations Management
- 1.2 Objectives and functions of Production and Operations Management
- 1.3 Concept of production function
- 1.4 Productivity: concept, types and measurement of productivity; factors affecting productivity
- 1.5 Productivity and competitiveness
- 1.6 Production system: concept and types

Unit 2: Product and Service Design

- 2.1 Concept of product and service
- 2.2 Product development process
- 2.3 Concept of product and service design
- 2.4 Difference between product and service design
- 2.5 Manufacturing and service process technology
- 2.6 Emerging issues in product and service design

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Unit 3: Location and Layout Decision

- 3.1 Concept and need of location decisions
- 3.2 Factors affecting location decision of service and manufacturing organizations
- 3.3 Techniques of location decisions: qualitative and quantitative analysis
- 3.4 Behavioural impact of facility location
- 3.5 Concept of layout decision
- 3.6 Types of layouts: office, product, process, cellular and fixed position layout
- 3.7 Factors affecting layout decision

Unit 4: Production Planning

- 4.1 Concept of production planning
- 4.2 Concept of aggregate planning and aggregate operations planning
- 4.3 Aggregate planning techniques
- 4.4 Capacity: concepts, determination of level of capacity and capacity constraints
- 4.5 Supply Chain Management: concept of supply chain and supply chain management, supply chain design strategy

Unit 5: Inventory Management

- 5.1 Concept and types of inventories
- 5.2 Cost associated with inventory
- 5.3 Dependent and independent demand
- 5.4 Inventory systems; continuous and periodical
- 5.5 Basic EOQ model (with and without discount)
- 5.6 Material requirement planning: objectives, elements, structure, advantages and disadvantages.

Unit 6: Total Quality Management

- 6.1 Concept of quality and Total Quality Management (TQM)
- 6.2 Historical evolution, principles and philosophical elements of of TQM
- 6.3 Costs of quality: concept and types of quality cost
- 6.4 Quality control: concept, objectives, traditional quality control and statistical quality control
- 6.5 Control charts and control charts for attributes
- 6.6 Quality Management System: ISO 9000 series; ISO 9001:2000 standard and ISO certification of Nepal

Unit 7: Queuing Theory

- 7.1 Introduction and objectives of Queuing Theory
- 7.2 Queuing system and its components
- 7.3 Types of queuing/service system, rules of managing Queue

Basic Text Books:

Kachru, U. (2010). Production and operations management. Excel Books, New Delhi.

Sthapit, A. B. and others (2007). Production and operations management. Asmita Publication, Kathmandu.

Reference Books:

- Adams, Everett E. Jr. and Ronald, J. E. (1992). *Production and operations management*. New Delhi: Prentice Hall of India Ltd.
- Krajewski L. J. & Malhotra M. K. (2022). *Operations management: Process and supply chains*. Pearson Education Inc.
- Muehlemann, A., Oakland, J. and Lockyer, K. (1998). *Production and operations management*. New Delhi: Macmillan India Ltd.

Stevenson, W.j. (2017). Operations management. Tata McGraw Hill Education Private Limited.

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Course Title: Bo	canking and Insurance	Course Code:	MGT 359
Year: The	hird	Level:	Undergraduate
Semester: V	7	Program:	BBS
Credits hours: 3		Lecture hours:	45

Course Description

This course has two parts. The first part deals with banking and the second part with insurance. It covers the origin of banks and the evolution of the banking system, regulation of the banking System including major provisions of the Banking and Financial Institutions Act (BAFIA), deposit and lending operations of commercial banks, a framework for evaluating bank performance, introduction to risk and insurance, types of insurance and insurance business in Nepal.

Course Objective

The objective of this course is to enable the students to understand various concepts and principles of banking and insurance.

Learning Outcomes

After completing the course, the student shall be able to:

- Understand the historical background and functioning of the banking system,
- Analyze the various regulatory aspects of bank regulation,
- Describe the deposit and lending operations of commercial banks,
- Evaluate the performance of commercial banks using different tools and techniques,
- Understand the fundamental principles insurance,
- Classify insurance into different categories including various insurance policies and
- Explain the evolution and growth of the insurance business in Nepal.

Course Contents

Unit 1: Introduction to Banking

- 1.1 Concept and nature of bank
- 1.2 Origin of banks and evolution of the banking system
- 1.3 Features, functions and principles of bank
- 1.4 Creation of money (credit creation): concept and process
- 1.5 Types of banks on the basis of domicile, ownership, specialized functions and structure
- 1.5 Classification of Banks and financial institutions in Nepal
- 1.6 Recent innovations in banking technology

Unit 2: Regulation of Banking System

- 2.1 Reasons for bank regulations
- 2.2 Evolution of regulatory framework
- 2.3 Bank regulator: objective, functions and monetary tools
- 2.4 Nepal Rastra Bank as a bank regulator: objectives, structure, functions, duties and power
- 2.5 Monetary policy: Concept and role in the operation of Nepali banks and financial institutions
- 2.6 Major provisions of the Banking and Financial Institutions Act (BAFIA), 2017

Unit 3: Commercial Banks: Managing Deposit, Lending and Liquidity

- 3.1 Major services provided by commercial banks
- 3.2 Deposit products: Types of deposits products offered by banks, interest rates offered on different types of deposits and composition of bank deposits, non-deposit products

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- 3.3 Lending policy and products: Lending policy of banks, types of loans, lending process, costing of loan products, types of collateral and credit analysis
- 3.4 Managing bank liquidity: The demand for and supply of bank liquidity and estimating the bank's liquidity needs

Unit 4: Evaluating Bank Performance

- 4.1 Framework for evaluating bank performance
- 4.2 Bank financial statement: The balance sheet and income statement
- 4.3 Evaluating bank performance with financial ratios: profit ratios, risk ratios and other ratios

Unit 5: Introduction to Insurance

- 5.1 Risk: Meaning of risk, basic categories of risk and methods of handling risk
- 5.2 Insurance: Meaning of insurance, basic characteristics of insurance, types of insurance and benefits of insurance to society
- 5.3 Insurance Principles: Principle of indemnity, insurable interest, subrogation, the principle of utmost good faith, proximate cause, contribution, mitigation
- 5.4 Insurance contract: concept and legal characteristics

Unit 6: Categories of Insurance and Insurance Company Operations

- 6.1 Life insurance: Economic justification for life insurance, elements of the life insurance contract, procedures affecting life insurance, types of life insurance, determining fair premium and net benefit, measuring risk and return of life insurance; Life Insurance contractual provisions: dividend options, nonforfeiture options, settlement options and additional life insurance benefits
- 6.2 Non-life insurance/ Property and casualty insurance: concept, importance and types
- 6.3 Re-insurance: concept, importance and types
- 6.4 Operations of Insurance Companies: rating and rate making, underwriting, production, claims settlement, reinsurance and investments
- 6.5 Financial Operations of Insurance Companies: Pricing (Rate making) of insurance, Financial Statements of Insurance Companies and measuring financial performance based on underwriting performance, earnings, solvency, efficiency, liquidity and market value ratios, Fundamentals of premium calculations (Net single premium and Net annual level premium)

Unit 7: Insurance Business in Nepal

- 7.1 Evolution and growth of the insurance business in Nepal
- 7.2 Present Structure of Insurance Companies in Nepal
- 7.3 Role of Insurance Agents, Brokers and Surveyors
- 7.4 Regulation of insurance business: major reasons for the regulation of insurance, regulation of insurance business in Nepal, function, duties and powers of Nepal Insurance Authority (NIA)

Basic Text Books:

Paudel, R.B; Baral, K.J.; Joshi, P.R.; Gautam, R.R.; and Rana, S.B. (2021). *Commercial Bank Management*. Kathmandu: Asmita Books Publishers and Distributors Private Limited

Rejda, G.E. (2013). *Principles of Risk Management and Insurance*. Pearson India Education Services Pvt. Ltd. Ross, Peter S. (2000). *Commercial Bank Management*. Irwin McGraw-Hill, New Delhi.

Reference Books:

Kohn, M. (2012). *Financial Institutions and Markets*. New Delhi: Tata McGraw Hill Publishing Company Limited. Mishkin, Frederic S.; and Eakins, S. G. (2006). *"Financial Markets and Institutions"* Pearson Education. Nepal Rastra Bank Act, Banking and Financial Institutions Act (BAFIA) & Insurance Act.

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Course Title:	Nepalese Studies	Course Code:	MGT 357
Year:	Third	Level:	Undergraduate
Semester:	V	Program:	BBS
Credits hours:	3	Lecture hours:	45

Course Description

Nepalese Studies has been offered as one of the important subjects in the faculty of management of the undergraduate level. The course provides the students with the basic knowledge and understanding of Nepalese geography, political history, socio-cultural characteristics, economic development, constitutional development and other contemporary development and environmental issues in Nepal.

Course Objective

The objective of this course is to impart general knowledge to the students on the basic ideas of Nepalese geographical characteristics, political history, and the relationship of people with their physical environment and enable students to grasp the unique context in which businesses and management operate in Nepal.

Learning Outcomes

After completing the course, the student shall be able to:

- understand Nepal's geographical diversity,
- explain major historical events during the ancient, medieval and modern periods of Nepal,
- explain the sociocultural characteristics of Nepalese Society,
- understand the major issues of social discrimination and social justice in Nepal,
- describe the essential features of the Constitution of Nepal,
- explain the characteristics of the Nepalese economy and indicators of economic development and
- analyze and address the contemporary development and environmental issues of Nepal.

Course Contents

Unit 1: Nepalese Geography

- 1.1 Physical features: Altitude, climate and vegetation in Nepal
- 1.2 Geographical divisions: Himalayas, hills and tarai
- 1.3 Natural resources: Forests, soils, water and minerals (present the trend of utilization, prospects, problems and conservation practices)
- 1.4 Seven Provinces of Nepal: Landscape and physical geography

Unit 2: Political History of Nepal

- 2.1 Major historical and political events during the ancient and medieval period of Nepal (Gopal dynasty, Mahispal dynasty, Kirant dynasty, Lichhivi period and Malla period)
- 2.2 Shah Dynasty and Unification of Nepal
- 2.3 Rana Regime and anti-Rana Movement in Nepal
- 2.4 Movements for Democracy, Constitutional Assembly and Federal System in Nepal

Unit 3: Socio-cultural Characteristics of Nepalese Society

- 3.1 Basic characteristic of Nepalese society and culture
- 3.2 Prevalent religions, culture and ethnicity of Nepal
- 3.3 Prevalent languages, literature, folk music and art of Nepal
- 3.4 Major festivals of Nepal
- 3,5 Major cultural heritages of Nepal
- 3.6 Social inclusion and social justice in Nepal
- 3.7 Socio-cultural diversity by provinces of Nepal

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Unit 4: Nepalese Economy and Development

- 4.1 Characteristics of Nepalese economy
- 4.2 Foundations of Nepalese economy: Agriculture, tourism, industry, trade and transportation
- 4.3 Role of 'Three Pillar Economy' in Nepal: public, private and cooperative sectors
- 4.4 Major indicators of economic development in Nepal
- 4.5 Periodic plans in Nepal and goals and priorities of the current periodic plan

Unit 5: An Overview of the Constitution of Nepal

- 5.1 Historical perspective of constitutional development in Nepal
- 5.2 Essential features of the Constitution of Nepal, 2072
- 5.3 An overview of fundamental rights and duties of citizens in Nepal
- 5.4 Directive principles and policies of the state (policies relating to the economy, industry, commerce, development and natural resources)
- 5.5 Structure of the state and distribution of state power
- 5.6 Major role of organs of government (executive, legislative and judicial)

Unit 6: Contemporary Development and Environmental Issues in Nepal

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- 6.1 Population: Growth and size
- 6.2 Poverty: Causes and consequences
- 6.3 Unemployment: Causes, consequences and remedial measures
- 6.4 Migration: Types, causes and consequences
- 6.5 Pollution: Causes and consequences
- 6.6 Climate change: Effect and precautions
- 6.7 Sustainable Development Goals: Education, economic growth, infrastructure, industrialization, sustainable consumption and production

Reference Books:

Amatya, S. (2004). Rana rule in Nepal. Delhi: Nirala Publications.

Bhandari, B. P. (2071 BS). Government and politics of Nepal. Kathmandu: Pairabi Publication.

Bhusal, M.P. (2012). Natural resource management. Kathmandu: Pairabi Prakahsan

Dahal, Peshal.(2005). Nepalko itihas. Kathmandu: M.K. Publishers.

Dahal, Peshal and Som Prasad Khatiwada, (2060). Nepalko kala ra vastukala. Kathmandu: MK Publishers.

KC. S. (2057 BS). An outline history of Nepal. Kathmandu: Pairabi Publication

Khatry, Prem. (205 8). Nepali samaj ra sanskriti. Kathmandu: Sajhaprakashan.

Nepal Law Commission (2072 BS). The Constitution of Nepal

- Nepali, S., Ghale, S., & Hachhethu, K. (2018). *Federal Nepal: Socio-cultural profiles of the seven provinces*. Kathmandu: Governance Facility
- Nepali, S., Ghale, S., & Hachhethu, K. (2018). *Federal Nepal: The provinces comparative analysis of economic and administrative data and challenges*. Kathmandu: Governance Facility
- Pokhrel, I. (2079). Social stratification and social differentiation. Kathmandu: Pairabi Publication.
- Regmi, D. R. (1965/1966). Medieval Nepal (part I & II), Calcutta: Firma K.L. Mukhopadhayay.

Sapkota, B.D. (2078). Economics and Development. Kathmandu: Pairabi Publication.

Shah, R. (1992). Ancient and medieval Nepal. New Delhi: Manohar Publications.

- Stiller, L.F. (1998). A history of Nepal: From the early times to the democratic awakening. Kathmandu: Ratna Pustak Bhandar.
- Toffin, G. (2013). From monarchy to republic. Kathmandu: Vajra Books.

Upadhaya, S.P. (2069). Ancient and medieval history of Nepal. Kathmandu: Ratnapustak