

BACHELOR OF VOCATION

Tourism & Service Industry (to be implemented from July 2017) (Only 1st and 2nd Semester)

| Semester | Code | Title of paper | Mode | Credits | Total Marks |
|--------------------------|-------------------------|--|-------------|----------------|--------------------|
| 1 st Semester | TOU-BV-G101 | Communication Skills | Theory | 4 | 100 |
| | TOU -BV-G102 | Concept and Impacts of Tourism | Theory | 4 | 100 |
| | TOU-BV-G103 | Introduction to Information Technology | Theory | 4 | 100 |
| | TOU-BV-S104 | Tourism Geography | Theory | 4 | 100 |
| | TOU-BV-S105 | History of tourism | Theory | 4 | 100 |
| | TOU-BV-S106 | Fundamentals of Management | Theory | 4 | 100 |
| | TOU-BV-S107 | Computer Practical-1 | Practical | 6 | 100 |
| 2 nd Semester | Code | Title of paper | Mode | Credits | Total Marks |
| | TOU-BV-G201 | Tourism in Sikkim | Theory | 4 | 100 |
| | TOU-BV-G202 | Hospitality Management | Theory | 4 | 100 |
| | TOU-BV-G203 | Entrepreneurship and small business | Theory | 4 | 100 |
| | TOU-BV-S204 | Communication and Skill Development | Theory | 4 | 100 |
| | TOU-BV-S205 | Managerial Communication Skill Development | Theory | 4 | 100 |
| | TOU-BV-S206 | Information Technology and Tourism | Theory | 4 | 100 |
| TOU-BV-S207 | Travel Agency Operation | Practical Training and viva-voce | 6 | 100 | |
| 3 rd Semester | TOU-BV-G301 | Emerging Trends in Tourism | Theory | 4 | 100 |
| | TOU-BV-G302 | E-commerce | Theory | 4 | 100 |
| | TOU-BV-G303 | Tourism Marketing | Theory | 4 | 100 |
| | TOU-BV-S304 | Tourism Policy Planning and Development | Theory | 4 | 100 |
| | TOU-BV-S305 | Tour guiding and Visitors Interpretation | Theory | 4 | 100 |
| | TOU-BV-306 | Computer concept and Software Package | Theory | 4 | 100 |
| | TOU-BV-S307 | Computer Practical-II | Practical | 6 | 100 |
| 4 th Semester | TOU-BV-F401 | English | Theory | 4 | 100 |
| | TOU-BV-G402 | Culture in Indian sub-Continent | Theory | 4 | 100 |
| | TOU-BV-G403 | Entrepreneurship Development | Theory | 4 | 100 |
| | TOU-BV-S404 | Profile of Modern Tourism | Theory | 4 | 100 |
| | TOU-BV-S405 | Managerial accounting and finance in tourism | Theory | 4 | 100 |
| | TOU-BV-S406 | Business Communication and | Theory | 4 | 100 |

| | | | | | |
|--------------------------------|-------------|---|----------------------------------|----|-----|
| | | Personality Development | | | |
| | TOU-BV-S407 | Field study | Practical | 6 | |
| 5th semester | TOU-BV-F501 | Environmental Studies | Theory | 4 | 100 |
| | TOU-BV-G502 | Tourism Undertaking | Theory | 4 | 100 |
| | TOU-BV-G503 | Travel Transport in Tourism | Theory | 4 | 100 |
| | TOU-BV-S504 | Human Resource Management | Theory | 4 | 100 |
| | TOU-BV-S505 | Airport Handling | Theory | 4 | 100 |
| | TOU-BV-S506 | Globalisation | Theory | 4 | 100 |
| | TOU-BV-S507 | On the Job Training | Practical | 6 | |
| 6th Semester | TOU-BV-F601 | Eastern Himalayan Studies | Theory | 4 | 100 |
| | TOU-BV-G602 | Procedure and Operation in the Tourism Business | Theory | 4 | 100 |
| | TOU-BV-G603 | Tourism Entrepreneurship | Theory | 4 | 100 |
| | TOU-BV-S604 | Internship /Project | Internship report/project report | 18 | 100 |

(G-General & S-Skill)
(Internal Exam Marks – 30 & External Exam Marks-70)

COURSE STRUCTURE

| NSQF Level | Skill Component Credits | General Education Credits | Normal calendar duration | Exit Points / Awards |
|-------------------|--------------------------------|----------------------------------|---------------------------------|-----------------------------|
| Year 3 | 36 | 24 | Six Semesters | B.Voc. |
| Year 2 | 36 | 24 | Four semesters | Advanced Diploma |
| Year 1 | 36 | 24 | Two semesters | Diploma |
| TOTAL | 108 | 72 | | |

TOU-BV-G101: Communication Skills

Unit I: Communication Process

Nature of communication process of communication, Types of communication, Importance of Communication, Forms of Communication, Barriers to Communication - Causes, Linguistic Barriers, Psychological Barriers, Interpersonal Barriers, Cultural Barriers, Physical Barriers, Organizational Barriers.

Unit II: Integrated Marketing Communication

Marketing Communication, Sales promotion, Public relation & publicity, Sponsorship, Exhibitions, Word of mouth promotion.

Unit III: Business correspondence

Letter Writing, Presentation, Inviting quotations, Sending quotations, Placing orders, Inviting tenders, Sales letters, Claim & adjustment letters and social correspondence, Memorandum, Inter-office Memo, Notice, Agenda, Minutes, Job application letter, Preparing the Resume.

Unit IV: (Communication Lab Work) Role play on selected topics

Exercise 1:

Conversation between two students recorded on camera. To be self-critiqued.

Exercise 2:

Presentation on TV programs watched on the previous day.

Exercise 3:

Rewriting Headlines of Newspapers (Hindi & English) on the display boards.

Exercise 4:

Using microphones (Public Speaking/Presentation Situations)

Exercise 5:

Interview and Group Discussion sessions.

Exercise 6:

Effective Presentation using various audio-visual aids.

Readings:

1. Sitaram, K.S. (1995)*Culture and Communication- A World View*, McGraw-Hill Incorporated,

2. McQuail, D., McQuail's (2009) *Mass Communication Theory*, Vistar Publications New Delhi
3. Baran, J.S. and Dennis K. Davis (2007) *Mass Communication Theory: Foundations, Ferment, and Future*, Thomson Wadsworth, Noida
4. Fiske, J. (2009) *An introduction to Communication*, Routledge,
5. Berger, A. A.(1995) *Essentials of Mass Communication*, Sage, New Delhi

TOU -BV-G102: Concept and Impacts of Tourism Objectives

Unit I: Concepts of Tourism

Definition and concepts of Tourism Leisure and Recreation, Excursionist, Business Tourism, VFR, Mass Tourism, Adventure Tourism, Sports Tourism, Rural Tourism, Tourism Education. Typology of Tourism, Tourism Statistics, Difference between Visitors, Tourists and Excursionist, Tourism as an Industry.

Unit II: Tourism Impacts

Tourism Impacts - Political, Social, Cultural, Environmental and Economic, Tourism multiplier. National and international concerns and problems.

Unit III: Demand & Supply

Demand- Supply Characteristics - Concepts, definitions and indicators of demand, Measuring demand for Tourism-International and Domestic Tourism, Technological progress and Globalization, Concept and resources for Eco-tourism, Motivation for Tourism.

Readings:

1. Sethi, P. (1999) *Tourism for the Next Millenium*, New Delhi, Rajat Publications
2. Sinha, P.C (1998) *Tourism Planning*. New Delhi. Anmol Publication Pvt. Ltd.
3. Seth, P.N. (1998) *An Introduction to Travel and Tourism*, New Delhi. Sterling Publishers Pvt. Ltd.
4. D'Souza, M. (2003) *Tourism Development and Management*. Jaipur. Mangal Deep Publication.
5. Chawla, R. (2004) *Tourism Management*, Delhi. Sonali Publishers.

TOU-BV-G103 : Introduction to Information Technology

Unit I: Computer characteristics

Historic Evolution of Computers: Classification of computers: Microcomputer, Minicomputer, mainframes, Supercomputers: Personal computers; Desktop, Laptops, Palmtop, Tablet PC: Hardware & Software: Speed, Storage, Accuracy, Diligence.

Unit II: Hardware

CPU, Memory, Input devices, Output devices. Memory units: RAM(SDRAM, DDRAM, RDRAM etc. feature wise comparison only): ROM- different types: Flash memory; Auxiliary storage: Magnetic devices, Optical Devices; Floppy, Hard Disk, Memory stick, CD, DVD, CD-Writer; Input devices- keyboard, mouse, scanner, speech input devices, digital camera, touch screen, joystick, optical readers, bar code reader; Output devices: Display device, size and resolution; CRT, LCD; Printers: Dot-matrix, Inkjet, Laser, Plotters, Sound cards & speaker.

Unit III: Software

System software, Application software, concepts of files and folders, Introduction to Operating Systems, Different types of Operating Systems: single user, multitasking, time-sharing multi-user, Boosting, POST.

Unit IV: Operating System

Windows & Linux, Application software: Generic features of Word processors, Spread sheets and Presentation software, Computer Virus & Protection.

Readings:

1. Elmars, R, Navathe, S.B (2016) *Fundamentals of Database Systems*, Pearson
2. Ritender, G and Kakkar, D.N (2003) *Computer Application in Management*, New Age International Publishers, New Delhi.
3. Jaggi V P and Jain, S (1993) *Computers for Everyone*, New Delhi, Academic India Publishers.
4. Saxena S: and Chopra, P (2006) *Computer Applications in Management*, Vikas Publishing house Pvt. Ltd. New Delhi.
5. Saxena, S (2003) *First Course in Computers (3rd Edition)*, Vikas Publishing house Pvt. Ltd. New Delhi

TOU-BV-S104: Tourism Geography

Unit I: Geography and Tourism

Importance of Geography in Tourism; Latitude-Longitude-International Date Line-Time Zones-Time Differences; Major landforms as tourist resources; Impact of weather and climate on tourist destinations.

Unit II: Map Reading

Map Reading and Practical exercise of major countries; Study of Continents: North America- South America- Europe- Asia- Africa- Oceania.

Unit III: Global and Regional Tourist Movement

Factors affecting global and regional tourist movement, Demand and origin factors; Destination and resource factors.

Unit IV: Outbound Tourism and International Tourism Market

Location of major tourist destinations in India, Characteristics of Indian Outbound Tourism, Characteristics of India's major international markets.

Reading List:

1. Rosemary Burton (1995) *Travel Geography*, Pitman Publishing, Marlow, Essex.
2. Boniface B. & Cooper C (2009) *Worldwide Destinations: The geography of Travel & Tourism*, Oxford Butterworth Heinemann.
3. Michael hall (1999) *Geography of Travel and Tourism*, Routledge, London.
4. Robinson H.A (1976) *Geography of Tourism*, Mac Donald & Evans, Ltd.
5. Stephen Williams (1998) *Tourism Geography*, Routledge. London.

TOU-BV-S105: History of Tourism

Unit I: History of Tourism

History of Tourism as a new discipline Evolution of Tourism as an academic subject, Tourism and other social sciences. Methodology for History of Tourism. Primary and secondary sources for studying History of Tourism, Chronological Division of History of Tourism, Travelers and Travelogues of Ancient and Medieval World. Tourism- basic concepts: Definition, types and determinants, Difference between Travel and Tourism, Concepts of excursion, holiday, sightseeing, tourists and mass tourism, Tourism Products- definition and characteristics.

Unit II: Ancient Civilization

Ancient Civilization, Social conditions and Tourism: Egypt, Mesopotamia, India, China, Rome, Greece. Middle Ages: Rise and fall of early empires, Byzantine, Christian and Islamic Civilizations. Tourism activity in the ancient and medieval world: Seven Wonders of the World. Pilgrimage Tourism (Hindu, Buddhist, Jain, Christian and Islamic), Tourism and Spectator Sports (Olympics, chariot races and gladiator fights), Resorts and Spas.

Unit III: Urbanization

Concept of Discovery, Urbanization- Rome and Varanasi, Trade Routes- Silk Route and Spice Route, Sea Voyages- Columbus and Vasco de Gama, Rise of Nationalism Japan and China, Grand Tour: Classical, Romantic Tour to the East.

Unit IV: Development of Tourism

Four major dimension of tourism. Factors necessary for the development of travel and tourism. Development of spas. Growth of seaside resorts.

Readings:

1. Farouqui "Early Social Formation"- Manak, Delhi-2001.
2. A.L. Rouse "The Use of History"-1971.
3. Burkhardt and Madlik "Tourist Past, Present and Future"- Butterworth Heinemann, several editions.
4. Collingwood "The Idea of History"- Oxford, 1073.
5. Franck and Brownstone "The Silk Road", a History.

TOU-BV-S106: Fundamentals of Management

Unit I: Concepts

Business, trade, industry and commerce- Business: Features of business- Trade: Classification, Aids to Trade- Industry: Classification- Commerce-Relationship between Trade, industry and commerce-Business Organization: Concepts- Functions of Business. Sources of Finance: Long Term, Short term.

Unit II: Business Organization

Forms of Business Organization- Classification- Factors influencing the choice of suitable form of Organization. Sole Proprietorship: Meaning- Characteristics- Advantages & Disadvantages- Suitability. Partnership deeds- Rights and obligations of partners. Joint Hindu Family Business: Characteristics- Advantages and limitations.

Unit III: Joint Stock Company

Characteristics- Advantages- Kinds of Companies- Difference between private and public companies- Promotion of a Company: Stages- Promoters- Characteristics- Registration- Capital subscription- Commencement of Business- Preparation of Important documents: Memorandum of Association: Significance, Clauses- Articles of Association: Contents- Prospectus: Contents- Statement in lieu of Prospectus. Meetings: Types and procedure to hold.

Unit IV: Management

Meaning-Significance- Management Vs Administration- Functions of Management-Levels of Management- Skills of Management- Leadership: Leader Vs Manager- Traits of Successful Leaders- Scientific Management: Features- Fayol's Principles of management. Planning: Meaning- Significance- Types of Plans- Decision making and steps in Process Decision Making.

Unit V: Organizing

Meaning- Features- the process of organization- principles of organization- Elements of organizations- Organization chart. Delegation of authority: Meaning-Elements- Principles- Types- Difficulties in Delegation- Guidelines for making Delegation effective. Centralization- De-centralization.

Readings:

1. Seth, P.N. (1998) *Successful Tourism Management*. New Delhi, Sterling Publishers Pvt. Ltd.

2. Sinha, R.K. (1999) *Growth and Development of Modern Tourism*. New Delhi, Dominant Publishers and Distributors.
3. Sinha, R.K (1999) *Travel and Tourism Management*.New Delhi. Dominant Publishers and Distributors.
4. Sinha, P.C. (1998) *Tourism Planning*.New Delhi, Anmol Publication Pvt. Ltd.
5. Seth, P.N. (2000) *An Introduction to Travel and Tourism*. New Delhi. Sterling Publishers.

TOU-BV-S107 : Computer Practical-1

TOU-BV-G201: Tourism in Sikkim

Unit I: Introduction

Growth and development of tourism in Sikkim, Socio-cultural Heritage of Sikkim, Ethnic groups, Fairs and festivals, Religion, Music, Handloom & handicrafts, Customs & traditions.

Unit II: Tourism Resources and Destinations in East Sikkim

Tourism resources in East Sikkim, Natural and man-made resources in East Sikkim, Popular destinations of East Sikkim, Important tourist circuits of East Sikkim.

Unit III: Tourism Resources and Destinations in West Sikkim

Tourism resources in West Sikkim, Natural and man-made resources in West Sikkim, Popular destinations of West Sikkim, Important tourist circuits of West Sikkim.

Unit IV: Tourism Resources and Destinations in North Sikkim

Tourism resources in North Sikkim, Natural and man-made resources in North Sikkim, Popular destinations of North Sikkim, Important tourist circuits of North Sikkim.

Unit V: Tourism Resources and Destinations in South Sikkim

Tourism resources in South Sikkim, Natural and man-made resources in South Sikkim, Popular destinations of South Sikkim, Important tourist circuits of South Sikkim.

Unit VI: Tourism Organizations in Sikkim

Travel Agents Associations of Sikkim (TASS), Sikkim Association of Adventure Tour Operators (SAATO), Sikkim Hotel and Restaurants Associations (SHRA), Eco-tourism and Conservation Society of Sikkim, Sikkim Amateur Mountaineering Association (SAMA).

Unit VII: Case Study on Major Hotels and Travel Agencies of Sikkim

The students are to carry out case study of major hotels and travel agencies of Sikkim to gain knowledge about how they function and examine prospects for further development.

The Viva-Voice examination will be conducted on the basis of Report prepared by each student.

Reading List:

1. Rishley, H.H. Gazetteer of Sikkim.
2. Bhutia, Jigme Wangchuk:
Destination Sikkim, IGNOU
3. Deptt. Of Forest, Govt. of Sikkim:
Sikkim Eco-tourism policy
4. *ENVIS Newsletter on Eco-tourism*: Dept. of Science and Technology, Govt. of Sikkim.
5. Duff, A (2015) *Sikkim: Requiem for a Himalayan Kingdom*, Vintage Books

TOU-BV-G202 : Hospitality Management

Unit I: Hospitality Industry in Tourism

Growth of Hotel Industry – Introduction – Future of Hospitality Industry – Roles of accommodation in the Growth of Tourism; Definition of Hotel – Types of Hotel; Secondary Hospitality Establishment – Traditional and Supplementary accommodation; Hotel Grading System – Changing Profile of Hotel Industry; Hotel Chains in India: Ashoka, Welcome Group, Oberoi and Taj Group of Hotels.

Unit II: Management Function in Hotel Industry

Front Office Desk – Front Office Staff – Qualities of Front Office Staff; Hotel Reservation – Status of Rooms – Functions of Information Department – Specimen Bill Form – Lobby Manager – Public Relation Officer – Reception; Departments – Housekeeping – Organisation – Communication in Hotels.

Unit III: Human Resource Management in Hotels

Personnel Management – Sources of Manpower for Hotel – Catering Industry – Employee Facilities and Benefits; Induction Training and Development – Leadership – Communication – tools of Management – Financial Management.

Unit IV: Room Plans

Types of Rooms – Check-In & Check-Out Procedures; Food and Beverage Services Outlets – Various Types of Food Services; Restaurant Organization – Equipments – Room Services.

Readings:

1. D.R. Lillicrap (1983) *Food Beverage Service*, Edward Arnold Publishers Ltd., London.
2. Amrik Singh Sudan (2002) *House Keeping Management*, Anmol Publication Ltd.
3. Praveen Sethi (2004) *Hand Book of Hospitality and Tourism*, Anmol Publication, Delhi.
4. Rajendran Singh (2001) *Hotel and Hospitality Management*, Kalpaz Publication, Delhi.
5. Y.P. Singh (2001) *Effective Hotel Management*, Anmol Publication Pvt. Ltd., New Delhi.

TOU-BV-G203 : Entrepreneurship and Small Business

Unit I: Entrepreneurship

Meaning, elements, determinants and importance of entrepreneurship and creative behavior. Entrepreneurship and creative response to the society, problems and at work. Dimensions of entrepreneurship: intrapreneurship, technopreneurship, cultural entrepreneurship, international entrepreneurship, entrepreneurship, ecopreneurship, and social entrepreneurship.

Unit II: Managerial Roles

Entrepreneurship and Micro, Small and Medium Enterprises. Concept of business groups and role of business houses and family business in India. The contemporary role models in Indian business: their values, business philosophy and behavioural orientations. Conflict in family business and resolution. Managerial roles and functions in a small business. Entrepreneur as the manager of his business. The need for the extent of professionalization of management of small business in India.

Unit III: Public & Private Systems

Public and private system of stimulation, support and sustainability of entrepreneurship. Requirement, availability and access to finance, marketing assistance, technology, and industrial accommodation, Role of industries/entrepreneur's associations and self-help groups. The concept, role and functions of business incubators, angel investors, venture capital and private equity fund.

Unit IV: Business Plans

Sources of business ideas tests of feasibility. Significance of writing the business plan/project proposal. Contents of business plan/project proposal. Designing business processes, location, layout, operation, planning and control: preparation of project report (various aspects of project report such as size of investment, nature of product, market potential may be covered). Project submission/presentation and appraisal thereof by external agencies, such as financial/non-financial institutions.

Unit V: Contract Management

Mobilizing resources for start-up. Accommodation and utilities. Preliminary contracts with the vendors, suppliers, bankers, principal customers: Contract management: Basic start-up problems. Operations management: designing and redesigning business processes, layout, production planning and control, implementing quality management and productivity improvement programs. Input-analysis, throughput analysis and output analysis. Basic awareness of inventory methods. Basic awareness about the need for the means of environment (eco-) friendliness and energy management. Organization of business office. Basic awareness of manual and computerized office systems and procedures. Introductory word processing, spreadsheet preparation and data sporting and analysis, internet browsing.

Readings :

1. Aldrich, H.E & Martinez, M.A. (2001) *Many are called but few are chosen: An evolutionary*

- perspective for the study of entrepreneurship. Entrepreneurship Theory and Practice, 25:41-56.*
2. Wiley, J & Sons Bird B.J. (1989) *Entrepreneurial Behavior*, New York
 3. Caree, M. Van Stel, A. Thurik R., &Wennekers, S. (2002) *Economic development and business ownership;An analysis using data of 23 OECD countries in the period 1976-1996*. *Small Business Economics*, 19:271-90.
 4. Cramer, J.S., Hartog, J, Jonker, N., & Van Praag, C.M. (2002) *Low risk aversion encourages the choice of entrepreneurship an empirical test of a truism. Journal of Economic Behavior and Organizing*, 48:29-36
 5. Earle, J.S., & Sakova, Z. (1999) *Entrepreneurship from scratch: Lessons on the entry decision into self-employment from transition economics*. IZA Discussion Paper 79.

TOU-BV-S204 : Communication and Skill Development

Unit I: Managerial Communication

Managerial communication- nature and scope of communication, functions of communication, roles of manager, communication process, communication network, information communication.

Unit II: Communication Skills

Oral and Written Communication Skill-Types- Methods of Achieving Effective Communication- Measurement of Impact of Mass Electronic & Print Media Communication- Example of Mass Media-Media Relations.

Unit III: Barriers to Communication

Listening skills: effective listening; Poor listening habits, types of listening: barriers to effective listening, Persuasive communication and Role of Mentoring.

Readings:

6. Sitaram, K.S. (1995)*Culture and Communication- A World View*, McGraw-Hill Incorporated,
7. McQuail, D., McQuail's (2009) *Mass Communication Theory*, Vistar Publications New Delhi
8. Baran, J.S. and Dennis K. Davis (2007) *Mass Communication Theory: Foundations, Ferment, and Future*, Thomson Wadsworth, Noida
9. Fiske, J. (2009) *An introduction to Communication*, Routledge,
10. Berger, A. A.(1995) *Essentials of Mass Communication*, Sage, New Delhi

TOU-BV-S205 : Managerial Communication and Skill Development

Unit I: Business presentations

Introduction to a presentation, main body and conclusion, controlling nervousness & stage fright, business presentation, sample outlines, conversations, Essentials of a business conversation.

Unit II: Business Writing Introduction

Writing business communication: Business letters, Common Components of Business Letters, writing effective memos, Business reports& Proposals, format for proposals, proposal layout and design, Secretarial Practice in Business Organizations.

Unit III: Smart language lab

Demonstration of Presentation ,Group Discussion, Interviews, Meetings, Body Language, Postures, Eye Contact, Etiquettes, Voice Culture, Scientific Temper, Team Building, Interpersonal Effectiveness.

Readings:

1. Atton, Chris (2002) *Alternative Media*; Sage, London
2. Chantler, Paul & Stewart, Peter (2007) *Community Radio- Basic Radio Journalism*; Focal Press, Oxford
3. Munter M. (2002) *Guide to Managerial Communication: Effective Writing & Speaking*, PHI, New Delhi.
4. Mandal S.K (2006) *Effective Communication and Public Speaking*, Jaico, Mumbai.
5. Bovee, T & Schatzman (2009) *Business Communication Today*, Pearson, New Delhi.

TOU-BV-S206 : Information Technology & Tourism

Unit I: Hardware

Bit and related measuring terms, I/O and storage devices, components of desktop, buying a computer lab, demonstrate on open computer and explain its components.

Unit II: Operating System

Basic functions and types of operating systems; comparative illustrations from popular operating systems.

Unit III: Communication and Protocols

Working knowledge of internet protocols, application of electronic communication tools in business, collaborative tools.

Unit IV: Understanding Database Basic Terminology

Types of database Lab, creating and relating tables in a micro database, basic queries for data analysis, import/export of data in different formats, link with other products like word processors, database, spreadsheets etc.

Unit V: Electronic Commerce

Overview, Business to Government, Business to consumers, Business to Business, Consumers to Consumers, Online Stock Trading & Market Features, Capabilities and Limitations.

Reading List:

1. Elmarsi, R, Navathe, S.B (2016) *Fundamentals of Database Systems*, Pearson
2. Ritender, G and Kakkar, D.N (2003) *Computer Application in Management*, New Age International Publishers, New Delhi.
3. Jaggi V P and Jain, S (1993) *Computers for Everyone*, New Delhi, Academic India Publishers.
4. Saxena S: and Chopra, P (2006) *Computer Applications in Management*, Vikas Publishing house Pvt. Ltd. New Delhi.
5. Saxena, S (2003) *First Course in Computers (3rd Edition)*, Vikas Publishing house Pvt. Ltd. New Delhi