

COMPUTER SYSTEM AND PROGRAMMING

Course No. : MGT 351 Full Marks : 100
Nature of the Course : Concentration (Mgmt. Science) Pass Marks : 35
(Theory 75 + Practical 25)

Course Objectives

The objective of this course is to familiarize the students with basics of computer system and develop skills of computer programming using structured language.

Contents

Computer system **LH 15**

• **Introduction**

- Brief History of Computer System Development in Nepal
- Generations Characteristics of computer (Speed , Accuracy, Reliability, Memory capabilities, Versatility, Diligence)
- Limitations

• **Computer architecture**

- CPU
- Memory system (Internal and external)
- Input devices (Keyboard, Mouse, Trackball, OCR, MICR, OMR and Light Pen)
- Output devices (VDU, Printers, and COM)
- Back up storage devices (Hard Disk, Tape, Floppy Disk, CD etc.)

• **Computer networking**

- Definition
- Types (Peer To Peer and Client Server)
- LAN, WAN, LHN
- Network Component (Workstation, Server, NIC, Hub, Token Ring, Modem, Gateway and Router)
- Topology (Bus, Star, Ring and Mesh)
- Communication Media (Co- Axial, Twisted Pair, Fiber Optic, Microwave and Satellite)
- OSI Layers and Protocols. Merits and demerits of networking system.

Computer Software and Languages **LH 05**

- Definitions
- Types of software (System, Application and Utilities Software)

- Machine language
- Assembly language
- High level language
- Operating systems, Functions of OS, Assembler, Compiler and Interpreter

Data Processing

LH 05

- Introduction
- DP cycle
- Different types of processing (Batch, Online, Time Sharing ,Centralized, Decentralized)

Programming in C Language

LH 40

- Algorithms
- Flow Charts
- Pseudo code
- Introduction of 'C' Language
- Numeric constant and Variables
- Arithmetic Expressions
- Input and Output in 'C' Programs
- Conditional Statements
- Implementing Loops in Programs
- Defining and Manipulating Arrays
- Logical Expressions
- Functions
- Processor Character Strings
- Structures
- Pointer and it's applications
- Files in 'C'
- Application to Solve Matrices, Arithmetic Mean, Standard Deviation etc.

Database Management Systems (DBMS)

LH 35

- Concepts
- Files , record and data
- Field and characters
- Creating a database
- Traditional approach to Information processing
- Database approach to Information Processing
- Database

- DBMS
- Concept of RDBMS and comparison with DBMS
- Elements of DBMS
 - Data Definition Language
 - Data Manipulation Language
 - Database Query Language
 - Data Models
 - Hierarchical Model
 - Network Model
 - Relational Model
 - Comparisons of the models

Introduction to SQL

ERD

Normalization

DBA

- Database Design
- Advance in Database Technology
 - Object Oriented Database
 - Centralized Database
 - Client – Server Architecture
 - Distributed Database

Practical Applications of Computer

LH 50

- Word processing; Concept; Word processing; Spell checking; Thesaurus use; Use of footnotes and endnotes; File export-import function; Printout
- DBMS (Access): Making tables, Forms, Queries and Reports and work with multiple tables. Analysis of data on word , excel and other database system
- Spread Sheet: Introduction; Use of mathematical function operation;
- Presentation software (Power point)
- Internet : Concept, the web fundamentals , browsing, downloading etc.)

[Practical Evaluation:] Practical Book	5 Marks
External Examination	15
Viva	5
Total	25 Marks]

Basic Books

Basandra Suresh K., **Computers Today**, Galgotia Publications, New Delhi

V. Rajaraman, **Computer Programming in "C"**, Prentice Hall of India, New Delhi

References

Lion & Lion, **Fundamentals of Information System**, Prentice Hall of India, New Delhi

Kernughan & Ritchie, **The C programming language**, PTR Prentice Hall.

Kanctkar Yashvant, **Let Us C**, BPB Publications, New Delhi

V Rajaraman, **Analysis and Design of Information System**, Prentice Hall of India., New
Delhi

MANAGEMENT INFORMATION SYSTEM

Course : MGT 352 Full Marks: 100
Nature of the Course : Concentration (Mgmt. Science) Pass Marks: 35
(Theory 75 + Project 25)

Course Objectives

The objective of this course is to enable students to learn the techniques and processes of Management Information System. The objective is also to develop the skills to manage information and learn the skill of using information through computerized system.

Contents

Information and Management

LH 20

Definition of Information

Types of Information

- Strategic Information
- Tactical Information
- Operational Information

Characteristics (Quality) of Information

Concept Information Systems

- The Competitive Business Environment
- What is an Information system?
- A Business Perspective on Information system

The Changing Management Process

- The new role of Information system in organization
- The changing nature of IT

Two way relationship between organization and information system

Introduction to Decision Making

- Levels of decision making
- Types of decision structured versus unstructured form
- Stages of Decision Making

System Overview: A Definition

- Elements of system
- Integration of subsystem (super/sub system)
- System Boundary
- System Environment

- Kinds of system

Business as a system

MIS: A Framework

MIS: A concept/Management/Information/System

Nature and Scope of MIS

- MIS characteristics
- MIS functions
- Limitations of MIS

MIS Classification

- Transaction Processing System
- Management Information System
- Decision support System
- Executive Information System
- Office Automation System
- Knowledge Works System

Technical Foundations of Information System

LH 10

A computer System

- System Configuration
- Bits and Bytes
- How computers represent data
- Block Diagram of a Digital Computer
- Central Processing Unit
- Memory (Internal/External)
- Input/Output Devices

Computer Software

- System Software
- Application Software
- Utilities Software

Data Communication

- Introduction
- **Types of Networking**

- Peer to peer
- Client server
- **Communication Media**
 - Physical Connection Lines (Co- Axial, Fiber Optic, Twisted Pair)
 - Wireless Connection Lines (Microwave, Satellite)
- **Communication Networks**
 - Network Topology
 - Network Scope / Limitations
 - Local Area Network
 - Wide Area Network

Internet

H 5

- Introduction
- The Technology of Internet
- Development of Internet
- Understanding Internet addresses and Domains
- The Web Fundamentals
- Meaning of Internet Commerce/E-Commerce/E-Business
- Business and The Internet

Database Management System (DBMS)

LH 15

- Introduction
- Database Hierarchy
- File Organization Terms and Concepts
- Files-Traditional Approach
 - Date Duplication
 - Data Inconsistency
 - Lack of Data Integration
 - Data Dependence
 - Program Dependence

Modern Approach of Database

- Advantages and Disadvantages of Database
- Database Management System vs RDBMS
- Types of Data Models
 - Hierarchical Model

- Network Data Model
- Relational Data Model
- Advantages and Disadvantages
- Database Administrator
- Entity-Relationship Diagram
- Normalization

Advance in Database Technology

- Objective-oriented Database
- Distributed Database
- Client Server Systems

System Analysis and Design

LH 40

System Analysis

- Concepts of System Analysis
- Necessities of System Analysis
- The Role and Tasks of a System Analysis
- Attributes of a System Analysis
- The System Approach
 - What is a system approach
 - Preparation/Definition/Solution
 - Features of the System Approach
 - The importance of a System views

System Life Cycle

- Planning/Analysis/Design/Implementation/Use

System Selection Procedure

Problem Identification

- Information sources
- Methods of searching information
- Background Reading
- Interview Techniques
- Questionnaires
- Observation

Requirement Determination

Objectives (Performance) setting

Feasibility Analysis

- Technical Feasibility
- Operational Feasibility
- Financial/Commercial Feasibility
- Examining Alternatives Solution
- Cost-Benefit Analysis

Data Dictionary

Data Flow Diagram

- Symbols used in DFD
- Describing a system with a DFD
- Leveling of DFD (Context/System/Subsystem)
- Logical and Physical DFD

- **System Design**
 - Design Objectives
 - Conceptual Design
 - Define Problems
 - Set System Objectives
 - Determine Information Needs
 - Detailed System Design
 - Project Planning and Control
 - Involve the User
 - Detailed sub-system Definition
- **Input Design**
 - Objectives of Input Design
 - Data Input
 - Input Layout/Forms
- **Output Design**
 - Objectives of Output Design
 - Design of Output Report
 - Design of Screen
 - Output Design Specification
- **Design of Files**
 - Files
 - Characteristics of Hard Disk Storage
 - Processing Sequential Files
 - Processing Random Files

- Indexed Sequential Files
- Inverted File Organization

Functional Information System

LH 10

- The concept of Organizational Information System
- Financial Information System
- Accounting Information System
- Marketing Information System
- Production/Manufacturing Information System
- Human Resource Information System

Project Work

LH 50

- The students are required to have knowledge of word processing, spreadsheet, database and presentation software (e.g. MS Word, Excel, Access and Power Point) and able to apply this skill in their project work. They must be able to demonstrate presentation skills and reflect their writing skills in their project work. The students are required to select any functional area of the organization or any topic approved by the campus for the project work.

Basic Books:

Goyal, D.P., **Management Information Systems: Managerial Perspective**. McMillan India, New Delhi.

Hawryszkiewycz I.T., **Introduction to System Analysis and Design**. Prentice Hall of India, New Delhi.

References:

Wagley, Pushkar Prasad, **Management Information System**, MK Publishers, Kathmandu
Laudon, K.C. & Laudon, J.P. **Management Information System: Organization & Technology**, Prentice Hall of India, New Delhi.

Raymond, McLeod, **Management Information System**, Prentice Hall of India, New Delhi.

Preston, Gralla, **How the Internet works**, Techmedia, India,

Jawadekar W.S., **Management Information System**, Tata McGraw Hill, New Delhi

PRODUCTIVITY MANAGEMENT

Course No. : MGT 353 Full Marks : 100
Nature of the Course : Concentration (Management Science) Pass Marks : 35
(Theory 75, Project work 25)

Course Objectives

The course aims to provide the students with the knowledge of the productivity and productivity management, and the develop the knowledge and skill of the students of using the tools and techniques of productivity improvement.

Contents

- 1. Introduction** **LH 10**
 - Definition of Productivity;
 - Concept and Misconception of Productivity (Production vs Productivity, Efficiency, Profitability)
 - Quality and Productivity Management;
 - Role and importance of Productivity Management.

- 2. Factors Affecting Productivity** **LH 15**
 - Internal factors: Hard factors and Soft factors;
 - External factors: Structural adjustments, Natural resources, Government, Infrastructure and Others.

- 3. Productivity Measurement** **LH 25**
 - Levels of Productivity Measurement: Macro Level and Micro Level;
 - Types of Productivity Measurement: Total Productivity,
 - Total Factor Productivity;
 - Partial Productivity (Labour, Capital and Materials)
 - Productivity Measurement Approaches (Physical Measurement, Value Measurement and Value-Added Measurement)

- 4. Productivity Improvement Tools and Techniques** **LH 30**
 - Productivity Improvement Factors;
 - Productivity Improvement Approaches:
 - ✓ Innovation and System Oriented (ISO) Approach
 - ✓ Practice and Human Oriented (PHO) Approach
 - Productivity Improvement Tools and Techniques:
 - Human-ware Oriented
 - Software Oriented

- Hardware Oriented

5. Productivity Movement and International and Regional Cooperation LH 15

- Productivity Movements in Different Regions: European Countries, Asia-pacific and others;
- International and Regional Productivity Organization:
 - International Labour Organization (ILO)
 - Asian Productivity Organization (APO) and member NPO's.

6. Productivity in Nepal LH 15

- Productivity Movements in Nepal;
- Productivity Policy in Nepal;
- Productivity Organizations of Nepal;
- Productivity in Nepalese Organizations: Issues, Problems and Prospects.

7. Project Work (Writing and Presentation) LH 40

Basic Books:

Prokopenko, J., **Productivity Management**, Oxford & IBH Publishing Co. Pvt. Ltd., New Delhi.

References:

Pant, D., Bajracharya P., Pradhan M., (edit): **Current Issues on Productivity**, National Productivity & Economic Development Centre, Kathmandu.

National Productivity & Economic Development Centre, **Productivity Measurement (Macro Level)**, National Productivity & Economic Development Centre (NPEDC), Kathmandu.

Asian Productivity Organization, **Changing Productivity Movement in Asia and the Pacific-Challenges and Lessons**, Asian Productivity Organization, Tokyo.

Asian Productivity Organization, **Enhancing Productivity, Competitiveness and Quality of Jobs – The Asian Experience**, Asian Productivity Organization, Tokyo.

OPERATIONS RESEARCH

Course No. : MGT 354 Full Marks : 100
Nature of the Course : Concentration (MGMT Science) Pass Marks : 35

Course Objectives

The course aims to provide necessary skills of operations research tools and technique to the students to be used in decision making process.

Contents

- 1. Introduction** **LH 10**
 - Objective, Nature and Scope of OR.
 - Method of OR.
 - Prototype problems.
 - Mode of management and control.

- 2. Problem Formulation and Model Building** **LH 10**
 - Nature and types of problems.
 - Constraints of Resources
 - Types of Models, Modeling process and Model development.
 - Characteristics of a good model

- 3. Decision Making Model** **LH 20**
 - The Decision environment and steps in decision making.
 - Decision criteria.
 - Decision making under condition of uncertainty and risk.
 - Expected Profit under Perfect Information (EPPI).
 - Expected Value for Perfect Information (EVPI).

- 4. Optimization Models** **LH 50**
 - Formulation of Problems, Linear Programming problems (Graphic and Simplex Method: Maximization and Minimization, Primal and Dual)
 - Transportation model (Balanced and Unbalanced), Degeneracy, Maximization and Minimization.
 - Assignment Model (Maximization and Minimization)

- 5. Network Models** **LH 20**
 - Concept.
 - Sequencing and Coordination of problems.

- Critical Path Method (CPM), (with slack time) Building the Network, Time estimates.
- Program Evaluation and Review technique (PERT).
- Crash (Time – Cost Trade-off)

6. Queuing Models. LH 25

- Concept and definitions.
- Patterns of a Single and Multi-channel Queue discipline.
- Classification of Queue and their problems.
- Waiting lines.
- Arrival rate model.
- Waiting model for Single Channel
- Constant Arrival.

7. Inventory Models LH 15

- Concept of Inventory
- Total Cost of Inventory (holding and ordering costs)
- Simple Inventory Model (Economic order quantity, Optimum order size.
- Optimum number of orders, Length of the Inventory Cycle, Reordering point)

Basic Books:

Taha, Handy, ***Operations Research***, Prentice Hall India, New Delhi.

Richard and Levin, David S. Dubin and Joel Stinson, ***Quantitative Approach to Management***,

McGrawHill.

References:

Shrestha, Sunity and Silwal, Dhruva, ***Production and Operations Management***, Taleju Prakashan, Kathmandu

Kantiswarup, P K Gupta and Manmohan, ***Operations Research***, Sultan Chand and Sons, Delhi

TOURISM MANAGEMENT

Course No.	: MGT 401	Full Marks : 100
Nature of the Course	: Elective (Sectoral)	(Theory 75; Field Work 25)
		Pass Marks : 35

Course Objectives

The objectives of this course are:

- to provide the students with the basic concepts and functional knowledge on various aspects of tourism management in Nepal,
- to impart practical knowledge on operational aspects of tourism management in Nepal,
- to prepare the students to pursue further studies in tourism management.

Contents

- 1. Introduction: LH 9**
 - Meaning of domestic and international tourism,
 - Types of tourism; pleasure, recreational, cultural, sporting, conference, business and technical tourism
 - Values of tourism; friendship and understanding, interaction and exchange of culture, instrument of human education, instrument of peace.
- 2. The Development Process of Modern Tourism in Global Context LH 9**
 - Evolution of tourism of Nepal
 - Tourism and its impact on economic development
 - Theoretical aspects
 - Current trends in tourism development
- 3. Historical Perspective of Tourism Management in Nepal LH 6**
 - Ministry of Tourism; role and functions
 - Department of Tourism; role and functions
- 4. Inception of International Tourism Organization LH 9**
 - International Union of Official Tourism Publicity Organization (IUOTPO): organization, role and functions
 - World Tourism Organization (WTO): organization, role and functions
 - Pacific Asia Travel Association (PATA): concept, organization, role and functions
- 5. Marketing Concept in Tourism LH 6**
 - Publicity and promotion:

Important components for tourism marketing

Different organizations involved in the promotion of tourism marketing

6. Management of Travel and Tours

LH 23

- Concept of travel agency
- Activities of travel agencies
- Tour management
- Arrangement of accommodation
- Guiding tourist traffic towards tourist areas
- Arrangement of tickets
- Legal provision for operating travel agency business
- Growth and importance of travel agency in Nepal.
- Nepal Association of Travel Agency (NATA): organization, role and functions
- Problems and issues in the management of travel agency
- Concept and purpose of advance ticketing
- Procedures of advance ticketing
- Importance of advance ticketing
- Ticket processing
- Need a trained manpower in handling ticketing

7. Management of Trekking Tourism

LH 12

- Concept and role of trekking tourism
- Camping as part of trekking tourism
- Prospects and importance of trekking
- Relation of trekking with other agencies
- Legal provision for trekking agencies in Nepal
- Problems of trekking management
- Trekking Agencies Association of Nepal (TASN): organization, role and functions

8. Management of Mountaineering Expedition

LH 15

- Importance of mountaineering tourism
- Emerging trends in mountaineering tourism
- Legal procedures for mountaineering in Nepal
- Arrangements of equipment's for mountaineering
- Supervision and monitoring of activities of the groups
- Collection and dissemination of information
- Coordination in mountaineering
- Existing management problems in mountaineering expedition

9. Management of Water Tourism **LH 13**

- Concept and importance
- Selection of rafting sites: considerations to select rafting site
- Fulfillment of legal procedures
- Future prospect of rafting
- Procedures of rafting
- Safety and precautionary measures
- Problems of rafting
- Agencies involved in rafting

10. Manpower Planning **LH 9**

- Importance of manpower planning
- Types of manpower required in tourism management
- Present system of training of manpower
- Problems of manpower

11. Present Policies on Tourism **LH 10**

- Tourism under the current plan
- Appraisal of tourism policies and objectives under current plan
- Prospects for improvement in tourism policy
- Tourism Acts of Nepal

Basic Books:

- Satyal, Y.R., *Tourism in Nepal: A Profile*, North Publishing House, Vanarasi.
- Singh, B.R., *Glimpses of Tourism, Airlines and Management in Nepal*, Nirala Publications, New Delhi.

References:

- Joshi, N.R., and Joshi, B.R., *Nepalma Paryatan Bikash Ek Charcha*, Lalitpur.
- Wachals, S., *Tourism Management*, Tourism International Press, London.
- Department of Tourism, *Nepal Tourism Master Plan*, HMG/N, Kathmandu.
- HMG/N, National Planning Commission, *Tenth Plan (1990-1995)*, Kathmandu.
- Himalayan Studies Centre, *A Study on the Promotion of River Rafting in Nepal (A Report)*, Kathmandu.
- HMG/N, Ministry of Tourism, *Tourism Bulletin*, Kathmandu.
- HMG/N, Ministry of Finance, *Economic Survey*, Kathmandu.

RURAL DEVELOPMENT AND CO-OPERATION MANAGEMENT

Course No. : MGT 402 Full Marks : 100
Nature of the Course : Elective (Sectoral) (Theory 75; Field Work 25)
Pass Marks : 35

Course Objectives

The objectives of this course are:

- to impart foundational knowledge regarding the concepts, components and issues of rural development.
- to enable the students to understand cooperative principles, cooperative models, dynamics, various aspects of cooperative management and legal framework thereon,
- to enable the students to pursue further studies in allied areas.

Contents

- 1. Concept of Rural Economy** **LH 11**
 - Characteristics of rural economy
 - Concept of rural development
 - Approaches to rural development
 - Philosophy and ideology of rural development
 - Basic elements of rural development
 - Importance of rural development
 - Goals and objectives of rural development

- 2. The Nature of Labour Force** **LH 10**
 - Composition of labour force
 - Rural employment situation
 - Technology and employment
 - Rural poverty: its features
 - Rural income: an introduction
 - Pattern of rural income distribution

- 3. Nature of Farm Holding** **LH 9**
 - Small scale Vs large scale farming
 - Problems of sub-division and fragmentation of landing holding
 - System of land management
 - Land tenure system
 - Land reform:

A key component of institutional change (social and economics implications)

- Justification of land reform for agricultural productivity and social leveling

4. Concept and Needs of Agriculture Credit **LH 11**

- Credit delivery system: concepts and agencies involved
- Nature of rural indebtedness
- Agricultural credits: sources and types
- Requisites of agricultural credit system

5. Historical Perspective of Off-farm Employment **LH 10**

- Nature of rural-based industries
- Role of rural-based industries and their contribution for rural development
- Salient features of cottage industries
- Cottage industries: main stay of rural development
- Major cottage industries
- Problems and prospects of agro-based cottage and large-scale industries

6. Ownership of Agricultural Land **LH 9**

- Agricultural productivity
- Methods of measuring agricultural productivity
- Commercialization of agricultural products; problems and prospects
- Availability of public support services; Role of government in rural development
- Miscellaneous issues
- Strategies for rural development and their dimensions

7. Concept of Cooperation **LH 7**

- Characteristics of cooperative societies
- Comparison of private business and cooperatives
- Philosophy of International Cooperative Alliance
- Fundamental principles of cooperatives (voluntary organization, democratic control, interest on capital, self-help and mutual help, political and religion neutrality, cooperative education and inter-cooperative relations)

8. Evolution of Cooperative Societies in Nepal **LH 18**

- Growth of modern cooperative societies
- Prerequisites of cooperative organizations
- History and institutional arrangement (cooperative department, cooperative bank, Agriculture Development Bank, Sajha).

- Historical resume of cooperative movement in UK. Germany, Israel and India: growth, types and situation.

9. Classification of Cooperatives **LH 12**

Single, multipurpose, consumer, industrial and agricultural societies

- Cooperative farming
- Management and working procedures of different types of cooperatives
- Structural arrangements: primary societies, districts unions, national cooperative federation
- Cooperatives and allied agencies

10. Introduction to National Cooperative Board **LH 6**

- Functions and role of cooperative board
- Role of cooperative training centre as a vehicle for cooperative education and extension

11. Management Process in the Context of Cooperatives **LH 19**

- Elements of management process: decision making, problem solving, communication and human relations
- Planning: concept and process
- Planning and programming of cooperatives
- Organization: concept and process
- Organization of cooperative societies
- Human relations: Communication, motivation and leadership concepts in cooperatives
- Decision-making and problem solving process and methods in the context of cooperatives
- Personnel management: recruitment and selection, placement, promotion, training, development and performance appraisal in the context of cooperative management

12. Cooperative Laws **LH 7**

- Cooperative Act, 2049: salient features
- Major provisions of the Act
- Cooperative Rules, 2049: salient features and major provisions
- A review history of rules and regulations relating to cooperatives

Basic Books

- Bedi, R.D., ***Theory, History and Practice of Cooperation***, Loyal Book, Meerut.
- Sinha, B.K., ***Cooperative Development in Nepal***, Kitab Mahal, Allahabad.

References

- Adhikary, S.P., ***Rural Development in Nepal: Prospects and Problems***, Sajha Prakashan, Kathmandu.
- Shrestha, B.P., ***An Introduction to Nepalese Economy***, Ratna Pustak Bhandar, Kathmandu.
- Saradha, V., ***The Theory of Cooperation***, Himalayan Publishing, Bombay.
- Shakya, S.R., ***Cooperative Movement in Nepal***, Ratna Pustak Bhandar, Kathmandu.
- Kamat, G.S., ***New Dimensions of Cooperative Management***, Himalayan Publishing, Bombay.
- ***Cooperative Societies Act, 2049.***
- ***Cooperative Societies Rural, 2049.***
- Shrestha, A.M., ***Nepalko Artha Shastra***, Ratna Pustak Bhandar, Kathmandu.
- Jha, K.K., ***Agriculture Finance in Nepal***, Heritage Publisher, New Delhi.
- Hazela, T.N., ***Principles, Problems and Practices of Cooperation***, Shiva Lal Agrawal, Agra.
- Bajracharya, B.B., ***A Review of the Cooperative Development in Nepal***, CEDA, Kathmandu.

HOTEL MANAGEMENT

Course No. : MGT 403 Full Marks : 100
Nature of the Course : Elective (Sectoral) (Theory 75; Field Work 25)
Pass Marks : 35

Course Objectives

The objectives of this course are:

- to provide the students with the basic knowledge on the common principles and practices of hotel management.
- to impart practical knowledge regarding the major operational aspects of hotel management in Nepal.
- to prepare students for higher level education in allied areas.

Contents

- 1. Hotel Business** **LH 10**
 - Definition of guests: provision of food, drinks and accommodation
 - Responsibility of guest's property
 - Importance of hotel and its impact on tourism development
 - Classification of hotels
 - Prospects of hotel business in Nepal

- 2. Management of Hotel Business** **LH 11**
 - Role of hotel management
 - Organizational pattern of hotels: star hotels and non-star hotels
 - General function on hotel management
 - Problems of hotel management in Nepal

- 3. Manpower Planning in Hotels** **LH 7**
 - Nature of manpower requirements for hotels
 - Training needs for hotel staff
 - Agencies involved in manpower development of hotels in Nepal

- 4. House-keeping** **LH 19**
 - Role of housekeeping in hotel management
 - Qualities of housekeeping staff
 - Organization of housekeeping department: introduction
 - Layout of housekeeping department
 - Functions of housekeeping department: room and floor management
 - Control: housekeeping

- Floor – linen – room management
- Uniform management
- Housekeeping practices
- Other housekeeping knowledge

5. From Office Management **LH 17**

- Different activities of front office: Reception, guest registration, Records of arrival and departure of guests
- Reservation: Types of reservation, methods of room allotment, process cancellation
- Collection and dissemination of information
- Telephone handling, mails, telegram, telex and fax handling
- Function and role of cashier and night auditor
- Qualities of from office staff to other departments

6. Food and Beverage Management **LH 18**

- Importance of food and beverage management
- Food and beverage operation: purchasing personnel
- The chief and his kitchen brigade
- The dining room staff
- Responsibilities of the chief of food and beverage department
- Menu planning
- Purchasing
- Stores room control
- Dining room services
- Personnel relation
- Kitchen planning
- Beverage management
- Banquet sales
- Restaurant promotion

7. Catering Management **LH 14**

- Importance of catering management
- Organization of catering department
- Activities of catering department: Catering procedures of domestic markets
- Customers handling procedures
- Coordination of catering department with other departments
- Role and function of the chief of catering department
- Prospect and problems of catering management

8. Property Maintenance

LH 14

- Organization of maintenance and engineering department: Management of electricity and water
- Air condition and refrigeration management
- Safety and alarm system
- Repairs and maintenance
- Importance of security in chief and interrelationship

9. Existing Legislative Provisions relation to Hotel Employment

LH 7

- Hotel Labour Association and its composition and functions
- Role and functions of Hotel Association of Nepal

Basic Books

- Witzlsy, H.K., **Modern Hotel Management Methods**, Ahrens Book Co., London.
- Andrews, Sudhir, **Hotel Front Office Manual**, Tata McGraw Hill Publishing Co., New Delhi

References

- Dukas, Peter, **Hotel Front Office Management and Operation**, Wm. Brown Publishing Co, London
- Andrews, Sudhir, **Hotel Housekeeping Training Manual**, Tata McGraw Hill, New Delhi
- Andrews, Sudhir, **Food and Beverage Service Training Manual**, Tata McGraw Hill, New Delhi
- Boomer, Lucius M., **Hotel Management**, Harper and Brothers, New York.
- Kanuni Kitab Byabasta Samiti, **Trade Union Act of Nepal, 2049.**
- Sonnabend, Roger P., **Your Future in Hotel Management**, Arco Publishing Co., New York
- Latin, Gerald, **Modern Hotel Management**, W.H. Freeman and Co., San Francisco.
- Publications of **Hotel Association of Nepal**, Kathmandu

ENTREPRENEURSHIP AND SMALL BUSINESS MANAGEMENT

Course No. : MGT 404 Full Marks : 100
Nature of the Course : Elective (Sectoral) (Theory 75; Field Work 25)
Pass Marks : 35

Course Objectives

The objectives of this course are:

- to impart fundamental knowledge regarding the economics of small business and entrepreneurship,
- to acquaint the students with the different practices and important considerations of small business management,
- to prepare students for the possibility of starting their own entrepreneurial venture,
- to provide students academic background necessary for higher education in allied areas.

Contents

1. Meaning of Small Business

LH 15

- Relative importance of small business
- Features of small business in developed and developing countries
- Small business in Nepalese economy
- Strengths and weakness of small business
- Importance of small business
- Role of human resources in small business
- Entrepreneurship Vs entrepreneurship Vs salaried employees
- Comparative advantage and disadvantages of salaried employment
- Positive and negative aspects of entrepreneurship
- Entrepreneurship qualifications

2. Causes of Failure of Small Business

LH 20

- Sources of idea generation for small business
- Different ways of business ownership
- Pros and cons of buying, inheriting and starting a new business
- Forms of business organizations and their relative importance
- Introduction and role of small business promotion centre
- Role of Ministry of Commerce and Industry in promoting and strengthening small business in Nepal
 - Acts regulating small business in Nepal
 - History and evolution of franchising opportunities
 - Relative advantages and disadvantages of franchising

- Evaluating franchising opportunities
- Scope and practice of franchising in Nepalese context
- Failure symptoms
- failure trend of small firms in Nepalese economy

3. Importance of Location in Business

LH 15

- Factors affecting location sustainability
- Choice of location
- Agencies that assist in choosing location
- Special location problems for small wholesaling, service and retailing business
- Physical facilities and their minimum requirements
- Factors in acquiring appropriate physical facilities
- Problems of physical facilities
- Layout of physical facilities
- Effective use of physical facilities

4. Nature and Importance of Management

LH 30

- Management functions and their applicability
- Sources of management assistance
- Management of time in small business
- Economics of small business strategy
- Objectives of small business
- Social responsibility of small business
- Small business and firms
- Planning in small firms
- Steps in planning procedure
- Types of plans
- Decision-making functions and its relevancy
- Steps in decision-making
- Major quantitative tools to aid decision making
- Organizational structures and their comparative advantages and disadvantages
- Formal and informal organizational structure
- Factors for effective organization
- Recruitment and selection
- Use of personnel manager and important personal functions
- Human relations approach
- Factors for good human relations

5. Nature of Capital Needs

LH 10

- Estimating capital requirements
- Sources of funds
- Nature of credit selling

- Decision in relation to terms of sale: cash or credit
- Procedure in credit operation

6. Factors for Product-line Decision

LH 15

- Factors for pricing decision
- Elements of personal selling
- Advertising and sales promotion
- Marketing research techniques and activities
- Motivation research
- Use of consultants in marketing research

7. Sources of Long-term Funds

LH 10

- Concept and application of capital budgeting in small business
- Maintenance of accounting records
- Preparation of financial statements
- Analysis of financial statements to facilitate management control

8. Management of Small Retail Store

LH 25

- Operating method of small retail store
- Problems and deficiencies in the operations of small stores in Nepal
- Service firm; as a small business
- Operation and unique characteristics of service firms
- Material and alike problems of service firms in Nepal
- Operation of small manufacturing plant as small business
- Operating methods
- Focus and problems of small manufacturing plants in Nepal

Basic Books

- Siropolis, Nicholas C., ***Small Business Management***, Houghton Mifflin Company, Dallas.
- Broom, H.N., Longenecker, J.G. and Moore, C.W., ***Small Business Management***, South-Western Publishing Co., Dallas.

References

- Zivetz, Lausiz, ***Private Enterprise and the State in Modern Nepal***, Oxford University Press, New Delhi.
- Steinhaff, Dan and Burgess, J.F., ***Small Business Management Fundamentals***, McGraw Hill, Tokyo.

TRANSPORT MANAGEMENT

Course No.	: MGT 405	Full Marks : 100
Nature of the Course	: Elective (Sectoral)	(Theory 75; Field Work 25)
		Pass Marks : 35

Course Objectives

The objectives of this course are:

- to provide the foundational knowledge on various aspects of transport management.
- to impart basic knowledge regarding the legal and operational aspects of transport system in Nepal.
- to prepare the students to pursue further studies in sectoral management area.

Contents

1. Conceptual Framework LH 15

Concept of transport and transport management

- Role and importance of transport
 - Drawbacks of modern transport
- Common modes of transport:
- Land transport: road and railways transport
 - Air transport
 - Rope transport and pipeline transport
- Suitability of different modes of transport

2. Management of Road Transport System LH 20

Meaning of road transport

- Nature and significance of road transport
- Limitations of road transport

Elements of road transport:

- Various elements of road transport
 - Roads
 - Vehicles
 - Motive power
- Merits and demerits of road transport
- Management problems and issues

Scenario of road development in Nepal:

- Pre-plan period
- Planning period

- Present position of roads in Nepal
- A brief introduction to various highways of Nepal
- Problems of road transports in Nepal
- Traffic problem in City areas and its remedial measures

Transport policy under the Current Plan:

- Introduction
- Road transport policy under the Current Plan

3. Management of Railways Transport

LH 20

Concept of railways transport:

- Special features of railways
- Role and significance of railways transport
- Merits and demerits of railways transport

Position of railways transport in Nepal:

- Present position of railways transport
- Management problems and prospects of railway transport in Nepal

Railway policy under the Current Plan:

- Introduction
- Government policy and legal provisions regarding railway transport
- Railway transport policy under the current plan

4. Management of Railways Transport

LH 20

Concept and characteristics of air transport

- Role and importance of air transport
- Elements of air transport: airways, airport, aircraft and motive power
- Merits and demerits of air transport

Management system of air transport in Nepal:

- Development and present position of air transport in Nepal
- Role of air transport in economic development of Nepal
- RNAC: introduction, organization, structure, role and functions
- Private airlines companies:
Introduction, organization, structure, role and functions
- Travel Agencies:
Introduction, organization, structure, role and functions
- Air transport policy under the Current Plan:
- Legal provisions regarding air transport

5. Management of Water Transport System

LH 25

Concept and nature of water transport

- Classification of water transport (inland and ocean transport)
- Role and significance of water transport
- Merits and demerits of water transport

Current situation of water transport:

- Introduction
- Water transport situation in Nepal
- Development policy regarding inland waterways
- Feasibility and problem of water transport in Nepal

Policy under the Current Plan:

- Introduction
- Legal provisions regarding water transport
- Water transport policy under current plan

6. Ropeway and Pipeline Transport Management

LH 20

Introduction of ropeway and pipeline transport system

- Usefulness of ropeway and pipeline

Merits and demerits:

- Merits and demerits of ropeway and pipeline transport
- Management problems of ropeway and pipeline transport
- Legal provisions and current policy regarding these transport systems

7. Transport Organizations

LH 20

Department of Transport Management:

- Role, functions and jurisdiction

Civil Aviation Department:

- Role, functions and jurisdiction

Nepal Yatayat Sansthan:

- Role, functions and jurisdiction

Shipping Corporation:

- Role, functions and jurisdiction

Federation of Nepal Transport Entrepreneurs:

- Role, functions and jurisdiction

Basic Books

- Wood, Donald F. and Johnson, J.C., **Contemporary Transport**, Macmillan, USA.
- Jain, J.K., **Transport Economics**, Chaitanya Publishing House, Allahabad.

References

- Department of Roads, HMG/Nepal, **Nepal Road Statistics**, Kathmandu
- Kanoon Kitab Byabastha Samiti, **Nepal Ain Sangraha**, Khanda (6), 2050.
- National Planning Commission, HMG/Nepal, **Tenth Plan**.

PROJECT MANAGEMENT

Course No.	: MGT 406	Full Marks : 100
Nature of the Course	: Elective (Sectoral)	(Theory 75; Field Work 25)
		Pass Marks : 35

Course Objectives

The basic objective of this course is to acquaint the students with the basic idea of project management. The course also aims at developing basic skills in students of project identification, planning, implementation, appraisal and control.

Contents

- 1. Concept of Project and Project Management** **LH 30**
 - Concept of project and project management
 - Emergence and growth of project management
 - Characteristics of a project
 - Project management Vs product management
 - Project management Vs traditional management
 - Project manager – line manager interface
 - Benefits of project management
 - Project and programme
 - Project life cycle
 - Project environment
 - Skill requirements for a project manager
 - Role and responsibilities of a project manager

- 2. Project Classification** **LH 10**
 - Categories of project
 - Labour intensive
 - Capital intensive
 - Indigenous project
 - Joint venture project
 - Bilateral project
 - Multilateral project

- 3. Project Planning and Formulation** **LH 25**
 - Concept of project planning
 - Meaning and procedures of developing project proposals
 - Project, program, system
 - Project specification

- Project planning process
- Total planning process
- Project formulation techniques
 - Feasibility analysis
 - Position of railways transport in Nepal:
 - Net-work analysis
 - Input analysis
 - Financial analysis
 - Cost benefit analysis

4. Project Organization and Implementation

LH 25

- System view of an organization
- Project organization
- Pure functional organization
- Matrix organization
- Advantages of matrix organization
- Limitations of matrix organization
- Project authority
- Linear responsibility chart (LRC)
- Project team building
- Project team characteristics
- Barrier to project team development
- Leadership in project environment
- Procedure for project implementation
- Time management in project
- Effective time management techniques
- The conflict environment
- Management of conflict in a project

5. Project Appraisal and Control

LH 25

- Concept of appraisal
- Tools of project analysis and evaluation
 - Cost benefit analysis
 - Capital budgeting techniques
 - Financial analysis of a development project
- Project monitoring and evaluation in developing countries
- Brief review of UN, UNIDO, OECD and World Bank project evaluation techniques
- Shadow pricing

- Project monitoring and evaluation approaches of the World Bank, ADB and INGOs
- Concept of control
- Project control system
- Prerequisites of control system
- Control cycle
- Project Management Information System (PMIS)
- Project control techniques
 - Work Breakdown Structure (WBC)
 - Network analysis – PERT.CPM
 - Line of balance (LOB)

6. Project Management in Nepal

LH 15

- Project management in developing countries with special reference to Nepal
- Short historical overview of project management in developing countries and in Nepal
- Project management: its benefits and limitations in Nepal
- Project management planning in Nepal
- Practical difficulties in project implementation in Nepal

Practical exercises in project management in areas like transportation, rural and urban roads, electricity, labour intensive projects, ropeway, agro-based industry, live stock or dairy, garment, carpet, tourist service in Nepal with special emphasis to project formulation, feasibility analysis and financial analysis.

Basic Books

- Meredith, J. R. and Mantel, Samuel J., ***Project Management: A Managerial Approach***, John Wiley, New York.
- Chaudhary, S., ***Project Management***, Wiley and Sons, New Delhi.

References

- Joy, P.K., ***Total Project Management: The Indian Context***, Macmillan India Ltd., Delhi

FOREIGN TRADE AND TRANSIT MANAGEMENT

Course No. : MGT 407 Full Marks : 100
Nature of the Course : Elective (Sectoral) (Theory 75; Field Work 25)
Pass Marks : 35

Course Objectives

This course aims to:

- provide basic understanding of the theories, processes and components of foreign trade and transit,
- impart practical knowledge of the operational aspects of export, import and transit management in Nepal

Contents

- 1. Introduction** **LH 10**
 - Meaning, characteristics and components of foreign trade.
 - Role of foreign trade in economic development.
 - Importance of foreign trade to a firm.
 - Historical development of international trade.

- 2. Trade Theories and Key Terminology** **LH 20**
 - Absolute cost theory.
 - Comparative cost theory.
 - Opportunity cost theory: concept and constant opportunity cost.
 - Factor proportion theory.
 - Terms of trade: types and uses.
 - Gains from trade.
 - Balance of trade and payments: concept, reasons for disequilibrium, measures for overcoming the disequilibrium, and balance of trade and payment positions of Nepal.

- 3. Commercial Policy and Trade Structure** **LH 20**
 - Free trade vs. protectionism: concept, features, merits and demerits.
 - Commercial policy and economic development.
 - Commercial policy of Nepal: features and critical review.
 - Features of Nepal's foreign trade.
 - Structure of Nepal's Foreign Trade: direction and composition of foreign trade.
 - Review of Nepal's trade agreement and arrangement with India and China

- 4. Export Structure and Management** **LH 30**
 - Role of export in the economic development.
 - Export procedures and documentation in Nepal/

- Structure of Nepal's export trade: export trend, direction and composition.
- Problems of export sector in Nepal.
- Export promotion measures in Nepal.
- Institutional arrangement for export promotion in Nepal: Role of trade Promotion Centre and FNCCI.
- Export financing: methods of export financing, export credit and financing in Nepal.
- Export marketing environment.
- Product development for export.
- Export quality control and certification: ISO 9000, Wool Mark and other standards.
- Export pricing: price factors and methods; Incoterms: meaning and uses.
- Distribution channels for export markets.
- Promotion: export advertising, publicity and promotion; International trade fair participation.

5. Import Structure and Management LH 20

- Structure of Nepal's import trade: import trends, direction and composition
- Import procedure and documentation in Nepal.
- Institutional arrangement for import in Nepal: Role of Department of Commerce / HMG, Nepal Overseas Export Import Association, Nepal Trans-Himalayan Trade Association and Nepal Chambers of Commerce in import trade.
- Measures for import control: tariff, quota and non-tariff barriers – meaning, uses, classification and effects.
- Import control measures in Nepal.
- Problems of Nepal's import sector.

6. Transit Structure and Management LH 10

- International principles of transit.
- Landlockedness and transit.
- System of transit in Nepal: transit procedure and documentation.
- Nepal's transit arrangement with India and Bangladesh.
- Problems associated with transit through, India.
- Functions of Nepal Transit and Warehousing Co. Ltd.
- Development of dry port, inland container depot, and multi-modal transportation system in Nepal.

7. Foreign Trade and International / Regional Organizations LH 10

- World Trade Organization: concept, organization and role.
Impact on Nepal's trade and industry from membership in WTO.
- International Trade Centre / UNCTAD: functions and activities in Nepal.
- SAARC: formation of SAPTA and SAFTA – its impact on Nepal's foreign trade.

Basic Books

- Mannur, H.G., **International Economics**, Vikas Publishing House, New Delhi.
- Rathor, R.S., **Export Marketing**, Himalaya Publishing House, Bombay.

References

- Shakya, B.M., **Basics of Trade and Transit**, Educational Book Centre, Kathmandu.
- Shrestha, S.K., **Export Market Management in Nepal**, Padma Educational Enterprise, Kathmandu.
- Nepal Law Society, **Landlocked States and Access to Sea**, Kathmandu.
- Gupta, K.R., **International Economics**, Himalaya Publishing House, Bombay.
- Shakya, B.M., **Foreign Trade and Export Management**, Edutech, Kathmandu.
- Trade Promotion Centre, **Nepal Exporters Handbook**, Kathmandu.
- Shrestha, S.K., **Preferential Trading Arrangement in South Asia**, Vidhyarthi Pustak Bhandar, Kathmandu
- Publications of **TPC, ITC, NTWC, UNCTAD and GATT**.