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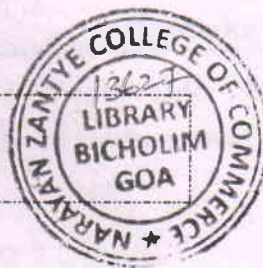
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INDUSTRIAL MANAGEMENT

(CC15)

T.Y. B.Com.
(Semester - V)



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SYLLABUS

Unit - I

INTRODUCTION TO INDUSTRIAL MANAGEMENT, FACTORY LOCATION AND PLANT LAYOUT

(25 Marks, 15 Lectures)

Concept of Industrial Management – Industrial Management Process – Importance of Industrial Management. Scientific approach to Industrial Management – Concept, Principles and Significance of Scientific Management.

Meaning and factors determining factory location.

● Concept, objectives and importance of plant layout, factors influencing layout, types of layout, problems of layout.

Unit - II

INDUSTRIAL PRODUCTIVITY AND WORK ENVIRONMENT

(25 Marks , 15 Lectures)

Meaning of Productivity: Factors affecting Industrial Productivity – Significance of higher Industrial Productivity – Suggestions for Productivity improvement – Role of National Productivity Council.

Work environment – Factors affecting Work Environment – Lighting, air, ventilation, temperature, water, sanitation and noise.

● Occupational Hazards – Meaning and types – Biological Hazards, Chemical Hazards and psychological Hazards. Measures to minimize occupational hazards.

Unit - III

TOTAL QUALITY MANAGEMENT

(25 Marks , 15 Lectures)

Concept of TQM – Principles of TQM – Benefits of TQM.

Methods of TQM – Management methods (i) Benchmarking – Meaning, Types of Benchmarking, Steps in Benchmarking Process (ii) Deming Wheel – Steps in Deming Wheel (iii) Just in time – Objectives and Characteristics of Just in Time (iv) Quality Circles – Concept and features of Quality Circles, (v) Six Sigma.

Analytical
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(iii) Failure Mo
Analysis.

ISO-9000-C

Unit - IV

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Definition

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Analytical methods – (i) Critical Path Method – Process and advantages of Critical Path Method (ii) Force Field Analysis – Driving and restraining forces, decision making (iii) Failure Mode and Effect Analysis – Meaning and steps in Failure Mode and effect Analysis.

ISO-9000-Concept, Standards and guidelines.

Unit – IV

INDUSTRIAL SAFETY AND OCCUPATIONAL HEALTH (25 Marks , 15 Lectures)

Definition of Safety – Objectives of Safety Management.

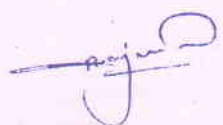
Industrial Accidents – Causes of Accidents (a) Mechanical causes (b) Human Causes

Effects of Industrial accidents on employers, workers and society.

Code of practices for accident prevention.

Occupational Health – Concept – Health program in industries – Role of National Institute of Occupational Health (NIOH) – Legal provisions regarding health – OHSAS 18000 – (Occupational Health and Safety Standards)


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- Concept of
- Industrial
- Importance
- Scientific
- Significance
- Meaning
- Factors D
- Concept of
- Objective
- Factors in
- Types of
- Problems

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SYLLABUS

Marks : 100 Marks

60 Lectures

Unit I : Introduction to Human Resource Management (25 Marks, 15 Lectures)

Human Resource Management : Meaning and Importance, Human Resource Planning (HRP) Defined, Objectives and Importance of HRP.

Job Analysis and Design : Process of Job Analysis, Methods of Data Collection, Concept of Job Design, Factors Affecting Job Design, Methods/Techniques of Design.

Recruitment, Selection and Placement : Meaning, Sources of Recruitment and Recruitment Process, Meaning of Selection, Meaning of Placement, Business Process Outsourcing, Need for Outsourcing, HR Outsourcing Opportunities in India.

Unit II : Employee Compensation, Empowerment and Participation (25 Marks, 15 Lectures)

Employee Compensation : Concept of Wage – Factors determining Wage Rates – Essentials of a sound Wage system – System of wage payment – (i) Time wage system, (ii) Piece wage system, individual wage incentive plans – Meaning – (i) Halsey Premium Plan (ii) Rowan Plan (iii) Taylor's Differential Piece rate Plan.

Group Incentive Plans : Meaning (i) Profit Sharing Scheme – Features, Advantages and Disadvantages, (ii) Co-partnership – Features, Advantages and Limitations, Payment of Bonus, ESOPs.

Employee Empowerment : Meaning, Forms of Empowerment, Barriers to Empowerment, Empowerment in India : An Overview.

Workers Participation in Management : Definition and Objectives, Forms of Workers Participation in Management.

Unit III : Labour Welfare and Trade Union

(25 Marks, 15 Lectures)

Labour Welfare : Concept and objectives. Labour welfare agencies – Government, Employers and Trade Unions. Labour Welfare Programmes in Industries – Statutory and Non-Statutory measures.

(iv)

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Trade Union : Definition and functions of Trade Union – weaknesses and problems of Indian Trade Union – suggestions for healthy growth of Trade Unions in India – Challenges faced by Trade Unions in the light of globalization. Labour Turnover and Labour Absenteeism : Meaning of labour turnover and absenteeism. Causes and effects of labour turnover and absenteeism, measures to minimize labour turnover and absenteeism.

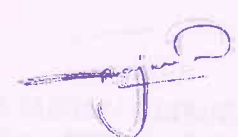
Unit IV : Trends in HRM

(25 Marks, 15 Lectures)

HRM in a changing environment : Changing environment and Challenges before HR manager competencies and learning organizations : Employee branding. The need for innovation, creating an innovative organization, managerial roles, creating the innovation culture Re-Engineering : The role of HR in Business Process Re-engineering.


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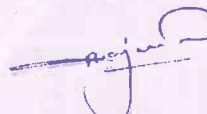
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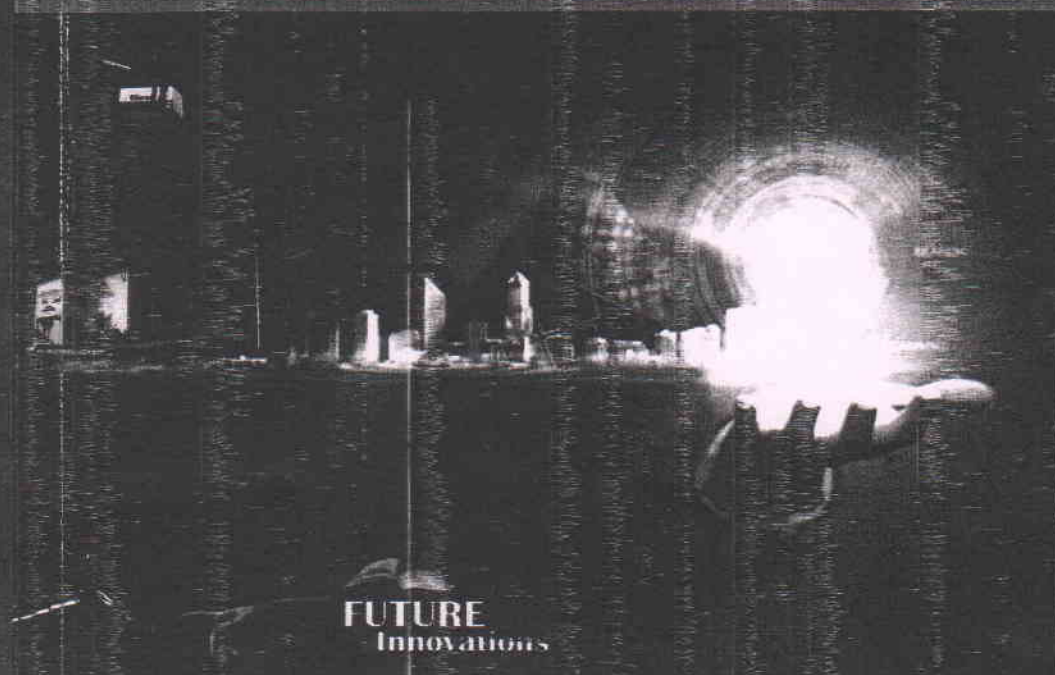
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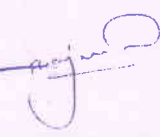
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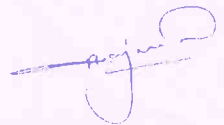
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User's Satisfaction Services Provided by Narayan Zantye College of Commerce Library, Bicholim, Goa: An Overview

Bala Mandrekar

Abstract

The success of the library depends on the user's satisfaction. i.e. in terms of collection, services and environment. It deals with the use and users perception towards the use of print and electronic resources. To increase the use of library resources there is a need of collection development policy which will be suitably designed to meet the requirement of users. The librarians need to improve their quality service to meet the user demand and usage of library. The present paper shows the quality services and best practices adopted by the Narayan Zantye College of Commerce Library to meet user requirement.

Keywords: Users, Library services, Best practices

Introduction

It's the duty of the library to deliver the quality services to its users to meet their expectations. Library is said to be the heart of any institution. When we talk about success of library, it means the organization is rendering good services successfully to its users. The quality of services and user satisfaction are the two closely related factors in success of library. In today's ICT (Information and Communication

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Technology) world library has to provide a vital role in providing information to its users. If the library knows the user demand/expectations, than the library can provide better quality services to its users. The libraries shall make available wide range of e-resources to its users in their learning-teaching curriculum. User's satisfaction must be the objective of the libraries. Libraries are treated as service organizations having various sections, such as circulation, reference, technical, periodical sections etc. to attain the objectives of the library. Collection development policy of the library enhances the educational objective of the institution.

About Narayan Zantye College of Commerce

Zantye Brother's Educational foundation established the college in 1994 in Sarvan, Bicholim, taluka. Now the college is celebrating the 25 years of its existence. The college provides the best possible educational facilities. The college provides best training and knowledge in higher education in the field of commerce. The college is permanently affiliated to Goa University. The college runs B. Com., M. com. Programme and Research in commerce. The college also conducts several professional courses such as CMA (Foundation Course) and CA-CPT (Foundation programme) the college has its own campus and provides various facilities to its students such as Library, Gymkhana, Computer Laboratories, Seminar hall canteen etc. to objective of the college is to provide the best quality education and subsidized or free education to the students of Bicholim taluka and surrounding areas. The college also promotes Industry -Institutional linkage.

About college library

The vision of the library is "As a knowledge resource centre, empowering the user community with innovative services and outstanding collection". The library provides

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various facilities to staff and students with conducive environment of learning. The library is having seating capacity of hundred students and it is situated in peaceful ambience. The library has a collection of 18000+ books in various disciplines. The library subscribes about 70 journals & magazines of National and International levels. The library also subscribes national and local newspapers. The library is having a dedicated staff who always encourage and motivates the students towards the library. The library is fully computerized by using NewGenLib a Library Management Software. The library transactions are carries out by using barcode system. The library also subscribes national and international online journals. The library maintains separate section for group discussion, faculties and research scholars. The library conducts various competitions and book exhibitions in order to inculcate the reading habit among students. The library subscribes databases where students can freely excess thousands of books and online journals. The library provides free e-library facility to the students, faculty members and research scholars where 15 terminals are connected with via wi-fi and internet broadband facility. The library was top scored in the N-LIST using online e-resources. Further the library planning to open the library access for general public.

Library services

Library Website: Is a mirror of the library. The library is having its website page within the college library website. All the information about library is linked on this website page.

OPAC service: the library provides OPAC facility to its user to locate the books in library.

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Reference service: library provides reference service to its users. The reference books are given for the overnight reading.

Knowledge portal: where all the useful Government and other education web sites are linked together under knowledge portal.

Institutional Repository: All the previous year question papers, syllabus and faulty publications are uploaded under institutional repository. So students can download the previous year's question papers for their reference purpose.

Feedback: Library feedback page is linked on library website from where students and faculty members can give their feedback to upgrade the library and make it more user friendly.

Ex-Student Facility: Library provides Library Membership for the ex-students. Every bonafide ex-student of the college can become a member of library by paying minimal fees.

Library Facilities

Book Bank Facility: This facility is provided for the meritorious and needy students of the college. The applications are invited from the students and the criteria used for this facility is higher the percentage and lower the income. Every year around hundred undergraduate students are selected to take the benefit of this scheme.

E-Library: The college library is having an e-library facility wherein 15 terminals are interconnected via wi-fi internet broadband facility. All the admitted students for the degree course are eligible to take this e-library facility free of cost. The students are given one hour usage to use this facility.

Reprography, Spiral Binding and Lamination: taking in to the needs of students, faculties and research scholars, college provides reprography, spiral binding and lamination facility at minimal cost.

Discussion Room: there is a separate discussion room for the students and faculty members to discuss about their project work, assignment or any other work related to their curriculum.

Use of Social Media apps in library

Email service: This service is used by the library to reach its users. Services such as New arrivals, Information at door step, curriculum related contents etc are mailed to the faculties.

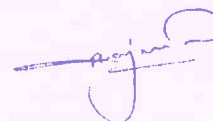
Way2sms: the library used this facility to inform users about non-returning of library books or new arrivals of books in library. The students queries are answered by using this facility.

Whatsapp: This facility is given for the faculty members. The information is provided for faculties regarding the new arrivals of books and other library related activities or matters. The librarian in turns exchanges the information with faculty members.

Facebook: The library is having facebook page, wherein the activities related to library such as Celebration of Librarians' day, Book exhibitions, Quiz competitions, library tour (Visit to other libraries) new arrivals in library are posted on facebook.



SHRI RAJESH S. AMONKAR



DR. RAJENDRA KUMBHARJUVENKAR
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Best practices adopted by the college Library

1. Library Automation: Library fully automated using open source NewGenLib Software. In-house Transaction is carried out using barcode technology.
2. Library Orientation: Librarians delivers the talk to the newly admitted students about the library collection, rules, regulations, library services and other facilities available in library.
3. Library Website. All information relates to library is uploaded on library website.
4. OPAC Service: to locate the books easily among the collection available in library.
5. Training for Library Staff: Librarian provides training for the library staff regarding day today in-house operations.
6. Book Exhibitions: in order to inculcate reading habit among students, library organizes book exhibitions, book review competitions.
7. New Arrivals Display: books, periodicals displayed at the entrance.
8. Free Internet wi-fi service: library gives free wi-fi internet broadband facility for the students, faculty members and research scholars.
9. Online E-resources (Subscribed and Open access): college library gives online access to open access journals and few subscribed journals. User id and passwords are provided for the students.
10. Reprography, Spiral Binding and Lamination facility.
11. User register (Computerized): library keeps the users record computerized. Students have to make their entry in the library at the entry point where computer system is kept for registration.
12. Institutional Repository: Syllabus, question papers and faculty publications are uploaded on website.

TDS CPC, Aaykar Bhawan, Sector - 3, Vaishali, Ghaziabad, U.P. -201010
Justification Report - Default Summary

TAN	TAN Name	Token Number of Last Accepted Statement	Form Type	Quarter	F.Y.
BLRZ00309B	ZANTYE BROTHERS E	1965XXXXXX6520	24Q	Q4	2020-21

Note : This is to give you a notice that a sum of Rs.2530.00(including Interest) has been determined to be payable by you in respect of statement filed by you as above

Sr. No.	Type of Defaults	Default Amount (Rs.)	Amount reported as 'Interest/ Others' claimed in the statement (Rs.)	Payable (Rs.)
1	2	3	4	5
1	Short Payment	0.00	0.00	0.00
2	Short Deduction	2462.98	0.00	2462.98
3	Interest on payments default u/s 201(1A)			
3(a)	Interest on short payment	0.00	0.00	0.00
3(b)	Interest on late payment	0.00	0.00	0.00
4	Interest on deduction default u/s 201(1A)			
4(a)	Interest on short deduction	72.00	0.00	72.00
4(b)	Interest on late deduction	0.00	0.00	0.00
5	Short Payment on account of Late Filing Fee u/s 234E	0.00	0.00	0.00
Payable (Rs.)				2534.98
Rounding-Off(to the nearest multiple of ten rupees)(Rs.)				-4.98
Net Payable(Rs.)				2530.00

Note:-

- Interest on Short Payment at Sl. No. 3(a) has been calculated u/s 201(1A) @ 1.5% for every month or the part of a month for the amount mentioned at sl. no. 1 (Short Payment) from the date on which such tax was deducted till the "Order Pass Date". You are advised to recalculate the interest u/s 201(1A) up to the date of actual deposit of tax.
- Interest on Short Deduction at Sl. No. 4(a) has been calculated u/s 201(1A) @ 1% for every month or the part of a month for the amount mentioned at sl. no. 2 (Short Deduction) from the date of payment/credit till the "Order Pass Date". You are advised to recalculate the interest u/s 201(1A) up to the actual date of deduction.

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BICHOLIM - GOA

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BICHOLIM - GOA

13. In-House Book Exhibitions
14. Best Library Award: Every year library awards the best library reader award to Boy and Girl.
15. Short Term Course (40 hrs) : under this 20 students are selected after entrance examination to go under library training in the college library. They are made aware of most of the aspects of library in day today working. After completion of successfully 40 hrs, college issues them certificate.
16. Suggestion Box: kept at the entrance level. The students can give suggestions regarding the improvement in library services.
17. CCTV Cameras: are installed in library for surveillance.
18. Online user feedback: library receives online feedback from the students. The feedback form is linked to library website.
19. Social media apps: the library uses email service, way2sms service. Whatsapp service and face book service to reach its users.

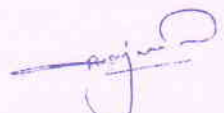
Conclusion

The status of the library depends on the collection and services provided by the library. The Narayan Zantye College of Commerce Library ensures their user satisfaction by providing various library services, Best library facilities and adopting best library practices to increase the level of users satisfaction. Library uses social media apps also to reach its users.

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