



JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY ANANTAPUR
(Established by Govt. of A.P., ACT No.30 of 2008)
ANANTHAPURAMU – 515 002 (A.P) INDIA

**MASTER OF BUSINESS ADMINISTRATION
HEALTHCARE & HOSPITAL MANAGEMENT
COURSE STRUCTURE & SYLLABI**

SEMESTER – I

S. No.	Course Code	Course Name	Category	Hours per week			Credits
				L	T	P	
1	21E00101	Management & Organizational Behaviour	CC	4	0	0	4
2	21E00102	Business Environment & Law	CC	4	0	0	4
3	21E00103	Managerial Economics	CC	4	0	0	4
4	21E00104	Financial Accounting for Managers	CC	4	0	0	4
5	21E00105	Statistics for Managers	CC	4	0	0	4
6	21E07101	Basics of Human Anatomy & Physiology	CC	4	0	0	4
7	21E00107	Business Communication	SC	0	1	2	2
8	21E00108	Information Technology Lab	SC	0	1	2	2
		TOTAL		24	2	8	28

SEMESTER – II

S.No.	Course Code	Course Name	Category	Hours per week			Credits
				L	T	P	
1	21E00201	Financial Management	CC	4	0	0	4
2	21E00202	Marketing Management	CC	4	0	0	4
3	21E00203	Human Resource Management	CC	4	0	0	4
4	21E00204	Business Research Methods	CC	4	0	0	4
5	21E07201	Healthcare Finance	CC	4	0	0	4
6	21E07202	Operations Management in Health Care	CC	4	0	0	4
7		General Elective – I	GE	2	0	0	2
.	21E00207a	Advanced Communication					
	21E00207b	E-Business					
	21E00207c	Industry 4.0 & Innovation					
8	21E00208	Data Analytics Lab	SC	0	1	2	2
		TOTAL		24	2	6	28



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SEMESTER - III

S.No.	Course Code	Course Name	Category	Hours per week			Credits
				L	T	P	
1.	21E00301	Strategic Management	CC	4	0	0	4
2.	21E07301	Planning & Designing Health Care Facilities	CC	4	0	0	4
3.	21E07302	Epidemiology & Crisis Management	CC	4	0	0	4
4.	21E07303	Delivery System Management	CC	4	0	0	4
5.	21E07304	Health Care Supply Chains	CC	4	0	0	4
6.	21E07305	Health care and Risk Management	CC	4	0	0	4
7	21E07306a 21E07306b 21E07306c	General Elective – I Hospital Administration Amenities Services Management Diagnostic Services Management	GE	2	0	0	2
8.	21E07307	Residence in Hospitals	PR	0	1	2	2
		TOTAL		24		4	28

SEMESTER - IV

S.No.	Course Code	Course Name	Category	Hours per week			Credits
				L	T	P	
1.	21E07401	Hospital Management Information System	CC	4	0	0	4
2.	21E07402	Quality Accreditation System	CC	4	0	0	4
3.	21E07403	Project Work	PR	0	0	20	10
		TOTAL		8		20	18



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Course Code	MANAGEMENT & ORGANIZATIONAL BEHAVIOUR	L	T	P	C
21E00101			4	0	0
Semester		I			
Course Objectives:					
<ul style="list-style-type: none"> • To impart basic conceptual knowledge on Management theories and Practices • To achieve higher productivity and accomplishing the goals of the organization. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand concepts, theories and practices • Apply theoretical knowledge in managing the organization and Know the behaviour of employees at individual, group and organisational levels at work place under different leadership styles. 					
UNIT - I		Lecture Hrs: 8			
Role of Management – Concept – Significance – Functions – Principles of Management - Patterns of Management: Scientific – Behavioural – Systems – Contingency.					
UNIT - II		Lecture Hrs: 12			
Decision Making & Controlling – Process – Techniques. Planning – Process – Problems — Making It Effective Controlling - System of Controlling – Controlling Techniques – Making Controlling Effective.					
UNIT - III		Lecture Hrs:12			
Individual Behaviour & Motivation –Understanding Individual Behaviour – Perception – Learning – Personality Types – Johari window- Transactional Analysis- Motivation– Concept of Motivation - Motivational Theories of Maslow, Herzberg, David McClelland, and Porter and Lawler					
UNIT - IV		Lecture Hrs:12			
Group Behavior& Leadership: Benefits of Groups – Types of Groups – Group Formation and Development. Leadership and Organizational Culture and Climate: Leadership – Traits Theory – Managerial Grid – Transactional Vs Transformational Leadership – Qualities of good leader- Women Leadership in India.					
UNIT - V		Lecture Hrs:12			
Organisational Behaviour–Organizing Process – Departmentation Types – Making Organizing Effective –Organisational culture- Types of culture – Organisational Culture Vs Organisational climate - Conflict management -Change Management.					
Textbooks:					
<ol style="list-style-type: none"> 1. Principles of Management, Koontz,Weihrich and Aryasri, Tata McGraw Hill. 2. Organizational Behaviour: Design, Structure and Culture, Gupta, Willey 3. Management and Organisational Behaviour, Subbarao P, Himalaya Publishing House 					
Reference Books:					
<ol style="list-style-type: none"> 1. Organisational Behaviour ,S.S.Khanka, S.Chand 2. Organisational Behaviour, Stephen P. Robbins, Pearson Education 3. Organisational Behaviour , Mishra .M.N ,Vikas 4. Management and Organisational behaviour, Pierce Gordner, Cengage. 5. Behaviour in Organizations, Hiriyappa .B.New Age Publications 6. Organisational Behaviour,Sarma, Jaico Publications. 7. Principles of Management ,Murugesan ,Laxmi Publications 					
Online Learning Resources:					



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https://onlinecourses.nptel.ac.in/noc20_mg51/preview
https://onlinecourses.swayam2.ac.in/cec20_mg03/preview
https://onlinecourses.nptel.ac.in/noc20_mg58/preview
https://onlinecourses.nptel.ac.in/noc21_mg30/preview



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Course Code	BUSINESS ENVIRONMENT & LAW	L	T	P	C
21E00102			4	0	0
Semester		I			
Course Objectives:					
<ul style="list-style-type: none"> • To Introduce business environment and various business environment factors and laws relating to business that have major repercussions on business enlighten. • To explain and update the changes that occur constantly in the sphere of business environment and laws . 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Acquire the knowledge on business policies and environment factors to carryout a business. • Understand the various laws relating to business activities • Conduct and plan business effectively and efficiently in the light of information on various business policies and laws. 					
UNIT - I		Lecture Hrs: 8			
Introduction to Business Environment:-Meaning, Components of Business Environment.-Industrial policy of 1991, Liberalization, Privatization and Globalization.					
UNIT - II		Lecture Hrs: 12			
Monetary, Fiscal and Trade Policy: Monetary& Fiscal Policy –,EXIM Policy, Role of EXIM Bank. Balance of Payments: WTO: Role and functions of WTO in promoting world trade –TRIPS, TRIMS and GATS, - Dumping and Anti-dumping measures.					
UNIT - III		Lecture Hrs:12			
Law-Definition -Need, classification and sources of Business Law, Law of Contract -1872 (Part-I): Nature of Contract and essential elements of a valid Contract, Offer and Acceptance. Law of Contract – 1872 (part-II): Consideration, Capacity to Contract and free consent, Legality of the object.					
UNIT - IV		Lecture Hrs:12			
Companies Act, 1956 (Part-I): Kinds of Companies, Formulation of Companies, Incorporation, Company Documents. Company Act, 1956 (Part-II): Company Management, Directors, Company meetings, Resolutions, Auditors, Modes of Winding-up of a company.					
UNIT - V		Lecture Hrs:12			
Information Technology Act, 2000: Scope and Application of ITAct, 2000- Digital signature e-governance, penalties and adjudication, cyber regulations appellate, tribunals, duties of subscribers-Right to Information Act,2005 –GST Act 2017.					
Textbooks:					
<ol style="list-style-type: none"> 1. Essentials of Business Environment, K.Aswathappa, Himalaya publishers. 2. Economic Environment of Business, 7th Edition , Ahuja H.L. S.chand 3. Mechantile Law- Garg, Sareen, Sharma, Chawla, Kalyani publishers. 					
Reference Books:					
<ul style="list-style-type: none"> • Indian Economy, Dutt and Sundaram, S. Chand, New Delhi. • Business Environment – Text and Cases, Justin Paul, TMH. • Indian Economy- Misra and Puri, Himalaya. • Legal Aspects of Business, Ravinder Kumar, Cengage. • A Manual of Business Laws,S.N.Maheshwari& Maheshwari, Himalaya. • Business law for management, K.R.Bulchandani-Himalaya Publishing. • Business law, R.S.N Pillai, Bhagavathi, S.Chand 					
Online Learning Resources:					

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https://onlinecourses.swayam2.ac.in/cec21_mg02/preview



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Course Code	MANAGERIAL ECONOMICS	L	T	P	C
21E00103		4	0	0	4
Semester		I			
Course Objectives:					
<ul style="list-style-type: none"> • To impart decision making skills at all levels of management • To infuse managerial theories, behavioural theories and optimization methods for effective and efficient functioning of firms. • To explain concept of demand, techniques to forecast demand and production analysis considering time factor. • To introduce market structures and price strategies applicable under different business scenarios for various products. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand the relationship of Managerial economics with other functional areas. • Learn the techniques and methods to predict the demand scientifically. • Ascertain production levels and analyse the relationship of Cost-Volume Profit. • Take informed decisions on price fixation under different market structures of the economy under different scenario. 					
UNIT - I		Lecture Hrs: 8			
Introduction to Managerial Economics: Definition, Nature and Scope, Relationship with other areas in Economics, Production Management, Marketing, Finance and Personnel, Operations research - The role of managerial economist. Objectives of the firm: Managerial theories of firm, Behavioural theories of firm, optimization techniques, New management tools of optimization.					
UNIT - II		Lecture Hrs: 12			
Theory of Demand: Demand Analysis – Law of Demand - Elasticity of demand, types and significance of Elasticity of Demand. Demand estimation – Marketing research approaches to demand estimation. Need for Demand forecasting, forecasting techniques.					
UNIT - III		Lecture Hrs:12			
Production Analysis: Production function, Isoquants and Isocosts, Production function with one/two variables, Cobb-Douglas Production Function, Returns to Scale and Returns to Factors, Economies of scale- Cost concepts - cost-output relationship in the short run and long run, Average cost curves - Break Even Analysis.					
UNIT - IV		Lecture Hrs:12			
Market Structure and Pricing practices: Features and Types of different competitive situations - Price-Output determination in Perfect competition, Monopoly, Monopolistic competition and Oligopoly. Pricing philosophy – Pricing methods in practice: Price discrimination, product line pricing. Pricing strategies: skimming pricing, penetration pricing, Loss Leader pricing. Pricing of multiple products.					
UNIT - V		Lecture Hrs:12			
Inflation and Business Cycles:-Definition and meaning-characteristics of Inflation- types of inflation - effects of inflation- Anti-Inflationary methods - Definition and characteristics of business cycles-phases of business cycle - steps to avoid business cycle					
Textbooks:					
<ol style="list-style-type: none"> 1. Managerial Economics, Dwivedi D.N. Vikas Publishers 2. Managerial Economics, Gupta, TMH 					
Reference Books:					
<ol style="list-style-type: none"> 1. Managerial Economics, Pearson Education, James L.Pappas and EngeneF.Brigham 2. Managerial Economics, Suma Damodaran, Oxford. 					



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|---|
| <ol style="list-style-type: none">3. Macro Economics by MN Jhingan-Oxford4. Managerial Economics- Dr.DM.Mithani-Himalaya Publishers5. Managerial Economics-Dr.H.L Ahuja-S.Chand and Com pvt ltd, NewDelhi6. Managerial Economics by Dominick Salvatore, Ravikesh Srivastava- Oxford University press. Managerial Economics by Hirschey- Cengage Learning |
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Online Learning Resources:

https://onlinecourses.nptel.ac.in/noc21_mg90/preview

https://onlinecourses.nptel.ac.in/noc20_mg67/preview



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Course Code	FINANCIAL ACCOUNTING FOR MANAGERS	L	T	P	C
21E00104		4	0	0	4
Semester		I			
Course Objectives:					
<ul style="list-style-type: none"> • To introduce accounting , accounting rules, accounting process and preparation of financial statements. • To explain methods of valuation of assets, • To explore the meaning and interpretation of financial statements through ratio analysis technique. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Prepare the financial statements with accounting knowledge • Value the assets of the business organizations under different methods • Analyse the financial performance and position of the business organization and interpret the results from the point of company and investor 					
UNIT - I		Lecture Hrs: 8			
Introduction to Accounting: Definition, Importance, Objectives and principles of accounting, uses of accounting and book keeping Vs Accounting, Single entry and Double entry systems, classification of accounts – rules of debit & credit. (Only theory)					
UNIT - II		Lecture Hrs: 12			
The Accounting Process: Overview, Books of Original Record; Journal and Subsidiary books, ledger, Trial Balance, Final accounts: Trading accounts- Profit & loss accounts- Balance sheets with adjustments. (Problems on Only Final Accounts)					
UNIT - III		Lecture Hrs: 12			
Valuation of Assets: Introduction to Depreciation- Methods (Simple problems from Straight line method, Diminishing balance method and Annuity method). Inventory Valuation: Methods of inventory valuation (Simple problems from LIFO, FIFO).					
UNIT - IV		Lecture Hrs: 12			
Financial Analysis -I Analysis and interpretation of financial statements from investor and company point of view, Liquidity, leverage, solvency and profitability ratios – Du Pont Chart (A Case study on Ratio Analysis).					
UNIT - V		Lecture Hrs: 12			
Financial Analysis-II: Objectives of fund flow statement - Steps in preparation of fund flow statement, Objectives of Cash flow statement- Steps in Preparation of Cash flow statement – Analysis of Cash flow and Funds flow statements - Funds flow statement Vs Cash flow statement. (Only theory).					
Textbooks:					
<ol style="list-style-type: none"> 1. Financial Accounting, Dr.S.N. Maheshwari and Dr.S.K. Maheshwari, Vikas Publishing House Pvt. Ltd., 2. Accountancy .M P Gupta & Agarwal ,S.Chand 					
Reference Books:					
<ol style="list-style-type: none"> 1. Financial Accounting ,P.C.Tulisan ,S.Chand 2. Financial Accounting for Business Managers, Asish K. Bhattacharyya, PHI 3. Financial Accounting Management An Analytical Perspective, Ambrish Gupta, Pearson Education 4. Accounting and Financial Management, Thukaram Rao, New Age Internationals. 5. Financial Accounting Reporting & Analysis, Stice&Stice, Thomson 6. Accounting for Management, Vijaya Kumar, TMH 7. Accounting for Managers, Made Gowda, Himalaya 					



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8. Accounting for Management ,N.P.Srinivasan, &M.ShakthivelMurugan, S.Chand

Online Learning Resources:

https://onlinecourses.swayam2.ac.in/cec20_mg02/preview
https://onlinecourses.swayam2.ac.in/imb19_mg06/preview
https://onlinecourses.nptel.ac.in/noc19_mg37/preview
<https://www.coursera.org/learn/wharton-accounting>



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Course Code	STATISTICS FOR MANAGERS	L	T	P	C
21E00105			4	0	0
	Semester	I			
Course Objectives:					
<ul style="list-style-type: none"> • To explain descriptive statistics and inferential statistics • To introduce various measurements used to describe the data and interpret the results of the data analysis. • To describe the concept of probability, theorems, and types of probability distributions of data. • To impart the computational, analytical and interpretation skills using the data 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand statistical techniques popularly used to describe the data in managerial decision making. • Know the procedure involved in inferential statistics and appropriate tests for given data. • Learn the computational skill, interpretation of results of the data analysis. • Analyse and differentiate various types of data distribution and its probability distribution. 					
UNIT - I		Lecture Hrs: 12			
Introduction of statistics – Nature & Significance of Statistics to Business, Measures of Central Tendency: Mean – Median – Mode ; Measures of Dispersion: range, quartile deviation, mean deviation, standard deviation, coefficient of variation.					
UNIT - II		Lecture Hrs: 12			
Correlation & Regression : Introduction, Significance and types of correlation – Measures of correlation – Co-efficient of correlation. Regression analysis – Meaning and utility of regression analysis – Comparison between correlation and regression – Properties of regression coefficients-Rank Correlation.					
UNIT - III		Lecture Hrs:12			
Probability – Meaning and definition of probability – Significance of probability in business application – Theory of probability: Addition and multiplication – Binominal distribution– Poisson distribution – Normal distribution.					
UNIT - IV		Lecture Hrs:12			
Testing of Hypothesis- Hypothesis testing: One sample and Two sample tests for means and proportions of large samples (z-test), One sample and Two sample tests for means of small samples (t-test), ANOVA Test : One-way and two way ANOVA .					
UNIT - V		Lecture Hrs: 08			
Non-Parametric Methods: Importance of Non-Parametric method – difference between parametric and non-parametric methods; Chi-square test : Test of Goodness of fit - test for Independence of Attributes; Sign test: One sample and paired samples data.					
Textbooks:					
<ol style="list-style-type: none"> 1. Statistical Methods, Gupta S.P., S.Chand.Publications 2. Business Statistics, J.K.Sharma, Vikas house publications house Pvt Ltd 					
Reference Books:					
<ol style="list-style-type: none"> 1. Statistics for Management, Richard I Levin, David S.Rubin, Pearson, 2. Complete Business Statistics, Amir D. Aezel, Jayavel, TMH, 3. Statistics for Management, P.N.Arora, S.Arora, S.Chand 4. Statistics for Management, Lerin, Pearson Company, New Delhi. 5. Business Statistics for Contemporary decision making, Black Ken, New age publishers. 					



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6. Business Statistics, Gupta S.C & Indra Gupta, Himalaya Publishing House, Mumbai

Online Learning Resources:

https://onlinecourses.swayam2.ac.in/cec20_mg13/preview

https://onlinecourses.nptel.ac.in/noc20_mg23/preview

<https://iimbx.iimb.ac.in/statistics-for-business-i/>



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Course Code	BASICS OF HUMAN ANATOMY AND PHYSIOLOGY	L	T	P	C
21E07101			4	0	0
Semester		I			
Course Objectives:					
<ul style="list-style-type: none"> • To explain about basic medical terms related to anatomy • To create awareness on body system, circulatory system • To explain about various organ of body and functions and interrelation 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand the various terminology related to human anatomy • Understand the body organization and organs functions • Understand various systems in the human body 					
UNIT - I		Lecture Hrs: 8			
Introduction: Definition, Prefixes – Suffixes, Medical terms.					
UNIT - II		Lecture Hrs: 12			
Body organisation, Introduction, Cell, Cell-Division, Tissue – classification, Classification of muscles.					
UNIT - III		Lecture Hrs:12			
Supportive & Circulatory Systems, Integumentary System, Muscular System, Skeletal System, Nervous System, Cardio – Vascular System. Blood, Lymphatic and immune system.					
UNIT - IV		Lecture Hrs:12			
Body development systems, Digestive system, Respiratory System, Excretory System, Endocrine System, Reproductive System.					
UNIT - V		Lecture Hrs:12			
Special senses & their functions, Eye, Skin, Ear, Nose, Tongue, Wound healing, Infection control					
Textbooks:					
<ol style="list-style-type: none"> 1. Frank H. Netter, Atlas of Human Anatomy. 2. David A. Morton; Kurt H. Albertine; David Morton; K. Bo Foreman Gross Anatomy: the Big Picture 					
Reference Books:					
<ol style="list-style-type: none"> 3. Jonathan D. Kibble; Colby R. Halsey, Medical Physiology: the Big Picture 4. Eugene C. Toy; Leonard J. Cleary; Cristo Papasakelariou; Lawrence M. Ross, Case Files: Anatomy 5. Marios Loukas Gray's Anatomy 6. Richard Drake; A. Wayne Vogl; Adam W. M. Mitchell, Gray's Basic Anatomy 7. by Kent Van de Graaff; R. Rhees; Sidney Palmer, Schaum's Outlines: Human Anatomy and Physiology 8. Janet MacGregor, Introduction to the Anatomy and Physiology of Children 					
Online Learning Resources:					
https://nptel.ac.in/courses/112/106/112106248/ https://www.digimat.in/nptel/courses/medical/anatomy/AN11.html https://onlinecourses.swayam2.ac.in/cec20_bt19/preview					



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Course Code	SKILL ORIENTED COURSE	L	T	P	C
		21E00107	BUSINESS COMMUNICATION	0	1
Semester		I			
Course Objectives:					
<ul style="list-style-type: none"> • To explain communication concepts • To develop the students' competence in communication at an advanced level. • To demonstrate communication skills viz., listening, speaking, reading and writing with teaching aids. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand the communication concepts and • Improve communication and competence skills • Obtain and apply proficiency in business communication at the workplace and professional contexts. 					
UNIT - I		Lecture Hrs: 8			
Concept of Communication – Significance, Scope – Communication Process – Essentials of good communication – Channels of Communication – Organisation Structure - Formal, Informal Communication – Upward, Downward, Horizontal Communication.					
UNIT - II		Lecture Hrs: 10			
Types of communication: Verbal – Oral Communication: Advantages and Limitations of Oral Communication, Written Communication – Characteristics, Advantages & Limitations Non verbal Communication: Sign language – Body language – Kinesics – Proxemics – Haptics: Chronemics.					
UNIT - III		Lecture Hrs:8			
Interpersonal Communication: Communication Styles, Managing Motivation to Influence Interpersonal Communication – Role of emotion in Inter personal Communication – Leadership styles.					
UNIT - IV		Lecture Hrs:8			
Barriers of Communication: Types of barriers – Technological – Socio-Psychological barriers – Overcoming barriers, Types of listening.					
UNIT - V		Lecture Hrs:8			
Report writing – Formal reports – Writing effective letters – Different types of business letters - Interview techniques – Communication etiquettes.					
Textbooks:					
<ol style="list-style-type: none"> 1. Business Communication: A Practical Approach, Naik, Willey 2. Business Communication, C.S.Rayudu, HPH. 3. Business Communication, Meenakshi Raman, Oxford University Press. 					
Reference Books:					
<ol style="list-style-type: none"> 1. Business communication, Shalini Varma, Vikas. 2. Business Communication, Raymond V.Lesikar, Neeraja Pandit et al.,TMH 3. Business Communications, Hudson, Jaico Publications 4. Business communication for managers, Penrose, Raspberry, Myers, Cengage 5. Effective Communication, Harward Business School, Harward Business Review No.1214. 6. Essentials of Business Communication, Rajendra Pal, JS.Korlahhi, S.Chand 					
Online Learning Resources:					
https://onlinecourses.swyam2.ac.in/imb19_mg14/preview https://online-degree.swyam.gov.in/dyp20_d02_s1_hs01/preview					



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HEALTHCARE & HOSPITAL MANAGEMENT
COURSE STRUCTURE & SYLLABI

Course Code	INFORMATION TECHNOLOGY LAB	L	T	P	C
21E00108		0	1	2	2
Semester		I			
Course Objectives:					
<ul style="list-style-type: none"> • To provide knowledge on applications of information technology and • To demonstrate the MS Office applications with hands on experience in the lab. • To explain and exhibit statistical functions of association, testing hypothesis for the data and analyse and interpret the outcome of the data. 					
Course Outcomes (CO):					
<ul style="list-style-type: none"> • Prepare and edit the documents with effective presentation to superiors. • Obtain hands of experience in designing and editing the templates and data in the excel sheets with formulae and functions. • To test and interpret the business data outcome statistically in an effective and efficient manner. 					
List of Experiments:					
Unit -1 Introduction to Hardware Component: (need to explain using images or videos) Various Input output devices and their usage in corporate world- Memories (RAM/ROM) and its types– Various types of processes- Storage devices Internal vs External Unit 2 Instruction to Operating System (need to explain using videos) – overview of Windows 7/8.2/10/server- Ubuntu – Linux- various versions of Android- iOS – Capturing GPS enabled pictures- tools for filesharing to Mobile to Mobile- System to Mobile Unit – 3 MS WORD I- Over views of various Ribbons- paste special- formatting- usage of Font -Textbox- equations -line spacing – bullets- – page layouts-styles- header and footers – watermark-margins-indent- print preview-split -views- keyboard shortcut keys Unit -4 MS WORD – IIMail Merge- Macros- Designing a company letter pad- Time table – letter writing- overview of power point -preparation of company presentation – Unit – 5 MS Power Point- Creation of slides-Use of templates and slide designs for creating power point slides- use of drawings and graphics. Developing a Professional presentation on Business Plans, Institutions, Products. Power point shortcut keys					
References:					
<ul style="list-style-type: none"> • Cox et all- 2007 Microsoft Office System Step-by- Step, First Edition, PHI. • David Whigam-Business Data Analysis Using Excel, First Edition, Oxford University Press. • Alexisleon, TMH, 2008, Enterprise resource planning. • The Oxford Hand Book of Internet studies, William.H.Dulton, Oxford. 					
Online learning resources/Virtual labs: https://www.coursera.org/specializations/excel https://www.coursera.org/specializations/everyday-excel https://www.coursera.org/learn/excel-basics-data-analysis-ibm					



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Course Code	FINANCIAL MANAGEMENT	L	T	P	C
21E00201		4	0	0	4
Semester		II			
Course Objectives:					
<ul style="list-style-type: none"> • To explain the importance of finance function and goals of financial managers. • To impart the decision making skills in acquiring, allocating and utilising the funds of a company. • To educate on corporate restructures and corporate governance. 					
* Standard Discounting Table and Annuity tables shall be allowed in the examination					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Learn the roles and goals of finance manager in a corporate structure business. • Acquire decision making skills regarding financing, investing, and corporate restructuring in the present competitive business environment. • Analyse the impact of capital structure on wealth maximization of owners and value of the company. • Manage current assets and current liabilities of the company in an effective and efficient way. 					
UNIT - I		Lecture Hrs:08			
The Finance function: Nature and Scope. Importance of Finance function – The role in the contemporary scenario – Goals of Finance function; Profit Vs Wealth maximization (Only theory).					
UNIT - II		Lecture Hrs:12			
The Investment Decision: Investment decision process – Project generation, Project evaluation, Project selection and Project implementation. Capital Budgeting methods– Traditional and DCF methods. The NPV Vs IRR Debate. (Simple Problems)					
UNIT - III		Lecture Hrs:12			
The Financing Decision: Sources of Finance – A brief survey of financial instruments. The Capital Structure Decision in practice: EBIT-EPS analysis. Cost of Capital: The concept, Measurement of cost of capital – Component Costs and Weighted Average Cost. The Dividend Decision: Major forms of Dividends . (simple problems on only weighted average cost of capital)					
UNIT - IV		Lecture Hrs:12			
Introduction to Working Capital: Concepts and Characteristics of Working Capital, Factors determining the Working Capital, Working Capital cycle-Management of Current Assets – Cash, Receivables and Inventory, Financing Current Assets (Only Theory)					
UNIT - V		Lecture Hrs:12			
Corporate Restructures: Corporate Mergers and Acquisitions and Take-overs-Types of Mergers, Motives for mergers, Principles of Corporate Governance.(Only Theory)					
Textbooks:					
<ul style="list-style-type: none"> • Financial management –V.K.Bhalla ,S.Chand • Financial Management, I.M. Pandey, Vikas Publishers. • Financial Management--Text and Problems, MY Khan and PK Jain, Tata McGraw- Hill 					
Reference Books:					
<ol style="list-style-type: none"> 1. Principles of Corporate Finance, Richard A Brealey etal., Tata McGraw Hill. 2. Financial Management , Tulsian P.C. & Tulsian Bharat, S.Chand 					



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3. Fundamentals of Financial Management, Chandra Bose D, PHI
4. Financial Managemen , William R.Lasheir ,Cengage.
5. Financial Management – Text and cases, Bringham& Ehrhardt, Cengage.
6. Case Studies in Finance, Bruner.R.F, Tata McGraw Hill, New Delhi.
7. Financial management ,Dr.M.K.Rastogi ,Laxmi Publications

Online Learning Resources:

https://onlinecourses.swayam2.ac.in/cec20_mg05/preview

https://onlinecourses.swayam2.ac.in/cec20_mg10/preview

https://onlinecourses.nptel.ac.in/noc20_mg31/preview

https://online-degree.swayam.gov.in/dyp20_d01_s2_mg11/preview



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Course Code	MARKETING MANAGEMENT	L	T	P	C
21E00202		4	0	0	4
	Semester	II			
Course Objectives:					
<ul style="list-style-type: none"> • To explain basic concepts of Marketing. • To describe consumer markets, segments and brand equity to survive in the competitive market. • To impart knowledge on creating and communicating values in the present digital marketing environment. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand the concepts of marketing and marketing strategies suitable for different products under different market environments. • Analyse consumer markets so as to tap global markets for the products. • Learn the designing managing, creating & communicating value to the business in digitalised market environment. • Manage and designee the logistics for retailing and wholesaling as well as integrating marketing channels for business organizations. 					
UNIT - I		Lecture Hrs:08			
Understanding Marketing Management: Concepts of Marketing, Marketing Strategies & Plans, Creating long term loyalty relationships, Marketing mix, PLC, Analyzing Competitors, Conducting Marketing research.					
UNIT - II		Lecture Hrs:12			
Connecting with Customers & Building Strong Brands: Analyzing Consumer Markets, Analyzing Business Markets, Tapping into global markets, Identifying market segments and targets, Crafting Brand Positioning, Creating Brand Equity- Addressing Competition and driving growth.					
UNIT - III		Lecture Hrs:12			
Creating & Communicating Value:- Setting product strategy, Designing & managing services, Introducing new market offerings. Developing pricing strategies & programmes. Designing & Managing Integrated Marketing Communications, Advertising & Sales Promotions, Events and experiences, Managing digital communication - online, social media & mobile, Personal selling.					
UNIT - IV		Lecture Hrs:12			
Delivering Value :- Managing retailing, wholesaling and logistics. Designing and Managing Integrated Marketing Channels					
UNIT - V		Lecture Hrs:12			
Sales Management:- Nature & Importance of Sales Management, Skills of sales manager, Sales objectives, Concepts of sales organization, Types of sales organization.					
Textbooks:					
<ol style="list-style-type: none"> 1. Marketing Management, Phillip Kotler, Kevin Lane Keller, 15thedition, Pearson. 2. Marketing Management, Rajan Saxena, TMH 3. Marketing Management Pillai R.S.N. & Bagavathi, S.Chand 					
Reference Books:					
<ol style="list-style-type: none"> 1. Marketing, A South Asian Perspective, Lamb, Hair, Sharma, Mcdaniel, Cengage . 2. Marketing in India, Text and Cases, S.Neelamegham, Vikas. 3. Case Studies in Marketing, The Indian Context, Srinivasan, PHI. 4. Marketing Management, V.S. Ramaswamy and S. Namakumari, McMillan. 5. Marketing – concepts and Cases, Etzel, Walker, Stanton, Pandit, TMH. 6. Introduction to Marketing theory and practice, Adrian Palmer, Oxford University Press. 					
Online Learning Resources:					



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https://onlinecourses.nptel.ac.in/noc21_mg51/preview
https://onlinecourses.swayam2.ac.in/cec20_mg06/preview



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COURSE STRUCTURE & SYLLABI

Course Code	HUMAN RESOURCE MANAGEMENT	L	T	P	C
21E00203		4	0	0	4
	Semester	II			
Course Objectives:					
<ul style="list-style-type: none"> • To provide knowledge on functions, roles and objectives of HR managers and the policies and strategies to be followed as a HR manager. • To explain concepts of HR planning and methods in selection, placement, promotion and transfer of employees in an organization. • To inject objectives of wage and salary administration for the employees and the influencing factors in fixing and managing compensation for the employees. • To introduce and educate the recent trends in HR management and the methods to balance personal life and work life under complex & uncertainty work environment. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Know the nature, scope, functions, roles, goals, strategies and policies of HR management. • Learn to design and develop HR planning related aspects. • Acquires knowledge on administration of monetary and non monetary benefits for the employees in the organization. • Learn recent trends in the human resource function and to balance the work life in the present dynamic work environment. 					
UNIT - I		Lecture Hrs:08			
Introduction:- Meaning of HR and HRM, Nature & Scope of HRM, Functions of HRM, Role and Objectives of HRM, Personnel Management, Policies and Strategies of HRM.					
UNIT - II		Lecture Hrs:12			
Designing and Developing HR systems:- Human Resource Planning, Job Design, Job Analysis, Job Evaluation, Job Enlargement, Job Enrichment, Job Rotation, Recruitment & Selection, Placement, Promotion & Transfer.					
UNIT - III		Lecture Hrs:12			
Compensation Management:- Introduction, objectives of wages and salaries administration, influencing factors for determining compensation- Monetary and non monetary benefits.					
UNIT - IV		Lecture Hrs:12			
Human Resource Development:- Concepts, Development Function, Training and Development, Performance Appraisal & Career Planning and Development.					
UNIT - V		Lecture Hrs:12			
Recent Trends in HRM: Outsourcing, Work Life Balance, Quality Circles and Total Quality Management, Fish Bone Diagram.					
Textbooks:					
<ol style="list-style-type: none"> 1. Personnel and Human Resource Management – Text and cases, P. Subbarao, Himalaya. 2. Human Resource Management, Noe A.Raymond, John Hollenbeck, Barry Gerhart and Patrick Wright, Tata McGraw Hill. 					
Reference Books:					
<ol style="list-style-type: none"> 1. Human Resource Management, Aswathappa, 4th Edition, TMH 2006 2. Human Resource Management, Ian Beardwell& Len Holden-Macmillan India Ltd. 3. Human Resource Management, Khanka S.S., S.Chand 4. Human Resource Management, Text and Cases, VSP Rao, Excel Books 2006. 					
Online Learning Resources:					
https://onlinecourses.swayam2.ac.in/cec21_mg06/preview https://onlinecourses.swayam2.ac.in/nou21_hs19/preview https://onlinecourses.nptel.ac.in/noc20_mg15/preview					



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Course Code	BUSINESS RESEARCH METHODS	L	T	P	C
21E00204		4	0	0	4
Semester		II			
Course Objectives:					
<ul style="list-style-type: none"> • To introduce business research, types and technology used in business research. • To explain in detail on research process involved in business research. • To discuss sources of data and instruments to collect data • To provide knowledge on analysis and interpretation of outcome of the data in a scientific way. • To provide knowledge on descriptive and inferential statistical analysis. • To impart competence skills to undertake business research problem and carryout scientific research. 					
*Standard Statistical tables shall be allowed in the examination					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Learn types of business research, technology used in business research in technological era. • Identify research problem, appropriate research design and sample design for the problem, formulate hypothesis, testing process of hypothesis. • Understand sources of data, instruments to collect data, analyse and interpretation of data. • Prepare and present the research report effectively and efficiently. 					
UNIT - I		Lecture Hrs:08			
Introduction to Business Research: Definition-Types of Business Research. Scientific Investigation, Technology and Business Research: Information needs of Business - Technologies used in Business Research: The Internet, E-mail, Browsers and Websites. Role of Business Research in Managerial Decisions.					
UNIT - II		Lecture Hrs:12			
The Research Process: Problem Identification: Broad Problem Area-Preliminary Data Gathering. Literature Survey - Hypothesis Development - Statement of Hypothesis- Procedure for Testing of Hypothesis. The Research Design: Types of Research Designs: Exploratory, Descriptive, Experimental Designs and Case Study -Measurement of Variables- Operational Definitions and Scales-Nominal and Ordinal Scales- Rating Scales- Ranking Scales- Reliability and Validity - Sampling and Methods of sampling					
UNIT - III		Lecture Hrs:12			
Collection and Analysis of Data Sources of Data-Primary and Secondary Sources of Data - Data Collection Methods- Interviews: Structured Interviews and Unstructured Interviews- Observational Surveys: Questionnaire Construction: Organizing Questions- Structured and Unstructured Questionnaires – Guidelines for Construction of Questionnaires.					
UNIT - IV		Lecture Hrs:12			
Data Preparation and Analysis: Data preparation process, problems in preparation process - An overview of Descriptive, Associational and Inferential- Statistical Measures.					
UNIT - V		Lecture Hrs:12			
The Research Report: Research Reports-Components-The Title Page-Table of Contents-The Executive Summary-The Introductory Section-The Body of the Report-The Final Part of the Report-Acknowledgements – References-Appendix - Guidelines for Preparing a Good Research report - Oral Presentation.					
Textbooks:					
<ol style="list-style-type: none"> 1. Research Methodology – methods & Techniques, C.R. Kothari, Vishwa prakashan. 2. Research Methods for Business–A Skill Building Approach, Uma Sekaran, John Wiley & Sons (Asia) Pvt. Ltd, Singapore. 					



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|--|
| 3. Research Methodology(Concepts and cases) Deepak Chawla NeenaSondhi-Vikas publishing |
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Reference Books:

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| <ol style="list-style-type: none">1. Business Research Methods, Donald R Cooper and Pamela S Schindler,9/e,Tata McGraw-Hill Publishing Company Limited.2. Methodology and Techniques of Social Science Research, Wilkinson & Bhandarkar, Himalaya Publishing House.3. Business Research Methods 8e, Zikmund- Babin-Carr- Adhikari-Griffin-Cengage learning.4. Business Research Methods- Alan Broman, Emma Bell 3e, Oxford university |
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Online Learning Resources:

<p>https://onlinecourses.swyam2.ac.in/cec20_mg14/preview https://onlinecourses.nptel.ac.in/noc20_ge01/preview</p>
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COURSE STRUCTURE & SYLLABI

Course Code	HEALTHCARE AND INSURANCE	L	T	P	C
21E07201		4	0	0	4
Semester		I			
Course Objectives:					
<ul style="list-style-type: none"> • To create awareness for the students in understanding the concepts of Healthcare and insurance and its history, delivery system and international scenario. • To give complete view of health insurance in India and mediclaims that are covered under each policy. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand Health Care system and various units • Understand Health care delivery system and policy • Understand the concept of Insurance and Govt Policies • Know about various service providers and business models 					
UNIT - I		Lecture Hrs:8			
Health Care Industry: Definition of Health & health care, Compare the medical and wellness models of health, Key indicators of the health, Scope of the health care industry, Recent health reform efforts. Components of the health care industry.					
UNIT - II		Lecture Hrs:12			
Health Care Delivery System: Health Care Delivery system in India, Health Care Delivery System In varies Categories-School, Community, Committees & Five year Plans of Health Care Delivery System.					
UNIT - III		Lecture Hrs:10			
Introduction to Health Insurance: History of Health Insurance, Principles of Health Insurance, Public Financing, Private Financing, Current trends in Health Insurance - International and Indian scenario .Health Insurance terminology, GOI & State Govt. Policy in implementation of Health insurance.					
UNIT - IV		Lecture Hrs:10			
Health Insurance systems in India : Private Health Insurance; Individual Health Plans, Mediclaim, Floaters plans, Third Party Administration, Benefits Management, Claims Management, IRDA ;Social Health Insurance: ESI, CGHS, RSBY -Social and Community based Insurance: Microinsurance The role and responsibilities of provider-insurer-patient and the regulatory agencies.					
UNIT - V		Lecture Hrs:16			
Mediclaim: introduction,need,types of mediclaim policies,National insurance Mediclaim Policy (NIMP),Claim procedures:Reimbursement emergency,planned,cashless-Issues in health insurance;Mediclaim insurance-scope of cover, salient features of policy,exclusions,:personal accident insurance; Personal accident insurance,introduction, benefits, scope of cover, types, indemnity, risk classification, compensation, cumulative bonus, professional indemnity; Hospitals / TPA / Insurance Company / Relationship and Problem.					
Textbooks:					
<ol style="list-style-type: none"> 1. Usha Mehta, A.D. Narde. Health Insurance in India and Abroad, Allied Publishers. 2. Thomas K. T., Sakthivel R.Health Insurance In India: Overcoming Challenges and Looking Ahead, Lambert Academic Publishing, 2012. 					
Reference Books:					
<ol style="list-style-type: none"> 1. Michelle A. Green, JoAnne C. Rowell. Understanding Health Insurance- A guide to billing and reimbursement. 					



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2. Goel SL & Kumar R: Hospital Administration and Management Vol. 2., New Delhi., Deeps
3. Gupta, P.K., Insurance and Risk Management, Himalaya Publishing House, 2004.
4. National Insurance - Monographs on Insurance Management
5. IRDA Guidelines on Health Insurance - Govt. of India

Online Learning Resources:

<https://nptel.ac.in/courses/110/104/110104095/>

https://onlinecourses.swayam2.ac.in/cec20_mg24/preview

<https://freevideolectures.com/course/4375/nptel-economics-health-health-care/28>



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Course Code	OPERATIONS MANAGEMENT	L	T	P	C
21E00201		4	0	0	4
Semester		II			
Course Objectives:					
<ul style="list-style-type: none"> • To explain various concepts of Production and Operations Management. • To explore and impart knowledge on the elements of good control system, the role of control charts and statistical process control methods in helping managers to control variation. • To develop the strong knowledge about quality control systems • To facilitate the knowledge over real time inventory control techniques • To offer learners an introduction to industry 4.0, its applications in the business world. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand the concept of Production and Operations Management. • Construct and interpret simple control charts for both continuous and discrete data. • Gain knowledge on the quality philosophies and principles of deming, Juran, six sigma and to become acquainted with the International Organization for Standardization's ISO 9000:2000 requirements. • Learn different types of inventory that firm's use and their role in value analysis • Familiarize with inventory concepts to support the development of useful quantitative models for inventory management. • Understand the drivers and enablers of Industry 4.0 					
UNIT - I		Lecture Hrs:08			
Introduction and Overview of Operations Management: Definition of Operations Management – Nature and Scope of OM – Role & Decision areas of Operations Manager- interface of OM with other functions - Operations Management's future challenges					
UNIT - II		Lecture Hrs:12			
Operations Control: Managing of Work Environment–Automation–Technology Management–Waste Management–Quality Assurance and Quality Circles–Statistical Quality Control–Control Charts for Variables–Average–Range and Control charts for Attributes. Acceptance Sampling Plans. Purchase functions and Procedure					
UNIT - III		Lecture Hrs:12			
Managing for Quality: Basic concepts of quality, dimensions of quality, Juran's quality trilogy, Deming's 14 principles, Quality improvement and cost reduction, ISO9000-2000 clauses & coverage. Six Sigma, Productivity–factors affecting productivity - measurement & improvements in productivity–new product development and design–stages.					
UNIT - IV		Lecture Hrs:12			
Inventory and Inventory Models: Inventory Control–Different Systems of Inventory Control, Costs & Types of Inventory – ABC, VED. Value Analysis – importance in cost reduction – concepts and procedures. Inventory control –Types of Inventory–Safety stock – Inventory Control Systems–JIT, VMI.					



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UNIT - V		Lecture Hrs:12
<p>Introduction to Industry 4.0 - The Various Industrial Revolutions - Digitalization and the Networked Economy - Drivers, Enablers, Compelling Forces and Challenges for Industry 4.0 – Benefits of adopting an Industrial 4.0 model</p>		
<p>Textbooks:</p> <ol style="list-style-type: none"> 1. Heizer, Render, Principles of Operations Management 8th Edition, Prentice Hall, 2011. 2. B. Mahadevan, “Operations Management - Theory and Practice”, Pearson, New Delhi, 2013. 3. Operations Management and Control , Banerjee Biswajit, S.Chand 		
<p>Reference Books:</p> <ol style="list-style-type: none"> 1. Panner Selvem: “Production and Operations Management”, Prentice Hall of India, New Delhi, 2012. 2. S N Chary, “Production and operations management”, Tata McGraw Hill, NewDelhi, 2013. 		
<p>Online Learning Resources:</p> <p>https://onlinecourses.swayam2.ac.in/imb21_mg47/preview https://onlinecourses.nptel.ac.in/noc21_me18/preview</p>		



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Course Code	General Elective – I	L	T	P	C
21E00207a	ADVANCED COMMUNICATION	2	0	0	2
Semester		II			
Course Objectives:					
<ul style="list-style-type: none"> • To explain communication concepts • To develop the students' competence in communication at an advanced level. • To demonstrate communication skills viz., listening, speaking, reading and writing with teaching aids. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand the communication concepts and • Improve communication and competence skills • Obtain and apply proficiency in business communication at the workplace and professional contexts. 					
UNIT - I		Lecture Hrs:6			
Concept of Managerial Communication – Effective Listening – Barriers, Steps for Active Listening – Effective Speaking – Body Language & Modulation, Informative, Persuasion Communications – Effective Reading – Obstacles, Effective Reading, Reading Comprehension – Effective Writing – Condensation, Note Making Methods, Executive Summary.					
UNIT - II		Lecture Hrs: 6			
Business Letters & Reports: Types of Business Letters – Elements; Types of Reports – Informal – Formal Reports – Elements; Annual Reports - Technical Proposals – Structure – Circulars - Notices – Memos.					
UNIT - III		Lecture Hrs: 3			
Meetings & Reports: Meeting Invitation - Notice – Agenda – Meeting Participants – Roles; Meeting conduction & Etiquette - Minutes of the Meeting – Documentation – Filing;					
UNIT - IV		Lecture Hrs: 3			
Communication Strategies: Conflict Resolution – Win-Win strategy; Managerial Negotiations – Bargaining, Distributive, Integrative Strategies; Interviews – Types – purpose – process;					
UNIT - V		Lecture Hrs: 6			
Technology for Communication: Conventional Modes Vs Computer based Technologies – Email, Social Media, Micro Soft & Google Tools – Data – Collection – Organizing – Analyzing - Presentations using Technology.					
Textbooks:					
<ol style="list-style-type: none"> 1. Managerial Communication – Strategies and Applications, Geraldine E.Hynes, McGrawHill 2. Business Communication, C.S.Rayudu, HPH. 3. Business Communication, Meenakshi Raman, Oxford University Press. 					
Reference Books:					
<ol style="list-style-type: none"> 1. Business communication, Shalini Varma, Vikas. 2. Business Communication, Raymond V.Lesikar, Neeraja Pandit et al.,TMH 3. Business Communications, Hudson, Jaico Publications 4. Business communication Sehgal, khetarpal, Excel Books 5. Effective Communication, Harward Business School, Harward Business Review No.1214. 6. Communication skills, Sanjay Kumar, Pushpalata, Oxford 					
Online Learning Resources:					
https://onlinecourses.swayam2.ac.in/imb19_mg14/preview https://www.youtube.com/watch?v=ITHnugowc_Q					



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Course Code	General Elective – I	L	T	P	C
21E00207b	E-BUSINESS	2	0	0	2
Semester		II			
Course Objectives:					
<ul style="list-style-type: none"> • To imparts the concepts and various application issues of e-business and various online strategies for e-business. • To explain various electronic payment systems. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand electronic business and related concepts in detail. • Identify security threat in e-business and steps, methods to overcome security issues. • Know various electronic payment system and business models in the present technology business world. • Know the e-business infrastructure requirements for e-business. 					
UNIT - I		Lecture Hrs: 6			
Introduction to e-business : Electronic business, Electronic commerce, difference between e-business & e-commerce, electronic commerce models, types of electronic commerce,value chains in electronic commerce,E-commerce in India, internet,web based tools for electronic commerce.Electronic data, Interchange, components of electronic data interchange, electronic data interchange process.					
UNIT - II		Lecture Hrs: 6			
Security threats to e- business: Security overview, Electronic commerce threats, Encryption, Cryptography, public key and private key Cryptography digital signatures, digital certificates, security protocols over public networks : HTTP, SSL,Firewall as security control, public key infrastructure (PKI) For Security.					
UNIT - III		Lecture Hrs: 6			
Electronic payment system : Concept of money, electronic payment systems, types of electronic payment systems,smart cards and electronic payment systems, infrastructure issues in EPS, Electronic fund transfer.					
UNIT - IV		Lecture Hrs: 4			
E-business applications and strategies : Business models & revenue models over internet, emerging trends in e- business- governance, digital commerce, mobile commerce, strategies for business over web, internet based business models.					
UNIT - V		Lecture Hrs: 6			
E –business infrastructure and e- marketing : Hard works system software infrastructure, ISP's, managing e-business applications infrastructure, what is e- marketing, e-marketing planning, tactics, strategies.					
Textbooks:					
<ol style="list-style-type: none"> 1. Dave chaffey :e-business & e-commerce management- Pearson. 2. E- commerce- e-business :Dr.C.S.Rayudu, Himalaya. 					
Reference Books:					
<ol style="list-style-type: none"> 1. Whitley, David (2000) ,e-commerce strategy,Technologies and applications.TMH. 2. Schneider Gary P.and Perry, James T(1ST edition 2000) Electronic commerce, Thomson Learning. 3. Bajaj, Kamlesh K and Nag, Debjani (1st edition 1999) ,e- commerce, The cutting edge of business,TMH Publishing company 					
Online Learning Resources:					



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**MASTER OF BUSINESS ADMINISTRATION
HEALTHCARE & HOSPITAL MANAGEMENT
COURSE STRUCTURE & SYLLABI**

https://onlinecourses.nptel.ac.in/noc19_mg54/preview
<https://www.classcentral.com/course/swayam-e-business-14018>



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Course Code	General Elective – I	L	T	P	C
21E00207c	INDUSTRY 4.0 & INNOVATION	2	0	0	2
Semester		II			
Course Objectives:					
<ul style="list-style-type: none"> • To provide an overview of industry 4.0 and technology based innovations. • To Align the theory and concepts with Industrial application of computers • To Introduce the basic concepts of Industry 4.0, Artificial Intelligence, Big Data and Internet of Things. • To Discuss and demonstrate the applications and tools of Industry 4.0. • To Impart knowledge on innovation types, stages of innovation process, and competitive advantage 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Understand the basic concepts of Industry 4.0 and new technologies in decision making • Outline the features of Artificial Intelligence and application domains • Summarize the Big data domain stack and Internet of Things • Identify the applications and Tools of Industry 4.0 • Learn and think innovative ideas based on technology • Apply the knowledge in various industries based on technology to take effective and efficient managerial decision. 					
UNIT - I		Lecture Hrs:6			
Industry 4.0: Need – Reason for Adopting Industry 4.0 - Definition – Goals and Design Principles - Technologies of Industry 4.0 – Big Data – Artificial Intelligence (AI) – Industrial Internet of Things - Cyber Security – Cloud – Augmented Reality – Mixed Reality.					
UNIT - II		Lecture Hrs: 6			
Artificial Intelligence: Artificial Intelligence (AI) – What & Why? - History of AI -Foundations of AI -The AI - Environment - Societal Influences of AI - Application Domains and Tools - Associated Technologies of AI - Future Prospects of AI - Challenges of AI.					
UNIT - III		Lecture Hrs: 6			
Big Data and IOT: Data : Terminologies - Big Data Definitions - Essential of Big Data in Industry 4.0 - Big Data Merits and Advantages - Big Data Components : Big Data Characteristics - Big Data Processing Frameworks - Big Data Applications - Big Data Tools - Big Data Roles - Learning Platforms; Internet of Things (IoT) : Introduction to IoT - Architecture of IoT - Technologies for IoT - Security in IoT.					
UNIT - IV		Lecture Hrs: 6			
Applications of IoT – Manufacturing – Healthcare – Education – Aerospace and Defence – Agriculture – Transportation and Logistics – Impact of Industry 4.0 on Society: Impact on Business, Government, People. Tools for Artificial Intelligence, Big Data and Data Analytics, Virtual Reality, Augmented Reality, IoT, Robotics.					
UNIT - V		Lecture Hrs: 4			
Innovation: Meaning - Stages of Innovation Life cycle – Types of Innovations - Innovation as a knowledge-based process – Innovation and competitive advantage.					
Textbooks:					
1. Managing Innovation -,By Joe Tidd, John Bessant & et.al., Wiley India Publishers, New Delhi, Third Edition.					



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2. Introduction to Industry 4.0 and Industrial Internet of Things by Prof.SudipMisra, IIT Kharagpur.
Reference Books:
1. Alasdair Gilchrist. Industry 4.0: The Industrial Internet of Things, A press Publications.
Online Learning Resources:
http://assets.press.princeton.edu/chapters/s9221.pdf https://www.researchgate.net/profile/Joe-Tidd/publication/285052130_Managing_Innovation/links/5662e4a508ae418a786b8dd8/Managing-Innovation.pdf



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Course Code	Skill Oriented Course DATA ANALYTICS LAB	L	T	P	C
		21E00208	0	1	2
Semester		II			
Course Objectives:					
<ul style="list-style-type: none"> • To explain the procedure in creation of company, ledger accounts and to explore, present financial statements of an business organization • To give knowledge on using of various financial tools to take long term investment decision • To demonstrate the process of storing, retrieving the data relating to employees, dealers, customers and consumers in an effective and efficient way • To impart the knowledge on Systems and MIS and process of designing the MIS in an organization. 					
Course Outcomes (CO): Student will be able to					
<ul style="list-style-type: none"> • Demonstrate the creation of company, ledger accounts, explore and export financial statements • Exhibit the calculation of cost of capital and discounting factor techniques in long term investment decision. • Store and retrieve the data relating to dealers, customers and consumers based on products, geographical criteria. • Present the data in the form of pivot tables, graphs and charts in effective and efficient way • Construct and present employee salary administration in an organization in an informative manner. • Understand information system in the organization, design of MIS and also internet and the tools used in Internet. 					
List of Experiments:					
Unit – 1					
Introduction to Excel- Cells – name range – references – Creating and editing worksheets-Cell formatting-Creating and using formulas and functions-Use of Macros –Sorting and querying data-Working with graphs and charts – usage of Paste special					
Unit – 2					
Basis of Excel: Managing Worksheets and Workbooks. - Worksheet Vs. Workbook - Creating new worksheets and workbooks - Deleting worksheets and workbooks -Naming and renaming a worksheet - Toggling between worksheets and workbooks - Copy and Move Worksheets - Hide, Unhide, Group and Ungroup Cells -Hide and Unhide Worksheets -Save and Save As					
Unit – 3					
Advanced Excel : Cell Referencing - Data Validation- Naming a Cell or Range of Cells (Name Manager).- Basic formulas (SUM, COUNTA, AVERAGE, MAX, MIN). Text Functions (RIGHT, LEFT, MID, SUBSTITUTE, FIND, LEN). Date Functions (TODAY, NOW, DAY, MONTH, YEAR, EDATE, EOMONTH, TEXT).					
Unit – 4					
Advanced Excel II : Lookup Functions (VLOOKUP, HLOOKUP, MATCH, INDEX). - Logical Functions (IF, AND, OR). -Data Analysis Functions (SUMIF, SUMIFS, COUNTIF, COUNTIFS).- Conditional Formatting, Filtering and Sorting. - Graphs, Charts and Pivot Tables remove duplicates					
Unit – 5					
Conducting Online surveys – usage of Google drive – micro soft online surveys – sharing with the help of social media/ internet- getting responses from online survey- sorting and filter online survey					



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References:

- Ms Office Excel-Frye, PHI publications
- Ms Office Access- Step by step, PHI publications
- SPSS User manual

Online learning resources/Virtual labs:

<https://www.coursera.org/specializations/excel>

<https://www.coursera.org/specializations/everyday-excel>

<https://www.coursera.org/learn/excel-basics-data-analysis-ibm>