Generic Components common to all B.Voc. Courses
*GEN 101 - COMMUNICATION SKILLS

Objective: The objective of this paper is to develop communication skills, discover what business communication is all about and learn how to adapt the communication experiences in life and to the business world.

Instructions:
- The syllabus of this paper has been divided into FOUR units.
- Examiner will set a total of NINE questions comprising Two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.
- The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
- All questions carry equal marks.

UNIT-I
Introduction to Communication: Need for Effective Communication, The Process of Communication, Levels of communication, Flow of communication, Use of language in communication, Communication networks, Significance of technical communication, Barriers to Communication, Types of barriers, Miscommunication, Noise, overcoming measures.

UNIT -II

UNIT –III
SWOT analysis: Self-management techniques, Self-image and Self-esteem, Building self-confidence, Power of irresistible enthusiasm, Etiquettes, Etiquettes in Social as well as Office Atmosphere, Telephone Etiquettes, E-mail Etiquettes, etiquettes and manners. Importance of listening and responding.

UNIT -IV
Report Writing: Business reports: Types, Characteristics, Importance, Elements of structure, Process of writing, Order of writing, the final draft, check lists for reports. Business Correspondence: Inviting quotations, Sending quotations, placing orders, Inviting tenders, Sales letters, claim & adjustment letters and social correspondence.
Books Recommended:

- ‘Developing Communication Skills’ by Krishmohan and Meera Banerjee, Macmilan India Ltd.
- ‘Communication Skills’ by Sanjay Kumar & PushpLata, Oxford University Press
- ‘An Approach to Communication Skills’ by Indrajit Bhattacharya, Delhi : Dhanpat Rai
- ‘Introduction to Psychology’ by Atkinson and Hilgard’s, Edward E. Smith, Susan Nolen-Hoeksema, Barbara Fredrickson, Geoffrey Loftus

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Objective: The objective of the paper is to familiarize the students with developments in Information Technology, Internet and use of computer systems at operating system level and application level.

Instructions:
- The syllabus of this paper has been divided into FOUR units.
- Examiner will set a total of NINE questions comprising Two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.
- The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
- All questions carry equal marks.

UNIT - I
Computers: Introduction to computers, characteristics of computer, organization of computers, hardware, software, data, information, Types of computer: Classification on the basis of purpose: digital computers, analog computers, hybrid computers; Classification on the basis of size: microcomputers, mini computers, mainframe computers and supercomputers, desktop computers, laptops, workstations, PDA. Generations of computer, Uses and Application of computers.

UNIT - II

UNIT - III
Software: Introduction, Types of Software: Application software, System software. Operating system, functions of operating system, types of operating system. Data processing, Data processing systems: batch processing, online processing, time sharing, real-time applications, Single-user, multi-user, and client-server systems; distributed and parallel processing systems; Translators: compilers, interpreters and assemblers.

UNIT - IV
Computer Networks: Introduction, types of networks on the basis of area coverage: LAN, WAN, MAN. Internet and WWW: Evolution of Internet, Various Internet services (WWW,
e-mail, telnet, ftp, IRC, news) and their uses, Access Methods, Browsers, Future of Internet, Applications of Internet, Evolution of www.

**Books Recommended:**

**Objective:** To expose the students to the concept of ‘Human Development’ (Personal and interpersonal) with emphasis on the latent resources that every human being possesses. To fulfill the need and importance of creating an awareness of these resources and to maximize the same to enable the students meet the challenges of the modern world.

**Instructions:**
- The syllabus of this paper has been divided into FOUR units.
- Examiner will set a total of NINE questions comprising Two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.
- The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
- All questions carry equal marks.

**UNIT -I**
Attitude, Process of attitude formation, How to build a success attitude, Spot analysis, Self-management techniques, Self-image and self-esteem, Building self-confidence, Power of irresistible enthusiasm, etiquettes and manners in a group, public speaking, oral and written communication, Body language, Importance of listening and responding, tips for technical writing.

**UNIT - II**

**UNIT -III**
Introduction to Personality-Basic of Personality, Human growth and Behavior, Theories in Personality, Motivation; Techniques in Personality development – Self-confidence, Mnemonics, Goal setting, Time Management and effective planning, Techniques in Personality Development-Stress Management, Meditation and concentration techniques, Self-hypnotism, Self-acceptance and Self-growth.

**UNIT -IV**
Co-ordination while working in a team, Leadership styles, Leader & Team player, Management of conflict, Profiles of great and successful personalities, Role of career planning in personality development, How to face personal interviews and group discussions
**Books Recommended:**

- ‘Personality Development’ by Rajiv K. Mishra, Rupa & Co
- ‘An Approach to Communication Skills’ by Indrajit Bhattacharya, Delhi : Dhanpat Rai
- ‘Business Communication Skills’ by Varinder Kumar, Bodh Raj, Manocha, Kalyani Publishers, New Delhi
- ‘Introduction to Psychology’ by Atkinson and Hilgard’s ,Edward E. Smith, Susan Nolen-Hoeksema, Barbara Fredrickson, Geoffrey Loftus
- ‘Communication Today & Tomorrow’ by Ravi Aggarwal, Sublime Publications, Jaipur

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**Objective:** The objective of this paper is to impart basic human values to students through formal education and contribute to making the student a true human being, who is able to face life and make it meaningful.

**Instructions:**
- The syllabus of this paper has been divided into FOUR units.
- Examiner will set a total of **NINE** questions comprising Two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.
- The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
- All questions carry equal marks.

**UNIT I**
Value Education : Its purpose and significance in the present world ; Value system – The role of culture and civilization; Holistic living – Balancing the outer and inner –Body, Mind and Intellectual level- Duties and responsibilities.

**UNIT II**
Salient values for life- Truth, commitment, honesty and integrity, forgiveness and love, empathy and ability to sacrifice, care, unity , and inclusiveness, Self-esteem and self-confidence, punctuality – Time, task and resource management – Problem solving and decision making skills- Interpersonal and Intra personal relationship – Team work – Positive and creative thinking

**UNIT III**

**UNIT IV**
Social Evils – Corruption, Cyber crime, Terrorism – Alcoholism, Drug addiction – Dowry – Domestic violence – untouchability – female infanticide – atrocities against women- How to tackle them

**Books Recommended:**
- ‘Education and Human Values’ by M.G.Chitakra, A.P.H. Publishing Corporation, New Delhi, 2003
• ‘Ethics, Education, Indian Unity and Culture’ by Satchidananda, M.K., Ajantha Publications, Delhi, 1991
• ‘Social Values among Young adults: A changing Scenario’ by Das, M.S. & Gupta, V.K., M.D. Publications, New Delhi, 1995
• ‘Human Values and education’ by Ruhela, S.P., Sterling Publications, New Delhi, 1986
• ‘Values and Education in Independent Indian’ by Kaul, G.N., Associated Publishers, Mumbai, 1975
• ‘Education in Values’, NCERT, New Delhi, 1992

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* GEN 401 – ENVIRONMENTAL STUDIES

**Objective:** The objective of the paper is to understand the basic concepts of the natural environment, to identify the different sources of pollution and their related effects, and to have awareness about the conservation strategies and laws followed in India.

**Instructions:**
- The syllabus of this paper has been divided into FOUR units.
- Examiner will set a total of NINE questions comprising Two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.
- The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
- All questions carry equal marks.

**UNIT I**

**Basics of environment:** Introduction, concept of biosphere—lithosphere, hydrosphere, atmosphere. Ecology, types of ecosystems, natural resources-types, importance, conservation.

**UNIT II**

Renewable and non-renewable resources. Concept of sustainable development. Biodiversity: definition, hotspots, national parks, biosphere reserves, wildlife sanctuaries.

**UNIT III**

**Pollution:** Air, water, soil, noise and marine, Natural and anthropogenic sources of pollution. Effects of different types of pollutions Primary and secondary pollutants. Radioactive and thermal pollution. Acid rain.

**UNIT IV**

**Global environment issues:** Ozone depletion, global warming and climatic change. Environmental conservation strategies and projects in India, Ganga action plan, Yamuna action plan, Project tiger etc. Environmental laws in India.

**Books Recommended:**
* GEN 501 - Critical Thinking and Elementary Statistics

Objective: The objective of the paper is to provide knowledge to student about basics of statistics and to inculcate the habit of critical thinking.

Instructions:

- The syllabus of this paper has been divided into FOUR units.
- Examiner will set a total of NINE questions comprising two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.
- The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
- All questions carry equal marks.

Unit I

Introduction: Statistics as a Subject; Statistical Data: Meaning and Types, Collection and Rounding of Data, Classification and Presentation of Data.

Unit II

Analysis of Univariate Data: Construction of a Frequency Distribution; Concept of Central Tendency, mean, median and mode.

Unit III

Dispersion and Their Measures; Time Series: Meaning, Components, Models, Fitting Linear and Quadratic Trend

Unit IV

Index Number: Meaning, Types, and Uses: Methods of Constructing Price and Quantity Indices (Simple and Aggregate).

Books Recommended:

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**Objective**: EDPs aim at training various target groups in entrepreneurial traits so that they obtain adequate information, motivation and guidance in setting up their own enterprises.

**Instructions**:  
- The syllabus of this paper has been divided into FOUR units.  
- Examiner will set a total of **NINE** questions comprising Two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.  
- The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.  
- All questions carry equal marks.

**UNIT-1**  

**UNIT-II**  

**UNIT-III**  

**UNIT-IV**  
Books Recommended:

- ‘Industrial Relations’ by B.P.Gupta, PHD Chamber of Commerce &Inds, 1986