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KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT
STUDIES AND RESEARCH, SATARA.
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2.3.1. Teaching Learning Methods and Use of ICT

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Karmaveer Bhaurao Patil Institute of Management Studies and Research Varye, Satara

Teaching Learning and Evaluation

2.3.1: Student centric methods, such as experiential learning, participative learning and problem solving methodologies are used for enhancing learning experiences and teachers use ICT- enabled tools including online resources for effective teaching and learning process

- Vision, mission and objectives of institute clearly states that functioning of Institute is student centric and focused on overall development.
- Faculty members are familiar with the student students aspiration which are being incorporated in teaching learning to serve vision, mission and objective for mutual benefit.
- Taking the cognizance of contemporary issues faculty members putting an efforts to bring reforms in teaching pedagogy
- Every faculty prepares a teaching plan before commencement of semester to be communicated to student and course coordinator, in prescribed format. The teaching plan is invariably appended with case- studies, case lets, question bank, description of field work to be carried out and practical.

Practicals:

- The affiliating university facilitates program course contents and each course having four modules.
- To get into real life experience the module has been provided with practical work. Every faculty deals with the course is entrusted with responsibilities to get the practical completed.
- The submission of practical done /completed by student is evaluated. The practical submission of every unit carries 2.5 marks as internal credit that comes to ten marks per course to be submitted to university.
- Faculty while delivering a lecture invariably enter into discussion, since this is a professional course, maximum exposure is given to students expressing their point of views, experience, opinions, creativity and innovation. Thus accelerating brain storming. These initiatives of ours provide a platform to the students so as to imbibe skill sought after by potential employer.

Case Methodology:

- Case study methodology is core part of teaching pedagogy, when faculty circulates a case study well in advance that gives an opportunity to student to gather information from different sources which will be featured during the case discussion in the class.
- Students are also exposed to video cases followed by discussion of the case. Situations are also coined simultaneously with a building of a theory and student's reactions are elicited. These situations mostly comprise organizational problems, general problems, and a hypothetical construct.

Group Discussions:

- Students are given a topic to give a thought over followed by discussion in the class. For example student are asked two statements, one is where a marketer creates need and

second is market need pre-exists. Out of these, one statement is correct. Students are asked to think over and justify a statement. Afterwards students discuss both the statements and learn out of discussion.

- Faculty act as a facilitator stimulating students to come up with remedial measures to resolve a problem. It is receiving response since opinions are received from different angles to get comprehensive solution to said problem.

In Plant Training:

- In plant training is mandatory exercise to be done by every student. Fifty days every student has to undergo the in-plant training when students are placed in a nearby company and expected to study a real life organizational problem which can be termed as a case study under the supervision of industrial guide and a research guide-teacher from institute.
- Students get an opportunity during fifty days to experience the internal business environment and look into the detailed functioning of every organizational department. Students interact with organizational officials, promoters, employees and workers which help to enhance the knowledge.
- This firsthand experience cultivates the managerial skills such as communication, analytical, decision-making, planning etc. This in-plant training helps students to select the functional area of management they are comfortable with.

Institute is using ICT for all programs in the form of PPT, Google classroom, Online sessions using Zoom and Google Meet. Project based learning, group discussions and practical method is used for all programs whereas in plant training is adopted for MBA program.




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Assignment No. 1

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Q.1 Define Service Marketing

Introduction -

- Service marketing is marketing based on relationship and value.
- It may be used to market a service or a product. With the increasing prominence of services in the global economy, service marketing has become a subject that needs to be studied separately.
- Marketing services is different from marketing goods because of unique characteristics of services namely, intangibility, heterogeneity, perishability and inseparability.

Meaning -

- Services add more economic value than agriculture, raw materials and manufacturing combined.
- In developed economies employment is dominated by service jobs and most new job growth comes from services.
- Job range from high-paid professionals and technicians to minimum-wage positions.
- Service organizations can be of any size from

- huge global corporations to local small businesses.
- most activities by the government agencies and non-profit organizations involves services
- The biggest and fastest growing service segment is computer software

Definitions

(i) The American marketing Association defines "services are activities, benefits or satisfaction that are offered for sale or provided with sale of good to the customer, that is, pre-sale and after-sale services.

(ii) According to Berry -
 "while a product is an object, device or physical thing, a service is a deed, performance, or an effort."

(iii) According to Service Industries Journal -
 "service as any primary or complimentary activity that does not directly produce a physical product, that is the non-good part of the transaction between buyer (customer) and seller (provider)"

(iv) According to Stanton
 "services are those separately

identifiable, essentially intangible activities, which provide want satisfaction when marketed to consumers and / or industrial use and which are not necessarily tied to the sale of a product or another service.

④ Kotler and Armstrong (1991) -

"A service is an activity or benefit that one party can offer to another that is essentially intangible and does not result in the ownership of anything. Its production may or may not be tied to a physical product."

Q. 2 Explain salient features of services.

meaning -

- Service marketing is marketing based on relationship and value.
- services add more economic value than agriculture, raw materials and manufacturing combined.
- In developed economies employment is dominated by service job and most new job growth comes from services.
- marketing services is different from marketing goods because of unique characteristics of services namely intangible, heterogeneity.

Perishability and inseparability.

Definition -

① According to Service Industries Journal

"service as any primary or complementary activity that does not directly produce a physical product, that is the non good part of transaction between buyer and seller.

② According to Stanton

"service are those separately identifiable essentially intangible activities, which provide want satisfaction when marketed to Consumer and / or industrial user and which are not necessarily tied to the sale of a product or another service"

Features of services

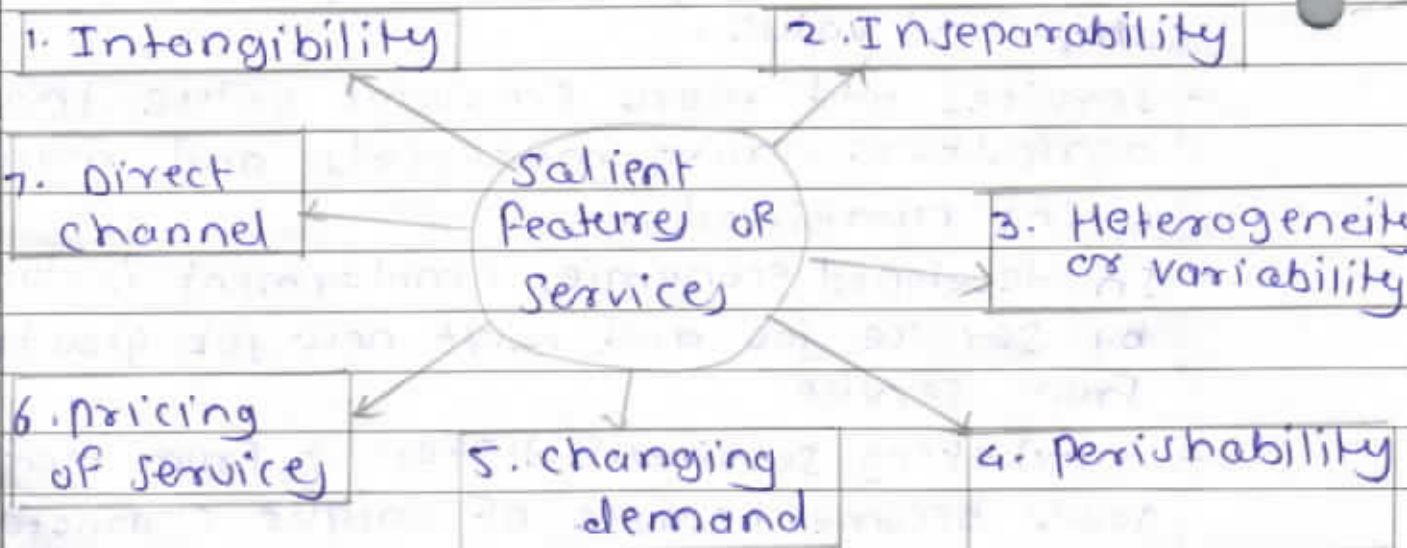


Fig- Features of services.

1. Intangibility

- A physical product is visible and concrete. Services are intangible.
- Services cannot be touched or viewed, so it is difficult for a client to tell in advance what they will be getting.

For example - banks promote the sale of credit cards by emphasizing the convenience and advantages derived from possessing a credit card.

2. Inseparability

- personal services cannot be separated from the individual. Services are created and consumed simultaneously.
- The service is being produced at the same time that the client is receiving it.

For example - during an online search or a legal consultation, a dentist, musician, dancer, etc., create and offer services at the same time.

3. Heterogeneity (Variability) -

- Services involve people and people are all different.
- There are strong possibilities that the same enquiry would be answered slightly differently by different people.
- It is important to minimize the difference in performance. The quality of services offered by firms can never be standardized.

4. perishability -

- Services have a high degree of perishability. Unused capacity cannot be stored for future use.
- If services are not used today, it is lost forever.

For example - spare seats in an aeroplane cannot be transferred to the next flight. Similarly empty rooms in five-star hotels and credit not utilized are examples of services leading to economic losses.

5. changing demand -

- The demand for services has wide fluctuation and may be seasonal.
- Demand for tourism is seasonal, other services such as demand for public transport, cricket field and golf courses have fluctuation in demand.

6. pricing of services -

- quality of services cannot be standardized. The pricing of services are usually determined on the basis of demand and competition. For example - room rents in tourist spots fluctuate as per demand and season and many of the service provider gives off-season discounts.

7. Direct channel-

- Usually, services are directly provided to the customer.
- The customer goes directly to the service provider to get services such as bank, hotel, doctor and so on.
- A wider market is reached through Franchising such as McDonald's and Mongini's.

9.3 Difference between goods and services.

Basis For Comparison	Goods	Services
1. Meaning	goods are the material items that can be seen touched or felt and are ready for sale to the customer	services are amenities, facilities, benefits or help provided by other people.
2. Nature	It is tangible in nature	It is Intangible in nature
3. Transfer of ownership	yes	No.
4. Evaluation	very simple and easy evaluation	Complicated evaluation

5.	Return	Goods can be returned.	Services cannot be returned back once they are provided.
6.	separable	Yes, goods can be separated from the seller.	No, services cannot be separated from the service provider.
7.	variability	Identical	Diversified
8.	storage	Goods can be stored for use in future or multiple use.	Services cannot be stored.
9.	production and Consumption	There is a time lag between production and consumption of goods.	production and consumption of services occurs simultaneously.
10.	Essence	Goods are physical thing and involve production.	services are more like a process.
11.	core value	Core value of a goods is produced in a firm or factory or manufacturing unit.	Core value of a service is produced at the time of buyer and seller interaction.

12.	participation	Customers don't participate in production process of goods.	Customers participate in the production process of services.
13.	Inventory	Goods can be kept in stock for future sales, inventory of goods is possible.	Service cannot be kept in stock, inventory of service is not possible.
14.	quality	The quality of a product can be measured and compared with other products.	The quality of a service cannot be measured.
15.	examples	Books, pen, bottles, bags etc.	postal services, banking, insurance transport etc.

Q.4 Explain classification of services.

Services are classified into following types such as

- (a) Nature of the service act
- (b) Type of relationship that the service organisation has with its customers.
- (c) Scope for customisation and judgement on the part of service provider
- (d) Nature of demand and supply for the service
- (e) method of service delivery.

1 Nature of service act

Direct Recipient of the service

	people	Things
Tangible service	services directed at people's bodies - Health care, passenger transport Beauty saloons exercise clinics	Laundry and dry cleaning, Landscaping / lawn care service, Veterinary care
Intangible action	services directed at people's mind - education, Broad-casting, Theatres, Museums	service directed at intangible asset - Banking, legal services, Accounting, securities, Insurance

Fig- Understanding the Nature of service act

The service act can be considered across two dimensions: who or what is the direct receipt of service and the tangible nature of service. This creates four dimension classification possibilities.

- ① Tangible actions directed to the customer, such as possessions, such as laundry, cleaning and lawn care.
- ② Tangible actions directed to the customer such as, passenger, transportation & personal care.

⑧ intangible actions directed at customers' intellect and.

⑩ Intangible actions performed on customers' assets such as financial services

⑥ Type of relationship that the service organisation has with its customers -

Nature of service	membership relationship	No Formal relationship
Delivery	Insurance, Telephone subscription College enrollment Banking Trade Association	Radio station police protection lighthouse public highway
continuous delivery of service	long distance phone calls, theatre series subscription, commuter ticket or pass	car rental, Mail service, Toll highway, Pay phone, Movie Theater Restaurant

Fig - Relationship with customers

The prime factors which are to be considered are whether or not the customer has some type of formal relationship with the provider of the service and whether the service itself is provided continuously or in discrete transactions. Clearly there

are advantages for the service provider to have customer as 'members' whether these are done in a contractual sense or just by mutual agreement.

⑥ Scope of Customization and Judgement in Service Delivery

Extend to which customer contact personal exercise Judgment in meeting individual customer need	Extend to which service characteristics are customized	
	High	Low
High	professional service surgery taxi services Beautician plumber education (tutoring)	education (large classes) preventive health programs college Road service
low	Telephone service Hotel service Retail banking Family restaurant	public transportation, Movie theater, spectator sports

Fig- Customization and Judgement in service Delivery

unlike consumer goods which are purchased off the shelf, services are created as they are consumed and because the customer is often actually involved in the production process.

there is for more scope for tailoring the services to meet the needs of individual customers. The first concerns extend to which the characteristics of the service and delivery system lend themselves to customisation.

The second relates to how much judgment customer contact personnel are able to exercise in defining the nature of the service received by the individual customers.

④ Nature of Demand and Supply for the service

Extent to which supply is constrained

Extent of Demand fluctuation over time

	wide	Narrow
peak demand can usually be met without a major delay	Electricity, Natural gas, Telephone Hospital maternity unit	Insurance legal service Banking laundry and dry cleaning
peak demand regularly exceeds capacity	Passenger transport Hotels and motels Restaurants Theaters	services similar to those above but with insufficient capacity for their base level of business

Rig - nature of demand for service relative to supply.

The per time perishability or service capacity creates a challenges For service managers because they lack the option available to manufactureres of producing and storing inventory for future sale. But, the extend of demand and supply imbalance varies across service industries. IF demand exceeds supply, it is an invitation For another suppliers to step in.

② Method of service Delivery

Nature of Interaction between customer and service organization	Availability of service outlets	
	single site	multiple site
customer goes to service organization	Theater Barbershop	Bus service Fast Food chain
Service organization comes to customer	Lawn care service Pest control service	Mail delivery emergency repair
Customer and service organization transact. at arm's length	Credit car company local TV station	Broad cast network, Telephone Company.

Rig- Methods of service Delivery.

The method by which the service is delivered to customers can be another area where a change of marketing strategy could pay dividends.

This classification raises another set of questions for the service manager

- should the service be delivered at a single site or through multiple outlets?
- what is the most convenient type of transaction for customers?
- If the type of interaction is changed, would the service quality improve or deteriorate?

Q.5 Explain impact of new economic policy on service sector.

Introduction -

- Service sector - lifeline for the socio-economic growth of a country
- The reason for the growth of the service sector is due to increase in urbanization, privatization and more demand for intermediate and final consumer services.
- After 1991, service sector experienced a sudden boom
- In India the growth in the primary and secondary sector are directly dependent on the growth of service sectors.

Sectors of Indian economy

there are three sectors such as

- 1 primary sector
- 2 secondary sector
- 3 Tertiary sector

1. primary sector-

Economic activity depends mainly on exploitation of natural resources then that activity comes under the primary sector. Agriculture and agriculture related activities are the primary sector of economy.

2. Secondary Sector-

Main activity involves manufacturing then it is the secondary sector. All industrial production where physical goods are produced come under the secondary sector.

3. Tertiary Sector

The activity involves providing intangible goods like services then this is part of tertiary sector. Financial services, management consultancy, telephony and IT are good examples of service sector.

Impact of service sectors on Indian Economy

- ① economic growth
- ② GDP / National Income
- ③ economic stabilization
- ④ Employment generation
- ⑤ export promotion / Import substitution
- ⑥ earning more Foreign Exchange
- ⑦ price control / stabilization
- ⑧ Enhancing productivity

- ⑨ Help to Develop other sectors
- ⑩ Quality of economic services
- ⑪ Increasing tax Resources

① economic growth

The relationship between service growth and overall economic growth has become stronger in the past two decades as services' average contribution to GDP and value added has increased.

② GDP / National income.

The contribution of services' value added to GDP was higher in United States than among its peer high-income nations. The increase in services share of GDP was even more prominent in low and middle-income countries.

③ economic stabilization

Economic stabilization is one of the main remedies to effectively control or eliminate the periodic trade cycles which plague capitalist economy.

④ employment generation

Employment generation coupled with improving employability is the priority concern of the government. Government has taken various steps for generating employment in the country like encouraging private sectors of economy.

⑤ export promotion / Import substitution

Foreign Trade policy 2015-20 and other schemes provide promotional measures to boost India's exports with the objective to offset infrastructural inefficiencies and associated cost involved to provide export a level playing field.

⑥ Earning more Foreign exchange

Foreign exchange earning refers to monetary gain made by selling goods and services or by exchanging currencies in global market.

⑦ price control -

price control is a regulatory mechanism used by government to achieve the social-economic goals of the country by supplementing efforts with direct and indirect control instruments. price controls are simply government restrictions on prices of goods and services in the market.

⑧ Enhancing productivity -

productivity describes various measures of the efficiency of production. often a productivity measure is expressed as the ratio of an aggregate output to a single input or an aggregate input used in a production process.

⑨ Help to develop other sector -

It helps to develop other sectors such as primary sector, secondary sector, tertiary sector

and quinary sector and public vs private sector

Q-6 Explain Growth and development of service sector in India?

In India the Contribution of service sectors to the Indian G.D.P is classified in three heads. In the first head Trade, Hotels, Transport and Communication. the second head Financing, Insurance, Real estate and Business services. In third head other services along with public Administration and defense and Health and education sector have been incorporated.

Following sectors

- ① Health service sector in India
- ② education service sector in India
- ③ performance of service sector in India
- ④ Performance of growth rate of service sector and G.D.P

① Health service sector in India-

- Health is defined as a state of complete physical, mental and social well being and just the non existence of disease or ailment.

- The health service sector is a primary human rights and has been accorded due to an importance by constitution through article 21.

The Indian Health sector consists of

- (i) medical care providers like physicians, specialist, clinics, nursing homes, hospitals.
- (ii) Diagnostic service sector and pathology laboratories.
- (iii) medical equipment manufacturers.
- (iv) Contract research organisation pharmaceutical manufacturers etc.

② Education service sector in India

- our wide range of service providers an end-to-end solution to all our needs in the education sector. The education sector in India is poised at a crucial stage in its growth. India's demographic advantage of having a large population of youth, coupled with low gross enrolment ratios, present a huge opportunity to education sector players.

③ Performance of service sector in India

The growth of service sector in India has been evaluated in terms of percentage share to the G.D.P.

④ Performance of Growth Rates of service sector and G.D.P.

In the coming sector an attempt has been made to discuss the growth rate of service sector and G.D.P.

change life style

- ① Increase In affluency
 - lawn care
 - carpet cleaning
 - Dry cleaning
- ② Increase leisure time
 - Travel agency
 - Travel Rejust
 - Entertainment service
- ③ women in working place
 - Daycare nurseries
 - home help
 - away from home meal

changing world

- ① Increased complexity of life
 - marriage counster
 - legal advisors
 - Accounting service
- ② Increased expectancy of life
 - Gym
 - health care service
 - nursing home service
- ③ ecology and Resource concern
 - chartered bus service
 - point to point shared taxi service
 - car ownership
 - lease financing

changing economic

① Globalization

- creates demand for
 - Courier service
 - Forwarding and shipping sector

② Privatization / deregulation

- creates demand for
 - Telecom service
 - Cellular phone service
 - Internet

changing technology

① Range of new product

- creates demand for computer aided
 - service industry
 - software programming
 - Time sharing
 - E-commerce

② Product complexity

- creates demand for
 - Annual maintenance
 - skilled services computer maintenance

Very Good

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Assignment - 2

1) What is Communication what are the characteristics and importance of Communication.

Meaning of Communication -

The term 'Communication' is derived from Latin word 'COMMUNIS', which means common. The process of Communication which takes place between one human mind and another establishes a common meeting ground for understanding. Communication is any means by which a thought is transferred from one person to another. It involves receiving information and giving information.

Communication is one of the fundamental functions of an office, and a process essential for all forms of business. It is the process of conveying information from one person to another through the post, by telephone, by messenger service or by any other means. The term Communication has been defined as, "an exchange of facts, ideas, opinions or emotions by two or more persons". Shurter defines it as, "an exchange of facts,

ideas, opinions or emotions by thoughts or information". Pitman, the British inventor of the shorthand system, defines 'communication' as transmitting a message in order to evoke a discriminating response. It involves a systematic and continuing process of telling, listening and understanding and forms the basis of understanding among the members of an organisation. According to Theo. Haimann: "Communication, simply stated, means, the process of passing information from one person to another. It is the process of imparting ideas and making yourself, listening and understanding, and by others. Thus, in its simplest sense, communication is the conveying of information from one person to another".

Importance of Communication.

Communication is a two-way channel of transmitting ideas, plans, commands, reports and suggestions, that influence attitude towards an organisation and its objectives. It is said that, the communication may be highlighted thus.

Importance of Internal communication.

1) Communication and management control:

A business organisation consists of people and network of decisions affecting them. Managing an organisation is getting things done through others, a task which requires a manager to communicate with other people. Communication serves the management in the sense that it makes everyone aware of what the organisation wants to achieve, knowledge of attitudes and feelings of subordinates towards the job, firm, supervisor and environment is of immense importance to a manager in exercising control over the operations of the organisation. This establishes the importance of upward and downward channels of communication.

2) Communication and coordination-

Since office function is a service function, to facilitate the performance of other functions, it cannot be envisaged in isolation of them. The problem of organisation and coordination is vital to the success of scientific office management and communication helps in attaining this success by making communication effective.

3) Communication and integration:-

Communication is vital to the function of integration. effective communication results in better presentation of information and

creates awareness among the workforce of their working conditions. It is thus responsible for mutual understanding and promotes good relations.

4) Communication and motivation:-

The office workers are to be motivated to work the process of stimulating willingness to work among the workers is largely a process of communication

5) Communication and training-

"In modern times, every organisation realises the importance of training, An increase in skill usually results in an increment in both quality and quantity of output. To understand increasingly technical nature of modern jobs, it is absolutely essential to undergo systematic training - Training is facilitated through a proper and efficient system of communication."

Importance of external communication-

External communication implies the transmission of information to people outside the organisation. (eg. customers, investors, suppliers, debtors, creditors etc), and its receipts from outsiders. Importance of

external communication can be studied thus;

1) Communication and external Environment:-

It is very essential for a business enterprise to keep in touch with external business environment as it influences its functioning and results a great deal. A manager cannot decide wisely on whether to offer a new product-line if he has no knowledge of market potential, organisational changes involved and capital required, etc. Similarly he cannot decide upon inventory levels without knowledge of sales programme requirements, production and shipping schedules, availability prospects and price trends, etc. His ability to get results depend primarily upon adequate and timely information.

2) Communication and Competition.

Modern business is highly competitive in nature. Lots of information is gathered in the office to meet the challenge of competition. Such information is useful only if it is properly transmitted to be right persons for proper assessment of the state of competition so that steps may be initiated to meet the challenge of competition.

3) Communication and public relations:-

Communication is a tool for building

human relationships, Businessmen are aware that the ability to get along with people, to advance in their jobs and to sell their goods, depends on clear communication. It is especially true. Good communication is another name for good public relations. Good public relations promote the interest of the enterprise.

Characteristics of Good System Communication

Communication should be such which maximises efficiency at minimum cost and optimum speed. In order to achieve these objectives, the communication system must have certain characteristics which are briefly discussed below:-

1) simplicity :-

The system should be operate simple to operate and need not require elaborate set up or training of the user.

2) economical :-

The communication system should also be cheap to install and run. However this factor should be considered with reference to the organisational goals and policies.

3) Clarity :- Clarity is a fundamental necessity in case of inter-communication. This system should allow clear communication. If the messages are not clear when they are delivered, forwarded or sent feedback the system will fail in its objective.

4) Attention-

The communication system should attract the full attention of the receiver immediately on its receipt. If attention is not drawn, communication will be useless.

5) Use of proper channels :-

As far as possible, communication should pass through the well defined channels provided in the organisation. However, in some cases, the use of the informal organisation within the enterprise may be of help in effective communication.

Q.2 Write short note on following.

1) Formal communication.

Meaning -

Formal Communication refers to interchange of information officially. The flow of communication

on is controlled and is a deliberate effort. This makes it possible for the information to reach the desired place without any hindrance, at a little cost and a proper way. This is also known as 'Through proper channel communication'.

Characteristics.

Following are the chief characteristics of the formal communication:-

1) Written and oral:-

Formal communication can both be written and oral. daily works are handled through oral communication, while the policy matters requires written communication.

2) Formal Relations:-

The communication adopted among those employees where formal relations have been established by the organisation. The sender and the receiver have some sort of 'organisational' relations:

3) prescribed path:-

The communication has to pass through a definite channel while moving from one person to another. For example, to convey the feelings of a worker to the

managers, the foreman's help has to be sought.

4) Organisational message:-

This channel is concerned with the authorised organisational messages only and the personal messages are out of its jurisdiction.

5) Deliberate Effort:-

This channel of communication is not established but effort has to be made for its creation. It is decided keeping in view the objectives of the organisation.

Types of Informal Communication.

1) Upward Communication-

This is quite the reverse of the downward communication. This flows from the subordinates to the superiors. The subject-matter of the communication includes suggestions, reactions, reports, complaints etc. This sort of communication helps the superiors in taking decisions.

2) Downward Communication-

The communication by top hierarchy with their subordinates is called downward communication. This communication includes

orders, rules information, policies, instructions, etc the chief advantage of the downward communication is that the subordinates get useful timely information which helps them in their work performance.

3) Vertical communication -

vertical communication is the communication where information or message flows between or among the subordinates and superiors of the organization. "vertical communication consists of communication up and down the organization's chain of command."

4) Horizontal communication -

Horizontal communication take place when two individuals of the same levels exchange information. Horizontal communication is used by the same level officers to solve the problems of similar nature of profit by the experience of other people. The subject matter of horizontal communication includes information, requests, suggestions, mutual problems and co-ordination related information.

2) Informal Communication.

Meaning -

'Informal communication' is the communication among the people of an organisation not on the basis of formal relationship in the organisational structure but on the informal relation and understanding.

It may overlap routes, levels or positions. Informal communication creates a situation where the different workers communicate with each other. Work side by side. hour after hour and day after day irrespective of their formal positions and relationships. It is referred to as the 'grapevine' which indicates informal means of circulating information or gossip. It is direct, spontaneous and flexible. It is personal, unofficial and mostly verbal.

Examples of Informal Communication

1

1. The manager calls an employee to his chamber and talks with him for sometimes relating to official work. Rumor is spread that the employee will be promoted to higher position ignoring the promotion of other employees.

Purpose of Informal Communication -

The purpose of informal communication includes sharing of information, establishing personal contacts, making friendship, influencing and motivating others, resolving conflicts, supplementing official channels, getting relaxation, searching escape from monotony of work - etc.

Types of Informal Communication -

1) Single strand chain -

In this type of grapevine communication the information passes through a number of persons like a chain. A tells something to B, who tells it to C, who tells it to D and so on.

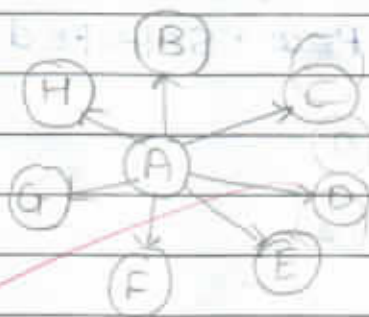


It is generally long chain. The longer the chain the greater is the possibility of distortion of the information.

2) Gossip Chain

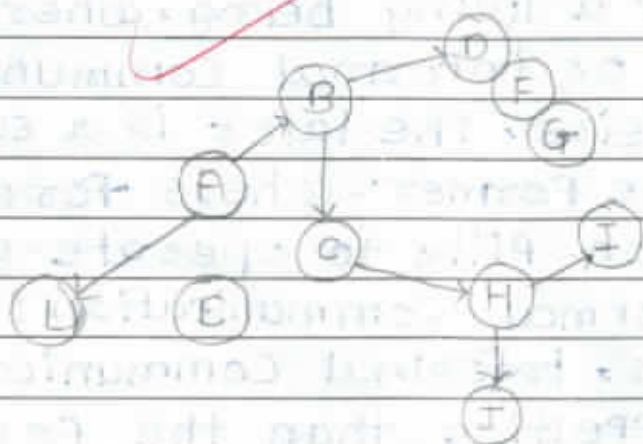
In Gossip chain one person actively conveys information to other person around him. A circle or wheel-like figure is formed in this communication.

Here, in this picture A is at the centre and transmits message to B, C, D, E, F, G and H around him/her. Gossip chain is generally used when information to be communicated is non-job oriented in nature.



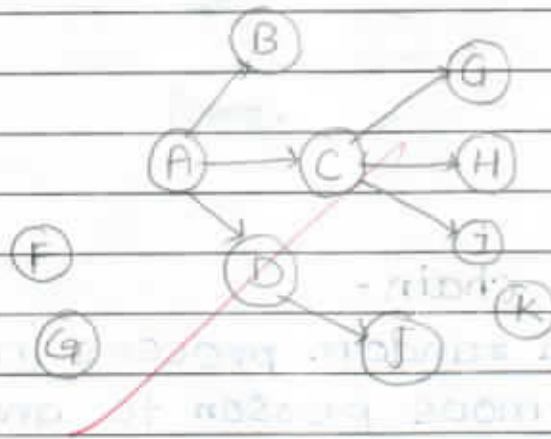
3) probability chain -

It is a random process in which information may move person to any other person or persons according to law of probability. Naturally, in this type of communication some people of the organisation will be informed and some others will remain outside the arena of the communication.



4) Cluster chain-

cluster chain is mostly used the dominant pattern of grapevine communication. in this type one person tells something to some selected trust worthy persons. some of these persons may inform a few selected other individuals.



Importance of Informal Communication

- Informal communication is an indispensable part of entire communication system. Formal communication is compared to arteries of a living being, whereas grapevine or informal communication are like veins, the later is a supplement to the former. where formal communication fails to operate grapevine or informal communication is used.
- Sometimes, informal communication is more effective than the formal communication - In fact it carries more

information than formal communication. not only is a large volume of information important and vital information also conveyed through it.

3) Means of formal and Informal Communication.

Meaning of formal communication.

Formal communication refers to interchange of information officially. The flow of communication is controlled and is a deliberate effort. This makes it possible for the information to reach the desired place without any hindrance, at a little cost and in a proper way. This is also known as through proper channel communication.

Examples of formal communication

~~Formal~~ Formal communication in the workplace is the most known form. Formal communication can be written, such as emails or posted notices.

Characteristics of formal communication

1) written and oral.

Formal communication can both be

written and oral. Daily works are handled through oral communication, while the policy matters require written communication.

2) formal Relation:

The communication is adopted among those employees where formal relations have been established by the organisation. The sender and the receiver have some sort of organisational relations.

3) prescribed path-

The communication has to pass through a definite channel while moving from one person to another. For example - to convey the feelings of a workers to the manager. The foreman's help has to be sought.

4) organisational message:

The channel is concerned with the authorised organisational messages only and the personal message are out of its jurisdiction.

5) belibreate efforts-

The Channels of communication is not established automatically but efforts

has to be made for its creation. It is decided keeping in view the objectives of the organisation.

Meaning of informal organisation.

"Informal communication" is the communication among the people of an organisation not on the basis of formal relationship in the organisational structure but on the basis of informal relations and understanding.

It may overlap routes, levels or positions. Informal communication creates a situation where the different workers communicate with each other, work side by side, hour after hour and day after day irrespective of their formal positions and relationships.

It is referred to as the 'grapevine' which indicates informal means of circulating information or gossip. It is direct, spontaneous, and flexible. It is personal, unofficial, and mostly verbal.

The term grapevine communication originated during the American civil war (1861-1865) during the period the communication of intelligence information through telegraph was not effective and reliable because the

telegraph system was unorganised. Telegraph lines were strung in a haphazard way through the trees like a real graphics.

The message received or sent through these lines were often incorrect and confusing. Rumors were rampant during the civil war. Thus any rumor whatever might be the source, was presumed to be originated from the unarranged telegraph lines or grapevine. Later in course of time grapevine communication has become synonymous with informal communication.

example of Informal communication.

1. The manager calls an employee to his chamber and talks with him for sometimes relating to official work. Rumor is spread that the employee will be promoted to higher position ignoring the promotion of other employees.
2. The employees of the company have come to know the profit figure for the year from the accounts departments. Some body among the employees within the company puts some imagination to

it and tells others that the company is going to offer because to the employees to the basis of profit ~~com~~ earned.

The informal communication is a part and parcel of the organisation. proper analysis and suitable clarification of informal communication will be helpful in making its use towards organisational efficiency.

Characteristics of informal communication.

- It is based on informal relationship
- It grows spontaneously
- It takes the form of gossip.
- It is conveyed through conversation. Facial expression, body movement, silence.
- It does not follow any structured route or channel.
- Small groups are formed with like minded people in such communication.
- It is direct and fast
- It is flexible and dynamic in nature.

Q. 8

Describe the advantages and disadvantages of communication.

Meaning of formal communication.

Formal communication refers to interchange of information officially. The flow of communication is controlled and is a deliberate effort. This makes it possible for the information to reach the desired place without any hindrance at a little cost and in a proper way. This is also known as through proper channel communication.

Advantages of formal communication.

1) Maintenance of authority of the officers:

Formal communication maintains constant relations among the superiors and the subordinates as a result of whom the dignity of the line superiors is maintained. Consequently, it is

convenient to control the subordinates and fix their responsibility which is absolutely needed for effective and successful control.

2) Clear and effective communication.

In formal communication, there is a direct contact among the managers and the subordinates. Both understand the capability, habits, feelings, etc.

of one another managers know as to when and under which conditions their subordinates need information. In this way, this communication is capable of making available timely information. Hence, it is clear and effective.

3) orderly flow of information-

The information has to pass through a definite route from one person to another. Hence, the flow of information is systematic.

4) Easy knowledge of source of information-

In this type of communication, the source of information can be easily located.

Disadvantages of formal communication-

1) overload of work-

In a modern business organisation much information, many messages and other things have to be communicated under formal communication. They are routed through a definite channel and this consumes much of the time of the superiors and thus some other important works are left unattended.

2) Distortion of information-

This method can be a hindrance in

the flow of information. Sometimes the distance between the sender and the receiver is so big that the information has to pass through many hands and by the time it reaches the receiver it is distorted. Thus it fails to serve its purpose.

3) Indifferent officers.

The officers do not pay much attention to the suggestions and complaints of the subordinates in such a case a subordinate may some lose his faith in the effectiveness of communication.

Meaning of informal communication.

Informal Communication is the communication among the people of an organisation not on the basis of formal relationship in the organisational structure. but on the basis of informal relations and understandings.

It may overlap routes, levels or positions. Informal communication creates a situations where the different workers communicate with each other. work side by side, hour after hour and day after day irrespective of their formal positions.

and relationships.

It is referred to as the grapevine which indicates formal means of circulating information of gossip it is direct, spontaneous and flexible. It is personal, unofficial and mostly verbal.

Advantages of Informal communication.

- Informal communication, being unofficial and personal, promotes a social relationship among the participants.
- Flow of information is fast and is suitable for emergencies.
- New ideas, suggestions, opinions may come out through such communication as people can express their feelings without facts.
- It can create an atmosphere congenial for work as the relationship between the managers and the employees improves.
- The managers can collect information regarding reaction of the workers attitude of the employee of other departments. Intention of peer officers through such communication. It is not possible in the case of formal communication. Thus Informal communication supplements the formal communication to fulfill the objective of the organisations.
- Sharing of information in a free atmosphere

make the picture clear, bringing out the hidden dimension of the management, if any. It puts an end to misunderstanding and suspicion.

- It is an outlet of expression of complaints, dislikes, grievances, etc.

Disadvantages of communication.

- Inaccurate, incomplete and half true information is spread through informal communication as everybody interprets it in his/her own way.

- In most cases it is essential and full of sentiments which can change its meanings.

- No one can be held responsible as it is not possible to find out the supplier of wrong information in the case of an enquiry.

- It is not reliable. The managers cannot depend upon such information as it does not follow any norm and is too loose a system. No decision can be taken depending upon such communication.

- It spreads rumors and endangers consolidation and unity of the organisation.

15.02.2022

Sarang S. Bhola,
Associate Professor,
Karmaveer Bhaurao Patil Institute of
Management Studies and Research,
Varye, Satara.

To,
The Director,
Karmaveer Bhaurao Patil Institute of
Management Studies and Research,
Varye, Satara.

Sub: Report on Management Game.

Dear Sir,

The management game on drawing an elephant was conducted to sharpen the knowledge in functions of management i.e. planning, organizing, staffing, directing and controlling.

Two group of MBA-I class were made each of 15 students.

The concept of game was explained in details. The 15 minutes time was given for planning and 20 minutes for execution as per the instruction given by mentor.

The presentation made by students on learning's from the game.

30 students participated in the game.

Please find attached the handwritten report submitted by students on the learning. Also a few photographs clicked during the execution of the game.

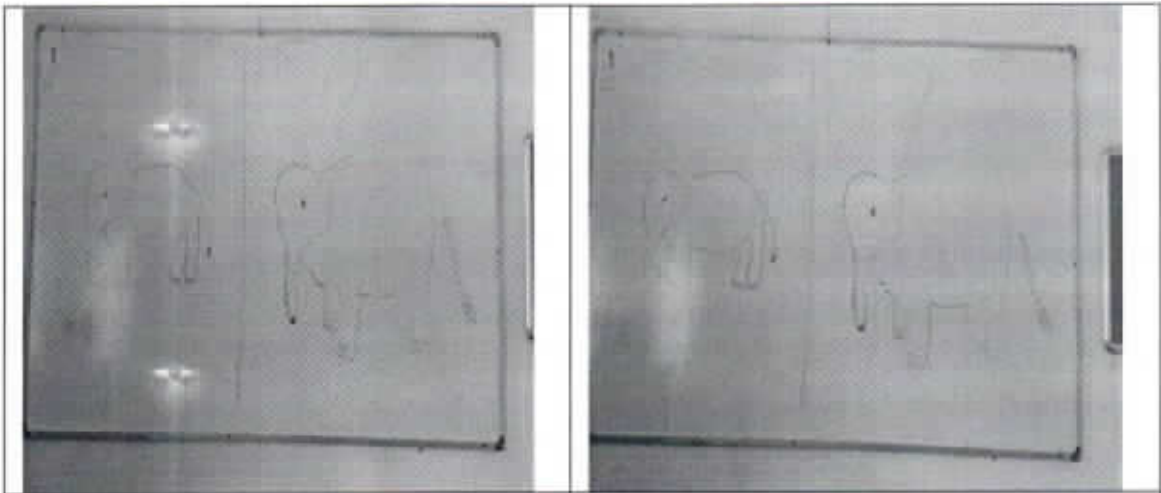
Thank you,



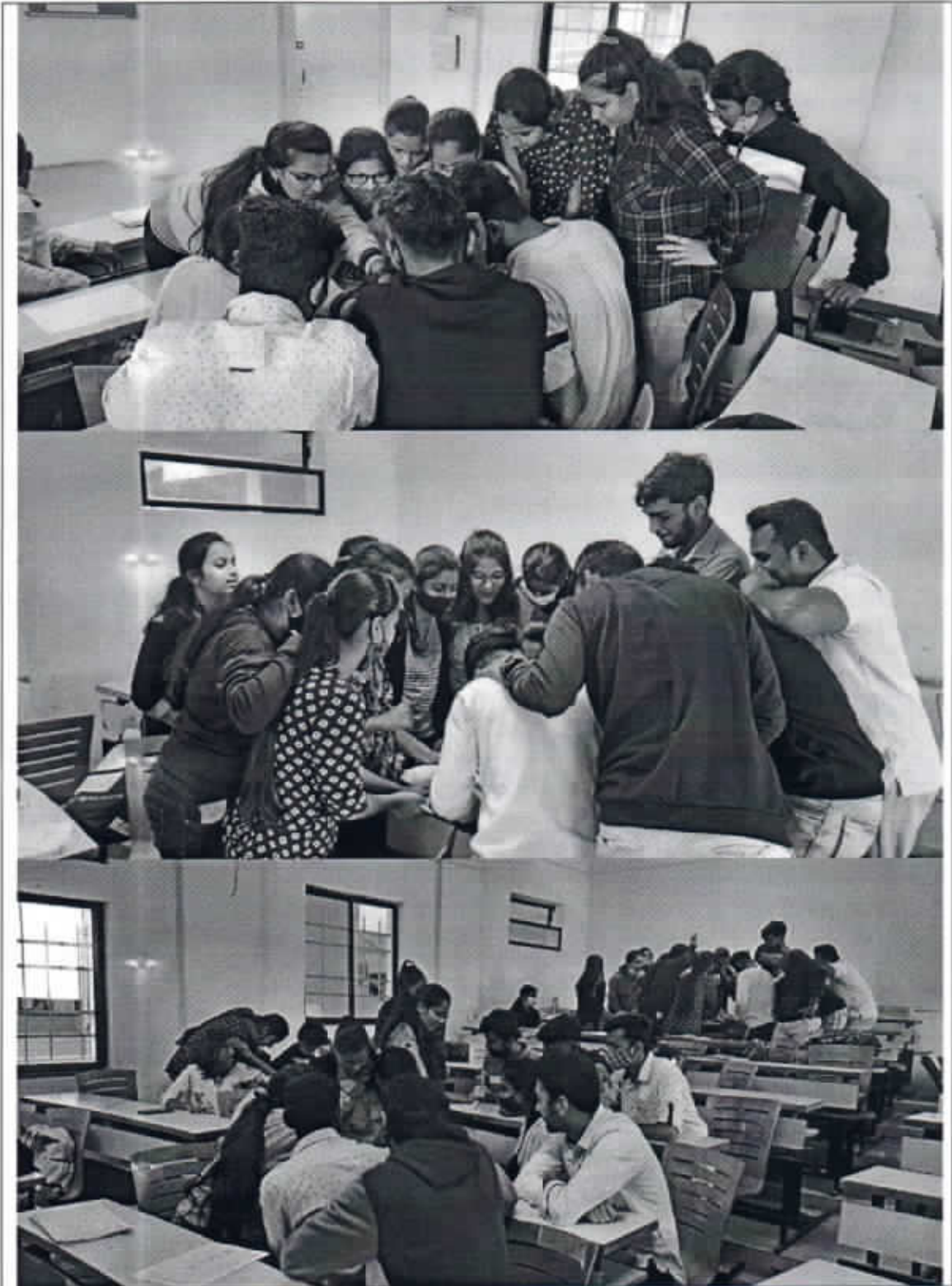
Sarang Bhola

Encl: Photographs.

E 2 A C
Anugraha
15/2/22



Handwritten signature or initials in blue ink.



14.02.2022

Sarang S. Bhola,
Associate Professor,
Karmaveer Bhaurao Patil Institute of
Management Studies and Research,
Varye, Satara.

To,
The Director,
Karmaveer Bhaurao Patil Institute of
Management Studies and Research,
Varye, Satara.

Sub: Report on Case study research.

Dear Sir,

The management case studies on following two themes were given for study and discussion and presentation by two groups of MBA-II students.

1. S.T. on the front of controversy.
2. Agri- Business Reform – a sustainable rural development.

Two group of MBA-II class were made each of 9 students.

The data related to case studies were collected by students in the field. Rounds of discussions and presentations were taken place. A few discussions and presentations were held in the presence of faculty.

The final drafts of case studies were presented in the University Research Competition, 'Avishkar'. A representative of students groups Jadhav Dhiraj Vijay and Bansode Akshay Gautam has presented the case studies.

Both the case studies were awarded with prize at university level.

Students have shown the excellent team work in the entire process of case study preparation.

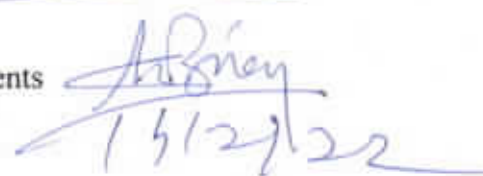
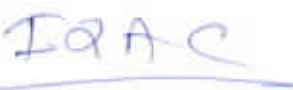
Please find attached the case studies and also result of university of Avishkar Competition.

Thank you,



Sarang Bhola

Encl: Case study documents
University Result.



15/2/22

AVISHKAR RESEARCH COMPETITION 2021-2022.



S.T. ON THE FRONT OF CONTROVERSY.



PROBLEM



S. T. employee called for strike from October 2021 it has been the 4th month and still the strike is continuous which leads passenger transport problems to common people especially people in rural Maharashtra. The strike holds for demands and common man is suffering. It leads to shred different political colors as well. The strike caused inconvenient and expensive travelling by private mode transportation. S.T employee demands for increase in their salary and extent M.S.R.T.C. employee a status of Maharashtra Govt. employee and for these demands the strike is on hold

METHODOLOGY

- A case study approached has adopted & the rounds of discussions were taken placed coupled with brain storming sessions to find out the plausible solution to combat the strike and resolve the same.
- The discussion with experts have been taken place using unstructured scheduled to probe into this problem.

IMPACT ON COMMON PEOPLE



1. S.T. run their buses in rural areas with no profit no loss basis which provides economy in transportation. Private transportation can't compete with S.T. on the pricing factor, so the cost of transportation has increased halves the mobility of people, especially rural people is at stake due to this strike.
2. Students who are from rural, semi urban area daily commuting by bus to reach their respective institutes has been affected. S.T. contributing rural students in education by providing passes at concessional rates.
3. Farmers provides agricultural products viz. fruits, vegetables & other products to urban markets. Owing to this strike ready to deliver agricultural products suffered a lot because S.T. was offering them to travel at economical rate.

4. MSRTC. has over 1 lakh employee across Maharashtra, they didn't received salary consequently for last two years. Their family encounter problems viz. rents, EMIs, monthly bills, and other expenses unfortunately some of employee were committed suicide due to unending strike.
5. MSRTC. has 253 Depot in Maharashtra and nearby this Depot many businesses were affected.



1. The Chief Minister of Maharashtra should arrange meeting as intermediaries with The State Transport Minister and President of S.T. Employee Unions and take the best decision which is beneficial to all employees.
2. MSRTC. has over 10,000 crore debt if whole debt will distribute in district wise depot and give incentive and rewards for Driver and Conductors to earn passenger on roads like Telangana State Road Transport Corporation will help bring back S.T. on track.

3. The concept of profit center and profit sharing should be implemented. One base payment should be given and over above the targeted revenue the profit earn by the depot is to be shared with the employee of that depot only. This will increase competitiveness, increase the sense of responsibility and authority amongst the employee. The employee with respect to depot can decide their earnings beyond a designated salary.
4. The S.T. should also focus on goods carrier to mobilize the rural resources to urban area and also the parcel service between towns and cities to earn revenue.
5. The properties of S.T. are in prime locations. The properties can be utilized for commercial use by building hotels, rest houses and renting out the shops and big malls. This will become one more permanent source of income to S.T.

Thank you.

AVISHKAR RESEARCH COMPETITION 2021-2022

AGRIBUSINESS REFORM-A SUSTAINABLE RURAL DEVELOPMENT



PROBLEM

Western Maharashtra is a Hilly region, where in some places agriculture is Supplementary and in some is Drought. The biggest problem in villages in Sahyadri ranges is of unemployment. In search of employment youth in the villages migrated to urban vicinities and villages are left with senior citizens. The scanty resources prevailing in rural area remained unused, which can otherwise would be utilized in productive manner .



INTRODUCTION OF THE STUDY

Lavanghat, is a small village in Satara district. This village was also facing the same problem. The village had a total population 1200, but people moved to the cities for jobs and water problem of the village. Now only 325 people lived in the village and they were in the age group of 50 to 60 years , but this people did no give up. In this there was a house holder Mr. Uddhav Nana Pawar who studied lots on this issue and for the welfare of the people of the village.

After lots of study Mr. Pawar sir chose Animal husbandry in his village. He realized the need of pure Milk and Native Cows. And they decided to start a Native cows project, and made it success with his villagers.



IMPLEMENTATION



The villagers chose Gir cow from Gujarat for the match in their area. on 25 May 2015, villagers brought 11 Gir cows from Gujarat to their village, and they named Their project "Gomata Native Cow's Milk, Lavanghat." that's how they started their project They created their own customer base and Gradually expanded project, in the next three year they once again bought 16 cows from Gujarat. Due to this project just because of milk a person in the village is earning 15,000/- to 20,000/- Rs. Per month, per cow



The villagers take care of all the cows from feeding to cleaning. The main product of the project is Milk, but now the villagers are making thing from cow dung and cow urine.

Biproducs that villagers making and selling:


1. Agnihotra Sheni - 2 Rs / per Piece.
2. Gouarka - 350Rs / 500ml.
3. Urine (Jivanrut) - 25 Rs / liter.

This also provides employment to Other people in the village. This is Mainly due to the fact that women Are employed in their own village.

90% of the benefits of milk and other products are given to the villagers. At the same time, the villagers who work to make other products also earn Rs. 3500 to 4000 per month

The main reason for the success of This project is the unity of the Villagers. No one here owns one, The progress of the village is more Important to the villagers than Business.



Economics of the project

Sl. No.	Particulars	Amount
1.	Cost of cow	5000 to 6000 per cow
2.	Income from cow	3000 to 4000 per cow/per month
3.	Milk	8lit per liter
4.	Milk Products	From 2000kg / liter 25000kg
5.	Bi products	Agrochem about 200000
6.	Expenditure on cow	4000 per cow/per month
7.	Profit per cow	1000 to 2000 per cow/per month
8.	Income to village	Native cow can't like to be confined.

- The issues with this project are scalability. Currently the total production of milk is around 150 liters. The demand is much more of this milk since this milk has its own characteristics.
- The milk is supplied in raw form and no other treatment is done which might leads to unhygienic supply of milk which needs to be addressed.
- The project on product development on cow dung and urine should be thought of

Futuristic perspective:

- The scalability of present project needs to be enlarged in multifold.
- The same project can be replicated after providing training to the villagers who are interested to adopt the said reform.
- The model for development of bi-products needs research.

CONCLUSION

Lavanghar villagers, with this project of native cow, enhanced their economy and created employment. Effect of this lead to prosperity and return of youth to village again. This is the example of economic process reengineering.

6

AVISHKAR RESEARCH COMPETITION 2021 – 2022
Agri-business reform – a sustainable rural development.

Problem:

Western Maharashtra is a Hilly region, where in some places agriculture is Supplementary and in some is Drought. The biggest problem in villages in Sahyadri ranges is of unemployment. In search of employment youth in the villages migrated to urban vicinities and villages are left with senior citizens. The scanty resources prevailing in rural area remained unused, which can otherwise would be utilized in productive manner.

Introduction and Solution:

“Lavanghar” is a small village in Satara district. The village had a total population 1200, but youths migrated to cities for Jobs and because of the irrigation in the village. Only 325 people lived in the village and they were having average age more than 50 years, the collective efforts of senior villagers embarked a project of “Native Cow’s” which turns the entire economy of village. The project is now economically viable and supplying milk, also milk products to consumers in nearby city.

Implementation:

On 25 May 2015, Villagers brought 11 cows of Gir breed from Gujarat to their village and named “Gomata Native Cow Milk, Lavanghar.” that’s how they started their Project. Because of this project, the households are earning Rs. 15,000/- to 20,000/- per month, per Cow. Along with milk, the bi-products utilizing cow dung and cow urine are in process, this will give them add on employment and income.

Economics of the project:

Sr.	Particulars	Amount
1.	Cost of cow	50000 to 60000 per cow
2.	Income from cow	40000 to 50000 per cow/per month
3.	Milk	80rs per liter
4.	Milk Products	Paneer 500rs/kg ,Ghee 2500rs/kg
5.	Bi-products	Agnihotra sheni 2rs/piece
6.	Expenditure on cow	4000per cow/per month
7.	Profit per cow	15000 to 20000 per cow/per months
8.	Issues to address	Native cow can't like to be confined.

1. The issues with this project are scalability. Currently the total production of milk is around 150 liters. The demand is much more of this milk since this milk has its own characteristics.
2. The milk is supplied in raw form and no other treatment is done which might leads to unhygienic supply of milk which needs to be addressed.
3. The project on product development on cow dung and urine should be thought of.

Futuristic perspective:

1. The scalability of present project needs to be enlarged in multifold.
2. The same project can be replicated after providing training to the villagers who are interested to adopt the said reform.
3. The model for development of bi-products needs research.

Conclusion:

Lavanghar villagers, with this project of native cow, enhanced their economy and created employment. Effect of this lead to prosperity and return of youth to village again .This is the example of economic process reengineering.

Avishkar Research Competition 2021-2022.

S.T. on the front of controversy.

Introduction -

Maharashtra State Road Transport Corporation (M.S.R.T.C.) has established in 1973 to provide transport services in Maharashtra State under Road Transport Corporation Act 1950. Transport connects the people physically and mobilization of resources. M.S.R.T.C. run their buses on road by no profit no loss basis, hence the transportation is affordable. It was first time in Oct2017 S.T. employee were agitating putting further demand of salary agreement. In this October 2021 S.T. employee were again called for strike and still it is continued.

Problem -

S. T. employee called for strike from October 2021, it has been the 4th month and still the strike continuous which leads passenger transport problems to common people especially people in rural Maharashtra. The strike holds for demand and common man is suffering. It leads to shed different political colors as well. This strike caused inconvenient and expensive travelling by private mode of transportation. S.T. employee demands for increase in their salary and extent M.S.R.T.C. employee a status of Maharashtra Govt. employee and for this the strike is on hold.

Methodology -

A case study approached has adopted & the rounds of discussions were taken place coupled with brainstorming sessions to find out the plausible solution to combat the strike and resolve the same.

The discussion with experts have been taken place using unstructured scheduled to probe into this problem.

Impact on common people -

- 1) S.T. run their buses in rural areas with no profit no loss basis which provides economy in transportation. Privatetransportation can't compete with S.T. on the pricing factor, so the cost of transportation has increased halves the mobility of people, especially rural people is at stake due to this strike.
- 2) Students who are from rural, semi urban area daily commuting by bus to reach their respective institutes has been affected. S.T. contributing rural students in education by providing passes at concessional rates.
- 3) Farmers provides agricultural products viz. fruits, vegetables & other products to urban markets. Owing to this strike ready to deliver agricultural products suffered a lot because S.T. was offering them to travel at economical rate.
- 4) M.S.R.T.C. has over 1 lakh employee across Maharashtra, they didn't received salary consequently for last two years. Their family encounter problems viz. rents, EMIs, monthly bills, and other expenses unfortunately some of the employee were committed suicide due to this unending strike.
- 5) M.S.R.T.C. has 253 Depot in Maharashtra and nearby this Depot many businesses affected.

Solution -

- 1) The Chief Minister of Maharashtra should arrange meeting as intermediaries with The State Transport Minister and The President of S.T. Employee Unions and take the best decision which is beneficial to all employees.
- 2) M.S.R.T.C. has over 10,000 crore debt if whole debt will distribute in district wise depot and give incentive and rewards for Driver and Conductors to earn passenger on roads like Telangana State Road Transport Corporation will help bring back S.T. on track.
- 3) The concept of profit center and profit sharing should be implemented. One base payment should be given and over above the targeted revenue the profit earn by the depot is to be shared with the employee of that depot only. This will increase competitiveness, increase the sense of responsibility and authority amongst the employee. The employee with respect to depot can decide their earnings beyond a designated salary.
- 4) The S.T. should also focus on goods carrier to mobilize the rural resources to urban area and also the parcel service between towns and cities to earn revenue.
- 5) The properties of S.T. are in prime locations. The properties can be utilized for commercial use by building hotels, rest houses and renting out the shops and big malls. This will become one more permanent source of income to S.T.



Sarang Bholra <arangbhola@gmail.com>

Volunteers Requirement for 8 May Event

Vishal Bhujbal <vishal.shubharambhevents@gmail.com>
To: arangbhola@gmail.com

Wed, May 4, 2022 at 12:14 PM

Hello Sir,

We are having an event, of Hon. Ajit dada Pawar, Deputy Chief Minister of Maharashtra on 8th May Sunday at Deviak Lawns, Satara.

Event Set up will be done on 7th May & Execution on 8th May. We need 10 Volunteers (2 Girls, 8 Boys) from our institute to lead this event in different departments.

Kindly share list & contact details of interested candidates. I will be visiting the institute tomorrow or on 6th to meet these volunteers & selection.

--
Thanks & Regards,

Vishal Bhujbal | Shubharambh Gifts & Events | M:: 70 57 35 70 35 | email: vishal.shubharambhevents@gmail.com |
Address:: Elegant Classic Society, Flat No 104, B/H Axis Bank, Sakore Nagar, Viman Nagar, Pune. 411014

Certificate of MBA Internship

This is to certify that **Ms. Nisha Shashikant Shinde**, a student of **Karmaveer Bhaurao Patil Institute of Management Studies & Research, Satara** has successfully completed a summer internship from **23rd March 2022 to 31st May -2022** under the guidance of **Mrs. Malan Jankar (General Manager - HR, Costing, MIS, POD)**

Her internship activities include familiarization to all the departments, their operations and process along with a management overview involved in the SOP of each department.

During the period of her internship program with us, she had been exposed to different processes and was found hardworking and active.

We wish her every success in her life and career.

For Avinash Cargo Pvt.Ltd.



Mrs. Malan Jankar

General Manager - HR, Costing, MIS, POD

Certificate of MBA Internship

This is to certify that **Ms. Jayprabha Sudhir Nikam**, a student of Karmaveer Bhaurao Patil Institute of Management Studies & Research, Satara has successfully completed a summer internship from **23rd March 2022 to 31st May -2022** under the guidance of Mrs. Malan Jankar (General Manager - HR, Costing, MIS, POD)

Her internship activities include familiarization to all the departments, their operations and process along with a management overview involved in the SOP of each department.

During the period of her internship program with us, she had been exposed to different processes and was found hardworking and active.

We wish her every success in her life and career.

For Avinash Cargo Pvt.Ltd.



Mrs. Malan Jankar

General Manager - HR, Costing, MIS, POD



≡ DELIVERING PROGRESS ≡

Certificate of MBA Internship

This is to certify that **Ms. Shivani Bajarang Kenjale**, a student of Karmaveer Bhaurao Patil Institute of Management Studies & Research, Satara has successfully completed a summer internship from **23rd March 2022 to 31st May 2022** under the guidance of Mrs. Malan Jankar (General Manager - HR, Costing, MIS, POD)

Her internship activities include familiarization to all the departments, their operations and process along with a management overview involved in the SOP of each department.

During the period of her internship program with us, she had been exposed to different processes and was found hardworking and active.

We wish her every success in her life and career.

For Avinash Cargo Pvt.Ltd.

Mrs. Malan Jankar

General Manager - HR, Costing, MIS, POD

Avinash Cargo Pvt. Ltd.

CIN: U60210PN2006PTC128504

Regd.Off. : S. No. 157/211, Tathawade Gaon, Pune-Bangalore Highway, Near Sai Petrol Pump, Tathawade, Pune - 411 033. Ph. 020-85294153
Corp. Off. : Plot No. P-105, Old M.I.D.C., Pune-Bangalore National Highway, Beside Mahindra Showroom, Satara-415 004.



Certificate of MBA Internship

This is to certify that **Ms. Shreshthi Ram Durge**, a student of Karmaveer Bhaurao Patil Institute of Management Studies & Research, Satara has successfully completed a summer internship from **23rd March 2022 to 19th May -2022** under the guidance of Mrs. Malan Jankar (General Manager - HR, Costing, MIS, POD)

Her internship activities include familiarization to all the departments, their operations and process along with a management overview involved in the SOP of each department.

During the period of her internship program with us, she had been exposed to different processes and was found hardworking and active.

We wish her every success in her life and career.

For Avinash Cargo Pvt.Ltd.

Mrs. Malan Jankar

General Manager - HR, Costing, MIS, POD

Avinash Cargo Pvt. Ltd.

Regd Off : S. No. 157/11, Tathawade Gaon, Pune-Bangalore highway, Near Sai Petrol Pump, Tathawade, Pune - 411 013. Ph: 020-86294153
Corp Off : Plot No. P-105 Old M.I.D.C. Pune-Bangalore National Highway, Beedki, Marolli, Showcom, Satara-415 104.

CIN: U63216PN2006PTC128504

INTERNSHIP COMPLETION CERTIFICATE

To,

Ms. Sayli Sanjay Katkar
At. Post. Karandi Tal. Satara, Dist. Satara.
Satara - 415002; (MAH), India.

Subject: Internship Completion Certificate

Dear Sayli,

This is to certify that Ms. Sayli Sanjay Katkar student of 'Master of Business Administration'; Karmveer Bhaurao Patil Institute of Management Studies and Research, Satara - 415015; (MAH), India.

I hereby do wish to highlight that, Ms. Sayli has successfully completed an 'Internship Program schedule' from 30th March 2022 to 09th June 2022; as an 'Associate HR and Admin' in Cyber Security department; She was actively participated in Recruitment Process, Quotation Creation, Documentation Woks. She has strong insight and skill set in Administration, as she was part of Human Resource, Recruitment, Finding Profile on Job Portals.

Sayli is very much punctual, confident, maintain a positive, can-do attitude, great team player & trustworthy. She has performed project task & assignments on time with great customer satisfaction.

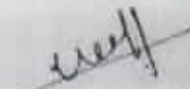
We wish her all the best in all her future endeavors.

Management would be more than happy to assist and support on this, if required.

Thanking you,

Date : 01.07.2022

Place : Satara



Director,
Stylopedia Technology Pvt. Ltd.

INTERNSHIP COMPLETION CERTIFICATE

To,

Mr. Mandar Sunil Bhutkar
10/1, Behind Hira Pride,
Sadar Bazar, Bharat Mata Auto Stop,
Satara - 415001; (MAH), India.

Subject: Internship Completion Certificate

Dear Mandar,

This is to certify that Mr. Mandar Sunil Bhutkar student of 'Master of Business Administration'; Karmveer Bhaurao Patil Institute of Management Studies and Research, Satara - 415015; (MAH), India.

I hereby do wish to highlight that, Mr. Mandar has successfully completed an 'Internship Program schedule' from 1st April 2022 to 30th June 2022; as an 'Associate IT Support Engineer' in Cyber Security department; He was actively participated in project Proposal documentation, client interactive PPT for project kickoff meetings & action plan. He has strong insight and skill set in digital marketing, as he was part of UX & UI, design team to create active social media creative campaigning for our client.

Mandar is very much punctual, confident, maintain a positive, can-do attitude, great team player & trustworthy. He has performed his project task & assignments on time with great customer satisfaction.

We wish him all the best in all his future endeavors.

Management would be more than happy to assist and support on this, if required.

Thanking you,

Date : 01.07.2022

Place : Satara



Director,
Stylopedia Technology Pvt. Ltd.

Name :- Shradha Nandkumar Desai
 class :- BCA-I
 Subject :- C++
 Topic :- Seminar Summary.
 Roll No :- 17.

NEW & DELETE OPERATOR.

C++ allows us to allocate the memory of variable or an array in run time. this is known as dynamic memory allocation.

In other programming language such as Java & python, the compiler automatically manages the memories allocated to variables but this is not case in c++.

In c++ we need to deallocate dynamically allocated memory manually after we have no use for variable.

We can allocate & then deallocate memory dynamically allocated memory manually after we have no use for variable.

C++ New Operator :-

In c++ new operator is used to allocate memory at runtime & memory is allocated in bytes.

The new operator denotes a request for dynamic memory allocation on heap.

If sufficient memory is available then new operator initializes memory & return address of newly allocated

& initialized memory to pointer variable.

Syntax :

datatype *Pointer-name = new datatype.

Delete Operator :-

Once Memory is allocated with new operator it cannot be de allocated automatically. If the pointer (that points to be allocated memory) goes out scope the allocated memory becomes unavailable.

The delete operator is used to de-allocated memory occupied by an object. The de-allocated memory can be used by operating system for other purposes.

The general syntax of delete operator to de-allocated memory occupied by an array is as follows :-

Delete [] Ptr.

```
int main()
```

```
{
```

```
int *P1, *P2, sum;
```

```
P1 = new int int;
```

```
P2 = new int; first
```

```
cout << "Enter A new Value:";
```

```
cin >> *P1;
```

```
cout << "Enter A second value:";
```

```
cin >> *P2;
```

```
sum = *P1 + *P2;
```

```
cout << "Sum of values = " << sum << endl;
```

```
delete p1;
```

```
delete p2;
```

```
}
```

Karmaveer Bhausaheb Patil Institute
of Management Studies
and Research, Satara.

Student Name - Mr. Kawale Rohit Raju

Class - M.B.A - II

Sem - IV

Roll No - 22

Subject - Elective - V

II and System Management

Paper - III - Business Process

Reengineering and ERP

Practical No - 1

Q. Prepare a report on study of process reengineering in organization.

Seen
10/11

① Business Process ReEngineering of Toyota.

Abstract -

DA consulting group Inc. developed and implemented a change management and training strategy that enabled Toyota Australia to successfully transition to the new SAP HR/Payroll system, Manager's Desktop & employee self service (ESS). The DACG change management team designed and facilitated communication activity to build consensus amongst stakeholders, ensuring widespread acceptance of the new system.

Introduction -

Toyota Motors Corporation is the world's leading car manufacturer, has over 4500 employees in Australia, across seven different regional locations. With the goal of optimising Human Resources operations and information flow throughout its business, Toyota Australia undertook self service and Manager Desktop. Toyota required an SAP solution to effectively manage employee time and attendance, personal information and payroll.

Toyota's Challenges in BPR -

1) Pay - The number one question: How will my pay be affected? When people wages and personal details are involved, the stakes are raised considerably. Consultation was required throughout the project to ensure union and employee concerns were addressed.

2) Diversity - The company, comprised of distinct groups with very different skills, requirements & approaches. End users from front-line manufacturing supervisors to sales and marketing executives. For many end users, this was their real use of computing environment.

3) Acceptance. - With a perceived change in work requirements and skills the change was to ensure the system was accepted as a positive benefit both to employees and the business.

Solution -

DACG's comprehensive solution encompassed change management, learning & performance. DACG's change management were engaged to -

- Determine and map HR and payroll business process.
- Conduct impact assessments and develop a change management strategy.
- Develop and implement a Toyota driven ownership and involvement strategy.
- Develop extensive change communications tailored to distinct end user groups.
- Manage the transition and implementation process.
- Tailor a training and support strategy for each unique department.
- Conduct a thorough training need analysis

- Design and facilitate instructor - lead training to over 600 managers and supervisors.
- Manage training logistics - DACG co-ordinated over 200 training sessions around Australia.
- Develop an on-going training and support strategy via the Toyota Intract.

Outcomes / Results -

The company achieved a high successful outcome with strong acceptance across the business. The support network implemented by DACG drove business ownership of the project. This assisted in overcoming the geographical barriers and diverse approaches of different departments. Managers were trained in Manager's Desktop, giving them improved access to relevant information and increased capacity to effectively manage their staff. In addition the introduction of employee self service enabled staff to manage their own personal data online.

Karmaveer Bhaurao Patil Institute
of Management Studies
and Research, Satara.

Name of Student - Mr. Kawale, Rohit Raju

Class - MBA-II

Sem - IV

Roll No - 22

Subject - Elective - V

IT and System Management

Paper - III - Business Process

Reengineering and ERP

Practical No - 2

⊙ Case study on uses and applications of
ERP and ERP related technology in the market.

seen



② Case study on uses and applications of ERP and ERP related technology in the market.

* Uses and application of ERP and its new-technology in the market :-

New technology is being introduced to ERP software rapidly. Some prominent examples of new functionality include integration with IOT, process automation and AI. Because automation saves time and money on manual process and instead allows employees to focus on more strategic activities. Technologies such as AI and machine learning can provide better information so organization can better forecast, plan and align their operations."

The main benefit of ERP is data centralization because it allows data to be seamlessly accessed & integrated across departments. ERP is a central repository of data, the more automation can feed our ERP systems, the more value of information we can harvest. ERP vendors should consistently look for ways to integrate more data sources, preferably automated one such as IOT data, so that ERP can become the source for intelligent artificial intelligence (AI) and machine learning opportunity. It is a tool where machines can perform tasks that a human would typically performs. This allows the software to perform calculations and develop insights based on prior information automatically. It can use devices attached to machine to glean information such tools are currently in use and which products they are in the process of making.

Nike -

Nike's 2000 ERP implementation led to \$100 million in lost sales and decrease in foot sales and a decrease in its stock price by 20%. The issue with system was that its demand planning module overpredicted the amount of Air-Garnett sneakers needed and underestimated the amount of Air Jordans that customers would want. This is a prime example of a time when new technology, in the form of an ERP forecasting tool failed.

To put this failure into more context you need to know more about how Nike has historically measured inventory. Nike's business model revolves around a tight control of the supply chain. Retailers commit to product orders far in advance, which doesn't have much wiggle room for a forecasting tool. This made the ERP system ineffective for its short- and medium range planning.

Nike stopped using the new demand planning tool shortly after it realized the pitfall of the system. It instead moved to integrate the demand planning functions into its other ERP system SAP ERP. By using a different system that was more focused on actual demand than a forecasting, Nike was able to boost its revenue and eliminate the issues associated with failed implementation.



**RAYAT SHIKSHAN SANSTHA'S
KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT
STUDIES AND RESEARCH, SATARA**

CERTIFICATE

This is to certify that **Miss. Barge Varsha Manohar**, A bonafide student of KBPIMSR Satara studying in BCA Part- III (Semester-VI). She has successfully completed her Lab Assignments for Linux Operating System (Lab Course Based on paper No.603) in academic year 2021-2022.

Place : Satara

Date : 16-06-2022 .

Prof. V.D.Chavan
(Teacher In Charge)

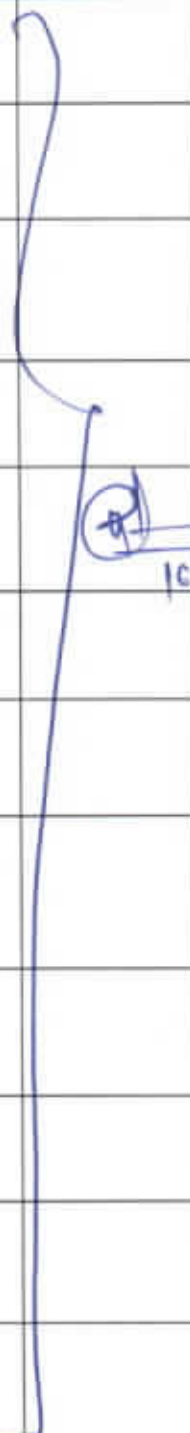
Dr. R.D Kumbhar
(H.O.D)



External Examiner

Dr. B.S. Sawant
(Director)

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1	Login And Logout Procedure.	01-04-2022	1-2	
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4	Use Filter Commands.	14-04-2022	11-13	
5	GPU Commands.	15-04-2022	14-16	
6	File Handling Commands.	16-04-2022	17-20	
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8	VI-Editor.	22-04-2022	23-25	
9	Command linking Using Pipe() Operator.	23-04-2022	26-27	
10	Write a shell script to Perform Arithmetic operations.	28-04-2022	28-29	
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Book Review

Page No.

Date

Name : Salunkhe Ritesh Dattatray .

Std : BCA Ist 2nd sem.

Roll No. : 84.

Book : Financial Accounting (sixth Edition)

Author :- S. N. Maheshwari.

Language : English

Publisher : Vikas Publishing House .

1 January 2018

Binding : Paperback : 1024 pages.

Description : ~~Read~~ Reading books of a kind enjoyment
Reading books is a good habit. We bring you
a different kind of books you can carry
this books where ever you want. It is
Easy to carry. It can be an ideal gift
to yourself & to your loved ones.
Care instruction keep away from fire.

About the Author

S.N. Maheshwari is a presently
professor Emeritus & Academic advisor. Delhi Institute
of Advanced studies. He is also a chairperson
Indian Society of Accounting & management. New
Delhi. During his long & varied carrier,
he worked as Director, Dean & professor.
S.N. Maheshwari has more than five
decades of experience in teaching.

student of B.Com, BBA, M.Com, MBA, CA, C.S & CMA. He has authored around 150 books/monographs & participated in several national & international seminars.

Review :-

This book offers a basic introduction to accounting principles & terminologies. Very Good for those who are new all are to accountancy. Also this book can be used for BCA too. Explanation are so good that any one can understand. It is helpful for accounting as well as management student. This book every term is defined in simple, understandable long term age concept are explain with basic, straight forward transaction example. The book also provides step by step transactions to learn different illustration such as Journal entries, ledger entries, Trial balance etc. It is also a valuable reference for management courses.



**KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT STUDIES AND
RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title of PPT
1	DR R D Kumbhar	ITM	MBA I	Basics of Computer
				Operating System
				E-Commerce
				Core banking System
				DBMS
				Data Warehousing
				E-payment
2	DR R D Kumbhar	MIS	MBA I	MIS
				KWs
				TPS
				DSS
				GDSS
				ESS
				OAS
				MIS41
				MIS42
				Funct_is
3	DR R D Kumbhar	Strategic IS Management	MBA II	IT & Strategy
				IT-2
				IT_governance
				COBIT41
4	DR R D Kumbhar	Information System Security & Control	MBA II	Security Threats
				ISA
				cyber crime
				security Audit
5	Dr R D Kumbhar	Software Project Management	MBA II	Oveview of project Management
				Project Management Tools
				software development cycle
				SCM
				Role of users in software project
6	Dr R D Kumbhar	BPR	MBA II	BPR
				ERP-RDK
				ERP implementation life cycle

KARMAVEER BHAU RAO PATIL INSTITUTE OF MANAGEMENT STUDIES AND
RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES

				SAP
				Hidden costs in ERP
7	Dr R D Kumbhar	KM	MBA II	Knowledge Management
				KMS
				Knowledge Mapping
				Component of KM
8	Dr R D Kumbhar	RM	MBA I	Research
				Research Design
				Sampling
				Measurement Scales
				Questionnaire Design

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RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title of PPT & Video
1	Dr.S.S. Bhola	Marketing	MBAI	Brand
				CRM
				Logistic and Supply Chain Management
				E-Marketing
				Green Marketing
				Integrated Marketing Communication
				Models in Retail
				Retail Strategy
				Store Management
				Supply Chain Retail
				Theories Retail
				Retail Consumer
				Retail Introduction
				Retail Marketing Mix
				Rural marketing of services
				Agri input marketing
		Marketing	MBAII	Characteristics of rural marketing
				Franchising
				Introduction to Rural Marketing
				Marketing Mix Rural
				Rural Infrastructure
				Rural Marketing Environment
				Managing demand and capacity Services
				Services marketing mix
				Service quality
				Social marketing
				Video ofIntroduction Bottom of Pyramid
				Video ofSalt Bottom of Pyramid
				Video ofSoap Bottom of Pyramid
				Video of Strategic Management Part-I
				Video of Strategic Management Part-II
				Video of eChoupal Bottom of Pyramid
2	Dr.S.S. Bhola	Economic	MBAI	Pricing
				Market structure
				Supply
				Revenue
				The law of variable proportionate

KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT STUDIES AND
RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES

			Economic	MBAII	Demand
					Cost concepts
					Business cycle
					Basics managerial economics

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RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title of PPT & Video
1	Bhosale M.B.	B.Environmentand SSI	MBA-I	1.Agri And Indian Economy
				2.Comparitive Indian Eco with China
				3.globalization
				4.Growth And Development
				5.Inclusive Growth&ISD
2	Bhosale M.B.	Business Communication	MBA-I	1.Active Listening
				2.Communication
				3.CommunicationSkill
				4.effectv comn skills
				5.Basic Communication Skills
3	Bhosale M.B.	Ethics	MBA-II	1.ethic in profnl& research
				2.models,prin.,of bus. Ethics
				3.philosophy of ethics
				4.ethicsin hrm, stakeholders theory
				5.ethic in fins
4	Bhosale M.B.	GQSMBB	MBA-II	1.qualityawardsandcertifications-
				2.qualitycircle-
				3.seminarprinsoniisem
				4.servqualmodel
5	Bhosale M.B.	business ethic I	MBA-II	1.ethicl decmakng&leadrship
				2.ORGANIZATIONAL CONFLICT
				3.social responsibility towards stakeholdrs
6	Bhosale M.B.	business Environment	MBA-I	1.balanc of payment
				2.bereau of indnstds
				3.hallmark certification
				4.Industrial Policies_India
				5.regulatory of indian standard

**KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT STUDIES AND
RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title of PPT & Video
1	Dr.S.R.Nikam	Organizational Behaviour	MBA I	Introduction to OB
				Micro Perspectives of OB
				Micro and Macro Dynamics of OB
				Macro Perspectives of OB
2	Dr.S.R.Nikam	Human Resource Management	MBA I	Introduction to Human Resource Management
				Talent Acquisition and Compensation
				Developing and Appraising Employees
				HR In New Era
3	Dr.S.R.Nikam	Human Resource Planning and Procurement	MBA II	Job Analysis
				Human Resource Planning and Recruitment
				Selection of Human Resource
				Interviewing
4	Dr.S.R.Nikam	Human Resource Development	MBA II	Human Resource Development
				Training and Development
				Learning and Performance Appraisal
				Organization Development and Evaluation of HRD

**KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT STUDIES AND
RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title of PPT
1	Mr. Chavan S. B.	Materials & Inventory Management	MBAll	Materials Management Materials Management Material Management Material Requirement Planning Scientific Purchasing Purchasing Method
2	Mr. Chavan S. B.	Operations Management Strategies	MBAll	Just In time and learn manufacturing Flexible Manufacturing System Operations strategy
3	Mr. Chavan S. B.	Production planning & control	MBAll	Production Planning and Control Production and Productivity
4	Mr. Chavan S. B.	operations research techniques	MBAI	OR
5	Mr. Chavan S. B.	Global operations & logistics	MBAll	Physical Distribution
6	Mr. Chavan S. B.	Global quality system	MBAll	Control Charts Failure mode and effect analysis Quality Circuls
7	Mr. Chavan S. B.	Operations Management	MBAI	Inventory Control Inventory Management System Materials Management Manufacturing and Operations Management Critical Path Method Purchasing Supply chain management
8	Mr. Chavan S. B.	World class production management	MBAll	Agile Manufacturing Characteristics of Globalization

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RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title of PPT & Video
1	Patil V.D.	Accounting for Managers	MBA I	1.Introduction of Accounting
				2.Depreciation
				3.Final Account
				4.Management Accounting
2	Patil V.D.	Financial Management	MBA I	1.Capital Structure theory
				2.Nature and Scope of FinacialManagment
3	Patil V.D.	Project Planning & Finance	MBA II	1.Cash Management
				2.Organizations Restructuring
				3.Project Planning
4	Patil V.D.	Financial Decision Analysis	MBA II	1.Dividend Policy
				2.Bonus Shares
				3.Merger
				4.Industrial Sickness
5	Patil V.D.	Management Control System	MBA II	1.Management Control System
6	Patil V.D.	Investment Management	MBA II	Investment Overview
7	Patil V.D.	International Finance	MBA II	1.International Finance Introduction
				2.Balance of Payment

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RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title of PPT & Video
1	Mrs T.N.Shevate	Computer Oriented Statistical Methods	BCA-II	1.Measures of Dispersion (2 PPT's)
2	Mrs T.N.Shevate	RDBMS with Oracle	BCA-III	Videos
				1 PLSQL intro - Block Structure and Block Type
				2. NATURAL JOIN in SQL
				3.introduction to sql - Subqueries
				4.Oracle PL SQL Control Structures
3	Mrs T.N.Shevate	Linux	BCA-III	Videos
				Linux Operating System An Introduction to Linux
4	Mrs T.N.Shevate	Data Mining and Warehouse	BCA-III	1. Param_Struct_Learning (PPT)
				2. expectation_maximization (PPT)

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LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title of PPT & Video
1	Shelar P. M.	Software Package	BCA-I	1.Introduction of Ms-Word
				2.Microsoft_Word_2013_Introduction
				3.Introduction of Ms-Word2010
				4.Introduction ms-excel-2010
				5.PowerPoint introduction
				6.powerpoint_slides
				7. video of Excel formula & Function
				8.video of create combine chart
2	Shelar P. M.	DBMS	BCA-II	1.Data model
				2.Database Design
				3. Database Management concept
				4.Entity Relationship Diagram
				5.Entity Relationship Diagram 2
				6. OSI Model
3	Shelar P. M.	Java	BCAII	1. Introduction of Java
				2. Object Oriented Programming
				3. Interface in Java
				4. Applet Intoduction
				5. video of interface
				6. video of synchronization

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LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title of PPT
1	Pardeshi M.D.	Financial Accounting	BBA-I	1.Accounting
				2. Classification of Accounts
				3.Debit & Credit
				4.Rules of Debit & Credit
				5.Errors
2	Pardeshi M.D.	Business Economics [Macro-I]	BBA-I	1.Elasticity meaning
				2.elasticity of demand
				3.types of elasticity of demand
				4.determinants of demand
				5. Micro vs Macro Economics
	Pardeshi M.D.	Cost & Management Accounting	BBA-II	1. Budget & Budgetary Control
				2.Objectives.
				3.Role of Budgetary Control
				4.Types of Budgets.
				5.Standard Costing.
				6.Variance Analysis
3	Pardeshi M.D.	Business Economics [Macro-II]	BBA-II	1.National Income
				2.Different National Income Concepts.
				3.Measurement of National Income
				4. Money Concept.
				5.Different Functions of Money.
	Pardeshi M.D.	Cost Accounting	BCA-II	1. Cost Accounting.
				2.Cost Terminology.
				3.Elements of Cost
				4. Reconciliation of cost & financial Accounts
	Pardeshi M.D.	Management Accounting	BCA-III	1.Introduction to Management Accounting.
				2.Difference between Management Accounting & Financial Accounting
				3.Break Even Analysis.
				4. CVP Analysis.

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RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title Of PPT	
1	Mrs. PreetySubramanya	ED	BBAll year	Maharashtra centre for Entrepreneurship Development.	
2	Mrs. PreetySubramanya	ED	BBAll year	Narayan Murthy	
3	Mrs. PreetySubramanya	ED	BBAll year	Entrepreneurship Deevelopment Programme	
4	Mrs. PreetySubramanya	ED	BBAll year	Amul-The taste of India	
5	Mrs. PreetySubramanya	HRM	BBAI year	Compensation Management	

**KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT STUDIES AND
RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

Sr. No	Name Of Faculty	Subject	Class	Title of PPT
1	Dr. S.A. Bhosale	HRM	BBA-I	Human Resource Planning
				Recruitment and Selection
2	Dr. S. A. Bhosale	MBS	BBA-II	7 P's of Marketing
				Service Marketing Introduction
3	Dr. S. A. Bhosale	IB	BBA-III	International Business Introduction
				Globalization
4	Dr. S. A. Bhosale	PM	BCA-I	Introduction to principles of Management
				Levels of Management
5	Dr. S.A. Bhosale	HRM	BCA-II	Human Resource Planning
				Recruitment and Selection

**KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT STUDIES AND
RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

Sr.No	Name Of Faculty	Subject	Class	Title of PPT
1	Mrs.P.Kotalkar	Object oriented Programming (CPP)	BCA-II	1. Introduction to CPP
				2. Constructor and Destructor in CPP
				3.Inheritance in CPP
				4.Polymorphism in CPP
				5.File Hsndling and Streams
2	Mrs.P.Kotalkar	E-Commerce	BCA-III	1.EDI
				2.E-Payment System
				3.E-Security
	Mrs.P.Kotalkar	Visual Programming	BCA-III	1. Introduction to C#
				2. CLR and Dot Net Framework
				3.Introduction to asp.net
				4.ADO .net
				5.ADO.net connection and disconnection layer

**KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT STUDIES AND
RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES**

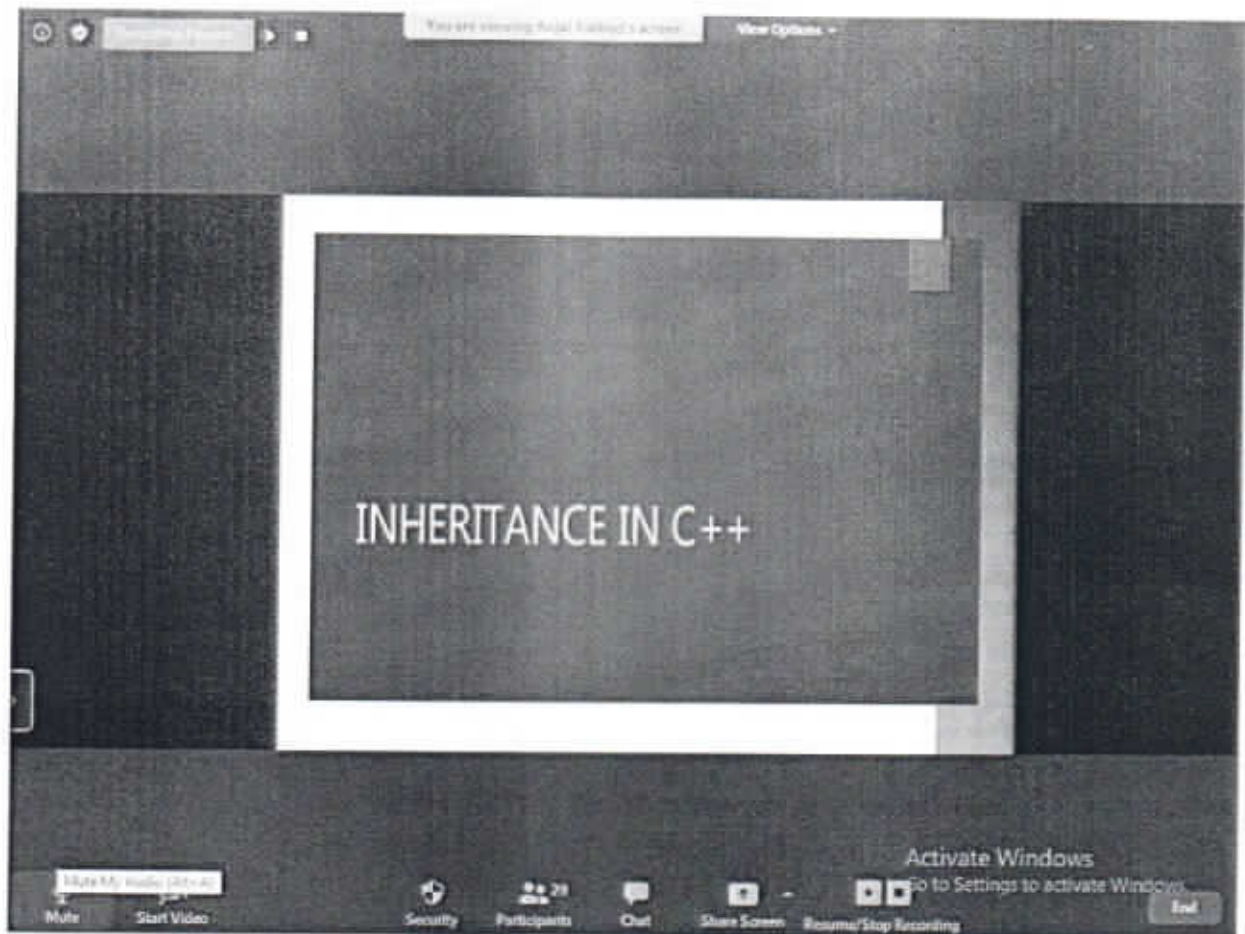
Sr.No	Name Of Faculty	Subject	Class	Title Of PPT
1	Mr.V.D.Chavan	C Programming	BCA-I	C Programming
		OS	BCA-I	Unit1
				Unit2
2	Mr.V.D.Chavan	WT	BCA-II	Unit2

Online Lectures/Seminar using Goggle Meet/ZOOM

The screenshot shows a Zoom meeting window. The main content is a slide titled "Firewall and proxy server". The slide has a bullet point: "• Firewall". Below this, it says "Introduction:" followed by two bullet points: "• Is hardware, software, or a combination of both" and "• used to prevent unauthorized programs or Internet users from accessing a private network and/or a single computer." At the bottom of the slide is a diagram showing a private network of computers behind a firewall wall, with an Internet network of computers on the other side.

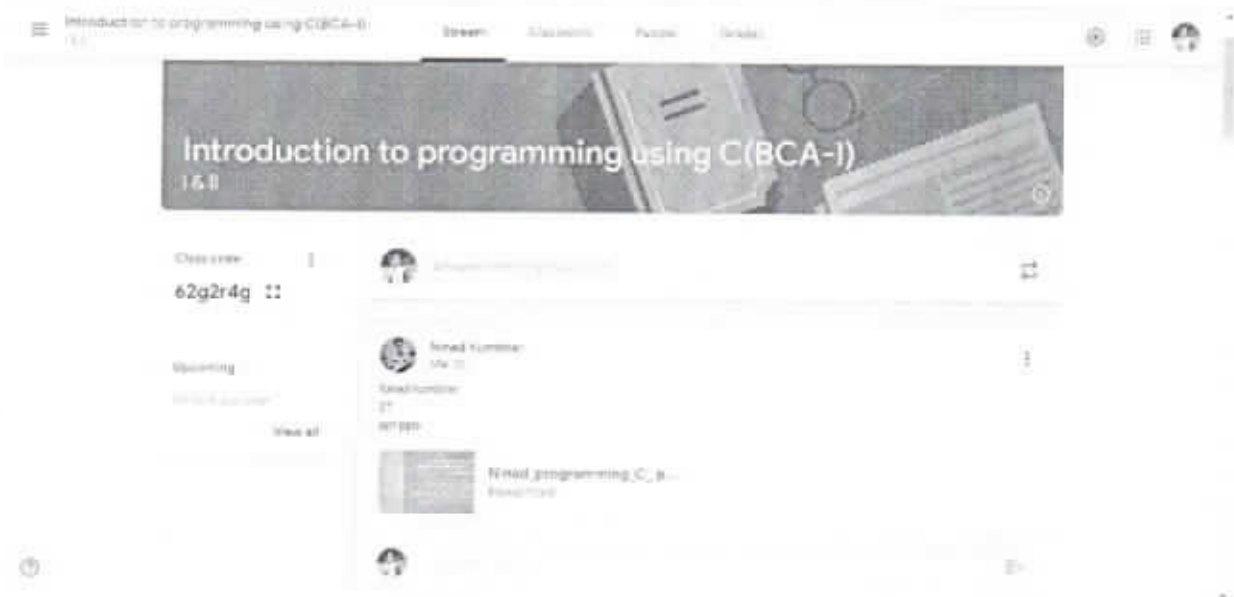
The screenshot shows a Zoom meeting window. The main content is a slide titled "2.Left Join". The slide has a bullet point: "• LEFT JOIN". Below this, it says "• The LEFT JOIN or the LEFT OUTER JOIN returns all the records from the left table and also those records which satisfy a condition from the right table. Also, for the records having no matching values in the right table, the output of the result-set will contain the NULL values." Below the text is a Venn diagram with two overlapping circles, one labeled "Table 1" and the other "Table 2". Below the diagram is the SQL syntax for a LEFT JOIN: "Syntax: SELECT Table1.Column1, Table1.Column2, Table1.Column3, ... FROM Table1 LEFT JOIN Table2 ON Table1.MatchingColumn1 = Table2.MatchingColumn2".

KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES



KARMAVEER BHAURAO PATIL INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH, VAREYE, SATARA.
LIST OF ICT RESOURCES

Use of Google Classroom



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Introduction to programming using C/B/C++			
	Practical Assignm.	Assignme nts 3 & 4	Assignme nts 1 & 2
SATYD DINKAR	20	20	20
Class average			
Abhishek Eaves	20	20	20
Aditya Menkar	20	20	20
Ajinkya Ghoshpate	20	18	18
Ajinkya Waghmare	25	18	18
Akash Galkerad	20	20	20
aman attar	24	18	20
aman Sheth	20	20	20

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Teachers

 Teacher Profile

Students

34 students 

- | <input type="checkbox"/> | Name | Actions |
|--------------------------|--|---|
| <input type="checkbox"/> |  [Name] |  |
| <input type="checkbox"/> |  Ayush Ahire |  |
| <input type="checkbox"/> |  Amit saushe |  |
| <input type="checkbox"/> |  Pranali Bagal |  |
| <input type="checkbox"/> |  Shreyas Barge |  |
| <input type="checkbox"/> |  SAIRAJ BHOSALE |  |

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- | | |
|--|---|
|  Assignment 1 |  |
|  Program PDF |  |
|  Unit 1 |  |

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Online Examination using Google form and Test Moz

Name	Score	Attempted	Finalized	Time	1	2	3	4	5	6	7	8	9	10
...	100%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:10:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
...	70%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:09:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
...	80%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:08:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
...	75%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:07:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
...	78%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:06:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
...	85%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:05:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
...	88%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:04:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
...	92%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:03:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
...	95%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:02:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
...	98%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:01:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
...	100%	2021-08-25 12:03 PM	2021-08-25 12:03 PM	03:00:00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Testmoz

Operating System
Chp.1 Introduction to OS

Dashboard

Settings

Questions

Publish

Results

Logout

1. Which of the following is not an operating system?

- Windows
- Unix
- Google
- DOS

2. Who is responsible for keeping the process from the program?

- Operating system
- CPU
- Monitor
- All of the above

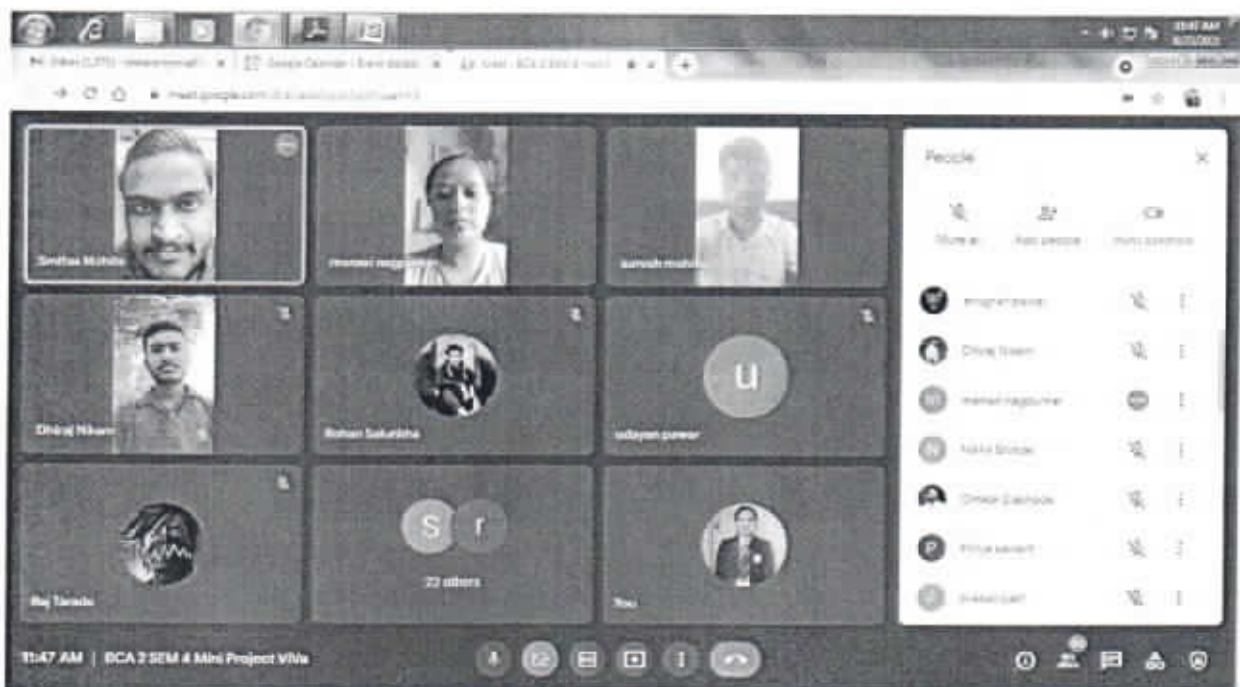
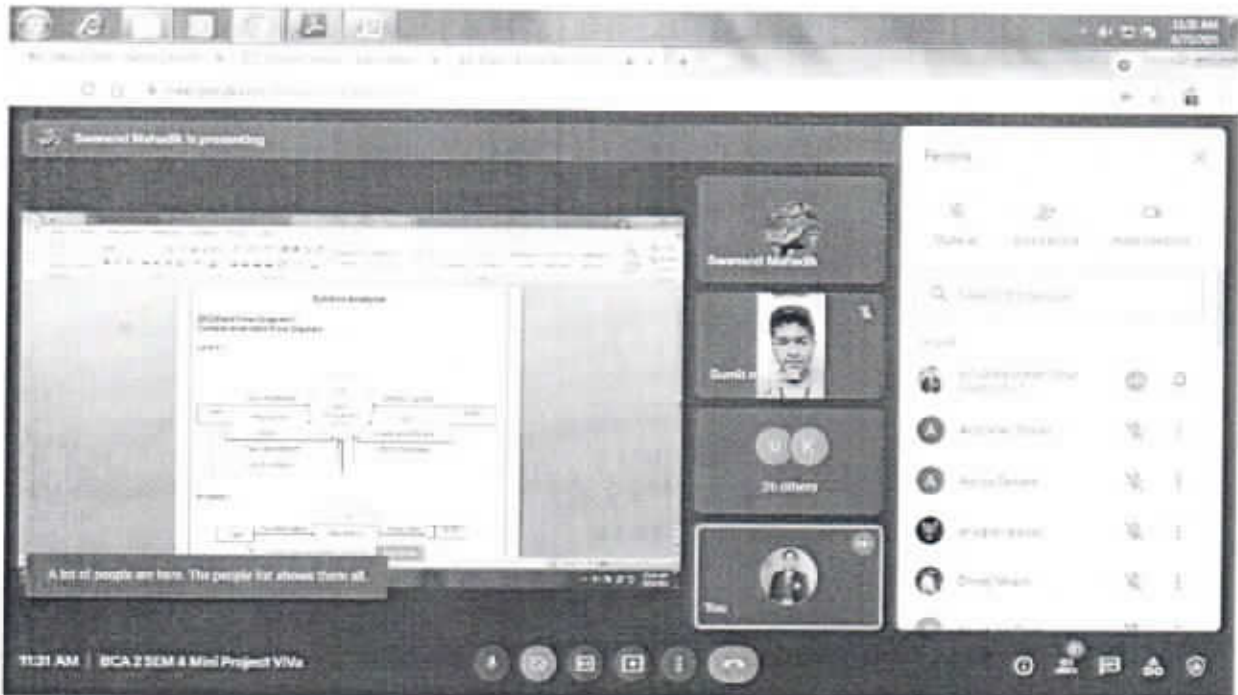
3.1 Which of the following operating systems supports critical real-time applications?

Each OS

Windows Linux MacOS

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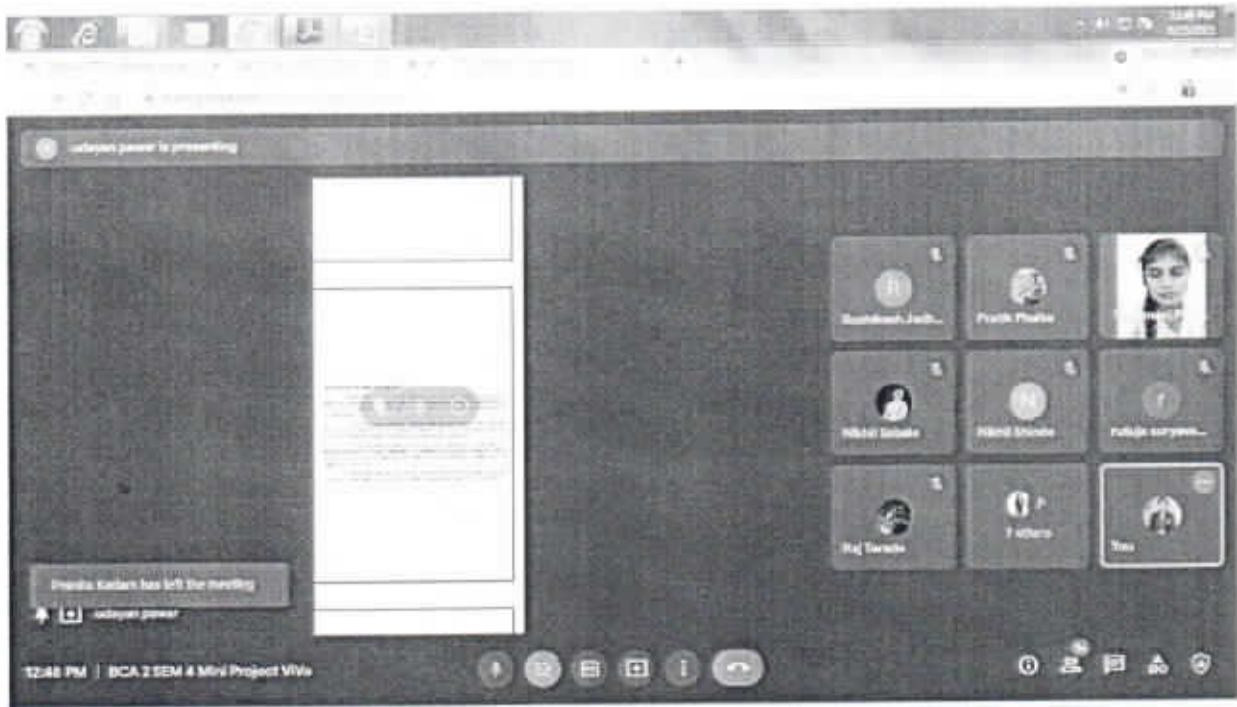
Online Project Viva using Google meet



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Sem I (Information Technology)

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Dipali Dadas
May 19, 2021

Dipali Dadas
Roll No. 9
Assignment 1-2

IT assignments 1 IT Assignment 2.PDF

Empty comment box

Parag Khopade
May 19, 2021

Case study 1

case study1.pdf

Empty comment box

Parag Khopade
May 19, 2021

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MBA I 2021_22

Sem I (Information Technology)



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Dipak Sapkal

May 19, 2021



Dipak Suresh Sapkal

Roll No. 49



Information Technology ...



Information Technology ...



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shubham bhosale

May 18, 2021



Name- Shubham bhosale

Roll no-06

Assignment -1 2



Hawkins Cooker Case St...



IT Assignment 2.pdf



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Tejas Awale

May 18, 2021



Tejas awale

Roll no 3

Assignment no 1



I T.pdf



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Madhuri Khamkar



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Ajinkya More
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Ajinkya More
Roll No 37
Assignment 1-2

Assignment 1.pdf Assignment2.pdf

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PRATHAMESH GURAV
May 18, 2021

Prathamesh Nandkumar Gurav
Roll No.15

Case Study.1.pdf Case Study.2.pdf

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swapnil more
May 18, 2021

Name- Swapnil Maruti More.
Roll no. 38
Assignment -1&2

IT assignment _pdf.pdf IT assignment 2 _pdf.pdf

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IT For Management

MBAI(Sem II)
2020-21

MBA I 2021_22
Sem I (Information Technology)

BCA-II

Prof pooja kotalkar



FDP on Digital Forensics and ...

DIGITAL GCEKARAD



MBA 1(2019-20)

M.B.A 1
Sem 2



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M.B.A 1

Sem 2



Announce something to your class

**Gitanjali Ingale**

Mar 28, 2019



All the students are hereby informed that the lectures for MIS case studies will be conducted in next week after 3:30 p.m. If there are any changes in the schedule, it will be conveyed beforehand.



Add class comment...

**SNEHAL NIKAM**

Mar 25, 2019



Contemporary Approaches to Information System :-

The contemporary approaches to information system are divided into three part Technical Approaches, Socio-technical Approaches, Behavioural Approaches. These approaches are explained as below :

A) Technical Approaches :

The technical approach to information system emphasis mathematically based study information system as well as the physical technology and formal capabilities of these discipline that the technical approach are computer science, management science and operational research.

Socio-technical Approaches :

The study of management information system combines the theoretical work of computer management science and operation research with a practical oriented toward building system and application. It also pays attention towards behavioural issues.





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anuja rathi

Mar 16, 2019



: Assignment no 1

What is MIS?

MIS is the use of information technology, people, and business processes to record, store and process data to produce information that decision makers can use to make day to day decisions.

MIS is the acronym for Management Information Systems. In a nutshell, MIS is a collection of systems, hardware, procedures and people that all work together to process, store, and produce information that is useful to the organization.

The need of MIS =

1) Decision makers need information to make effective decisions. Management Information Systems (MIS) make this possible.

2) MIS systems facilitate communication within and outside the organization –

3) employees within the organization are able to easily access the required information for the day to day operations. Facilitates such as Short Message Service (SMS) & Email make it possible to communicate with customers and suppliers from within the MIS system that an organization is using.

4) Record keeping – management information systems record all business transactions of an organization and provide a reference point for the transactions.

Significance Of Information System =

1) Economic Importance =

Even though the cost of installation and maintenance of an information system quite high (depends upon kind of system) in the beginning, but in due course the costs drops and appears fair deal when compared to kinds of benefits enjoyed with the help of it.

2) Information Systems Improve Performance =



Information Systems are designed to improve the overall efficiency and effectiveness of a process. The information systems speed up the process and reduce the time by removing non-value adding steps in the operation



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: Assignment no 2

DSSs include knowledge-based systems. A properly designed DSS is an interactive software-based system intended to help decision makers compile useful information from a combination of raw data, documents, and personal knowledge, or business models to identify and solve problems and make decision

Characteristics of DSS =

1. Handle large amounts of data like database searches
2. Obtain and process data from different sources including internal and external data stored on mainframe systems and networks
3. Provide report and presentation flexibility to suit the decision maker's needs
4. Have both textual and graphical orientation like charts, trend lines, tables and more
5. Perform complex, sophisticated analysis and comparisons using advanced software packages

Components of DSS :

1. DSS Database: It contains data from various sources, including internal data from the organization, the data generated by different applications, and the external data mined from the Internet, etc.
2. DSS User Interface: It is an interactive graphical interface which makes the interaction easier between the DSS and its users. It displays the results (output) of the analysis in various forms, such as text, table, charts or graphics.
3. Backward Analysis Sensitivity Models :
Also known as goal seeking analysis, the technique followed in these models is just opposite to the technique applied in sensitivity analysis models.
4. Optimization Analysis Models: They are used to find optimum value for a target variable under given circumstances. They are widely used for making decisions related to optimum utilization of resources in an organization.



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raiendra kumbhar posted a new question: write 1st question of assianment ...



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shivani vaidya
Mar 16, 2019

Assignment No.1

Information system

Definition: Information System are interrelated components working together to collect, process, store, and disseminate information to support decision making, coordination, control, analysis, and vidualization in an organization."

Need of Information System:

1)Operational Excellence:

In order for a business to achieve high levels of profitability, they need to improve the efficiency of their operations. Information systems is a tool that is used in order to achieve high levels of efficiency and productivity in business operations.

2)New Products, Services and Business Models:

Information systems can be used to create new products and services and also an entirely new business model. A business model describes how a company produces, delivers and how they sell a product or service to create wealth.

3)Customer/Supplier Intimacy:

When a business provides a good product or service customers tend to return and purchase more frequently which raises revenue and profits. The more a business engages with its suppliers, the better the supplier can provide vital inputs which can lower costs.

4)Improved Decision-Making:

Many managers who operation in an information bank may never have the right information at the right time to make an informed decision. This can raise costs and lose customers. However, information systems allow the managers to use real-time data from the marketplace when making decision.

5)Competitive Advantage:

When a firm achieved one or more of these business objectives (operational excellence, new products, services and business models, customer/supplier intimacy and improved decision-making), they may have a competitive advantage. By performing better than competitors, charging less for superior goods and responding to customers and suppliers, higher sales and profits can be made.

6)Day To Day Survival:

Businesses must invest in information systems and technology as they are essential to doing business. This necessity is caused by the industry level changes and firms need to use information systems and technology in order to provide the capability to respond to these.



Significance of IS:-

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collections organised as database.

3) Interactivity-

Since final users of information systems may belongs to various user's categories, The system must response is real time to any type of request.

4) Decision making -

Information system are supporting management decision making by providing specific analyses, prediction or finding the option of solution under certain constraints, consequent to data processing.

5) Expert system facilities-

They ensure an advanced mode assisting decisions, since they include experts knowledge on a certain and field as a knowledge base which lends to be exhaustive for modelling that field ideally, an expert system replaces human expert in a certain field.

Assignment No.2

Decision Support System(DSS):

Decision Support System are a specific class of computerized information system that supports the business and organizational decision making activities. A properly designed DSS is an interactive software based system intended to help the decision makers to compile the useful information from raw data, documents, personal knowledge and business models to identify and solve the problem & make decisions. DSS is an interactive computer based system which helps to utilize the data and models to solve the unstructured problem. It is a computer based software system. For management decision makers who deal with semistructured problem. DSS are better viewed as data and data manipulation tools than a formalized system. DSS involve models of business activity, flexibility and adoptability are crucial in DSS.

Characterstics of Decision Support System:

1) A User with unstructured or semi-structured problem: These are the problem without known answers & also without clear procedures for answering them. An example of a structured problem would be to solve the function $3x-6=0$ for x .

2) One or more corporate data bases: Decision support system often draw upon a corporate database that store a company's financial or non-financial information. This data is then used by a DSS for some type of analysis.

3) One or more user data bases: User data bases are created by individuals rather than by the processing activities of a company. These files often store data about external environment.

4) A set of Quantitative models stored in a model base: A model base is a collection of statistical

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including: intelligence and data analysis; identification and design of alternatives; choice among alternatives; and decision implementation.

6) DSS may be independent systems that collect or replicate data from other information systems OR subsystems of a larger, more integrated information system.

7) DSS are intended to improve the accuracy, timeliness, quality and overall effectiveness of a specific decision or a set of related decisions.

Components of Decision Support System:

1) User Interface:-A User interface is a system by which people interact with a machine.The user interface includes hardware and software components.User Interface exist for various system and provide a means of:

I) Input allowing the users to manipulate a system or

II) Output allowing the system to indicate the effects of the user manipulation.

Generally,the goal of human machine interaction engineering is to produce a user interface with makes it easy,efficient and enjoyable to operate a machine in the way which produces the desired results.This generally means that the operator needs to provide minimum input to achieve a desired output & also that machine minimizes undesired output to the human.

2) Database:-A database consist of an organizes collection of data for 1 or more usues,typically in digital form.one way of classifying database involves the type of their contents.Ex-bibilographic document text,statistical database are managed using DBMS which stores database contents,allowing data creation & maintainance & search and other access.

3) Analytical Tool:- A Analytical tool is something used to analyse .It is normally a way to review the effectiveness of something.





vishakha vanjari

Mar 16, 2019



Assignment no 2

DSS include knowledge-based systems. A properly designed DSS is an interactive software-based system intended to help decision makers compile useful information from a combination of raw data, documents, and personal knowledge, or business models to identify and solve problems and make decision

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Add class comment...



vishakha vanjari

Mar 16, 2019



Assignment no 1

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1) Economic Importance =

Even though the cost of installation and maintenance of an information system quite high (depends upon kind of system) in the beginning, but in due course the costs drops and appears fair deal when compared to kinds of benefits enjoyed with the help of it.

2) Information Systems Improve Performance =

Information Systems are designed to improve the overall efficiency and effectiveness of a process. The information systems speed up the process and reduce the time by removing non-value adding steps in the operation.

3) Importance in Decision Making =

Information Systems provides the tools for managers enabling them to monitor, plan and forecast with more precision and speed than ever before. They also enable managers to respond more rapidly and adapt swiftly to the fast changing business environment



Add class comment...



Aishwarya Chavan

Mar 16, 2019



An information system is software that helps you organize and analyze data. This makes it possible to answer questions and solve problems relevant to the mission of an organization.

Meaning of information system

Many organizations work with large amounts of data. Data are basic values or facts and are organized in a database. Many people think of data as synonymous with information however, information actually consists of data that has been organized to help answers questions and to solve problems. An information systems is defined as the software that helps organize and analyze data. So, the purpose of an information system is to turn raw data into useful information that can be used for decision making in an organization





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Every organization runs on information and each business entity has a particular way of gathering, recording, storing and manipulating information. Trivially, all that is needed to collect and store information is a pen and paper. However, it would be a phenomenal task, for instance, for a medical practitioner to record and store patient details using pen and paper. Information systems have completely revolutionized the collection, storage and manipulation of data.

An information system generally comprises a series of specialized computer applications and hardware that process vast amounts of data to provide useful information in processes such as decision making. Some definitions refer to the whole architecture, comprising software applications, hardware, operating systems and the network structure that supports the various computing components making up the information system.

Information systems evolve with time as technology advances and as formal rules governing information management in an organization change. For instance, if there are major structural changes in an organization, comparable changes in the information system may be required.

The importance of information systems in business starts with increased productivity and efficiency. It helps to ensure better record keeping, data safety, organization and regulatory compliance.

Reaching a Global Market

Information systems make it possible for companies to expand their offerings to people all over the world. This is because the internet is global. Businesses can utilize internet-based ordering and focus their marketing efforts on a worldwide scale. This also makes it possible to utilize global product configuration.

Data Storage

The importance of information systems in business lies heavily with data storage. It makes this task neater and easier. Gone are the days where companies had to have a wealth of physical filing cabinets for this. Now, they can organize all of their data on their business network.

This allows for quick, easy retrieval of information. It also makes it possible to put into place an array of security protocols so all data is secure. Management can create specific time points to back up data so that nothing is lost.

Improved Decision Making

For management to make logical decisions, they must have all of the facts. With a good information system, they can easily pull up the facts, figures and other data they require when working on elements, such as annual projections, marketing materials or even hiring decisions.

This type of system work for both operational and financial processes within a business. Those seeking information can utilize the system's search function to quickly pull up all relevant files. They can also organize all information so that it is easy to retrieve at a later date to be analyzed or used to determine if the decisions made were the right ones.



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Enhance Productivity and Efficiency

With this type of system, those working within a company share a network. Special files or folders can be set up to allow for the mutual sharing of information. This means something can be shared once and all allowed recipients will have full access. This prevents having to print out multiple copies or send numerous emails just to provide information.

This saves time and energy, allowing all employees to work faster and better without extra effort. Overall productivity and efficiency are increased.

Finance and Accounting Control

Being able to easily run reports to analyze a company's finances makes it possible for management to stay on top of profits and expenses. This ensures better financial decisions, such as when to release a new product or when a company might have to make employee changes. This system can also aid with factors, such as a company's taxes, insurance and other elements that are necessary to review on a regular basis to ensure that a business is in full compliance with the law.

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Simplify Sales and Marketing

Information systems can be built to act as the foundation for a company's sales and marketing. For



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Arti Aoughade

Mar 16, 2019



Assignment No. 2

A decision support system (DSS) is an interactive computer-based information system that, like MIS also serves at the management level of an organization. However, in contrast to MIS (that processes data), it processes information to support the decision making process of managers. It provides middle managers with the information that enables them to make intelligent decisions. A DSS in bank, for example, can enable a manager to analyze the changing trends in deposits and loans in order to ascertain the yearly targets.

DSS's are designed for every manager to execute a specific managerial task or problem. Generally, they help managers to make semi-structured decisions, the solution to which can be arrived at logically. However, sometimes, they can also help in taking complex decisions.

DSS Characteristics :

- i) Support for decision makers in semi structured and unstructured problems.
- ii) Support managers at all levels.
- iii) Support individuals and groups.
- iv) Support for interdependent or sequential decisions.



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A decision support systems consists of three main components, namely database, software system and user interface.

1. DSS Database: It contains data from various sources, including internal data from the organization, the data generated by different applications, and the external data mined from the Internet, etc. The decision support systems database can be a small database or a standalone system or a huge data warehouse supporting the information needs of an organization. To avoid the interference of decision support system with the working of operational systems, the DSS database usually contains a copy of the production database.

2. DSS Software System: It consists of various mathematical and analytical models that are used to analyze the complex data, thereby producing the required information. A model predicts the output in the basis of different inputs or different conditions, or finds out the combination of conditions and input that is required to produce the desired output.

A decision support system may comprise different models where each model performs a specific function. The selection of models that must be included in a decision support system family depends on user requirements and the purposes of DSS. Note that the DSS software contains the predefined models (or routines) using which new models can be built to support specific type of decisions.

Some of the commonly used mathematical and statistical models are as follows:-

Statistical Models: They contain a wide range of statistical functions, such as mean, median, mode, deviations etc. These models are used to establish, relationships between the occurrences of an event and various factors related to that event. It can, for example, relate sale of product to differences in area, income, season, or other factors. In addition to statistical functions, they contain software that can analyze series of data to project future outcomes.

Sensitivity Analysis Models: These are used to provide answers to what-if situations occurring frequently in an organization. During the analysis, the value of one variable is changed repeatedly and resulting changes on other variables are observed. The sale of product, for example, is affected by different factors such as price, expenses on advertisements, number of sales staff, productions etc. Using a sensitivity model, price of the product can be changed (increased or decreased) repeatedly to ascertain the sensitivity of different factors and their effect on sales volume. Excel spreadsheets and Lotus 1-2-3 are often used for making such analysis.

Optimization Analysis Models: They are used to find optimum value for a target variable under given circumstances. They are widely used for making decisions related to optimum utilization of resources in an organization. During optimization analysis, the values for one or more variables are changed repeatedly keeping in mind the specific constraints, until the best values for target variable are found. They can, for example, determine the highest level of production that can be achieved by varying job assignments to workers, keeping in mind that some workers are skilled and their job assignment cannot be changed. Linear programming techniques and Solver tool in Microsoft excel are mostly used for making such analysis.

Forecasting Models: They use various forecasting tools and techniques, including the regression



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sets a target value for a variable and then repeatedly changes other variables until the target value is achieved. To increase the production level by 40 percent using the backward sensitivity analysis, for example, first, the target value for the production level can be set and then the required changes to made in other factors, such as the amount of raw material, machinery and tools, number of production staff, etc., to achieve the target production level.

3. DSS User Interface: It is an interactive graphical interface which makes the interaction easier between the DSS and its users. It displays the results (output) of the analysis in various forms, such as text, table, charts or graphics. The user can select the appropriate option to view the output according to his requirement.

A manager, for example, would like to view comparative sales data in tabular form whereas an architect creating a design plan would be more interested in viewing the result of analysis in a graphical format. The present-day decision support system built using the Web-based interface provides its users some special capabilities like better interactivity, facility for customization and personalization, and more ease of use.

 DSS_Components.jpg


Add class comment...



Arti Aoughade

Mar 16, 2019



Assignment No.1

An information system is an organized system that affects the interplay between people, processes, and technology in an organization.

Information systems are used all over the place. They are used by banks to manage their investments, hospitals to better care for their patients, and B2B companies to automate their marketing. Information systems are designed to improve the way people work, and take what they can do to a new level.

One misconception about IS is that it inherently involves technology. In fact, technology is just a tool that's often useful. Some people even say technology should be used as a last resort. Others also differentiate IS from computer science by saying that CS is what goes on inside the machine, and IS is what goes on outside the machine.

Another misconception is that IS is about only storing and managing information. That's not necessarily 'wrong', but that's only part of the big picture. A lot of the effort in IS comes around understanding the organizational environment, and making sustainable, scalable changes to

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efficiency and productivity in business operations.

Customer/Supplier Intimacy:

When a business provides a good product or service customers tend to return and purchase more frequently which raises revenue and profits.

Improved Decision-Making:

Many managers who operation in an information bank may never have the right information at the right time to make an informed decision.

Significance of information system:

1. Economic Importance:

Even though the cost of installation and maintenance of an information system quite high (depends upon kind of system) in the beginning, but in due course the costs drops and appears fair deal when compared to kinds of benefits enjoyed with the help of it.

2. Information system improve Performance:

Information Systems are designed to improve the overall efficiency and effectiveness of a process. The information systems speed up the process and reduce the time by removing non-value adding steps in the operation.

3. Importance in Decision Making:

Information Systems provides the tools for managers enabling them to monitor, plan and forecast with more precision and speed then ever before. They also enable managers to respond more rapidly and adapt swiftly to the fast changing business environment.

