



SACRED HEART COLLEGE (AUTONOMOUS)

Tirupattur – 635 601, Tamil Nadu, S.India

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Ready for
Every Good Work

A Don Bosco Institution of Higher Education, Founded in 1951 * Affiliated to Thiruvalluvar University, Vellore * Autonomous since 1987

Accredited by NAAC (4th Cycle – under RAF) with CGPA of 3.31 / 4 at 'A+' Grade

Sacred Heart College (Autonomous), Tirupattur District

1.2.1 List of New Courses

Department: MSW

MSW

MSW-COURSE (Restructured) - 2021-22 Batch Onwards

SEMESTER I							
Code	Title of the subject	Contact Hrs	Credit	E-hrs	CA	SE	Total
MSW130T	Introduction to Social Work Profession	45	3	3	50	50	100
MSW131T	Social Work Practice With Individuals	45	3	3	50	50	100
MSW132T	Social Work Practice With Groups	45	3	3	50	50	100
MSW133T	Sociology for Social Work Practice	30	2	3	50	50	100
MSW134T	Psychology for Social Work Practice	30	2	3	50	50	100
MSW135S	Theatre Skills	30	2	R/SD			100
MSW136F	Concurrent Field Work-I	-	5	R/V	50	50	100
SEMESTER TOTAL			20				700
SEMESTER II							
MSW230T	Social Work Practice With Communities	45	3	3	50	50	100
MSW231T	Human Resource Management	45	3	3	50	50	100

MSW232T	Medical & Psychiatric Social Work	45	3	3	50	50	100
MSW233T	Social Welfare Administration	30	2	3	50	50	100
MSW234T	Labour Legislation and Labour Welfare	30	2	3	50	50	100
MSW235S	Communication Skills	30	2	R/SD			100
MSW236F	Concurrent Field Work-II	-	5	R/V	50	50	100
MSW237F	Block Field Work (4 Weeks Duration)	-	4	100			
MSW238X	Transactional Analysis (Certificate Course)	-	2*	Optional-Successful Completion			
SEMESTER TOTAL			24+2*				800

SEMESTER III

Code	Title of the subject	Contact Hrs	Credit	E-hrs	CA	SE	Total
MSW330T	Social Work Research & Statistics	45	3	3	50	50	100
MSW331A MSW331B MSW331 C	Rural & Urban Community Development Industrial Relations Youth Development	45	3	3	50	50	100
MSW332A MSW332B MSW332C	Rural and Urban Governance Human Resource Management in Service Sector Strategies for youth Development	45	3	3	50	50	100
MSW333A MSW333B MSW333C	Qualitative Research Hospital Administration Therapeutic Interventions in Social Work	30	2	3	50	50	100
MSW334A MSW334B MSW334C	Corporate Social Responsibility Hotel Front Office Management Disaster Management	30	2	3	50	50	100
MSW335S	Data Processing & Analysis Skill - (SPSS & NVivo)	30	2	R/SD	50	50	100
MSW336J	Research Project I	-	3	R/V			100
MSW337F	Concurrent Field Work – III	-	5	R/V	50	50	100
MSW338X	Psychometric & Testing Tools (Certificate Course)	-	2*	Optional-Successful Completion			
SEMESTER TOTAL			23 +2*				800

SEMESTER IV

Code	Title of the subject	Contact Hrs	Credit	E-hrs	CA	SE	Total
MSW430T	Human Rights and Social Legislation	45	3	3	50	50	100
MSW431A MSW431B MSW431C	Development Strategies Organizational Behavior NGO Management	45	3	3	50	50	100
MSW432A MSW432B MSW432C	Livelihood & Social Audit / Human Resource Development Counseling and Career Guidance	45	3	3	50	50	100
MSW433A MSW433B MSW433C	Project Monitoring and Evaluation Skill Matrix & Competency Mapping Social Work with Family & Children	30	2	3	50	50	100
MSW434A MSW434B MSW434C	Environmental Social Work Performance Management Social Entrepreneurship	30	2	3	50	50	100
MSW435S	Employability Skills	30	2	R/SD			100
MSW436J	Research Project II	-	3	R/V			100
MSW437F	Concurrent Field Work IV	-	5	R/V	50	50	100
	Block Field Work (4 Weeks Duration)	-	4*	Optional-Successful Completion			
SEMESTER TOTAL			23+4*				800
COURSE TOTAL			90+8*				3100

MC - Main Core

IDC - Inter-Disciplinary Core

ME - Main Elective

RP - Research Project; **SK**-Skill Paper

FWP - Field Work Practicum

CC - Certificate Course

SFWP - Summer Field Work Practicum

R/V - Report Submission & Viva Voce **R/SD** - Report Submission / Skill Demonstration

Components of Programme	No of courses	No. of courses (x) credits	Total Credits
Main Core (MC)	12	12 x 03	36
Inter Disciplinary Core (IDC)	04	04 X02	08
Main Electives (ME)	04	04 x 02	08
Skill Paper (SK)	04	04 x 02	08
Field Work Practicum (FWP)	04	04 x 05	20
Summer Field Work Practicum (SFWP) (4 Weeks at the end of I Year)	01	01x04	04
Summer Field Work Practicum (SFWP) (4 weeks at the end of II Year)	01* (Optional)	01X 04	04*
Research Project	02	02 x 03	06
Certificate Courses (CC)	04* (Optional)	04 X 02	08*
TOTAL	23	-	90+12*

Sacred Heart College (Autonomous), Tirupattur District

1.2.1 List of New Courses

Department: MSW

S. No.	Course Code	Course Name
1.	CC	Transactional Analysis (Certificate Course)
2.	MSW320T	Social Work Research & Statistics
3.	MSW321A	Rural & Urban Community Development
4.	MSW321B	Industrial Relations
5.	MSW321C	Youth Development
6.	MSW322A	Rural and Urban Governance
7.	MSW322B	Human Resource Management in Service Sector
8.	MSW322C	Strategies for youth Development
9.	MSW335S	Data Processing & Analysis Skill -(SPSS & NVivo)
10.	MSW336J	Research Project I
11.	MSW323A	Qualitative Research
12.	MSW323B	Hospital Administration
13.	MSW323C	Therapeutic Interventions in Social Work
14.	MSW324A	Corporate Social Responsibility
15.	MSW324B	Hotel Front Office Management
16.	MSW324C	Disaster Management
17.	MSW328X	Psychometric & Testing Tools

18.	MSW420T	Human Rights and Social Legislation
19.	MSW421A	Development Strategies
20.	MSW421B	Organizational Behaviour
21.	MSW421C	NGO Management
22.	MSW422A	Livelihood & Social Audit
23.	MSW422B	Human Resource Development
24.	MSW422C	Counseling and Career Guidance
25.	MSW423A	Project Monitoring and Evaluation
26.	MSW423B	Skill Matrix & Competency Mapping
27.	MSW423C	Social Work with Family & Children
28.	MSW424A	Environmental Social Work
29.	MSW424B	Performance Management
30.	MSW424C	Social Entrepreneurship
31.	MSW425S	Employability Skills
32.	MSW427J	Research Project II

Syllabus:

TRANSACTIONAL ANALYSIS (Certificate Course-1) (30 Hours Only) I MSW SEMESTER – II CODE: MSW238X

Learning Outcome: *The students will...*

- Gain knowledge about the concepts related to transaction analysis
- Understand the self and others
- Acquire the skills of communication and problem solving

UNIT I: An overview of T.A: Introduction to Structural analysis – Development of Ego states. The Parent ego state, Incomplete Parent ego state, Re-parenting. The Child ego state, Shifts between Natural & Adapted Child ego states. Activating Child Ego State. The Adult ego state -- Activating and strengthening the Adult ego state.

UNIT II: Introduction to Analyzing Transactions – Complementary transactions, Crossed transactions and ulterior transactions. The human

hunger for Strokes -- Stroking hunger, Positive Stroking, Discounting and Negative Stroking. The hunger for Structured Time - Withdrawal, Rituals, Pastimes, Games, Activities and Intimacy.

UNIT III: Stamp collecting – Psychological Trading of Stamps. Redemption of Stamps. Psychological Game Playing—The Yes-but’ game, The Uproar game, the ‘Lets you and Him Fight’ game, the ‘See what you made me’ game. Giving up games.

UNIT IV: The Drama of Life Scripts-Injunctions and Counter Injunctions- Scripts with Curse- Counter scripts. Rewriting scripts through Awareness, Spontaneity and Intimacy.

UNIT V: Application of TA: Effective transaction for personal, family

and profession wellbeing.References:

1. Berne, Eric, 1996, Games People Play- The Basic Book of Transactional Analysis. Ballantine Books, New York.
2. Berne, Eric, 1964, Games People Play. Grove Press, New York.
3. Berne, Eric, 1961, Transactional Analysis In Psychotherapy, Grove Press, New York
4. Harris A. Thomas, 1969, I’ am OK-You are OK.; Harper & Row, New York.
5. James, Muriel & Jongeward, 1976, Born to Win, Addison Wisely Publishing Company, London
6. Steiner M. Claude, 1982, Scripts People Live. Bantam Books, Toronto
7. Steiner M. Claude, 1974, Games Alcoholics Play, Ballantine Books, New York.
8. Widdow son, Mark. 2010, Transactional Analysis -100 Key Points and Techniques, Routledge,New York.

Note: it is an extra credit course (Optional). Course Fee and duration will be fixed by the department in consultation with the resource persons. Students need to pay Rs. 50 to the office of Controller of Examinations. The course will be conducted for minimum of 30 hours outside the regular time table. No CIA or Semester end exams will be conducted. Certificates will be issued by the Department for those who have completed the course.

SEMESTER III
SOCIAL WORK RESEARCH &

STATISTICS (Main Core-7)II
MSW SEMESTER – III CODE: MSW330T

Learning Outcome: *The students will...*

- Gain knowledge about research methodology & statistical applications
- Understand the usages of computer packages in research
- Acquire the skill of adopting the methodology and the application of statistics

UNIT 1: Concept and Process: Social Science Research- Scientific attitude, characteristics. Social Work research- Research Types and Process. Importance of theory, conceptualization and operationalization in Research. Variables–Independent and dependent. Preparing Research Project Proposal. Funding Opportunities for Social Work Researches.

UNIT 2: Research Methodology: Research Design: Exploratory, Descriptive, Diagnostic, Explanatory and Experimental & Quasi Experimental Hypothesis: nature and types, assumptions and Testing of hypothesis. Sampling: meaning, types - probability and non-probability. Data Collection Methods: Nature and types questionnaire, interview schedule and standardized tools. Validity and reliability testing of tools. Ethical responsibilities in Research.

UNIT 3: Measurement of Data: Meaning and Types: Primary and Secondary Data. Levels of measurement: Nominal, Ordinal, Interval and Ratio. Scale: Meaning and types: Likert, and Semantic differential.

UNIT 4: Application of Statistical Tests: Type of Statistics: Descriptive and Inferential (Parametric and Non Parametric): Conditions for Parametric and Non Parametric Tests. Descriptive statistics: Central Tendency: Mean, Median, Mode, Range, Standard deviation, Quartile Deviation. Presentation of Descriptive Statistics: One way, two way and summary tables, Diagrams: Pie, Bar, Histogram, Line and Cluster Bar Chart. Parametric Tests: One sample 't' test, Independent Sample 't' test. ANOVA and MANOVA, Paired Sample 't' test and Pearson Correlation.

UNIT 5: Research Report Writing style and structure (Use of APA and MLA Style). Guidelines to Publish Research Papers. Plagiarism Testing. Intellectual Property Rights.

Reference

1. Aditham Bhajanaga Rao. 2006. Research Methodology. Excel books. New Delhi.
2. Allen Rubin and Earl Babbie, 2011, Methodology For Social Work Research, Cengage Learning India Pvt. Ltd, New Delhi.
3. Cargan, Leonard. 2008. Doing Social Research. Jaipur. Rawat Publications.
4. Chadhary CM. 2009. Research methodology. Ashish Paranmi RBSA publishers. Jaipur.
5. Debashis Chakraborty. 2009. Research Methodology. Saurabh Publishing House. New Delhi.
6. Foster, J.J. 1998. Data Analysis Using SPSS for Windows. Sage

Publications Ltd. London.

7. Gaur, Ajai S and Sanjaya S Saur. 2009. Statistical Methods for Practice and Research. A guide to Data Analysis using SPSS. Sage Publications. New Delhi.
8. Gosh B.N., 2008 Scientific Methods And Social Research, Sterling Publications Pvt. Ltd, New Delhi.
9. Gupta, S. P. 2009. Statistical Methods. New Delhi. Sultan Chand and Sons.
10. Ian Shaw and Nick Gould, 2001, Qualitative Research in Social Work, Sage Publications, London.
11. Kothari, C.R. 2004. Research Methodology – Methods and Techniques. New Delhi. NewAge International Private Limited.
12. Kultar Singh. 2007. Quantitative Social Research Methods. Sage Publications India PVT LTD. New Delhi.

13. Michael Bloor, Jane Frankland, Michelle Thomas, Kate Bobson 2001, Focus Groups in Social Research, Sage Publications, New Delhi.
14. Padgett, D.L. 1998. Qualitative Methods in Social Work Research. Sage Publications. California.
- Susanne Friese, 2012 Qualitative Data Analysis with Atlas, Sage Publications, New Delhi

RURAL & URBAN COMMUNITY DEVELOPMENT (Main Core-8)
II MSW SEMESTER – III CODE: MSW331A

Learning Outcome: *The students will...*

- Gain knowledge about rural urban community
- Understand the programmes & activities of rural and urban development
- Acquire the skills of working with rural and urban community

UNIT 1: Community: meaning, types, characteristics. Community development: Definition & philosophy. Evolution of Community Development. Human Development Index - Dimensions and importance. Sustainable development: meaning, importance. SDGs (Sustainable Development Goals). National priorities of the Govt. of India.

UNIT 2: Rural Community Development – Principles, approaches. Early experiments of rural development. Assessment of needs and problems in the community. Participation – meaning, relevance, & levels. Dimensions of participation. Participation in rural development. Participatory Rural Appraisal – characteristics, principles, tools, techniques – Social Mapping, Venn Diagram, Monogram, Health Matrix, Resource Mapping, Time line, Steps and limitations. Extension – meaning, principles, approaches.

UNIT 3: Urbanization: Concept- Urban, Urbanism - Characteristics- Types of urban centers - Town - Metropolitan city Satellite towns - Megacity - Parallel city and Smart City. Urban development and Urban community development - meaning - origin of urban community development- Welfare extension policy of central social welfare board as pilot project - Delhi project -Baroda project - Jamshedpur project. Urban governance structure and development schemes

UNIT 4: Urban Social problems: Crime – accidents – Prostitution -Pavement Dwellers – Street Children – Solid Waste Management - Pollution Control. Urban traffic problems- Metro rail and MRTS projects -Road safety systems - Infrastructure development - Urban housing problems – Housing schemes- Urban development Programs and Policies - Town planning - Urban Renewal programs in Indian cities – Smart cities & Development Corridors. Characteristics of Slums in Indian cities- Tamil Nadu Slum clearance board- Functions of slum clearance Board- Programs for slum dwellers.

UNIT 5: Role of Government & NGOs in Development: Government programs & schemes – poverty alleviation, women development, SC/ST development and child development. Voluntary action – NGOs in rural urban development. Community based organization, programs & projects. Involvement of NGOs in urban community development - Need for NGOs in urban community development – N.G.Os working at Urban centers.

References:

1. Amitabh Bhatnagar, 2008, Rural Microfinance and Microenterprise, Concept Polishing Company, New Delhi
2. Anastasia Nikolopoulou And Taisha Abraham And Farid Mirbagheri, 2010, Education For Sustainable Development, Sage Publications, New Delhi
3. Katar Singh, 2010, Rural Development(Third), Sage Publications
4. Kumar, Somesh. 2004, Participatory Method in Community Work. New Delhi: Himalya Publisher.
5. Maheswari, S.R. 1994, Rural Development in India. Delhi. Sage publishers.
6. Narayanasamy N. And M.P.Boraian, 2005, Participatory Rural Appraisal, Concept Publishing Company, New Delhi
7. Noble G. Allan, 1997, India Urbanization New Delhi. Tata McGraw Hill Publishing Company.
8. Rajib Luchanpanigrahy. 2006. NGO for Rural Development. Mohit Publications.New Delhi.
9. Rasure K A. 2010. Rural Credit in the Era of Globalization. Madhav Books Publications. Hariyana.
10. Shankar Chatterjee, 2011, Implentation Of Rural Development Programmes, Serials Publications, New Delhi
11. Singh Kattar. 2009. Rural development. Sage publications. New Delhi.
12. Venkatarama Ayyar C.P., 2004, Town Planning In Early South India, Mittal Publications, New Delhi
13. William, A. Thomas and A. J. Christopher. 2011. Rural Development – concept and recent approaches. Jaipur. Rawat Publications.

INDUSTRIAL RELATIONS (Main Core-8)

II MSW

SEMESTER – III

CODE: MSW331B

Learning Outcome: *The students will...*

- **Gain knowledge about trade unions**
- **Understand the functions and activities of trade unions**
- **Acquire the skill of working with the workers and unions**

UNIT 1: Industrial Relations: Concept, Characteristics and Approaches -State and Industrial Relations – Code of Conduct and Code of Discipline in Industry

UNIT 2: Collective Bargaining: Concept – Theories – Goals – Principles – Prerequisites – Stages of Collective Bargaining – Bargaining Strategies – The factors influencing Collective bargaining – Skills of an effective bargaining agent. Inter and Intra union rivalry, Concept of Conciliation, Arbitration and Adjudication.

UNIT 3: Workers Participation in Management: Concept – Aims and objectives – Scope – Levels of Participation – Conditions essential for working of the Scheme of workers' participation in Management

UNIT 4: Trade Unions and Employers Organization: Origin and Growth of trade union movement in India – Theories – Functions – Administration of Unions – Leadership – Membership and Finance – Close shop, Open Shop and Check off system – Employers' organization: Objectives and functions of various employers' organization, membership and finance. Issues and Challenges of Trade unions in India. Emerging Trends in Union – management relations: Impact of Globalization and Liberalization. New Paradigms of Industrial Relations in India. Grievance - Meaning and forms, sources of grievance, approaches to grievance machinery, Grievance procedures, model grievance procedure. Disciplinary procedures, approaches to manage discipline in Industry, Principles of Hot stoverule.

UNIT 5: International Labour Organization: History – Mission and Objectives – Structure: International Labour Office , General Body and International Labour Conference – Functions of ILO . Concept of Tripartism in ILO in India: India-Decent Work Country Program (2013-17) ,

Reference

1. Ajay bhola, J.N Jain. 2009. Modern Industrial Relations and Labour Laws. Regol Publications.
 2. Anuradha Sharma, Aradhana Khandekar,2009, Strategic Human Resource Management an Indian Pespective, 2 Ed, Sage Publications Ltd, New Delhi.
 3. BD Singh. 2010. Industrial Relations and Labour Laws. Excel Books Publications.
 4. Bhatia S.K. 2008. Industrial Relations and Labour Laws. 2008. Deep and Deep Publications.
 5. Hiriyyappa B, 2008, Strategic Management, New Age International P. Ltd, Publishers New Delhi
 6. Jain J.N. 2009. Modern industrial Relations and Labour Laws. Regal Publications. New Delhi.
 7. Jeffery A Mello, 2011, Strategic Human Resource Management, Cengage Learning India Pvt.Ltd, New Delhi
 8. Mamkootam Kuriakose. 1982. Trade Unions. Myth and reality. Oxford University press. New Delhi.
 9. Mamoria, C. B. and Mamoria Satish. 1984. Industrial Labour. Social Security and Industrial peace in India. Kitab mahal. Allahabad.
 10. Michael Armstrong ,2011, Strategic Human Resource Management (4th Ed), Kogan Page India Pvt Ltd, New Delhi
 11. Punekar, S. D. et. al. 1981. Lobour welfare. Trade Unions and Industrial Relations. Himalaya publishing house. Bombay.
- Tapomoy Deb ,2009, Managing Human Resources in Industrial Relations ,1ed Anurag Jain for Excel Books, New Delhi

YOUTH DEVELOPMENT (Main Core -8)

II MSW SEMESTER – III CODE: MSW331C

Learning Outcome: *The students will...*

- Gain knowledge about concept of youth and theories on adolescents
- Understand youth work and its various approaches and models
- Gain knowledge of the policies and programmes of youth development

UNIT 1: Youth: Concept - Youth as age Category, as transitional stage, as social Construct. Demographic Profile of Indian Youth. Theories on Adolescence: Hall's storm and stress model, Erickson's Psychosocial Theory of Development, Blo's Theory of Process of Disengagement by adolescents, Richard Jessor's Problem Behaviour Theory.

UNIT 2: Youth Development: Concept- Youth Development Index based on Human Development Index dimensions - Education, Income and Health. Youth Indicators drawn from Sustainable Development Goals of the United Nations Organization. Youth Led Development: Concept- Youth Led Sustainable Development in the focus areas of Health and Population dynamics, Education and Skill development, Gender equality and Women empowerment, Peace and Non-violence and Climate

UNIT 3: Positive Youth Development: Conceptual Understanding of Positive Youth Development (Competence, Character, Confidence, Connection and Caring). Community engagement framework for youth development - Factors promoting and hindering youth engagement in the Community.

UNIT 4: Approaches and Models of Youth Work: Nature & definition of Youth Work. Approaches to Youth Work – Relief based approach, Welfare based approach, Development based approach and Policy Development based approach. Models of Youth work – Treatment model, Reform model, Advocacy model, Conscientization model and Don Bosco's Preventive model. Youth Clubs, Youth Movements and Youth Parliaments. Career Opportunities in Youth Work

UNIT 5: Youth Policy & Programmes: Policy- Policy development framework- Essential features of National Youth Policy of India (2014). Youth Development Programs of Indian Government; NSS, NSS, NCC, Scouting and Guiding, NYC, NYK, Scouting and Guiding, National Youth Corps, NYK and RGNIYD. Youth Organizations involved in Youth Development: United Nations Population Fund (UNFPA), International Youth Foundation (IYF), DBYA South Asia, Restless Development India and Magic Bus.

References

1. Chowdhry D.P.1988. Youth Participation and Development. New Delhi. Atma Ram and Sons Publications.
2. Harper and Malcolm. 1996. Empowerment Through Enterprise. London. Intermediate Technology Publications.
3. Kenyon, et.al. 1996. Youth Policy 2000. Formulating and Implementing National Youth policies. London. Commonwealth Secretariat Module -9, CYP. Chandigarh. Asia Regional Centre.
4. Macwangi M – Zambia.1998. Promoting Enterprise and Economic Development. Module 11. CYP. Chandigarh: Asia Regional Centre.
5. Philip and MCMichael 1996. Development and Social Change. London. A global Perspective. Sage publications.
6. Rajendran Vasanthi and David Paul. 2006. Youth and Globalization. Rajiv Gandhi National Institute of Youth Development. Sriperumandur.
7. Sibereisen K. and Richard M. Lerner. 2007. Approaches to Positive Youth Development. Sage Publications. New Delhi.
8. Wyn J and R. White. 1997. Rethinking Youth. London. Sage Publications limited.

RURAL AND URBAN GOVERNANCE

II MSW

Semester – III

Code: MSW332A

Learning Outcome: The students will...

- Gain knowledge about rural and urban governance
- Understand the functions and activities of rural and urban governance
- Acquire the skills of working with and through local self-governments

Unit – I: Governance and Good Governance. Democratic Decentralization. E-Governance, Evolution of Rural Self Governments: Ancient period– Ur, MahaSabha, Variyams, kudumbu, alunganam. Mughal period - Patwari, Muqaddam, Jagirdars, and Zamindar. British period – Mahalwari system, Ryotwari system, Indian rebellion 1857 and decentralization. Mayo’s Resolution, Ripon Resolution, Royal Commission, Montague-Chemsford Reforms, and Government of India Act, 1935. After independence - Balwant Raj Mehta Committee, Ashok Mehta Committee, G V K Rao Committee, L M Singhvi Committee, and Constitutionalisation of Rural Governance.

UNIT 2: 73rd Constitutional Amendment Act, 1992 (Pachayat Raj Institutions) – GramSabha, Constitution, Composition and duration of panchayat, Reservation of seats, Disqualification of members, Powers, and responsibilities of Panchayats. Powers to impose taxes and Funds of Panchayats. Constitution of Finance Commission to review financial position. Elections to the Panchayats. Application to union territories.

UNIT 3: Evolution of Urban Self Governments: Ancient period – district administration, Nagaram, and Mahanagaram. Mughal period - Kotowal. British period – first municipal corporation, Town committee, Royal Army Sanitary Commission, Mayo’s Resolution, Ripon Resolution, Royal Commission, Morley-Minto Reforms, Government of India Acts 1919, Government of India Act 1935. After independence – Simla conference, Local Finance Enquiry Committee, Rathnasabapathy Mudaliar Committee, Matthai Committee, White Paper on the Reforms of Local Administration, Rural Urban Relationship committee, K. N. Sahay committee, and Constitutionalisation of Urban Governance.

Unit 4: 74th Constitutional amendment act, 1992 (The municipalities) – Metropolitan area, Municipal area, Municipality, Constitution, composition and duration of municipality, Constitution and composition of Wards Committees, Reservation of seats, Powers and responsibilities of Municipalities, Elections to the Municipalities. Committee for district planning. Committee for Metropolitan planning.

UNIT 5: Evolution of Tribal Self Governments. Before independence - Scheduled Districts Act 1874, the government of India act 1919, the government of India act 1935. After Independence – Advisory committee on Fundamental Rights, Minorities and Tribal and Excluded Areas, Sub committees of the advisory committees, Article 244 (Fifth Schedule of the Constitution), Bhuria Committee, The Provisions of the Panchayats (Extension to the Scheduled Areas) Act, 1996 / PESA Act 1996 - Village, GramaSabha and its power

Reference:

1. Agarwal Babitha. 2009. Urbanization of Rural Areas. Rajdhani. New Delhi.
2. Arora K. Ramesh. 2009. Panchayati Raj Participation and Decentralisation. Rawat publications. Jaipur.
3. Bidyut Mohanty. 1993. Urbanization in Developing Countries, Concept Publishing Company. New Delhi.
4. Bondy Padhyay. D. 2003. Empowering Panchayats Handbook for Master Trainers Using Participatory Approach. Concept Publications. New Delhi.
5. Jacob. Z. 2008. Urban Community Development. Rawat publications. Jaipur.
6. Khanna. B.S. 1994. Panchayat Raj in India. Deep & Deep publications. New Delhi.
7. Kshisagar, R.K.. 1994. Dalit Movement in India and its Leaders. MD Publications. New Delhi.
8. Mehta G.S. 2008. Participation of Women in the Panchayati Raj System. Kanishka Publishers. New Delhi.
9. Ravinder Singh Sandhu. 2006. Urbanization in India. Sage Publications. New Delhi

HUMAN RESOURCE MANAGEMENT IN SERVICE SECTOR (Main Core-9)

II MSW

SEMESTER – III

CODE: MSW332B

Objectives: *The students will...*

- **Gain knowledge about the human resource Management in service sector**
- **Understand the functions and activities of human resource practices**
- **Acquire the skills of working in service sector**

UNIT I: Service Industries: Concept of Service, Types of Service, Service Management, Evolving Environment of Services, Service as a System, Attitudes towards Service Sector, Growth of the Service Industries. Nature of Service sector; Characteristics of Services. Similarities and Differences in Manufacturing and Service Industries - Customer Relationship Management (CRM).

UNIT II: HR Policies and Certification: National and Global HR Policies: Drawing a recruitment Policy, Training Policy – Certification in Service Sector – ISO – SA 8000 – Business Process Reengineering (BPR) - Challenges of service managers; Service Quality and performance.

UNIT III: Human Resource Management in Service Organizations: Concept, Functions, Organizing HRM Functions in Service Sector. Nature of work for the Frontline workers and backend Support Services. Performance management system: Balanced Scorecard Approach – Core Competency – Fun at Workplace - Compensation and reward structure.

UNIT IV: HRM in Hospitals: Health Services, Statuary fulfillment, Challenges in Hospital Management, Impact of HR practice in Hospitals. HRM in Hospitality Industries: Front Office - Facility Management in Hotels - HRM in Insurance and Banking.

UNIT V: HRM in IT Sector: Software Industry, BPOs, KPOs and ITES - Talent management. HRM in Education Management: Educational Systems, Practice and marketing innovative practices. Understanding HRM in professional Consultancy Firms - Implication of HRM in Flexible Working conditions – Work from Home - Legal Provisions, Unionization, –Strategic Human Resource Management - Challenges of HR Managers in Service Industries

References:

1. Balaji B, 2013, Service Marketing & Management, S.Chand & Company Private Limited, New Delhi.
2. Dasler Gary, 2011, Human Resource Management, Dorling Kindersly (India. Pvt. Ltd.), New Delhi.
3. Goyal R.C., 1994, Hand Book Of Hospital Personnel Management, Prentice Hall Of India Private Limited, New Delhi.
4. Goyal R. L. 1993. Handbook of Hospital Personnel Management. Prentice Hall of India Pvt. Ltd. New Delhi.
5. Hoffman K Douglas and E G John Bateson. 2006. Marketing of Services. Cenage Learning India Pvt. Ltd. New. Delhi.
6. Kandula, Srinivas. 2005. Human Resource Development in Competitive Business Environment. ICFAI University press. Hyderabad.
7. Natarajan L, 2006, Service Marketing, Margham Publications, Chennai.
8. Negi, Jag Mohan. 1997. Professional Hotel Management. S. Chand and Co. Ltd. New Delhi.
9. Rao, Sanakard M. 1992. Hospital Organisation and Administration. Deep and Deep Publications. New Delhi.
10. Sanghi Sma, 2011, Human Resource Management, Macmillan Publishers, India.
11. Valarie Zeithaml A. Mary Jobitner, Dwayne Gremler D. Ajay Pandit, 2012, Service Marketing, Tata Mcgraw Hill Education Private Limited, New Delhi.

STRATEGIES FOR YOUTH DEVELOPMENT (Main Core-9)

II MSW

SEMESTER-III

CODE: MSW332C

Learning Outcome: The Students will ...

- Understand the different strategies by which youth development could be achieved
- Gain knowledge of government and private interventions in the development of youth
- Acquire skills in designing capacity building programmes.

Unit 1: Promoting Healthy Life Style: Unhealthy life style among youth: Excessive Sedentary activities (Television, video games, social networks) and nutrient deficit fast foods. Problems due to poor physical fitness among adolescents and youth. Healthy Life Style- Concept and Importance. Body Mass Index. Benefits of regular physical activities- Walking, trekking, jogging, cycling, swimming, aerobics activities and Indigenous knowledge and practice in healthy living (yoga, pranayama, meditation). Food Pyramid for healthy life style.

Unit 2:Capacity Building: Concept, Significance of capacity building of youth. Methods – Training, Out-bound training, Folk and theatre training, Exposure visits, youth participation in forums and groups - Training Needs Analysis (TNA), Competency Analysis- Writing training objectives- Designing a training programme. Evaluation of training based on Kirkpatrick's model. Documentation and dissemination of outcomes of capacity building.

Unit 3:Livelihood: Concept -Sustainable Livelihoods approach to poverty -UNDP, CARE and DFID approach to Sustainable Livelihood -Strengths and weaknesses - Sustainable livelihood projects in India. Formation of self-help groups of men/women of economically deprived families - Orientation on the basic characteristics of micro-finance and micro-enterprise and its effective management. New Entrepreneurs & Enterprise Development Scheme (NEEDS). Incentives and subsidies for earmarked for SC, ST and women entrepreneurs.

Unit 4:Entrepreneurship: Concept-Entrepreneurial skills and competencies. Feasibility Study: Product/Service Feasibility, Industry/Market Feasibility, Organizational Feasibility and Financial Feasibility. Steps in setting up a micro enterprise: Product Selection, market survey, viable business plan, choice of technology, man power, production process, quality standards and marketing strategies. Institutional support services by Government and corporate sector.

UNIT 5: Community Health: Concept - Community Health Concerns -Youth-led Community health and Sanitation. Programs: National Rural Health Mission, National AIDS Control Programme. First Aid, Immunization programs. Community Health Education on Water, Sanitation and waste management.

References

1. Ashmore, Cathy, 2008, Criteria for Youth Entrepreneurship Education. Consortium for Entrepreneurship Education.
2. Catalano, R.F., Gavin, L.E., Markham, C.M., 2010, Future directions for positive youth development as a strategy to promote adolescent sexual and reproductive health. *J Adolesc Health*.
3. Eccles, J.S., Gootman, J.A., 2002, Community programs to promote youth development. Committee on Community-Level Programs for Youth, National Research Council (U.S.). Board on Children, Youth, and Families, Institute of Medicine (U.S.). National Academies Press, Washington, DC.
4. Farrington, J (2001). Sustainable livelihoods, rights and the new architecture of aid. *Natural Resource Perspectives* 69. Overseas Development Institute, London.
5. Jonathan Roberts, 2009, *Youth Work Ethics*, Learning Matter Ltd,
6. Kate Sapin, 2013, *Essential Skills For Youth Work Practice (2nd Edition)*, Sage Publication, New Delhi
7. Kuriakosenpallikunel, 2005, *Empowering Community: Empowering The Young At Risk*, National Research And Documentation Center, Bangalore
8. Martin Robb, 2007, *Youth In Frameworks, Settings, Encounters*, Sage Publications, London
9. Mary Tyler, Liz Hogarth And Bkyan Merton, 2009, *Managing Modern Youth Work*, Learning Matters Ltd, Padrtow, Co.
10. McNulty, Michael; Nagarajan, Geetha, 2005, *Serving Youth with Microfinance: Perspectives of Microfinance Institution and Youth*. Chemonics International, USAID
11. Melvin Delgado, 2000, *New Arenas For Community Social Work Practice With Urban Youth*
12. Peter Ronald Desouza, Sanjay Kumar, Sandeep Shastri, 2009, *Indian Youth In A Transforming World*, Sage Publications, New Delhi
13. Roger Harrison, Cathy Benjamin, Sheila Curran And Rob Hunter, 2007, *Leading Work With Young People*, Sage Publications, New Delhi
14. Sarumathy M, Hiranniya Kalech, 2007, *Youth Policies And Programmes In South Asia*, Rajiv Gandhi National Institute Of Youth Development (RGNIYD), Sriperambudur, India
Sarumathy, M, Hiranniya Kalesh.P, 2007, *Youth In Decentralized Governance*, Rgnyid, Sriperambudur

DATA PROCESSING & ANALYSIS SKILL (SPSS & NVivo)

Skill Paper–SK 3 (30 Hours Only)

II MSW

III SEMESTER

CODE: MSW335S

Learning Outcome: *The students will...*

- **Gain knowledge on SPSS and NVivo**
- **Gain Skills and Methods to use the statistical software.**
- **Gain experience in using SPSS & NVivo in data processing and analysis.**

Unit I: Basic steps of Data Analysis: editing, coding, code book preparation. Creating data file, syntax file and output file. Defining data: Variable name, Variable label, Values, value labels.

Unit II: Management of data file - adding cases, adding variables, saving files, retrieving data files, rectifying missing values and system error. Recoding of data, computing of data.

UNIT III: Data Analysis: Single frequency, bivariate analysis, Median vs QD, use of charts and diagrams. Editing of table and charts, exporting tables and charts in word document. Testing of hypothesis: Chi-square test, T-test, ANOVA, Correlation matrix, Generating reports and Interpretation of Data

UNIT IV: NVivo in Qualitative Research: Methodologies supported by NVivo - NVivo key terms – Creating a new project- Bringing material into NVivo: Interviews, articles and other documents, Creating nodes and Internodes, Importing data files, audio and video transcripts, photos and images, web pages, social media content and research article

UNIT V: Coding and making nodes: Memos, annotations and links- Exploring people, places and other cases- Summarizing data in framework matrices- Displaying data in charts, models and graphs, tree maps and cluster analysis diagrams - Creating reports and extracts in qualitative research with Qualitative Lab- Practical .

Reference:

1. Foster, J.J. 1998. Data Analysis Using SPSS for Windows. Sage Publications Ltd. London.
2. Gaur, Ajai S and Sanjaya S Saur. 2009. Statistical Methods for Practice and Research. A guide to Data Analysis using SPSS. Sage Publications. New Delhi.
3. Gupta, S. P. 2009. Statistical Methods. New Delhi. Sultan Chand and Sons.
4. Padgett, D.L. 1998. Qualitative Methods in Social Work Research. Sage Publications. California.
5. Manual- N Vivo 10 for Windows- www.explore.qsrinternational.com/new-york-university

Data Processing & Analysis Skill - (SPSS & NVivo) (100 Marks)

1. Assignment: 10 Marks
 2. Class Participation: 10 Marks
 3. Record note: 20 Marks
 4. Practical (Skill Demonstration): 20 Marks
- End Semester – Viva Voce: 40 Marks

RESEARCH PROJECT –I (Core)

II MSW

SEMESTER – III CODE: MSW336J

Learning Outcome: *The students will...*

- Gains knowledge and skills in developing a research proposal for undertaking a research (quantitative and qualitative).
- Acquire knowledge on problem formulation and review of literature.
- Gain knowledge on designing the methodology and prepare tools for data collection.

Each student is assigned with a research supervisor. The students have to get the guidance and carryout the following steps and complete the research project.

1. Selection of Topic, Defining terms, Finalization of Objectives of Study.
2. Feasibility Study, Pilot Visit to the study field.
3. Detailed Research Proposal
4. Introductory Chapter

5. Review of Literature and Bibliography
6. Finalization of Research tool

The supervisor internally evaluates the work of the student out of 50 marks for the above components, considering the quality, punctuality and regularity of consultation and learning interest.

Internal (50 Marks)

Regularity in Submitting Reports	: 10 Marks
Consultation Received from the Supervisor	: 15 Marks
Progress Shown	: 15 Marks
Quality of Reports (Library and other resources used and Language Clarity)	: 10 Marks

The student submits the approved chapters as a spiral volume. Viva Voce is conducted by an external examiner along with the concerned Supervisor. Marks are awarded out of 50.

The VIVA components/marks:

Research Project Proposal	: 10 Marks
Chapter I	: 10 Marks
Chapter II - Literature Review	: 10 Marks
Tools	: 10 Marks
Presentation and Communication	: 10 Marks

Research Process

S. No	Process of Research (Draft)
1	Identification of List of Research Topics
2	Write up of three interested Research topics
3	General Introduction of selected research topic (Tentative)
4	Field Feasibility Report
	Review of Literature
5	Introduction which covers the objectives of RoL
6	Concepts
7	Definitions
8	Theories
9	Models
10	National and international policy, programmes, schemes, etc.,
11	National and International situations
12	Summary of already explored areas
13	Research Gaps
14	Research Questions
15	Research Problems
16	Conclusion
17	Objectives (General and Specific)
18	Hypothesis (Optional)
19	Conceptual Framework
	Methodology
20	Field of Study
21	Working definitions
22	Source of data
23	Research Design
24	Sampling Design
25	Data analysis plan
	Preparations of Tool
26	<i>Demographic variables</i>
27	<i>Items to assess the objectives</i>
28	<i>Scale of measurement</i>
29	<i>Suggestions/Recommendations</i>
	Tool Standardization
30	Concurrent validity/construct validity/content validity/Face validity/Reliability
31	Pre-test
32	Final tool for data collection
33	Time schedule
34	Budget
35	Proposal
	Title of the Study
	General Introduction

	Statement of the Problem
	Significance of the Study/Need of the study
	Scope of the Study
	Field of Study
	General and Specific Objectives
	Hypothesis (Optional)
	Tool of data collection
	Pre testing of tool
	Source of data
	Research design
	Sampling design
	Data analysis plan
	Time schedule
	Budget
	Expected outcome
	Name and address of the researcher with station and date
	Name and signature of the guide

QUALITATIVE RESEARCH IN SOCIAL WORK (Main Elective-1) (30 Hours Only)

II MSW

SEMESTER – III CODE: MSW333A

Learning Objectives: Students will

- Understand the concept and scope of qualitative research
- Gain knowledge on the process and approaches of qualitative research
- Acquire skills for data collection and documentation
- Gain skills in data analysis and management

Unit – I: Concept: Qualitative research-Concept, Characteristics, Objectives and scope. Ethical responsibilities in qualitative research- Challenges in qualitative research- Mixed Method in research -Quantitative & Qualitative.

Unit – II: Process of Research: Problem Formulation: Review of literature, site selection and time frame, selection of samples, Collection of data, Data processing and analysis and interpretation and documentation of observations and findings.

Unit – III: Approaches to Qualitative Research: Ethnography, Grounded theory, Interpretative phenomenological analysis, Disclosure analysis, Conversation analysis, Content analysis and Narrative analysis. Qualitative Sampling and Selection: Convenience, Typical Case Sampling, Critical Case Sampling, Maximum Variation Case Sampling, Intensity Sampling and Snowball Sampling.

Unit – IV: Data Collection Methods: Observation, Case studies, In-depth Interview, Focus Group Discussion, Artifacts/field records, Narrative and Open ended questions in questionnaires. Use of audio/video gadgets and photos in data collection.

Unit –V: Data analysis and Management: Convergence and Divergence. Types of analysis: Conversation, discourse and genre. Coding the data using software programmes in qualitative research. Writing the research report.

Reference

1. Allen Rubin and Earl Babbie, (2011), Methodology For Social Work Research, Cengage Learning India Pvt. Ltd, New Delhi.
2. B.N .Gosh, (2008) Scientific Methods And Social Research, Sterling Publications Pvt. Ltd, New Delhi.
3. Christopher, A. J. and Thomas William. 2006. Research Project Work Made Easy. Joie Publishers. Chennai.
4. Glesne, C. and Peshkin. 1992. Becoming qualitative Researchers. Longman. White Plains. New York.
5. Ian Shaw and Nick Gould, (2001) Qualitative Research in Social Work, Sage Publications, London.
6. Jorgensen, D.L. 1989. Participant Observations; a Methodology for Human Studies. Sage Publications. California.
7. Michael Bloor, Jane Frankland, Michelle Thomas, Kate Bobson (2001), Focus Groups in Social Research, Sage Publications, New Delhi.
8. Miller, M.L. and J. Kirk. 1986. Reliability and Validity in Qualitative Research. Sage Publications. California.
9. Morgan, D.L. 1997. Focus Groups as Qualitative Research. Sage Publications. California.
10. Noblit, W.G. and R.D. Hare. 1988. Meta-Ethnography: Synthesizing Qualitative Studies. Sage Publications. California.

11. Padgett, D.L. 1998. Qualitative Methods in Social Work Research. Sage Publications. California.
 12. S.Sarantokas, (2005) Social Research, Palgrave Mac Millan Publications, New York.
 13. Susanne Friese, (2012) Qualitative Data Analysis with Atlas, Sage Publications, New Delhi.
 14. Riessman, C.K. 1994. Qualitative Studies in Social Work Research. Sage Publications. California.
- Silverman, D. 1993. Interpreting Qualitative Data. Sage Publications Ltd. London.

HOSPITAL ADMINISTRATION (Main Elective-1) (30 Hours Only)
II MSW SEMESTER – III CODE: MSW333B

Learning Outcome: *The students will...*

- **Gain basic knowledge on Hospital Administration**
- **Understand the functions of Hospital**
- **Acquire the skill for administering Hospitals.**

UNIT-I: Overview of Health Care Sector: Overview of Health Care Sector in India – Primary care – Secondary care – Tertiary care – General & special Hospitals - Understanding the Hospital Management: Routine Admission/Discharge Procedures/Discharge Summary - Hospital Utilisation Statistics: Average Length of Stay (ALS), Bed Occupancy Rate and Turn Over Interval – Role of Medical, Nursing Staff, Paramedical and Supporting Staff.
 NABH Guidelines and Principles

UNIT-II: Functional Hospital Organization: Hospital code of ethics, medical ethics, standards for hospitals, - Hospital functions - Front Office: Duties & Responsibilities - Health Records: Daily Reports / Returns: Hospital Census, Matron’s Report, Medical Officer’s Report, Casualty Report, Medico-Legal Cases, Report from ICU / ICCU, Security Report, Maintenance Department Report and OT List. - Patient’s Complaints - Medical Certificates.

UNIT –III Hospital Administration: Hospital Committees: Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow-up Actions. - Duties & Responsibilities of the Hospital Administrator/CEO - Role of Medical Superintendent, Resident Medical Officer, Night duty Executive; Public and guest relation: information regarding patients, medical information, attendants’ management.

UNIT-IV: HRM in Hospitals: Nature and Scope of HRM – Meaning and Definition – Functions – Objectives – Organization of HRM Department - Policy Evolution of Personnel - Duty Roster of various categories of Staff - Administration of Patient Related Schemes: Medical Insurance (Cashless Benefit), Central Government Health Scheme (CGHS), Ex-Servicemen Contributory Health Scheme (ECHS), Third Party Administrator (TPA), Employee’s State Insurance (ESvarI) - Hospital Waste Management - Methods of Infection Control - Standard Operating Procedures (SOPs) - Availability of Materials: Critical Items, Stock Level, Procurement Methods.

UNIT V: Challenges in Hospital Administration: Emergency Codes: Disaster Management: Fire Fighting. Dealing with Crisis Situation, Mob violence, Bomb threat, Terrorist strike, Mass casualties, Political agitation, Prisoners - Hospital Security: Staff, Patients, New born babies, Female staff/Patients, Stores. - Application of Hospital Information System (HIS) & Management Information System (MIS) - Accreditation – Tele health - Health Tourism - Health Insurance and Managed Care.

References

1. Dave P.K., Shakti Gupta, NK Parmar, Sunil Kant, **Emergency Medical Service and Disaster Management - A Holistic Approach**, Jaypee Brothers Medical Publishers Pvt. Ltd., New Delhi.
2. Goel S.L. & R. Kumar, Hospital Administration and Management, Deep & Deep Publications, New Delhi.
3. Hem Chandra , Hospital Equipment Management, Bharat Book Centre, Lucknow
4. Katakam A., GD Kunders, S Gopinath, Hospitals Planning, Design and Management, Tata McGraw-Hill Publishing Company Limited, New Delhi.
5. Nalini V.Deve, 1991, Hospital Management, Deep & Deep Publications, New Delhi.
6. R.C.Goyal, 1993, Hand Book of Hospital Personnel Management, Prentice- Hall of India Pvt. Ltd, New Delhi.
7. Sakharkar B.M., Principles of Hospital Administration and Planning. Jaypee Brothers Medical Publisher (P) Ltd., New Delhi.
8. Sankara Rao M., 1992, Hospital Organization and Administration, Deep & Deep Publications, New Delhi.
9. Shankti Gupta , 2011, Hospital and Health Care Administration - Appraisal and Referral Treatise , Jaypee Brothers Medical Publishers (P) Ltd., New Delhi
10. Spencer J.A., 1967, Management in Hospitals, Faber and Faber, New Delhi.
11. Syed Amin, Tabish, Hospital and Health Services Administration - Principles and Practice, Oxford University Press, New Delhi.
12. Yashpal Sharma , Handbook on Hospital Administration, Durga Printers, Jammu

THERAPEUTIC INTERVENTIONS IN SOCIAL WORK (Main Elective-1) (30 Hours

Only)

II MSW

SEMESTER – III

CODE: MSW333C

Learning Outcome: *The students will...*

- Understand the nature, goals and prerequisites of psychopathology
- Acquire knowledge about the different schools and techniques in psychotherapy.
- Gain knowledge about the application of therapies as an intervention in Social Work

UNIT I: Psychotherapy: Definition, Types and Goals - Professional and ethical issues- Unique features of psychotherapies- Personal characteristics of therapists

Unit II: Psychotherapies: Client Centered Therapy, Rational Emotive Therapy, Family Therapy, Group Therapy, Cognitive Behaviour Therapy- Application of CBT in Clinical Settings.

Unit III: Expressive therapy: Art therapy, Dance therapy, Writing therapy, Music therapy, Psychodrama and Motivational interviewing. Emerging Trends in Holistic treatment.

Unit IV: Techniques: Therapeutic techniques based on classical, operant and modeling theories. Relaxation training- muscular relaxation; Meditation; Flooding; Systematic Desensitization; Paradoxical Intention; Assertive training.

Unit V: Clinical Social Work: Definition, Goals and Standards of Clinical Social Work Practice. Clinical social work settings - Role in a multi-disciplinary team- Need for license to practice.

Reference

1. Allen, H. Frederick, *Psychotherapy with Children*, 1942, W.W. Norton & Company. INC, New York
2. Egan, Gerard, 2006 *The skilled helper: A problem management and opportunity, Development Approach to helping*, Wadsworth publishers, Boston, USA
3. Hamilton, Gordon, 1955, *Theory and Practice of Social Case Work*, Columbia University Press, New York, USA
4. Harper A. Robert, 1975, *The New Psycho therapies*, Prentice Hall INC. New Jersey
5. Helen, 1995, *Social Case Work: A Problem Solving Process*, The University of Chicago Press, Chicago, USA
6. Hersher, Leonard, ED, 1970, *Four Psycho Therapies*, Appleton-Century-Crofts, New York
7. Konopka, 1983 *Social Group Work: A helping Process*, Prentice Hall, New Jersey, USA
8. Lapworth, Phil, 2001 *Integration in Counselling and Psychotherapy: Developing a personal approach*, sage publications, New Delhi.
9. Taylor, S. (2006). *Clinician's guide to PTSD: A cognitive-behavioral approach*. New York, the Guilford Press.
10. Windy, Dryden, 2002 *Handbook of Individual Therapy*, Sage Publications, New Delhi.
11. Briere, J. (2006). *Principles of Trauma Therapy : A guide to symptoms, evaluation, and treatment*. Thousand Oaks, Calif.: Sage Publications.
12. Bryant-Davis, T. (2011). *Surviving sexual violence : a guide to recovery and empowerment*. Lanham, MD: Rowman & Littlefield Publishers.
13. Ellis, A., Mcinerney, J. F., DiGiuseppe, R., & Yeager, R. J. (1988). *Rational-Emotive therapy with alcoholics and substance abusers*. New York: Pergamon Press, 22-37.
14. McHugh, R. K., Hearon, B. A. & Oho, M. W. (2010). *Cognitive behavioral therapy for substance use disorders*. *Psychiatric Clinics of North America*, 33, 511-525.

CORPORATE SOCIAL RESPONSIBILITY (Main Elective-2) (30 Hours Only)

II MSW SEMESTER – III CODE: MSW334A

Learning Outcome: *The students will...*

- **Gain knowledge about Corporate Social Responsibility**
- **Understand the functions and activities of Social Audit**
- **Acquire the skills of promoting and working in CSR programmes**

UNIT 1: Corporate Social Responsibility – Concept, and significance – Evolution of CSR – The Triple Bottom Line Approach - CSR Issues: Environmental, Social, Labor related, Ethical and Governance.

UNIT 2: Organizational environment - Meaning - Types - Organizational Life Cycle - Impact of technology - impact of cultural values on managerial effectiveness - Social responsibilities of business.

UNIT 3: Role of ‘Standards and Codes’ in CSR: ISO – 14001(Environmental Management System), Occupational Health and Safety Management Systems (OHSAS) – 18001, Global Compact-UN, Stakeholder Engagement Standard -AA – 1000 (Stakeholder Engagement Standard).

UNIT 4: NGO and CSR – Indian Companies Act2013 from CSR perspective- Program for the neighborhood: Health, Education, Employment, Social Entrepreneurship andEnvironment. Communication: Annual Reports and Sustainability Reports.

UNIT 5: CSR- Success Stories in Indian Context – Infosys, TISS, TISCO, USHA. ASSOCHAM Reports in CSR. CSR Awards.

Reference

1. Akhileshwar Pathak, 2014, Legal Aspects Of Business (Sixth), Mcgraw Hill Publications, New Delhi.
 2. Garg K.C. And V.K. Sareen and Mukesh Sharma and R.C.Chawla, 2008, Legal Environment of Business, Kalyani Publications, Chennai.
 3. Jeffrey A Mello, 2011, Strategic Management of Human Resource (Third), Cingage Learning Ind Pvt Ltd, New Delhi.
 4. John D Daniels and Lee H Radebaugh and Daniel P Sullivan, 2005, International Business (Tenth), Pearson Education Pvt Ltd, New Delhi.
 5. John R Baotright, 2003, Ethics and Conduct of Business (Fourth), Dorling Kindersley Ind Pvt Ltd, New Delhi.
 6. Mahajan C.P., 2008, Concepts and Solutions of Business Ethics, ABD Publishers, Jaipur.
 7. Neelamegam V., 2008, Business Environment, Vrinda Publications, New Delhi.
 8. Sankaran S., 2013, Business Environment, Margham Publications, Chennai.
 9. Saravanavel P. And S.Sumathi, 2009, Legal Aspects of Business, Himalaya Publishing House, Mumbai.
- Sharma R.K. And PuneetGoel and Pooja Bhagwan,2009, Business Ethics And CorporateGovernance,KalyaniPublications,Chennai

HOTEL FRONT OFFICE MANAGEMENT (Main Elective-2)

II MSW

SEMESTER III

CODE: MSW334B

Learning Objectives

- To enhance the employability skill and knowledge of students on hotel management.
- To facilitate students to understand the functions of front office
- To enable student with right skill for front office management. .

Unit – I: Introduction to Hotel Industry – Concept of Hotel – Types of Hotels – Types of Rooms and Tariff – Restaurant: Food and Beverage Management -Tourism – Importance of Hospitality in Tourism – Tourism in India- Role of Travel Agents in Tourism Industry.

Unit – II: Front office Operations – Concept – Functions – Importance of Front office Department in Guest satisfaction – Qualities and Attributes of Front office Personnel – FOM Organizational Structure – Guest Cycle (Pre-arrival, arrival, Occupancy and Departure) – Job Description (Front office Manager, Reservation Supervisor, Front Office Cashier, Front Office Assistants, Reservation Assistants and Bell Boys). Lobby – Reservation Management (Online, Telephonic and Agent bookings) – visit to a Hotel / Resort

Unit III: Information (Information Desk, Information Rack, Key Management) – Reception - Front office procedures for Emergencies (Fire Fighting, Prevention of employee and guest theft and First Aid)- Night Auditing – Equipments in Front Office (PBX, PABX, EPABX)

Unit – IV: Front office Cashier – Functions – Records and Ledgers - Hotel Credit – Foreign Currency Encashment– Safety Locker Management – Establishing Room Rates (Rule of Thumb, Hubbart’s Formula) – Room Revenue Analysis.

Unit –V : Skills for Front Office Management – Personal Hygiene and Grooming – Computing Skills – Telephone Etiquette – Email Etiquette – Problem Solving Skills - Trends in Front Office Management. Case Study on Hotel Front office Administration

Reference:

Alan Fyall & Brian Garrod, 2010, Aspects Of Tourism Marketing, Viva Books Pvt.Limited, New Delhi

Christopher Lovelock & Jochen Writz & Jayanta Chatterjee, 2011, Services Marketing, Dorling Kindersley Pvt.Limited, South Asia

Ernst Schneider, 2008, Healthy By Nature, Editorial Safeliz, Spain

George D. Pamplone- Roger, 2010, Encyclopaedia Of Foods Healthy Recipes, Editorial Safeliz, Spain

George D. Pamplone- Roger, 2010, Healthy Body, Editorial Safeliz, Spain

Jack D. Niemeyer & Joe Perdue, 2009, Discovering Hospitality And Tourism, Dorling Kindersley Pvt. Limited, South Asia

Jagmohan Negi, 1997, Professional Hotel Management, Chand & Company Limited, New Delhi

Jagmohan Negi, 2008, Professional Hotel Management, Chand & Company Limited, New Delhi

Metti M.C., 2008, Customer Service And Hotel Management, Anmol Publications Pvt.Limited , New Delhi

Pragati Mohanty, 1992, Customer Service and Hotel Management, Ashish Publishing House, New Delhi

Sagar, 1992, Hotel Management, New Light Publishers, New Delhi

Sudhir Andrews, 1998, Hotel Front Office Training Management, Tata Mcgraw-Hill

PublisingCompany Limited, New Delhi

DISASTER MANAGEMENT (Main Elective-2) (30 Hours Only)

II MSW SEMESTER – III CODE:MSW334C

Learning Outcome: *The students will...*

- Understand the dynamic factors of disasters and their impact at an individual and societal level.
- Deal with disaster preparedness, crisis management, risk reduction and rehabilitation and understand how they are connected.
- Identify the role of different agencies in Disaster Management.

Unit–I: Understanding Disasters: Meaning, Concept. Type of Disasters – Man Made & Nature Made. Effects of Disasters – Physical, Economic, Social, and Psychological Effects. Disaster Vulnerability of India: Lessons from Bhopal Gas Tragedy, Gujarat Earth Quake, Orissa Super Cyclone, Floods, Epidemic & Pandemic

Unit–II: Disaster Management Cycle: Preventions. Mitigation, Preparedness, Response, and Recovery. Relief, Rehabilitation and Reconstruction. Factors influencing disaster preparedness and response. National Policy on Disaster Management (2009).

Unit III: Disaster Management Act(2005): – Community Based Disaster Management (CBDM)– Panchayat level Disaster Response Team – Disaster Relief and Risk Transfer through Insurance - Income Generation Activities and Housing - Task Force.

Unit – IV: Methods & Techniques - Vulnerability Analysis - Survival skills - Creating Awareness through IEC and Media – Training for Youth (CPR, Fire Fighting and Mock Drill) - Relief Camp Organisation - Recovery after disasters.

Unit – V: Role of Social Workers in Psycho-social Support. Role of Agencies in Disaster Management: Role of Government in Disaster Management – National Disaster Management Authority (NDMA) – Role of International Organisations and Civil Society Organisations

Reference

1. Disaster Prevention and Mitigation (1982), United Nations Disaster Relief Coordination, New York.
2. Form William H and Sigmund Nosow (1958), Community in Disaster, Harper and brothers Publishers, New York
3. Julie Freestone And Rudi Raab, 2004, Disaster Preparedness, Viva Books Pvt Ltd, New Delhi
4. Klinenberg Eric (2002), Heat Wave: A Social Autopsy of Disaster in Chicago, University of Chicago Press, Chicago.
5. Mamata Swain, JaganathLenka, MinatiMallick, 2007, Gender Perspective in Disaster Management, Serials Publications, New Delhi
6. Mamata Swain, JaganathLenka, MinatiMallick, 2007, Gender Perspective in Disaster Management, Serials Publications, New Delhi
7. Parida P.K. (2002), Towards Rebuilding a Post Disaster Society: A Case Study of Super Cyclone Affected Coastal Orissa , The Indian Journal of Social Work, Vol 63, Issue 2.
8. Quarantelli, (1998), What is a Disaster, Routledge, London and New York.
9. SenAmartya (1981), Poverty and Famines, Oxford University Press, New Delhi.
10. Sharma Dharendra (1983), India s Nuclear Estate, Lancers, New Delhi.
Sinha P C, 1998, Encyclopaedia of Disaster Management (Vol 01 to 10), Anmol Publications Pvt.Ltd, New Delhi.

PSYCHOMETRIC & TESTING TOOLS (Certificate Course-2) (30

Hours Only)II MSW SEMESTER – III

CODE:MSW338X

Learning Outcome: *The students will...*

- Gain knowledge about psychological assessment and purposes
- Acquire skills about intelligence, aptitude and interest assessments
- Explore various types of assessment in personality, emotions, health and will learn the administration of such tests
- Gain assessment skills in the areas of family and career

UNIT-I: Psychometric testing - Concept and meaning- Practice of using psychological theories in the construction of psychometric measures- Need and significance of psychometric testing for personal growth and career development- Reliability and validity in psychometric tool.

UNIT-II: Assessment of Intelligence, Aptitude and Attitude: Assessment of intelligence: Bhatia's Battery of Performance Test, Wechsler adult intelligence scale (WAIS). Emotional Intelligence Inventory by S K Mangal, Attitude Scale by Chauhan and Saroj Aurora.

Unit III: Assessment of Aptitude: General Aptitude Test Battery (GATB). Assessment of Interests: Strong Interest Inventory

UNIT-IV Assessment of Personality: Measures of personality: Myers-Briggs Type Indicator (MBTI). Adjective Check list – Personality assessment in work setting, Five Personality Trait Inventory by K.

S. Misra. (English)

UNIT- V Assessment related to Career: Comprehensive Interest Schedule, Assessment of Emotions: BDI-II, Assessment of aspiration: Level of aspiration measure (LOA). Career Preference Record by Vivek Bhargava.

Reference

1. Anastasi A. & Susana Urbina (2004) 7th Edition. Psychological Testing, Pearson Education Inc., New Delhi.
2. Aiken, L. R. (1997). Psychological testing and assessment .Allyn& Bacon.
3. Cohen, R. J., Swerdlik, M. E., & Phillips, S. M. (1996). Psychological testing and assessment: An introduction to tests and measurement. Mayfield Publishing Co.
4. Cronbach, L.J. Essentials of Psychological Testing.
5. Fernandez-Ballestros, R. 1st edition (2003) Encyclopedia of Psychological Assessment. Vol I and II. Sage Publications. New Delhi
6. Gregory, R.J. (2006). Psychological Testing: History, Principles, and Applications (4th Ed.). New Delhi: Pearson Education., Applications, and Issues. Australia: Thomson Wadsworth.
7. Kaplan, R.M. & Saccuzzo, D.P. (2007). Psychological Testing: Principles, Applications, and Issues. Australia: Thomson Wadsworth.
8. Parameswaran & Ravichandra (2003) Experimental Psychology. Neel Kamal Publications.
9. Whiston, S.C (1999). Principles and applications of assessment in counseling, Wadsworth, Belmont. Brooks- Cole
10. Woodworth, R.S. and Scholesberg (1972) Experimental psychology. Holt, Rinehart & Winston.

Note: it is an extra credit course (Optional). Course Fee and duration will be fixed by the department in consultation with the resource persons. Students need to pay Rs. 50 to the office of Controller of Examinations. The course will be conducted for minimum of 30 hours outside the regular time table. No CIA or Semester end exams will be conducted. Certificates will be issued by the Department for those who have completed the course.

HUMAN RIGHTS AND SOCIAL LEGISLATION**(Main Core-10)****II MSW****SEMESTER – IV****CODE:MSW430T**

Learning Outcome: *The students will...*

- **Gain knowledge about human rights and social legislations**
- **Understand the different social legislations**
- **Acquire the skills of applying the human rights and social legislation**

UNIT 1: Human Rights: Concept, Scope - Universal Declaration of Human Rights - International Covenant on Economic, Social and Cultural Rights - International Covenant on Civil and Political Rights. Human Rights in the Constitution of India. Roles and Powers of National Human Rights Commissions. Responsibilities of State Human Rights Commissioner - Social Work profession and Human Rights.

UNIT 2: Contemporary Issues: Rights of Children, Women, Dalits, Refugees, and Victims of HIV/AIDS and Capital Punishment. Tools used for Social Defense: Law, Welfare Schemes, Advocacy, Networking, Campaigning and Social Action. NGOs and Human Rights: Amnesty I66-71 International (AI), People's Union for Civil Liberties and People's Watch.

UNIT 3: Social Legislation: Meaning and Scope. Indian Penal Code, Family Courts, Lok Adalats, The Legal Aid, Public Interest Litigation and Right To Information Act (2005). Right to Education (RTE).

UNIT 4: The Special Marriage Act 1955, Adoption and Maintenance Act 1986, Juvenile Justice act 1986, Child Labor Prohibition and Regulation Act 1986, Bonded Labor Abolition Act 1976. The Maintenance and Welfare of Parents and Senior Citizens Act 2007.

UNIT 5: Protection of Civil Rights Act 1955. Prevention of Immoral Traffic Act 1986 Protection of Consumer Act. 1986. Transplant of human Organ Act 1994, Tamil Nadu Prohibition of Eve Teasing Act 1988, Tamil Nadu Prohibition of Ragging Act 1997.

Reference:

1. Aish Kumar Das. 2004. Human Rights in India. Sarup and Sons. New Delhi.
2. Chiranjivi J. 2002. Human Rights in India. Oxford University Press. New Delhi.
3. Kohli A.S. 2004. Human Rights and Social Work Issues. Society for Community Organisation. Madurai.
4. Muzafer Assadi, 2010, Human Rights Perspectives and Social Justice, Serials Publications, New Delhi.
5. Quinn Fredrick. 2005. Human Rights in Retreat. Society for Community Organisation. Madurai.
6. Sawant. P.B. 2004. Human Rights. Society for Community Organisation. Madurai.
7. Shantha Kumar. 2004. Human Rights, People's Watch. Madurai.
8. Susan C. Mapp. 2008. Human Rights and Social Justice in a Global World. Oxford University Press. New Delhi.
9. Tapan Biswal, 2007, Human Rights Gender and Environment, Viva Books Pvt Ltd, New Delhi
10. Tapan Biswal. 2006. Human Rights – Gender and Environment. Vira Publications. New Delhi.
11. Tapomoy Deb, 2009, Managing Human Resources in Industrial Relations, led Anurag Jain for Excel Books, New Delhi
12. Tony Evans, 2011, Human Rights in The Global Political Economy, Viva Books Pvt. Ltd, New Delhi
13. UGC, 2001, Human Rights and Duties Education, Shri Prem Varma, New Delhi
Upendra Boxi. 2007. Human Rights in a Post Human World. Cambridge University Press. New Delhi.

DEVELOPMENT STRATEGIES (Main Core-11)

II MSW SEMESTER – IV CODE:MSW431A

Learning Outcome: *The students will...*

- Gain knowledge about development strategies
- Understand the functions and activities of different developmental strategies
- Acquire the skills of using the developmental strategies in different sectors
- Able to develop a strategy for development.

UNIT 1: Strategy Planning –Introduction, developing vision, mission, strategy, action plan, obtaining feedback for improvement, identifying action steps in bringing about community and system change.

UNIT 2: Self Help Groups: meaning- Characteristics- formation- animation. Federation of SHGS at the Panchayats, Cluster, Block and District. Maintenance of records in SHGs. Grading and evaluation of SHGs. Micro finance- meaning and characteristics- Philosophy of micro finance and workings of Micro finance. Application of Self-help Group and Micro- finance.

UNIT 3: Watershed Development – meaning, philosophy and objectives.Common guidelines for watershed development projects (revised edition 2011) – Institutional arrangements at National, State, District, Project implementation agency and Village levels.People’s Participation. Selection criteria.Project management – Preparatory, work and withdrawal phases. Financial outlay and fund flow. Monitoring and evaluation, Learning and outcomes.Application of watershed development programme.

UNIT 4: Wasteland Development – definition, meaning and categories. Remote sensing and GIS in wasteland mapping. Methodology of wasteland assessment.Wasteland generation process. Methods of wasteland reclamation – Afforestation, Reforestation, Providing surface cover, Mulching, Strip farming, Terracing, Contour ploughing, Leaching, and Changing agricultural practice. Integrated Wasteland Development Programme (IWDP) of India.Application of wasteland development programme.

UNIT 5: Entrepreneurship Development – meaning, characteristics. Personality and dynamics of entrepreneurs. Entrepreneurship Skill Development Programme (ESDP) of India: Industrial Motivational Campaign, Entrepreneurship Awareness Programme, Entrepreneurship-cum-Skill Development Programme, Management Development Programme. Functions of EDII-Chennai. Application of Entrepreneurship development programme.

Reference

1. Daniel A.V. 2011. Strategies for Agricultural Development. Vora publications. Bombay.
 2. DanialLazer. 2008. Micro Training Poverty and Eradication. New Century publications. New Delhi.
 3. Desai Vasant. 2008. Dynamics of Entrepreneurial Development. Sultan Anand& sons. New Delhi.
 4. Giriappa. S. 2011. Water the Efficiency in Agriculture. Oxford Press. Calcutta.
 5. Gupta C.B. 2004. Entrepreneurial Development. Sultan Anand& Sons. New Delhi.
 6. Jayashree. 2005. Entrepreneurial Development. Marghan publications. Chennai.
 7. Selvapathi K., 1995. An Economic Analysis of the Watershed Development. Sacred Heart College. Tirupattur.
 8. Khan M. A. 2002. Water Shed Management for Sustainable Agriculture. Agrobias publications. Judhpur.
 9. Lalitha.N. 2003. Self Help Groups in Rural Development. Dominant publications. New Delhi.
 10. Poomani C. 2000. Functioning of MahalirThittam. Sacred Heart college. Tirupattur.
 11. Sharma R. K. 2011. Entrepreneurship Development. Himalaya publications. Bombay.
 12. UpendraNath Roy. 2005. People Participation in Watershed Management. Kanishka Publisher. New Delhi.
 13. Usharani. K., 2008, Marketing Strategies and Finance Viability of Self Help Groups, Sarop& Sons, New Delhi.
- VijayaAgarwal, 2005, Micro Finance An Introduction, ICFAI University, Hyderabad

ORGANISATIONAL BEHAVIOUR (Main Core-11)

II MSW

SEMESTER – IV

CODE: MSW431B

Learning Outcome: *The students will...*

- **Gain knowledge about organizational behaviour**
- **Understand the functions and activities of organizational behavior**
- **Acquire the skills of working with organized sectors and human resources**

UNIT 1: Organizational Behaviour: Brief History, Definition, Contributions of the Behavioral Sciences - Human Behavior at Work - Theories of Motivation – Systems Theory, EQ at Work - Stress and anxiety management, Frustration, Conflict. Job Satisfaction, Job Rotation, Job Clarification, Employee Morale, Job Monotony and Role Conflict.

UNIT 2: Team-work and Team building, Change Management, Leadership: Theories, Styles and power structure, Decision-Making - Employee Participation and Organizational Commitment.

UNIT 3: Organizational Development: Concept, Definition, theories and practice: OD and OB, OD Intervention techniques: Sensitivity Training, Quality Circles, Survey Feedback, Management of change - Concept of Organizational Culture and Organizational Climate – Organizational Diagnosis.

UNIT 4: OB Practices: 5S Model, HR Connect, Six Sigma and Lean Six Sigma, Total Productivity Management (TPM), Total Quality Management (TQM), Kaizen Groups, International Standard Organization (ISO), Emotional Intelligence vs Emotional Quotient (EI), Quality of Work life (QWL) - Work-life Balance.

UNIT 5: Relevance of OB in Social Work - Challenges involved in application and practice of OB. Behavioral changes in individuals and teams. – Case study presentations.

References

- Avinash K Chitale And Rajendra Prasad Mohanty And Nishith Rajaram Dubey, 2013, Organizational Behaviour, Phi Learning Pvt Ltd, New Delhi.
- Dipak Kumar Bhattacharyya, 2013, Organizational Behaviour, Oxford University Press, New Delhi.
- Gareth R Jones, 2007, Organizational Theory Design Change, Dorling, Kindersley Ind Pvt Ltd, New Delhi.
- Jai B P Sinha, 2008, Culture and Organizational Behaviour, Sage Publications, New Delhi.
- Khanka S.S, 2013, Organizational Behaviour(Fourth Edition), S.Chand And Company, New Delhi.
- Margie Parikh and Rajen Gupta, 2012, Organizational Behaviour, Tata Mcgraw Hill Publications, New Delhi.
- Michael J Kavanagh and Mohan Thite, 2009, Human Resource Information Systems, Sage Publications, New Delhi.
- Prasad L. M., 2014, Organizational Behaviour, Sultan Chand and Sons, New Delhi.
- Richard L Daft, 2012, Understanding The Theory And Design Of Organisations,, Cengage Learning India Pvt India, New Delhi.
- Shuchi Sharma, 2013, Organizational Behaviour, Tata Mcgraw Hill Publications, New Delhi.
- Stephen P Robbins and Timothy A Judge And Neharika Vohra, 2013, Organizational Behaviour (Fifteenth), Dorling Kindersley Ind Pvt Ltd, New Delhi.
- Udai Pareek, 2010, Understanding Organizational Behaviour(Second), Oxford University Press, New Delhi

MANAGEMENT (Main Core-11)

II MSW SEMESTER – IV CODE: MSW431C

Learning Outcome: *The students will...*

- Gain knowledge about establishing and managing a nongovernmental organization
- Understand the functions and activities of a nongovernmental organization
- Acquire the skill of working with nongovernmental organization

UNIT 1: Understanding about NGO as nonprofit organizations involved in development work. Registering an organization, Strategic Planning of NGOs- Developing Vision, Mission and Goals and translating them into programs and projects. Interfacing with community, community based organizations, corporate and government. Importance and strategies of Networking of NGOs.

UNIT 2: Programme Planning and project planning - The project cycle - Project cycle phases – identification, design, implementation, evaluation. Project Cycle Management. Detailed operational plan, GANTT chart - Role of Operational planning in running program and projects. Writing Concept note.

UNIT 3: Fund Raising: Fund Raising strategy & techniques. Classification of donors, Creating donor profile. Developing appropriate marketing tools, Presentation to donors, developing a funding proposal, Developing and maintaining donor relationship. Documentation- Maintaining records and data banks.

UNIT 4: Monitoring & Evaluation: Concept & Need. Role of Logical Framework Analysis (LFA) in monitoring and evaluation. Developing Objectively Verifiable Indicators and Means of Verification - Gathering quantitative & qualitative information - Reporting information for action and accountability. Auditing: Social Auditing, Financial Auditing and Data Quality Auditing.

UNIT 5: Finance Management: Budgeting, accounting and auditing. Banking procedures & practices. Maintenance of books, accounts and financial documents and records. Cost benefit analysis - Allocations and restrictions in budget. Maintaining inventory. Financial Reporting to donors and other stakeholders.

Reference

1. Asok Kumar Sarkar, 2008, Ngo's and Globalization, Rawat Publications, New Delhi.
2. Chandra Prasanna. 2003. Projects: Planning, Analysis, Selection, Financing, Implementation and Review. 5th Edition. Tata Mcgraw Hill Pub.Co. Ltd. New Delhi.
3. Emmanuel S. Fernando, 1999, Fund 100, Jupiter, Mumbai.
4. Gangrade K.D, Soorya Moorthy.R. 2006. Ngos in India. Prem Rawat Publication. New Delhi.
5. Ghosh.K..A and Prem Kumar. 1997. Project Management. Anmol Publishing Ltd. New Delhi.
6. Joel S.G.R.Bhose, 2003, Ngo and Rural Development, Concept Publishing Company, New Delhi.
7. Jose Murickan SJ & R.Mohan Raj & Kurian K. Katticaren, 2000, Paradigm Shifts In Development Cooperation, Indian Social Institution and Bangalore.
8. Malleswari B., 2010, Micro- Finance and Women Empowerment, Serials Publications, Coimbatore
9. Michael Norton & Murray Culshaw, 2008, Getting Started in Fundraising, Sage Publications, New Delhi.
10. Vijay Padaki & Manjulika Vaz, 2003, Institutional Development in Social Interventions, Sage Publications, New Delhi.
11. Winfo, 2004, a Hand Book for Ngo's On Fund Raising, Winfo, Coimbatore.

LIVELIHOOD AND SOCIAL AUDIT (Main Core-12)

II MSW

SEMESTER-IV

CODE: MSW432A

Learning Outcome: *The students will...*

- Understand the concept, need, importance and principles of rural livelihood and social audit.
- Gain knowledge on rural livelihood and the various methods involved in social auditing
- Acquire skills to practice social accounts and audit.

Unit- 1: Sustainable Livelihood: Context of Poverty eradication - (Concept - Poor, Multidimensional aspect of Poverty, Tools of Poverty Assessment, historical development of poverty eradication and alleviation programs) Livelihood – Concept, Sustainable livelihood – principles, approaches (UNDP, DFID, CARE, OXFAM) and frameworks. Livelihood mapping: Tools and techniques for livelihood mapping and sub sector analysis

Unit- 2: Institutionalized Livelihoods: Livelihood promotions: By different agencies (Government and Non-governmental organizations - Local and International Organizations) – Major livelihood programs in India (National Rural Livelihood Mission (NRLM), Pudhu Vazvu Thittam, Mahalir Thittam) – Challenges in livelihood promotions; Livelihood strategies: Livelihood portfolio for rural poor, Agriculture, Migration, Diversification, Sectoral approach.

Unit-3: Social Accounts: Social Accountability-Concept; Social accounting- Concept – History, Scope, objectives and importance. Principles of social accounting – Models of social accounting – Approaches – Steps involved in Social accounting - Benefits and challenges of social accounting, Distinction between financial accounting and social accounting.

Unit-4: Community Social Audits: Social Audit: Concept, Scope, Objectives. Principles of social audit: Transparency, Participation, Representative Participation and Accountability. Types of social audit. Stages in social audit: Preparatory stage, Implementation stage and Follow up – Benefits and challenges of social audit – Social Audit vs Financial Audit – Community Audit: Role of gram panchayat and gram sabha in social audit

Unit-5: Skills for Social Worker: Use of existing Livelihood frame works in the community, Practical use of tools and techniques for social Accounting and auditing - Social Impact Assessment (SIA), Social Accounting and Auditing (SAA) Participatory Assessment and Planning for SL (PAPSL), Rapid and Participatory Livelihood Security Assessment (RLSA) and Community Audit and Reporting, Writing the books of accounts and audit report for Institutions (Corporates-CSR, Educational Institutions-ISR, NGOs). Documentation and Reporting.

References

1. Aggarwal, Nomita. 2003. Social auditing of environmental laws in India. New Century Publications. New Delhi.
2. Auret, Diana and et.al. 2009. Participatory social auditing: a practical guide to developing a gender-sensitive approach. Institute of development studies. Brighton.
3. Ball, Amanda and Stephen O. Osborne. 2011. Social accounting and public management: accountability for the common good. Routledge Publisher. New York.
4. Basu, S.K. 2009. Fundamentals of Auditing. Dorling Kindersley (India) Pvt. Ltd. New Delhi.
5. Baumgartner, Ruedi. 2004. In search of sustainable livelihood systems. Sage publications, New Delhi.
6. Costa, Ericka and et. Al. 2014. Accountability and Social Accounting for social and non-profit organizations. Emerald group publishing limited. Bingley.
7. Dagoon, Jesse D. 2003. Teaching strategies in livelihood and vocational education today. Rex Books store inc. Manila.
8. Lont, Hotze and Otto Hospes. 2004. Livelihood and microfinance. Eburon academic publishers. Delft.
9. Niehof, Anke and Lisa Price. 2001. Rural livelihood systems: a conceptual framework. Upward Publisher. Wageningen.
10. Pagare, Dinakar. 2010. Principles and practice of auditing. Sultan Chand and Sons, New Delhi.
11. Prasuna, D G. 2005. Auditing: the emerging landscape. The ICAI University press. Hyderabad.
12. Premavathy, N. 2012. Practical auditing. Sri Vishnu publications. Chennai.
13. Rakodi, Carole and Tony Lloyd-Jones. 2002. Urban livelihoods: A people-centered approach to reducing poverty. Earthscan publications limited. London.
14. Sankaran, S. 2012. Indian economy: problems, policies and development. Margham publications. Chennai.
15. Yanovsky, M. 2009. Social Accounting Systems. Transaction Publishers. New Jersey.

HUMAN RESOURCE DEVELOPMENT (Main Core-12)

II MSW

SEMESTER – IV

CODE: MSW432B

Learning Outcome: *The students will...*

- **Gain knowledge about human resource development**
- **Understand the approaches and activities of human resource development**
- **Acquire the skills of developing human resources in different sectors**

UNIT 1: HRD: Concept, Objectives, Approaches & Principles – Systems & strategies in HRD – HRD Interventions: Organizational Goal setting process - Key Result Areas (KRA) and Key Performance Indicators (KPI) - Performance Measurement Systems – Feedback sessions - Coaching, Mentoring, Career planning, Career development, Reward system.

UNIT 2: Approaches to Measuring Human Resources: Competitive Benchmarking, HR Accounting, HR Auditing, HR Effectiveness Index, HR Key Indicators, HR Management by Objectives.

UNIT 3: Talent Development: Concept and importance - Training Need Analysis at Individual and Organizational level: Designing and conducting Training programs - Types of Training: On the Job and Off the Job Training- Coaching Apprentices, Job Rotation.

UNIT 4: Training & Development: Methods: role play, structured and unstructured role plays, in-basket exercise, simulation, case study and sensitivity training. Evaluation of Training Program. Kirk Patricks model- The Cost/Benefit Analysis of training- Using the results to improve training and development function. Benefits and Types of Training in HRD. Improving training utility by following up Training Action Plans.

UNIT 5: Employee Empowerment: Concept, Definition & Objectives of employee empowerment – Prerequisites – Types & benefits – Strategies - Ways to employee empowerment – Employee Counselling. Role of Counselors in Organizations. Developing Positive Employee Relationship – Balance Score Card.

References:

1. Arun Kumar, 2000, International Encyclopaedia of Management Training and Development Anmol Publications Pvt.Ltd, New Delhi
2. Bhatia S K, 2008, Emerging Human Resource Development (HRD), Deep & Deep Publications Pvt.Ltd, New Delhi.
3. Uday Kumar Halder, 2010, Human Resource Development, Oxford University Press, New Delhi.
4. Denisi, Griffin, 2008, Human Resource Management, Houghton Mifflin Company, New York.
5. Rishipal, 2011, Training and Development Methods, S. Chand Competition, New Delhi
6. Khanka S. S., 2003, Human Resource Management, S, Chand & Company Ltd, New Delhi.
7. Jon M. Werner, Randy L. Desimone, 2009, Human Resource Development, Cengage Learning, New Delhi.
8. Nair L G, Latha Nair,1999, Personal Management and Industrial Relations, S. Chand & Company Ltd, New Delhi.
9. Rao T V, 2009, Human Resource Development, SAGE Publications, New Delhi.
10. Raymond A Noe, Amitabh Deo Kodwani, 2012, Employee Training and Development, Tata McGraw-Hill Edition, New Delhi.
11. Tapomoy Deb, 2006, Human Resource Development (Theory and Practice), Ane Books India, New Delhi.
12. Vinod N Patel, Girish K Rana, 2007, Personal Management, Oxford Book Company, Jaipur.

COUNSELING & CAREER GUIDANCE (Main Core-12)

II MSW

SEMESTER – IV

CODE:MSW432C

Learning Outcome: *The students will...*

- **Gain knowledge about counseling and career guidance**
- **Understand the methods and steps of counseling and guidance**
- **Acquire the skills of extending counseling services to the needy**

UNIT 1: Counseling and Guidance: Concept, Need and Scope - Needs and concerns of adolescents related to health, development and career - Counseling in educational settings: Educational planning - Student appraisal – Assessment instruments & techniques. Promoting partnership of Schools, Teachers and Families. Career Choices of Adolescents and Parental concerns- emerging issues.

UNIT 2: Marital and Pre – marital Counseling: De addiction and Substance abuse counseling. HIV& AIDS Counseling. Sexual and reproductive health & Adolescent sexual reproductive rights. Promoting safe sexual behavior and life style among adolescents. Enhancing adolescent maternal health among married adolescents. Counseling adolescents to cope with stress, anxiety, depression, suicide and other high risk behaviours.

UNIT 3: Career Planning: Factors important for career Choices and Career Planning - Steps in Career Planning - Basic internal and external information required for planning a career - Career Options available - Options available after X, Options available after XII, Options for Vocational Skill training. Career Development- Steps to implement Career Development Plan - Psychological Assessment in Career Counselling, Corporate Counselling.

Unit 4: Personality and Career Testing: Career Related Assessment: Strong CareerInterest inventory -**Personality Test:** 16 Personality factors (16PF), Adjustment Inventory for College Students (AICS), **Intelligence Test:** Wechsler Adult Intelligence Scale (WAIS).

Unit 5: Psychological Testing: Social Readjustment Rating Scale (SRRS), Perceived Stress Scale (PSS)

Reference:

1. Bharti Satsangi, 2015, Educational Counseling And Guidance, Rajat Publications, New Delhi
2. Collin Feltham And Windy Dryden, 2010, BreifCounseling(Second), Tata Mcgraw Hill Publications, New Delhi
3. Edward Neukrug, 2012, Counseling Theory And Practice, Cengage Publications, New Delhi
4. Elizabeth Reynolds Welfel And Lewis E Patterson, 2011, The Counseling Process(Sixth), Cengage Publications, New Delhi
5. Jeffrey A Kottler And David S Shepherd, 2009, Counseling Theories And Practices, Cengage Publications, New Delhi
6. Jim Barrett, 2010, Career Aptitude And Selection Tests(Third), Kogan Page Publishers, New Delhi
7. John Antony D., 2011, Types Of Counseling, Guru Publications, Tamilnadu
8. Richard Nelson Jones , 2008, Basic Counseling Skills(Second), Sage Publications, New Delhi
9. Richard Nelson Jones, 2012, Basic Counseling Skills(Third), Sage Publications, New Delhi
10. Samuel T Gladding, 2011, Counseling A Comprehensive Professtion(Sixth), Dorling Kindersley Pvt Ltd, New Delhi.

PROJECT MONITORING AND EVALUATION (Main Elective-3) (30 Hours Only)

II MSW

SEMESTER IV

CODE: MSW433A

Learning Outcome: The students will gain...

- Knowledge about monitoring and evaluation systems and their use in project cycle management
- Learn methods and skills to carry out monitoring using logframe matrix
- Knowledge to plan and carry out evaluation studies and measure the results of the project

Unit 1: Project - Concept, Process in developing projects. Action research – concept, key elements, tools –concept and designing of questionnaire, interviews and need surveys. Data collection. Compiling and data analysis. PRA – concepts, tools and methods.

Unit 2: Planning & Implementation: Planning– concept and process – Objectives, Current situation, Activities/Actions, and Resources. Developing a funding proposal. Implementation – concept, different ways of organizing for different purpose, Task allocation, and Role taking. Coordination, communication, accountability,

Unit 3: Monitoring – meaning, tools in monitoring - performance indicators, implementation schedule. Barriers in monitoring. problem solving. Identifying and choosing solutions. Monitoring team/follow-up team.

Unit 4: Evaluation: Concept, process – examining project proposal and plans, generating evaluation indicators, validating, data collection, analyzing data and conclusions, Writing an effective Evaluation report.

Unit 5: Evaluation and Monitoring Tools: Developing Terms of Reference – Meaning, guiding principles and values. Developing Logical Framework Analysis–concept and features. LFA framework, process in developing LFA.

Reference:

1. Barton, T. (1997). Guidelines for Monitoring and Evaluation – How are we doing? CARE International, Uganda
2. Casley D J and Kumar K (1988) The Collection, Analysis, and Use of Monitoring and Evaluation Data, A Joint Study by The World Bank, IFAD and FAO, London: The John Hopkins University Press.
3. Curry S and Weiss J (2000) Project Analysis in Developing Countries, Second Edition, MacMillan Press, Basingstoke.
4. DFID (1995) Stakeholder Participation and Analysis, London: Social Development Division, DFID
5. Feuerstein M.T (1986) Partners in Evaluation, Evaluating development and community programmes with participants, MacMillan Education, London.
6. Guijt, Irene; Jim Woodhill (2002). Managing for Impact in Rural Development: A Guide for Project M&E. International Fund for Agricultural Development.
7. Handbook on Monitoring and Evaluating for Results, Evaluation Office, UNDP, 2002
8. Margoluis, R. and Salafsky, N. (1998). Measures of Success: Designing, Managing, and Monitoring Conservation and Development Interventions. Island Press: USA.
- Roche, Chris (2004). Impact Assessment for Development Agencies. Oxfam, London

SKILL MATRIX AND COMPETENCY MAPPING (Main Elective -3) (30 Hrs Only)

II MSW

SEMESTER IV

CODE: MSW433B

Learning Outcome: The Student will....

- Gain the concept and essential features of job description.
- Gain knowledge on skill matrix and skill gap analysis
- Understand the concept and factors for competency mapping
- Acquire the skills for preparing job description and conduct management games.

Unit-1: Job Description: Concept; Essential Elements of Job Description; Concept of Task-Statement; Uses of Job Description; Roles and Responsibilities; Essential and Non-Essential Functions of a Job.

Unit-2: Skill Matrix: Concept of Skill Matrix; Skill Matrix Grid; Identifying and Addressing Skill Gaps; Machine Utility and Employee Capability. Concept of 'Skill Based Matrix'.

Unit -3:Competency Mapping: Concept; Characteristics; Classification of Competencies; Need for Competency Mapping; Competency Mapping for Management Staff; KSA factors and Competency Mapping; Factors Affecting Competency Mapping.

Unit-4: Process of Competency Mapping: Competency Identification; Tools for Identifying Competencies; Criticality of Competencies; Levels of Competence.

Unit – 5: Practical Assignment – Writing Job Descriptions and Identifying Competencies Required for 4 to 5 different roles. Management Games for Managers and Executives (Play and Learn) Skill Lab – Demonstration of Competencies and skills

References:

1. Adhikary M., 2008, Emerging Human Resource Development, Deep & Deep Publications, New Delhi.
2. Denisi & Griffin, 2008, Human Resource Management, Houghton Mifflin Company, New York.
3. Jon M.Werner & Randy L.Desimone, 2012, Human Resource Development, Cengage Learning India Pvt.Ltd, New Delhi.
4. Rao P. L., 2010, International Human Resource, Excel Books, New Delhi.
5. Rao T.V., 2008, HRD Score Card 2500 Based On Hrd Audit, Sage Publications, New Delhi
6. Rao V.S.P., 2011, Human Resource Management (3rd Edition), Excel Books , New Delhi
7. Wayne F.Cascio & Ranjeet Nambudiri, 2013, Managing Human Resources (8th Edition), Mcgraw Hill Education Pvt.Ltd, New Delhi

SOCIAL WORK WITH FAMILIES AND CHILDREN

(Main Elective-3) (30 Hours Only)

II MSW

SEMESTER IV

CODE: MSW433C

Learning Outcome: The students will

- Gain knowledge on functions, interaction and issues concerning adults and children in Indian families
- Gain knowledge and skills in family intervention
- Understand the needs of the children and programmes for children

Unit I: Understanding Family: Definition, Family functions, Family norms, Family practices. Family life education: Scope, Focus. Positive parenting and Oppressive parenting. Trends in the changing family systems.

Unit II: Family Issues: Separation and divorce, Lack of adequate child care, infertility - Single parent families, Children in single parent Families. Family Violence: Wife battering, Husband abuse, Child abuse, Elder abuse, Parent abuse.

Unit III: Family Intervention: Finding employment for jobless families, Handling stressors of urban families, Support to adoptive parents and adoptive children. Methods of assessment & Rehabilitation. Application of family therapy models.

Unit IV: Children: Importance of early attachments to parents in childhood - developmental derailments and disruptions of children - Educational Status and needs of children and adolescents- School Social Work with children, parents, teachers and administrators.

Unit V: Intervention with Children: Child Abuse- dimensions and interventions; Child trafficking—dimensions and interventions; Working Children & Children of sex workers – Interventions. State and Central Government programmes for children

Reference

1. Anjali Gandhi(1996), School Social Work, Common wealth Publishers, New Delhi
2. Asha Rane(1994) Street Children: a challenge to the Social Work Profession, TISS, Bombay
3. Dandekar(1996) The Elderly in India, Sage, New Delhi
4. Desai and Raju (2000) Gerontological Social Work in India: Some issues and perspectives, BR Publishers, New Delhi
5. Devi, Laxmi(ed)1998, Child and Family Welfare, Anmol Publications, New Delhi
6. Harsh Mander & Vidya Rao (1996) An agenda for Caring: interventions for Marginalized groups, VHAI, New Delhi
7. Khargiwala (1993) Family dynamics: social work perspectives, Anmol, New Delhi
8. Krishnan & Mahadevan (1992) The Elderly Population in the Developed World: Policies, Problems and Perspectives, BR Publishing
9. Tripathy S Ned(1996) Child Labour in India, Discovery Publishing House, New Delhi
10. UNICEF (1994), The Child and the Law, UNICEF, New Delhi.

ENVIRONMENTAL SOCIAL WORK

(Main Elective 4) (30 Hours Only)

II MSW

SEMESTER – IV

CODE:MSW434A

Objectives

- To help the students to learn basic facts about Ecology, Environment and Energy resources.
- To increase the knowledge on various issues on Environment and the roles of Movements for the Environment Protection.
- To provide an understanding roles and responsibilities of Social Workers to protect the nature.

UNIT–I: Eco system & Environmental Issues: Environment degradation and pollution of Natural Resources- Air, Soil, Water, Population, Sanitation, Housing, Encroachments over Common Property Resources, Energy crisis and Rural Poverty.

UNIT –II: Environment Consciousness- NGOs, Social Workers and Ecological Movements: Global level, People's initiatives to save their environment- Chipko Movement - Save forests movement – Mitti Bachao Andolan - Movements against big dams-Narmada and Tehri - Eco farming- Natural farming efforts.

UNIT–III: Environment Action and Management: State and the Environment preservation - Rio Summit and its implications - Government Policies and programmes - Grassroots Organization - Women and Conservation of Environment -Panchyats and Environment. Environment Management: Role of Traditional - State controlled - people controlled and jointly managed systems - Waste Management.

UNIT – IV: Environment Protection Laws and Role of Social Worker: The Environment Protection Act 1986 - Air Pollution Act 1987 - Water Pollution Act 1974. Power and functions of Central and State Pollution Control Boards: Type of offences by companies, procedures, and penalties. (Latest amendments may be considered while teaching these laws).

UNIT – V:Environment and Field Action Visit of a local area for documenting environmental assets- River, forest grass land, Hill etc., Visit to a polluted site, Study of flora and fauna, Study of simple eco system, Forest conservation, Standards and tolerance levels – Unplanned urbanization- Environmental movements in India - Role of NGOs in Environmental issues – Government agencies in environmental protection – Social work initiatives at different levels.

References:

1. Abbasi. S.A. 1998. Renewable energy sources and their Environmental Impact. Prentice Hall London.
2. Agarwal S.K. 1993. Environmental protection. Himalaya Publishers, New Delhi.
3. Andromeda. 1995. New Science encyclopedia: Ecology and environment. Oxford Publishers. London
4. Benny Joseph. 2005. Environmental studies. Tata McGraw Hill Publishers. New Delhi:
5. Cutter Susan L. 1998. Environmental Risks and Hazards. Prentice Hall London.
6. Dash Sharma P. 1998. Environment Health and development. Anmol Publishers. New Delhi.
7. Gadgil, Madhav and Ramchandra Guha, 1995 Ecology and Equity; the use and Abuse of Nature in Contemporary India, New Delhi, Penguin Publishers.
8. Guha Ramchandra, 1991 The Unquiet woods, Ecological Change and Peasant Resistance in the Himalayas, New Delhi: Oxford University Press
9. Gupta Sunil. 1997. Environment Population and resources. Anmol Publishers. New Delhi.
10. Kannan 1991. Fundamentals of Environmental pollution. S. Chand. New Delhi.
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12. Luoma Samuel N. 1984. Introduction to environmental Issues. Macmillan Publishers. Calcutta.

PERFORMANCE MANAGEMENT (Main Elective-4) (30 Hrs Only)

II MSW

Semester IV

Code: MSW434B

Objectives

- To help the students to learn basic facts about performance management and performance plan.
- To increase the knowledge on the importance of feedback in improving performance.
- To provide an understanding of the role of employee's performance appraisals.

Unit-I: Concept of Performance Management and Developing Performance Plan:

Definition and basic concept of performance and performance management; Determinants of Performance – Setting relevant and realistic goals with employees; Development and contents of a performance plan for group/team and individuals; Strategies in developing performance plan. Models and theories of performance management. Balance Score Card. Performance Management and Human Resource Management

Unit-II: Feedback and Performance: Developing system to source feedback (Positive, Negative and Just Right); Classification of Feedback (Qualitative and Quantitative); Evaluating and Using Feedback for improving employees performance.

Unit-III: Employees Performance Appraisals (Performance Reviews) Guidelines for conducting Performance Appraisals and Reviews; Conducting Employee 360 Degree Performance Reviews: Trends in Performance Appraisal

Unit-IV: Reward Management: Methods and techniques in rewarding employees performance; Reward Management; Standard format for performance appraisal; Software Applications for performance appraisal.; Linking performance with Compensation.

UNIT V: Performance Problems: Employees Performance Problems/Issues; Factors leading to employees performance problems; Mentoring, Coaching and Training non- performers; Improving employee commitment. Managing Team Performance: Types of teams and Implications for Performance Management – Purpose and Challenge of Team Performance Management – Rewarding Team Performance Implementing Performance Management System: Factors affecting Implementation – Pitfalls of Implementation – Traditional Practices in the Industry

References:

1. Andrian Murton, Margaret Inman & Nuala Osullivan (2011), Human Resource Management, Great Britain, London.
2. Appannaiah Reddy Anitha (2004), Personal and Human Resource Management, Himalaya Publication House, New Delhi.
3. David A Decenzo, Stephen P Robbins (2010), Human Resource Management (10th edition), John Wiley and Sons Inc, U K
4. JayantMukheryee (2012), Designing Human Resource Management System a Leaders Guide, Sage Publications Pvt, Ltd, New Delhi.
5. Jeffrey A. Nello (2001), Strategy Human Resource Management, Cengage Learning India Pvt.Ltd, New Delhi.
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11. Randoll, S. Schuler (1984), Personal and Human Resource Management (2nd Education), West Publication Company, New York.
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14. Robert L Mathis, John H Jackson, 2003, Human Resource Management (10th edition), Cengage Learning India Pvt.Ltd, New Delhi
15. Seetharaman S & B. Venkateswara Prasad (2012), Human Resource Management, SciTech Publications Pvt. Ltd, Chennai

Learning Outcome: *The students will...*

- Gain knowledge about Social Entrepreneurship
- To understand and acquire the skills for entrepreneurship
- Acquire the skills of applying the skills to run a successful enterprises

Unit 1: Social entrepreneurship – concept and definition. Social entrepreneur – concept and definition. Social enterprise – concept, definition and characteristics. Need of social enterprise. The spectrum of social enterprise - Challenges.

Unit 2: Steps in Enterprise: Decision to be self-employed with values, selection of product, process technologies, location of the enterprise, forms of business organizations, preparation of project report,

Unit 3: Statutaory Requirements: Registration and Statutory Licenses, Finance, Land and building, Procurement of machinery, recruitment of personnel, Installation of machinery, power connection/water supply, procurement of raw materials, production,

Unit 4: Marketing: costing and pricing policy, repayment of loans, profit generation, avoiding sickness, modernization and up gradation of technology

Unit 5: Institutionalised Supports – PMEGP Scheme, Financial Schemes operated by SIDBI, Credit Guarantee Fund Trust, Industrial Promotional Organization – TIIC, TSIDCL, MSME, DIC, and NSIC. Check list or schematic representation of setting up social enterprise.

Reference

1. Alex Nicholls (2006), Social Entrepreneurship, New Models of Sustainable Socialchange, New York: Oxford University Press.
2. David Bornstein (2007). How to change the world: Social entrepreneurs and the power of New Ideas, New York: Oxford University Press.
3. Fred Setterberg, Kary Schulman (1985), Beyond Profit: Complete Guide to Managing the Non Profit Organizations, New York: Harper & Row.
4. Gregory Dees, Jed Emerson, Peter Economy (2002), Enterprising Non Profits – A Toolkit for Social Entrepreneurs, New York: John Wiley and Sons.
5. Peter Drucker (1990), Managing the Non Profits Organizations: Practices and Principles, New York: HarperCollins.
6. MSME (2009). A Guide Book for New Entrepreneurs, Chennai: MSME Development Institute.
7. Moore, Richard (2017). Social Enterprise Toolkit. Dublin: Irish Social Enterprise Network

**EMPLOYABILITY SKILLS (Skill Paper-SK 4) (30 Hours
Only)**

II MSW

SEMESTER IV

CODE: MSW435S

Learning Objectives: The students will gain..

- Knowledge Dimension of Employability Skills and Career Planning Skill
- Resume Writing & Interview Skills
- Planning, Organizing Skill and Team Work Skill

UNIT I: Knowledge Dimension of Employability Skills: Workplace health and safety- types of workplace injury- hazards and safety signs- Appropriate workplace behaviour and conduct - Anti-discrimination- Harassment/Sexual harassment

UNIT II: Career Planning Skill - Good understanding of careers in the industry and job opportunities and roles available within it - Career Analysis Survey - Skills and qualifications required for a range of occupations relating to M.S.W – Career Exploration activities

Skill Practice

1. Completing Career Planning Survey
2. Self-Analysis of skills required for a specific occupation of choice
3. Undergoing a Psychometric Testing on Career aspiration and submitting a report

UNIT III: Resume Writing& Interview Skills: Components of an effective resume-Preparing for an interview

Skill Practice

1. Preparing two different CVs for two different jobs in different settings of MSW
2. Attending a Group Discussion
3. Attending a Mock Interview for any one CV prepared

UNIT IV: Team Work Skill – Participation in group activities- Listening to other's ideas with an open mind-Negotiating time lines, roles and responsibilities on a project-Maintaining productive and harmonious working relationship with colleagues.

Skill Practice

1. Organizing a group activity in the college as a team and writing a report on how time deadlines, roles and responsibilities of different team members were negotiated
2. SWOT Analysis on Sustaining Relationship with classmates
3. Demonstrating workplace telephone conversation

UNIT V: Planning & Organizing Skill: Identifying priorities and reorganizing schedules – Identifying time wasters that are blocks to task completion- identifying tasks to be delegated to subordinates or shared with equals - Adapting to job rotations within or outside the department

Skill Practice

1. Preparing Competency Matrix for two different jobs related to MSW setting
2. Preparing Skill Portfolio
3. Activity on Exploring careers

RESEARCH PROJECT –II (Core)

II MSW

SEMESTER – IV CODE:MSW436J

Learning Outcome: *The students will...*

- Gain knowledge in designing and implementing a research methodology.
- Gain skills in applying research software to process and analyze the data.
- Acquire skills to interpret data and derive results and discussions
- Understand the process of preparing a research project.
- Acquire the skills of undertaking a research project

Each student is assigned with a research supervisor. The students have to get the guidance and carryout the following steps and complete the research project.

1. Finalization of Methodology Chapter.
2. Analysis and Interpretation of Data using SPSS
3. Main Findings and Suggestions
4. Summary and Conclusion

The supervisor internally evaluates the work of the student out of 50 marks for above components also considering the quality, punctuality and regularity of consultation and learning interest.

The student submits the bound copy of the Research Project on or before the deadline fixed by the Department. Viva Voce is conducted by an external examiner along with the concerned Research Supervisor. The entire Research work will be taken for the final assessment and the marks are awarded out of 50. Plagiarism Check Report has to be attached at the end of the report. Originality Certificate has to be kept in the report.

The supervisor internally evaluates the work of the student out of 50 marks for the above components, considering the quality, punctuality and regularity of consultation and learning interest.

Internal (50 Marks)

Regularity in Submitting Reports	: 10 Marks
Consultation Received from the Supervisor	: 15 Marks
Progress Shown	: 15 Marks
Quality of Reports (Library and other resources used and Language Clarity)	: 10 Marks

The VIVA components (50 Marks)

Methodology	: 10 Marks
Chapter IV	: 10 Marks
Chapter V	: 10 Marks
Chapter VI	: 10 Marks
Presentation and Communication	: 10 Marks

References:

2. Asha Kaul, 2005, The Effective Art Of Time Management, ICFAI University Press,Hyderabad
3. Charles J Stewart And William B Cash Jr, 2010, Interviewing Tata Mcgraw Hill Companies, New Delhi.
4. Diana Bonet Romero, 2011, The Business Of Listening(Fourth), Viva Books Pvt Ltd,New Delhi
5. Donald Shandler, 2011, Motivating The Millennial Knowledge Worker, Viva Books PvtLtd, New Delhi.
6. Gopaldaswamy Ramesh AndMahadevanRamesh, 2010, The Ace Of Soft Skills, DorlingKindersley, New Delhi.
7. Hari Mohan Prasad AndRajnish Mohan, 2012, How To Prepare For Group DiscussionAnd Interview, Tata Mcgraw Hill Companies, New Delhi.
8. Herb Kindler,2011, Conflict Management(Fourth), Viva Books Pvt LtdmNew Delhi.
9. Gangal J.K., 2012, Competitive English, Nirja Publishers, New Delhi.
10. MagasudhaRavinuthala, 2005, The O.P.Singh, 2012, Art Of Effective Communication InGroup Discussion And Interview, S.Chand And Company Ltd, New Delhi.
11. Mark Thomas, 2008, Gurus On Leadership, Viva Books Pvt Ltd, Hariyana.
12. Singh O.P., 2012, Art Of Effective Communication In Group Discussion And Interview,S.Chand And Company Ltd, New Delhi.
13. Patrick L Townsend And Joan Gebhardt, 2004, Recognition,Gratitude And Celebration,Crisp Publications, New Delhi.
14. Sharma R.K, 2007, How To Speak And Write Correctly, Swastik Publishers, New Delhi
15. Rakesh K Mittal, 2006, The Power Of Positive Management, Sterling Publications, NewDelhi.
16. Robert Maddux And Barb Wingfield, 2011,Team Building(Fifth), Viva Books Pvt Ltd,New Delhi.

CIA Components for Employability Skill Paper (100 Marks)

1. Self – Analysis presentation (SWOC): 10 Marks
2. Aptitude Test: 20 Marks
3. Group Discussion: 10 Marks
4. Snap test: 10 Marks
5. End Semester (Mock Interview): 50 Marks