

**MUZAFFARPUR INSTITUTE OF  
TECHNOLOGY**

**COURSE FILE  
OF  
MANAGEMENT INFORMATION SYSTEM  
(COURSE CODE-IT1822)**



**FACULTY NAME:**

**DR. PRABHANSU  
ASSISTANT PROFESSOR,  
DEPARTMENT OF MECHANICAL ENGINEERING**

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**Muzaffarpur Institute of Technology, Muzaffarpur**  
**Department of Mechanical Engineering**

**Vision**

- To strengthen the region through imparting superior quality technical education and research; which enables the fulfillment of industrial challenge and establish itself as a Centre of Excellence in the field of Mechanical Engineering.

**Mission**

- To build an academic environment of teaching and lifelong learning for students to make them competitive in context with advance technological, economical and ecological changes.
- To enable the students to enhance their technical skills and communications through research, innovation and consultancy projects.
- To share and explore the accomplishments through didactic, enlightenment, R & D programs with technical institution in India and abroad.

**Program Educational Objectives**

- Graduates will spread and enhance their technical capability and proficiency through vital domain of economical, environmental and social concerns affiliated with the mankind and industry.
- Graduates will able to work professionally with modern methods in the area of Thermal, Mechanical System Design, Manufacturing, Measurement, Quality control and other interdisciplinary fields of concerns.
- Graduates will practice Mechanical engineering in sensible, flexible and ethical manner to benefit the society, industry and nation toward the rapidly changing global technical standards.
- Graduates will serve as ambassadors for engineering by their knowledge, creativity, imagination and innovation and set new extremes in their profession through lifelong learning.

## **Mechanical Engineering Student Outcomes**

Students who complete the B.E. degree in ME will be able to:

1. An ability to apply the knowledge of mathematics, basic sciences and engineering concepts to solve the complex engineering problems.
2. The ability to conduct experiments and to critically analyze and interpret the experimental data to reach at substantial outcomes.
3. An ability to design systems, components, or processes to meet appropriate needs within realistic constraints such as economic, environmental, social, political, ethical, health and safety, manufacturability, and sustainability.
4. An ability to identify, formulates, and solves the complex engineering problems.
5. An ability to function on multi-disciplinary teams that leads the multi-disciplinary projects.
6. An understanding of professional and ethical responsibility.
7. An ability to communicate effectively with written, oral, and visual means.
8. An ability to understand the impact of engineering solutions in a global, environmental, economical and societal context.
9. An ability to recognize the need to engage in life-long learning.
10. An ability to attain knowledge of contemporary issues.
11. An ability to use the techniques, skills, and modern tools necessary for Mechanical engineering practice.
12. Possess ability to estimate costs, estimate quantities and evaluate materials for design and manufacturing purposes.

### **Scope and Objectives of the Course**

This course is designed to emphasize on growth in business environment within the Mechanical Engineering curriculum. Students will explore multi-faceted importance of management in the theoretical and applied realm in the fields of engineering, industries, international trade, long term planning, free trade, and sustainable human development. The Management Information System curriculum is designed to prepare interested students for future careers in information technology and management.

The course outcomes are:

1. Understand the balance that any business needs in the present scenario.
2. Apply precautionary principle into environment friendly growth of human being as a business man.
3. Learn to maintain the link between globalization, environment and community.
4. Develop them into human beings that understand the importance of other forms of life and not only money.

### Mapping of CO with PO

<b>S.No</b>	<b>Course outcome</b>	<b>PO</b>
1	Understand the balance that any business needs in the present scenario.	PO1, PO3
2	Apply precautionary principle into environment friendly growth of human being as a business man.	PO1, PO2, PO3
3	Learn to maintain the link between globalization, environment and community.	PO1
4	Develop them into human beings that understand the importance of other forms of life and not only money.	PO1, PO3, PO4

<b>Course outcome</b>	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>
CO.1: Understand the balance that any business needs in the present scenario.	√		√	
CO.2: Apply precautionary principle into environment friendly growth of human being as a business man.	√	√	√	
CO.3: Learn to maintain the link between globalization, environment and community.	√			
CO.4: Develop them into human beings that understand the importance of other forms of life and not only money.	√		√	√

## SYLLABUS

Topics	No of lectures	Weightage
Strategic View of Management Information System : Introduction to MIS :Concept, definition, role, Impact etc., E-business Enterprise : Introduction, E-business, E-commerce, E-communication, e-collaboration, Strategic Management of Business : Corporate Planning, Strategic Planning, Development of Business Strategies, Types of Strategies, Short-Range Planning, MIS : Business Planning, Information Security Challenges in E-enterprises.	10	23.8%
Basics of Management Information Systems : Decision Making :Concepts, Process, behavioural concepts, Organisational Decision Making, MIS and Decision Making Concepts, Information :Concepts, Classification, Methods of Collection, Value, Knowledge. Systems : Concepts, Control, Types, handling Complexity, Classes, General Model of MIS, Implementation Problems, MIS and System Concept. System Analysis & Design :Introduction, Need, System Development Model, Structured System Analysis & Design, Computer System Design, MIS and System Analysis. Development of MIS :Long Range Plans, Class of Information, Information Requirement, Implementation of MIS, Quality in the MIS, Organisation for development of the MIS, MIS : Development Process Model Business Process Re-Engineering :Business Process, Process Model, Value Stream Model, Relevance of IT, MIS and BPR.	10	23.8%
Applications of Management Information System toE-Business.	10	23.8%
Application of MIS : Application in Manufacturing Sector. Applications in Service Sector, Decision Support Systems, Enterprise Management Systems.	08	19%
Case Studies :Tata Home Finance Ltd. and Engineering Product Limited.	04	9.5%

# Time Table

## MUZAFFARPUR INSTITUTE OF TECHNOLOGY B.Tech. 8<sup>th</sup> (Eighth) Semester (2014 Batch) TIME TABLE w.e.f 09.02.2018

DAY	Branch	I (10-10.50AM)	II (10.50-11.40AM)	III (11.40-12.30PM)	IV (12.30-01.20PM)	V (01.50-2.40PM)	VI (2.40-3.30PM)	VII (3.30-4.20PM)	
MON	Mech	IndPoln (IY) 53	M.I.S.(AK) 53	S.Devmt(PBH) 53	MSD (SG) 53	R	MSD LAB (SG) / S.Devmt (T)(PBH) 53		
	Elect			M CTRL Th(NK)50	P.M.&I.R.(H) 50		PROJECT (MAJOR) (YNS) 50		
	Civil		CnsPI&Mgt(SIK) 37	TPSy&Ping(PK) 37	R.H.&S.T.(AR)37				
	EC		M.W.Eng(RK) EB3	CmpNWK(A-IT) EB3	Mic. Cont. (SK) EB3			LINEAR CTRL THEO(FA+HCV)	
	IT		XML W.SV(---)EB5	Mm T.Ap(---) EB5	IntrnDtcn(---) EB5			XML WEB SERVICES LAB (---)	
	LT			E-II S&C Chm(SK)LB1				TnrWstMgt(AK)LB1 P.L.Mfg-III (NK)LB1	
PHAR	Ph Chem VIII(RPK) LB1	Pharmacology-IV(AB)LB1	Pharctcs-X(VP)LB2	PharcgnsyVI(NRB)LB1		PROJECT & VIVA-VOICE (SK/SNS)			
TUE	Mech	IndPoln (IY) 53	MSD (SG) 53	S.Devmt(PBH) 53	M.I.S.(AK) 53	E	MSD LAB (SG) / S.Devmt (T)(PBH) ITB		
	Elect		PROJECT (MAJOR) ( YNS ) 50					SEMINAR (RSS) 50	
	Civil		EIA (SM) 37	CnsPI & Mgt(SIK) 37	IrgnEngg (SS) 37			PROJECT-II (IN CONTINUATION)(SK/AKR/SIK/CBR/AR) 37	
	EC	Mic. Cont. (SK) EB3		PROJECT - II (SK /RK /MK) EB3				MICROWAVE ENGG LAB.(RK/ MK)	
	IT		E-COM& ERP(---)EB5	XML W.SV(---) EB5	N.SECU(---)EB5			PROJECT WORK (AK/VK/KP5) EB5	
	LT	L.P.Tech-III (MK)LB1		PRACTICES OF LEATHER MANUFACTURING-III(MK)				EL-III TQM (SK)LB1 E-II S&C Chm(SK)LB1	
PHAR	PharcgnsyVI(NRB)LB2	Pharmacology-IV(AB)LB1	Pharctcs-X(VP)LB1	Ph. ChemVIII(RPK)LB1		PROJECT & VIVA-VOICE (OPT/NRB/RCC)			
WED	Mech	IndPoln (IY) 53	M.I.S.(AK) 53	S.Devmt(PBH) 53	MSD (SG) 53	C	PROJECT-IT B(RKR/SK/NK)		
	Elect	SGP (HCV)50	P.M.&I.R.(H) 50	Pwr S Des(YNS)50			POWER SYSTEM DESIGN (YNS+HCV)		
	Civil	TPSy&Ping(PK) 37	PROJECT-II (IN CONTINUATION)(SK/AKR/SIK/CBR/AKH) 37					R.H.&S.T.(AR) 37	
	EC	M.W.Eng(RK) EB3	PROJECT - II (SK /RK /MK) EB3				INF SECU(A-IT) EB3	CmpNWK(A-IT) EB3	
	IT		Mm T.Ap(---) EB5	IntrnDtcn(---) EB5	N. SEC(---)EB5			PROJECT WORK (AK/VK)EB5	
	LT	PROJ. Work(SK)LB1	PROJECT WORK(MK/AK/SK/MKR)					P.L.Mfg-III (MK)LB1	TnrWstMgt(AK)LB1
PHAR	Pharmacology-IV(AB)LB2	PharcgnsyVI(NRB)LB1	Ph ChemVIII(RPK)LB1	Pharctcs-X(VP)LB1					
THU	Mech	PROJECT- 53 (PBH/AK/SG)				E	PROJECT- ITB (MDU/V/NKD)		
	Elect	SGP (HCV)50	SGP (HCV)50	M CTRL Th-T(NK) 50	M CTRLTh-T(NK) 50		PROJECT (YNS) 50		
	Civil		Irgn Engg (SS) 37	EIA (SM) 37	R.H.&S.T.(AR) 37		PROJECT-II (IN CONTINUATION)(SK/AKR/SIK/CBR/PK) 37		
	EC		L.CTR.TH(FA) EB3	INF SECU(A-IT) EB3	Mic. Cont.(SK) EB3		MICROWAVE ENGG(RK/MK) / LINEAR CTRL THEO(FA+HCV)		
	IT		E-COM& ERP(---)EB5	XML W.SV(---) EB5	Mm T.Ap(---) EB5		PROJECT WORK (AK/VK) I		
	LT		LEATHER PRODUCT TECHNOLOGY-II (MK)				EL-III TQM (SK)LB1	E-II S&C Chm(SK)LB1	L.P.Tech-III (MK)LB1
PHAR		PHARMACEUTICS - IX LAB ( VP )				PROJECT & VIVA-VOICE (SNS/SK/OPT)			
FRI	Mech	PROJECT- 53 (GK/MH/NBH)53				S	PROJECT (YNS) 50		
	Elect	SGP (HCV)50	P.M.&I.R.(H)50	M CTRL Th(NK)50	Pwr S Des(YNS)50		Contract Specification & Estimation (AKH+SIK) 37		
	Civil		Irgn Engg (NK)37	EIA (SM) 37	TPSy & Ping(PK) 37		INF SECU(A-IT) EB3	M.W.Eng(RK) EB3	
	EC	INF SECU(A-IT) EB3	L.CTR.TH(FA) EB3	CmpNWK(A-IT) EB3	M.W.Eng(RK) EB3			TnrWstMgt(AK)LB1	P.L.Mfg-III (NK)LB1
	IT		N.SECU(---)EB5	IntrnDtcn(---) EB5	E-COM& ERP(---)EB5			PROJECT & VIVA-VOICE (RCC/SNS/NRB)	
	LT	EL-III TQM (SK)LB1	TANNEY WASTE MANAGEMENT(AK)					PROJECT(ANK/ARN/SKY)- 53	
PHAR		PHARMACEUTICAL CHEMISTRY - VIII LAB (RPK)							
SAT	Mech	IndPoln (T)(IY) 53	IndPoln (T)(IY) 53			S	PROJECT (ANK/ARN/SKY)- 53		
	Elect	PROJECT MAJOR (YNS)50							
	Civil	CnsPI&Mgt(SM) 37	PROJECT-II (IN CONTINUATION)(SK/AKR/SIK/CBR/NK)37					PROJECT-II (IN CONTINUATION)(SK/AKR/SIK/CBR/PS) 37	
	EC	Mic. Cont(I) (SK) EB3	PROJECT - II (RK/MK/SK)EB3					L.CTR.TH(FA) EB3	
	IT		XML WEB SERVICES LAB (---)						
	LT	L.P.Tech-III (MK)LB1	PROJECT WORK(MK/AK/SK/MKR)						
PHAR		PHARMACOGNOSY - VI LAB.(NRB)							

Asst.Prof.-in-charge (TT)

Prof.-in-charge (TT)

Principal

### List of Students

S. No	Roll No.	Name
1	13M44	RAHUL KUMAR
2	13M52	KUMAR CHANDRA DEV
3	14M34	JAI HIND KUMAR
4	14M01	PRANESH KUMAR SINGH
5	14M02	SHEETAL RANJAN SAH
6	14M03	ADIL FAZAL
7	14M04	PREETAM KUMAR
8	14M05	AMRITANSH ANAND
9	14M07	PRANAV KUMAR
10	14M08	NADEEM ANSARI
11	14M09	SATISH ANAND
12	14M11	SUBIR KUMAR
13	14M12	SUMIT SAURAV
14	14M13	AMIT KUMAR
15	14M14	SHARAD BHASKAR
16	14M15	GAUTAM KUNAL BHARTI
17	14M16	MANJEET KUMAR
18	14M17	RAKESH KUMAR
19	14M18	HRISHIKESH JHA
20	14M19	ROHIT KUMAR
21	14M23	GAURAV KUMAR
22	14M24	SONU KUMAR
23	14M25	TRISHANT KUMAR
24	14M27	HARI KANT UPADHYAY
25	14M28	NIKHIL ARK
26	14M29	NIKHIL KUMAR
27	14M30	SUBHANSHU MISHRA
28	14M31	SHUBHAM PANDEY
29	14M32	PANKAJ KUMAR
30	14M33	SUDHANSHU SAURAV
31	14M35	PANKAJ KUMAR
32	14M36	SHUBHAM VERMA
33	14M37	PINTU KUMAR
34	14M38	SURAJ KUMAR
35	14M39	AASHNA RAJ
36	14M40	MD IRSHAD
37	14M41	MANISH KUMAR JHA
38	14M43	RAJESH RANJAN
39	14M46	SANJEET KUMAR
40	14M47	SAURABH PANDEY
41	14M48	SANJEEV KUMAR
42	14M50	RAHUL KUMAR

43	14M06	SHIVANI RAJ
44	14M10	KIRTY RATAN
45	14M20	RAMA SHANKAR RAVI
46	14M26	MD IMBESAT ANSARI
47	14M21	MANISH KUMAR
48	14M44	ABHISHEK KUMAR
49	14M45	PARAS KUMAR DEO
50	14M49	MODASSIR SABA NAJMI
51	14M52	AYUSH PRIYAM
52	14M53	MAYANK
53	14M56	ABHIJEET
54	14M57	RAMESH KUMAR
55	14M58	SAGEER KUMAR SANU
56	14M59	ASAF MOHAMMAD KHAN
57	14M60	PUNYANIDHI
58	14M62	AMISH RAJ
59	14M54	VISHAL KUMAR
60	15(LE)M12	DIPAK KUMAR PASWAN
61	15(LE)M11	ANKITA KUMARI
62	15(LE)M01	SOURAV BHARTI
63	15(LE)M03	AFROJ ALAM
64	15(LE)M08	RAJBIRENDRA RAVIDAS
65	15(LE)M09	AKHILESH KUMAR
66	15(LE)M02	VISHAL KUMAR
67	15(LE)M07	JIMMY KUMAR
68	15(LE)M06	SANDEEP KUMAR
69	14M61	RITESH KUMAR
70	15(LE)M10	RAJU RANJAN

## Course handout

<b>Institute / College Name :</b>	MUZAFFARPUR INSTITUTE OF TECHNOLOGY		
<b>Program Name</b>	<b>B.E. MECHANICAL</b>		
<b>Course Code</b>	IT1822		
<b>Course Name</b>	MANAGEMENT INFORMATION SYSTEM		
<b>Lecture / Tutorial (per week):</b>	3/0	<b>Course Credits</b>	3
<b>Course Name</b>	<b>Coordinator</b>	DR. PRABHANSU	

**Text Book :** Management Information Systems by W. S. Jawadekar, TMH.

**Reference Books :**

1. Management Information Systems, Managing the digital firm by Laudon & Laudon, Pearson.
2. Management Information System by s. Sadagopan, PHI. Other readings and relevant websites

**Evaluation Scheme:**

Component 1	Mid Semester Exam	20
Component 2	Assignment Evaluation	10
Component 3**	End Term Examination**	70
	<b>Total</b>	<b>100</b>

\*\* The End Term Comprehensive examination will be held at the end of semester. The mandatory requirement of 75% attendance in all theory classes is to be met for being eligible to appear in this component.

**Evaluation and Examination Blue Print:**

Internal assessment is done through quiz tests, presentations, assignments and project work. Two sets of question papers are asked from each faculty and out of these two, without the knowledge of faculty, one question paper is chosen for the concerned examination. Examination rules and regulations are uploaded on the student's portal. Evaluation is a very transparent process and the answer sheets of sessional tests, internal assessment assignments are returned back to the students.

The components of evaluations alongwith their weightage followed by the University is given below

Sessional Test 1	20%
Assignments/Quiz Tests/Seminars	10%
End term examination	70%



# MUZAFFARPUR INSTITUTE OF TECHNOLOGY

Department of Mechanical Engineering  
IT1822 Management Information System

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## Semester-8

### Mid Term Exam (Full marks-20)

#### Answer any four questions

1. Define Management Information System (MIS). Discuss the conceptual and physical view of MIS. [5]
2. What are the impacts of the MIS in any organization? [5]
3. What is a digital firm? How has this brought transformation in global scenario? [5]
4. What is e-business? Describe various packages used in e-business? [5]
5. How has e-commerce enhanced globalization? What are different e-commerce process models? [5]

Previous year Question paper

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**Code : 061822**

**B.Tech. 8th Semester Exam., 2017**

**MIS**

*Time : 3 hours*

*Full Marks : 70*

**Instructions :**

- (i) *The marks are indicated in the right-hand margin.*
- (ii) *There are NINE questions in this paper.*
- (iii) *Attempt FIVE questions in all.*
- (iv) *Questions No. 1 is compulsory.*

1. Answer any seven question form the following:

7×2=14

(a) The information of MIS comes from the

- A. Internal source
- B. External source
- C. Both internal and external source
- D. None of the above

(b) The back bone of any organization is

- A. information
- B. employee
- C. management
- D. capital

(c) The basic componen (s) of DSS is (are)

P.T.O.

- A. Database
- B. Model base
- C. DSS software system
- D. All of the above

(d) .....details are given by Management to Marketing Service System.

- A. Customer
- B. Employee
- C. Supplier
- D. None of the above

(e) MIS normally found in a manufacturing organization will not be suitable in the .....

- A. Service sector
- B. Banking sector
- C. Agriculture sector
- D. All of the above

(f) The flow of information through MIS is

- A. need dependent
- B. organization dependent
- C. information dependent
- D. management dependent

(g) The flow of information through MIS is

- A. need dependent

- B. organization dependent
  - C. information dependent
  - D. management dependent
- h. Internal information for MIS may come from any one of the following department.
- A. Customers care department
  - B. HR department
  - C. Marketing department
  - D. Production department
- i. Audit gives details about ..... to Account payable System
- A. Account balance
  - B. Transaction
  - C. Expenditure
  - D. All of the above
- j. Economic signals that measure and predict the direction of the economy provide information about the economic climate.
- A. True
  - B. False

2. What is MIS? Discuss in detail? Discuss the objectives and characteristics of MIS.

14

3. What are the different types of Information ? What are the dimensions of information system? 14
4. Explain the level of business activity with reference to information required. 14
5. Explain different Characteristics of Information. 14
6. What do you mean by feasibility study ? Explain different types of feasibility. 14
7. Explain different phases of system development life cycle. 14
8. Describe the capabilities of digital Firm. Why are digital firms so powerful ? 14

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## **Question Bank**

### **Unit 1**

1. Give the meaning of MIS from various perspectives along with a model displaying components of MIS
2. What is the Role played by a Management Information System and state its Importance?
3. Explain in detail the managerial perspective of MIS
4. Elucidate the Different approaches of MIS in Organizations and their relationship

### **Unit 2**

5. Detail the Strategic Uses of Information Systems and Information Technology
6. Describe in detail the Issues of Quality Management and MIS
7. Explain the concept of Business Process Reengineering by showing the process flow involved in it

### **Unit 3**

8. How does one go about Planning and development of an information system?
9. In which way are the process of System Analysis and System Design takes place within an organization
10. Give the various approaches to application development in a Corporate with respect to MIS

### **Unit 4**

11. What are the Applications of operational, tactical and strategic information systems to business?

**Or**

What are the Applications of various levels of information system to business?

12. Elucidate the different Types of Decision support systems along with its Benefits and real time example
13. Elucidate the term Expert systems and give its Advantages and disadvantages With a real time example

### **Unit 5**

14. Divulge the Concept of Electronic business while pointing out the Benefits Analysis of the same

**Or**

Examine the Electronic business in general while pointing out the Advantages and Disadvantages of it

15. Detail the different Electronic business Models with examples of each Model
16. How do Enterprise wide systems work, give example of such in real life?
17. What is the importance of Intranets in an organization and how is it implemented within the corporate world

### **Unit 6**

18. Tell the way in which Extranets is implemented by organizations and the Advantages that it provides to the corporate which implements it
19. Explain the concept of EDI and state the Barriers to implementation of it in the corporate world with Advantages it provides when compared to paper systems
20. How does payment play its role in MIS, demonstrate the various issues involved in it

### **Unit 7**

21. Elucidate the way in which Business Systems and information technology get organized in Real World
22. Point out in details the MIS Security Check-list which is crucial for the very survival of the organization
23. Explain in detail the Ethical Issues which has to be handled by a MIS Manager's

## Lecture Notes

### MIS Definition

①

- 1) The MIS is defined as a system which provides information support for decision making in the organisation.
- 2) The MIS is defined as an integrated system of man and machine for providing the information to support the operations, the management and the decision-making function in the organisation.
- 3) The MIS is defined as a system based on the database of the organisation evolved for the purpose of providing information to the people in the organisation.
- 4) The MIS is defined as a computer-based information system.

①  
The initial concept of MIS was to process data from the organisations and present it in the form of reports at regular intervals.

The system was largely capable of handling the data from collection to processing. The information is a product of an analysis of data. What is needed is an information and not a mass of data.

The concept is that the data is one but it can be viewed by different individuals in different ways.

This gave rise to the concept of DATABASES and the MIS based on the DATABASE proved much more effective.

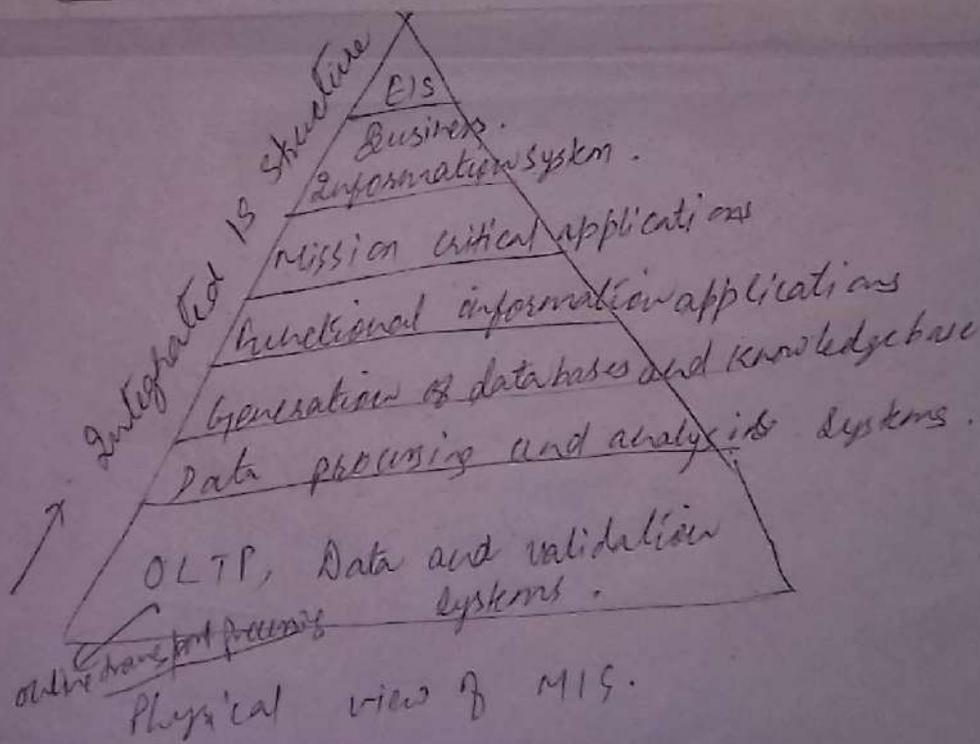
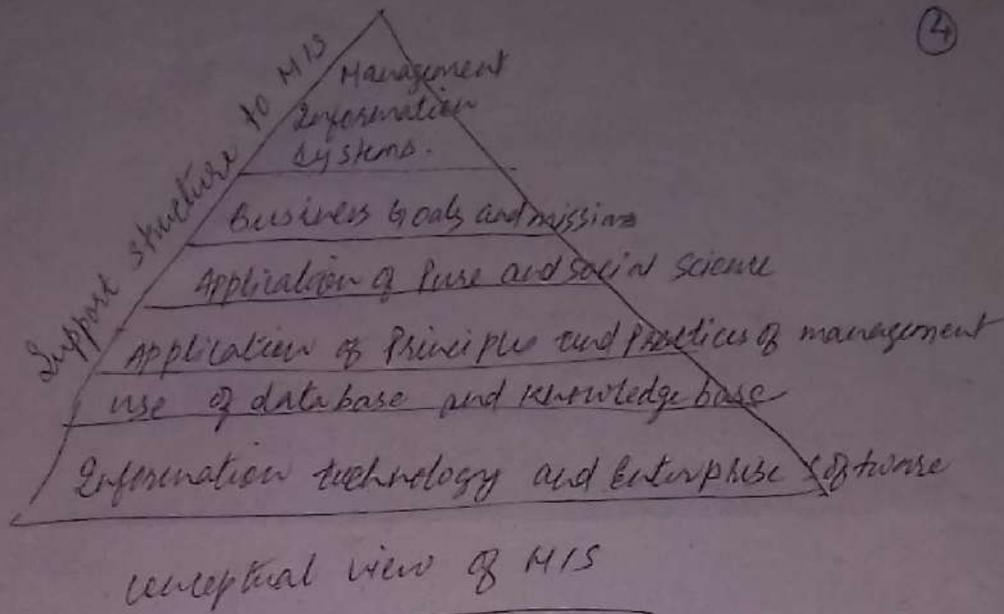
The MIS gradually changed to a decision-making system.

The concept of MIS in today's world is a system which handles the databases, provides computing facilities to the end user and gives a variety of decision-making tools to the user of the system.

These include the theories, principles and concepts from the management sciences, management accounting, operation research, organisational behaviour, engineering, computer science, psychology and human behaviour, making the MIS more effective and useful. ③

The foundation of MIS is the principles of management and its practices. MIS uses the concept of management control in its design and relies heavily on the fact that the decision maker or the manager is a human being and is a human processor of information.

It uses the principles of system design, viz., an open system or a closed system. An open system of the MIS offers an ability of continuous adjustment or correction in the system in line with the environmental changes in which the MIS operates.



Conceptual view is a blend of principles, theories and practices of the management, information and system giving rise to single product known as management information system (MIS).

The physical view of the MIS can be seen as an assembly of several subsystems based on the databases in the organization. These subsystems range from data collection, transaction, processing and validating, processing, analyzing and storing the information in databases.

The subsystem could be at a functional level or a corporate level. The information is evolved through them for a functional or a department management and it provides the information for the management of business at the corporate level.

## Impact of the management information system (C)

① The impact of MIS on the functions with a good MIS support, the management of marketing, finance, production and personnel becomes more efficient. The tracking and monitoring of the functional targets becomes easy. The time

② The MIS creates another impact in the organisation which relates to the understanding of the business itself. The MIS begins with the definition of a data entity and its attributes. It uses a dictionary of data, entity and attributes, respectively, designed for information generation in the organisation. Since all the information systems use the dictionary, there is common understanding of terms and terminology in the organisation bringing clarity in the communication and a similar understanding of an event in the organisation.

③ The MIS calls for a systemisation of the business operations for an effective system design. This leads to streamlining of the operations which complicates the system design.

It improves the administration of the business by bringing a discipline in its operations as everybody is required to follow and use systems and procedures. This process brings a high degree of professionalism in the business operations.

④ Since the goals and objectives of the MIS are the products of business goals and objectives, it helps indirectly to pull the entire organisation in one direction towards the corporate goals and objectives by providing the relevant information to the people in the organisation.

⑤ A well designed system with a focus on the manager makes an impact on the managerial efficiency.

⑥ Since the MIS works on the basic systems such as transaction processing and data bases, the drudgery of the clerical work is transferred to the computerised system, relieving the human mind for better works.

## E-business Enterprise : Introduction

With the emergence of internet, business organisation of 20th century has undergone structural, ~~etc~~ cultural and qualitative change, the way business is done and a new organisation structure has emerged known as E-business enterprise. It enables employees, professionals, teams, groups, vendors, customers to perform business operations through electronic exchange of data and information anywhere at any time. The business operations are performed through E-communication and E-collaboration initiatives. Therefore, E-business enterprise has a global market, reach, source and global competition. Due to extensive use of technology, the enterprise is now called a digital firm.

Digital firm is open twenty-four hours, and being independent managers, vendors, customers transact business any time from anywhere.

Digital describes electronic technology that generates, captures, validates, and stores, and processes data in terms of two states - positive and non-positive. Positive is expressed or represented by the number 1 and non-positive by the number 0. (9)

The Paradigm shift to digital firm has brought four transformations, namely.

- Domestic business to global business
- Industrial manufacturing economy to knowledge based service economy
- Enterprise resource management to enterprise network management
- Manual document driven business process to paperless automated electronically transacted business process.

## Conventional Organisation design

- Top heavy organisation structure
- Work and work place location at one place.
- Manual and document based work flows.
- High administrative and management overheads.
- Inflexible, rigid and longer business process cycle.
- Private business process system for self-use. They are based for usage to customer, vendors, and business partners.
- Low and selective usage of technology.

## Digital firm

(10)

- Flat organisation structure.
- Separation of work from work place location.
- Paperless work flows.
- Low overheads due to lean organisation.
- Flexible, agile and responsive process cycles.
- Public business processes and systems for use by customers, vendors and business partners.
- Use of Internet, and network technologies at all work centres.

for internet  
 but can be potentially  
 address long distance  
 costs

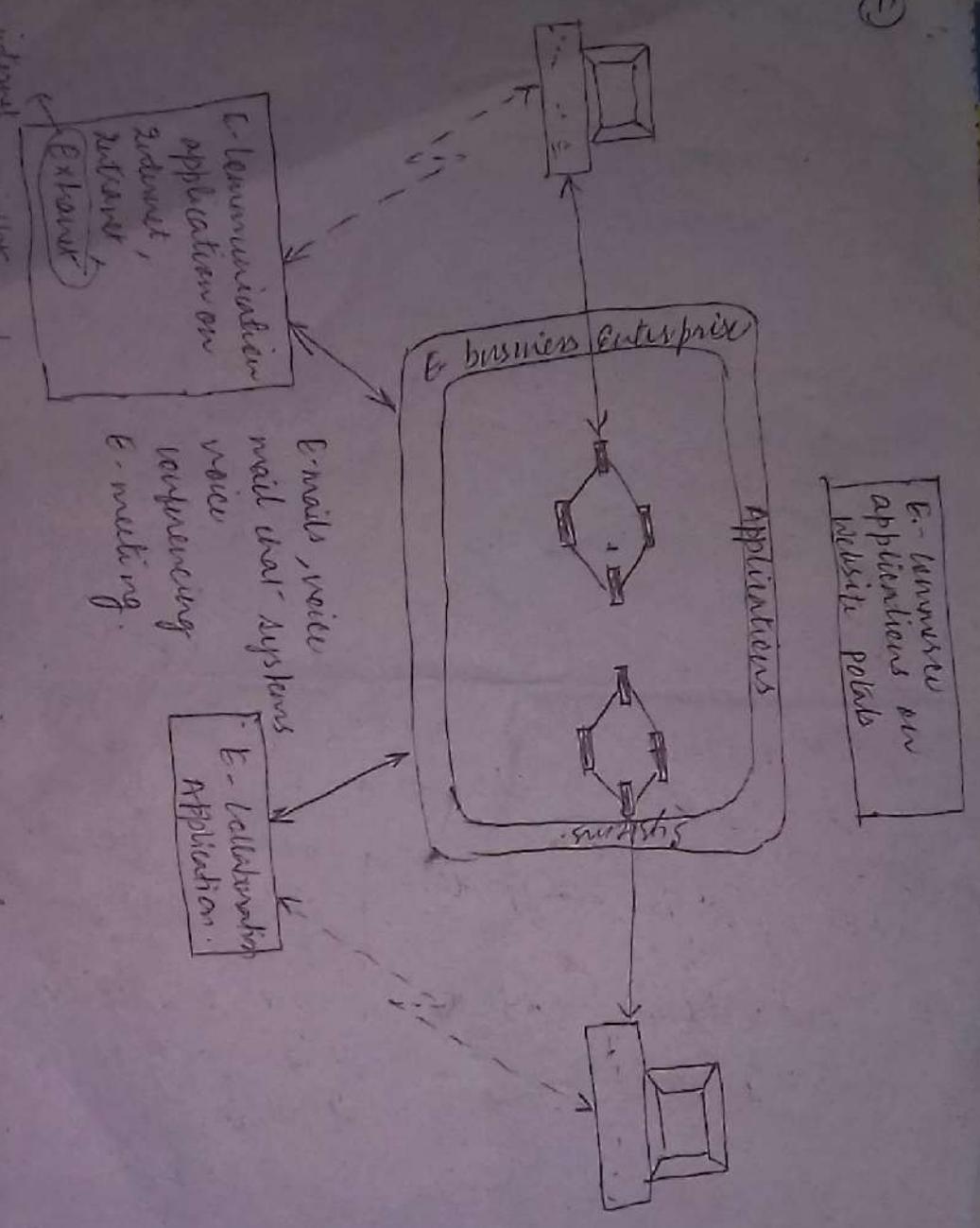


Fig - 2.1 Digital Firm Model

E-mails, voice  
 mail chat systems  
 voice  
 conferencing  
 E-meeting.

## E-business

12

The scope of E-business is limited to executing core business process of the organisation. These processes would have external interface like suppliers, customers, contractors, consultants and so on.

The core business processes of the organisation are procurement, manufacturing, selling, distribution, delivery and accounting.

These core processes are best run by application packages like Enterprise Resource Planning (ERP).

If enterprise definition is made wider including customer, suppliers and distributors, application package like supply chain management (SCM) is best suited for planning and execution of entire business process.

E-business systems use internet/intranet/extranet capabilities to process an event in seamless manner covering all technical, commercial, business aspects and implications of an event.

Customer Relations management system (CRM) is a family of software solution package dedicated to core management of functions of business.

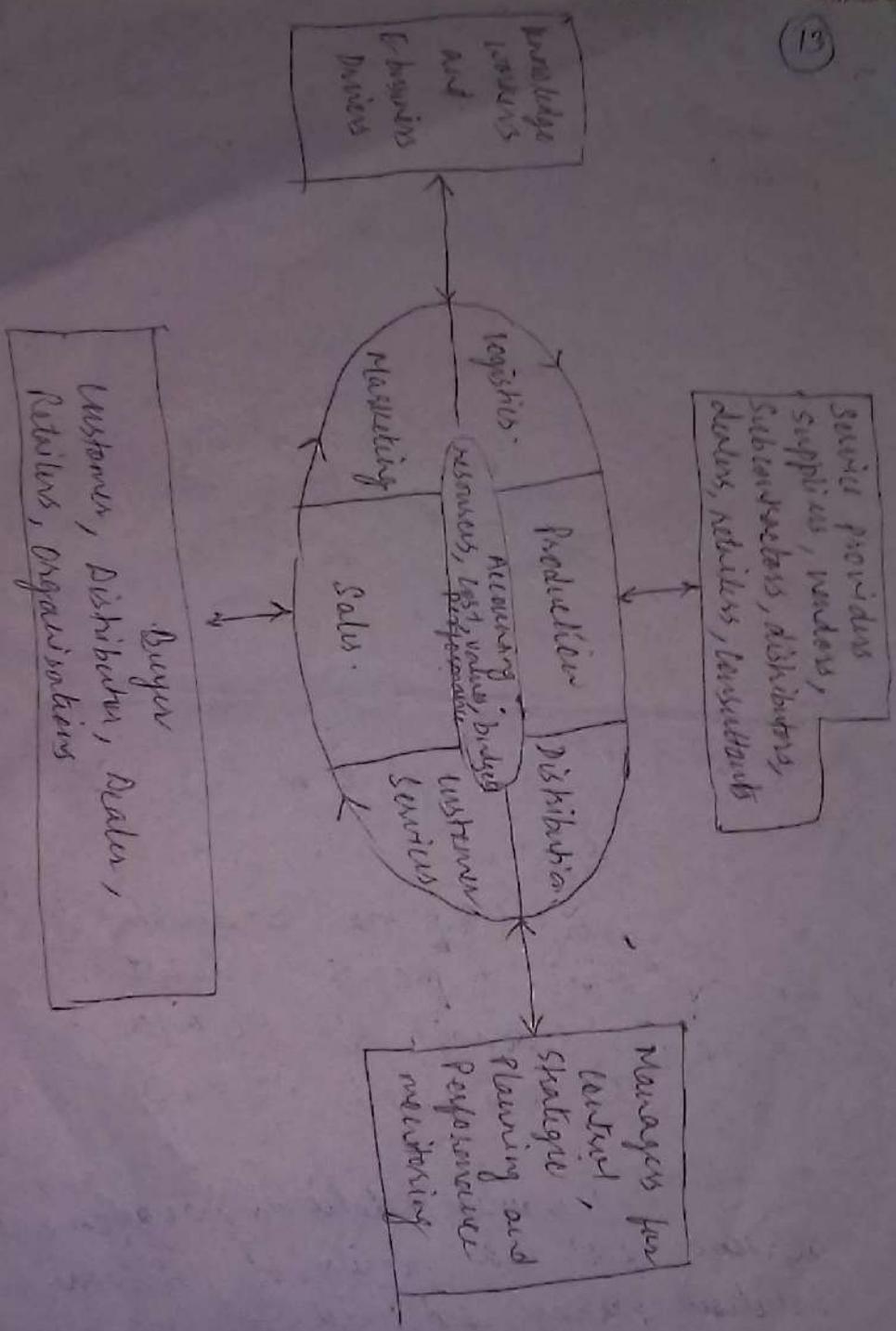


Fig - customer centric E-business system

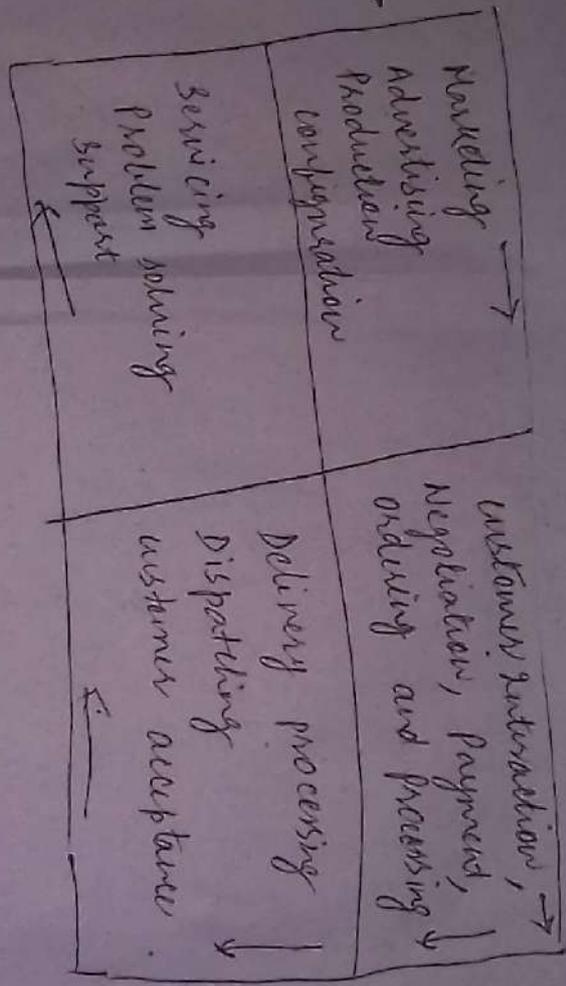
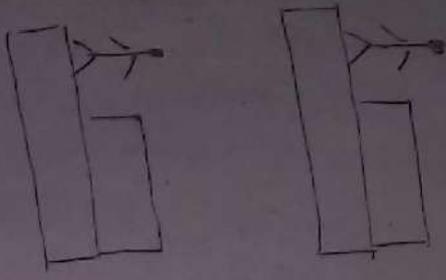
## E-commerce

(11)

E-commerce is a second big application next to ERP. It essentially deals with buying and selling of goods. With the advent of internet and web technology, E-commerce today covers an entire commercial scope online including design and developing, marketing, selling, delivering, servicing and paying for goods.

The entire model successfully works on web platform and uses internet technology. E-commerce process has two participants, namely buyer and seller, like in traditional business model. An unique and typical to E-commerce there is one more participant known as 'Merchant Server'. Merchant Server role in E-commerce ensure secures payment to seller by authorisation and authentication of commercial transaction.

15



E - lambda process model

E-commerce process model can be viewed in four (16) ways and categories.

- B2C: Business Organisation to customer
- B2B: Business Organisation to Business.
- C2B: Customer to business organisation
- C2C: Customer to customer.

① In B2C model;- business organisation uses websites or portals to offer information about product, through multi media clippings, catalogs, product configuration guidelines, customer histories and so on. A new customer interacts with the site and uses interactive order processing system for order placement. On placement of order, secured payment systems comes into operation to authorise and authenticate payment to seller. The delivery system then takes over to execute the delivery to customer.

② In B2B model;- buyer and sellers are business organisations. They exchange technical and commercial information through websites and portals. Their model works on similar line like B2C. More advanced B2B model uses exchange and conducts business transactions.

based on the information status displayed on the buyers application server. Auto component industry uses this model for supplying parts and components to auto manufacturer based on the inventory levels and production programmes. (17)

(3) In C2B model, customer initiates actions after logging on to seller's website or to server. On the server of the selling organisation, e-commerce applications are present for the use of the customer. The entire internet banking process works in C2B model where account holder of the bank transacts number of requirements such as seeking account balance, payment, money transfer and so on.

(4) In C2C model, customer participates in the process of selling and buying through the auction websites. In this model, website is used for personal advertising of products or services. E-newspaper website is an example of advertising and selling of goods to the customer.

In all models, there are two channels: one channel deals with information delivery and sharing, and another channel deals with the commercial aspect of buying and selling.

## E-communication

①

19/3/2018

In E-business world, E-communication system is a backbone of all processes whose role is to share information by messages or store information to download or access by the customer. This is done through many applications and systems.

Most popular and widely used messaging system is e-mail and voice-mail. Video conferencing also becomes an interesting and effective communication system when it has a feature of white boarding and document sharing.

Another E-communication system which is a kind of office is known as web publishing. Web publishing uses websites and portals for storing documents, catalogues, drawings, pictures and so on for sharing.

E-communication systems are capable of <sup>③</sup> sending messages, documents and files in any format over internet.

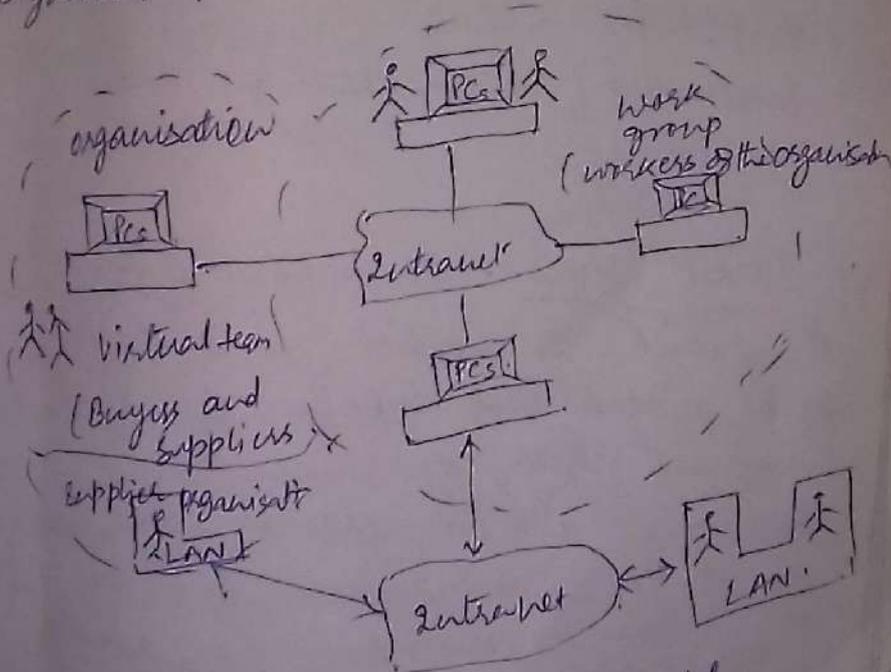
Enterprise information portal is another tool used for information posting and communication to users or customers.

### E-collaboration

Every business has no. of work scenarios where group of people work together to complete the tasks and to achieve a common objectives. The groups could be teams or virtual teams with different member strengths. They come together to perform a task to achieve some results. The process is called collaboration.

The collaboration now is possible with e-technologies, which put these teams in network with internet support.

for communication, access to different databases and servers. The biggest advantage of E-Collaboration is that it taps the collective wisdom, knowledge and experience of the members. E-collaboration uses E-communication capabilities to perform collaborative tasks, or project assignment.



E-collaboration system model.

## Strategic management of Business: (4)

The following reasons make planning an essential management process to keep the business in a good shape and condition:

- (1) Market forces
- (2) Technological change
- (3) Complex diversity of business
- (4) Competition
- (5) Environment (Threats, challenges and opportunities)

(1) Market forces - It is very difficult to predict the market forces such as the demand and supply, the trend of the market growth, the consumer behaviour and the choices, the emergence of new products and the new product concepts. The ability

of the organisation to predict these forces and plan the strategies is limited for the various reasons. The market forces affect the sales, the growth and the profitability. With the problems arising out of the market forces, it is difficult to reorient the organisation quickly to meet the eventualities adversely affecting the business unless the business is managed through a proper business plan. ⑤

## ② Technologies change

There are a number of illustrative cases throughout the world on the technological breakthroughs and changes which have threatened the current business creating new business opportunities. The emergence of microchip, plastic, laser technology, fibre optic technology, nuclear energy, wireless communication, audio-visual transmission, turbo-engines, thermal conductivity and

many more, are the examples which have made some products obsolete, threatening the current business, but at the same time, they have created new business opportunities. The technological changes have affected not only the business prospects but the managerial and operational style of the organisations.

### ③ Complex diversity of business

The scope of business is wide, touching many fronts. The variety of products, the different market segments, the various methods of manufacturing, the multiple locations, the dependence on the external factors, such as the transport, the communications and the manufacturing resources brings complexity in the management of business.

As the business grows, it reaches a stage where the strategies such as the expansion - vertical or horizontal, integration - forward or backward, diversification - in the same line or in the diverse line of business, are the issues which the management is required to handle. These issues are investment-oriented and have a far-reaching effect on the business growth, direction and profitability.

#### ④ Competition

Facing competition in the business means fighting on a number of fronts. Competition could be direct or indirect. It may share the market or create a new product which will shift the market affecting your business. Competition could be solely in the management of business when there is hardly any product distinction.

as it may have been within sectors  
which are being promoted by the  
government. The companies compete on the  
basis such as the brand, quality, price,  
delivery, after sales service etc.

Competition is a natural  
phenomenon in business, and it has to be  
dealt with a proper manner to protect  
business interests. Competition forces the  
management to look for new products,  
new markets and new technologies to  
keep the market share intact, the prices  
controlled and the quality improved.

### Environment

The environment is beyond the control of  
the management. Depending upon the  
organisation's business and its purpose,  
different environments have bearing on  
the nature of business. It could be

one of the social, business, economic, industrial, technological environments, affecting the business. Many a times, it would be a mix of different environments. The environmental changes are difficult to predict and are generally slow. Therefore, many times the managements, are caught unaware by the environmental changes.

### Tools of Planning

21/3/18

Planning, long range or short range, strategic or tactical, involves a series of decisions to be taken by the managers in the organisation.

The planning therefore, involves decision making with the help of tools. These tools are creativity, system approach, benchmarking and modelling.

## Creativity

creativity comes out of an experience, a judgement, an intuition of an individual or a group of individuals. When decision making is called for a situation which has no precedent then creativity is the only tool to resolve the problem of decision making. Creativity is the result of the conceptual skills of an individual. The conceptual skills comprises the following skills.

- 1) The ability to generate a no. of ideas rapidly.
- 2) The ability to change quickly from one frame of reference to another.
- 3) Originality in interpreting an event and generating different views on the situation.

4) The ability to handle with clarity and ⑪  
case a complex relationship of various factors  
in a given situation.

### Systems approach

Systems approach to planning considers all the factors and their inter relationship relevant to the subject. It takes a course to an analytical study of the total system, generates alternative courses of action and helps to select the best in the given circumstances.

It tests the solutions for feasibility - technical, operational and economic.

Broadly, the systems approach has the following characteristics:

1) It uses all the areas and the branches of knowledge.

$$x = 3$$

$$f_x \gg y$$

2) It follows a scientific analysis to identify the problem.

3) It uses a model of a complex situation to handle the problem.

4) It weighs cost against benefit for assessment of the alternatives.

5) It deals with the problems where time context is futuristic.

6) It considers the environment and its impact on the problem situation.

7) Every solution is tested on the grounds of rationality and feasibility, and accepts a given criterion for selection of the most preferred alternative.

8) It uses operations research models if the problem is well defined. Alternatively,

it uses a simulation approach to solve <sup>(13)</sup> the problem. It uses tools such as Gantt chart, PERT/CPM, Network analysis for scheduling and coordinating the activities.

### Sensitivity analysis

The sensitivity analysis helps to test the validity of the solution in variable conditions. The problem situation is handled with certain assumptions and conditions -

sensitivity analysis helps to test the solutions on the principle of utility.

$$x = 3$$

$$f_x \gg y$$

## Business modelling

(14)

A model is a meaningful representation of a real situation on a mini scale, where only the significant factors of the situation are highlighted. The purpose of a model is to understand the complex situation based on only the significant factors.

A complex situation is represented using variables, constants and parameters which play a significant role in that situation.

A model could be static or dynamic. The physical models are static models. Some business models like the break even analysis model, the statistical regression models and some of the O.R. programming models are static models. The static model does not change over a time period.

The value of these variables change <sup>(S)</sup> with the change in time. Such variables are called the stochastic variables.

The planning model considers these business variables which affect the business prospects and which show a significant impact on the business results.

The long-range strategic models are, generally, dynamic models and the short-range management and operations models are mostly static models.

~~Development~~ ,

## Development of Business Strategy (16)

Strategy sets the direction of the business and gives scope of activities an organisation would undertake over the long term.

Strategy achieves competitive advantage for the organisation through its resource deployment within a challenging environment.

- Strategy is a plan comprising of different decisions, actions setting a direction to organisation's business for a long term.

- Strategy is evolved, formulated to achieve vision, mission and goals of the organization.

- Effective deployment of this plan by allocation of resources meets the needs of market and of expectations of Stakeholders bringing in advantage to the organization.

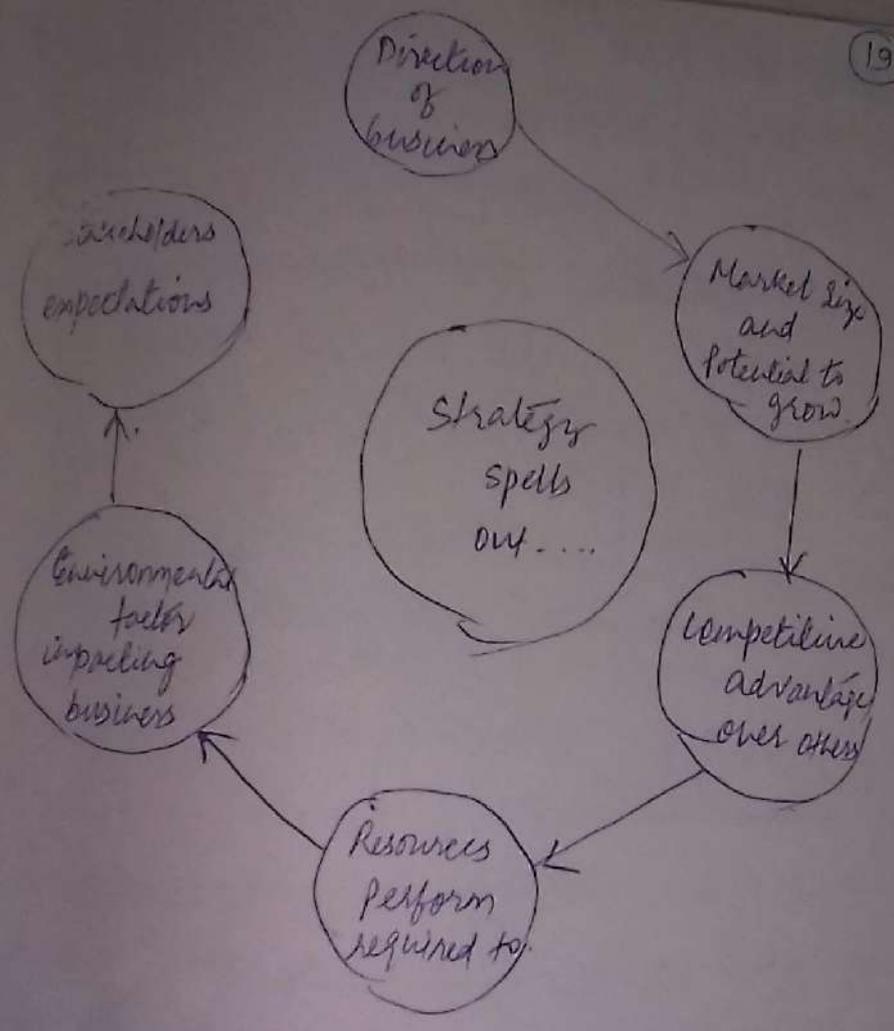
aria

- Strategy is all about formulating, implementing and evaluating cross-functional decisions that enable the organisation to achieve its goal. (17)
- Strategy is implemented, monitored, reviewed periodically and assessed for its performance and corrected when necessary.
- Excellent organisations implement their mission and vision by developing a stakeholder-focused strategy. Policies, plans, objectives and processes are developed and deployed to deliver the strategy.
- Broadly strategy spells out six factors which are common to all strategies.

←  
undefined function

Characters of effective strategy are:-

- mission, vision, goals, objectives have SMART specifications (specific, measurable, achievable, realistic and time bound).
- It is evolved through people participation and are clearly communicated and understood by all.
- Strategy is a result of analysis of business, competition and environment.
- Strategy is an outcome of strategy evolution process.



Specifications of strategy

creates directly the variables

→ >> x. ←

x = 3

f<sub>x</sub>

## Class and types of Strategy

(29)

un

### Class of Strategy Red ocean Strategy

f<sub>x</sub> >>

>>

>>x

x

f

~~The name red~~ comes Red ocean Strategy means compete in the existing market space, beat the competition through some unique offers, win more share of existing demand, and reach customer through attractive value lost trade off.

### Blue Ocean Strategy

f

Blue ocean strategy means create new untapped market space, identify needs and fulfill them, make the competition irrelevant by developing new rules of the game, capture new demand, break the value lost trade off making customer see value for money.

f<sub>x</sub> >>

Types of Strategy

(21)

- Growth Strategy; - Growth in current business may occur by introducing new products or raising sales of current products by adding features, facilities, functionalities making product offer more valuable to the customer. Growth strategy assumes that market for the product exists and still untapped. Growth strategy includes decisions such as expanding delivery, distribution network to reach more customer base in different segments. A strategy which expedites the growth is a growth strategy. Growth strategy is successful when market exists, competition is less and product meets basic needs of customer.

←  
undefined function or  
 $f_x \gg \text{Clear}$

— Diversification Strategy - growth can happen through expansion of current business or expansion by entering new business areas. For example, agro business can be expanded by going into food processing. AMUL has moved up and grown by expanding into milk processing, cheese making and industrial production of ice creams.

— Integration Strategy - you are in a business and have process from raw material processing to finished products. Expansion of such business may occur by integration strategies - forward or backward. Integration strategy gives both demand on business and your competitiveness also increases. Forward integration means take your finished product and make more other products

tion or

out of it for which market exists. (23)  
Backward integration means you buy vendors  
business who is supplying raw material.  
Both these strategies need good business  
economic analysis before decision of  
integration made.

— Differentiation Strategy: Differentiation  
strategy is used to differentiate you and  
the competition to raise the market share.  
The differentiation in your offer (product  
or service) is made through excellent  
design, full functionality, highest quality,  
quality of service and so on which  
customer regards as a value. Differentiation  
could be due to low cost, longer life.

A parameter of differentiation is the one  
where the customer sees in it the value  
and competition does not offer.

$$f_x \gg y$$

Underline

### Competitive advantage strategy :-

Competitive advantage strategy is considered when competition is very close on you and would be a threat. Creation of competitive advantage is taken up when the competition does not have any added value to your offer to customers.

If this advantage is a significant one, it keeps you ahead of competition.

### Cost advantage / leadership strategy :-

Cost advantage strategy is generally by design, meaning either you are very close to major resource consumption or you are close to market or you have manufacturing technology which the competition does not have. Due to this,

your costs are lowest in the industry.

You could be the cost leader or price leader

4) — Market dominance strategy: — Market <sup>(25)</sup>  
dominance is a strategy chosen by the  
organisation when they are first in  
the market. They enter into the  
market in a big way, creating a  
barrier for others to enter.

— Price leadership strategy: When an  
organisation is the leader in the  
business due to certain other strengths,  
this strategy is used to beat the  
competition. It determines the price and  
others are forced to fall in line. Price  
leadership forces competition to evolve  
different price strategies, lower price or  
discounted price or same price, with  
little more scope in the offer and so  
on.

$x = 3$   
 $f(x) >> y$   
↳  
Undefined function or

← Segmentation strategy: - This strategy is (26)  
adopted when market is flooded with  
products making the product differentiation  
difficult. Using customer data analysis  
tools, a new customer segment is  
carved out whose needs are precise  
and clear. The segment is also  
fairly large for the organisation to  
offer a new or re-engineered product.

ection 03

## Information security: Threats and management (27)

As business organisations have moved into E-enterprise mode, it has raised certain issues in the areas of security, privacy, confidentiality, destruction and theft of information and information systems. These issues assumed more importance when business processes are managed through internet and telecommunication networks. There are five reasons, which affect the security of the information and information systems.

The reasons are:-

- Destruction
- Deletion
- Bugs infection
- Theft
- Corruption.

undefined function or  
 $f_x \gg c_1$

The security challenges need to be met on  
three fronts:-

- Prevention - limitation - protection.

The solution to recover from the disaster  
is to design and implement 'Disaster  
Recovery System' (DRS).

Security management system is designed  
to meet security threats and has the  
following scope:

- Identification of threat sources and possibilities of its occurrence.
- Protecting the information and information system from unauthorised access.
- Ensure the privacy of individual and personal information.
- Check the misuse of information obtained from unauthorised access.

- ⑧ • Provide methods and systems to recover from damage and to put the information system on track for normal use.

### Controlling security threat and vulnerability

To control the threats to information system and the degree of vulnerability, an organisation must invest in proper security net developed through security management system (SMS). The objective of such system is to reduce significantly the incidence of failures, erroneous human actions and predict and prepare for contingencies to minimise the damaging impact of natural calamities, SMS is a configuration of manual and automated measures that protect information systems and assure the performance as desired.

Security management system is designed to meet security threats and has the following scope:

- Identification of threat sources and possibilities of its occurrence.
- Protecting the information and information system from unauthorised access.
- Ensure the privacy of individual and personal information.
- Check the misuse of information obtained from unauthorised access.
- Provide methods and systems to recover from damage and to put the information system on track for normal use.

... function of  
... car

## Decision-making

22/03/18

The major characteristics of the business decision making are:

(31)

- (a) sequential in nature.
- (b) Exceedingly complex due to risks and trade offs.
- (c) Influenced by personal values.
- (d) Made in institutional settings and business environment.

The word "decision" is derived from the Latin root 'decido' meaning to cut off.

The concept of decision, therefore is settlement, a fixed intention bringing to a conclusive result, a judgement, and a resolution. A decision is the choice out of several options made by the decision maker to achieve some objective in

$f_x \gg$  Clear function or  
 $\gg x = 7000$

a given situation

(32)

The problems in making

Rational decisions

making is a  
multi step  
process  
many  
alternatives

- Ⓐ Ascertaining the problem
- Ⓑ Insufficient knowledge
- Ⓒ Not enough time to be rational
- Ⓓ The environment may not cooperate
- Ⓔ other limitations.

### Decision-making process

Decision-making is a process which the decision maker uses to arrive at a decision.

Intelligence - Raw data collected, processed and examined. Identifies a problem calling for a decision.

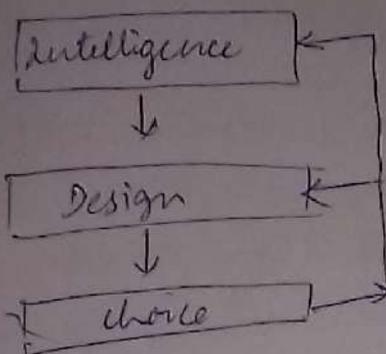


Fig 2) Herbert Simon Model

Design - Inventing, developing and analysing the different decision alternatives and testing the feasibility of implementation. Assess the value of the decision outcome.

Choice - select one alternative as a decision, based on the selection criteria.

In the intelligence phase, the MIS collects the data. The data is scanned, examined, checked and edited. Further, the data is sorted and merged with other data and computations are made, summarised and presented.

Clear  
→ x = 7000  
→ x = 1

## Behavioural concepts in decision-making <sup>(34)</sup>

A manager, being a human being, behaves in a peculiar way in a given situation.

The managers differ in their approach towards decision making. The response

→ ~~achievement oriented~~

→ ~~task oriented~~

of one manager may not be the same as that of the two other managers, as they differ on the behavioural platform.

Even though tools, methods and procedures are evolved, the decision is many a times influenced by personal factors such as behaviour.

The managers differ in their approach towards decision making in the organisation, and therefore, they can be classified into two categories, viz., the achievement

function or

oriented, i.e., looking for excellence  
and the task oriented, i.e., looking  
for the completion of the task  
Some-how. The achievement-oriented  
manager will always opt for the best,  
and therefore, will be enterprising in  
every aspect of the decision-making.

### Organisational Decision-making

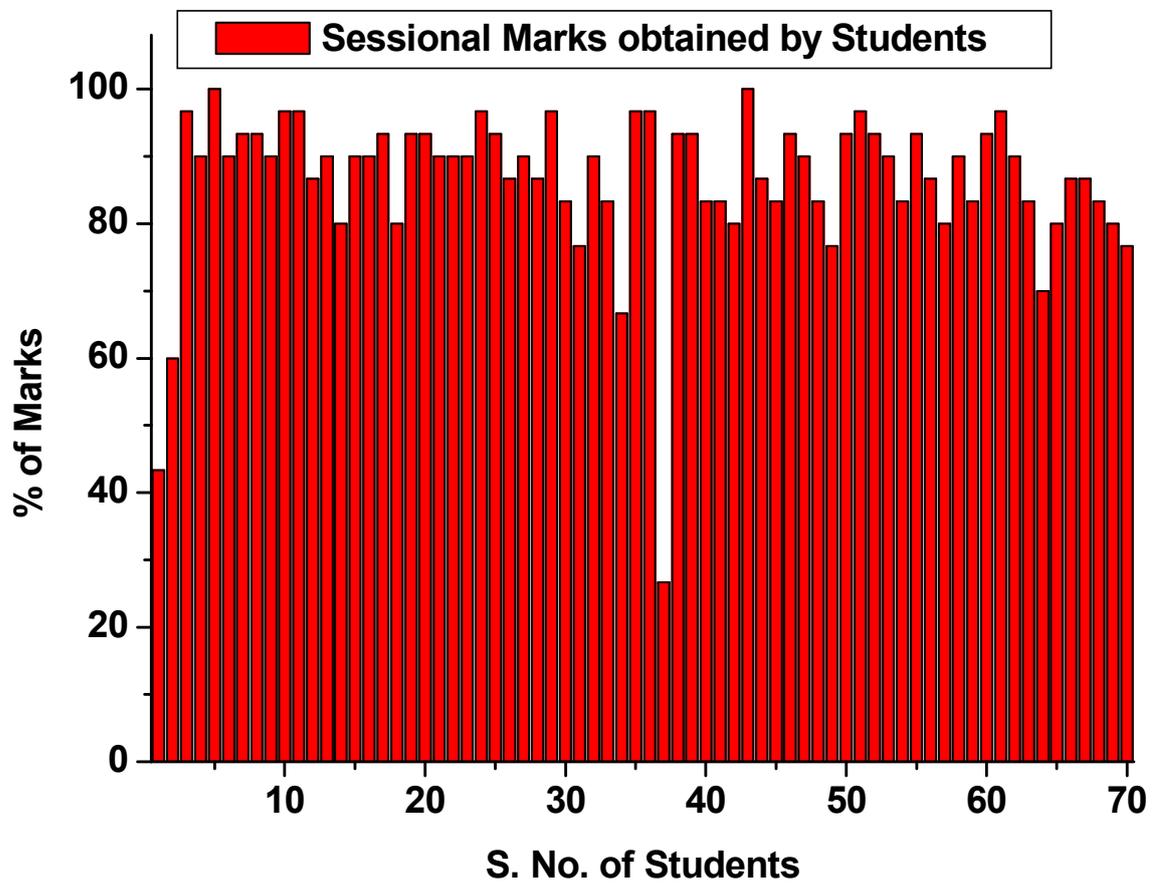
An organisation is an arrangement of  
individuals having different goals.  
Each individual enjoys different powers  
and rights because of his position,  
function and importance in the  
organisation. Since there is an  
imbalance in the power structure,  
the different individuals cannot equally  
influence the organisational behaviour,  
the management process and the  
setting of business goals. Ultimately,  
what emerges is an hierarchy of goals  
which may be conflicting, self defeating and

## Results

S. No	Roll No.	Name	Marks
1	13M44	RAHUL KUMAR	13
2	13M52	KUMAR CHANDRA DEV	18
3	14M34	JAI HIND KUMAR	29
4	14M01	PRANESH KUMAR SINGH	27
5	14M02	SHEETAL RANJAN SAH	30
6	14M03	ADIL FAZAL	27
7	14M04	PREETAM KUMAR	28
8	14M05	AMRITANSH ANAND	28
9	14M07	PRANAV KUMAR	27
10	14M08	NADEEM ANSARI	29
11	14M09	SATISH ANAND	29
12	14M11	SUBIR KUMAR	26
13	14M12	SUMIT SAURAV	27
14	14M13	AMIT KUMAR	24
15	14M14	SHARAD BHASKAR	27
16	14M15	GAUTAM KUNAL BHARTI	27
17	14M16	MANJEET KUMAR	28
18	14M17	RAKESH KUMAR	24
19	14M18	HRISHIKESH JHA	28
20	14M19	ROHIT KUMAR	28
21	14M23	GAURAV KUMAR	27
22	14M24	SONU KUMAR	27
23	14M25	TRISHANT KUMAR	27
24	14M27	HARI KANT UPADHYAY	29
25	14M28	NIKHIL ARK	28
26	14M29	NIKHIL KUMAR	26
27	14M30	SUBHANSHU MISHRA	27
28	14M31	SHUBHAM PANDEY	26
29	14M32	PANKAJ KUMAR	29
30	14M33	SUDHANSHU SAURAV	25
31	14M35	PANKAJ KUMAR	23
32	14M36	SHUBHAM VERMA	27
33	14M37	PINTU KUMAR	25
34	14M38	SURAJ KUMAR	20
35	14M39	AASHNA RAJ	29
36	14M40	MD IRSHAD	29
37	14M41	MANISH KUMAR JHA	08
38	14M43	RAJESH RANJAN	28
39	14M46	SANJEET KUMAR	28
40	14M47	SAURABH PANDEY	25
41	14M48	SANJEEV KUMAR	25

42	14M50	RAHUL KUMAR	24
43	14M06	SHIVANI RAJ	30
44	14M10	KIRTY RATAN	26
45	14M20	RAMA SHANKAR RAVI	25
46	14M26	MD IMBESAT ANSARI	28
47	14M21	MANISH KUMAR	27
48	14M44	ABHISHEK KUMAR	25
49	14M45	PARAS KUMAR DEO	23
50	14M49	MODASSIR SABA NAJMI	28
51	14M52	AYUSH PRIYAM	29
52	14M53	MAYANK	28
53	14M56	ABHIJEET	27
54	14M57	RAMESH KUMAR	25
55	14M58	SAGEER KUMAR SANU	28
56	14M59	ASAF MOHAMMAD KHAN	26
57	14M60	PUNYANIDHI	24
58	14M62	AMISH RAJ	27
59	14M54	VISHAL KUMAR	25
60	15(LE)M12	DIPAK KUMAR PASWAN	28
61	15(LE)M11	ANKITA KUMARI	29
62	15(LE)M01	SOURAV BHARTI	27
63	15(LE)M03	AFROJ ALAM	25
64	15(LE)M08	RAJBIRENDRA RAVIDAS	21
65	15(LE)M09	AKHILESH KUMAR	24
66	15(LE)M02	VISHAL KUMAR	26
67	15(LE)M07	JIMMY KUMAR	26
68	15(LE)M06	SANDEEP KUMAR	25
69	14M61	RITESH KUMAR	24
70	15(LE)M10	RAJU RANJAN	23

## Result Analysis



## Quality Measurement Sheets

### Feedback from students

Sir you are teaching good and  
your explaining capacity is good  
but some times your explaining  
speed becomes too high so we  
can't understand. Sir some times  
you should have to give some assignments  
to do at home + after preparing  
I have to perform in class so  
that student can get some confidence  
not directly but in steady way you have  
already improve situation skills.

• Improve our confidence on Speaking in any Seminar or Presentation.

• Good bonding b/w Student & Prof. (Teacher)

• ভালো লাগে, তাহলে আমরা কবাব  
English কে কমা রলি.

ওই বা—কবেক খন কালজ করা ভাল  
লাগে না

Parashramji Sir is the most preferred faculty in the Mechanical Department. He is highly knowledgeable and interacts easily with the students.

And the most important, he knows the need of his students and deal accordingly. So this is all about him.

Sir, every sentence you speak is very sound and graspable to us. you explain the subjects terms through our daily life examples, that is very incredible. Sir, I'm not able to write any point that can indicate any improvement towards your teaching style, ~~it's~~ it's gratitude that you're improving us.

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Respected Sir,

→ First time including all the 8<sup>th</sup> semester. I have attending classes I found it bit tardy but, it will surely boost my marks in exam.

→ There is fault in subject, which makes it less interesting not in your way of teaching.

Although being a non technical paper, the subject is less interesting. But sir is teaching it in a very interactive manner, so I like the way sir is teaching.

Set Propositions

Prabhanthu sir is a best lecturer at our college. Their teaching style is very attractive and I would understand in a correct manner. I have never missed prabhanthu sir class. He is a star lecturer. Their view for all students is equal. Then he is very careful for us. I like so much prabhanthu sir.

We feel good to be taught from  
such a knowledgeable teacher. The  
only thing in my mind that is not  
satisfactory is long class  
duration. It should be relatively  
less time.

You are a good teacher that is because your teaching speaking way is very good and understanding. The most favourite thing is that I really found on you that you speak very politely and encourage each and every student for presenting their thoughts and ideas. Your teaching way is excellent that you give note and not taught each points with examples. One more thing that I observed in last class that you listen carefully all the points of e-collaboration and also discussed key points that I said and also that we have to improve. Thanku Sir.

PRABHANSHU SIR

★★★★★ (5/5)

The mode of teaching of yours is the best. You teach everything practically. The class never goes boring. Although it is a boring subject but the way you teach it makes it very interesting. The way of yours, taking quizzes, holding debates on certain topics, is what which makes the class even more interesting. You teach every point in a very simple manner.

Sir, Your teaching skill is quite good. You are punctual in your daily classes. Whatever you teach, it is quite easy to grasp. We are fully satisfied with your way of teaching. Each and every word that comes out of your mouth has gets embedded in our mind. Its quite difficult to forget the way you teach. We are ~~in dept~~ highly indebted that we have got a great teacher in form of you.

Sir your teaching  
skill is so impressive  
we are satisfied  
with your subject  
steady and also  
the presentation  
clear but may you  
choose the topic  
that is quite familiar  
for us and useful  
for another exam  
and interview.

you got

✘ ✘ ✘ ✘

Respected Sir,

you teach us from  
your bottom of heart. You dedicat-  
ed about students and your  
pedagogy is very nice.

In terms of star:-



- Pros:-
- (i) Good interaction with the whole class
  - (ii) Explanation of concepts using practical and real life examples
  - (iii) Good content and teaching skills
  - (iv) Maintenance of levels of teaching as per engineering standards.

- Cons:-
- (i) During presentations, more guidance is required by the students
  - (ii) Regarding project, more explanation of the job of students and role of teacher is needed
  - (iii) More appropriate handling of class chaos is needed.

②

Respected Sir,

Till now, we didn't study any management topic with such an interest which we came to ~~the~~ study in your class. We came to ~~to~~ know the <sup>correct</sup> approach of studying MIS. This is the best thing which I liked about your teaching.

Thanks Sir.

### Positive points:

- i> Interaction with students in class
- ii> Having discussion with students in class
- iii> Using technological methods of teaching like projectors, etc
- iv> you involve students in various discussions, task, assignment etc
- v> Assist the students with their project work regularly via email, and other classwork

### Improvement:

- Increase your fluency in English little more, and you are good.

• Your teaching method is good especially yesterday when you made the whole class participate by dividing them into two groups.

• What I would suggest is that you should often make the whole class indulge in some type of group activity & then make your points through that what you want to teach, because the subject you teach is boring.

first, you have made even  
the boring subjects interesting.

The way to explain the topics,  
and the examples, you take to make  
your topic accessible to students, really  
good and interesting.

"Best way" - your teaching ways and you  
also provide the notes available on  
students e-mail account.

RESPECTED SIR

MERITS.

5/5 Star

1. Sincere.
2. Honest.
3. Gives his maxm Effort
4. Motivates.
5. Overall Good.

DEMERITS

1. Not found yet.

SUGGESTION

जिस Teacher का जो Field/Interest  
है उसको वही subject देना चाहिए।

Else, Teacher का भी Time  
waste होगा है & students का भी।

Interdisciplinary subjects  
से इतना seriously class नहीं लेना चाहिए।

Subjects → sustainable development & MFS.  
Sir, your way of teaching is quite influential,  
you tried a better approach and your  
examples related to the topics are  
quite easy and easily we can  
visualise it. The experience is quite  
satisfactory, motivating and interesting to me.  
Sir, you tried to create better skills and  
competitive environment between our batchmates that's  
much appreciated. Suggestion → Plan a plant  
visit for all of us Sir.

Sis, you are teaching  
very nice. you tried  
to built up soft-skill  
in each student. This  
is really need among  
us (soft-skill). I think  
you need to give more  
focus on soft-skill and  
student should also  
support.

~~keep~~  
Although way of teaching  
is very good and  
contacting by e-mail  
is also good way.

feedback.

- Sir, try to teach right and create a good environment in the class. So that student hears sincerely, but some student like me don't interested to hear lecture then what will you do.

Prabhakar sir, you are the best  
faculty in M.I.T Mursharapur because  
when I study in your class I  
feel better understanding in your  
subject. I gain good knowledge  
of your subjects with your help.  
All concepts of teaching style is  
good.

So, I can say that I are  
the best faculty in M.I.T Mursharapur.

Sir you teach very good and I ~~understand~~  
very understand your teaching method  
and process. There is no issue of  
your teaching process.  
my communication skill is also developed  
and also <sup>my</sup> confident is increases.  
~~The~~

## Managerial Information system

(feedback)

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Haven't attended much of MIS class, but the best thing of the class led by sir is the chance or situation of communication that is created for discussion on subject topics. That is one thing I have liked the most. It is really a confidence booster.

Suggestion → classes can be made a bit more engaging.