SYLLABI OF COURSES FOR DIPLOMA PROGRAMME IN MODERN OFFICE PRACTICES LEVEL I-V, FOR BTE GOA 17

			Progressive Assessment	1	MANAGEMENT - I Examination Schedule (Marks)					
Teaching	g Schedule Pe	T Week		T1	Theory 100		Practical Ex.		Total	
Lectures	Practical	Credits	in the second second second second							
4		- 4	25	sh dHrs.	1 100			1		
Pre-requisite		Source		Theory	Test	Total	TW	PR	Gr Total	
NIL		MOP	Semester	75	25	100	25	-	125	

RATIONALE: This course is aimed at orientation of students to acquaint them with the wide spectrum of marketing domain and its rudiments. It is basic level course.

rketing domain and its rudiments. It is basic level course.	Hrs	Mks		
COURSE CONTENTS	10	15		
INTRODUCTION eaning and definition, Modern concepts, Evolution in concept, Consumer orientation,	7.8 ° 5 <sup>3</sup>			
arketing environment.	10	15		
VARIOUS CONCEPTS & TERMS voes of markets, Segmentation of markets, Meaning and types of product; Concept	ъ. т			
f product life cycle.	6	10		
3. MARKETING DECISIONS: Marketing information- Importance of Information, - Marketing research (including Marketing information- Importance of Information, - Elements of marketing mix. only meaning, procedure, steps and types of surveys), - Elements of marketing mix.				
nly meaning, procedure, steps and types of surveys), - Liement and the second state of	6	10		
. SALES FORECASTING Need, Factors influencing sales forecasts, Types of forecasts, Methods of sales	2			
	12	15		
orecasting. 5. PRODUCT PLANNING, PACKAGING & BRANDING Product diversification, Product positioning, New product development, Steps, Idea generation, Screening new ideas, Concept development, Test Marketing, Commercialisation.	5	10		
6. PRICING POLICIES Economic concepts in pricing, - Methods based on costs, Break Even Analysis.	5	10		
7. PHYSICAL DISTRIBUTION Channels of distribution, - Choice of channel, - Various factors, - Physical distribution Management, - Elements of physical distribution costs.	10	1		
8. PRODUCT PROMOTION Objectives & budget, - Forms of promotion, - Publicity, - personnel selling, - Other forms of promotion, Advertising media and their choice - Advertising Agency & its	64	. 1		
functions.				

shall have to be provided. Attempt should be made to seek short answer of each question. NOTE: No individual ques

## REFERENCE BOOKS:

- REFERENCE BOOKS:
  Davar, Rustom, "Modern Marketing Management",
  Sontaki, C.N, "Marketing Management"
  Marnosia, C.B, "Marketing Management.
  Kotler, Philip, "Principles of Marketing" (PHI),
  Gross, Andrew & Others, "Business Marketing" (Houghton).
  Kotler & Turner, "Marketing Management" (Prentice-Hall),
  Robert R. Reader, "Industrial Marketing" (Prentice-Hall),
  Dholakia, N. & Others, "Marketing Management" (Mac Millan),

HUMAN RESOURCE & CURRICULUM DEVELOPMENT CELL, DIRECTORATE OF TECHNICAL EDUCATION, GOA (97-2001

OF COURSES FOR DIPLOMA PROGRAMME IN MODERN OFFICE PRACTICES LEVEL I-V, FOR BTE GOA

sk, David J. "Product Policy & Strategy" (PHI), rdon wills & others, "Creating & Marketing New Products," (Crossbey) ssarjian & Bennet, "Consumer Behaviour", (PHI), ssarjian & Bennet, "Consumer Behaviour", (PHI), ebster & Yoram wind "Organisational BuyerBehaviour" (PHI), irenberg & Pyats, "Consumer Behaviour," (Penguin), "Consumer Behaviour" (John Wiley), oward & Sheth, "Tasory of Buyer Behaviour" (John Wiley), indiff & Others, "Fundamentals of Modern Marketing, "(PHI), azer & Kelley, "Managerial Marketing," (Richard Irwan), amaswamy & Namakumari, "Marketing Management" (Mac Militäi), inderson, W. "Marketing Behaviour" (Richard Irwin), licosia. Francisco. "Consumer Decision Processes" (Prentice-Hall), derson, W. "Marketing Behaviour" (Richard Irwin), Jicosia, Francisco, "Consumer Decision Processes" (Prentice-Hall), AchtaA.C. "Marketing Environment & Concepts", (TMH), \_ [COPPER

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