

**SARDAR PATEL UNIVERSITY**  
**Programme: BCOM**  
**Semester: III**  
**Syllabus with effect from : JUNE 2012**

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| <b>Paper Code:</b> UB03ECOM07          | <b>Total Credit: 3</b> |
| <b>Title Of Paper:</b> Human Relations |                        |

| Unit     | Description in detail   | Weighting (%) |
|----------|---|---------------|
| <b>1</b> | <b>Nature and scope of Human Relation</b><br>Concept, objective and scope of Human Relation<br>Human Relation as an Inter-disciplinary approach<br>Importance of Human Relation to business management<br>Improvement in Human relation | <b>25 %</b>   |
| <b>2</b> | <b>Employee Morale and Motivation</b><br>Definition, concept and characteristics of morale<br>Factor affecting morale<br>Improving morale<br>Meaning, importance and types of motivation  | <b>25 %</b>   |
| <b>3</b> | <b>Employees Grievances</b><br>Meaning ,features and causes of grievances<br>Grievances procedure<br>Grievance handling machinery   | <b>25 %</b>   |
| <b>4</b> | <b>Employee Discipline</b><br>Meaning, features, objectives of employee discipline<br>Meaning and causes of indiscipline<br>Disciplinary action and its types<br>Guidelines and procedure for disciplinary action.                      | <b>25 %</b>   |

**Basic Text & Reference Books**

- Personnel Management by S. V. Gankar and C.B.Memoria
- Human Resource Management by S.S. khnka
- Human Resource Management by K. Aswasthppa
- Personnel and Human Resource Management by P. Subha Rao

