PCSWB20 - SOCIAL CASE WORK

Year	SEM	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
1	1	PCSWB20	Social Case Work	Theory	Core	5	4	100

COURSE OBJECTIVES

- To understand the values and principles of social work and to develop the capacity to practice them.
- To develop in students an understanding of and an ability to adopt a multidimensional approach in assessment and intervention.
- To understand and apply the models of case work practice in different settings.
- Comprehend theory, models and approaches of social case work.

COURSE OUTCOME

After completion of the course the students will be able to attain the following outcomes,

CO1: Analyze and practice the basic philosophy, principles and values of social work as a method of social work.

CO2: Effectively understand the scope of social work
.
CO3: Study and support the application of theories and models in addressing the problems of individuals

CO4: Appreciate and practice the basic philosophy, principles and values of social work as a method of social work.

CO5: Acquire skills in recording, reflecting and evaluating on the work to grow professionally

CO/PSO	PSO					
	PSO1	**PSO2**	**PSO3**	**PSO4**	**PSO5**	**PSO6**
CO1	H	H	H	M	H	H
CO2	H	H	H	H	H	H
CO3	H	M	H	H	H	H
CO4	H	H	H	H	H	H

CO/PO	PO					
	PO1	PO2	PO3	PO4	PO5	PO6
CO1	H	H	H	H	H	M
CO2	H	H	H	M	H	H
CO3	M	H	H	H	H	H
CO4	H	H	H	H	H	M
CO5	H	M	M	H	M	H

(Low - L, Medium – M, High - H)

Unit I: Historical Development   (15 hours)

1.1   Historical development of social casework as a method of social work practice **(K2,K1)**

1.2 Scope and limitations **(K2,K1)**

1.3 Objectives of working with individuals **(K3,K2)**

1.4 Values Worth and dignity of clients, uniqueness and individuality, problem solving capacity and self-determination, confidentiality and mobilizing resources **(K4,K3)**

1.5 Principles of acceptance, individualization, client participation, controlled emotional involvement. **(K5,K3)**

Unit II: Different Process of Case Work   (15 hours)

2.1 Components: Person and family, problem, agency resources and process **(K5,K3)**

2.2 Phase 1 – Exploration of person in environment, multi-dimensional assessment and planning.

2.3 Multidimensional intervention **(K6,K5,K3)**

2.4 Phase II – Implementing and goal attainment. **(K6,K5,K3)**

2.5 Phase III – termination and evaluation, follow up. **(K6,K4)**

Unit III: Tools and Techniques of Case Work   (15 hours)

3.1 Techniques in Case work **(K5,K3)**

3.2 Supportive Techniques: acceptance, assurance, ventilation, emotional support, action oriented support and advocacy **(K5,K3)**

3.3 Enhancing resources techniques, procuring material help, environment modification and enhancing information **(K6,K4,K2)**

3.4 Counseling techniques- Reflective discussion, advice, motivation, clarification, modeling, role-playing, reality orientation, partialisation, confrontation and reaching out **(K5,K4,K2)**

Unit IV: Supporting Tools   (15 hours)

4.1 Casework tools: Verbal and non-verbal communication, listing, observation, questioning, giving feedback **(K6,K3)**

4.2 Interviewing process, home and collateral contacts. **(K4,K2,K1)**

4.3 Recording: Meaning, uses **(K2,K1)**

4.4 Principles and types of recording **(K3,K4)**

4.5 Narrative, process and summary – **(K3,K1)**

4.6 Use of Genogram and Eco map in records. **(K4,K3,K2)**

Unit V: Rapport building Process   (15 hours)

5.1 Use of relationship in the helping process **(K4,K3,K2)**

5.2 Empathy, nurturing **(K3,K2)**

5.3 Authority, professional **(K3,K2)**

5.4 Fostering clients growth **(K3,K2)**

5.5 Problems in helping relationship, resistance, **(K5,K3,K2)**

5.6 Transference and counter transference. **(K5,K3,K2)**

Books for Study and Reference:

1. P.K.Upadhyey – Social Case Work – Rewat Publications, Jaipur, 2003.
2. Prakash M. Katare – Social Work and Rural Development – Arise Publishers & Distributors, New Delhi, 2006.
3. Sanjay Bhattacharya – Social Work: An Integrated Approach – Deep and Deep Publications, New Delhi, 2005.
4. V.Ramamurthy – Guidance and Counselling of HIV/AIDS – Tarum Offset, New Delhi, 2004.
5. S. Narayanan Rao – Counselling and Guidance, 2nd Edition – Tata McGraw Hill Publishing, New Delhi, 2006.
6. Helen Harris Pearlman – Social case work-A problem solving process – university of California press - 2002
7. Grace Mathew – An introduction to Social case work – Tata Institute of social sciences – 1992 -Mumbai

PCSWC20 – SOCIAL GROUP WORK

Year	SEM	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
I	I	PCSWC20	Social Group Work	Theory	Core	5	4	100

COURSE OBJECTIVES

- To understand the significance of the group in the society.
- To acquire knowledge on Group dynamics.
- To understand values and principles of group work.
- To develop skills to apply group method for developmental and therapeutic work.
- To understand social group work as a method of social work

COURSE OUTCOMES

After completion of the course the students will be able to attain the following outcomes

CO1: Develop the students on the activities of group work process, types of group, characteristics of group, group dynamics and plan interventions based on appropriate Group Work models

CO2: Understand the significance of Social Group Work

CO3: Acquire knowledge, skills and values in practicing Social Work with Groups through Programme Planning

CO4: Examine the role of group worker in different settings

CO5: Acquire skills in recording and evaluation

CO/PSO	PSO					
	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO1	H	H	M	H	H	M
CO2	H	M	H	H	M	H
CO3	M	H	H	M	H	H

CO/PO						
CO4	H	H	M	H	H	M
CO5	H	M	H	H	H	M

CO/PO	PO					
	PO1	PO2	PO3	PO4	PO5	PO6
CO1	M	H	H	H	H	M
CO2	M	H	H	H	H	H
CO3	M	H	H	H	H	H
CO4	H	H	H	M	H	H
CO5	M	H	H	H	H	H

(Low - L, Medium – M, High - H)

Unit I: Social Group   (15 hours)

1.1   Meaning, Definition, Characteristics, **(K3,K1)**

1.2   Reasons for group formation, **(K3,K2)**

1.3   Types of groups, **(K3)**

1.4   Stages of group development, **(K4,K3,K2)**

1.5   Models of group work, Group dynamics **(K4,K3,K2)**

1.6   Membership, Cohesiveness, Group norm, Bond, Attraction, Communication and Interaction pattern, Problem solving, Goal setting, Mutual aid. **(K5 K3,K2)**

Unit II: Social Group Work   (15 hours)

2.1   Definition, Objectives **(K3,K1)**

2.2   Principles of Group work , Historical development of group work in India **(K3,K2)**

2.3   Values and Characteristics of group work**(K6,K3,K2)**

2.4   Goals and Functions of group work **(K5,K3)**

2.5   Relationship between Casework and Group work **(K4,K3,K2)**

2.6   Group work process - Intake, Study, Diagnosis, Treatment, Evaluation, Termination and Follow-up**. (K6,K4,K3,K2)**

Unit III: Programme Planning   (15 hours)

3.1   Meaning of Programme Planning **(K2,K1)**

3.2   Purpose of Programme Plannning **(K3,K2)**

3.3   Principles of program planning **(K4,K3,K2)**

3.4   Importance of programme in group work, **(K5,K2)**

3.5   Role of group worker in programme planning **(K4,K2)**

3.6   Programme laboratory values, tools and techniques - Games, Singing, Dancing, Dramatics, Street play, Puppetry, Role play, Group discussions, Social drama, Brain storming, Camping - Sociometry and Sociogram. **(K6,K5,K2)**

Unit IV: Application of Group Work and Role of Group Worker   (15 hours)

4.1   Group work in family service agencies, Hospitals, Correctional agencies, Schools, Urban and Rural Community development settings **(K6,K4)**

4.2   Limitation of group work practice **(K3,K2)**

4.3   Qualities of group worker **(K4,K3)**

4.4   Leadership, Supervision -Meaning and definition**(K2,K1)**

4.5   Theories and qualities of a leader **(K5,K3)**

4.6   Role of group worker. **(K6,K2,K1)**

Unit V: Group Work Recording and Evaluation   (15 hours)

5.1   Recording in group work, Meaning, **(K2,K1)**

5.2   Purpose, Principles of recording **(K5,K4,K2)**

5.3   Contents of group work records **(K3,K2)**

5.4   Types of records **(K2)**

5.5   Evaluation - purpose, Content of Evaluation, Evaluation of Group, **(K4,K3)**

5.6   Evaluation of Member's contribution to group.**(K3,K2,K1**)

Books for Study and Reference:

1.   David W.Johnson, Frank   P Johnson – Joining Together Group Therapy and Group Skills – 6th edition, Allyn and Bacon Publications, U.S.A., 1997.
2.   Sanjay Bhattacharya – Social Work: An Integrated Approach – Deep and Deep Publications, New Delhi, 2005.
3.   Mark Doel and Catherine Sawdon – The Essential Group Worker – Teaching and Learning Creative Group Work - Jessica Kinsley Publishers, London, 1999.
4.   M.R.Kamble – Social Work with Children – Sheetal Printers, Jaipur, 2007.
5.   Gisela Konopka – Social group work – A helping process – prentice hall college div – 1983.
6.   Tom Douglas – Basic Group work – Routledge, 2000.
7.   S.Rengasamy – Student's Guide to Social Group Work - Second Draft, Tamilnadu, 2010.

8. Charles H.Zastrow – Social Work with Groups - New Delhi, 20

SEMESTER II

PCSWG20 – COMMUNITY ORGANISATION AND SOCIAL ACTION

Year	SEM	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
1	II	PCSWG20	Community Organisation and Social Action	Theory	Core	5	4	100

COURSE OBJECTIVES

- To develop an understanding of the concepts related to working with communities.
- To gain knowledge of various approaches, skills and techniques of working with Communities.

COURSE OUTCOME

After completion of the course the students will be able to attain the following outcomes,

CO1: Able to demonstrate familiarity with community organization and social action as methods of social work Profession

CO2: Able to develop skills of collecting and collating information to understand community its structure   and Components.

CO3: Able to gain the experience and exposure to Practice community organization and social action at Micro and Macro levels

CO4: Adapt strategies to solve social problems and bring changes in the social structure without violence and coercion

CO5: Modify the malfunctioning of the social and economic institutions

CO/PSO	PSO					
	PSO1	**PSO2**	**PSO3**	**PSO4**	**PSO5**	**PSO6**
CO1	H	H	H	M	H	H
CO2	H	H	H	H	H	H
CO3	H	M	H	H	H	H
CO4	H	M	H	H	H	M
CO5	H	H	H	H	H	H

CO/PO	PO					
	PO1	PO2	PO3	PO4	PO5	PO6
CO1	M	H	H	H	H	H
CO2	M	H	H	M	H	H
CO3	L	H	H	H	H	H
CO4	M	H	H	H	H	H
CO5	L	H	H	M	H	H

(Low - L, Medium – M, High - H)

Unit I : Community **(15 hours)**

1.1 Meaning **(K1, K2)**

1.2 **Types (K1, K2)**

1.3 Characteristics, **(K1,K2,K4,)**

1.4 Community Organization – Concept, Meaning, Definition, **(K1,K2, K3)**

1.5 Scopes, Principles **- (K1,K2, K3)**

1.6 Philosophy and its relevance **(K1,K2,K3)**

Unit II: Process or Phases of Community Organization **(15hours)**

2.1 Process or phases of Community Organization - Study and survey**, (K2,K4,K5)**

2.2 analysis, assessment, discussion, organization, **(K2,K3,K4,K5)**

2.3 action, reflection, modification, continuation **K2,K3,K4**)

2.4 Skills in Community Organization: Organizing, communication, training, consultation,

(K1,K2,K3)

2.5 public relations, resource mobilization, liasoning, conflict resolution **(K1, K2)**

2.6 Models of Community Organization, locality development, social planning **(K1,K2,K3)**

Unit III: Participatory Rural appraisal (PRA) **(15 hours)**

3.1 History, Concept, principles, **(K1, K2,K3)**

3.2 Tools and techniques **(K2, K3,K4)**

3.3 Methods of PRA- Social Mapping, Venn Diagram, Wealth Ranking, Seasonality Calender, Focus Group Discussion, Indepth Interviews, Key Informant Interviews..etc **(K1, K2, K3,K4,K5)**

3.4 Importance of participation and advantages, difference between PRA and RRA **(K1, K2,K4)**

3.5 Social Action – Definition, principles and scope **(K1,K2)**

3.6 Social Action as a method of social work**.** (K2,,K4)

Unit IV: Strategies and Tactics: **(15hours)**

4.1 Negotiation, advocacy, **(K1, K2,)**

4.2 Social networking ,conflict resolution **(K1, K2,K3)**

4.3 Pressure, individual contact **(K1,K2,K3)**

4.4 Conscientization, legal situation, violence **(K2, K4)**

4.5, Public relations, political organization **(,K2,K4)**

4.6 Collaborative – peace initiative**. (K1,K2,K3)**

Unit V: Resource mobilization   **(15 hours)**

5.1 Resource mobilization – Concept, **(K1, K2, K3)**

5.2 people – the most valuable resources **(K2, K3)**

5.3 process and steps involved in mobilizing community resources **(K1, K2,K3,K4,K5)**

5.4 Techniques and sources of fund raising **(K1, K2,,K3,K4,K5,K6)**

5.5 Corporate Social Responsibility (CSR) initiative – Swatch Bharath **(K1,K2,K3)**

5.6 Social activist – Anna Hazareh, Saul Alansky, Paulo Freire.**(K1,K2)**

Books for Study and Reference:

1. J. Christopher, A. Thomas William - Community Organization and Social Actions - Himalaya Publishing House – Mumbai, Delhi, 2006.
2. C. P. Yadav – Encyclopedia of Social Work and Community Organization, Vol. I, II, III & IV – Anmol Publications Pvt. Ltd. New Delhi, 2007.
3. Somesh Kumar – Methods for Community Participation – Vistaar Publications, New Delhi, 2002.
4. Sulbha Khanna – Participatory Approach to Development – Discovery Publishing House, New Delhi, 2006.
5. Anju Dwiredi – Methods of Participatory Training – Shree Sai Printers, 2002.
6. O. P. Goel – Role of NGOs in Development of Social System – ISHA Books, 2004.

7. Ross M. G., 1955 – Community Organization – Theories, Principles and Practices – Harper and Row, New York.

8. Siddiqui H. Y. (Ed.) – Social Work and Social Action – Harnam Publications, New Delhi, 1984.

1. Murty M. V. – Social Action – Asia Publishing House, Bombay.

SEMESTER III – SPECIALIZATION – II B

PSHRB20 – HUMAN RESOURCES MANAGEMENT

Year	SEM	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
II	III	PSHRB20	Human Resources Management	Theory	Core	5	4	100

COURSE OBJECTIVES

● To help students acquire knowledge in Human Resources Management.

● To understand the various functions of Human Resources Management.

● To develop the skills and attitudes required of a successful HR professional.

COURSE OUTCOME
After completion of the course the students will be able to attain the following outcomes,

CO1 : Acquire and build the appropriate knowledge base to Human resource management.

CO2 : Contribute to the development, implementation and evaluation of employee recruitment, selection and retention plans and processes.

CO3 : Gain knowledge on corporate culture related to social issues in the work place.

CO4 : Acquire the skills of comprehending a multi-stakeholder perspective in viewing workplace issues

CO5 : Develop implement and evaluate organizational development stratigies aimed at promoting organizational effectiveness.

CO/PSO	PSO					
	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO1	H	H	M	H	H	M
CO2	H	M	H	H	M	H
CO3	M	H	H	M	H	H
CO4	H	H	M	H	H	M
CO5	H	M	H	H	H	M

CO/PO	PO					
	PO1	PO2	PO3	PO4	PO5	PO6
CO1	H	H	M	H	H	M
CO2	M	H	M	H	H	H
CO3	H	M	H	M	H	H
CO4	H	H	M	H	M	H
CO5	H	M	M	H	H	H

(Low - L, Medium – M, High - H)

UNIT-I - Introduction To Management Definition   **(15 hours)**

1.1 Definition,Functions and Principles of management**----(K4,K2,K1)**

1.2 Role and types of managers and managerial skills and roles**----(K5,K4,K3)**

1.3 Evolution of Management,Scientific, human relations, system and contingency approaches—**(-K6,K4,K3)**

1.4 Types of business organization,Sole proprietorship,partenership and public and private sector enterprises**—(-K5,K4,K3)**

1.5 Organisational culture and environment**---(K6,K5,K4)**

1.6 Current trends and issues in management**—(K6,K5,K4,K3)**

UNIT-II - Perceptive In Human Resource Management   **(15 hours)**

2.1 Evolution of human resource management---**(K6,K5,K3)**

2.2 Importance of the human factor and objectives of human resource management**---(K5,K4,K2)**

2.3 Inclusive growth and affirmative action**---(K6,K4,K3)**

2.4 Role of human resource managers---**(K6,K4,K3,K2)**

2.5 Human resource policy**—(K6,K5,K4,K2)**

2.6 Human Resource Indormative System, Human resource accounting and audit---**(K6,K5,K4,K3)**

UNIT-III - The Concept Of Best Fit Employee   **(15 hours)**

3.1 Importance of human resource planning **(K4,K5,K3)**

3.2 Forecasting human resource requirement, Internal and external sources**---(K4, K5,K3,K2)**

3.3 Selection process screening, tests, validation,interview **(K6,K5,K4)**

3.4 Recruitment Introduction and importance----**(K6,K5,K4)**

3.5 Medical examination**---(K5 K4)**

3.6 Socialization benefits---(**K6,K5 K4)**

UNIT-IV - Training And Development   (15 hours)

4.1 Types of training methods,training needs and importance- (**K6,K4 K2)**

4.2 Common practices,bench marking, competency, mapping and industry practices---(**K5,K4**)

4.3 Benefits, self development, knowledge management---(**K5,K4,K3)**

4.4 Compensation plan, recognition,reward---(**K5,K4,K6)**

4.5 Motivation, theories of motivation---(**K4,K3,K2)**

4.6 Career management,Development of mentor,Protégé relationship- (**K6,K5)**

UNIT-V - Performance Evaluation And Control Process   (15 hours)

5.1 Methods of performance evaluation, feedback- (**K6,K4,K3)**

5.2 Industry practiceses, Promotion, Demotion, Transfer and Seperation- (**K5,K4,K3)**

5.3 Implication of Job change,,control process,importance and method **-(K6,K5,K3)**

5.4 Requirement of effective control systems grievances and causes**---(K5,K4)**

5.5 Redressal methods- (**K6,K5,K4)**

5.6 HR- ethics——(**K6,K5,K3)**

Books for Study and Reference:

1. SS.Khanka – Human Resource Management – S.Chand & Company Ltd., New Delhi, 2003, First Edition.
2. P.C.Tripathi – Personnel Management and Industrial Relations – Sultan Chand & Sons, New Delhi, 2005.
3. Flippo Edwin – Personnel Management – Tata McGraw Hill Book Company.
4. K.Aswathappa - Human Resource Management - Tata McGraw Hill Publishing Company Ltd., New Delhi, 2008.
5. R.N.Gupta – Principles of Management – S.Chand & Company Ltd., New Delhi, 2005.
6. S.Yuvaraj – Human Resource Development – Vrinda Publications (P) Ltd., New Delhi, 2003.
7. P.Parthasarathy – Principles of Management – 2nd Edition, Vrinda Publications (P) Ltd.

SEMESTER III

PISWC20- IEC- COUNSELLING

Year	SEM	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks

II	III	PISWC20	IEC-Counselling	Theory	Core			100

COURSE OBJECTIVES
- To develop a basic understanding of theory and skills in counseling.
- To learn the different approaches and to develop an eclectic approach to counseling.
- To integrate counseling skills in social work practice.

COURSE OUTCOME
After completion of the course the students will be able to attain the following outcomes,

CO1: Understand the basics of counseling and Guidance

CO2: Obtain knowledge on theories of Counseling.

CO3: Able to develop application of various counseling techniques with special groups

CO4: Understand linkages of Counseling and Guidance in Social Work

CO5: Demonstrate knowledge and skills related to building, maintaining, and utilizing counseling relationship to address mental health issues and meet client goals.

CO/PSO	PSO					
	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO1	H	H	H	H	M	H
CO2	H	M	H	H	H	H
CO3	H	H	M	H	H	M
CO4	H	H	H	M	H	H
CO5	H	H	H	H	M	H

CO/PO	PO					
	PO1	PO2	PO3	PO4	PO5	PO6
CO1	M	H	H	M	H	H
CO2	M	H	H	M	H	H
CO3	M	H	H	H	H	H
CO4	M	H	H	M	H	H
CO5	H	H	H	H	H	H

(Low - L, Medium – M, High - H)

Unit I :   Introduction

1.1 Counseling: Concept ,Definition **(K1, K2)**

1.2 Principles and goals **(K2,K3)**

1.3 Factors influencing counseling process **(,K2,K3,K4,K5,)**

1.4 Counselor as a professional; attitudes., values, beliefs, relationship, burn-out stress

management, self-renewal. **(K1,K2, K3)**

1.5 Client as a person: Voluntary and non-voluntary client, **(K2, K3,K5)**

1.6 ,Expectations and client's behavior**.(K2, K4,K5)**

Unit II: Different Approaches of Counseling
2.1 **:** Approaches **(K2,K3,K4,K5)**

2.2, Over view of alternate approaches: yoga, meditation, storytelling,, psychodrama,

medical clowning **(K2,K3,K4,K5,K6)**

2.3 Art therapy **(K2,K3,K4)**

2.4 Laughter therapy **(K2,K3,K4)**

2.5 Movement therapy. **(K2,K3,K4)**

2.6 .Need for eclectic approach to Counseling **(K2,K3)**

Unit III: Types and Techniques of Counseling
3.1 Types **(K1, K2,K3)**

3.2 Directive counseling, non-directive counseling **(K2,,K4,K5)**

3.3 Individual counseling, , **(K2, K3,K4,K5)**

3.4 Group counseling, community counseling **(K2, K3,K4,K5)**

3.5 Peer counseling **(K2, K3,K4,K5)**

3.6**.** Counseling Techniques: Initiating contact, intake, rapport building, establishing

structure, interaction, attending behaviour, observation and responding, SOLER .

(K2,,K3,K4,K5,K6)

Unit IV: The Eagan Model of Counseling:
4.1 Stage-I Problem exploration and clarification. **(K2,K4,K5)**

4.2 Part I – Attending and listening, orienting oneself to the present, Micro skills- active

listening- verbal and non- verbal messages and behaviour (**K2,K4)**

4.3 Part II – Helper's response and clients self -exploration, Helper's skills – accurate

empathy (primary level), respect, genuineness, concreteness, client's skills- self exploration.

S **(K2,K4,)**

4.4 Stage -2: Integrative understanding/ dynamic self-understanding, Part-I focusing, summarizing, probing for missing experiences, behaviour feelings. **(K2, K4,K5)**

4.5, Part II- Helper's skills- Skills of stage- 1 self- disclosure, immediacy, confrontation, Client's skill – non- defensive listening, dynamic self – understanding. **(K2 K3,K4,K5)**

4.6 Stage -3: Facilitating action; developing new perspectives; preferred scenario, Part 1- helping clients see alternatives; choose and formulate action plan, implement evaluate.

(K2,K3,K4,K5,K6)

Unit V: Counselling in Different Settings
5.1, Marital, family, HIV/AIDS, Pastoral Counseling **(K2, K3,K4,K5)**

5.2 Student Guidance and Counseling, career guidance and grief counseling, (K2, **K3,K4,K5,K6)**

5.3 Counseling suicidal clients, gerontological counseling (**K2,K3,K4,K5)**

5.4 Adolescent counseling **(K2,,K3,K4,K5,K6)**

5.5 De-addiction counseling and disaster counseling **(K2, K3,K4,K5)**

5.6 Correctional Counselling **(K2, ,K4,K5)**

Books for Reference:

1. Association of Psychological and educational counsellor of Asia (APECA, 198) Counseling in Asia, Perspectives and practices.

2. Bianca cody Murphy, Carolyn Dillion(2003): interviewing in Action Relationship,Process and Change. 2nd Ed, USA: Thompson Brooks/ cole.

3. Colin feltham (2010): Brief Counselling, New Delhi: Tata McGraw Hill.

4. David R. Evans, Margret T. Hearn, Max R. Ullamann& Allen E. Ivey (2008). Essential interviewing: A Programmed Approach to Effective Communication, USA: Thompson Brooks/Cole.

5. Dalaganjan Naik,(2004): Fundamentals of Guidance and Counseling. Delhi:Adhyayam.

6. Gibson L.Robert & Mitchell, (2008): Introduction to Counseling and Guidance.Prentice Hall of India.

7. Jacobs E, Masson L, Harvill L.(1998): Group Counseling Strategies and Skills. USA: Brooks/ Cole Publishing Company

SEMESTER IV – SPECIALIZATION I D

PSCDD20 –ENTREPRENEURSHIP DEVELOPMENT

Year	SEM	Course Code	Title of the Course	Course Type	Course Category	H/W	Credit	Marks
II	IV	PSCDD20	Entrepreneurship Development	Theory	Core	5	4	100

COURSE OBJECTIVES :

- To encourage students to become an Entrepreneur
- To develop the Entrepreneurship plan among the students
- To understand the role and contribution of professional social work in the field of Entrepreneurship.
- To encourage women to be economically empowered
- To examine the historical development of Entrepreneurship

COURSE OUTCOMES

After completion of the course the students will be able to attain the following outcomes,

CO1 : Analyze the basic concept of Entrepreneurship and develop entrepreneurial skills to craft innovative responses to social problems

CO2 : Apply social entrepreneurship to both profit and non-profit firms to create social value

CO3 : Recognize, evaluate the opportunities, explore innovative approaches, mobilize resources, manage risks, and build viable social enterprises

CO4 : Bridge the social, cultural and economic gap by providing opportunities and encourage women to be economically empowered

CO5 : Analyze and understand the scope of SmallScale Industries for employment opportunities

CO/PSO	PSO					
	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO1	H	H	M	H	H	H
CO2	H	M	H	H	H	H
CO3	H	H	H	H	M	H
CO4	H	H	H	M	H	H
CO5	M	H	H	H	H	M

CO/PO	PO

	PO1	PO2	PO3	PO4	PO5	PO6
CO1	M	H	H	H	H	H
CO2	M	H	M	H	H	H
CO3	M	H	H	H	H	H
CO4	M	H	H	H	H	H
CO5	M	H	H	H	H	H

(Low - L, Medium – M, High - H)

Unit I: Basic Concept of Entrepreneurship (15 hours)

1.1   Entrepreneur and Entrepreneurship : Definition ,meaning **(K2,K1)**

1.2   Importance of Entrepreneur, **(K2,K3)**

1.3   Characteristics and competencies, **(K2,K3)**

1.4   Enterprise culture, **(K5,K3)**

1.5   Role of Entrepreneurs in economic development, **(K6,K5,K2)**

1.6   Problems of Entrepreneurs. **(K4,K2,K1)**

Unit II: Evolution of Entrepreneurship (15 hours)

2.1   Evolution of Entrepreneurship: Definition, **(K2,K1)**

2.2   Concepts of Entrepreneurship **(K2,K3)**

2.3   Nature of Entrepreneurship **(K2,K1)**

2.4   Elements and interactive process **(K2,K3)**

2.5   Qualities of successful Entrepreneur **(K4,K3)**

2.6   Classification and types of Entrepreneurs. **(K6,K5,K4)**

Unit III: Entrepreneurship Development (15 hours)

3.1   Developing the Entrepreneurship plan **(K6,K3)**

3.2   Environmental assessment **(K5,K3)**

3.3   Opportunities in education **(K2,K4)**

3.4   Managing Entrepreneurship growth **(K4,K3)**

3.5   Developmental stages **(K5,K4,K3)**

3.6   Motivating factors. **(K5,K3,K2)**

Unit IV: Women Entrepreneurship (15 hours)

4.1   Women Entrepreneurship: Definition **(K2,K1)**

4.2   Concept of Entrepreneurship **(K2,K3)**

4.3   Success of women Entrepreneurship **(K2,K3)**

4.4   Constrains for women entrepreneurs **(K2,K3)**

4.5   Rural Entrepreneurship, approaches to rural Entrepreneurship **(K5,K3)**

4.6   Different governments schemes of welfare development. **(K5,K4,K3,K2)**

Unit V: SSI   **(15 hours)**

5.1   Small Scale Industry: Definition and meaning, **(K2,K1)**

5.2   Classification of SSI **(K3,K2)**

5.3   Characteristics of SSI **(K2,K3)**

5.4   Importance of SSI, **(K2,K3)**

5.5   Exports and SSI sector, **(K5,K4,K3)**

5.6   Financial institutions, SSIs , SHGs. **(K5,K4)**

Books for Study and Reference:

1. Kuratko D.F.rtal. –Entrepreneurship: A Contemporary Approach – H.C. Publishers, London, 2001.
2. Gupta M.C – Entrepreneurship in Small Scale Industry – Anmol Publications, New Delhi, 1987.
3. Schumadcher E.F - Small is Beautiful – Harper and Row, NY, 1972.
4. Curtis E.t.etal. - Effective Small Business Management – Business Publications, Texas, 1975.
5. Curtis E.T. et al. – Successful Small Business Management – Business Publications, Texas, 1975.
6. Schumpeter J.A – Management of Small Scale Industries – Harvard University Press, 1949.
7. Lambden J. and Targett D. – Small Business Finance: A Simple Approach – Pitman Publishers, London, 1990.
8. Kuratko – Entrepreneurship Theory, Process - Practice – Sanat Printers, Haryana, 2007.
9. Puneet, Srivastava – Accidental Entrepreneur – Rupa & Co. Delhi, 2005.
10. Vasant Desai – Dynamics of Entrepreneurial Development and Management – Himalaya Publishing House, Delhi, Nagpur, 2006.
11. C.B.Gupta, N.P.Srinivasan **–** Entrepreneurial Development – Sultan & Sons, Delhi, 2006.
12. 1001 Ideas for Small and Tiny Industries, Govt. Publication.

SEMESTER IV – SPECIALIZATION II D

PSHRD20 – ORGANIZATIONAL BEHAVIOUR

Year	SEM	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
II	IV	PSHRD20	Organizational Behaviour	Theory	Core	5	4	100

COURSE OBJECTIVES

- To help students build a knowledge base appropriate to understand the human behavior in an organization.

- To enable the students to perceive the attitudes required for the successful applications of organizational behavior.

- To present a new perspective for management.

COURSE OUTCOME

After completion of the course the students will be able to attain the following outcomes,

CO1 : Analyse individual and group behavior and understand the implications of organizational behavior on the process of management.

CO2 : Identify different motivational theories and evaluate motivational strategies used in a variety of organisational settings.

CO3 : Evaluate the appropriateness of various leadership styles and conflict management strategies used in organizations.

CO4 : Explore managerial and interpersonal skills in presenting a new perspective for management.

CO5 : Explain how organizational change and culture affect working relationships within organization..

CO/PSO	PSO					
	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO1	H	H	M	H	H	M
CO2	H	M	H	H	M	H
CO3	M	H	H	M	H	H
CO4	H	H	M	H	H	M
CO5	H	M	H	H	H	M

CO/PO	PO					
	PO1	PO2	PO3	PO4	PO5	PO6
CO1	H	M	H	M	H	M
CO2	M	H	H	M	M	H

CO3	H	M	H	H	H	H
CO4	M	H	H	M	H	H
CO5	H	M	H	H	H	H

(Low - L, Medium – M, High - H)

UNIT I - INTRODUCTION TO ORGANIZATIONAL BEHAVIOUR (15hours)

1.1 History, definition, concept**(K2,K1)**

1.2 Need and importance of organizational behaviour **(K2,K1)**

1.3 Key elements of organizational behaviour **(K2,K1)**

1.4 Nature and scope **(K4,K2,K1)**

1.5 Frame work **(K4,K2)**

1.6 Organizational behaviour models. **(K3,K2)**

UNIT II - INDIVIDUAL BEHAVIOUR   (15hours)

2.1 Concept of Individual Behaviour – Factors affecting Individual behaviour **(K4,K2,K1)**

2.2 Personality – types – Factors influencing personality – Theories**(K3,K2,K1)**

2.3 Learning – Types of learners – The learning process – Learning theories – Organizational behaviour modification - Misbehaviour – Types – Management Intervention. **(k5,K4,K2,K1)**

2.4 Emotions - Emotional Labour – Emotional Intelligence – Theories. Attitudes – Characteristics – Components – Formation – Measurement- Values. **(K4,k3,K2,K1)**

2.5 Perceptions – Importance – Factors influencing perception – Interpersonal perception **(K3,K2,K1)**

2.6 Impression Management Motivation – importance – Types – Effects on work behavior – Stress – management of stress. **(K5,K4,K2)**

UNIT III - GROUP BEHAVIOUR   (15hours)

3.1 Organization structure – Formation **(K2,K1)**

3.2 Groups in organizations – Influence **(K4,K3)**

3.3 Group dynamics – Emergence of informal leaders and working norms **(K4,K5)**

3.4 Group decision making techniques **(K4,K2,K1)**

3.5 Group Cohesion - Team building - Interpersonal relations – Communication – Control.
(K5,K4,K6)

UNIT IV - LEADERSHIP AND POWER (15hours)

4.1 Meaning **(K2,K1)**

4.2 Importance **(K2,K1)**

4.3 Leadership styles – Theories **(K4,K2,)**

4.4 Leaders Vs Managers – Sources of power **(K4,K2,K3)**

4.5 Power centers **(K5,K2)**

4.6 Power and Politics. **(K3,K2)**

UNIT V – DYNAMICS OF ORGANIZATIONAL BEHAVIOUR (15 hours)
5.1

5.1 Organizational culture and climate – Factors affecting organizational climate – Importance.
(K4,K3)

5.2 Job satisfaction – Determinants – Measurements – Influence on behavior. **(K4,K2,K1)**

5.3 Organizational change – Importance – the change process – Resistance to change – Managing change. **(K4,K2,K3)**

5.4 Stability Vs Change – Proactive Vs Reaction change **(K3,K4)**

5.5 Stress – Work Stressors – Prevention and Management of stress – Balancing work and Life.
(K4,K2)

5.6 Organizational development – Characteristics – objectives –. Organizational effectiveness**.(
K5,K2,K3)**

Books for Study and Reference:

1. P.K.Agarwal – Management Process and Organizational Behaviour – Vrinda Publications (P) Ltd., 2nd Edition, New Delhi, 2009.
2. J.Jayashankar – Organizational Behaviour – Margham Publications, Chennai, 1st Edition, 2006.
3. M.N.Mishra - Organizational Behaviour – Vikas Publishing House Pvt. Ltd., New Delhi, 2001.
4. Uma Sekaran - Organizational Behaviour – 2nd Edition, Tata McGraw Hill Education Pvt. Ltd., New Delhi, 2009.
5. Nirmal Singh - Organizational Behaviour – Deep & Deep Publications (P) Ltd, New Delhi, 1st Edition, 2009.
6. Jayantee Mukherjee Saha – Organizational Management and Behaviour – Anurag Jain Excel Books, New Delhi, 2006.
7. P.K.Agarwal, Management Process and Organisational Behaviour – 2nd Edition, Vrinda Publications, New Delhi, 2008.

8. Dr.H.L.Kaila – Organisational Behaviour and HRM – 3rd edition, AITBS Publishers, New Delhi, 2011.
9. Wendell L. French, Cecil H. Bell – Organizational Development – 6th Edition, Dorling Kindersley

SEMESTER IV

PESWG20– ELECTIVE IV A: ADMINISTRATION OF SERVICE ORGANIZATION

Year	SEM	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
II	IV	PESWG20	Administration of Service Organization	Theory	Elective	5	4	100

COURSE OBJECTIVES :

● To acquire knowledge on administration of agencies.

● To encourage students to apply administration process into practice

● To develop the skills to start an NGO

● To understand different registration process and the functions of Social welfare board   at central and state level

● To motivate students to develop Innovative methods and techniques for effective social welfare services

COURSE OUTCOMES

After completion of the course the students will be able to attain the following outcomes,

CO1 : Understand and support about the concepts of social welfare and social welfare administration

CO2 : Learn and develop the knowledge on actual structure, process and components of welfare administration

CO3 : Understand and evaluate the relevance of social welfare administration in the field of Social Work

CO4 : Analyse ,Gain knowledge on office procedures, NGO's and role of social worker in different settings.

CO5 : Application of Administration process in Service Organizations

CO/PSO	PSO					
	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO1	H	H	M	H	H	H
CO2	H	H	H	M	H	H
CO3	H	M	H	H	H	H
CO4	H	H	H	H	H	H
CO5	H	H	M	H	H	H

CO/PO	PO					
	PO1	PO2	PO3	PO4	PO5	PO6
CO1	M	H	H	M	H	H
CO2	H	H	H	H	H	H
CO3	M	H	H	H	H	H
CO4	M	H	H	H	H	H
CO5	M	H	H	H	H	H

(Low - L, Medium – M, High - H)

Unit I: Basic concept (15 hours)

1.1 Social Welfare Administration: Definitions, **(K2,K1)**

1.2 Scope and Principles, Purpose, **(K2,K3)**

1.3 Types of administration, Functions of administration **(K2,K3)**

1.4 Democratic nature – Delegation, Decentralization, **(K3,K4,K5)**

1.5 Management by Objectives, **(K3,K5)**

1.6 Sustainable Development Goals. **(K4,K3,K6)**

Unit II: Process (15 hours)

2.1 Administration process and Office Administration: Planning, Staffing**(K2,K1,K3)**

2.2 Co-ordination, Communication, **(K2,K1,K3)**

2.3 Public-Relations, Evaluation, **(K2,K1,K3)**

2.4 Budgeting, Accounting, **(K2,K1,K3)**

2.5 Auditing, Fund raising, **(K2,K1,K3)**

2.6 Office procedures and record maintenance. **(K5,K2,K1)**

Unit III: Different Registration (15 hours)

3.1 Social Welfare Organization: Registration of societies and trusts **(K5,K4)**

3.2   Foreign contribution and regulation act 1976**(K2,K3)**

3.3   Functions and responsibilities of governing board of FCRA**(K2,K1,K4)**

3.4   committees and office bearers of FCRA**(K2,K5)**

3.5   Organizational structure and programme of central social welfare board and State social welfare board. **(K5,K4,K2)**

Unit IV: Starting NGO   **(15 hours)**

4.1   Stating an NGO: Introduction, Board of Directors, **(K6,K4)**

4.2   Developing mission statement, vision statement, values **(K6,K5)**

4.3   NGO Byelaws, **(K3,K5)**

4.4   Register the NGO, **(K5)**

4.5   Funding, Office Management, Networking, **(K3,K5,K4)**

4.6   NGO's in different settings. **(K6,K5,K2)**

Unit V: Administration process   **(15 hours)**

5.1   Personnel Administration: Manpower planning, **(K2,K1,K3)**

5.2   Induction, training, **(K2,K1,K3)**

5.3   Supervision, staff welfare**(K2,K1,K3)**

5.4   Service condition and staff morale **(K2,K1,K3)**

5.5   Problems faced by NGOs. **(K5,K3,K2)**

Books for Study and Reference:

1. Chowdry D.Paul - Social Welfare Administration – ATMA Ram & Sons, Delhi, 1992.
2. Dr.Radhakrishnan - Encyclopedia of Social Work - Vol. I, II, III Planning Commission Govt. of India.
3. Madan G.R. – Indian Social Problems - Vol. I, II, Social Work, Allied Publishers, 1987.
4. Susan Erls & Barbara Harriss White – Outcast From Social Welfare – Books for Change, Bangalore, 2002.
5. Shaikh Ashar Iqbal – An Introduction to Social Welfare – Sublime Publishers, Jaipur, 2005.
6. Shaikh Ashar Iqbal – Problems of Social Welfare and Work - Sublime Publishers, 2005.
S.K.Pandy - Social Work Administration - Mahaveer & Sons, New Delhi, 2007