

# **Sadakathullah Appa College**

**(Autonomous)**

**(Reaccredited by NAAC at an 'A' Grade. An ISO 9001:2015 Certified Institution)**

**Rahmath Nagar, Tirunelveli- 11.**

**Tamil Nadu**

**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**



**CBCS SYLLABUS**

**For**

**BACHELOR DEGREE IN LIBRARY AND INFORMATION SCIENCE  
(B.Lib.I.Sc)**

**(Applicable for students admitted in June 2019 and onwards)**

**(As per the Resolutions of the Academic Council Meetings**

**held on 03-03-2018)**

**COURSE STRUCTURE**  
**CBCS Syllabus – B.Lib.I.Sc., (2018-19 onwards)**

SEM	P	Title of the paper	S. Code	H/W	C	Marks		
						I	E	T
I	DSC1	Information, Communication, Library and Society	18UCLS11	6	4	25	75	100
	DSC2	Information Sources and Services	18UCLS12	6	5	25	75	100
	DSC3	Information Processing and Retrieval – Classification (Theory)	18UCLS13	6	5	25	75	100
	DSC-4	Library Automation and Networking	18UCLS14	4	4	25	75	100
	DSCP-I	Information Processing and Retrieval – Classification (Practical)	18UCLS1P	2	1	40	60	100
	DSE-I	Office Automation (or) Massive Open Online Course	18UELS1A 18UELS1B	6	4	25	75	100
II	DSC5	Library Information Technology	18UCLS21	6	4	25	75	100
	DSC6	Library Administration and Management	18UCLS22	6	4	25	75	100
	DSC7	Information Processing and Retrieval – Cataloguing (Theory)	18UCLS23	6	5	25	75	100
	DSC-8	Digital Libraries	18UCLS24	4	4	25	75	100
	DSCP-II	Information Processing and Retrieval – Cataloguing (Practical)	18UCLS2P	2	2	40	60	100
	DSE-II	Communication Skills and Soft Skills (or) Massive Open Online Course	18UELS2A 18UELS2B	6	3	25	75	100
			<b>Total</b>	<b>60</b>	<b>45</b>			<b>1200</b>

**BACHELOR DEGREE IN LIBRARY AND INFORMATION SCIENCE**  
**(B.Lib.I.Sc)**

<b>I SEMESTER</b>			
<b>DSC - 1</b>	<b>Information, Communication, Library and Society</b>	<b>18UCLS11</b>	
<b>Hrs/Week:6</b>	<b>Hrs/ Sem: 90</b>	<b>Hrs/ Unit: 15</b>	<b>Credits: 4</b>

**Unit-1:**

Information and Information Science: Nature and notions of information. Data and Knowledge -General point to users

**Unit-2:**

Communications – Models, Barriers, Library / Information Center as communication agencies, Five Laws of Library Science, Resource Sharing and Networking.

**Unit-3:**

Library Movement and Legislation in India, Types of libraries and their organization. Public, Academic, Special and National Libraries.

**Unit-4:**

Library and Information Profession and Associations. National and International – ILA, IASLIC, ASLIB, IFLA.

**Unit-5:**

Information Society: Features and Characteristics.

**Text Books:**

- K.S.Deshpande, University Library System in India, Sterling Publisher.
- Chakrabarti, B and Mahapatra, P.K. Library and information Science – an introduction, Calcutta, World Press, 2000.
- Kaula, P.N., Library and information society, Calcutta, World Press, 1993.

**Reference Books:**

- Ranganathan, S.R, Five Laws of Library Science, 1957.
- Colin Harrison, The Basic of Librarianship, Oxford Publisher.
- Ranganathan, S.R. and Neelameghan, A., Public library legislation: India, Sri Lanka, UK and USA. Comparative library legislation. Bangalore, Savada Ranganathan Endowment for library science, 1972.

<b>I SEMESTER</b>			
<b>DSC - 2</b>	<b>Information Sources and Services</b>		<b>18UCLS12</b>
<b>Hrs/Week:6</b>	<b>Hrs/ Sem: 90</b>	<b>Hrs/ Unit: 15</b>	<b>Credits: 5</b>

#### **Unit-I:**

Fundamental Concepts: Meaning, Definition, Importance, Nature and Characteristics -Printed and Electronic Information Sources.

#### **Unit-II:**

Sources of Information: Primary Information Sources: General introduction (Periodicals, Conferences, Patents, Standards, Theses/Dissertations, Trade Literature, etc.) Secondary Information Sources: Dictionaries, Encyclopedias, Biographical, Geographical, Bibliographies, Indexing and Abstracting, Newspaper Indexes and Digests, Statistics, Handbooks and Manuals-Tertiary Information Sources: Directories, Year Books, Almanacs, Bibliography of Bibliographies, Union Catalogues.

#### **Unit-III:**

Reference and Information Services: Reference Service Definition, Need and Types Theory and Functions of Reference and Information Service – Enquiry Techniques – Role of Reference Librarian and Information Officer in Electronic Environment.

#### **Unit-IV:**

Types of Information Services: Documentation Services: Abstracting and Indexing Services – Alerting Services, CAS, SDI, Reprographic Service, Translation Service, Document Delivery and Referral Service

#### **Unit-V:**

Information Literacy Programmes: Concept, Objectives, Initiation of Users – Users and their Information needs: Categories of users, Ascertaining users Information needs, Types of user studies– Information Literacy Products, Definition: Librametrics, Bibliometrics, Scientometrics.

#### **Text Books:**

- Krishna Kumar, Reference Service, Vikas Publishing House Pvt Ltd.
- Dr.Pankaj Kumar Sigh, Library Information Services and Systems, Discovery Publishing House
- Guha,B.: Documentation and information: Services, techniques & Systems: 2<sup>nd</sup> rev. ed., World Press, 1983.
- Katz W.A.: Introduction to reference work, 8<sup>th</sup> ed., McGraw-Hill, higher Education, 2002.

#### **Reference Books:**

- K.G.Rastogi, Reference Services in Library Science, Alfa Publications.
- Bhagwatiben Govindbhai Prajapati, Library and Information Science, Discovery Publishing House.
- Deepak kumar, Library Indexing and Abstracting, Discovery Publishing House.
- Grogan, Denis: Pracical reference work. London, library Association, 1991.

<b>I SEMESTER</b>			
<b>DSC - 3</b>	<b>Information Processing and Retrieval - Classification (Theory)</b>		<b>18UCLS13</b>
<b>Hrs/Week:6</b>	<b>Hrs/ Sem: 90</b>	<b>Hrs/ Unit: 15</b>	<b>Credits: 5</b>

**Unit-1:**

Elements of Library Classification: Concepts, Terminology, Need Purpose and Functions  
Species of classification Schemes.

**Unit-2:**

Theory and Development: Historical Development, General Theory: Normative Principles,  
Modes of Formation of subjects.

**Unit-3:**

Approaches to Library Classification: Postulational Approach and Systems Approach,  
Fundamental Categories, Facet Analysis and Fact Sequence, Phase Relation and Common  
Isolates, Devices in Library Classification.

**Unit-4:**

Canons of Classification, Notation and construction of Classification Number: Notation:  
Need, Purpose, Types and Qualities, Call Number: Class Number, Book Number and  
Collection Number, construction of Class Number.

**Unit-5:**

General and Special Classifications Schemes: Dewey Deceimal Classification, Universal  
Decimal Classification, Colon classification, Current Trends in Library Classification.

**Text Books:**

- S.R.Ranganathan, Prolegomena to Library Classification, Sarada Ranganathan Endowment.
- S.R.Ranganathan, Colon Classification, Aisha Pathippagam.
- S.R.Ranganathan, Classification and Communication, Sarada Ranganathan Endowment.
- S.R.Ranganathan, Elements of Library Classification, Sarada Ranganathan Endowment.
- Chakrabati, B, Library Classification theory, Calcutta, World Press.
- Krishan Kumar: Theory of Classification, Vikas Publisher.

**Reference Books:**

- H.Bose, Universal Decimal Classification Theory and Practice, Sterling Publisher.
- A.A.N.Raju, Dewey Decimal Classification [DDC-20]: Theory and Practice:A Self Instructional Manual, T.R.Publications.
- M.S.Achdeva, Colon Classifications, Sterling Publisher.
- S.R.Ranganathan, Colon Classification, Asia Publishing House.
- Rowley, Jennifer E.Organizing Knowledge: an introduction to information retrieval 2<sup>nd</sup> ex. Ashgati, 1992.

<b>I SEMESTER</b>			
<b>DSC - 4</b>	<b>Library Automation and Networking</b>	<b>18UCLS14</b>	
<b>Hrs/Week:4</b>	<b>Hrs/ Sem: 60</b>	<b>Hrs/ Unit: 12</b>	<b>Credits: 4</b>

#### **Unit-1:**

Library Automation: Definition, need, purpose and advantages. Automation Vs Mechanization.- Areas of Automation – Acquisition, Cataloguing, Access to Catalogue (OPAC), Circulation and Serial Control.

#### **Unit-2:**

Planning for Automation Procedure: Steps in Automation: Developing a basic Technology Plan. Identifying goals and objectives, Describing existing library services and technology, Feasibility Study, Assessing needs and priorities, Preparing strategic Plan, Hardware and Software selection and Implementation. Barcode Technology: Meaning, need, purpose and advantages. Types of barcodes : Dumb / Generic barcode and smart barcode – their application of RFID.

#### **Unit-3:**

Networking and Networks: Networking: Concept, need and advantages. Basic components of network Network Topologies – Star, Ring, Bus, Hierarchical, Tree and Complete. Wireless Networking. Types of Wireless Networks – LAN, MAN, WAN. Networks: General and Bibliographic. General – ERNET, NICNET, INFONET. Library Networks: OCLC, INFLIBNET, DELNET: Their objectives, Functions, Services and Activities.

#### **Unit-4:**

Internet: Concept, Features, Services, Search Engines – Concept. Types – Search Engines and Meta Search Engines, Advantages in using Search Engines. Internet: Internet Searching. Web Browsers – Purpose, Functions, Facilities available with different Browsers. Sample Search by using Internet Explorer and Netscape. Internet Security Internet Reference Sources: Identification, accessing. Various sources useful for librarians in providing Reference Services with examples. Evaluation of Internet Information Sources – Need, Methods / Techniques. Protocols: Definition, Concept. Types – General - TCP / IP, OSI. Other Protocols: SMTP, Telnet, FTP, HTTP, Z39.50.

#### **Unit-5:**

Hypertext, Hyper media: Markup Languages – HTML, XML, – Features. Web: Concept, Usefulness. Content Development / Content Creation for Web. Web Design – Methods

#### **Text Books:**

- Technology In Digital Library, Ganguli H C, Isha Publishers, Rs.790.00
- Digital Library Challenges And Prospects, Ganguli H C, Isha Publishers, Rs.790.00
- Library And Information Science In Digital Era, K.T.Dilly, Atlantic Publisher, Rs.150.00

#### **Reference Books:**

- World Wide Web Design with HTML, C.Xavier, New Delhi:TMH, 2014.
- Internet Standards and Protocols, New Delhi : PHI, 2015.
- Automation and Networking of Libraries:A Manual of Library, Lakshmikant Mishra(2018).

<b>I SEMESTER</b>		
<b>DSCP - 1</b>	<b>Information Processing and Retrieval – Classification (Practical)</b>	<b>18UCLS1P</b>
<b>Hrs/Week:2</b>	<b>Hrs/ Sem: 30</b>	<b>Credit: 1</b>

1. Classifying documents according to Colon Classification (6<sup>th</sup> Revised Edition)
2. Dewey Decimal Classification: 19<sup>th</sup> Edition

**Text Books:**

- S.R.Ranganathan, Prolegomena to Library Classification, Sarada Ranganathan Endowment.
- S.R.Ranganathan, Colon Classification, Aisha Pathippagam.
- S.R.Ranganathan, Classification and Communication, Sarada Ranganathan Endowment.
- S.R.Ranganathan, Elements of Library Classification, Sarada Ranganathan Endowment.
- Chakrabati, B, Library Classification theory, Calcutta, World Press.
- Krishan Kumar: Theory of Classification, Vikas Publisher.

**Reference Books:**

- H.Bose, Universal Decimal Classification Theory and Practice, Sterling Publisher.
- A.A.N.Raju, Dewey Decimal Classification [DDC-20]: Theory and Practice:A Self Instructional Manual, T.R.Publications.
- M.S.Achdeva, Colon Classifications, Sterling Publisher.
- S.R.Ranganathan, Colon Classification, Asia Publishing House.
- Rowley, Jennifer E.Organizing Knowledge: an introduction to information retrieval 2<sup>nd</sup> ex. Ashgati, 1992.

<b>I SEMESTER</b>			
<b>DSE – 1A</b>	<b>Office Automation</b>		<b>18UELS1A</b>
<b>Hrs/Week:6</b>	<b>Hrs/ Sem: 90</b>	<b>Hrs/Unit: 15</b>	<b>Credits: 4</b>

### **Unit-1:**

**Introduction to Computer:** Definition - History & Generation of Computer - Application of Computer - Advantages of Computer - Characteristics of Computer - Types of Computer: **Memory:** Units, Representation, Types - Primary memory: Secondary memory - Components of CPU - **Input, Output devices:** Types of Computer Networks.

### **Unit-2:**

**MS-Word Working with Documents:** Opening & Saving files, Editing text documents, Importing & Exporting documents, Sending files to others, Using Tool bars, Ruler, Using Icons, **Formatting Documents - Setting Page Style - Creating Tables- Printing Documents**-Shortcut keys.

### **Unit-3:**

**MS-EXCEL :** Spread Sheet & its Applications, Opening Spreadsheet, Menu- main menu Saving files, setting margins, converting files to different formats, spread sheets addressing- Rows, Coloums & Cells, referring cells& selective cells- Shortcut Keys. **Entering & Deleting Data** - Filling Continues rows,columns,Highlighting values,Finds,Search & repalace,Inserting

### **Unit-4:**

**MS Power Point:** Introduction to presentation – Different presentation templates, **Creating a presentation** – Setting presentation - **Formatting a Presentation** – Adding style, Colour, Gradient fills, Arranging objects, Adding Header & Footer, Slide Background, Slide layout.

### **Unit-5:**

**Internet and Web Browser:** Definition & History of Internet – Uses of Internet – Definition of Web-Addressing-URL-Different types of Internet Connections; Dial up connection, Broad band (ISDL,DSL, Cable), Wireless(Wi-Fi, WiMax, Satellite, Mobile) naming convention, browsers and its types, internet browsing, searching – Search Engines – Portals – Social Networking sites – Blogs.

### **Text Books:**

- Microsoft Office – Complete Reference – BPB Publication

### **Reference Books:**

- Learn Microsoft Office – Russell A. Stultz – BPB Publication.
- Vikas Gupta, Comdex Computer Course Kit. Dreamtech Press.
- A.Hamil, Office Automation: Teaching Learning Material, Department of Commerce, Sadakathullah Appa College



<b>I SEMESTER</b>		
<b>DSE – 1B</b>	<b>Massive Open Online Course (any one)</b>	<b>18UELS1B</b>
		<b>Credits: 4</b>

<b>II SEMESTER</b>			
<b>DSC - 5</b>	<b>Library Information Technology</b>	<b>18UCLS21</b>	
<b>Hrs/Week:6</b>	<b>Hrs/ Sem: 90</b>	<b>Hrs/Unit: 15</b>	<b>Credits: 4</b>

**Unit-1:**

Introduction to Computers: Computers: Generations, Types, Input and Output Devices, computer Architecture, Data Representation and Storage. Introduction to System Software and Application Software, Genesis of Operating Systems - Word Processing, Spreadsheets, PowerPoint Presentation

**Unit-2:**

Library Automation: Planning and Implementation, In-house Operations: Acquisition, Cataloguing, Circulation, Serial Control, OPAC etc. Library Software packages: Definition: Commercial and open source software with examples

**Unit-3:**

Database Management Systems: Concepts and Components, Database Structures, File Organization and Physical Design, Database Management System: Basic Functions, Potential Uses, RDBMS.

**Unit-4:**

Basics of Internet, Search Engines and Meta Search Engines, Internet Search Techniques, E-resources and online Databases.

**Unit-5:**

Networks, Topology, Types of Networks, NICNET, INFLIBNET & OCLC.

**Text Books:**

- Kumar P. S .G, Computerization of India Library, Br Publishing & Corporation
- Somnath Madan, Computer and Library Services, Commonwealth Publishers
- Ganguli H.C, Digital Library Challenges and Prospects, ISHA Publishers.

**Reference Books:**

- Vikas Gupta, Comdex Computer Course Kit. Dreamtech Press.
- A.Hamil, Office Automation:Teaching Learning Material, Department of Commerce, Sadakathullah Appa College.
- Ganguli H.C, Technology in Digital Library, ISHA Publishers
- Moorthy A.L, Information Technology Application in Academic Libraries, Information & Library Network Centre.

<b>II SEMESTER</b>			
<b>DSC - 6</b>	<b>Library Administration and Management</b>		<b>18UCLS22</b>
<b>Hrs/Week:6</b>	<b>Hrs/ Sem: 90</b>	<b>Hrs/Unit: 15</b>	<b>Credits: 4</b>

**Unit-1:**

General Principles of Management – POSDCORB, Planning, Scientific Principles of Management. Routines in various Sections: Acquisition, Serials, Reference, Technical Maintenance, Circulation with an exposure to locally available library automation software packages.

**Unit-2:**

Standard Operating Procedure [SOP] in Library, Implement 5'S Techniques in Library, Personnel Management – Human relations, Staffing, duties and responsibilities, Job Analysis.

**Unit-3:**

Library Finance and Budget types – Budgeting methods, Closed and Open Access System. Stock Verification and Shelf Rectification.

**Unit-4:**

Maintenance of Records in libraries, Library extension services, Event management.

**Unit-5:**

Library Statistics, Annual Report, Digitization, Conservation & Preservation of Documents.

**Text Books:**

- Manoj Saxena, Library Building Design and Planning
- Mittal, R.L, Library Administration, ESS ESS Publication
- Mahapatra, P.K.: Library Management, World Press, 1997.
- Ranganathan S. R, Library Manual, Saradha Ranganathan.

**Reference Books:**

- Kusum Verma, Library and Information Management, Vista Publication
- Jagdish Sharma, Library Organization, Vikas Publishing House Pvt Ltd.
- Dr.Raghunath Pandey, Library Management New Concepts and Practices, Jnanada Prakashan.
- Sharma, Organisation and Administration of College Libraries, S.Chand & Company New Delhi

<b>II SEMESTER</b>			
<b>DSC - 7</b>	<b>Information Processing and Retrieval – Cataloguing (Theory)</b>		<b>18UCLS23</b>
<b>Hrs/Week:6</b>	<b>Hrs/ Sem: 90</b>	<b>Hrs/Unit: 15</b>	<b>Credits: 5</b>

**Unit-1:**

Concepts of library catalogue – Objective and functions, Catalogue Vs Bibliography. Development of codes for cataloguing since 1930. AACR-II, CCC.

**Unit-2:**

Types of catalogues – physical forms and inner forms, Normative principles – Canons, Laws and Principles.

**Unit-3:**

Entries-parts of entries, kinds, Unit Card System-arrangement of entries. Standardization – ISBD (G) – MARC Format, CCF Format, Dublin Core Standards.

**Unit-4:**

Centralised Cataloguing, Co-operative Cataloguing, Compilation of Union Catalogue – UBC. Indexing systems: Pre Co-ordinate; Chain Indexing, PRECIS, POPSI, Post Co-ordinate: Uniterm indexing, KWIC, KWOC.

**Unit-5:**

Vocabulary control devices – Thesaurus-Definition, functions types, subject Heading Lists – Sear's List, LC Subject Headings.

**Text Books:**

- Girja Kumar, Theory of Cataloguing, S.Chand & Company New Delhi.
- Krishna Kumar, an Introduction to AACR2, Vikas Publishing House Pvt Ltd.
- Ranganathan S.R.: Classified Catalogue Code with additional rules for dictionary catalogue code, Bangalore, 1989.
- Tripathi, S.M.: Modern Cataloguing: Theory and Practice, Agra, S.L.Agarwala, 1982.

**Reference Books:**

- Anand Ballabh, Library Classification & Cataloguing, Akansha Publishing House.
- Anglo-American Cataloguing Rules. 2<sup>nd</sup> ed. London, Library Association, 1988.

<b>II SEMESTER</b>			
<b>DSC - 8</b>	<b>Digital Libraries</b>		<b>18UCLS24</b>
<b>Hrs/Week:4</b>	<b>Hrs/ Sem: 60</b>	<b>Hrs/Unit: 12</b>	<b>Credits: 4</b>

**Unit -1:**

Digital Libraries: Concept of Digital Libraries - Transition of libraries from traditional to digital: Definitions, Characteristics, Theoretical Fundamentals, merits, demerits and challenges

**Unit-2:**

Digital Library Management - Design and Organization of Digital Libraries: Architecture, Interoperability, Protocols and Standards; User Interfaces

**Unit-3:**

Digital content creation: organization and Management, files & formats - Overview of Major Digital Library Initiatives- Open Archives Initiative (OAI) and similar developments

**Unit-4:**

Building the digital library - Digitization – process and methods – Planning for Digitization - Institutional Repositories- Open Source Software for digital libraries: GSDL - DSpace – EPrints, Access to and Use of Digital Libraries; Storage, Archiving and Preserving Digital Collections.

**Unit-5:**

Web Technology: An overview; Web Browsers and Search Engines, Web sites and Web portal Tools and Techniques – Webpage design using HTML

**Text Books:**

- Ganguli H.C, Digital Library Challenges and Prospects, ISHA Publishers

**Reference Books:**

- Ganguli H.C, Technology in Digital Library, ISHA Publishers

<b>II SEMESTER</b>		
<b>DSCP - II</b>	<b>Information Processing and Retrieval – Cataloguing (Practical)</b>	<b>18UCLS2P</b>
<b>Hrs/Week:2</b>	<b>Hrs/ Sem: 30</b>	<b>Credits: 2</b>

1. Cataloguing documents using Classified Catalogue Code, Ed.5.

2. Anglo-American Cataloguing Rules – II (1978).

**Text Books:**

- Girja Kumar, Theory of Cataloguing, S.Chand & Company New Delhi.
- Krishna Kumar, an Introduction to AACR2, Vikas Publishing House Pvt Ltd.
- Ranganathan S.R.: Classified Catalogue Code with additional rules for dictionary catalogue code, Bangalore, 1989.
- Tripathi, S.M.: Modern Cataloguing: Theory and Practive, Agra, S.L.Agarwala, 1982.

**Reference Books:**

- Anand Ballabh, Library Classification & Cataloguing, Akansha Publishing House.
- Anglo-American Cataloguing Rules. 2<sup>nd</sup> ed. London, Library Association, 1988.

<b>II SEMESTER</b>			
<b>DSE - II</b>	<b>Communication Skills and Soft Skills</b>		<b>18UELS2A</b>
<b>Hrs/Week:6</b>	<b>Hrs/ Sem: 90</b>	<b>Hrs/Unit : 15</b>	<b>Credits: 3</b>

### **Unit-1:**

Soft Skills: Introduction-what are soft skills?- Importance of soft skills-Selling your soft skills-Attributes regarded as soft skills-social soft skills - thinking soft skills-Negotiating-Exhibiting your soft skills-Identifying your soft skills-Improving your soft skills -Will formal training enhance your soft skills-soft skills training - Train your self-Top 60 soft skills-Practicing soft skills-Measuring attitude.

### **Unit-2:**

Art of Listening, Reading, Speaking and Writing: Introduction-What is listening? - Benefits of active listening - Kinds of listening - Advantages of active listening - Listening tips. Reading is a cognitive process - Good readers are what they read - Benefits of reading - Different types of reading - Tips for effective reading - Difference stages of reading. Defining communication –Special features of communication - Communication process - Channels of communication - Formal communication network - Informal communication network (grapevine communication) - Art of Public Speaking. Importance of writing - Creative writing - Writing tips.

### **Unit-3:**

Body Language: Introduction - Body talk - Voluntary and involuntary body language - Forms of body language - Parts of body language - Origin of body language - Types of body language. Group Discussion: Introduction – Meaning of GD – Why group discussion? Characters tested in GD – Tips on GD – Types of GD- Essential elements of GD – Difference characters in GD – Topics for GD.

### **Unit-4:**

Preparing CV / Resume: Introduction -Meaning - Difference among Bio-data, CV and Resume -The terms -The purpose of CV writing - Types of resumes. Interview Skills: Introduction - why an interview? - Types of interview - Dress code at interview - How to present well in interview -Tips to make a good impression in an interview - job interview -Basic tips - how to search for job effectively- Interview quotations.

### **Unit-5:**

Time Management: Introduction - Features of time - Three secrets to time management – Five steps to successful time management. Stress Management: introduction - Meaning - Effects of stress - kinds of stress - Sources of stress.

### **Text Books**

- Dr.K.Alex, Soft Skills, S.Chand.

<b>II SEMESTER</b>		
<b>DSE – 2B</b>	<b>Massive Open Online Course (any one)</b>	<b>18UELS2B</b>
		<b>Credits: 3</b>