

As Per NEP 2020

University of Mumbai



| Syllabus for Basket of Minor | |
|--|------------------|
| Board of Studies in Commerce | |
| UG First Year Programme in Travel & Tourism | |
| Semester II | |
| Title of Paper | Credits |
| I) Foundation of Human skills | 02 |
| From the Academic Year | 2024-2025 |

| | |
|---|--|
| PROGRAM | B. Com (Travel & Tourism) |
| YEAR | F.Y.B. Com (Travel & Tourism) |
| SEMESTER | II |
| COURSE: | Foundation of Human Skills |
| | Minor (Two credits) |
| COURSE CODE | |
| PAPER | |
| TOTAL MARKS | 50 (30:20) |
| NO OF LECTURES | 30 |
| SEMESTER -II | |
| COURSE CODE | COURSE NAME & DETAILED SYLLABUS |
| | Foundation of Human Skills |
| Course Description | |
| <p>The "Foundation of Human Skills" course is designed to provide students with an understanding of the fundamental skills necessary for personal and professional success in the travel and tourism industry. This course focuses on the development of essential interpersonal skills, effective communication techniques, leadership qualities, and team dynamics. It aims to prepare students to navigate the complexities of human interactions in a diverse and dynamic work environment, fostering a positive and productive atmosphere in travel and tourism settings.</p> | |
| Course Objectives | |
| <ul style="list-style-type: none"> • To enhance students' ability to interact effectively with individuals and groups in various travel and tourism contexts. • To understand the importance of empathy, emotional intelligence, and active listening in professional interactions. • To provide students with the tools and techniques for effective verbal and non-verbal communication. • To explore different leadership styles and their applicability in travel and tourism settings. • To understand the principles of team dynamics and how to foster a collaborative team environment. • To foster self-awareness, self-regulation, and continuous personal development. | |
| COURSE OUTCOME: | |
| <p>Upon completion of this course, students should be able to:</p> <ul style="list-style-type: none"> • Develop effective communication skills for various contexts. • Apply critical thinking and problem-solving techniques to analyze and resolve complex issues. • Understand the importance of teamwork and develop skills for effective collaboration. • Explore leadership theories and practices for personal and professional growth. • Cultivate emotional intelligence and self-awareness for improved interpersonal relationships. | |
| 1 | Understanding of Human Nature |

| | |
|-----------|---|
| | <ul style="list-style-type: none"> • Concept of man, individual differences, factors affecting individual differences, Influence of environment • Determinants of personality, Personality traits theory, • Big five model, • Personality traits important for organizational behavior like authoritarianism, Locus of control, Machiavellianism, introversion-extroversion achievement orientation, self– esteem, risk taking, self-monitoring and type A and B personalities, • Concept of understanding self through JOHARI WINDOWS, • Nature and components of attitude, Functions of attitude, • Ways of changing attitude, • Reading emotions |
| 2 | Introduction to Group Behavior |
| | <ul style="list-style-type: none"> • Group Dynamics: Nature, types, group behavior model (roles, norms, status, process, structures) • Team effectiveness: nature, types of teams, ways of forming an effective team, Setting goals. |
| 3. | Organizational processes and system. |
| | <ul style="list-style-type: none"> • Power and politics: nature, bases of power, politics nature, types, causes of organizational politics, political games. • Organizational conflicts and resolution: Conflict features, types, causes leading to organizational conflicts, levels of conflicts, ways to resolve conflicts through five conflicts resolution strategies with outcomes |
| 4. | Organizational Culture and Motivation at work place |
| | <ul style="list-style-type: none"> • Organizational Culture: <ul style="list-style-type: none"> ▪ Characteristics of organizational culture. ▪ Types, functions and barriers of organizational culture ▪ Ways of creating and maintaining effective organization culture • Motivation at workplace: Concept of motivation theories of motivation in an organizational setup. <ul style="list-style-type: none"> ▪ Maslow Need Hierarchy ▪ Hertzberg Dual Factor theory ▪ McGregor theory X and theory Y. Ways of motivating through carrot (positive reinforcement) and stick (negative reinforcement) at workplace. |
| | Reference Book |

| | <ol style="list-style-type: none"> 1. Organizational Behaviour: Text and Cases" by Kavita Singh, Publisher: Pearson Education India 2. "Soft Skills: Enhancing Employability" by M. S. Rao, Publisher: I.K. International Publishing House Pvt. Ltd 3. "Interpersonal Skills and Management" by Arun Kumar, Publisher: Himalaya Publishing House | | | | | | | | | | | | | | | |
|-------------|---|-------------|-----------|-------|-----|-----------------------|----|-----|-------------------|----|-----|-------------------|----|--|--------------|-----------|
| | <p>Internal Continuous Assessment: 40%</p> <ol style="list-style-type: none"> 1. PROJECTS/ ASSIGNMENTS 2. ORAL & PRACTICAL PRESENTATIONS 3. GROUP INTERACTIONS 4. DEBATES & DISCUSSIONS 5. QUIZ | | | | | | | | | | | | | | | |
| | <p>External, Semester End Examination Format of Question Paper: for the final examination</p> <p>Question.1 is compulsory. Attempt any 1 from Q2. And Q3. Each question carries 15 Marks</p> <table border="1" data-bbox="407 911 1487 1171"> <thead> <tr> <th>Question No</th> <th>Questions</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Q 1</td> <td>Practical/ Case study</td> <td>15</td> </tr> <tr> <td>Q 2</td> <td>Practical/ Theory</td> <td>15</td> </tr> <tr> <td>Q 3</td> <td>Practical/ Theory</td> <td>15</td> </tr> <tr> <td></td> <td>TOTAL</td> <td>30</td> </tr> </tbody> </table> <p>Note:</p> <ol style="list-style-type: none"> 1. Equal Weightage is to be given to all the modules. 2. Internal option shall be given in Q1. 3. 15 marks question may subdivide into 7.5 marks each. Internal option shall be given, i.e attempt any two out of three. For direct 15 Marks question option should be given. Attempt any one out of two. 4. Use of simple calculator is allowed in the examination. 5. Wherever possible more importance is to be given to the practical problems. | Question No | Questions | Marks | Q 1 | Practical/ Case study | 15 | Q 2 | Practical/ Theory | 15 | Q 3 | Practical/ Theory | 15 | | TOTAL | 30 |
| Question No | Questions | Marks | | | | | | | | | | | | | | |
| Q 1 | Practical/ Case study | 15 | | | | | | | | | | | | | | |
| Q 2 | Practical/ Theory | 15 | | | | | | | | | | | | | | |
| Q 3 | Practical/ Theory | 15 | | | | | | | | | | | | | | |
| | TOTAL | 30 | | | | | | | | | | | | | | |

Semester End Examination: 30 Marks

Time : 1.00 hr

QUESTION PAPER PATTERN

Attempt any 3 out of 5 questions

| Question No | Questions | Marks |
|--------------------|-------------------|--------------|
| Q 1 | Practical/ Theory | 10 |
| Q 2 | Practical/ Theory | 10 |
| Q 3 | Practical/ Theory | 10 |
| Q 4 | Practical/ Theory | 10 |
| Q 5 | Practical/ Theory | 10 |
| | TOTAL | 30 |

Note:

1. Equal Weightage is to be given to all the modules.
2. 10 marks question may subdivided into 5 marks each.
3. Use of simple calculator is allowed in the examination.
4. Wherever possible more importance is to be given to the practical problems.

Continuous Evaluation: Internal (20 marks)

| | Assessment/ Evaluation | Marks |
|---|---|--------------|
| 1 | Class Test during the lectures. (Physical / Online mode). (Short notes/ MCQ's / Match the Pairs/ Answer in one sentence/ puzzles) | 10 |
| 2 | Participation in Workshop/ Conference/ Seminar/ Case Study/ Field Visit/ Certificate Course. (Physical/online mode) | 10 |

Letter Grades and Grade Points:

| Semester GPA/ Programme CGPA Semester/ Programme | % of Marks | Alpha-Sign/ Letter Grade Result | Grading Point |
|---|-------------------|--|--------------------------|
| 9.00 - 10.00 | 90.0 - 100 | O (Outstanding) | 10 |
| 8.00 - < 9.00 | 80.0 - < 90.0 | A+ (Excellent) | 9 |
| 7.00 - < 8.00 | 70.0 - < 80.0 | A (Very Good) | 8 |
| 6.00 - < 7.00 | 60.0 - < 70.0 | B+ (Good) | 7 |
| 5.50 - < 6.00 | 55.0 - < 60.0 | B (Above Average) | 6 |
| 5.00 - < 5.50 | 50.0 - < 55.0 | C (Average) | 5 |
| 4.00 - < 5.00 | 40.0 - < 50.0 | P (Pass) | 4 |
| Below 4.00 | Below 40.0 | F (Fail) | 0 |
| Ab (Absent) | - | Ab (Absent) | 0 |

**Sign of the BOS
Chairperson
Prof. Dr. Kishori
Bhagat
BOS in Commerce**

**Sign of the
Offg. Associate Dean
Dr. Ravikant
Balkrishna Sangurde
Faculty of Commerce
& Management**

**Sign of the
Offg. Associate Dean
Prof. Dr. Kishori
Bhagat
Faculty of Commerce
& Management**

**Sign of the
Offg. Dean
Prof. Kavita Laghate
Faculty of
Commerce &
Management**