# Paper-II (MCA-402) : Management and Information System

## Unit I

**Basic concepts of management:** Introduction to Management: Meaning and definitions of management, Management – An art or science, Management As a Profession, Management Vs. Administration, Different schools of management thought – Behavioural and Scientific, Principles of Management, Managerial skills, Levels of Management

**Functions of Management (Introductory ideas)** – Planning, Organizing, Staffing, Directing, Controlling, Leadership, Decision making

## Unit II

**Motivation :** Concept, Theories of Motivation : Maslow, Herzberg and McGregor, Financial and Non financial incentives.

**Leadership :** Concept, Functions of Leader, Leadership styles

**Communication** : Process, Communication channels and Barriers, Essentials of effective Communication

**Decisions :** Characteristics of Business decisions, Rational Decision Making and its problems, Herbort Simon Model of decision making, Types of Decisions

**Staffing:** Concept, Recruitment & Selection, Training & Development, Performance Appraisal

## Unit III

**Information :** Definition, Attributes of Information, Classification of Information

**Perspectives on Information System:** What is an information system?, Dimensions of information system, Contemporary Approaches to information system : Technical approach, behavioral approach and socio technical approach **.**

**Organizations and Information System:** Impact of Information system on organizations: Economic Impact , Organizational and Behavioural Impact, Impact of IT on management decision making : How IT affects management decision making , The role of managers in Organizations, Models of Decision Making, Implications for the Design and understanding of Information system

## Unit IV

**Major Types of Systems in Organizations:** Executive Support System (ESS) , Management Information System (MIS), Decision Support System (DSS) , Transaction Processing System (TPS).

**Systems from a functional Perspective:** Sales and Marketing Systems, Manufacturing and Production Systems, Finance and Accounting Systems, Human Resource Systems.

**Management Information System**: Definition, Role of MIS, Impact of MIS, Management as a control system, MIS : A Support to the management.

**Development of MIS :** Approaches to Development : Prototype Approach, Life Cycle Approach, Implementation of MIS

## Unit V

**Current Issues in Information Systems:** E-commerce, Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Customer Relationship Management (CRM), Expert System (ES) , Knowledge Management System (KMS)

**Information Security Challenges in E- Enterprises :** Introduction , Security Threats and Vulnerabilities , Controlling Security Threats and Vulnerabilities , Managing Security threat in E – Business, Disaster Management , MIS and security challenges

**Recommended Books :**

1. Tripathy PC And Reddy PN, "Principles of Management", Tata McGraw-Hill
2. B. P. Singh and T. N. Chabra , Management Concepts and Practices , Dhanpat Rai
3. W. S. Jawedkar: Management Information Systems, Tata McGraw-Hill
4. K. C. Laudon and J. P. Laudon, Management Information Systems, PHI