# Action Taken Report on Feedback of Stakeholders Session (2023-24)

Program Name:
Bachelor of Business Administration
(BBA)



Department of Business Administration Faculty of Business & Management Quantum University, Roorkee



### Action Taken Report of the Department

(Based on the suggestions made by the IQAC and Sub Specialty Groups of the

Departments on the Feedback of all stakeholders)

	Action Taken Report Department Name: Department of Business Administration				
	FeedbackSession:2023-24 Curriculum Design				
Code	Subjects	Recommendation by Sub- Specialty Groups of the Department	Action taken during the designing of the syllabus for 2024-27		
BB3106	Business Economics	R-3 Major changes should be made as per the requirement of the subject. The addition of new topics have been added to the syllabus aim of enhancing students' understanding of fundamental economic concepts.	As per the suggestions of SSG, relevant topics have been added to Unit 1. Unit 3 and Unit 5 have been changed to improve the overall learning experience and better prepare students for advanced studies and real-world economic analysis.		
BB31104	Financial Accounting	R-3Subject-specific Modification has been done for the enrichment of students to develop the foundational knowledge and analytical skills needed to navigate the complexities of corporate business transactions.	Based on SSG's recommendations, relevant topics have been incorporated from Unit 1 to Unit		
BB32132	Organization Behavior	R-3Major changes should be made as per the requirement of the subject to develop a conceptual understanding of Organizational Behavior theories and equip them with the skills to apply these ideas and theories in practice.	As per the suggestions of SSG, Unit 1 and Unit 2 changed as per the requirement of the subject.		
BB3409	Consumer Behavior	R-3Subject-specific Modification has been done for the enrichment of students.	Unit 3, and Unit 5as per the requirements of the subject		
BB33205	Financial Marke Institutions & Services	et R-3Major changes should be made as per the requirement of the subject, emphasizing modern concepts and approaches used in today's financial landscape.	As per the suggestions of SSG, all five units have been changed to		
BB33203	Human resource management	eR-3The syllabus needs to be updated emphasizing modern concepts and approaches as per NEP 2020 and on Industrial Relations 5.0	Based on SSG's recommendations new topics related to the title of the subject have been added from Unit 1 to Unit 5.		

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BB35303	Risk and Insurance Management	R-3Minor changes are required in the syllabus to be more specific. The fundamentals of insurance, its applications in business, and its legal and regulatory environment will all be understood by students.	incorporated into the syllabus of the 2024-27 Batch.
BB3507	Digital Marketing	R-3Minor changes should be made as per the requirement of the subject.	Incorporated in Unit 5.
BB3608	Sales and Distribution Management	R-3New topics have been added to the syllabus as per the suggestions of SSG's.	Implemented in Units 4 & 5.
BB3505	Social Media Marketing and Analytics	<b>R-3</b> Two topics need to be deleted from Unit 2 and Unit 3 and new topics should be added as per the future scope of the subject.	Unit 3 and Unit 5 as per the
BB35302	Fundamentals		New topics were added in Unit 1 and Unit 2, change in titles of Unit 2 and Unit 3 as per the content in the syllabus.
BB3408	Web designing and Development	R-3The SSG recommended introducing hands-on sessions for topics like web designing, etc.	The recommendations of SSGs
BB3602	Development	R-3The SSG suggested adding social entrepreneurship and startup topics in the syllabus to inform students of employment opportunities available in the given areas and also teach them how to initiate startups.	Added and updated to the 2024-27 syllabus of the course.
BB3311	Management	R-3The practical aspects of the subjects need to be highlighted. It was suggested to have hands-on practice sessions for financial analysis based on subject topics after completion of the topic. Set of practical questions to be given and the supported lecture notes to be made available for the students on ERP &QLRC of the University.	The course outcome will be reframed along with the suggested changes by the SSG and BOS in the course design.
BB32131	Marketing Management		The department works in coordination with the Placement department of the university for the arrangement of internships and industry projects.

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BB3309	Training Development	and R-3The SSG recommended arranging interactive sessions with HR managers to get the students acquainted with the way training has been imparted in the organizations.  The department activities will be woven by adding such interactive sessions with the HR managers and industry trainers.
	Tourism Management	R-3A new specialization Tourism Management has been introduced. The subjects for Tourism Management are as follows: Tourism Marketing Sustainable Tourism Travel Agency Management Hospitality Management Tour operations International Tourism Tourism Policy Planning & Development

	Recommendations by SSG based on Feedback given by the students	Action Taken
Overall Teaching Learning Process	R-1: Case studies and small caselets have to be added to address the finding of the problem and further devise a wise solution based on available resources. As expected, the given strategy helps in aligning the content delivery with the rigor of the course. It was suggested to introduce class tests comprising MCQs and short answer questions to ensure the pace of course coverage Vis a Vis pace of understanding the concepts.  SSG emphasized to engage the students in taking up the online courses from NPTEL/Course Era/UDEMY etc.	Will be taken into account for the 2024 27 Syllabus
	It was recommended to conduct workshops on tools like Excel, Tableau, Python and gain knowledge of the recent trends in research and innovations. Mini-projects will be compulsorily given to the students in the form of Assignments. Flip classes will also be scheduled for the students as and when required	Labs will compulsorily be arranged for practical-oriented subjects.
Orientation	R-2:Minor & open elective subject baskets	Assignments 1 and 2 shall be mapped a

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Program and Comprehensi ve Course Information	will be briefed twice i.e. during orientation and before the commencement of the third semester when the interdisciplinary minor/OE has to be selected by the students.  To provide students with all the information possible about the courses being provided, ensuring they get thorough advice and knowledge about their academic path and future objectives.	suggested. SDGs will be added based on the natur of the subject and the requirements of the market.
Relevance & Rigor, Content Quality	R-3 The subject contents have been updated and changed in accordance with SSG's recommendations to meet regulatory standards.  SSG also recommended introducing labs in the practical-oriented subjects.	Updated and refined course content, an delivery methods to maintain alignmen with industry standards and offe technical support to help student according to their needs and caree aspirations.
Flexible CBCS	Online courses for the enhancement of entrepreneurship skills and employability shall be introduced.	
Peer Group Learning	<b>R-4</b> SSG proposed to pair quick learners with slow learners to improve the slow learner's level of understanding and knowledge of the course.	A class in a week shall be arranged from 2024-25 to address the give recommendation.
IT Enabled Literacy and enhanced communicatio n	R-5 Course-related software shall compulsorily be introduced in the subjects wherein it is required. Eg: SPSS, Power BI, etc. The BOS expert also recommended adding one lecture a week for the communication lab.	The availability and uploading of recersoftware shall be ensured for 2024-25.  A new VAC 'Personal Branding an Networking has been introduced in th IV Semester.
Communicati on Skills	R-6 To build effective communication, presentations are to be emphasized, and to enhance presentation and pitch, story-telling sessions are to be incorporated in the value-added programs and also in value-added certifications.	Will organize group discussions and debates on current topics to encourage students to articulate their thought clearly and confidently.
Awareness of National & International issues	R-7 Based on the Student's inputs, it was suggested to ensure the inclusion of topics like Ethics, Environment, Gender sensitivity, Sustainability, etc.  To build effective communication presentations to be emphasized. And, for addressing the ethical values and concern for	Will be added to the Department Specific Core & Electives like Business Ethics Entrepreneurship Development, Human resource management, Cross-cultura business management, Global Financia Management, etc.

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	the society the Sustainable development goals shall be taken into account while designing the courses.	
Training for Placement	R-8 (Students of the university demonstrating leadership qualities, interpersonal behavior, and teamwork during the assessment / at the workplace) and Alumni Feedback parameter for incorporating certified training and workshops for enhancing employability and	VAC-Business etiquette and professionalism will be religiously conducted to address the Employer's feedback.
	industry readiness, it is strongly recommended by the SSG members to involve students in Industrial Mentorship and placement training (boot camps). Such training and workshops bring visible improvement in student behavior in terms of showcasing leadership skills at the workplace and getting elevated to higher job positions.	Mentoring process/boot camps to be framed to address the given issues from the upcoming Semesters.
Extra – Curriculum Activities	R-9 SSG suggested at least two visits/practical exposure-based activities for every course. The outcome shall be at least BL3(Apply) where students may know how the theoretical knowledge gets used to give the solution to any problem.	The activities have to be finalized in the activity calendar planned for 2024-25.
Evaluation Pattern	R-10 The evaluation pattern should be transparent in terms of letting our students know the marks bifurcation in mid and end-sem exams. This in turn helps them to analyze and evaluate their performances accordingly.	Implemented in proper letter and spirit by incorporating the scheme and evaluation pattern of examinations in the orientation modules.

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# Action Taken Report on Feedback of Stakeholders

Session (2023-24)

Program Name: Masters of Business Administration (MBA)





Department of Business Administration Faculty of Business & Management Quantum University, Roorkee

## **Action Taken Report of the Department**

(On the basis of the suggestions made by the IQAC and Sub Specialty Groups of the

Departments on the Feedback of all stakeholder)

		Action Taken Re Department Name: Department Bu	
		Feedback Session: 2	
		Curriculum De	sign
Old Code	New Code	Recommendation by Sub-Specialty Groups of the Department	Action taken for designing syllabus of 2023- 25
AE41101	AE41101	R-8: SSG recommended to delete one subject- Business communication and correspondence.	Replaced with Managerial Communication-I
CS4106	CS41106	R-8: SSG recommended modify the old subject Information Technology Applications for Managers with the new curriculum.	The syllabus has been modified and the subject has been renamed as Information Technology Management.
MB4102	MB41102	<b>R-8:</b> The syllabus should be updated as per the new norms prevailing in the market.	Unit II, III, and IV contents have been modified per the SSG recommendations.
MB4104	MB41104	R-8: The syllabus should be updated as per the new norms in Organizational Behaviour.	Unit III, IV and, V newly incorporated as per new policies and new models in the organization.
MB 4105	MB 41105	R-8: The marketing Management syllabus needs to be updated	Changed have been made to units I, IV, and V.
MB 4106	MB 41106	<b>R-8:</b> SSG recommended a change in the subject credit.	The credit and name have been changed and renamed as Statistical Inference for Decision Making.
MB 4107	MB 41107	R-8: The credit and name have been changed as per the SSG recommendation.	The subject has been renamed as Financial Accounting and Control
MB 4108	MB 41108	R-8: The syllabus needs revision towards the upgradation and enrichment of the MBA curriculum.	Implemented as per the SSG recommendation.
MB 4109	MB41109	R-8: The syllabus should be updated as per the new norms.	Unit I, III, IV, and V are newly incorporated as per new policies in HRM.
MB4201, MB42		R-8: SSG recommended delete two subjects- Professional Communication II and Business Ethics and CSR	Implemented as per the SSG recommendation.

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MB4204		R-8: SSG recommended modify the old subject Operation Research with the new curriculum.	Ine syllabus has been modified and the subject has been renamed as Decision
MB4202	MB42102		Implemented with code change.
MB4203	MB42103		Implemented with code change.
MB4205	MB42105	R-8: The syllabus needs revision towards upgradation and	d
MB4206	MB42106	enrichment of the MBA curriculum	Implemented with code change.
MB4207	MB42107		All the recommended changes have been made in the syllabus.
MB4209	MB42109		Implemented with code change.
		R-8: A new subject needs to be introduced considering the current industry requirements Busines Analytics and Intelligence	t A new subject has been introduced for the
MB4208	MB42108	R-8: SSG recommended to modify the subject Busines Environment.	
MB 4301		R-8 Delete one core subject as pe the recommendation— Project Management.	
			Finance Specialization, with a new syllabus in pgradation and enrichment of the MBA n.
MB4303	MB4303	R-8 SSG recommended to delete the old subject: Banking and Indian Financial System,	Replaced with Indian Financial System.
MB4304	MB4304	- Country Provide the Country of the	Replaced with Banking and Insurance Management.
MB4305	MB4305	1	Replaced with Financial Econometrics

MB4306	MB4306	Working Capital Management,	Replaced with Behavioural Finance
MB4307	MB4307	Security Analysis and Portfolio Management	Replaced with Modern Investment and Portfolio Management
			rith a new syllabus in Marketing Specialization and enrichment of the MBA curriculum.
MB4308		R-8 SSG recommended to delete the old subject-Consumer Behaviour,	Replaced with Consumer Behaviour & Relationship Management
MB4309		Digital Marketing,	Replaced with Digital Marketing & Analytics
MB4311		Customer Relationship Management,	Replaced with Advertising & Brand Management
MB4312		Integrated Marketing Communication	Replaced with Advance Marketing Research.
MB 4310		R-8: The Syllabus Marketing of Services should be updated with new norms prevailing in the market.	New content has been added to the course to prepare students for the market.
R-8 SS Manag	SG recomm ement Spec	ended a new basket of four subje	ects, with a new syllabus in Human Resource owards the upgradation and enrichment of the culum.
MB 4313			Replaced with Negotiation and Counselling
MB 4314		R-8 Delete the old subject as per the SSG recommendation- Negotiation and Conflict	Replaced with Human Resource Information System
MB 4315		Management, Human Resource Planning & Development,	Replaced with Organizational Design and Management
MB 4316		Organizational change &intervention strategies, Counseling Skills for Managers	Replaced with Industrial Psychology.
MB 4317		R-8: The syllabus should be updated with new norms and laws prevailing in the market Industrial Relations and Labour Laws.	Units are to be modified as per the recommendations.

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MB4318	R-8 Delete the old subject - Technology Innovation Management,	Replaced with Supply Chain Analytics.
MB4319	Service Operations Management,	Replaced with Procurement and Vendo Management
MB4331	Planning and Control Operations,	Replaced with Operations Planning and Control
MB 4323	Total Quality Management	Replaced with Quality Toolkit for Managers
MB4321	R-8: The syllabus of Material Management should be updated with new norms prevailing in the market.	Implemented.
MB4322	R-8: The syllabus of Retail Distribution and logistics should be updated with new norms prevailing in the market.	New content has been added to the course to prepare students for the market.
MB4324	R-8: SSG recommended to delete one subject - International Business Laws in International Business specialization as per the requirement.	Replaced with the new name International Economics and Policy.
SSG recomme semester in r	ended a basket of five subjects of Busin	ness Analytics a new specialization- in the third is the upgradation and enrichment of the MBA im.
MB 4328, MB 4329, MB 4330, MB 4309 MB 440, MB 44		New Subjects introduced as per the SSC recommendation: Data Exploration and Visualization, Data Analysis with R, Statistical and Computationa Data Analysis, Block Chain Technology: A Management Perspective, Foundation of AI Data Science, and Data Analytics Implemented as per recommendation: Project Planning & Control, Business Ethics and Corporate Governance

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	R-8 Delete the old subject -	
MB 4404	Mergers and Acquisitions,	Replaced with Corporate Restructuring as per the recommendation.
MB 4405	Financial Derivatives,	Replaced with Financial Analytics as per the recommendation.
MB 44	International Accounting and Corporate Reporting (IACR)	Replaced with Fintech and Sustainable Finance as per the recommendation.
MB 4409, MB 4410, MB 44	R-8 SSG recommended to delete the old subjects in Marketing Specialization as per the new market trends – Rural Marketing, Sales and Distribution Management, and Industrial Marketing	
MB 4407	R-8 Retail Management syllabus needs to be updated as per current new Indian Retailing Industry.	Recommended changes havebeen made in Units I, III, and V.
MB 4408	R-8 International Marketing syllabus needs to be updated as per current requirements.	All the recommended changes have been made in Units II, III, and IV.
MB 4412 MB 44	R-8 As per the suggestions of SSG, two old subjects need to be deleted from Human Resource Specialization:  Compensation Management, Organizational Development	Two new subjects have been introduced as replacements - HR Analytics and Strategic HRM.
MB4411	R-8 Entire Syllabus should be updated in International Human Resource Management. with newnorms.	The entire syllabus from Unit -1 to Unit 5 has been changed and implemented as per the recommendations.
MB 4413, MB 4414	R-8 SSG recommended to delete the old subjects Performance Management and Training and Development.	Replaced with Performance and Reward Management and Human Resource Development.
The second secon		with a new syllabus in Supply Chain and owards the upgradation and enrichment of the culum.
MB4415, MB4416, MB4417,	R-8 Old Basket: Operations strategy and control, E - Business operations,	New Basket as per recommendation: Strategic Supply Chain Management, ERP Solutions to Supply Chain Management,
MB4418, MB4419,	Infrastructure project management, Supply chain	International Logistics Management, Maritime and Airport Management, Regulatory

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MB4420	performance measurement, Reverse logistics, Procurement management	Compliances in Supply Chain Management, Warehouse and Distribution Management
	R-8 SSG recommended to delete the old subjects: Crosscultural management, Global financial markets and instruments, International business laws, and arbitration.	Replaced with International Human Resource Management, International Financial Management, Legal Framework For International Business as per the recommendation.
MB4408	R-8 International Marketing course needs to be updated as per the current requirements.	All the recommended changes havebeen made in Units II, III, and IV.
		ess Analytics a new specialization- in the fourth s the upgradation and enrichment of the MBA
MB 4424, MB 4425, MB 4426, MB 4427	R-8 SSG recommended to delete the old subjects – Social Media Marketing, Business	Replaced with new subjects: Machine Learning and application, Data Analysis using Python, Managing Cyber Security Risks, Predictive Analytics Using Big Data, Marketing Analytics
	R-8 As per the suggestion of SSG an old subject Management of agriculture input marketing should be deleted in the Agri-Business Management specialization in the fourth semester.	Agri – business.

Orientation Program	R-1 It is recommended that separate and extensive orientation programs be arranged for both new and existing students so they can get the assistance they need for their educational journeys, SSG also proposed that VACs and Minor/Open Electives subjects should be added to the curriculum along with	Implemented in the activity calendar planned for 2024-25.
	industry-oriented and skill-based courses be added to the subject's curriculum to enhance its range of choices. It was suggested that for industry requirements, online courses for the enhancement of entrepreneurship skills and employability shall be introduced. SSG also recommended introducing labs	on Iniversity

	in the practical-oriented subjects.
Cultivating Research Excellence	R-2 The SSG recommended including flipped Provide real-world experiences and classrooms and mini-projects in the normal insights by engaging with different organizations and industry professionals.  Moreover, it has been stressed that Case Studies be incorporated into each core course to enhance theoretical lessons and successfully integrate them into the curriculum. Encouraging students to conceptualize by including research in their courses and encouraging them to research projects by providing mentorship from faculty members and making sure they have access to research facilities by arranging academic conferences and seminars to showcase student work and promoting teamwork.
Technology Facilitation	R-3 The SSG recommended making sure that practical Collaborating with academic lessons run well in terms of consistency, content departments to develop new courses quality, and amount of time allotted to helping with a research focus or to add students grasp the material and offering a setting programs. where students can strengthen their abilities, gain confidence, and acquire the competence required to excel in their future employment.
Understanding Cross-Border Challenges	R-4 It was recommended that subjects like genderWill be added to the Department equality, the environment, human values, and wellness subjects like: International be included as they raise students' knowledge about Economics and Policy, International issues that take place within and beyond the borders of Human Resource Management, the country.  International Financial Management, Legal Framework for International Business.
Beyond the Classroom activities	R-5 SSG suggested arranging regular internal events Incorporated by means of Class like extempore, debates, and new reading exercises to Room & OutreachActivities. help students' verbal and writing communication skills.  Outreach programs, including as workshops, internships, and industry visits, should be firmly prioritized in order to develop students' talents, which will then enable them to perform well in job interviews and incorporate enthusiasm throughout the

	curriculum.	
Web Based Platforms	R-6 It was proposed that students be educated on how to effectively access and employ the e-learning systems and QLRC resources provided.	
Assessment Criteria	R-7 It was recommended by SSG that Project-based A2 assignments should be implemented that include both quick and slow learners.	
Content Relevance and Quality	R-8  SSG recommended to delete one subject-Business communication and correspondence.  SSG recommended modify the old subject Information Technology Applications for Managers with the new curriculum.  The syllabus should be updated as per the new norms prevailing in the market.  The syllabus should be updated as per the new norms in Organizational Behaviour.  The marketing Management syllabus needs to be updated as per current corporate requirements.  SSG recommended a change in the subject credit.  The credit and name have been changed as per the SSG recommendation.  The syllabus needs revision towards the upgradation and enrichment of the MBA curriculum.  The syllabus should be updated as per the new norms.  SSG recommended delete two subjects-Professional Communication II and Business Ethics and CSR  SSG recommended modify the old subject Operation Research with the new curriculum.  The syllabus needs revision towards upgradation and enrichment of the MBA curriculum.	Revised and updated curriculum and teaching approaches to ensure students remain in sync with current industry requirements. Provide customized technical assistance to students based on their individual needs and professional goals.

A new subject needs to be introduced considering the current industry requirements Business Analytics and Intelligence

SSG recommended to modify the subject Business Environment.

Delete one core subject as per the recommendation—Project Management.

SSG recommended to delete the old subject:

Banking and Indian Financial System,

Risk Management and Insurance,

Financial Services,

Working Capital Management,

Security Analysis and Portfolio Management

SSG recommended to delete the old subject-Consumer Behaviour,

Digital Marketing,

Customer Relationship Management,

Integrated Marketing Communication

The Syllabus Marketing of Services should be updated with new norms prevailing in the market.

Delete the old subject as per the SSG recommendation- Negotiation and Conflict Management, Human Resource Planning & Development, Organizational change & intervention strategies, Counseling Skills for Managers

The syllabus should be updated with new norms and laws prevailing in the market Industrial Relations and Labor Laws.

Delete the old subject - Technology Innovation Management, Service Operations, Management, Planning and Control Operations, Total Quality Management

The syllabus of Material Management should be updated with new norms prevailing in the market.

The syllabus of Retail Distribution and logistics should be updated with newnorms prevailing in the market.

SSG recommended to delete one subject -International Business Laws in International Business specialization as per the requirement.

SSG recommended to delete the old subjects - E-Business, Content Marketing, Mobile Marketing, Digital Marketing, and introduced new subjects.



SSG recommended to delete two core subjects in the Fourth semester – Strategic Management and ..... as per the new market requirements.

Delete the old subject – Mergers and Acquisitions, Financial Derivatives, International Accounting and Corporate Reporting (IACR)

SSG recommended to delete the old subjects in Marketing Specialization as per the new market trends – Rural Marketing, Sales and Distribution Management, and Industrial Marketing

Retail Management syllabus needs to be updated as per current new Indian Retailing Industry.

International Marketing syllabus needs to be updated as per current requirements.

As per the suggestions of SSG, two old subjects need to be deleted from Human Resource Specialization:

Compensation Management, Organizational Development

Entire Syllabus should be updated in International Human Resource Management. with newnorms.

SSG recommended to delete the old subjects Performance Management and Training and Development.

Old Basket:Operations strategy and control, E-Business operations,Infrastructure project management, Supply chain performance measurement, Reverse logistics, Procurement management

SSG recommended to delete the old subjects: Cross-cultural management, Global financial markets and instruments, International business laws, and arbitration.

International Marketing course needs to be updated as per the current requirements.

SSG recommended to delete the old subjects – Social Media Marketing, Business intelligence and analysis, Cyber law, Search engine optimization methods, Applied GIS and spatial data analytics.

As per the suggestion of SSG an old subject Management of agriculture input marketing should be deleted in the Agri-Business Management specialization in the 4th semester.

In Basket Agri-business the subject Management of Agribusiness Cooperatives must be modified with the topic of usage of cold storage.



#### Training for Placement

R-9 The board was certain about preparing students for the demands of the workforce, skill-enhancing activities including aptitude testing, group discussions, and interviews should be prioritized. To improve employability and industry readiness, they suggested putting in place accredited training programs and workshops. The board also emphasized how crucial it is for students to participate in intense placement preparation courses and industry mentorship programs. These programs would help students behave better at work, especially in terms of gaining leadership skills, which might accelerate career progression.

To enhance students' placement comprehensive prospects, a training program will implemented. This will include conducting regular mock interviews to build confidence improve communication skills. Industry experts will be invited for guest lectures. providing insights into current market trends and expectations. Workshops on resume writing and personal branding will equip students with tools to showcase their strengths effectively. Soft skills training sessions will focus on developing crucial workplace attributes like teamwork, leadership, and problem-solving.

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