



Gujarat Technological University

Global MBA Program

Report on **5th Faculty Development Program (FDP) for MBA** **July 26-27, 2012** **Ahmedabad – Gujarat - INDIA**

About the University

Gujarat Technological University (GTU) is a premier and the largest university created by Government of Gujarat. GTU has nearly to 500 affiliated Colleges where over 3,50,000 students are studying professional degree courses namely MBA, MCA, Engineering & Technology, and Pharmacy at undergraduate and graduate (post-graduate) level. GTU also offers the largest research program at doctoral (PhD) level to about 300 doctoral research students in these areas. Some 132 MBA Colleges / Institutes are affiliated to GTU where about 16,000 students are studying 2 year full time MBA (Master of Business Administration) Program. Please visit www.gtu.ac.in for details.

GTU's Global MAB Program

Gujarat technological University is the first university in the country offering a **refreshing Global MBA (Master of Business Administration) Program** from the last Academic Year 2011-12 (July-June), which has begun to breed successful MBAs, both doing jobs in industries / businesses / NGOs as well as setting up their own Enterprises. **The Global MBA program offers nine (9) Specializations and twelve (12) Electives** to choose from, in addition to **Basic and Core subjects**. Some new specializations are: **1) International Business, 2) Rural & Agri-Business, 3) Banking & Finance, 4) Asian Business, and 5) Sustainable Global Business**. New Electives include: **Gandhian Philosophy for Managing Business, Project Management, Enterprise Resource Planning (ERP), Supply Chain Management (SCM)** etc. Please visit the link <http://www.gtu.ac.in/syllabus.asp> for the Global MBA program syllabus.

5th Faculty Development Program (FDP) for MBA

GTU organized the 5th Faculty Development Program (FDP) for its Global MBA Program at AMA Centre, Ahmedabad on July 26-27, 2012.

Some 307 faculty members from 42 MBA Institutes affiliated to GTU had participated in the Faculty Development Program which was carried over 9 sessions. **During last two years, GTU has trained over 1,100 MBA Faculty members from about 100 MBA Colleges of Gujarat by inviting about 55 faculty trainers, perhaps the largest FDP for MBA in India till date.**

The unique component of the FDP is that it covered not only the basic specializations of Marketing, Finance, HR but also new specializations like Information Systems Management, International Business Management, Banking and Insurance, Rural and Agro Based Management, Asian Business and Sustainable Global Business. The FDP basically focused on developing subject knowledge, case method of teaching, qualitative and quantitative teaching methods, and innovative pedagogical techniques.

The two-day power-packed FDP, covering the rationale and pedagogy of Global MBA program as well as details of 'how to teach' the new subjects, is designed to improve teaching quality, evaluation and professionalism which can then lead to self-propelled changes in teaching-learning process. The need of Faculty Development Program is felt so as to make the faculty members aware about the latest methods and techniques including Case Method of Teaching, and enable our faculty members to understand appropriate techniques and methodology for use in the classroom while teaching. The FDP will also help in developing better-equipped and knowledgeable faculty members, who will hopefully become more effective role models for today's smart students.

Day 1:

Inaugural Session

The 5th FDP was inaugurated by **Dr. Akshai Aggarwal, Vice Chancellor**, Gujarat Technological University in presence of **Prof. M. N. Patel, Principal, Director of GTU** and Principal, L. D. Engineering College, **Dr. G. P. Vadodaria, Controller of Examination**, GTU, **Dr. Rajesh Khajuria, GTU Convener for FDP** for MBA and Director, SMJV's CKSV Institute of Management, Vadodara, **Dr. J. P. Joshipura**, Director, Som-Lalit Institute of Management Studies, Ahmedabad.

Inauguration Speech by Dr. Akshai Aggarwal 26th July, 2012

Dr. M N Patel addressing the audience



Dr. Akshai Aggarwal, Vice Chancellor, Gujarat Technological University said, “GTU tries to provide the best learning environment to the students. We should try to get respect from the society as a good university. There is going to be scope of employment of 10,000 MBAs in Gujarat but we should make our students employable enabling them to get the desired job.”

Prof. M. N. Patel, Principal, L. D. College of Engineering, quoted, “Today many universities are just responsible for Pravesh (Entry), Pariksha (Exams) and Parinaam (Results) only, but GTU has got more pro-active and had taken responsibilities beyond those things.”

Dr. G. P. Vadodaria, Controller of Examination, GTU, had insisted the faculty members to take extra care in assessing answer books and negligence should be avoided.

Dr. Rajesh Khajuria, Convener-FDP suggested: “In order to make students employable, the Institutes should stretch their working hours and get each and every student connected with a local business unit, SME, Industry or NGO on every week-ends in order to learn practical aspects of business which is also a objective of **Module V** of every subject under the GTU Curriculum. Training of students for becoming **Entrepreneurs** reduces the pressure of placement on the Institute. Hence every College should set up a Centre for Entrepreneurship Development (CED) which GTU can provide leadership for. Recently, our Management institute SMJV’s CKSVIM, Vadodara set up a **Centre for Entrepreneurship & Enterprise Development (CEED)**, which was inaugurated by Dr Madhukumar Mehta, Chief Mentor, International Centre for Entrepreneurship & Technology (icreate, a JV with Government of Gujarat) and Shri Nilesh Shukla, Sr. VP, Vadodara Chamber of Commerce & Industry (VCCI) to offer the first 10-weekend program on EDP for SMEs Growth for SME Owners and Directors.”

Dr. Rajesh Khajuria, Convener addressing the participants



Faculty Participants, 26th July, 2012



Dr. J. P. Joshipura, Director of Som-Lalit Institute of Management Studies had appealed to participants to learn from **Chinese** to identify every opportunity and encash the same at its best.

The inaugural session ended with vote of thanks to Hon. Vice Chancellor, Controller of Examination, resource persons and participants for coming all the way from Gujarat.

Session-wise detailed report is presented below:

Session 1: Hall 1 Combined (Pre-Lunch)

**GTU's Global MBA Program: Academic and Industry Perspective:
Dr J P Joshipura and Dr Rajesh Khajuria**

The first session on day one was conducted by Dr. Rajesh Khajuria and Dr. J. P. Joshipura covering the utility of all the new specializations to MBA students.

The second and third session were conducted in parallel methods to cover in detail the pedagogy to be adopted while teaching new specializations of Banking and Insurance, Rural and Agro Based Management, Asian Business, Sustainable Global Business and Marketing.

Dr Joshipura said about 3 lakh SMEs offer a large number of opportunities for MBAs in Gujarat for gaining training and then work-experience. Secondly, the upcoming projects like GIFT cities, GIDC & IL & FS are best examples for greater opportunity in Gujarat. Basically 28.6% Job opportunity in Software services, 10.2% in Marketing & 16.35 in R & D, where as 36% in Sales & Business development. So it is better to encourage students for such an exciting field to enter in to.

Dr Khajuria gave a presentation made by him and Mr. Ankit Shah, Asst. Professor & Training & Placement Officer of CKSVIM on the sources of information from where the teachers and students can get more inputs for working on Global & Country Study.

Sources of information for Global & Country Study (GCR) – A Compulsory Practical Project:

- **commerce.nic.in** - The basic role of the Department of Government of India is to facilitate the creation of an enabling environment and infrastructure for accelerated growth of international trade.
- **fieo.org** - The Federation of Indian Export Organisations known popularly as "FIEO", this apex body of Indian export promotion organizations was set up jointly by the Ministry of Commerce, Government of India and private trade and industry in the year 1965. FIEO is thus a partner of the Government of India in promoting India's exports.

- **eximbankindia.com**- Export-Import Bank of India is the premier export finance institution of the country, set up in 1982 under the Export-Import Bank of India Act 1981. Government of India launched the institution with a mandate, not just to enhance exports from India,
- **aepcindia.com** - Incorporated in 1978, AEPC is the official body of apparel exporters in India that provides invaluable assistance to Indian exporters as well as importers/international buyers who choose India as their preferred sourcing destination for garments.
- **projectexports.com**- Project Exports Promotion Council of India (PEPC) is an export promotion council set up by the Government of India in 1984 (as Overseas Construction Council of India).
- **escindia.in**- Electronics and Computer Software Export Promotion Council (ESC), sponsored by the Government of India is India's largest Electronics and IT trade facilitation organization.
- **indiatradefair.com** - The basic role of the Department of Government of India is to facilitate the creation of an enabling environment and infrastructure for accelerated growth of international trade.
- **eepcindia.org** - The EEPC INDIA (Formerly Engineering Export Promotion Council) was set up in 1955 under the sponsorship of Ministry of Commerce & Industry, Govt. of India, for export promotion of engineering goods, projects and services
- **cashewindia.org** - The Cashew Export Promotion Council of India (CEPC) was established by the Government of India in the year 1955
- **fita.org** - The FITA Global Trade Portal, is the source for international import export trade leads, events, and links to 8,000 international trade (export import) related Websites.
- **export.gov** - Export.gov is managed by the International Trade Administration in US.
- **wto.org** - It is an organization for trade opening. It is a forum for governments to negotiate trade agreements.
- **indiancarpets.com** - The CEPC was established by the Ministry of Textiles of the government of India to promote the export of hand-knotted rugs and all other types and styles of floor coverings from India.
- **pharmexcil.org** - the recommendations of four major Pharma associations made the Ministry of Commerce & Industry to realize the need for separate export promotion council. Accordingly, pharmaceuticals Export Promotion Council (PHARMEXCIL).
- **wto.org** - It is an organization for trade opening. It is a forum for governments to negotiate trade agreements.

There are **Export Promotion Councils in India** from where the faculty and students can get more information.

- **ENGINEERING EXPORT PROMOTION COUNCIL**
WebSite: <http://www.eepc.gov.in>
- **OVERSEAS CONSTRUCTION COUNCIL OF INDIA**
Website : <http://www.occi.org>

- **BASIC CHEMICALS, PHARMACEUTICALS AND COSMETICS EXPORT PROMOTION COUNCIL**
Website: <http://www.chemexcil.com>
- **PLASTICS & LINOLEUMS EXPORT PROMOTION COUNCIL**
Website: <http://www.plexcon.com>
- **COUNCIL FOR LEATHER EXPORTS**
Website : <http://www.leatherindia.com>
- **SPORTS GOODS EXPORT PROMOTION COUNCIL**
Website : <http://www.sportsgeepc.com>
- **ELECTRONICS AND COMPUTER SOFTWARE EXPORT PROMOTION COUNCIL**
Website: <http://www.indiansources.com>
- **APPAREL EXPORT PROMOTION COUNCIL**
Website : <http://www.aepc.com>
- **COTTON TEXTILE EXPORT PROMOTION COUNCIL**
Website : <http://www.texprocil.com>
- **EXPORT PROMOTION COUNCIL FOR HANDICRAFTS**
Website : <http://www.epcd.asiansources.com>
- **WOOL & WOOLENS EXPORT PROMOTION COUNCIL**
Website : <http://www.wwepc.com>

Session 2: Hall 1 (Post-Lunch Parallel)

How to teach New Specialization Subjects:

How to teach International Business:

Shri S V Modi, Export – Import Consultant and Course Director, AMA

There are immense opportunity Indian export & import because India shares only 15 in international business. He had advised to visit website of International chamber of commerce, Central Tariff act to refer for Export & import.

Import is also a lucrative sector for employment opportunities. Re-import means Importing goods after exporting same goods in the foreign country.

Reason for Re-importing:

No demand of goods in International Market

Buyer has not paid the amount

Buyer has not got the goods on time

Re-importing goods for repair or maintenance

He had also explained some of the terminologies used in International Business like Merchant trade: Buying goods by country 'C' from 'A' country & directly selling the same goods to 'B' country. Duty includes Custom duty, excise duty, country specific duty, Anti dumping duty. Dumping means international country sell their goods in India at cheaper rate than what they sell in their own country. Custom duties are decided based on classification of the goods.

Shri S. V. Modi is coming up soon with a book titled –“Export & Import for SSI unit & Businessmen”.

Rural & Agro Based Management

Dr. S. O. Junare, Dean GTU and Director, National Institute of Cooperative Management

There are 63000 co-operative societies in Gujarat & 85000 Branches of Commercial banks offering wide scope for students of Rural & Agro Based Management. Taking Indian culture & opportunity in to consideration specialization called Rural & agro business has started which can give great opportunity to the students or existing farmer's children. There are numbers of co-operatives like Tomato, Fisheries, Handicraft, Handlooms, Lemon, Potato has developed. The Live report is also available from "Agricultural Production & Import Potential of industry - APIPI".

Feedback: About 94% participants rated the above sessions between 'Good – Very Good – Excellent'.

Session 3: Hall 2 (Post-Lunch Parallel)

How to teach Marketing Specialization Subjects:

Dr. Kunjal Sinha, Ms. Neha Patel and Ms. Supriya Bhutiyani

There were 18 faculty participants for this session. **Dr. Kunjal Sinha** started with her presentation with the fact that predicting consumer's behaviour is difficult with some practical examples. Dr Sinha had a talk regarding consumer behaviour subject and how it could be made interesting for the students in a class of 60. A four step process viz. (1) Start with a question (2) Explain the concept (3) Use application exercise (4) Conclude the session - was discussed which can be used in class for making the subject interesting and meaningful for the students. Various application exercises were discussed like Debate, Case Study, Role Play, Field Research, Scenarios, Consumer Focus Group, Brainstorming, Selling a product, analyzing the advertisements, creating the advertising, and introspective exercises. Various sources of information for marketing related subjects were shared with the faculty participants present.

The second part of the Marketing Management session on Integrated Marketing communication was conducted by **Ms. Neha Patel and Ms. Supriya Bhutiyani**. During her session, the common bottle necks faced while teaching this course were discussed at length. Post that, the various topics and sub-topics were discussed. Types of some model examples were identified so as to meet the requirements of teaching style and methodology. Module V, the practical part of the course was also intertwined along with the topics. Focus on the practical element was stressed since the course would be incomplete without it. The emphasis was on making the course interactive, practical and contemporary for the students. The exam format was also discussed along with the selection of the topics from various textbooks.

Feedback: About 86% participants rated the above sessions between 'Good – Very Good – Excellent'.

Day 2:

The second day covered five sessions running parallel giving the details the pedagogy of Quantitative Analysis, Research Methodology, Financial Management, Case Studies, HRM and personality development programs under Finishing School, Managerial Communication and SCOPE English Program.

Session 4: Hall 1 (Pre-Lunch Parallel)

How to teach Quantitative Analysis (QA):

Dr. Chinnam Reddy, Dean GTU and Director, Marwadi Management College

The FDP of QA has started with an interesting story regarding the invention of Regression Analysis. Dr. Chinnam Reddy stated the core objectives of this subject in MBA curriculum. With lucid and simple style of presentation, Dr. Reddy, explained the module wise details, reference books to be used, practical examples to be incorporated, practical examples to be emphasized, and most importantly how to generate the interest in a quantitative subject. Along with some practical examples, Dr. Reddy discussed various techniques and methods of QA and how to make them as simple as possible so that the student fraternity can understand it easily. An interactive discussion between participants and resource person enable all of us to understand the teaching methodology of QA. Most of the queries and questions are satisfactorily attended by Dr. Reddy.

How to teach Research Methodology:

Dr. Kerav Pandya, Associate Professor, CKSVIM, Vadodara

Dr. Kerav Pandya started his presentation with the objectives of the fifth FDP program of GTU. He emphasized that students should understand the application part of each topic of the subject and for that faculties should not discuss only the theoretical topics. Faculties should explain Module V work with its importance in the very first session of the subject. He also discussed about listed books and invited suggestion and feedback for the same. The different techniques for teaching the subject were also discussed like, lectures, case studies, guest talks, field visit and projects. Further he discussed first four module contains and appropriate books for different consents related to the topic. The main focus was on module V. Dr Pandya started the topic by inviting the faculties in the audience to share their individual experiences of last year teaching. The students should select the topic of Module V in the first week of academic session so that they understand and complete the theoretical topic with practical work. He also encouraged the importance of periodic evaluation. The last topic covered was Research Proposal and questionnaire preparation. The session was interactive and knowledgeable.

Feedback: About 86% participants rated the above sessions between 'Good – Very Good – Excellent'.

Session 5: Hall 2 (Pre-Lunch Parallel)

How to teach Finance Specialization Subjects:

Dr. Jagdish Joshipura, Director, Som-Lalit Institute of Management

There were **69** faculty participants who attended this session. Following are various issues discussed by **Dr. Jagdish Josphipura** discussed related to teaching finance specialization subjects:

- Fund raising methods (IPO, Private Equity/Venture Capital, Right Issue)
- For IPO most important is Valuation of Share may be on the basis of Book Building or fix price issue
- Book building means a price discovery mechanism in which price is decided through bidding process
- Fixed price means price decided by company in Consultation with merchant banker
- Statement by Deputy Governor of RBI: “Indian Population accumulates gold that’s why Indian Balance of Payment is in Adverse Situation”.
- Criteria for IPO (Governed by RBI Deputy Government):
- Issue Size < 100 Crore : Min 25% of post issue needs to be paid up capital
- Issue size > 100 Crore : Min 10% of post issue needs to be paid up capital
- Condition for Book Building: 50% Invested by QIB, 15% by HNI & Min 35% by Retail Investors
- Project appraisal is done through bank or Financial Institutions for checking viability of Project. It might be financial, Technical or Production related appraisal.
- Different committees review on Finance like Taraporwala committee & Narsimham committee

How to teach Case Study in Finance Subjects:

Dr. P G K Murthy, Dean GTU and Director, J K Patel Institute of Management

There were **69** faculty members participants who attended this session. **Dr. P G K Murthy**, discussed the case study of “Annual report: King Fisher 2012, Jet Airways 2012”. The case study was discussed in details with the faculty participants so as to make them understand how to teach case study in finance specialization subjects. He also recommended visiting websites of **RBI, SEBI, NSE, and BSE** at least once a week to get knowledge and be updated in the important areas of finance.

Feedback: About 86% participants rated the above sessions between ‘Good – Very Good – Excellent’.

Session 6: Hall 1 (Post-Lunch Parallel)

How to Teach HRM SPECIALIZATION SUBJECTS

Resource Person: Dr. Trupti Almoula, Director, Narmada College of Management

Dr. Trupti Almoula, I/C Director, Narmada College of Management, Bharuch, gave an overview of how to effectively teach the HRM specialization subjects of the new MBA curriculum viz. Change Management & OD, Compensation Management & MIR&LL. She focused a lot on taking up case-studies and live company examples from the contemporary business world, to teach each module. This will enable in a clear understanding of the concept. She discussed in detail how each module can be taught to make it more palatable and interesting for the students. She made the session a very interactive one by taking suggestions from the faculty members as well as with a live discussion on how to effectively

teach the HRM specialization subjects. She focused on the various skills to be possessed by the faculties to take the pedagogy of HR in new heights.

Feedback: About 94% participants rated the above sessions between 'Good – Very Good – Excellent'.

Session 7: Hall 2 (Post-Lunch Parallel)

FINISHING SCHOOL PROGRAM COURSES & MANAGERIAL COMMUNICATION

Dr. Alpesh Joshi, Ms. Ranjita Banerjee and Mr. Manish Joshi

Dr. Alpesh Joshi, Associate Professor, Atmiya Institute of Technology & Science, Rajkot, gave an overview of the teaching of Managerial Communication as a subject, with special reference to Phonetics and Phonology. He started with the history of phonetics and gave an overview on its application as well as the layers of phonetics. He gave some application exercises on transcriptions/ pronunciation as well as finding substitute words for some commonly spelt words. He discussed on the usual mistakes made by teachers as well; he spoke on the need of meticulous language to be spoken, especially by the language teachers. His session turned out to be very interesting with lot of interactions and discussions on common mistakes made while speaking English.

Ms. Ranjita Banerjee, Asst. Professor, C K Shah Vijapurwala Institute of Management, Vadodara, gave an overview of the **Finishing School Program** with special reference to the **SCOPE Program**. She gave an overall understanding of the essence of Foreign Language, Spreadsheet, Quantitative Techniques and SCOPE Program for Basic English skills. She talked about the essence of SCOPE Program especially due to its International recognition, the overview of the courseware and its evaluation. The discussion was based on how the GTU colleges/ Finishing School coordinators need to move ahead with reference to the new tie-up between GTU Colleges and SCOPE recently; and with respect to the Two-day GTU-FDP for English Training & Certification which was held by SCOPE on 31st March - 1st April 2012 at AMA, Ahmedabad. She concluded by saying that each student of MBA should earn 9 credits as part of the Finishing School Program, as it has been incorporated in GTUs New MBA Curriculum. The session ended-up with an open-forum and various questions by faculty members were also attended and solved satisfactorily.

Mr. Manish Joshi, Visiting Faculty, C K Shah Vijapurwala Institute of Management, Vadodara, took up the Session on '**Business Etiquette**' as one of the Foundation Courses to be taught as a part of the Finishing School Program. He discussed about the course content of the subject, with reference to live experiences. He shared the teaching methodology as well as the evaluation and assessment part of the students through Personal SWOT, role-playing, presentations and the like. He discussed a lot on 'perception' and 'personal behaviour' to be expected from instructors, as well. He further spoke on the necessity to build self-confidence in our students so that they can hold respectable positions as future managers.

Feedback: About 91% participants rated the above sessions between 'Good – Very Good – Excellent'.

All the participants expressed that they had wonderful days at AMA and expressed, they are fortunate enough for attending GTU FDP for Global MBA Program, and that this experience would take them a long way in their career prospects.

Detailed Feed Back Analysis

New MBA Specializations
Shri S V Modi, Dr. S.O.Junare & Dr. Rajesh Khajuria

No. of Feedback Forms Received: 15

FEED BACK ANALYSIS "International Business" (FDP 26th July 2012)						
Response of the participants (%)						
Sr. No.	Criteria	1=Needs improvement	2=Satisfactory	3=Good	4=Very Good	5=Excellent
I.	Regarding resource persons (Average opinion of all the resource persons)					
1	Subject & content	0	6	47	27	20
2	Presentation/Delivery of the resource person	7	13	47	27	6
3	Ability to create interest in the topic	13	13	27	40	7
4	Bringing practical knowledge of the subject	0	0	33	47	20
5	Interactions with participants					
II.	Infrastructure					
1	A.V / technical aids	0	0	13	67	20
2	Comfortable seating arrangements	0	0	13	60	27
III.	Hospitality arrangements					
1	Quality of food/refreshment	0	6	7	27	60
2	Hospitality by hosting staff	0	0	13	27	60
IV.	Registration desk					
1	Pre-registration formalities (before the FDP regarding timely information, mode of information)	0	0	33	34	33

Marketing Specialization Subjects
Dr. Kunjal Sinha, Ms. Neha Patel and Ms. Supriya Bhutiyan

No. of Feedback Forms Received: 18

FEED BACK ANALYSIS "Marketing Management" (FDP 26th July 2012)						
Response of the participants (%)						
Sr. No.	Criteria	1=Needs improvement	2=Satisfactory	3=Good	4=Very Good	5=Excellent
I.	Regarding resource persons (Average opinion of all the resource persons)					
1	Subject & content	0	11	39	28	22
2	Presentation/Delivery of the resource person	0	17	22	39	22
3	Ability to create interest in the topic	5	11	22	22	40
4	Bringing practical knowledge of the subject	0	11	39	33	17
5	Interactions with participants	6	5	39	39	11
II.	Infrastructure					
1	A.V / technical aids	0	11	28	50	11
2	Comfortable seating arrangements	0	28	17	28	27
III.	Hospitality arrangements					
1	Quality of food/ refreshment	5	5	22	55	13
2	Hospitality by hosting staff	0	11	34	44	11
IV.	Registration desk					
1	Pre-registration formalities (before the FDP regarding timely information, mode of information)	6	11	50	33	0

**Finance Specialization Subjects:
Dr. Jagdish Joshipura & Dr. P G K Murthy**

No. of Feedback Forms Received: 69

FEED BACK ANALYSIS "FINANCE" (FDP 27th July 2012)						
Response of the participants (%)						
Sr. No.	Criteria	1=Needs improvement	2=Satisfactory	3=Good	4=Very Good	5=Excellent
I.	Regarding resource persons (Average opinion of all the resource persons)					
1	Subject & content	5	5	30	30	30
2	Presentation/Delivery of the resource person	9	9	22	30	30
3	Ability to create interest in the topic	9	9	26	39	17
4	Bringing practical knowledge of the subject	9	9	9	43	30
5	Interactions with participants	5	4	30	35	26
II.	Infrastructure					
1	A.V / technical aids	0	9	39	39	13
2	Comfortable seating arrangements	9	0	39	35	17
III.	Hospitality arrangements					
1	Quality of food/refreshment	0	4	22	65	9
2	Hospitality by hosting staff	4	5	30	48	13
IV.	Registration desk					
1	Pre-registration formalities (before the FDP regarding timely information, mode of information)	13	22	30	35	0

Quantitative Techniques
Dr. Chinnam Reddy & Dr. Kerav Pandya

No. of Feedback Forms Received: 21

FEED BACK ANALYSIS "QA & RM" (FDP 27th July 2012)						
Response of the participants (%)						
Sr. No.	Criteria	1=Needs improvement	2=Satisfactory	3=Good	4=Very Good	5=Excellent
I.	Regarding resource persons (Average opinion of all the resource persons)					
1	Subject & content	4	14	41	32	9
2	Presentation/Delivery of the resource person	5	9	32	50	4
3	Ability to create interest in the topic	4	9	55	27	5
4	Bringing practical knowledge of the subject	9	14	36	23	18
5	Interactions with participants	5	9	23	45	18
II.	Infrastructure					
1	A.V / technical aids	0	8	23	55	14
2	Comfortable seating arrangements	0	13	23	50	14
III.	Hospitality arrangements					
1	Quality of food/refreshment	0	9	23	45	23
2	Hospitality by hosting staff	4	9	27	37	23
IV.	Registration desk					
1	Pre-registration formalities (before the FDP regarding timely information, mode of information)	4	14	37	36	9

HRM SPECIALIZATION SUBJECTS
Dr. Trupti Almoula

No. of Feedback Forms Received: 18

FEED BACK ANALYSIS "HR" (FDP 27th July 2012)						
Response of the participants (%)						
Sr. No.	Criteria	1=Needs improvement	2=Satisfactory	3=Good	4=Very Good	5=Excellent
I.	Regarding resource persons (Average opinion of all the resource persons)					
1	Subject & content	0	6	26	47	21
2	Presentation/Delivery of the resource person	0	5	21	42	32
3	Ability to create interest in the topic	0	5	10	53	32
4	Bringing practical knowledge of the subject	0	5	10	53	32
5	Interactions with participants	0	5	5	32	58
II.	Infrastructure					
1	A.V / technical aids	0	10	27	47	16
2	Comfortable seating arrangements	0	5	11	63	21
III.	Hospitality arrangements					
1	Quality of food/ refreshment	0	0	22	52	26
2	Hospitality by hosting staff	0	5	27	47	21
IV.	Registration desk					
1	Pre-registration formalities (before the FDP regarding timely information, mode of information)	10	6	37	37	10

FINISHING SCHOOL PROGRAM COURSES & MANAGERIAL COMMUNICATION
Dr. Alpesh Joshi, Ms. Ranjita Banerjee and Mr. Manish Joshi

No. of Feedback Forms Received: 19

FEED BACK ANALYSIS FINISHING SCHOOL (FDP 27th July 2012)

Response of the participants (%)

Sr. No.	Criteria	1=Needs improvement	2=Satisfactory	3=Good	4=Very Good	5=Excellent
I.	Regarding resource persons (Average opinion of all the resource persons)					
1	Subject & content	0	5	0	42	53
2	Presentation/Delivery of the resource person	0	26	36	32	6
3	Ability to create interest in the topic	0	5	5	32	58
4	Bringing practical knowledge of the subject	0	5	11	26	58
5	Interactions with participants	0	5	5	32	58
II.	Infrastructure					
1	A.V / technical aids	0	0	16	52	32
2	Comfortable seating arrangements	5	0	26	53	16
III.	Hospitality arrangements					
1	Quality of food/ refreshment	6	0	0	68	26
2	Hospitality by hosting staff	5	0	16	47	32
IV.	Registration desk					
1	Pre-registration formalities (before the FDP regarding timely information, mode of information)	0	31	21	32	16

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