

Abeda Inamdar Senior College

Of Arts, Science and Commerce, Camp, Pune-1 (Autonomous) Affiliated to Savitribai Phule Pune University NAAC accredited 'A' Grade

Syllabus for F.Y.B.B.A. **2021-22 (CBCS – Autonomy 21 Pattern)**

Course/ Paper Title	Business Organisation and System
Course Code	21CBBA121
Semester	П
No. of Credits	3+1=4

Objectives of the Course

Sr. No.	Objectives	
1.	To understand role and functions of modern business	
2.	To develop right understanding regarding business environment	
3.	To study how a business institution functions in a given economic set up	

Course Specific Outcomes

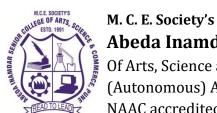
Sr. No.	Learning Outcome
1.	Students will understand the meaning of various concepts and trends in business and
	their relevance.
2.	Students will develop an understanding about the types of business organisations and
	their significance.
3.	Students will learn about the factors involved in setting up a business enterprise.

Unit No	Title with Contents	No. of Lectures
Unit I	Nature and evolution of business	15

	1. Concept of business and its characteristics, Objectives of	4
	business and prerequisites of a successful business	
	2. Development and evolution of Trade, Commerce and	
	Industry	3
	3. Recent Trends in Modern Business	
	i. Start-ups	
	ii. Business Process Outsourcing and Knowledge	
	Process Outsourcing	8
	iii. Entrepreneur & Homepreneur	
	iv. Online trading	
	v. Digital marketing	
	vi. Payment methods	
Unit II	Forms of Business Organisation	14
	1. Forms of Business Organisation and its selection	3
	2. Meaning, characteristics, advantages and Limitations of	8
	i. Sole proprietorship	
	ii. Partnership Firm	
	iii Limited Liability Partnership Firms and private	
	company	
	iv. Joint Stock Company	
	v. Virtual Business Organisations	
	vi. Boundary less Organisations	
	vii. OPC (One Person company)	
	3. Meaning and types of Business Combinations	3
Unit III	Setting up of a business enterprise	13
	1. Identification of ideas and opportunities, Influencing factors	2
	while setting up of business enterprise	
	2. Feasibility report of a business enterprise	2
	3. Size and location of a business enterprise	1
	4. Licensing and basic legal formalities to start a new	
	business enterprise	3
	5. Recent Government policies in India – Special Economic	
	Zone, Maharashtra Industrial Development Corporation,	
	Maharashtra Small Industries Development Corporation,	5
	Khadi and Village Industries Commission. Introduction to	

	Startup India, Standup India	
Unit IV	Domestic and Foreign Trade	12
	Levels of Distribution Channels and their role	4
	2. Domestic Trade:	4
	i. Concept of Domestic Trade	
	ii. Whole selling and Retailing	
	3. Foreign Trade:	4
	i. Concept of Export and Import	
	ii. Export and Import Procedure	

- Kaul, V. K. (2012). *Business Organisation and management: Text and cases*. Delhi: Pearson/Dorling Kindersley.
- Jain, K. S, Sherlekar, S.A & Jain, A.V. (2018). *Business Organisation*. Himalaya Publishing House.
- Sherlekar, S. A., & Sherlekar, V. S. (2018). *Modern Business Organisation and Management System approach*. Himalaya Publishing House.
- Maheshwari, R. P. & Mahajan, J.P. (2012). Business Organisation. International Book House.
- Vasishth, N. (2008). Business Organisation. Taxmann Publications.
- Jagdish, P. (2009). Business Organisation and Management. Kitab Mahal.



Abeda Inamdar Senior College

Of Arts, Science and Commerce, Camp, Pune-1 (Autonomous) Affiliated to Savitribai Phule Pune University NAAC accredited 'A' Grade

Syllabus for F.Y.B.B.A. 2021-22 (CBCS – Autonomy 21 Pattern)

Course/ Paper Title	Principles of Marketing
Course Code	21CBBA122
Semester	II
No. of Credits	3

Objectives of the Course

Sr. No.	Objectives	
1.	To develop understanding regarding marketing environment in the country.	
2.	To develop appropriate conceptual understanding of basic marketing concept.	
3.	To develop new understanding regarding services, rural marketing and new trends in marketing.	

Course Specific Outcomes

Sr. No.	Learning Outcome
1.	Students will understand the concepts and functions of marketing.
2.	Students will develop an understanding about the environment and segmentation in the Indian context.
3.	Students will develop a complete understanding about types of markets in developing economy.

Unit No	Title with Contents	No. of Lectures
Unit I	Introduction and Functions of Marketing	14

	4. Marketing concepts	2
	5. Objectives and Importance	2
	6. Functions of Marketing: Buying, Selling, Assembling,	
	Storage, Transportation, Standardization, Grading,	5
	Branding, Advertising, Packaging etc.	
	7. Various approaches to marketing	2
	8. Challenges and opportunity of marketing manager in	3
	international market	
Unit II	Marketing Environment and marketing segmentation	12
	Marketing environment	2
	2. Meaning Internal and external factors influencing	2
	marketing environment	
	3. Political, social economical international, technological	2
	multicultural environment	2
	4. Segmentation: Concepts, importance and its types of	4
	segmentation	
Unit III	Constituents of marketing mix	14
	Marketing mix - meaning	1
	2. Scope and importance of marketing mix	2
	3. Concept of a product mix	2
	4. Product characteristics - Intrinsic and extrinsic	2
	5. Price mix - meaning, element, importance of price mix,	2
	factors influencing pricing, pricing methods	
	6. Place mix - Place mix meaning and concepts of channel of	1
	distribution	
	7. Promotion mix - meaning, definitions, importance and	1
	limitations	
	8. People mix - meaning, concepts, elements and importance	1
	9. Process mix - stages	1
	10. Physical evidence - meaning, importance and components	1
Unit IV	Classification & types of market	14
	4. Conventional classification of markets	3
	5. Services marketing its main features, importance and	3
	growth functions – 7P's of Service Marketing	
1	6. Rural marketing features and its contribution to Indian	3

	economy		
7.	7. Recent Trends in Marketing		5
	i.	Green Marketing concepts	
	ii.	Digital Marketing	
	iii.	Virtual Marketing	
	iv.	Hybrid Marketing	

- Kotler, P., & Keller, K. L. (2016). *Marketing management*. Pearson.
- Ramaswamy. (2013). *Marketing management*. Tata McGraw-Hill Education.
- S.Neelamegham. (2012). *Marketing in India, cases and readings* (4th ed.). Vikas Publishing House.
- Baines, P., Fill, C., & Page, K. (2013). *Marketing*. Oxford HED.
- Fahy, J., & Jobber, D. (2019). Foundations of marketing. Tata McGraw-Hill Education.



M. C. E. Society's

Abeda Inamdar Senior College

Of Arts, Science and Commerce, Camp, Pune-1 (Autonomous) Affiliated to Savitribai Phule Pune University NAAC accredited 'A' Grade

Syllabus for F.Y.B.B.A. 2021-22 (CBCS – Autonomy 21 Pattern)

Course/ Paper Title	Principles of Finance
Course Code	21CBBA123
Semester	II
No. of Credits	3

Objectives of the Course

Sr.	Objectives	
No.		
1.	To develop foundation of basic concepts in the area of Finance, Money and various	
	financial instruments.	
2.	To develop proper understanding of various sources of external and internal Sources of	
	finance and their roles in business.	
3.	To understand concept of capital structure and Capitalizations and their relevance.	
4.	To list out various terms used in stock market and its overall procedure and functioning	
	of stock market for live trading from investment point of view.	

Course Learning Outcomes

Sr.	Learning Outcome	
No.		
1.	To understand role and importance in business Ability and the implication of finance on	
	business.	
2.	To understand the role and need of source of finance, determinants of size and type of	
	business, Sources of business finance and to learn about important features and their	
	applications considering their requirements in business.	
3.	To Understand how basic financial structure is designed, to know the constituents of a	
	financially sound business units and the ability to understand implications of various	
	constituents of capital units.	

4. To understand new and emerging trends in business finance and to understand about current issues related with new trends in business finance.

Unit No.	Title with Contents	No. of
		Lectures
Unit I	Basic concepts in Finance	12
	1. Finance:	4
	i. Definition, Nature and Scope	
	ii. Finance function viz. Financing Decisions,	
	Investment Decisions and Dividend decisions.	
	2. Financial Management:	4
	i. Meaning	
	ii. Approaches: - Traditional & Modern	
	iii. Role of finance manager.	
	3. Goal of Financing Management:	4
	i. Profit Maximization	
	ii. Wealth Maximization	
	iii. Profit Maximization vs. Wealth Maximization	
Unit II	Sources of Finance	14
	1. External Sources:	11
	i. Shares- Meaning, Types, Advantages and	
	Limitations	
	ii. Debentures- Meaning, Types, Advantages and	
	Limitations	
	iii. Borrowing from banks	3
	2. Internal Sources:	
	i. Reserves and surplus	
	ii. Retained earnings.	
Unit III	Capital Structure	14

	1. Capital structure	
	i. Meaning and determining capital structure	4
	ii. Factors influencing capital structure	
	2. Capitalization:	10
	i. Theories of Capitalization	
	ii. Optimum/Fair Capitalization	
	iii. Over capitalization- Meaning, Causes,	
	Advantages and Disadvantages and its effect	
	iv. Under Capitalization- Meaning, Causes,	
	Advantages and Disadvantages and its effect	
Unit 1V	Recent Trends in business finance	14
	Venture Capital- Meaning, Features and Types	3
	2. Leasing - Meaning, Features and Types	3
	3. Microfinance - Overview	2
	4. Mutual Fund – Meaning, Features and Types	3
	5. Stock market operation	3

- Prasanna Chandra (2011), *Financial management Theory and Practice*, Tata McGraw Hill Education.
- IM Pandey (1999), Financial Management, Vikas Publishing House.
- Rajiv Shrivastava, Anil Mishra (2012), Financial Management, Oxford University Press.
- PV Kulkarni BG Satyaprasad (2015), *Financial Management*, Himalaya Publishing House.
- James C. Van Horne, John M. Wachowicz, JR (1990), Fundamentals of Financial
- *Management*, Prentice Hall of India Pvt. Ltd.



M. C. E. Society's

Abeda Inamdar Senior College

Of Arts, Science and Commerce, Camp, Pune-1 (Autonomous) Affiliated to Savitribai Phule Pune University NAAC accredited 'A' Grade

Syllabus for F.Y.B.B.A. 2021-22 (CBCS – Autonomy 21 Pattern)

Course/ Paper Title:	Basics of Cost Accounting
Course Code:	21CBBA124
Semester	II
No. of Credits:	3

Objectives of the Course

Sr. No.	Objectives
1.	To develop rational understanding regarding concept of cost expenditure in business.
2.	To develop understanding about how overheads influence the Cost structure.
3.	To develop skills for computation of total cost for a particular product.

Course Specific Outcomes

Sr.	Learning Outcome
No.	
1.	To understand importance of costing in decision making
2.	To understand how to prepare a cost statement and analyze implication of elements of cost on total cost.
3.	To be able to distinguish different types of overheads as it influences the total cost in a given situation
4.	To understand role of contract costing in ascertaining cost of a particular project or activity.
5.	To know how cost is ascertained for different types of processes.

Unit No.	Title with Contents	No. of Lectures	
Unit I	Introduction to Cost Accounting		
	Concept of Cost	2	
	2. Meaning & Definition of-Costing, Cost Accounting,	2	
	Cost Accountancy		
	i. Origin of Cost Accounting		
	ii. Objectives of Cost Accounting		
	3. Difference between Financial and Cost Accounting	2	
	4. Cost Unit & Cost Centre	2	
Unit II	Elements of Cost and Cost Sheet	15	
	1. Elements of cost	3	
	i. Material cost		
	ii. Labour cost		
	iii. Other Expenses		
	2. Classification of cost – Element wise, Function	4	
	wise, Variability, Controllability		
	3. Preparation of Cost Sheet	8	
Unit III	Overheads	15	
	Meaning and Definitions of overheads	3	
	2. Classification of Overheads	4	
	3. Collection, Allocation, apportionment and	4	
	reapportionment of overheads		
	4. Under and over absorption of overheads.	4	
Unit 1V	Methods of costing	16	
	1. Methods of Costing,	2	
	2. Contract Costing	7	
	i. Meaning and features of contract costing		
	ii. Works certified and uncertified		
	iii. Escalation clause		
	iv. Cost plus contract		
	v. Work in progress		
	vi. Profit on incomplete contract.		
	3. Process Costing	7	

i.	Meaning and Features of Process costing	
ii.	Preparation of process costing	
iii.	Normal and Abnormal Loss/Gains	

- Khan, M. Y. (2013). *Management accounting: Text, problems and cases*. McGraw-Hill Education.
- BANERJEE, B. (2014). Cost accounting theory and practice. PHI Learning Pvt.
- Saxena, V. K., & Vashist, C. D. (1994). Cost accounting: Textbook. Sultan Chand & Sons
- P.C., T. (2008). Practical costing. S. Chand Publishing
- Rathnam, P. V. (1984). *Rathnam's cost and management accounting: Problems & solutions*. Kitab Mahal.

Note: The breakup of marks in the Examination will be as follows:

Component	Percent
Theory	40%
Practical/ Problems	60%

Area of practical problems:

- 1. Preparation of Cost Sheet
- 2. Process Costing
- 3. Contract Costing

M.C.E. SOCIETY'S BYOMWER BETTO 1991 SOCIETY BET

M. C. E. Society's

Abeda Inamdar Senior College

Of Arts, Science and Commerce, Camp, Pune-1 (Autonomous) Affiliated to Savitribai Phule Pune University NAAC accredited 'A' Grade

Syllabus for F.Y.B.B.A. 2021-22 (CBCS – Autonomy 21 Pattern)

Course/ Paper Title	Business Statistics
Course Code	21CBBA125
Semester	II
No. of Credits	3

Objectives of the Course

Sr. No.	Objectives
1.	To enrich students' knowledge and train them in Business Statistics.
2.	To present the importance of Statistics in various business situations to the students.
3.	To acquaint students with some basic concepts in Statistics
4.	To familiarize students with elementary statistical methods of analysis of data
5.	To develop skills related with basic statistical technique.
6.	To acquaint students with the correlation and regression analysis and data interpretation

Course Specific Outcome

Sr. No.	Learning Outcome
1.	Students will be acquainted with the importance of Statistics in business
	processes.
2.	Students will become aware about the reasonable working knowledge of
	Statistics in the business set-up.
3.	Students will be acquainted with the basic data analysis tools and interpretation
	of the results.

Unit No	Title with Contents	No. of Lectures
Unit I	Frequency Distribution	10
	Raw data, variable, discrete variable, continuous variable, constant, attribute with illustration.	2
	Classification- Concept and definition of classification, objectives of classification, types of Classification.	2
	3. Frequency Distribution- Discrete and Continuous frequency distribution, Cumulative frequency and Cumulative frequency distribution.	3
	4. Graphs & Diagram- Histogram, Ogive curve, Pie-Diagram, Bar Diagram, Multiple bar Diagram Sub-divided bar diagram.	3
Unit II	Measure of Central Tendency	12
	Concept and meaning of Measure of Central Tendency, Objectives of Measure of Central Tendency, Requirements of good Measure of Central Tendency.	2
	2. Types of Measure of Central Tendency, Arithmetic Mean (A.M), Median, Mode for discrete and Continuous frequency distribution, Merits & Demerits of A.M., Median, Mode,	2
	Numerical Problem.	2
	3. Determination of Mode and Median graphically.	2
	4. Empirical relation between mean, median and mode.5. Combined Mean.	2
	6. Numerical Problems	2
Unit III	Measure of Dispersion	10
	1. Concept and meaning of Measure of dispersion, Requirements of good Measure of dispersion.	2
	2. Types of Measure of Dispersion- Absolute & Relative Measure dispersion (Range, Standard Deviation (S.D.), Variance, Quartile Deviation, Coefficient of Range,	4
	Coefficient of Quartile Deviation, and Coefficient of Variation (C.V). 3. Combined Standard Deviation.	2

	4. Numerical Problems	2
Unit IV	Correlation & Regression	12
	1. Concept and meaning of Correlation, Types of correlation (for	1
	ungrouped data). 2. Methods to study Correlation: Scatter Diagram, Karl Pearson correlation coefficient, Spearman Rank Correlation	3
	Coefficient (with ties and without ties). 3. Numerical Problems on Correlation.	2
	4. Regression- Concept and meaning of regression, line of	3
	regression equation of Y on X (Y-Dependent variable, X-Independent variable).	1
	5. Regression coefficients, properties of regression coefficients.	2
	6. Numerical problems on Regression	
Unit V	Index Numbers	10
	Concept and meaning of Index Number, Notations.	2
	2. Construction of Price Index Number, Problems in the construction of Index Number, Cost of Living Index Number	4
	(CLI), Family Budget Index Number	2
	3. Uses of Index Number.4. Numerical Problems.	2

TEXT BOOK:

1. Mathematical Statistics-J.N. Kapur and H.C. Saxena S. Chand Publication 20th Edition, New Delhi

Unit I: Chapter1.

Unit II: Chapter 2.

Unit III: Chapter3.

Unit IV: Chapter 10.

- J.N. Kapur and H.C. Saxena S. Mathematical Statistics. Sultan Chand and Sons Publishers, New Delhi
- Girish Phatak. Business Statistics. Tech Max Pune
- Dr. S. K. Khandelwal. Statistics for Business. International Book House New Delhi
- J.K. Sharma. Fundamentals of Business Statistics. Pearson New Delhi
- G.C. Beri. Business Statistics. McGraw-Hill companies New Delhi
- R.S. N. Pillai Bagavathi. Statistics Theory and Practice. Sultan Chand and Sons

- Publishers, New Delhi.
- Dr. S. K. Khandelwal. Statistics for Managerial decision Making. International BookHouse New Delhi
- Ken Black. Business Statistics For Contemporary Decision Making. Wiley India EditionNew Delhi

REFERENCE WEBSITES:

- 1. www.stats.unipune.ac.in[100DatasetsforStatisticsEducation by Dr. Anil P. Gore, Dr. Mrs. S. A. Paranjpe and Madhav B. Kulkarni availablein ISPS folder)].
- 1. www.freestatistics.tk(NationalStatisticalAgencies)
- 2. www.psychstat.smsu.edu/sbk00.htm(Onlinebook)
- 3. www.statweb.calpoly.edu/bchance/stat-stuff.html
- 4. www.amstat.org/publications/jse/jse-data-archive.html(International journalonteachingand learning ofstatistics)
- 5. www.amstat.org/publications/chance(Chancemagazine)
- 6. www.statsci.org/datasets.html(Datasets)
- 7. www.math.uah.edu/stat(VirtuallaboratoriesinStatistics)
- 8. www.amstat.org/publications/stats(STATS:themagazineforstudentsofStatistics)
- 9. www.stat.ucla.edu/cases(CasestudiesinStatistics).
- 10. www.statsoft.com
- 11. www.statistics.com
- 12. www.indiastat.com
- 13. www.stat.stanford.edu
- 14. www.statpages.net
- 15. www.censusindia.gov.in
- 16. www.statisticsofindia.in
- 17. www.nationmaster.com (Population studies)



M. C. E. Society's

Abeda Inamdar Senior College

Of Arts, Science and Commerce, Camp, Pune-1 (Autonomous) Affiliated to Savitribai Phule Pune University NAAC accredited 'A' Grade

Syllabus for F.Y.B.B.A. 2021-22 (CBCS – Autonomy 21 Pattern)

Course/ Paper Title	Fundamentals of Computers
Course Code	21CBBA126
Semester	II
No. of Credits	4

Aims &Objectives of the Course

Sr.	Objectives	
No.		
1.	To understand basics of Computer, Internet and Networking.	
2.	To develop skills and ability to handle different applications in business process.	
3.	To develop understanding regarding cautions while using net-based services.	
4.	Create awareness about current trends in Information Technology.	

Expected Course Specific Learning Outcomes

Sr.	Learning Outcome		
No.			
1.	Students will be able to understand components, general classification of		
	computer and application of computers in business operations.		
	Have knowledge about peripheral and storage devices.		
2.	To develop understanding regarding usage, functionality and services provided by operating system in business processes.		
	To understand structure and model of computer networking and data		
	communication in business process.		

	To develop understanding regarding need, structure and working of computer
	networking in business operations.
3.	To learn the process for usage of different computer application in business processes. To develop skills and ability to handle different applications in business process.
4.	To understand cautions and steps to be taken and net based services. Ability to handle various software and programmes with due cautions and care.
5.	Develop understanding in Current trends in Information technology.

Unit No.	Title with Contents	No. of Lectures
Unit I	Introduction to Computers	12
	1. Introduction to Computers-Characteristics of	2
	Computers, Types of computers Block diagram of	
	computer, Booting Process.	
	2. Types of Programming Languages-Machine	
	Languages, Assembly Languages, High Level	2
	Languages,	
	3. Data Organization, Drives, Files, Directories,	1
	4. Storage Devices, Primary Memory, RAM, ROM,	2
	Secondary Storage Devices - FD, CD, HDD, Pen	
	drive	
	5. Input/ Output Device- Monitor and types of monitor,	3
	Printer and types of printer, Scanners, Digitizers,	
	Plotters	
	6. Number Systems-Introduction to Binary, Octal,	2
	Hexadecimal system	
Unit II	Basics of Computer Networks and Internet	12
	1. Operating systems:	
	i. Concept, Functions and Types of O.S.	1

İ	ii. Overview of Windows O.S., Android O.S., iOS	3
	2. Introduction to Networking	3
	Ŭ .	2
	i. Basics of Computer networks- Definition, Goals,	2
	Applications, Components	1
	ii. Topology- Types of Topology	1
	iii. Types of Network- LAN, MAN, WAN	1
	iv. Modes of Transmission/ Communication-	1
	Simplex, Half duplex, full duplex	
	v. Transmission media- Twisted pair, coaxial cable,	1
	fibre optic cable	
	vi. Network Connectivity devices- Hubs, Repeaters,	2
	Bridges, Switches, Gateways, Routers	
Unit III	Introduction to Spreadsheet Software and Presentation	10
	Software	
	1. MS-Excel- Various Functions such as Sum, average,	5
	count, max, min, Graph / Charts in Ms Excel	
	2. MS-PowerPoint- Animation Effects, Transition	5
	Effects, Slide Show Setting	
Unit IV	Introduction to Internet and Cyber security	12
1	1. WWW, Internet, Internet Service Providers (ISP),	3
	1. WWW, Internet, Internet Service Providers (ISP), Services Provided by the Internet: e-mail, search	3
		3
	Services Provided by the Internet: e-mail, search	3
	Services Provided by the Internet: e-mail, search engine	
	Services Provided by the Internet: e-mail, search engine 2. Information security overview — Background and	
	Services Provided by the Internet: e-mail, search engine 2. Information security overview — Background and current scenario.	3
	Services Provided by the Internet: e-mail, search engine 2. Information security overview — Background and current scenario. 3. Overview of security Threats- Types of Attacks,	3
	Services Provided by the Internet: e-mail, search engine 2. Information security overview — Background and current scenario. 3. Overview of security Threats- Types of Attacks, Goals of security, Weak / Strong passwords and	3
Unit V	Services Provided by the Internet: e-mail, search engine 2. Information security overview — Background and current scenario. 3. Overview of security Threats- Types of Attacks, Goals of security, Weak / Strong passwords and password cracking, Insecure Network connections,	3
Unit V	Services Provided by the Internet: e-mail, search engine 2. Information security overview — Background and current scenario. 3. Overview of security Threats- Types of Attacks, Goals of security, Weak / Strong passwords and password cracking, Insecure Network connections, Digital signature	3 6
Unit V	Services Provided by the Internet: e-mail, search engine 2. Information security overview — Background and current scenario. 3. Overview of security Threats- Types of Attacks, Goals of security, Weak / Strong passwords and password cracking, Insecure Network connections, Digital signature Current Trends in Information Technology	3 6
Unit V	Services Provided by the Internet: e-mail, search engine 2. Information security overview — Background and current scenario. 3. Overview of security Threats- Types of Attacks, Goals of security, Weak / Strong passwords and password cracking, Insecure Network connections, Digital signature Current Trends in Information Technology 1. Mobile apps: Mobile banking, digital payment	3 6 8 2
Unit V	Services Provided by the Internet: e-mail, search engine 2. Information security overview — Background and current scenario. 3. Overview of security Threats- Types of Attacks, Goals of security, Weak / Strong passwords and password cracking, Insecure Network connections, Digital signature Current Trends in Information Technology 1. Mobile apps: Mobile banking, digital payment 2. Block chain data	3 6 8 2 2

5.	Role of Data Officers in Business organisation	2

- Anjaneyulu, G. (2015). Computer organisation. Himalaya Publishing House.
- Bishop. (2006). *Introduction to computer security*. Pearson Education India.
- Rajaraman, V., & Adabala, N. (2014). Fundamentals of computers (3rd ed.). PHI Learning Pvt.
- Sinha, P. K., & Sinha, P. (2004). *Computer fundamentals*. BPB Publications.

Web References:

- https://www.presentation-process.com/powerpoint-2010-2007-tutorials.html
- https://www.seminarsonly.com/computer%20science/chatbot-for-businessorganization.php