

# Diploma in Management (Specialisation: Human Resource Management) - LM211

## 1. Objectives

This programme is designed to expose the students to the concepts which are important for a managerial career and to equip students with the necessary concepts, tools and techniques of management.

This programme will address the specific needs of human resource managers.

## 2. Programme Requirements

2 'A' levels passes plus a minimum of 3 years work experience in the relevant field.

## 3. Programme Duration

	<b>Normal (Years)</b>	<b>Maximum (Years)</b>
<b>Part Time</b>	2(4 semesters)	3 (6 semesters)

## 4. Credits per Semester

Minimum 9 Credits

Maximum 21 Credits (subject to regulations 4 above)

## 5. Minimum Credits Required for the Award of Diploma

Diploma - 66

## 6. Assessment

Each module will carry 100 marks and will be assessed as follows (unless otherwise specified):

Assessment will be based on a written examination of 2-hour (for a semester module) or 3-hour (for a yearly module) duration and continuous assessment carrying a range of 20% to 30% of total marks. Continuous assessment will be based on two (2) assignments/tests per module.

For a student to pass a module, an overall total of 40% for combined continuous assessment and written examination components would be required without minimum thresholds within the individual continuous assessment and written examination.

There is no level weightage to modules, i.e. each module carries its credit value.

## 7. Important Note

The rules as stipulated in this Programme Structure and Outline Syllabus will replace all other rules & regulations.

## 8. List of Modules

### CORE MODULES

<b>Module code</b>	<b>Modules</b>	<b>Hrs/Wk L + P</b>	<b>Credits</b>
CSE 1010e	Introduction to Information Technology	DE	3
ECON 1111	Micro economics	DE	3
MGT 1111	Organisation and Management	DE	3
ACF 1000	Accounting for Financial Decision Making	3 + 0	3
QM 1101	Introduction to Quantitative Methods	3 + 0	3
LAWS 1105	Introduction to Law and Legal Methods	3 + 0	3
ECON 1211	Macro economics	DE	3
MGT 1201	Organisational Behaviour	DE	3
STAT 1010	Statistics I	DE	3
MGT 1203	Marketing Fundamentals	3 + 0	3
CSE 1021	Basic Computer Applications	3 + 0	3
ACF 1002	Principles of Finance	3 + 0	3
MGT 2101	Human Resource Management I	3 + 0	3
MGT 2122	Performance and Reward Management	3 + 0	3
MGT 2123	Health, Safety and Welfare Management	3 + 0	3
MGT 2201	Human Resource Management II	3 + 0	3
MGT 2222	Employment Relations	3 + 0	3
MGT 2223	Training and Development	3 + 0	3

### ELECTIVE MODULES

<b>Module code</b>	<b>Modules</b>	<b>Hrs/Wk L + P</b>	<b>Credits</b>
MGT 2125	Public Policy and Its Administration	3 + 0	3
MGT 2227	Communication Skills for Public Administrators	3 + 0	3
MGT 2142	Customer Oriented HR for Public Sector	3 + 0	3
MGT 2143	Quality Management for Public Sector	3 + 0	3
LAWS 2210	Labour Law in the Public Services	3 + 0	3
MGT 2244	Managing Transition and Change	3 + 0	3
MGT 2245	eHR for eGovernment	3 + 0	3
MGT 2246	Governance in the Public Sector	3 + 0	3

## 9. Programme Plan

YEAR I							
Semester 1				Semester 2			
Code	Module	Hrs/Wk L + P	Credits	Code	Module	Hrs/Wk L + P	Credits
<b>CORE</b>				<b>CORE</b>			
CSE 1010e	Introduction to Information Technology	DE	3	ECON 1211	Macroeconomics	DE	3
ECON 1111	Microeconomics	DE	3	MGT 1201	Organisational Behaviour	DE	3
MGT 1111	Organisation and Management	DE	3	STAT 1010	Statistics I	DE	3
ACF 1000	Accounting for Financial Decision Making	3 + 0	3	MGT 1203	Marketing Fundamentals	3 + 0	3
QM 1101	Introduction to Quantitative Methods	3 + 0	3	CSE 1021	Basic Computer Applications	3 + 0	3
LAWS 1105	Introduction to Law and Legal Methods	3 + 0	3	ACF 1002	Principles of Finance	3 + 0	3

YEAR II							
Semester 1				Semester 2			
Code	Module	Hrs/Wk L + P	Credits	Code	Module	Hrs/Wk L + P	Credits
<b>CORE</b>				<b>CORE</b>			
MGT 2101	Human Resource Management I	3+0	3	MGT 2201	Human Resource Management II	3 + 0	3
MGT 2122	Performance and Reward Management	3+0	3	MGT 2222	Employment Relations	3 + 0	3
MGT 2123	Health, Safety and Welfare Management	3+0	3	MGT 2223	Training and Development	3 + 0	3
<b>ELECTIVE S (CHOOSE ANY TWO)</b>				<b>ELECTIVES (CHOOSE ANY TWO)</b>			
MGT 2125	Public Policy and Its Administration	3+0	3	LAWS 2210	Labour Law in the Public Services	3 + 0	3
MGT 2227	Communication Skills for Public Administrators	3+0	3	MGT 2244	Managing Transition and Change	3 + 0	3
MGT 2142	Customer Oriented HR for Public Sector	3+0	3	MGT 2245	eHR for eGovernment	3 + 0	3
MGT 2143	Quality Management for Public Sector	3+0	3	MGT 2246	Governance in the Public Sector	3 + 0	3

## 11. Outline syllabus

### CSEe 1010 - INTRODUCTION TO INFORMATION TECHNOLOGY

IT and Computers; Stepping in the Computer; Input and Output Devices; Secondary Storage; Programming; Systems Software; Applications Software; Systems Development; Computer Networks; The Internet; Computer Security; Software Utilities; Issues and Trends in IT

### ECON 1111 - MICROECONOMICS

The Economic Framework; Nature & Scope of Economics; Economic Goals and Problems; The Market and Allocation of Resources; Role of the Market; Market Mechanisms; Economic Systems Cost and Utility.

**ACF 1000 - ACCOUNTING FOR FINANCIAL DECISION MAKING**

The role of Accounting Information; Recording and Summarising Transaction; Accounting Concepts & Preparing Final Accounts; Adjustments to Final Accounts; Capital vs Revenue Expenditure; Bank Reconciliation Statement; Accounting Ratios; Accounting for Internal Decision Making Techniques; Elements of Cost; Costing Methods & Techniques; Decision Making Techniques; Accounting for Manufacturers; Budgets.

**QM 1101 - INTRODUCTION TO QUANTITATIVE METHODS**

Mathematics: Revision of Basic Mathematics, Introduction to Set Theory, Function and Graphs, The Derivative and its Applications, Integration, Progressions and Series, Binomial Expansion; Permutation and Combinations.

**MGT 1111 - ORGANISATION & MANAGEMENT**

Management Concepts and Functions. Development of Management Theories. The Internal and External Environments of the Organisation. Social Responsibility and Ethics in Management. Managerial Decision Making. The planning process. The nature of Organisation Structure. Organisational Control. Contemporary issues in Management. Management in Future.

**LAWS 1105 - INTRODUCTION TO LAW & LEGAL METHODS**

Law and other social sciences. Sources of Law. Distinction between public and private law. Criminal and civil law. Role of law. Common Law and Civil Law Systems. Case Law techniques. Statutory interpretation.

**CSE 1021 - BASIC COMPUTER APPLICATIONS (PR – CSE 1010)**

Introduction to Database Management Systems and User Interfaces. Electronic Mail. Practical uses of Local and Wide Area Networks. Software packages.

**ECON 1211 - MACROECONOMICS**

Macro-Economics Policy; Measurement and Determination of National Income; Fiscal Policy; Theory of Money; International Economics

**MGT 1201 - ORGANISATIONAL BEHAVIOUR**

Introduction to Organisational. Foundations of Individual Behaviour. Designing Motivating Jobs. Job Satisfaction. Power and Politics. Foundations of Group Behaviour. Communication and Decision Making. Conflict Management. Organisational Culture. Organisational Change and Development.

**STAT 1010 - STATISTICS I**

Introduction to problems involved in the handling of data; Collection of data including Sample Design; Organisation and Presentation of Data; Measures of Central Tendency; Measures of Dispersion; Measures of Skewness; Introduction to Probability Theory.

**MGT 1203 - MARKETING FUNDAMENTALS**

Origins and development of the concept of marketing. Customer satisfaction at a profit. Market structures. Marketing activities and function in industry. The bridge between production and consumption. Social, cultural, economic and political factors and their impact on marketing operations. The marketing mix. Ethics.

**ACF 1002 - PRINCIPLES OF FINANCE**

The Financial System; Capital markets; An Analysis of the Mechanisms of the Financial System in the economy; Theory and Current Statistics; Time value of money; Capital Budgeting: an Introduction; Valuation of Financial Assets; Bond analysis : an introduction; Risk, Return and Diversification; Efficient Market Hypothesis; Multinational Finance: an Introduction.

### **MGT 2101 - HUMAN RESOURCE MANAGEMENT I**

History Evolution and Developments – Background and Role. Strategy and Culture in HRM – Environmental Approach. Job Analysis and Human Resource Planning. Recruitment and Selection. Performance and Reward Management. Training and Development. Case Study.

### **MGT 2122 - PERFORMANCE AND REWARD MANAGEMENT**

Purpose of performance appraisal. The appraisal process. Motivating personnel. Relationship between motivation, job satisfaction and performance. Performance evaluation criteria. Reward strategies; purpose and contribution. Components of reward management strategy. Factors affecting satisfaction with reward system. Relationship between rewards and performance.

### **MGT 2123 - HEALTH, SAFETY AND WELFARE MANAGEMENT**

Basic Principles and Accident Prevention. Safety Management. Medical and Health Surveillance Systems. Psychological Aspects of Safety Performance. Industrial Hygiene. Health and Safety Legislations. Waste Management.

### **MGT 2201 - HUMAN RESOURCE MANAGEMENT II**

Critique of Human Resource Management. Strategic Human Resource Management. Comparative HRM. HRM: An International Perspective. Private and Public Sector HRM. Case Study.

### **MGT 2222 - EMPLOYMENT RELATIONS**

Industrial Relations System. Collective Bargaining. Unions, Management and the Workplace Industrial Democracy. Industrial Conflict, Disputes and Strikes. Management Styles and Pay Structures. Unions and Productivity.

### **MGT 2223 - TRAINING AND DEVELOPMENT**

Training Process: an overview. Role, Responsibilities and Challenges of Training Managers. Organisation and Management of Training Function. Training Needs Assessment and Action Research. Instructional Objectives and Lesson Planning. Learning Process, Training Climate and Andragogy. Developing Training Modules. Training Methods and Techniques. Facilities Planning and Training Aids. Training Communication; Training Evaluation. Management Development and Management Development Process. Approaches to Management Development. Competence – Based Management Development.

### **MGT 2125 - PUBLIC POLICY AND ITS ADMINISTRATION**

Examines the formulation, implementation and evaluation of governmental efforts at state and local levels. Public Sector, Public Policies and Procedures, Role of Government, Public Sector Budgeting, Administrators and legislative process, Public Decision-Making Techniques, Contemporary Issues in Public Administration.

### **MGT 2227 - COMMUNICATION SKILLS FOR PUBLIC ADMINISTRATORS**

Oral and written skills to communicate effectively in a public organisation setting. Government-mass communication media relationship, ways in which public managers handle media relations. Emphasis throughout is placed on questions of information-handling unique to public-organisations.

### **MGT 2142 - CUSTOMER ORIENTED HR FOR PUBLIC SECTOR**

Introduction to Service Quality; Service quality gaps; SERVQUAL dimensions; Customer oriented HR – Human Resources Strategy Wheel; Hire the right people – Compete for the best people, hire for service competencies and service inclination, be the preferred employer. Develop people to deliver service quality – Train for technical and interactive skills, empower employees, promote teamwork. Provide needed support systems – Measure service quality, provide supportive technology and equipment, develop service-oriented internal processes. Retain the best people – Include employees in the institution's vision, treat employees as customers, measure and reward strong service performers. Case study. Seminars (minimum 9hrs).

### **MGT 2143 - QUALITY MANAGEMENT FOR PUBLIC SECTOR**

Quality Definitions; Approaches to Quality Management; TQM in the Public Sector; Quality Management System; Business Excellence models; Process Improvement; Benchmarking Process; Case Study/ Seminars (minimum 9hrs)

### **LAWS 2210 - LABOUR LAW IN THE PUBLIC SERVICES**

The distinctiveness of the State as Employer and the Public/Private Labour Law divide. Nature of the Employment Relationship. Constitutional Framework of Employment. Terms and Conditions of Service. Discipline and Termination of Employment. Right to organize and Trade Unionism. Industrial Action. Settlement of Industrial Disputes.

### **MGT 2244 - MANAGING TRANSITION AND CHANGE**

Changing Organisational Context – Need for Management of Change/Transition in Public Sector; Types of Changes; Models for Managing Change; Managing Resistance and Negativity; Communication in Change Management; Leading Change; Organisational Diagnosis; Change Agent (Manager, Internal and External) Expertise; Case Study; Seminars (Minimum 9hrs)

### **MGT 2245 - eHR for eGOVERNMENT**

eGovernance (eadministration, ecitizens and eservices, esociety); IT enabled HR; Remote Management - Managing virtual workplace; eHR faces – shared Services; Recruitment/Selection and IT – e recruiting; HRD and IT – e learning; Employee relations and IT – Negotiations, EPI; Case study; Seminars (minimum 9 hrs)

### **MGT 2246 - GOVERNANCE IN THE PUBLIC SECTOR**

**MICRO-LEVEL:** Codes of Ethics for the Public Sector; Cases of Corruption in Different Ministries, Ranging from Petty Corruption to More Insidious Corruption; Factors motivating Corruption at Different levels, including Senior Management and Ministers; Philosophies of ethics: Distinguish between Teleology and Deontology; Implementation of Philosophies of Ethics in the Public Sector; Role of Relevant Institutions.

**MACRO-LEVEL:** Corruption in the Public Sector; Role of Government at Controlling Corruption, including Role-Modeling; Role of Anti-Corruption Institutions, Reinforcing the Role of NGO's to encourage Good Governance; Seminars (minimum 9hrs)