

Dempo Charities Trust's
SRINIVASSA SINAI DEMPO COLLEGE OF COMMERCE AND ECONOMICS
 Cujira, Bambolim-Goa

Criterion 2 – Teaching-Learning and Evaluation
Key Indicator- 2.3. Teaching- Learning Process
Metric No. 2.3.1 Student Centric Methods

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DCT's
S.S. Dempo College of Commerce and Economics, Cujira, Goa
Experiential Learning
2018-19

BCom

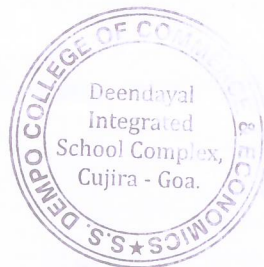
The IT Department in collaboration with DHE introduced a graded assessment to build competency in the use of Geo-Spatial Data Collection and geo tagging using GPS & EpiCollect-5 as part of their Experiential Learning.



Communication related to introduction of graded assessment using Epi Collect-5 in collaboration with Directorate of Higher Education is available as ANNEXURE I & II

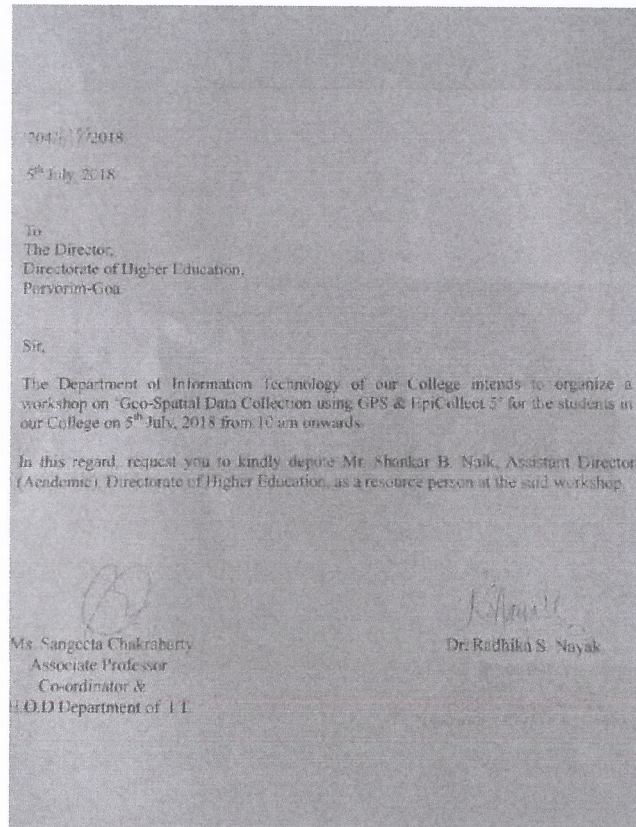
Dr. Sangeeta Chakrabarty
HoD & Associate Professor
IT Department

PRINCIPAL AND PROFESSOR
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COMMERCE & ECONOMICS,
Deendayal Integrated School Complex,
Cujira - Goa.



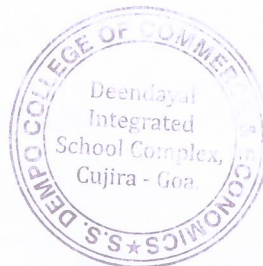
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Experiential Learning
2018-19

ANNEXURE-I
LETTER OF DEPUTATION



Dr. Sangeeta Chakrabarty
HoD & Associate Professor
IT Department

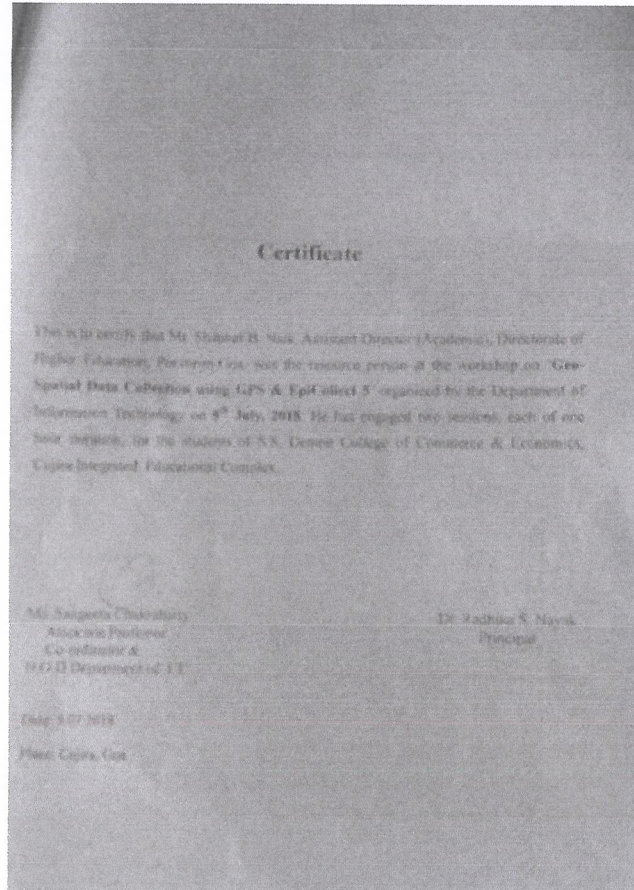
Dr. Radhika S. Nayak
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DCT's
S.S. Dempo College of Commerce and Economics, Cujira, Goa
Experiential Learning
2018-19

ANNEXURE II

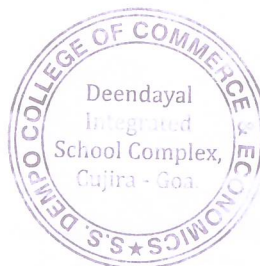
CERTIFICATE FOR SUCCESSFUL CONDUCT OF WORKSHOP



Dr. Sangeeta Chakrabarty
HoD & Associate Professor
IT Department

Dr. Radhika S. Nayak

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BACHELOR OF BUSINESS ADMINISTRATION DEPARTMENT

The BBA department introduced the certified global immersion programme by organising a five-day international study tour to Dubai. The aim of the Global Immersion programme to Dubai was to provide students with an opportunity to experience an international business environment.



Students after interaction with the Apple Stores management

Asst. Prof. Sonya Angle
Programme Coordinator - BBA



Dr. Radhika S. Nayak
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DCT's

S.S. Dempo College of Commerce and Economics, Cujira, Goa

P.G. Department of Tourism Studies (MTTM)

Report on Experiential Learning Opportunities through World Tourism Day Event

PG Department of Tourism Studies (MTTM) headed by Asst. Prof. Cheryl Venan Dias successfully organised the National Level Debate on this year's world tourism day theme- Tourism and Rural Development. The National level debate saw participation from Christ (Deemed to be University) Bangalore, Manipal University (Jaipur), Shri Balasaheb Tripude Insatiate of Hotel and Catering Technology (Nagpur), Rosary College (Goa). On the UNWTO World Tourism Day Theme - Tourism and Rural Development our international guest speaker for the Valedictory Ceremony Prof. K. Thirumaran from James Cook University, Singapore gave an insightful presentation highlighting the importance of rural tourism and the impact of unplanned development on their culture with case studies from Thailand and Andaman Nicobar Islands. The international quiz competition was hosted online from 24th September 2020 till end of world tourism day 27th September 2020. And the links were shared on S.S.Dempo College social media pages and students' social media pages, passing score is 60%. The debate and talk was premiered on our college youtube channel -Dempo Website and is open to public for view. The international quiz competition saw enthusiastic participation from a total of 139 participants of all age groups both international and national level representation i.e. from West Thames College London, Mahatma Gandhi University Kerala, Manipal University Jaipur, Chinmaya Vishwavidyapeeth Deemed to be University Kerala, Christ Deemed to be University Bengaluru, L.D Samant Memorial High School, S.S. Dempo HSS, Ganpat Parsekar College of Education Arambol, Don Bosco Oros Maharashtra, Balasaheb Tripude Insitute of HMCT Nagapur, GVM's GGPA College of Commerce Economics Ponda, V M Salgaocar Institute of International Hospitality Education, Don Bosco Panjim, St. Xaviers College Mapusa, Pragati women's College of Education, Institute of shipbuilding technology Vasco Da Gama, Goa College of Hospitality and Culinary Dona Paula, Rosary College of Commerce and Arts Navelim, Government polytechnic Panjim along with the host S.S. Dempo College of Commerce and Economics, Goa.



Dr. Cheryl Venan Dias

Programme Coordinator –MTTM



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S.S. Dempo College of Commerce and Economics, Cujira, Goa

P.G. Department of Tourism Studies (MTTM)

Report on Experiential Learning Opportunities through World Tourism Day Event

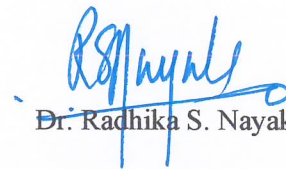
Delegation of WTD Activities among MTTM Student Organisers

- | | |
|--|----------------------------------|
| 1 Creating an email for registration | Derick |
| 2 Designing certificates | Saish and Uma |
| 3 Creation of event coordinator certificate (ppt format) | Dalida and Shefali |
| 4 Question and answer key for quiz part 1 | Derick and zamzam |
| 5 Question and answer key for quiz part 2 | Fatima, Apurva, Yadnya and Abdul |
| 6 Rules for quiz | Dayton and Derick |
| 7 Topic and Rules for Debate | Dylan and Sonia |
| 8 Poster with names of competitions | Layzel, Sherida and Chelsea |



Dr. Cheryl Venan Dias

Programme Coordinator –MTTM



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DCT's

S. S. Dempo College of Commerce and Economics, Cujira, Goa

AY 2018 - 2019

Report on Experiential Learning through K-OSS 2019

The Students of DCTs, S.S. Dempo College of Commerce and Economics, under the guidance of Asst. Prof. Vishal Rane Organised K-OSS 2019 an intercollegiate event on 1st and 2nd February 2019. The event theme was "ROMCOM – A twist in the tail". Each sub event was designed by the students of the college to identify how learners can contribute their creative ideas towards the romantic comedy. Total 12 colleges participated in this event.



Asst. Prof. Vishal Rane
Faculty In charge K-OSS 2019



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DCT's

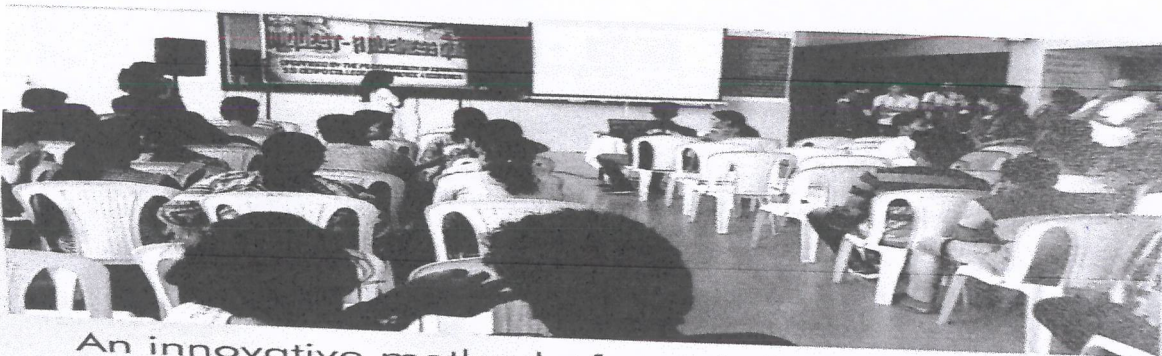
S. S. Dempo College of Commerce and Economics, Cujira, Goa

Post-Graduate Department of Commerce & Economics

AY 2018-2019

Report on Experiential Learning through M-Quest 2018

The P.G. Department of DCT's S.S. Dempo College of Commerce and Economics, Master of Commerce (MCom) organised a Business Quiz competition, "M-Quest" on 6th October 2018 at S. S. Dempo College of Commerce and Economics. General Commerce Knowledge, Current Affairs, General Awareness, Verbal Ability, Technology & Computer Knowledge, and Identifying Famous Personalities & Logos. The quiz questions were carefully shortlisted from a pool of questions submitted by the committee comprising students from M.Com. Part I and Part II, after considering the relevance and the difficulty levels. The Quiz Master for the day was Ms Siddheshree Karapurkar. The winners were declared based on the correct response and the speed at which the participants answered the questions.



An innovative method of conducting BIZ-QUIZ through a realtime online app 'Kahoot'

Namrata Wagle

Programme Coordinator -MCom



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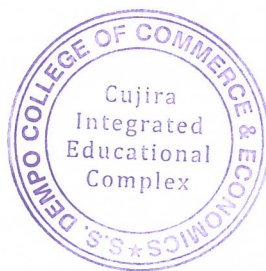
AY 2017 - 2018

Report on Experiential Learning through K-OSS 2018

The Students of DCTs, S.S. Dempo College of Commerce and Economics, under the guidance of Asst. Prof. Vishal Rane Organised K-OSS 2018 an intercollegiate event on 2nd and 3rd February 2018. The event theme was "Made in India". Each sub event was designed by the students of the college to identify how learners can contribute towards the development of Goa state through made in India awareness. Total 11 colleges participated in this event.



Asst. Prof. Vishal Rane
Faculty In charge K-OSS 2018



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DCT's

S. S. Dempo College of Commerce & Economics

Cujura, Bambolim-Goa

BBA DEPARTMENT EXPERIENTIAL LEARNING REPORT

Academic Year 2017-18

Inspirit 2017 - Junior Level Management Fest

Date: 07th December 2017

Venue: Institute Menezes Braganza, Panaji

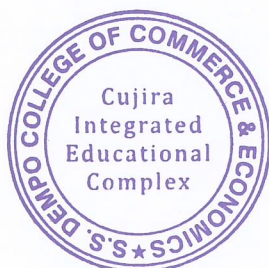
The Bachelor of Business Administration Department of S.S. Dempo College of Commerce Economics hosted the 5th edition of INSPIRIT on 7th December, 2017 at Institute Menezes Braganza, Panaji.


Higher Secondary Schools from all across the state participated in the event. Rosary Higher Secondary School, Navelim stood victorious as the overall winners and Kings Higher Secondary School, Margao were declared as the overall runners up. The Chief Guest for the valedictory ceremony was Mr. Durgesh Pai Angle, Head of the Human Resource function at Unichem Laboratories Ltd. Goa. The entire day was jam packed with rounds that kept the participants on their feet. The icebreaker round Re-vamp (innovative ideas in the form of the skit). Sell it Off (sell quirky and unconventional products). The round Impersonate (uphold the experience a successful personality). Build-a-Thon (Invent unique and creative products) Ad-Mania (think outside the box).



Image: Valedictory ceremony of Inspirit


Sonya K. Angle
BBA Coordinator




Dr. Radhika Nayak
Principal

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DCT's

S. S. Dempo College of Commerce & Economics

Cujura, Bambolim-Goa

BBA DEPARTMENT EXPERENTIAL LEARNING REPORT

Academic Year 2017-18

National Level Management Event- Rannbhoomi 8.0

Date: 6th & 7th March 2018

Venue: Entertainment Society Goa

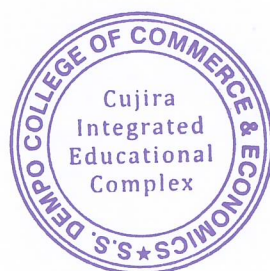
Description: The B.B.A department of S. S. Dempo College of Commerce & Economics organised a two-day National level management event Rannbhoomi 8.0 along the theme 'Creative Disruption'. 10 colleges from within and outside the state participated in the same. Overall winners of the event were Christ college Bangalore and the runners up were Saraswat college, Goa. The two day event saw all the teams battle it out for the winners title in a variety of competitions in the fields of marketing, human resources, finance and entrepreneurship.



Image: Inaugural ceremony of Rannbhoomi 8.0


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BBA Coordinator


Dr. Radhika Nayak
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Cujira Integrated Educational Complex

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S. S. Dempo College of Commerce and Economics, Cujira, Goa

Post-Graduate Department of Commerce & Economics

AY 2017-18

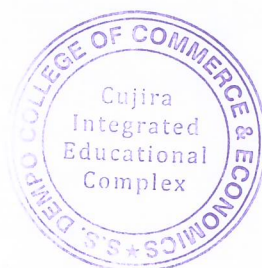
Report on Experiential Learning through Chakravayuh 2017-18

The P.G. Department of DCT's S.S. Dempo College of Commerce and Economics, Master of Commerce (MCom) organized a one-day state level inter Collegiate business event, "CHAKRAVYUH 2018" on 9th January 2018 at S. S. Dempo College of Commerce and Economics, Cujira – Goa. Shri. Yatish Dempo, Trustee Dempo Charities Trust, was the chief guest for the event. The event comprised fourteen sub-events broadly categorised into on-stage and off-stage events. The event witnessed exciting participation and competition in various events from 10 participating colleges from all over Goa. S. S. Dempo College of Commerce and Economics, Cujira emerged as the winner of "CHAKRAVYUH 2018" and were awarded the winner's trophy. The participants were provided with certificates and trophies for the sub-events. The event went on to be a great success, wherein the participants competed with great enthusiasm and gained insights into the various sub-events leading to experiences that will possibly help them in their future endeavours.



Namrata Wagle

Programme Coordinator-MCom



Dr. Radhika S. Nayak

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S.S. DEMPO COLLEGE OF COMMERCE AND ECONOMICS
CUJIRA, BAMBOLIM - GOA

BBA DEPARTMENT EXPERIENTIAL LEARNING REPORT

Management Event CHRYSALIS AY 2021-22

DATE – 29TH April 2022

VENUE - COLLEGE AUDITORIUM

DESCRIPTION - The Dempo BBA Management Event "Chrysalis" was organized by the BBA Forum 'Horizon' at the college premises. The purpose of Chrysalis was to give the Dempo BBA students a taste of real-world managerial scenarios via various case studies, stress rounds, quizzes, skits, and presentations. To achieve this, eminent industry experts were invited as judges.

The Round Heads from SYBBA AND TYBBA BBA designed challenging and fun rounds. The event consisted of five domain areas: Brand Genesis (Marketing), Pecuniary Affairs (Finance), Factotum (Human Resources), Man with a Plan (Best Manager), and Teamwork.

The competition was followed by the award ceremony to award the winning teams in each domain and the overall team winners.

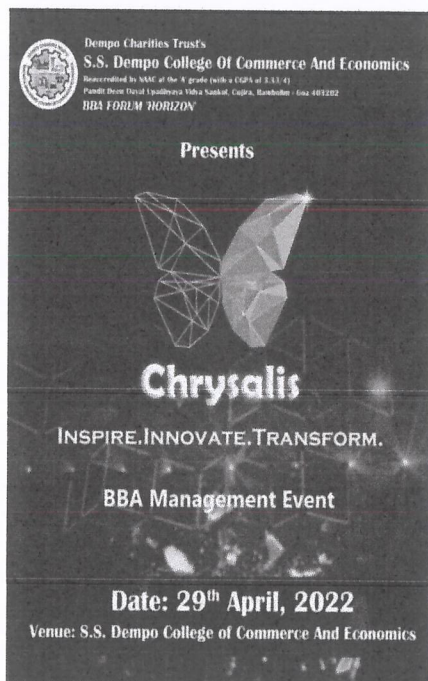


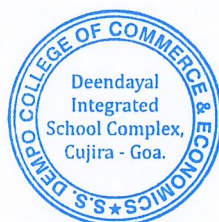
Image: Poster of Chrysalis



Image: Winners of Chrysalis being felicitated


Dr Sonya K. Angle

BBA Coordinator




Dr. Radhika S. Nayak

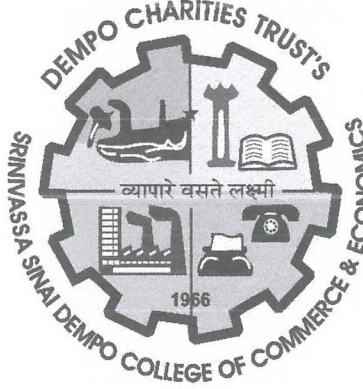
Principal

PROFESSOR and PRINCIPAL
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Deendayal Integrated School Complex,
Cujira - Goa.

Air Cargo Management and Logistic

ISA 2

**A Study Submitted to Goa University in Partial Fulfilment of the
Requirements for the Degree of Masters of Tourism and Travel
Management**



By

Mr. Franco Alphonso

Roll No. MTTM-1801

PR Number: 201503993

Year: 2020

Subject Code: TTO-021

Under the Guidance of

Professor Satyajit

Post Graduate Department of Tourism

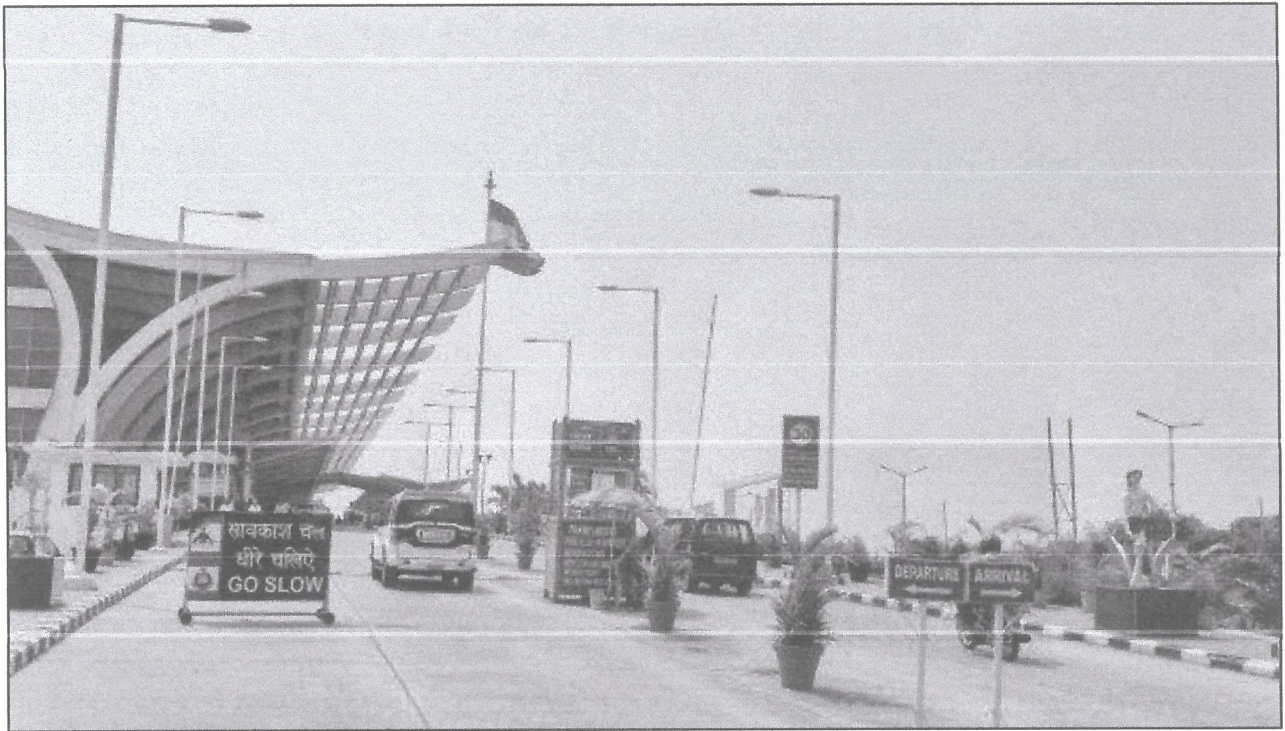
S.S. Dempo College of Commerce and Economics, Bambolim, Cujira, Goa

March 2020



Dr. Cheryl Veras Dias
Programme Coordinator - MTTM

AIR CARGO AND LOGISTIC MANAGEMENT



INTRODUCTION

Goa Airport (IATA: GOI, ICAO: VOGO), also known as Dabolim Airport, is the single international airport serving the state and region of Goa in India.

Dabolim airport is located in Dabolim near the city of Vasco da Gama and is about 30kms from Panaji, Goa's capital city. It was built in the 1950s and presently operates in a military airbase named INS Hansa.

The airport at Dabolim is a domestic airport from where flights leave for most major cities in India. Goa does not have a true full-fledged International airport, however Charter international flights and International flights from UK, Kuwait and Sharjah do land at Goa.

The Dabolim airport caters to all the international and domestic tourists. It has two terminals one dedicated only for domestic departures and arrivals and the other used for international flight departures and arrivals. Some of the airlines that operate from Goa include Air India, Indian Airlines, Spice Jet, Indigo, and Air Sahara.



GOA AIRPORT TERMINAL

Since March 2014, Goa Airport has a brand new, modern and integrated terminal to attend the growing passenger traffic, handling both domestic and international services.

Goa Airport Terminal is also known as NITB Terminal.

The new terminal is able to handle a peak hour capacity of 2,750 passengers, in big numbers, can handle up to 5 million passengers per year.

PRESENT & FUTURE

Goa Airport is close to reach its limit and is prepared for a future expansion since a big growth of air traffic to Goa is expected for the following years. That is the reason why by 2020 it is due to start the construction of a new airport in MOPA.

LEVELS

Goa Airport Terminal is split into the following levels:

Ground Floor

- ⊕ It is where the Arrivals, Baggage Claim and Check-in is located.
- ⊕ Arrivals is split into Domestic and International.

First Floor

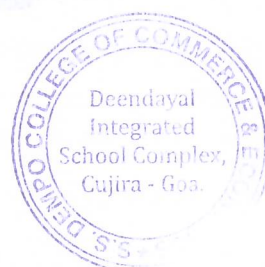
- ⊕ It handles security check booths, customs and immigration procedures.

Second Floor

- ⊕ Domestic and international security hold facility, Departures and boarding area.
- ⊕ Departures are split into Domestic and International

SERVICES

- | | |
|-------------------------|-------------------------|
| - Restaurants and cafés | - Baby care facilities |
| - Information desk | - Medical services |
| - Shops | - Duty Free |
| - ATMS | - Currency Exchange |
| - Spa | - Mobile charging areas |



CARGO COMPLEX REPORT

Introduction-

A visit to the Cargo Complex at the Goa International Airport was conducted on the 4th of march 2020 with a view understand the cargo operations conducted there in.

Report-

The Cargo complex at the Goa International Airport is a Bonded area which means an area notified by the customs. This area is restricted to public, however as goa has less cargo, entry is permitted. The Cargo Complex is the lone area in Goa where International air cargo is accepted. The Cargo Complex is divided in two, wherein one side is utilized for international air cargo acceptance and the other for domestic air cargo.

The first question asked was with regards to the process followed for cargo handling at the cargo complex.

To this Sir replied by saying that the cargo handling process is as follows-

- Acceptance of the cargo at the cargo complex,
- Stacking of the cargo pieces,
- Counting of the pieces,
- Weighment of the cargo,
- Leveling,
- Security screening of the cargo,
- Transfers of the cargo to the Sterile area,
- Assigning security stickers to the cargo so as to confirm that the cargo has been screened and verified.
- Loading of cargo in trolleys to be escorted by the airline's security staff up-to BMA (Baggage makeup area).

On being asked the approximate turnover of cargo exported per week from goa, to this sir replied saying that Goa mainly faces two problems in relation to cargo being exported-

- The first being that the major cargo is pharma which is exported as skid cargo, however flights travelling from goa are narrow body and cannot accept such cargo.
- Secondly the current infrastructure is not suitable for pharma. Pharma cargo requires a separate certification which is not available at the cargo complex.

Due to these reasons the volume of cargo exported is roughly 14 tonnes per week whereas per day capacity available is 15 tonnes.

When asked to compare the current scenario of domestic cargo and international cargo we got to know that both aspects even though relate to cargo, are different and cannot be compared.



Currently domestic cargo doesn't have any restrictions and as such they have a fixed market that is around 160-170 tonnes happening every month. On the other hand international cargo isn't locally available and as such it differs, however international cargo could be increased in-case additional certifications are obtained. A comparison can be done in terms of inbound and outbound of cargo. In goa inbound is more the outbound as imports include raw material which is a larger volume as compared to exports which include the finished products.

Sir was questioned on the mean of transportation used for pharma as we were informed earlier that such cargo cannot be transported by planes. To this sir replied saying as Goa's infrastructure doesn't support pharma air cargo it is transported via Bombay, Delhi, Hyderabad and Bangalore. Goa pharma cargo is transported by land to Bombay from where it is transported to all other states. Such export are handled by the exporters directly and not by the cargo complex, the exporters have their own vehicles and move the cargo as domestically and is accepted in Bombay where it is cleared and exported.

The next question asked was, currently what are the most common cargo being transported as domestic and international cargo? Sir responded saying international cargo is 99% perishable and 1% general cargo which includes defense equipment and lenses. The Cargo Complex was established as a CPC Center for perishable cargo and as such domestic cargo includes vegetables, fruits and some other farm products as well as some general cargo. Pharma cargo as requires RA3 certification by the warehouse and the airline cannot be transported as air cargo. RA3 certification is provided by European body if all European standards are followed at the point of origin. RA3 certification was imposed in the year 2013 after which all pharma cargo was stopped, due to the bottle neck of space and the cargo complex being a part of the defense airport getting the certification has been challenging he concluded.

The succeeding question was with regards to the term UBC, which sir explained it to be an acronym for Unaccompanied Baggage Cell, which refers to a secured area restricted used to store personal effect coming to goa. These personal effects include excess baggage transported as cargo. Misplaced baggage doesn't fall in this category that is different.

In relation to accepting cargo sir was asked if checking is done first or screening, to this sir replied saying checking is always done first and if the cargo is packed it has to be unpacked checked and then screened.

On inquiring about the major destination for import and export of domestic and international cargo, we got to know the following-

Ⓒ **International-**

- Export- Middle East and some parts of Europe.
- Import- Europe.



⊖ Domestic-

- Inbound- mostly involves raw material coming from either East India or Southern India.
- Outbound- major movement is to Bombay and Bangalore.

The next question asked was is VAL cargo, AVI and DGR goods handled at the cargo complex? And if not are there any plans of making a storage for such cargo? To this we got to know as DGR goods require a separate storage facility and due to a bottle neck of space at the complex DGR goods cannot be handled, neither does the warehouse have a strong room to accept VAL cargo or AVI, however class 9 miscellaneous DGR goods are acceptable as a separate storage area isn't required. Moreover AAI is to take over the cargo premises and have plans so as to extend the facility in coming months.

Sir informed us that in the event any illegal cargo is found the cargo agent and the customs are informed after which the customs department handles the rest. The customs decides if it has to go back to the shipper, it can be shipped or it should be ceased.

The next question asked was who receives inbound cargo first, customs or the warehouse, we got to know cargo arrives first to the customs where it is checked n tallied and verified as per the specifications on the air way bill and manifest after which if everything checks out the cargo is sent to the warehouse.

Following we asked sir if it's possible to extend the cargo complex , to which he replied saying the minimum space requirement for a cargo complex is 1000 square meters, however total area available is 315 sqm, due to this MOPA airport is being constructed as a secondary complex.

We later inquired on the process of handling over-sized cargo, to which sir replied saying ODC cargo isn't handled in goa as all the flights are narrow body due to which only bulk loading cargo can be accepted. The cargo dimensions should be within 90x90x90 and per piece weight restriction is 150kg, if the cargo is too big and cannot be x-rayed and won't fit through the airplane door it is returned back.

While inquiring on the procedures followed in the event of damaged cargo, we got to know that if the cargo outside is intact, then the airline is not responsible i.e. the cargo complex can only be held responsible if the cargo is damaged from the out as-well.



Along with all of the above we got to know a lot of additional information such as-

- In Goa the air cargo freight rate is 15% lesser as compared to other states so as to grab business.
- Each airline has its own system to track the cargo on it.
- For cargo the customs require the invoice packing list and checklist or in other words the shipping bill. Shipping bill is the authorized doc for the customs which define the detail of the shipment.
- The average tonnes carried on each aircraft depends on the type of aircraft, such as an A330 can carry up-to 5 tonnes, A320 can carry up-to 3.5 tonnes, B737 can carry up-to 2.5 tonnes.
- In Goa there are a total of 15 cargo freight handlers out of these LCL logistics, jet freight, Capricorn logistics and G9 logistics handle air freight.
- No particular certification is required to handle cargo as practical experience is needed, however holding a certificate of IATA or FIATA gives a preference for the airlines.
- As the ongoing virus can be transmitted from the surface of goods flights have been stopped from china and as such cargo coming in has stopped.
- Palletization facility at the cargo complex is provided Air India.

We then moved into domestic cargo handling area wherein we were greeted and briefed about Indigo airlines and the cargo handling process followed by Indigo staff.

Sir started by stating that every airline has its own process and handle only a certain set of cargo. Indigo airlines accept valuable cargo such as diamonds, foreign currency, etc. They accept human remains, postal mails, general cargo perishables, DGR Goods such as Dry Ice, Class 3 flammable liquids not from goa but from metro cities, batteries as well as general cargo. Indigo Cargo does not accept live animals as their aircrafts do not have oxygen supply in the cargo hold area, however SpiceJet does accept live animals as their aircrafts have the facilities to accommodate live animals.

The Procedure followed for cargo handling in general is as follows-

- › Every airline has their own scanners for the screening of cargo. Screeners belong to a different departments of security and have to undergo trainings after which they have to clear a test so as to be eligible to get a proper license valid for two years which has to be renewed at the end of the second year.
- › Security has to scan each and every piece of cargo no matter it is postal mail or any other cargo. Even a small envelope containing some cheque or passport has to be scanned. No cargo is allowed in the flight without being scanned.
- › Once the screening is done a security staff will put a security sticker on it based on that sticker, anyone maybe it could be a cargo staff, maybe could be a ramp staff, or even a Security staff working on the airside, he will come to know the pieces rate based on which the cargo is loaded in the flight. In case any piece doesn't have a sticker it won't be loaded in the flight.



- › All contents of a cargo has to be declared by the agent to the airlines, failing which a complaint against the agent will be filled and penalized. The agent will also not be allowed future transport of air cargo by PAN India resulting in a big loss for him.
- › All DGR goods are required to be segregated, as there are several DGR which cannot be stored together. There are total 9 classes of DGR goods and a chart present in the complex helps in identifying various DGR goods which cannot be stored together, e.g. class 5.1 and class 3 cargo cannot be stored together.
- › Every cargo package screened should display a unique identification number which helps identify the owner of the cargo, a barcode, details of the origin and destination of the cargo, the content, the total no. of pieces in the cargo and the total weight of the cargo. Also a cargo manifest is created by the airlines displaying all details of the cargo such as the name of the agent, type of commodity, no. of pieces, weight of the cargo, etc.
- › Once screening is done there are two ways of handling the cargo, either the cargo is moved into trolleys known as the trolley build up and moved to the CSF gate directly or the cargo cleared and stored in the sterile area which is a restricted area, on arrival of the flight the trolley built up process is done and the cargo is shifted to the airside.
- › After the trolley is built up and the cargo is released to the BSF personnel along with the cargo manifest at the CSF gate the cargo complex completes its part. The CSF guards manually checks the cargo, he will tally the information in the manifest to the cargo received as well as checks that all the pieces have security stickers. On completion of this and being satisfied with the check the cargo is cleared and escorted to the airside to be loaded in the aircraft. However in the event that the cargo doesn't have a security sticker it won't be allowed to be loaded and will be sent back to be checked.
- › Once the cargo arrives at the parking bay, where the aircraft halts. It is then the duty of the hold staff who is responsible to load the cargo into the aircraft to decide where and how the commodity is to be loaded in into the aircraft as different commodity has to be handled differently. E.g. perishable, human remains and DGR all are handled differently, such as human remains is always loaded in the end of the aircraft because the area is small and as a sign of respect no cargo is loaded over human remains.
- › This process also includes a ramp staff who ensures that all the pieces are loaded and records the part of the aircraft where the cargo is being stored for ease in retrieving it.
- › For arriving cargo the cargo is tallied with the details in the manifest received from the origin and then in stored in the inbound area.



- › Every airline dealing with DGR cargo is required to have the IATA DGR handbook.
- › Every airline is required to have a staff with DGR qualification to enable the airline to deal in DGR.

The Cargo complex has various airline offices where an agent can book it's cargo. While booking a form known as Instruction of dispatch of goods also called the IDG is to be filled. This is where the agent declares the content of the cargo. The agent/ consigner will fill in his name, phone no. and will provide an ID proof. He has to declare the number of pieces, the method of packing, the material used for packing, the nature and quantity of goods, etc. incase the content in mis declared the agent will be penalized. The agent is also required to sign and certify that all goods being transported are not DGR.

SUGGESTIONS

- Renovation of the cargo complex is required.
- The cargo complex needs to be modernized i.e. it should be fitted with modern technology for screening, weighing and to assist with other processes.
- Construction of a strong room is required so as to begin with VAL cargo acceptance.
- A separate room for the storage of DGR goods is required.
- Security at the cargo complex needs to be increased, as during our visit security personnel were quiet few.
- Cargo storing at the inbound should be more organized.

CONCLUSION

The visit to the cargo complex was informative. We got to know a lot about the cargo handling process as well a lot of the questions we had regarding cargo were answered during the visit. The cargo complex requires construction of additional storage facility in order to increase the cargo inflow and outflow.



IMAGES



UBC CELL



INDIGO CARGO OFFICE

	InterGlobe Aviation Limited	CGF005	
	SECURITY DECLARATION FROM WALK-IN-CUSTOMERS	Issue 4	Revision 0

**SECURITY DECLARATION BY WALK-IN CUSTOMERS
TO WHOMSOEVER IT MAY CONCERN**

1. I, _____, certify that the cargo booked under
AWS No. _____, Sector _____
contains _____.

2. I further certify that the said cargo was packed by me and does not contain any material that will
endanger the safety and security of the aircraft and the passengers.

or

3. I authorise _____ to book the cargo (name of the consignor)
consignment on my behalf. I certify that the cargo was packed by me and does not contain any
material that will endanger the safety and security of the aircraft and the passengers.

(Strike out portion not applicable)

Date: _____

(Signature of Customer)

Name: _____

Address: _____

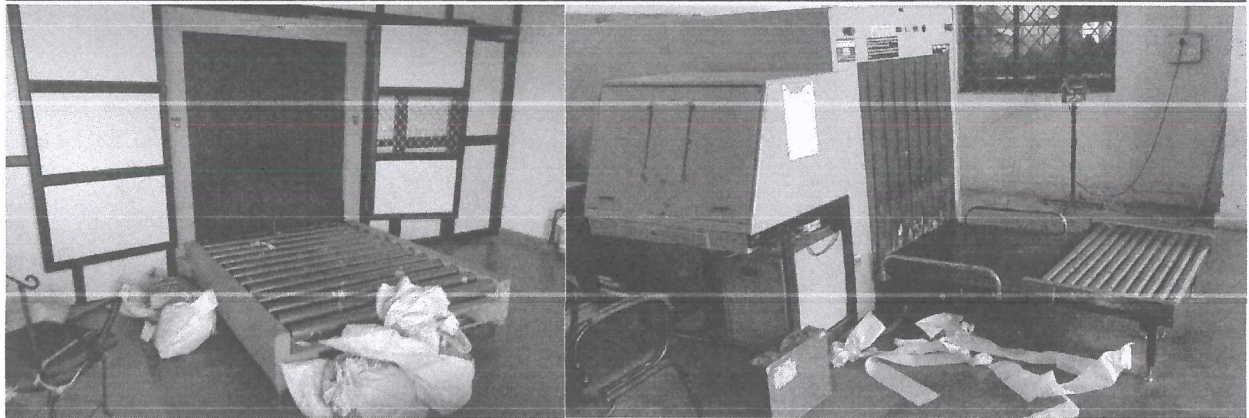
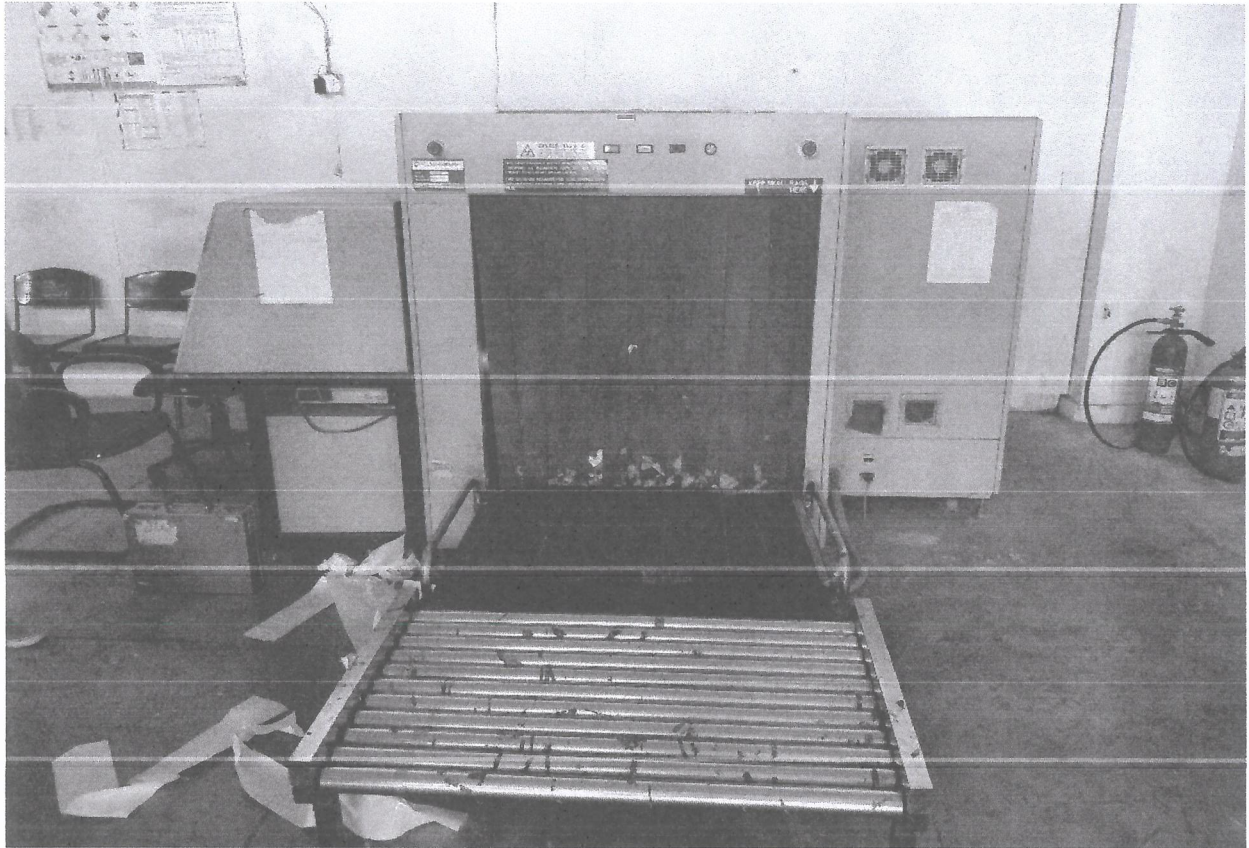
Mobile No.: _____

Tela No. _____

Scanned with Page 1 of 1 1 August 2015

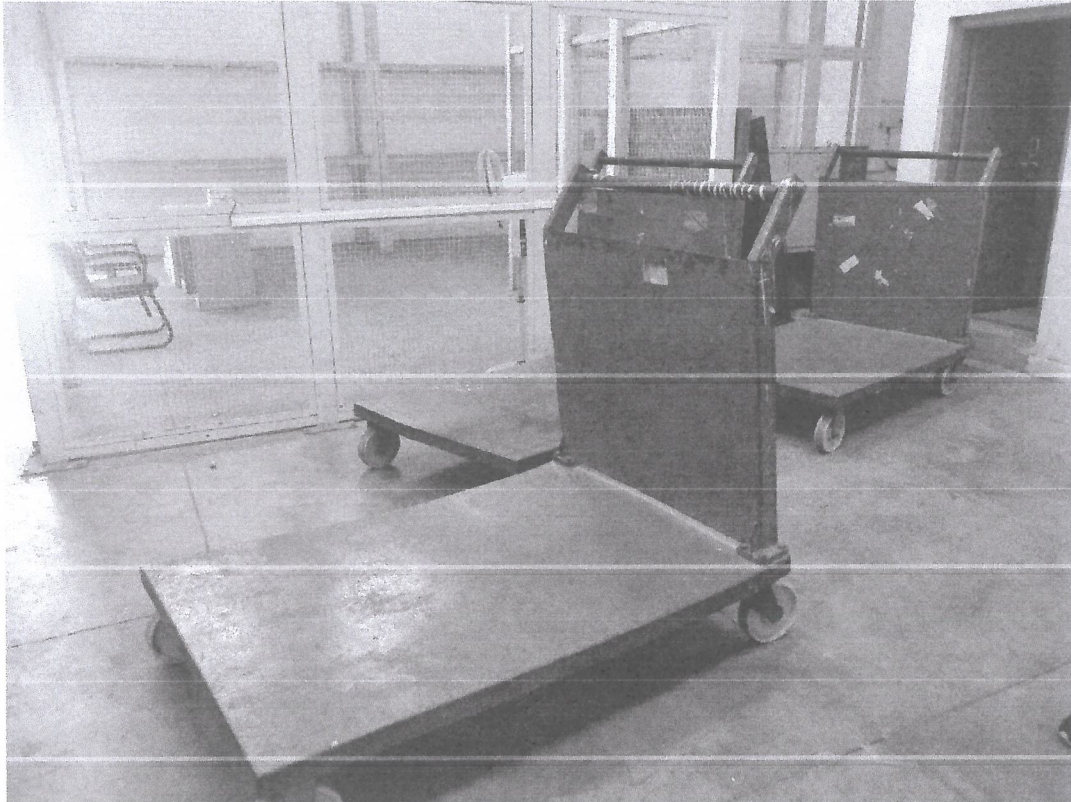
**DECLARATION BY WALK IN CUSTOMERS
FORM**



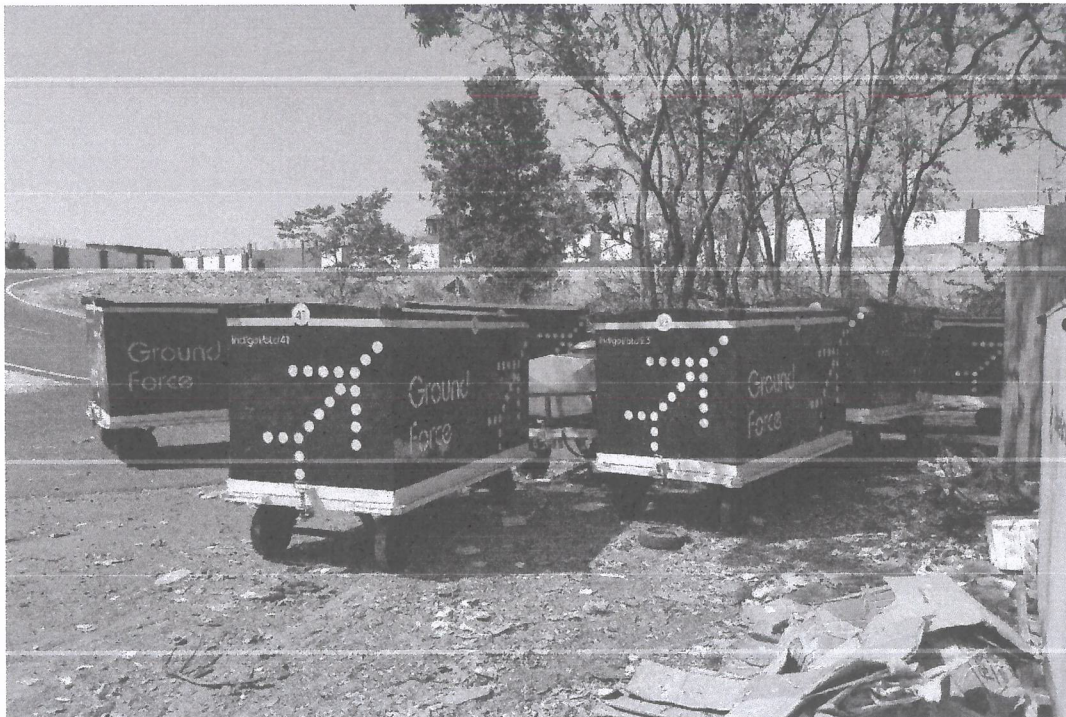


CARGO X-RAY MACHINE

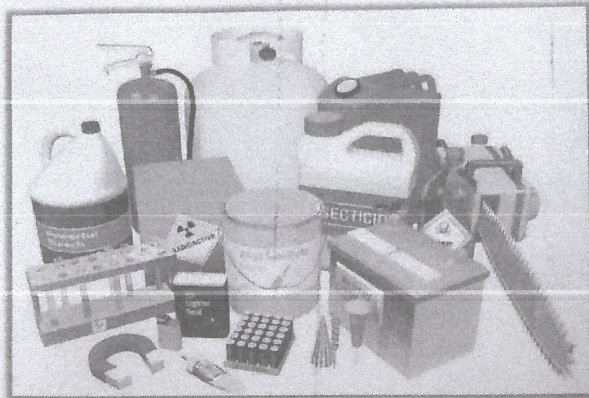




TROLLEYS



Have You Declared it?

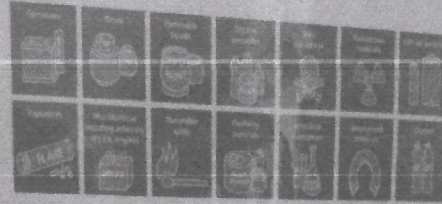


Cargo containing dangerous goods is subject to national and international regulation. Such cargo must be properly declared and clearly identified as containing dangerous goods. Carrying such article as cargo without being declared is an offence and may result in criminal prosecution under section 10 of the Aircraft Act 1934.

If cargo containing Dangerous Goods is found undeclared / mis-declared, they are subject to be reported as per Rule 9A of the Aircraft (Carriage of Dangerous Goods) Rules, 2003.

IndiGoCarGo

Have You Declared it?



If you are carrying these articles in your baggage or on person declare them. Carrying these substances is an offence and may result in criminal prosecution under section 10 of the Aircraft Act 1934.

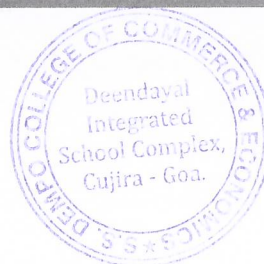
If baggage or on person containing dangerous goods is found undeclared/mis-declared, they are subject to be reported as per Rule 9A of the Aircraft (Carriage of Dangerous Goods) Rules, 2003.

DECLARATION AND SEGREGATION OF DGR GOODS

TABLE 9.3.A

Segregation of Packages (9.3.2)

Hazard Label	1 excl 1.4S	2.1	2.2 2.3	3	4.1	4.2	4.3	5.1	5.2	8	9 see 9.3.2.13
1 excl 1.4S	See 9.3.2.2.5	X	X	X	X	X	X	X	X	X	X
2.1	X	-	-	-	-	-	-	-	-	-	X
2.2, 2.3	X	-	-	-	-	-	-	-	-	-	-
3	X	-	-	-	-	-	-	X	-	-	X
4.1	X	-	-	-	-	-	-	-	-	-	X
4.2	X	-	-	-	-	-	-	X	-	-	-
4.3	X	-	-	-	-	-	-	-	-	-	-
5.1	X	-	-	X	-	X	-	-	-	X	-
5.2	X	-	-	-	-	-	-	-	-	-	-
8	X	-	-	-	-	-	X	-	-	-	-
9 see 9.3.2.13	X	X	-	X	X	-	-	X	-	-	-



DANGEROUS GOODS

IATA / ICAO HAZARD AND HANDLING LABELS

HAZARD LABELS

*Articles bearing the Explosive labels shown above and falling into Divisions 1.1, 1.2, 1.4, 1.5 and 1.6 are mutually forbidden

CLASS 1

CLASS 2

CLASS 3

CLASS 4

CLASS 5

CLASS 6

CLASS 7

CLASS 8

HANDLING LABELS

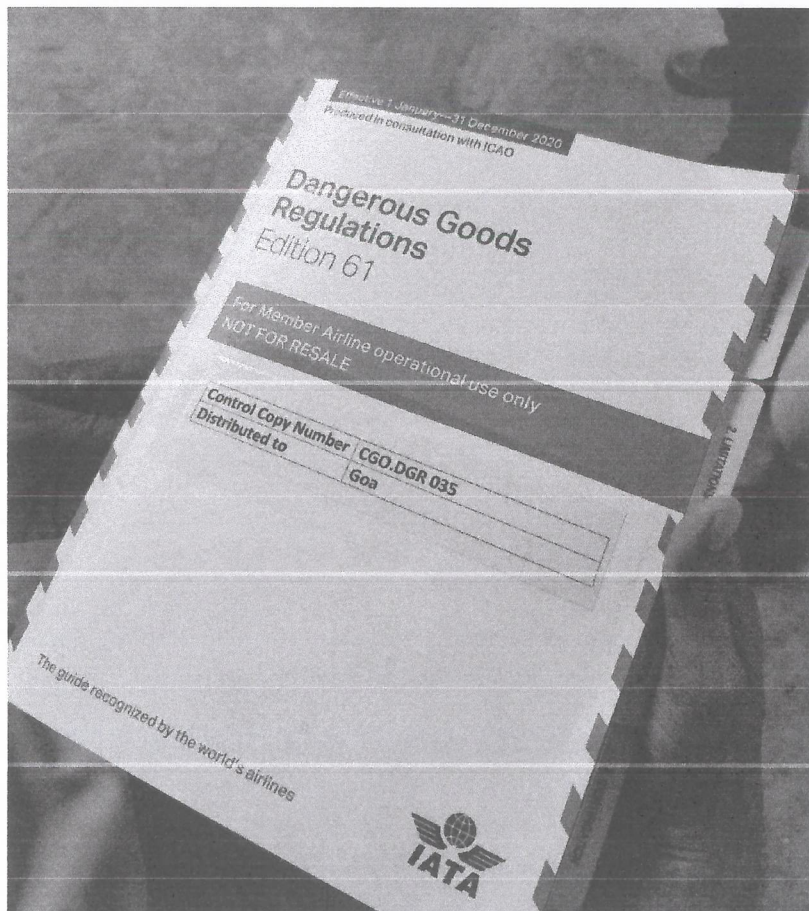
SEGREGATION CHART

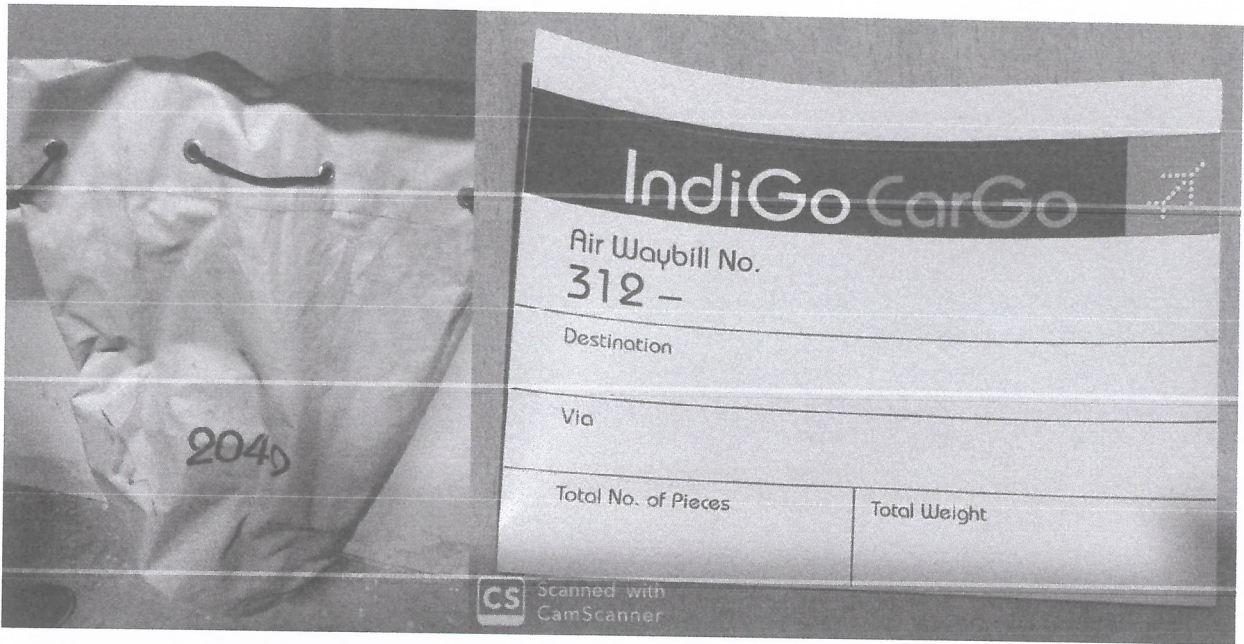
Class	1	2	3	4	5	6	7	8	9
1	X								
2		X							
3			X						
4				X					
5					X				
6						X			
7							X		
8								X	
9									X

NOTES:

- Do not put Class 1 and Class 2 together.
- Do not put Class 1 and Class 3 together.
- Do not put Class 1 and Class 4 together.
- Do not put Class 1 and Class 5 together.
- Do not put Class 1 and Class 6 together.
- Do not put Class 1 and Class 7 together.
- Do not put Class 1 and Class 8 together.
- Do not put Class 1 and Class 9 together.
- Do not put Class 2 and Class 3 together.
- Do not put Class 2 and Class 4 together.
- Do not put Class 2 and Class 5 together.
- Do not put Class 2 and Class 6 together.
- Do not put Class 2 and Class 7 together.
- Do not put Class 2 and Class 8 together.
- Do not put Class 2 and Class 9 together.
- Do not put Class 3 and Class 4 together.
- Do not put Class 3 and Class 5 together.
- Do not put Class 3 and Class 6 together.
- Do not put Class 3 and Class 7 together.
- Do not put Class 3 and Class 8 together.
- Do not put Class 3 and Class 9 together.
- Do not put Class 4 and Class 5 together.
- Do not put Class 4 and Class 6 together.
- Do not put Class 4 and Class 7 together.
- Do not put Class 4 and Class 8 together.
- Do not put Class 4 and Class 9 together.
- Do not put Class 5 and Class 6 together.
- Do not put Class 5 and Class 7 together.
- Do not put Class 5 and Class 8 together.
- Do not put Class 5 and Class 9 together.
- Do not put Class 6 and Class 7 together.
- Do not put Class 6 and Class 8 together.
- Do not put Class 6 and Class 9 together.
- Do not put Class 7 and Class 8 together.
- Do not put Class 7 and Class 9 together.
- Do not put Class 8 and Class 9 together.

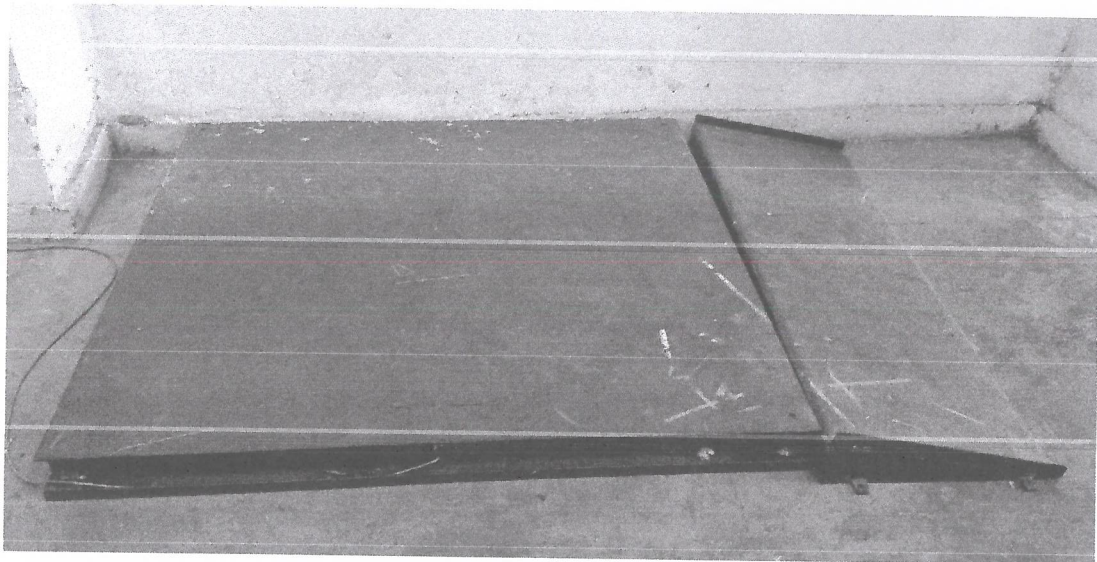
DGR GOODS HANDLING LABELS CHART (TOP) AND BOOK (BOTTOM)





FSC BAG

CARGO LABEL

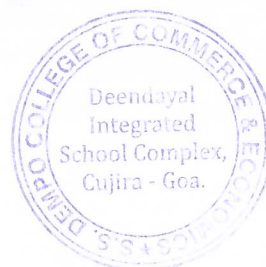


WEIGHMENT SCALE





REPORT BY- FRANCO ALPHONSO MTTM-1801



DCT's

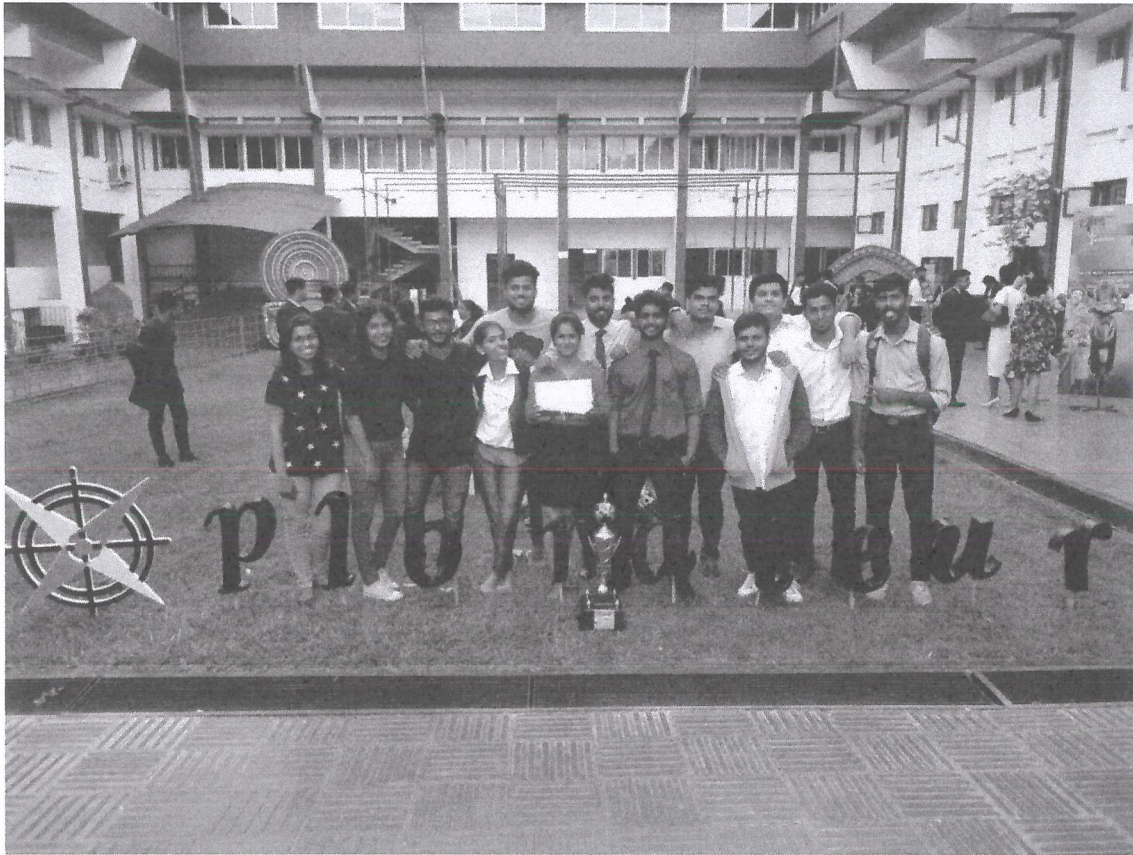
S.S. Dempo College of Commerce and Economics, Cujira, Goa

Master's of Tourism and Travel Management

AY 2018-19

Report on Participative Learning through Xplorateur 2019

The P.G. students of DCTs, S.S. Dempo College of Commerce and Economics, Master of Tourism and Travel Management (MTTM) programme under the guidance of Asst. Prof. Cheryl Venan Dias and Asst. Prof. Benzia De Souza participated in Xplorateur 2019 on 27th September 2018 an intercollegiate event organised by St. Xaviers College, Mapusa, Goa. The students won the **Overall Champions trophy** at this event. This event enabled the students to display their management *skills*.



Asst.Prof. Cheryl Venan Dias
Programme Coordinator -MTTM



Dr. Radhika S. Nayak
PROFESSOR and PRINCIPAL
S.S. DEMPO COLLEGE OF
COMMERCE & ECONOMICS,
Deendayal Integrated School Complex,
Cujira - Goa.

REPORT ON “APTITUDE MADE EASY” SESSIONS

Mathematics and Statistics Department

(DCT’s S.S. Dempo College of Com. & Eco., Cujira)

A series of weekly online lectures on Quantitative Aptitude titled “**APTITUDE MADE EASY**” was organized by the Department of Mathematics and Statistics of DCT’s S.S. Dempo College of Commerce and Economics, Cujira, Bambolim – Goa, from 6th May 2021 to 2nd July 2021 for our students. The initiative aimed at helping students to tackle aptitude based questions of varying difficulty levels commonly asked in entrance exams conducted across the country. The lectures were conducted via the Google Meet platform by Asst. Prof. Suraj Krishna Parmekar, from Mathematics and Statistics Department.

Assoc. Prof. Nutan Nayak, Head of the Department of Mathematics and Statistics, welcomed the students and inaugurated the series by talking about the importance of quantitative aptitude. A total of 75 students attended the five sessions wherein, Asst. Prof. Suraj shared some key points to remember when preparing for an entrance examination. Students were also guided through some formula based aptitude problems. Problems on Work and Time which require the knowledge of linear equations, Moving Locomotive problems involving distance, speed and time were also covered. Students also tackled questions on Numerical and Alphabetical Series which require observational skills. Set theoretic problems involving Venn Diagrams and various formulae were also taught.



APTITUDE MADE EASY - ATTENDANCE ONLINE - GOOGLE MEET

Attendance for:

Day 1

Date:

5/6/2021

Time:

12:00 PM

Meet ID: wiw-poya-jjy

Names			"Comments"
Shreya Vengurlekar	""	""	(marked present)
Sadira Fernandes	""	""	(marked present)
Ikcha Pearl	""	""	(marked present)
Jonathan Austin	""	""	(marked present)
Sandeep Mehta	""	""	(marked present)
Divya Gawas	""	""	(marked present)
Jovann Dsouza	""	""	(marked present)
Anusha Poojary	""	""	(marked present)
Harshavardhan Wanjari	""	""	(marked present)
Adithi Sharma	""	""	(marked present)
Nagaraj Bhandari	""	""	(marked present)
Euphrasia Vaz	""	""	(marked present)
Suella Fernandes	""	""	(marked present)
Shruti Salgaonkar	""	""	(marked present)
Aishwarya	""	""	(marked present)
Samiksha Naik	""	""	(marked present)
Gloria Kerketta	""	""	(marked present)
Stacy Silveira	""	""	(marked present)
Ankita Parvatkar	""	""	(marked present)
Vidula Parvatkar	""	""	(marked present)
Ranisa Azavedo	""	""	(marked present)
Aaron Rodrigues	""	""	(marked present)
Bishnu Bogati	""	""	(marked present)
Shreya Ugvekar	""	""	(marked present)
Anushka Laad	""	""	(marked present)
Aditya Shirodkar	""	""	(marked present)
Shruthi	""	""	(marked present)
Sumiran Bhat	""	""	(marked present)
Ram Kumar Bhartiya	""	""	(marked present)
Meghna Bogati	""	""	(marked present)
Vibhuti Bale	""	""	(marked present)
Rishi R	""	""	(marked present)
Saaniya Kamat	""	""	(marked present)
Alisha Lobo	""	""	(marked present)
Tracy De Souza	""	""	(marked present)
Vedant Porobo Dessai	""	""	(marked present)
Shubham Naik	""	""	(marked present)
Priti Waghmare	""	""	(marked present)
Clinton Leema	""	""	(marked present)
Angari Golatkar	""	""	(marked present)
Dwaynie Rodrigues	""	""	(marked present)
Aman Singh	""	""	(marked present)



Abhishek Naik	""	""	(marked present)
Anushree Revanker	""	""	(marked present)
Gayatri Naik	""	""	(marked present)
Chatura Mehta	""	""	(marked present)
Pranoy Fernandes	""	""	(marked present)
Calvin Fernandes	""	""	(marked present)
Shweta Dhond	""	""	(marked present)
Aditya Rege	""	""	(marked present)
Parth Rahalkar	""	""	(marked present)
Sharon Saji	""	""	(marked present)
Sanghavi Shirodker	""	""	(marked present)
Sanjana Kamat	""	""	(marked present)
Celina Kerketta	""	""	(marked present)
Kimberly Costa	""	""	(marked present)
Hanisha Naik	""	""	(marked present)
Kanchan Kumari	""	""	(marked present)
Vaishnavi Bhat	""	""	(marked present)
Joyval Rodrigues	""	""	(marked present)
Asmani Phadte	""	""	(marked present)
Suraj Parmekar	""	""	(marked present)
Pandurang Vaingankar	""	""	(marked present)
Kaushik Gauns	""	""	(marked present)
Sonal Undakoti	""	""	(marked present)
Sushila Telgiri	""	""	(marked present)
Manalee Sinari	""	""	(marked present)
Divyansh Amonkar	""	""	(marked present)
Sable Nunes	""	""	(marked present)
Steve Ferro	""	""	(marked present)
Saylee Kuncolienkar	""	""	(marked present)
Yash Prabhugaonkar	""	""	(marked present)
Elaine Gomes	""	""	(marked present)
Gaurav Pagar	""	""	(marked present)
Rushikesh Pradhan	""	""	(marked present)

Attendance for:
Date:

Names
Jonath
Rar



Attendance for:

Day 2

Date:

6/11/2021

Time:

12:00 PM

Meet ID: dmw-pkjm-oiv

Names

"Comments"

Jonathan Austin	""	""	(marked present)
Ranisa Azavedo	""	""	(marked present)
Vibhuti Bale	""	""	(marked present)
Nagaraj Bhandari	""	""	(marked present)
Ram Kumar Bhartiya	""	""	(marked present)
Vaishnavi Bhat	""	""	(marked present)
Sumiran Bhat	""	""	(marked present)
Bishnu Bogati	""	""	(marked present)
Meghna Bogati	""	""	(marked present)
Aditya Rege	""	""	(marked present)
Kanchan Kumari	""	""	(marked present)
Sanjana Kamat	""	""	(marked present)
Kimberly Costa	""	""	(marked present)
Vedant Porobo Dessai	""	""	(marked present)
Shweta Dhond	""	""	(marked present)
Jovann Dsouza	""	""	(marked present)
Calvin Fernandes	""	""	(marked present)
Pranoy Fernandes	""	""	(marked present)
Sadira Fernandes	""	""	(marked present)
Suella Fernandes	""	""	(marked present)
Kaushik Gauns	""	""	(marked present)
Divya Gawas	""	""	(marked present)
Angari Golatkar	""	""	(marked present)
Saaniya Kamat	""	""	(marked present)
Celina Kerketta	""	""	(marked present)
Gloria Kerketta	""	""	(marked present)
Anushka Laad	""	""	(marked present)
Clinton Leema	""	""	(marked present)
Alisha Lobo	""	""	(marked present)
Chatura Mehta	""	""	(marked present)
Sandeep Mehta	""	""	(marked present)
Abhishek Naik	""	""	(marked present)
Gayatri Naik	""	""	(marked present)
Hanisha Naik	""	""	(marked present)
Samiksha Naik	""	""	(marked present)
Shubham Naik	""	""	(marked present)
Suraj Parmekar	""	""	(marked present)
Ankita Parvatkar	""	""	(marked present)
Vidula Parvatkar	""	""	(marked present)
Ikcha Pearl	""	""	(marked present)
Asmani Phadte	""	""	(marked present)
Anusha Poojary	""	""	(marked present)



Rishi R	""	""	(marked present)
Parth Rahalkar	""	""	(marked present)
Anushree Revanker	""	""	(marked present)
<u>Dwaynie Rodrigues</u>	""	""	(marked present)
Aaron Rodrigues	""	""	(marked present)
Joyval Rodrigues	""	""	(marked present)
Sharon Saji	""	""	(marked present)
Shruti Salgaonkar	""	""	(marked present)
Adithi Sharma	""	""	(marked present)
<u>Aditya Shirodkar</u>	""	""	(marked present)
Sanghavi Shirodker	""	""	(marked present)
Shruthi	""	""	(marked present)
Stacy Silveira	""	""	(marked present)
<u>Aman Singh</u>	""	""	(marked present)
Tracy De Souza	""	""	(marked present)
Shreya Ugvekar	""	""	(marked present)
Pandurang Vaingankar	""	""	(marked present)
Euphrasia Vaz	""	""	(marked present)
Shreya Vengurlekar	""	""	(marked present)
<u>Priti Waghmare</u>	""	""	(marked present)
<u>Harshavardhan Wanjari</u>	""	""	(marked present)
<u>Aishwarya</u>	""	""	(marked present)



Attendance for:
Date:

Day 3
18-06-2021

Time: 12:00

Meet ID: awv-etxm-hcq

Names	"Email"	"Commer	"Arrival time"
Aishwarya	""	""	(marked present)
Ranisa Azavedo	""	""	(marked present)
Nagaraj Bhandari	""	""	(marked present)
Ram Kumar Bhartiya	""	""	(marked present)
Madhav Bhat	""	""	(marked present)
Sumiran Bhat	""	""	(marked present)
Bishnu Bogati	""	""	(marked present)
Meghna Bogati	""	""	(marked present)
Aditya Rege	""	""	(marked present)
Kimberly Costa	""	""	(marked present)
Shweta Dhond	""	""	(marked present)
Jovann Dsouza	""	""	(marked present)
Suella Fernandes	""	""	(marked present)
Kaushik Gauns	""	""	(marked present)
Divya Gawas	""	""	(marked present)
Angari Golatkar	""	""	(marked present)
Sagar Gond	""	""	(marked present)
Saaniya Kamat	""	""	(marked present)
Celina Kerketta	""	""	(marked present)
Gloria Kerketta	""	""	(marked present)
Abhishek Naik	""	""	(marked present)
Samiksha Naik	""	""	(marked present)
Shubham Naik	""	""	(marked present)
Riya Nishad	""	""	(marked present)
Gaurav Pagar	""	""	(marked present)
Rushikesh Pradhan	""	""	(marked present)
Deeksha Phatte	""	""	(marked present)
Pranoy Fernandes	""	""	(marked present)
Vibhuti Bale	""	""	(marked present)
Divina Fernandes	""	""	(marked present)
Vedant Porobo Dessai	""	""	(marked present)
Euphrasia Vaz	""	""	(marked present)
Sonal Undakoti	""	""	(marked present)
Sushila Telgiri	""	""	(marked present)
Anoushka Laad	""	""	(marked present)
Alisha Lobo	""	""	(marked present)
Suraj Parmekar	""	""	(marked present)
Vidula Parvatkar	""	""	(marked present)
Anusha Poojary	""	""	(marked present)
Parth Rahalkar	""	""	(marked present)
Aaron Rodrigues	""	""	(marked present)
Adithi Sharma	""	""	(marked present)
Aanchal Singh	""	""	(marked present)
Aman Singh	""	""	(marked present)



Vaishnavi Sardesai "" "" (marked present)

Help/more info: "<https://tinyurl.com/y5peu3nk>"
© Google Meet Attend <https://tinyurl.com/y6k2yqts>



Attendance for:

Day 4

Date:

6/25/2021

Time:

12:00 PM

Meet ID: nxk-wgku-ymu

Names			"Comments"
Aishwarya	""	""	(marked present)
Jonathan Austin	""	""	(marked present)
Ranisa Azavedo	""	""	(marked present)
Vibhuti Bale	""	""	(marked present)
Nagaraj Bhandari	""	""	(marked present)
Sumiran Bhat	""	""	(marked present)
Bishnu Bogati	""	""	(marked present)
Meghna Bogati	""	""	(marked present)
Sanjana Kamat C19-322	""	""	(marked present)
Kimberly Costa	""	""	(marked present)
Vedant Porobo Dessai	""	""	(marked present)
Shweta Dhond	""	""	(marked present)
Jovann Dsouza	""	""	(marked present)
Kaushik Gauns	""	""	(marked present)
Divya Gawas	""	""	(marked present)
Saaniya Kamat	""	""	(marked present)
Gloria Kerketta	""	""	(marked present)
C20-612 Gayatri Naik	""	""	(marked present)
Samiksha Naik	""	""	(marked present)
Shubham Naik	""	""	(marked present)
Suraj Parmekar	" ✓"	""	(marked present)
Vidula Parvatkar	""	""	(marked present)
Asmani Phadte	""	""	(marked present)
Anusha Poojary	""	""	(marked present)
Parth Rahalkar	""	""	(marked present)
Anushree Revanker	""	""	(marked present)
1130 Dwaynie Rodrigues	""	""	(marked present)
Aaron Rodrigues	""	""	(marked present)
Sharon Saji	""	""	(marked present)
Adithi Sharma	""	""	(marked present)
Aditya Shirodkar	""	""	(marked present)
Sanghavi Shirodker	""	""	(marked present)
Shreya Ugvekar	""	""	(marked present)
Pandurang Vaingankar	""	""	(marked present)
C20-617priti Waghmare	""	""	(marked present)

Help/more info:

"<https://tinyurl.com/y5peu3nk>"

© Google Meet Attendance <https://tinyurl.com/y6k2yqts>



Attendance for:

Day 5

Date:

2nd July 2021

Time:

12:00 PM

Meet ID: wqr-omme-jhj

Names			"Comments"
Suraj Parmekar	""	""	(marked present)
Vidula Parvatkar	""	""	(marked present)
Anusha Poojary	""	""	(marked present)
Parth Rahalkar	""	""	(marked present)
<u>Dwaynie Rodrigues</u>	""	""	(marked present)
Aaron Rodrigues	""	""	(marked present)
Joyval Rodrigues	""	""	(marked present)
Adithi Sharma	""	""	(marked present)
Shubham Naik	""	""	(marked present)
Manalee Sinari	""	""	(marked present)
<u>Aanchal Singh</u>	""	""	(marked present)
Aman Singh	""	""	(marked present)
Shreya Ugvekar	""	""	(marked present)
Saaniya Kamat	""	""	(marked present)
Ranisa Azavedo	""	""	(marked present)
Vibhuti Bale	""	""	(marked present)
<u>Nagaraj Bhandari</u>	""	""	(marked present)
Ram Kumar Bhartiya	""	""	(marked present)
Celina Kerketta	""	""	(marked present)
Sumiran Bhat	""	""	(marked present)
Bishnu Bogati	""	""	(marked present)
<u>Meghna Bogati</u>	""	""	(marked present)
Aditya Rege	""	""	(marked present)
Sanjana Kamat	""	""	(marked present)
Gloria Kerketta	""	""	(marked present)
Shweta Dhond	""	""	(marked present)
<u>Jovann Dsouza</u>	""	""	(marked present)
Dikshavi Fatarpekar	""	""	(marked present)
Samiksha Naik	""	""	(marked present)
Kaushik Gauns	""	""	(marked present)
Divya Gawas	""	""	(marked present)
<u>Angari Golatkar</u>	""	""	(marked present)
Sagar Gond	""	""	(marked present)
Alisha Lobo	""	""	(marked present)
Anoushka Laad	""	""	(marked present)

"<https://tinyurl.com/y5peu3nk>"

<https://tinyurl.com/y6k2yqts>



**DCT's S.S. DEMPO COLLEGE OF COMMERCE AND ECONOMICS
BACHELOR OF BUSINESS ADMINISTRATION DEPARTMENT**

Academic year 2020-21

Course Outcomes

- Appreciate the contribution of talent acquisition practices to organizational effectiveness in particularly;
- Derive a deep insight into Talent planning and its linkage to effective talent acquisition
- Create an effective Talent plan and Job analysis
- **Analyse various sources of talent acquisition and selection methods**
- Person-Job Fit analysis
- Ethics and Culture match
- Use of technology for an effective Talent Acquisition process

Case study on Employee Referral Scheme

Group submission

AN EMPLOYEE REFERRAL PROGRAM

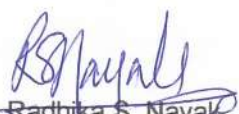
Annabelle Adams is the HR Director for Missouri Telemarketing in Bengaluru. The company employs about 2500 people, of whom 90 percent are part time telemarketing sales personnel. Most of these employees are college students, housewives or retired people who work part time for, depending on their seniority and shift. Annual job satisfaction surveys indicate that the employees like their supervisors, wages and benefits and the workplace facility. Turnover, however, is currently averaging 25 percent due to the hours (evening and weekend shifts must be worked by all employees for at least half of their total hours) and stress due to the constant pressure of meeting sales targets. Employees also complain of the lack of social interaction at work due to their isolation (each employee sits in a small cubicle that performs the dialing and record keeping functions).

The company is growing rapidly and thus must constantly recruit and train new sales personnel. The president, Mary Anne Ryan, has decided that the company should try an employee prize referral program as a means of recruiting. She has just returned from a conference, where she heard several CEO's describe how they successfully utilized referral programs. Ryan has directed Adams to develop an employee referral program that will recruit at least 150 new workers in the next three months. She has provided a budget of Rs.5,00,000 to cover all prizes and expenses directly related to the program (routine HR staff time is not included).

1. What prizes should Adams recommend the program offer to employees? Why?
2. How should the program be communicated to employees?
3. How should the success of the program be determined?
4. Whom should Adams consult for advice in designing the program?


Dr. Sonya K. Angle
BBA Coordinator



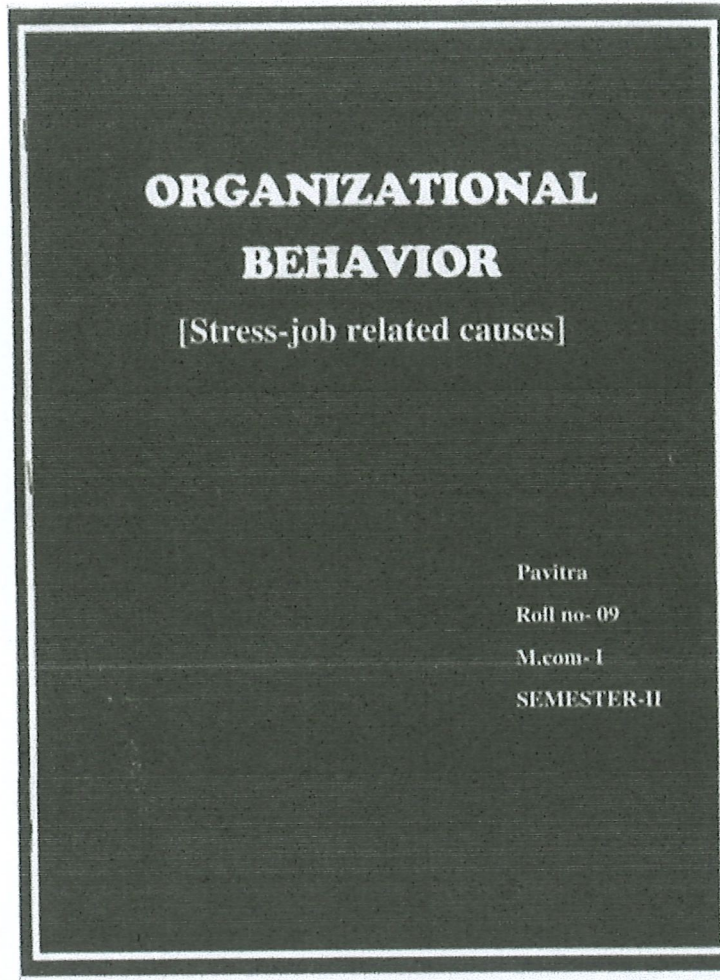

Dr. Radhika S. Nayak
Principal

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DCT's
S.S. Dempo College of Commerce and Economics, Cujira, Goa
Problem Based Learning
2018-19

Master of Commerce (MCom)

MCom uses Problem Based Learning approach to solve industry related issues. The student have to analyse the problem of Job Related Stressors and submit a of hard copy report to assess students understanding of key concepts related to the **Course: Organizational Behaviour**



Asst. Prof. Namrata Wagle
Programme Coordinator – MCom

Dr. Radhika S. Nayak

PRINCIPAL AND PROFESSOR
S.S. DEMPO COLLEGE OF
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Cujira - Goa.



ORGANIZATIONAL BEHAVIOR

[Stress-job related causes]

Pavitra

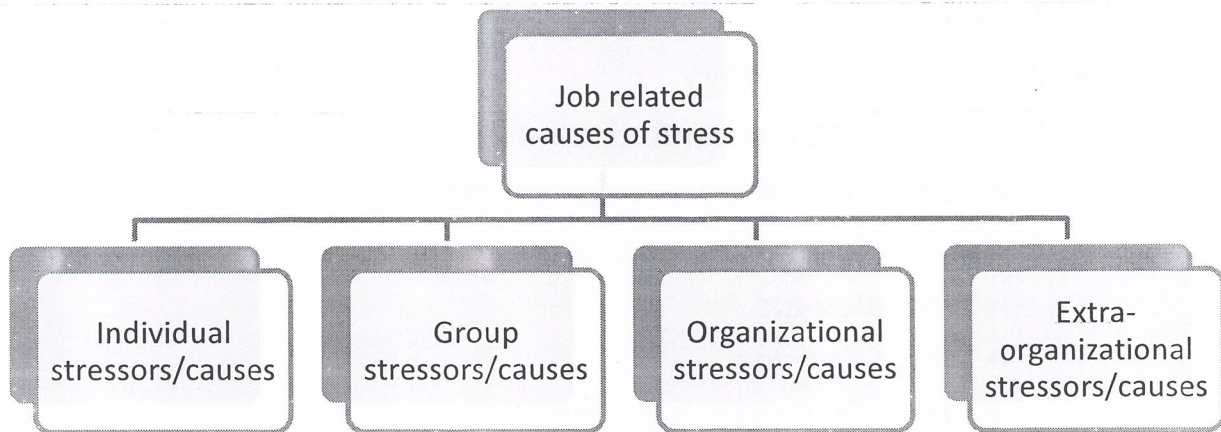
Roll no- 09

M.com- I

SEMESTER-II



➤ Job related causes of stress

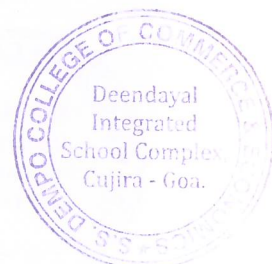


1) Individual stressors/causes

- Personality
- Role overload
- Role conflict

2) Group stressors/causes

- Lack of group cohesiveness
- Intragroup conflict
- Workplace violence
- Workplace bullying
- Sexual harassment
- Focusing on negative while ignoring good performance



➤ Frustration

Frustration is a common emotional response to opposition, related to anger, annoyance and disappointment, frustration arises from the perceived resistance to the fulfillment of an individual's will or goal and is likely to increase when a will or goal is denied or blocked.

There are two types of frustration; internal and external.

Internal frustration may arise from challenges in fulfilling personal goals, desires, instinctual drives and needs, or dealing with perceived deficiencies, such as a lack of confidence or fear of social situations. Conflict, such as when one has competing goals that interfere with one another, can also be an internal source of frustration and can create cognitive dissonance.

External causes of frustration involve conditions outside an individual's control, such as a physical roadblock, a difficult task, or the perception of wasting time. There are multiple ways individuals cope with frustration such as passive-aggressive behavior, anger, or violence, although frustration may also propel positive processes via enhanced effort and strive. This broad range of potential outcomes makes it difficult to identify the original cause(s) of frustration, as the responses may be indirect. However, a more direct and common response is a propensity towards aggression.



- If stress is too high, it turns into a damaging force.
- The level after too high stress is called breaking point. At this breaking stage the employee becomes very upset and breakdowns and therefore performance becomes ZERO.
- Stress should not be very high nor too low, must it be within the range and limits of employee's capacity to tolerate and his performance level. A controlled stress which is within limits is always beneficial and productive than an uncontrolled one.
- Efforts should be made regularly to monitor and study stress levels in the working environment. Necessary arrangements and adjustments should be made to control stress and its causes.
- Cooperation, kindness, respect. Good manners, and discipline among members of an organization always create a stress free, healthy, friendly and productive environment in a workplace.



STRESS

Stress is your body's way of responding to any kind of demand or threat. When you sense danger—whether it's real or imagined—the body's defenses kick into high gear in a rapid, automatic process known as the “fight-or-flight” reaction or the "stress response".

The stress response is the body's way of protecting you. When working properly, it helps you stay focused, energetic, and alert. In emergency situations, stress can save your life—giving you extra strength to defend yourself, for example, or spurring you to slam on the brakes to avoid an accident.

Stress can also help you rise to meet challenges. It's what keeps you on your toes during a presentation at work, sharpens your concentration when you're attempting the game-winning free throw, or drives you to study for an exam when you'd rather be watching TV. But beyond a certain point, stress stops being helpful and starts causing major damage to your health, your mood, your productivity, your relationships, and your quality of life.

➤ Job related stress

Work-related stress is a growing problem around the world that affects not only the health and well-being of employees, but also the productivity of organizations. Work-related stress arises where work demands of various types and combinations exceed the person's capacity and capability to cope.

Work-related stress can be caused by various events. For example, a person might feel under pressure if the demands of their job (such as hours or responsibilities) are greater than they can comfortably manage. Other sources of work-related stress include conflict with co-workers or



Case Analysis – A Fledgling Organisation

Tourism is a fastest growing industry in the world. As any industry it also has its pro's and con's. Sometimes the con's outweigh the pro's, the major factor that influences the tourism and hospitality industry is the rate of attrition this industry faces around 50% of attrition at a time and has become a challenge for the Human Resource Department. Goa has plans to shortly launch the investment policy with a CEO to head the investment department and there is a lot of scope for young graduates from Goa to seek employment in the hospitality and tourism industry. Sea Lagoon Travels has started its operations in Goa, under the new investment policy it plans to hire around 500 staff to manage its reservation and ticketing department. Priya the human resource manager is thinking on a strategic level as there is a big challenge of recruiting the large numbers as the current staff strength is 150 with an attrition rate of 5% annually, she also wonders what are the other challenges she would face with the hiring of additional 350 members. Currently the team of 5 members she has in her HR team are manually managing the payroll, attendance and benefits of the employees. She also has two skilled trainers who provide training to the new hires, there is a possibility that one of the trainers may leave the job. The average time to train the employees is 2 months. To make matters worse a travel process outsourcing competitor has emerged who threatens to siphon all the current employees into their organisation.

Questions:

1. What the concepts from the history of HRM that Priya can borrow to manage the people of the organisation better?
2. What are the challenges other than attrition that Priya could face as a HR Manager? Discuss.
3. From the above case do you feel that Priya is in the reactive or proactive phase? Explain in either case.
4. What suggestions would you give to Priya to manage the HR generalist roles?
5. Do you feel that the number of trainers currently employed will be able to manage the load of 350 additional employees?
6. What should Priya do to manage the issue of attrition from the training department?
7. If you were the HR manager of a Small and Medium enterprise what would be the policy related decisions would you take to prevent attrition?
8. Do you feel that HR department is essential in a travel and tourism industry? Explain why in either case of yes or no answer?



Cheryl
Dr. Cheryl Venan Dias
Programme Coordinator - MTM



DCT's

S.S. Dempo College of Commerce and Economics, Cujira, Goa


Master's of Tourism and Travel Management


2.3.1 *Student centric methods, such as experiential learning, participative learning and problem solving methodologies are used for enhancing learning experiences*

Problem Based Learning, Identification of Adventure Tour Operator (ATO) Problems date 5th March, 2021



2021.03.05 13:22


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Dr. Cheryl V. Dian
Programme Coordinator - MITM



PROBLEM SOLVING METHOD
PCS METHOD

25



Instructions

Student work



Beach Tourism Case Study - CARRYING CAPACITY

Dr. Cheryl Dias • Apr 12, 2021

10 points

Due Apr 12, 2021, 12:00 PM

Dear Students,

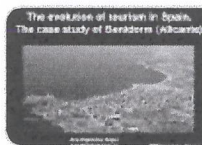
Read the two sheets provided on Benindorm in Spain.

1. Define what is Carrying Capacity? (2 Marks)
2. What are the different types of Carrying Capacity effecting a tourist destination?(3 Marks)
3. What are the carrying capacity being effected in Benindorm Beach area? (2 Marks)
4. What are the measures to be taken to keep the tourism footfalls low in a growth tourism area?(3 Marks)

Dr. Cheryl Venan Dias



Benidorm_Case_Study...
PDF



benidorm_evolution.p...
PDF

Class comments



Add class comment...



Dr. Cheryl V. Dias
Programme Coordinator - MTTM

R. S. Venan Dias
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GAME BASED LEARNING

Geography for Tourism
Part 1 B2020-22



Instructions Student work



Geography assignment on locating continents

Dr. Cheryl Dias • Oct 3, 2020

10 points

Due Oct 3, 2020, 12:30 PM

Click this link and answer the quiz on the continents of the world.

<https://lizardpoint.com/geography/world-quiz.php>

Load your score with a screen shot when you turn in your assignment.

Class comments



Add class comment... ▶

Rajayale
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Cujira - Goa.

Cheryl
Dr. Cheryl V. Dias
Programme Coordinator -MTRM



**GAMEBASED LEARNING
FUN FACTS**

Instructions Student work



Unique fact about on country of South America

Dr. Cheryl Dias • Oct 5, 2020

10 points

Due Oct 6, 2020, 10:00 AM

Highlight the country of your choice on Google Earth using doodle marker and post the image on GFT GC, and state one tourism fact about one country of your choice in South America.

In the Indian ocean Island of Seychelles there is an unique fruit called coco-de-mer that is forbidden to be exported by tourist.

Class comments



Add class comment... ▶

Cheryl
Dr. Cheryl V. Dias
Programme Coordinator - MTTM

R. S. Nayak
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S.S. DE MPO COLLEGE OF
COMMERCE & ECONOMICS,
Deendayal Integrated School Complex,
Cujira - Goa.



padlet

My sublime padlet

Made with no regrets, whatsoever

TANAYA TULASKAR OCT 16, 2020 09:21 AM



Jamaica

Jamaica

4. He liked eating lots of jam

Haiti

Haiti

3. He kept the ice cubes under his hat

Cuba

Cuba

2. He had ice cubes with him

The Bahamas

The Bahamas

1. There was a boy Bahamas

Panama

Panama

10. Both his girlfriends lived in Panama

Costa Rica

Costa Rica

9. and the other girlfriend was Costa Rica

Nicaragua

Nicaragua

8. Amerigo had two girlfriends. One was Nicaragua

El Salvador

El Salvador

7. The name of the hound was El Salvador

Belize

Belize

5. The name of the goat was Belize

Honduras

Honduras

6. He also had a hound

Guatemala

Guatemala

4. Amerigo had a goat

Canada

Canada

3. He also liked eating candy

Mexico

Mexico

2. He liked drinking pepsi

USA

USA

1. There was a boy named Amerigo

South Sudan

South Sudan

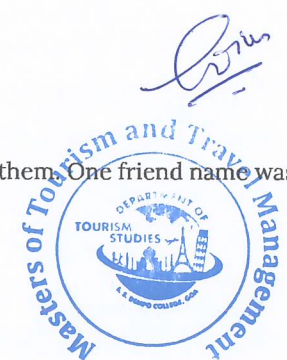
13. the other friends name was South Sudan

Equatorial Guinea

Equatorial Guinea

12. Their two friends joined them. One friend name was Equatorial Guinea and

Eswatini



Eswatini

14. in the hospital of Eswatini

Tanzania

Tanzania

13. and was admitted to Tanzania

Namibia

Namibia

12. and faced with malaria

Mozambique

Mozambique

11. She had a mosquito bite

Botswana

Botswana

10. also studies about spices in Suhana Masala

São Tomé and Príncipe

São Tomé and Príncipe

9. Sao Tome and Principe and

Lesotho

Lesotho

8. After playing game she went to study the geography lesson of

Zambia

Zambia

7. Reaching home she started playing video game of zombies

Tunisia

Tunisia

6. Her mobile tune rang and her mind got diverted. It was her mother calling.

Egypt

Egypt

5. She saw an eagle sitting on the tree from library window.

My sublime padlet

Algeria

Algeria

4. and her favorite subject was algebra

Libya

Libya

3. She loved reading books so she went to the library

Chad

Chad

2. Her favorite game was cricket and her favorite bowler was Yuzi Chahal

Senegal

Senegal

1. There was a Senior girl.

Comoros

Comoros

10. There was also an Indian stall of coconut ras

Djibouti

Djibouti

9. The next stall was a DJ Boutique

Mayotte

Mayotte

8. with mayonnaise.

Seychelles

Seychelles

7. Sea chilly

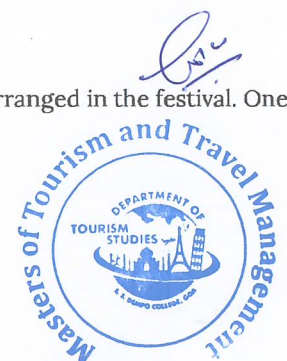
Mauritius

Mauritius

6. There were many stalls arranged in the festival. One stall was of delicious

Kenya

Kenya



5. There was also an ongoing International Series **Mania** Festival

Uganda

Uganda

4. In that reality show he was playing the role of **gunda**

Sudan

Sudan

3. He was shooting for a reality show **Udan**

Malawi

Malawi

2. was captured in **Malwi**

Madagascar

Madagascar

1. An Indian choreographer **Mudassar**

Mali

Mali

11. which was watched by a **mali**

Morocco

Morocco

10. In front of the villa there was a plantation of **coco**

DRC

DRC

9. They booked a villa in **DRC**

Angola

Angola

8. so they gave him to eat **mango gola**

Rwanda

Rwanda

7. One day while going to the market they met a **panda**

Burundi

Burundi

My sublime padlet

6. with **bindi**

Gabon

Gabon

5. They both wear traditional suit of **saffon**

Ethiopia

Ethiopia

4. They always carried **encyclopedia** with them

Zimbabwe

Zimbabwe

3. They were on their way to **Zimbabwe**

Eritrea

Eritrea

2. and **Riya** were best friends.

Somalia

Somalia

1. Two girls named **Jenelia**

Cameroon

Cameroon

10. she went to buy a camera

Nigeria

Nigeria

9. By deciding the criteria

Burkina Faso

Burkina Faso

8. she wear burkha and ride on fascino

Benin

Benin

7. Getting tanning on the sea coast

Togo

Togo



6. She had designed a logo of IPL on her face.

Ghana

Ghana

5. with some packets of chana (nuts)

Ivory Coast

Ivory Coast

4. at sea coast

Liberia

Liberia

My sublime padlet

3. Went to visit statue of liberty

Guinea

Guinea

2. With her guinea pig

Sierra Leone

Sierra Leone

1. A girl Sunny Leone



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Cheryl
Dr. Cheryl V. Dias
Programme Coordinator - MTTM



My sublime padlet

Made with no regrets, whatsoever



*Dr. Cheryl V. Dhan
Programme Co-ordinator - MTM*



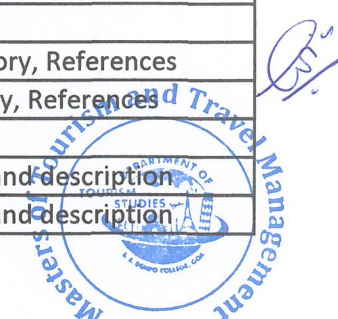
STORY BOARDING

DCT's

S.S. Dempo College of Commerce and Economics, Cujira, Goa
Masters of Tourism and Travel Management

Destination Profiling - Practicals - General Requirements for a Marketing Collateral

Reporting Platform	FLIPHTML5.COM		
Cover Page	ISA - COVER PAGE		
5A's of a Destination	Sub-Dimensions	Information required	Asset
Accessibility	Location	Google Earth to locate the Physical Location	Image
	Modes of Transport	Easiest mode of transport	List of modes, National Carrier
	Accessibility Index	If the location is disabled friendly	Certification
Accommodation	Standard Properties	Hotels.com for list	1* to 5*, Image and Names
	Guest-Houses	Websites	Image and Names
	Hostels	Websites	Image and Names
	Home Stays	Websites	Image and Names
Amenities	In Accommodation Amenities	Accommodation websites	Coffee shops, and all other in-house
	Surrounding Area Amenities	Local area websites	Clubs, Parks, Bars, Hospitals, Restaurants
Attraction	Natural Attractions	Tourist information sites, google earth	5 Images with names, brief history, References
	Man Made Attractions	Tourist information sites, google earth	5 Image with names, brief history, References
Acitivity	Leisure	TIS	2 Popular Activities with image and description
	Recreation	TIS	2 Popular Activities with image and description



	Adventure	TIS	2 Popular Activities with image and description
	Night Life	TIS	2 Popular Activities with image and description
	Education	TIS	2 Popular Activities with image and description
	Theme Park	TIS	2 Popular Activities with image and description

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Cujira - Goa.



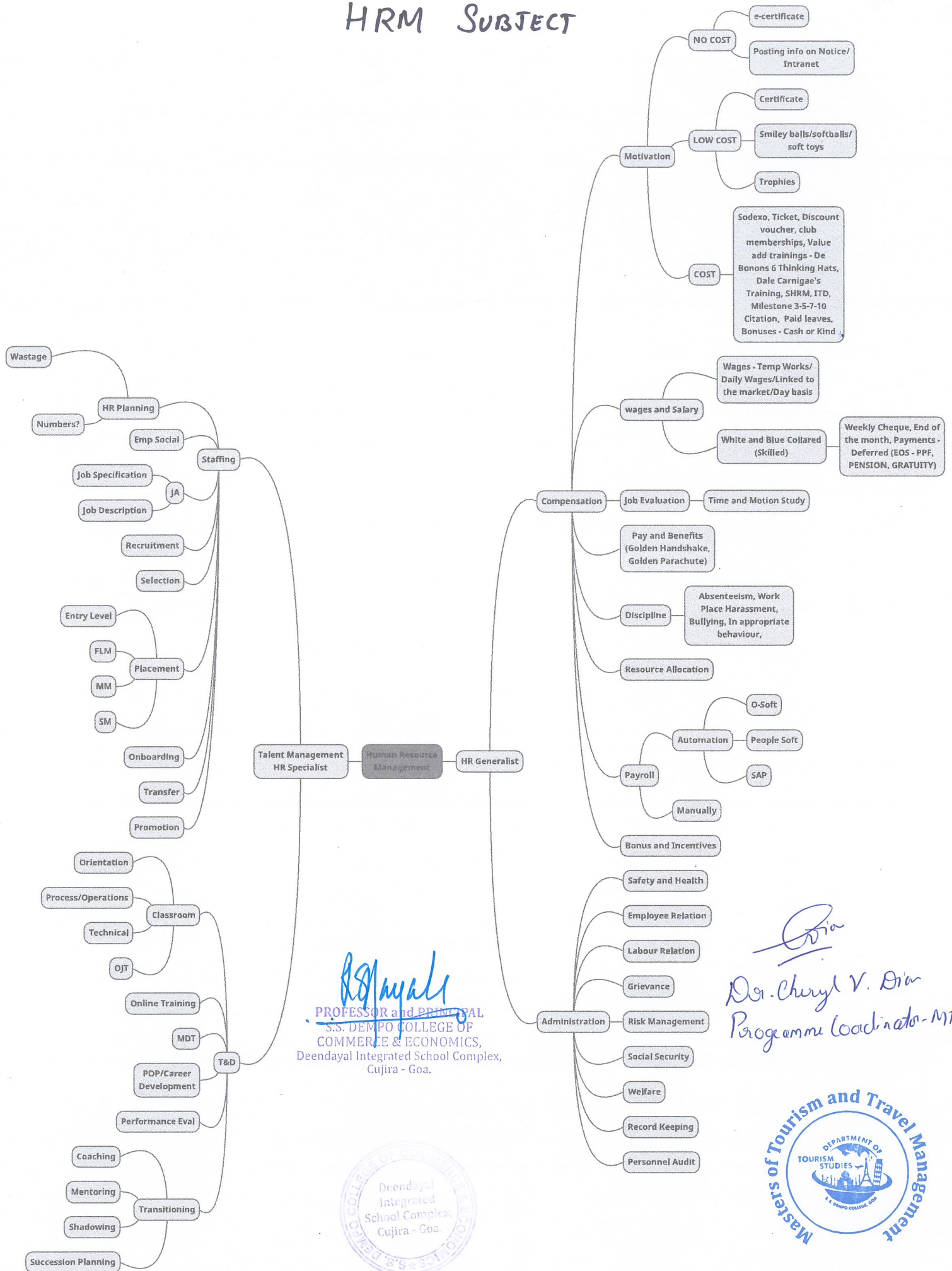
Cheryl V. Dhan
Dr. Cheryl V. Dhan
Programme Coordinator - MTTM



MIND MAPPING

16 20

HRM SUBJECT



Rajanya
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 Dr. Cheryl V. D'Alva
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