Marketing Management



Block – I
Block Title- Introduction to Marketing
Block – II
Block Title- STP Concept and Consumer Behaviour

UTTARAKHAND OPEN UNIVERSITY SCHOOL OF MANAGEMENT STUDIES AND COMMERCE University Road, Teenpani By pass, Behind Transport Nagar, Haldwani- 263 139

Phone No: (05946)-261122, 261123, 286055

Toll Free No.: 1800 180 4025

Fax No.: (05946)-264232, e-mail: info@uou.ac.in, som@uou.ac.in

Website: http://www.uou.ac.in

Board of Studies		
Professor O. P. S. Negi,	Professor Girija Prasad Pande	
Vice-Chancellor,	Director School of Management Studies and	
Uttarakhand Open University	Commerce, Uttarakhand Open University,	
Haldwani	Haldwani	
Professor Amit Joshi,	Professor Rajeev Shukla,	
Head, Department of Management Studies	School of Management Studies,	
Kumaun University, Campus Bhimtal	IGNOU, New Delhi	
Professor H. C. Purohit	Dr. Manjari Agarwal,	
Head, Department of Management Studies	Department of Management Studies	
Doon University, Dehradun	Uttarakhand Open University, Haldwani	
Dr. Gagan Singh	Dr. Sumit Prasad	
Department of Commerce	Department of Management Studies	
Uttarakhand Open University, Haldwani	Uttarakhand Open University, Haldwani	

Programme Coordinator

Dr. 1	Manj	ari A	garwal
--------------	------	-------	--------

Units Written by	Unit No.
Dr. Sumit Prasad,	1
Assistant Professor,	•
Department of Management Studies	
Uttarakhand Open University, Haldwani	
C C C C C C C C C C C C C C C C C C C	2
Dr. Deepali Bhatnagar	2
Assistant Professor	
Amity Business School (ABS), Jaipur	
111110 2 db111050 b011001 (1122), 0 d1p d1	
Dr. Swati Soni,	2 4 5 0
Associate Professor,	3, 4, 5 &
Jaipuria Institute of Management, Jaipur	6
outpura institute of frankgement, surpur	
Dr. Gaurav Joshi,	- 0 0
Assistant Professor,	7& 8
LSM GPGC, Pithoragarh	
Uttarakhand	
O Hai aniiaiiu	
Mr. Narandra Kumar	
Mr. Narendra Kumar,	
Assitant Professor,	9, 10 &
Department of Management Studies,	11
Kumaun University, Bhimtal	

Dr. Manjari Agarwal Assistant Professor, Department of Management Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Dr. Sumit Prasad Assistant Professor, Department of Mangement Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Mr. Somesh Pathak Assistant Professor, Department of Mangement Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Cover Design

Cover Page Image & Design

Cover Page Image

License: Creative Commons 3 - CC BY-

SA 3.0

Attribution: Alpha Stock Images - http://alphastockimages.com/

Dr. Manjari Agarwal

Original Author: Nick Youngson - http://www.nyphotographic.com/

Original Image:

http://www.picpedia.org/clipboard/marketing-strategy.html last accessed 12/4/2020

ISBN : 978-93-85740-13-8

Copyright : Uttarakhand Open University

Edition : 2020 (Restricted Circulation), Reprint (2023)

Published by : Uttarakhand Open University, Haldwani, Nainital – 263139

Marketing Management



Block — III
Block Title- Product Packaging and Pricing
Block — IV
Block Title- Promotion Mix and Sales Promotion

UTTARAKHAND OPEN UNIVERSITY SCHOOL OF MANAGEMENT STUDIES AND COMMERCE University Road, Teenpani By pass, Behind Transport Nagar, Haldwani- 263 139

Phone No: (05946)-261122, 261123, 286055

Toll Free No.: 1800 180 4025

Fax No.: (05946)-264232, e-mail: info@uou.ac.in, som@uou.ac.in

Website: http://www.uou.ac.in

Board of Studies	
Professor O. P. S. Negi,	Professor Girija Prasad Pande
Vice-Chancellor,	Director School of Management Stu

Vice-Chancellor,
Uttarakhand Open University
Haldwani

Director School of Management Studies and
Commerce, Uttarakhand Open University,
Haldwani

1 .004 11

Professor Amit Joshi, Professor Rajeev Shukla,

Head, Department of Management Studies
Kumaun University, Campus Bhimtal

School of Management Studies,
IGNOU, New Delhi

Professor H. C. Purohit Dr. Manjari Agarwal,

Head, Department of Management Studies
Doon University, Dehradun

Department of Management Studies
Uttarakhand Open University, Haldwani

Dr. Gagan Singh Dr. Sumit Prasad

Department of Commerce Department of Management Studies
Uttarakhand Open University, Haldwani Uttarakhand Open University, Haldwani

Programme Coordinator

Dr. Manjari Agarwal

Units Written by	Unit No.
Dr. Asheesh Bisht,	
Assitant Professor,	12,13,14,15
Department of Management Studies,	&16
Kumaun University, Bhimtal	
Dr. Amit Kumar	
Assistant Professor	17
RICS SBE, Amity University,	
Noida	
Dr. Gaurav Joshi,	
Assistant Professor,	18, 19, 20,
LSM GPGC, Pithoragarh	21& 22

Dr. Manjari Agarwal Assistant Professor, Department of Management Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Dr. Sumit Prasad Assistant Professor, Department of Mangement Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Mr. Somesh Pathak Assistant Professor, Department of Mangement Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Cover Design

Cover Page Image & Design

Dr. Manjari Agarwal

Cover Page Image

License: Creative Commons 3 - CC BY-SA 3.0

Attribution: Alpha Stock Images - http://alphastockimages.com/ Original Author: Nick Youngson - http://www.nyphotographic.com/

Original Image: http://www.picpedia.org/clipboard/marketing-strategy.html last accessed

12/4/2020

ISBN : 978-93-85740-13-8

Copyright : Uttarakhand Open University

Edition : 2020 (Restricted Circulation), Reprint (2023)

Published by : Uttarakhand Open University, Haldwani, Nainital – 263 139

Human Resource Management



Block – I
Block Title- Introduction to HRM
Block – II
Block Title- Recruitment and Selection

UTTARAKHAND OPEN UNIVERSITY SCHOOL OF MANAGEMENT STUDIES AND COMMERCE University Road, Teenpani By pass, Behind Transport Nagar, Haldwani- 263 139

Phone No: (05946)-261122, 261123, 286055

Toll Free No.: 1800 180 4025

Fax No.: (05946)-264232, e-mail: info@uou.ac.in, som@uou.ac.in

Website: http://www.uou.ac.in

Board of Studies		
Professor O. P. S. Negi,	Professor Girija Prasad Pande	
Vice-Chancellor,	Director School of Management Studies and	
Uttarakhand Open University	Commerce, Uttarakhand Open University,	
Haldwani	Haldwani	
Professor Amit Joshi,	Professor Rajeev Shukla,	
Head, Department of Management Studies	School of Management Studies,	
Kumaun University, Campus Bhimtal	IGNOU, New Delhi	
Professor H. C. Purohit	Dr. Manjari Agarwal,	
Head, Department of Management Studies	Department of Management Studies	
Doon University, Dehradun	Uttarakhand Open University, Haldwani	
Dr. Gagan Singh	Dr. Sumit Prasad	
Department of Commerce	Department of Management Studies	
Uttarakhand Open University, Haldwani	Uttarakhand Open University, Haldwani	

Programme Coordinator

*Dr. Manjari Agarwal*Assistant Professor, Department of Management Studies
Uttarakhand Open University, Haldwani

Units Written by	Unit No.
Dr. Swati Soni,	1, 2
Associate Professor,	
Jaipuria Institute of Management, Jaipur	
Dr. Pallavi Pathak	3
Associate Professor	_
School of Management Sciences,	
Varanasi	
Dr. Sumit Prasad,	4 Q-Q
Assistant Professor,	4&8
School of Management Studies and Commerce,	
Uttarakhand Open University	
	5,6 &7
Dr. Prachi Pathak,	
Assistant Professor, School of Management	
Doon University, Dehradun	
Dr.T.Dheepa	
Assistant Professor in Management Studies	0
Kongu Engineering College	9
Perundurai, Erode	

Dr. Manjari Agarwal Assistant Professor, Department of Management Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Dr. Sumit Prasad Assistant Professor, Department of Mangement Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Mr. Somesh Pathak Assistant Professor, Department of Mangement Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Cover Design

Cover Page Image & Dr. Manjari Agarwal

Design

Background Image:

https://pixabay.com/illustrations/staff-team-teamwork-executive-2473863/ under Free for Commercial Use- No attribution required

ISBN : 978-93-85740-14-5

Copyright : Uttarakhand Open University

Edition : 2020(Restricted Circulation), Reprint (2023)

Published by : Uttarakhand Open University, Haldwani, Nainital – 263139

Human Resource Management



Block – III

Block Title- Training and Performance Management

Block – IV

Block Title- Industrial and Labour Relations

UTTARAKHAND OPEN UNIVERSITY SCHOOL OF MANAGEMENT STUDIES AND COMMERCE University Road, Teenpani By pass, Behind Transport Nagar,

Haldwani- 263 139

Phone No: (05946)-261122, 261123, 286055

Toll Free No.: 1800 180 4025

Fax No.: (05946)-264232, e-mail: info@uou.ac.in, som@uou.ac.in

Website: http://www.uou.ac.in

Board of Studies		
Professor O. P. S. Negi,	Professor Girija Prasad Pande	
Vice-Chancellor,	Director School of Management Studies and	
Uttarakhand Open University	Commerce, Uttarakhand Open University,	
Haldwani	Haldwani	
Professor Amit Joshi,	Professor Rajeev Shukla,	
Head, Department of Management Studies	School of Management Studies,	
Kumaun University, Campus Bhimtal	IGNOU, New Delhi	
Professor H. C. Purohit	Dr. Manjari Agarwal,	
Head, Department of Management Studies	Department of Management Studies	
Doon University, Dehradun	Uttarakhand Open University, Haldwani	
Dr. Gagan Singh	Dr. Sumit Prasad	
Department of Commerce	Department of Management Studies	
Uttarakhand Open University, Haldwani	Uttarakhand Open University, Haldwani	

Programme Coordinator

*Dr. Manjari Agarwal*Assistant Professor, Department of Management Studies
Uttarakhand Open University, Haldwani

Units Written by	Unit No.
Dr.T.Dheepa Assistant Professor in Management Studies Kongu Engineering College Perundurai, Erode	10, 11 & 12
Dr Girish Shah, Assistant Professor Mahakal Institute of Management, Ujjain	13
Dr. P.Karthikeyan, Assistant Professor, School of Management Studies, Kongu Engineering College,Peurndrai Erode	14& 15
Dr. Prachi Pathak, Assistant Professor, School of Management, Doon University, Dehradun	16, 17 & 18
Dr. Pratibha Pant, Assistant Professsor, DMS, Kumaun University, Bhimtal	19 & 20

Dr. Manjari Agarwal Assistant Professor, Department of Management Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Dr. Sumit Prasad Assistant Professor, Department of Mangement Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Mr. Somesh Pathak Assistant Professor, Department of Mangement Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Cover page Design

Cover Page Image & Dr. Manjari Agarwal

Design

Background Image:

<u>https://pixabay.com/illustrations/staff-</u> under Free for Commercial Use- No

<u>team-teamwork-executive-2473863/</u> attribution required

ISBN : 978-93-85740-14-5

Copyright : Uttarakhand Open University

Edition : 2020 (Restricted Circulation), Reprint (2023)

Published by : Uttarakhand Open University, Haldwani, Nainital – 263 139

Financial Management



Block – I Block Title- Introduction to Financial Management Block – II Block Title- Financing Decisions

UTTARAKHAND OPEN UNIVERSITY SCHOOL OF MANAGEMENT STUDIES AND COMMERCE University Road, Teenpani By pass, Behind Transport Nagar, Haldwani- 263 139

Phone No: (05946)-261122, 261123, 286055

Toll Free No.: 1800 180 4025

Fax No.: (05946)-264232, e-mail: info@uou.ac.in, som@uou.ac.in

Website: http://www.uou.ac.in

Professor O. P. S. Negi, Vice-Chancellor,

Uttarakhand Open University Haldwani

Professor Amit Joshi,

Head, Department of Management Studies Kumaun University, Campus Bhimtal

Professor H. C. Purohit

Head, Department of Management Studies Doon University, Dehradun

Dr. Gagan Singh

Department of Commerce Uttarakhand Open University, Haldwani Professor Girija Prasad Pande

Director School of Management Studies and Commerce, Uttarakhand Open University, Haldwani

Professor Rajeev Shukla,

School of Management Studies, IGNOU, New Delhi

Dr. Manjari Agarwal,

Department of Management Studies Uttarakhand Open University, Haldwani

Dr. Sumit Prasad

Department of Management Studies Uttarakhand Open University, Haldwani

Programme Coordinator

Dr. Manjari Agarwal

Units Written by	Unit No.
Mrs. Pooja Sharma	1
Senior Consultant,	
TCS	
Dr. Garima Joshi,	2
Former Faculty,	
DMS, Kumaun University, Bhimtal	
Dr. Sarika Mahajan	
Assistant Professor(Finance)	3, 4, 5 &
Jamnalal Bajaj Institute of Management Studies(JBIMS)	6
University of Mumbai, Mumbai	
Dr. Manjari Agarwal	
Assistant Professor,	
Department of Management Studies,	7, 8 & 10
School of Management Studies and Commerce	
Uttarakhand Open University, Haldwani	
Dr. Priya Mahajan	
Former Academic Consultant,	
School of Management Studies and Commerce	9
Uttarakhand Open University, Haldwani	

Dr. Manjari Agarwal Assistant Professor, Department of Management Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Dr. Priya Mahajan Assistant Professor, Department of Commerce, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Cover Design

Cover Page Image & Design

Cover Page Image

License: Creative Commons 3 - CC BY-

SA 3.0

Attribution: Alpha Stock Images - http://alphastockimages.com/

Dr. Manjari Agarwal

Original Author: Nick Youngson - http://www.nyphotographic.com/

Original Image:

http://www.picpedia.org/clipboard/financia

1-management.html last accessed

17/4/2020

ISBN : 978-93-85740-15-2

Copyright : Uttarakhand Open University

Edition : 2020 (Restricted Circulation), Reprint (2023)

Published by : Uttarakhand Open University, Haldwani, Nainital – 263139

Financial Management



Block – III

Block Title- Long Term Investment Decisions

Block – IV

Block Title- Current Assets Management

Block – V

Block Title- Dividend Decisions

UTTARAKHAND OPEN UNIVERSITY SCHOOL OF MANAGEMENT STUDIES AND COMMERCE University Road, Teenpani By pass, Behind Transport Nagar,

Haldwani- 263 139

Phone No: (05946)-261122, 261123, 286055

Toll Free No.: 1800 180 4025

Fax No.: (05946)-264232, e-mail: info@uou.ac.in, som@uou.ac.in

Website: http://www.uou.ac.in

Professor O. P. S. Negi, Vice-Chancellor,

Uttarakhand Open University Haldwani

Professor Amit Joshi,

Head, Department of Management Studies Kumaun University, Campus Bhimtal

Professor H. C. Purohit

Head, Department of Management Studies Doon University, Dehradun

Dr. Gagan Singh

Department of Commerce Uttarakhand Open University, Haldwani Professor Girija Prasad Pande

Director School of Management Studies and Commerce, Uttarakhand Open University, Haldwani

Professor Rajeev Shukla,

School of Management Studies,

IGNOU, New Delhi

Dr. Manjari Agarwal,

Department of Management Studies Uttarakhand Open University, Haldwani

Dr. Sumit Prasad

Department of Management Studies Uttarakhand Open University, Haldwani

Programme Coordinator

Dr. Manjari Agarwal

Assistant Professor, Department of Management Studies Uttarakhand Open University, Haldwani

Units Written by	Unit No.
Dr. Manjari Agarwal	11,12,13,
Assistant Professor,	15 &16
Department of Management Studies,	
School of Management Studies and Commerce	
Uttarakhand Open University, Haldwani	
Dr. Garima Joshi,	
Former Faculty,	14
DMS, Kumaun University, Bhimtal	17
Divis, Rumaun Chiversity, Dimital	
Dr. Sushasini Verma,	
Associate Professor,	
Faculty of Management and Commerce,	17
Manipal University, Jaipur	
Professor Smita M Pachare,	
Assistant Professor,	
Department of Finance,	
Indira Institute of Management, Pune, Maharastra	18

Dr. Ravindra Tripathi Associate Professor of Accounting and Finance Department of Humanities and Social Sciences 19,20,21 & 22

Motilal Nehru National Institute of Technology Allahabad

Editor

Dr. Manjari Agarwal Assistant Professor, Department of Management Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Dr. Priya Mahajan Assistant Professor, Department of Commerce, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Cover Design

Cover Page Image & Design

Cover Page Image

License: Creative Commons 3 - CC BY-

SA 3.0

Attribution: Alpha Stock Images -

http://alphastockimages.com/

Dr. Manjari Agarwal

Original Author: Nick Youngson - http://www.nyphotographic.com/

Original Image:

http://www.picpedia.org/clipboard/financia

1-management.html last accessed

17/4/2020

ISBN : 978-93-85740-15-2

Copyright : Uttarakhand Open University

Edition : 2020 (Restricted Circulation), Reprint (2023)

Published by : Uttarakhand Open University, Haldwani, Nainital – 263139

Research Methodology



Block — I Block Title- Introduction to Research Methodology Block — II Block Title- Methods of Data Collection

UTTARAKHAND OPEN UNIVERSITY SCHOOL OF MANAGEMENT STUDIES AND COMMERCE University Road, Teenpani By pass, Behind Transport Nagar,

Haldwani- 263 139

Phone No: (05946)-261122, 261123, 286055

Toll Free No.: 1800 180 4025

Fax No.: (05946)-264232, e-mail: info@uou.ac.in, som@uou.ac.in,

Website: http://www.uou.ac.in

Professor O. P. S. Negi, Vice-Chancellor,

Uttarakhand Open University Haldwani

Professor Amit Joshi,

Head, Department of Management Studies Kumaun University, Campus Bhimtal

Professor H. C. Purohit

Head, Department of Management Studies Doon University, Dehradun

Dr. Gagan Singh

Department of Commerce Uttarakhand Open University, Haldwani Professor Girija Prasad Pande

Director School of Management Studies and Commerce, Uttarakhand Open University, Haldwani

Professor Rajeev Shukla,

School of Management Studies, IGNOU, New Delhi

Dr. Manjari Agarwal,

Department of Management Studies Uttarakhand Open University, Haldwani

Dr. Sumit Prasad

Department of Management Studies Uttarakhand Open University, Haldwani

Programme Coordinator

Dr. Manjari Agarwal

Assistant Professor,

Department of Management Studies

Uttarakhand Open University, Haldwani

Units Written by	Unit No.
Dr. Hitesh Kumar Pant Assistant Professor Department of Management Studies Kumaun University Campus Bhimtal- 263136 Bhimtal,Nainital	1,2,6,8,9,11, 12 &13
Dr. Vikas Deep Assistant Professor (Management) University School of Business Studies Punjabi University, Talwandi Sabo -151302 Punjab	3,4 &5
Professor S. P. Singh, Former Professor Faculty of Management Studies (FMS) Gurukula Kangri Vishwavidyalaya, Haridwar	7
Dr. Namita Soni Sugandhi Professor Mahakal Institute of Management, Ujjain	10

Dr. Manjari Agarwal Assistant Professor, Department of Management Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Cover Design

Cover Page Image & Design

Cover Page Image

License: Creative Commons 3 - CC BY-

SA 3.0

Attribution: Alpha Stock Images - http://alphastockimages.com/

Original Image:

http://www.picpedia.org/clipboard/research.html/ last accessed 8/4/2020 5:00 p.m.

Dr. Manjari Agarwal

Original Author: Nick Youngson - http://www.nyphotographic.com/

ISBN : 978-93-85740-16-9

Copyright : Uttarakhand Open University

Edition : 2020 (Restricted Circulation), Reprint (2023)

Published by : Uttarakhand Open University, Haldwani, Nainital – 263139

Research Methodology



Block – III Block Title- Analysis of Data

Block – IV Block Title- Report Writing and Presentation

UTTARAKHAND OPEN UNIVERSITY SCHOOL OF MANAGEMENT STUDIES AND COMMERCE University Road, Teenpani By pass, Behind Transport Nagar, Haldwani- 263 139

Phone No: (05946)-261122, 261123, 286055

Toll Free No.: 1800 180 4025

Fax No.: (05946)-264232, e-mail: info@uou.ac.in, som@uou.ac.in

Website: http://www.uou.ac.in

Professor O. P. S. Negi, Vice-Chancellor,

Uttarakhand Open University Haldwani

Professor Amit Joshi,

Head, Department of Management Studies Kumaun University, Campus Bhimtal

Professor H. C. Purohit

Head, Department of Management Studies Doon University, Dehradun

Dr. Gagan Singh

Department of Commerce Uttarakhand Open University, Haldwani Professor Girija Prasad Pande

Director School of Management Studies and Commerce, Uttarakhand Open University,

Haldwani

Professor Rajeev Shukla,

School of Management Studies,

IGNOU, New Delhi

Dr. Manjari Agarwal,

Department of Management Studies Uttarakhand Open University, Haldwani

Dr. Sumit Prasad

Department of Management Studies Uttarakhand Open University, Haldwani

Programme Coordinator

Dr. Manjari Agarwal

Units Written by	Unit No.
Dr. Hitesh Kumar Pant	14, 15
Assistant Professor	
Department of Management Studies	
Kumaun University Campus Bhimtal- 263136	
Bhimtal, Nainital	
Professor S. P. Singh,	16 &17
Former Dean and Head	
Faculty of Management Studies (FMS)	
Gurukula Kangri Vishwavidyalaya, Haridwar	
Dr. Shefali Tiwari,	
Professor,	18,19,
SRGP Gujarati Professional Institute, Indore	20&21

Dr. Manjari Agarwal Assistant Professor, Department of Management Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Cover Design

Cover Page Image & Design

Cover Page Image

License: Creative Commons 3 - CC BY-

SA 3.0

Attribution: Alpha Stock Images - http://alphastockimages.com/

Original Image:

http://www.picpedia.org/clipboard/research.html/ last accessed 8/4/2020 5:00 p.m.

Dr. Manjari Agarwal

Original Author: Nick Youngson - http://www.nyphotographic.com/

ISBN : 978-93-85740-16-9

Copyright : Uttarakhand Open University

Edition : 2020 (Restricted Circulation), Reprint (2023)

Published by : Uttarakhand Open University, Haldwani, Nainital – 263 139

International Business



Block — I

Block Title- International Business: An Overview

Block — II

Block Title- International Trade and Environment

UTTARAKHAND OPEN UNIVERSITY SCHOOL OF MANAGEMENT STUDIES AND COMMERCE University Road, Teenpani By pass, Behind Transport Nagar, Haldwani- 263 139

Phone No: (05946)-261122, 261123, 286055

Toll Free No.: 1800 180 4025

Fax No.: (05946)-264232, e-mail: info@uou.ac.in, som@uou.ac.in

Website: http://www.uou.ac.in

Professor O. P. S. Negi, Vice-Chancellor,

Uttarakhand Open University Haldwani

Professor Amit Joshi,

Head, Department of Management Studies Kumaun University, Campus Bhimtal

Professor H. C. Purohit

Head, Department of Management Studies Doon University, Dehradun

Dr. Gagan Singh

Department of Commerce Uttarakhand Open University, Haldwani

Professor Girija Prasad Pande

Director School of Management Studies and Commerce, Uttarakhand Open University, Haldwani

Professor Rajeev Shukla,

School of Management Studies, IGNOU, New Delhi

Dr. Manjari Agarwal,

Department of Management Studies Uttarakhand Open University, Haldwani

Dr. Sumit Prasad

Department of Management Studies Uttarakhand Open University, Haldwani

Programme Coordinator

Dr. Manjari Agarwal

Department of Management

Bilaspur

Pandit Sundarlal Sharma (Open) University Chhattisgarh,

Units Written by	Unit No.
Mr. Narendra Kumar,	1& 2
Assitant Professor,	
Department of Management Studies,	
Kumaun University, Bhimtal	
Dr. Amit Kumar	3 & 8
Assistant Professor	
RICS SBE, Amity University,	
Noida	
Dr. B Lilly Grace,	
Associate Professor	4 &6
Department of Economics,	
Andhra University	
Visakhapatnam	
Professor Amit Joshi	
Department of Management Studies	5& 7
Faculty of Commerce & Management	
Kumaun University (Bhimtal Campus),	
Bhimtal	
Dr. Pushkar Dubey	
Assistant Professor & Head	9

Dr. K.Lubza Nihar Associate Professor, GITAM Institute of Management, Gandhi Institute of Technology and Management, (A Deemed to be University) Visakhapatnam, Andhra Pradesh

10

Dr. Manjari Agarwal

Editor

Dr. Manjari Agarwal Assistant Professor, Department of Management Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Dr. Priya Mahajan Assistant Professor, Department of Commerce, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Cover Design

Cover Page Image &

Design

Background Image:

License to use under

Creative Commons Zero -

CC0,

https://www.pikrepo.com/f

bemb/international-

business-and-commerceconcept, Last accessed

2/2/2020

ISBN : 978-93-85740-17-6

Copyright : Uttarakhand Open University

Edition : 2020 (Restricted Circulation), Reprint (2023)

Published by : Uttarakhand Open University, Haldwani, Nainital – 263139

International Business



Block – III Block Title- Strategies of International Business

Block – IV Block Title- Emerging Scenario in International Business

UTTARAKHAND OPEN UNIVERSITY SCHOOL OF MANAGEMENT STUDIES AND COMMERCE University Road, Teenpani By pass, Behind Transport Nagar, Haldwani- 263 139

Phone No: (05946)-261122, 261123, 286055

Toll Free No.: 1800 180 4025

Fax No.: (05946)-264232, e-mail: info@uou.ac.in, som@uou.ac.in

Website: http://www.uou.ac.in

Professor O. P. S. Negi, Vice-Chancellor, Uttarakhand Open University

Haldwani

Professor Amit Joshi,

Head, Department of Management Studies Kumaun University, Campus Bhimtal

Professor H. C. Purohit

Head, Department of Management Studies Doon University, Dehradun

Dr. Gagan Singh

Department of Commerce Uttarakhand Open University, Haldwani

Professor Girija Prasad Pande

Director School of Management Studies and Commerce, Uttarakhand Open University, Haldwani

Professor Rajeev Shukla,

School of Management Studies, IGNOU, New Delhi

Dr. Manjari Agarwal,

Department of Management Studies Uttarakhand Open University, Haldwani

Dr. Sumit Prasad

Department of Management Studies Uttarakhand Open University, Haldwani

15 & 21

Programme Coordinator

Dr. Manjari Agarwal

RICS SBE, Amity University,

Noida

Units Written by	Unit No.
Dr. Vimal Pant,	11
Associate Professor,	
Department of Food Business Management	
and Entrepreneurship Development,	
National Institute of Food Technology Entrepreneurship & Management	
(Under Ministry of Food Processing Industries, Govt. of India)	
Sonepat, Haryana	
Professor Amit Joshi	12
Department of Management Studies	
Faculty of Commerce & Management	
Kumaun University (Bhimtal Campus),	
Bhimtal	
Ms. Garima Joshi	13& 16
Former Faculty	
Department of Management Studies,	
Kumaun University, Nainital, India	
	14& 17
Dr. Amit Kumar	116017
Assistant Professor	

Dr. Swati Soni, Associate Professor, Jaipuria Institute of Management, Jaipur

18

Dr. Priya Mahajan, Former Academic Consultant, SOMC,UOU

Dr Sunita Sanguri, Former Assistant Professor, Graphic Era Hill University Bhimtal Campus, Bhimtal 19 & 20

Editor

Dr. Manjari Agarwal Assistant Professor, Department of Management Studies, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Dr. Priya Mahajan Assistant Professor, Department of Commerce, School of Management Studies and Commerce Uttarakhand Open University, Haldwani

Cover Design

Cover Page Image & Design Background Image: License to use under Creative Commons Zero -

CC0,

https://www.pikrepo.com/f bemb/internatio nalbusiness-and-commerceconcept, Last accessed 2/2/2020 Dr. Manjari Agarwal

ISBN : 978-93-85740-17-6

Copyright : Uttarakhand Open University

Edition : 2020 (Restricted Circulation), Reprint (2023)

Published by : Uttarakhand Open University, Haldwani, Nainital – 263 139