

Course Title: Organizational Behaviour

Course Code	: 17BA2T6	External Marks	: 60
Core / Elective	: Core	Internal Marks	: 40
Credits	: 3	Contact Periods	: 3
Year/Semester	: I year/II semester	Tutorial Periods	: 2

Course Objectives

This course seeks:

1. To introduce organizational theory in relation to management practices.
2. To provide students with a sound knowledge and personal understanding of the impact of human behaviour on work in groups and organisation.
3. To explain the determinants of individual, group dynamics and their impact on organizational effectiveness.
4. To present the significance of key organizational processes in relation to current trends in the management of human resources.
5. To identify various strategies in resolving conflicts, negotiations and various ways of managing stress in organizations.

Course Outcomes

Upon completion of this course, the student will have reliably demonstrated the ability to:

1. Classify the developments in the field of organizational behaviour and explain the micro and macro approaches.
2. Summarize the perceptions, learning, emotions, attitudes, and motivation in organizations
3. Identify the appropriateness of various leadership styles and conflict management strategies used in organizations.
4. Analyse the communication processes in teams and organizations.
5. Examine organizational culture and describe its dimensions for understanding various organizational designs for an effective organizational performance.

Unit 1- Introduction: Nature and scope - Linkage with other social sciences - Individual roles and organizational goals - Approaches to organizational behavior - Models of organizational behavior- Challenges and opportunities to OB.

Unit 2- Individual perception: Nature - Process - Selection - Organization and interpretation - Factors influencing perception- Barriers in perceptual accuracy – Learning – Characteristics, process and theories of learning; Attitudes and values - Formation - Types.

Unit 3- Personality Development and Group dynamics: Nature - Stages - Determinants of personality - Johari Window - Transactional analysis; Leadership –Styles and theories; Group dynamics- Meaning and types of group

- Dynamics of group formation - Conflict resolution in groups and problem solving techniques.

Unit 4- Inter-Personal Communication: Listening – feedback - Collaborative processes in work groups, Organizational change -Change dimensions – Change processes- Pressures for change-Resistance to change- Over coming resistance to change.

Unit 5- Organizational Culture and development: Definition and characteristics, creating and sustaining culture, Stress in organizations - Organizational development: Goals - Processes - Nature of OD – interventions and techniques.

Case Study: Compulsory. Relevant cases have to be discussed in each unit.

Reference Books

1. Aswathappa K., “Organizational Behavior-Text, Cases and Games”, Himalaya Publishing House, New Delhi, 2008.
2. Stephen B. Robbins, “Organisational Behavior”, PHI, New Delhi, 2008.
3. *Gregory Moorhead, Ricky W. Griffin*, “Organizational Behavior”, Biztantra, New Delhi, 2009.
4. Jai B.P. Sinha: “Culture and Organizational Behavior”, Sage Publication India Private Limited, New Delhi, 2008.
5. Nelson,Quick, Khandelwal, “An Innovative Approach to Learning and Teaching Organisational Behaviour” Cengage Learning,2012.
6. PareekUdai: “Understanding Organizational Behavior”, Oxford University Press, New Delhi, 2007.
7. Schermerhorn, Hunt and Osborn: “Organizational Behavior”, Wiley India Limited, New Delhi, 2007.
8. Sharma V.S., Veluri: “Organizational Behavior”, JAICO Publishing House, New Delhi, 2009.
9. Hellriegel& Slocum, “Fundamentals of Organizational Behavior”, Cengage Learning India, New Delhi, 2009.
10. *Mary Ann Von Glinow, Radha R. Sharma, Steven L. McShane*, “Organizational Behavior”, Tata McGraw Hill Education, New Delhi, 2008.