

20BB205 ORGANIZATIONAL BEHAVIOUR

Hours Per Week :

L	T	P	C
4	-	-	4

Total Hours :

L	T	P
50	-	-

COURSE DESCRIPTION AND OBJECTIVE:

The course provides a basic knowledge of various dimensions of human behavior. This will form the foundation to study and to understand the behavior of the human beings working in organizations. Students will learn nature and scope of OB, Perceptual process, important aspects of personality and attitude, group dynamics and effects of stress and issues of conflict management.

COURSE OUTCOMES:

Upon completion of the course, student will able to achieve the following outcomes:

COs	Course Outcomes	POs
1	Understand nature and scope of OB.	5
2	Become aware of perceptual process and possible errors.	5
3	Identify differences in personalities and attitudes.	4
4	Act according to the group dynamics and handle stress.	5
5	Resolve certain issues by applying conflict management.	5,6

SKILLS :

- ✓ *Survey on resistance to changing policies in The Banking Sector, The IT Sector*
- ✓ *Undertake a study to find out the various non-financial incentives used to motivate employees.*
- ✓ *A study in job enrichment and factors contributing to absenteeism and employee turnover in any industry of your choice.*
- ✓ *Analyze the characteristics and components of attitudes.*
- ✓ *Perform a study on the determinants of personality of a group of individuals.*
- ✓ *Analyze the organizational culture and climate in the BPO industry.*
- ✓ *Conduct a study on the reasons for attrition in the BPO industry.*

UNIT - I **L-10**

Nature of OB: Nature and scope of OB - contributing disciplines to OB - Environmental and Organizational context of Organizational Behaviour.

UNIT - II **L-10**

Perception - Process: Individual and Organizational factors that influence perceptual process. Role of perception in managerial activities and organizational processes.

UNIT - III **L-10**

Personality and Attitudes: Personality as continuum – Meaning of Personality – Johari window and Transactional Analysis Nature and Dimension of Attitudes.

UNIT - IV **L-10**

Group Dynamics: The Nature of groups. Kinds of groups – Stages of Group Development – Factors Contributing to Groups Cohesiveness - Meaning & types of stress – Effect of Stress – Strategies of cope with stress Principles of Learning & Reinforcement - Observational Learning - Cognitive Learning - Organizational Behaviour Modification - Steps in Organizational Behaviour Modification process -

UNIT - V **L-10**

Conflict Management: Nature of conflict – Dynamics of Conflict – Conflict resolution modes – approaches to conflict management – sources of conflict in organization

TEXT BOOKS:

1. Luthans, Fred, “Organizational Behaviour”, 12th edition, Mcgraw Higher Ed, 2013.

REFERENCE BOOKS:

1. Debra L. Nelson, James Campbell Quick, “Organisation Behaviour”, 8th edition, Cengage, 2013.
2. John R. Schermerhorn, Jr., Richard N. Osborn, Mary Uhl-Bien, James G. Hunt, Organisation Behaviour, 12th edition, John Wiley & Sons, 2012.
3. Aswathappa K, “Organisational Behaviour” 12th edition, Himalaya Publishing House, 2016.
4. Robbins, P Stephen, Timothy A Judge, Vohra N, “Organization Behaviour”, 16th edition, Pearson, 2016.