

Programme	: M. Com	
Course Code	: COO 422	Title of the Course: Organizational Behaviour.
Number of Credits	: 4	
Effective from AY	: 2018-19	

Prerequisites:	Students have studied B. Com and basic understanding of Human Behaviour.
Need, Description, and Objectives	<p>The course helps the students to study the complex nature of human beings in organizations by identifying causes and effects of that behaviour. It is very important to study organizational behavior because it provides an understanding of why people behave in certain manner in organizations. OB helps in predicting and controlling human behavior. Hence the course is designed to facilitate understanding of the individual behavior and group behaviour at the workplace.</p> <p>This course covers all essential topics that will enhance the knowledge of students in “Organizational Behaviour”. It covers topics related to the organizational multidiscipline which provides an understanding of individual behaviour, Various types of Groups operating in an organization, Power and Organisational Politics, Conflict Management - Causes, Effects and Management of conflict at different levels of conflict and change management, Stress Management and Counseling.</p> <p><u>Learning Objectives:</u></p> <p>The course is designed to bring an understanding among the students about the behavior of individual and group in an organization. It also provides ways to deal with the different levels of conflict and manage it. In this competitive world where there is a huge race among the individuals, the understanding of one’s own self and others can help to gain the advantage. Human behavior is unpredictable in nature so understanding of causes and effects of the behavior is important area for individual who interacts in the community and society.</p>

<p>Content:</p>	<p>UNIT 1: Organizational Behaviour –UnderstandingSelf. Organisational Behaviour– Organisational Multidiscipline – Different Model of Men (Economic, Social, Organization, Self-Actualization, Complex, Impulsive andCompulsive) Individual Behaviour is studied through – Perception – Personality –Values – Attitudes–Motivation – Learning.</p> <p>UNIT 2: Conflict Management andStressManagement. ConflictManagement–DefineConflict–ConflictandCompetition–ChangingViewsofConflict–Traditionaland Current views of Conflict –Nature of Conflict – Levels of Conflict – Sources of Conflict – Functional and Dysfunctional Conflict – Effects of Conflict –A Model of Conflict – Assertive Behaviour– Interpersonal Orientation – Facilitating Smooth Relations Stress Management–Concept – Extreme Products of Stress – Causes and Symptoms of Stress – Job Related Causes of Stress – Frustration – Stressand Job Performance – Stress and Employee Health –Stress Vulnerability – Approaches to StressManagement.</p> <p>UNIT 3: Group Behaviour and Power andOrganisationalPolitics. GroupBehaviour–GroupDynamics–Definition–PropertiesofGroup–</p>	<p>12hours 69</p> <p>12hours</p> <p>12hours</p>
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	<p>Types of Groups– Formal and Informal Groups – Comparison between Formal and Informal Organisation –Nature and Effect of Informal Groups– Benefits of Informal Groups –Formation of Informal Leader – Identifying and Rewarding Informal Leaders – Key Roles of Informal Leader–Difference between Task Leadership Roles and Social Leadership Roles – Multiple Informal Leaders</p> <p>Power and Organisational Politics –Meaning of Power – Dependency in Power Relationship Sources of Power– Legitimate – Reward – Coercive – Expert –Referent – Organisational Politics – Influence and Political Power.</p> <p>UNIT 4: Counselling and Change Management.</p> <p>Counselling – meaning – Characteristics of Counselling – Managers Counselling role – Need for Counselling – Types of Counselling – Directive – Non-Directive – Participative – A Contingent view</p> <p>Change Management –Nature of Change – Responses to Change – Cost and Benefits of Change –Resistance to Change – Nature and Effect – Reasons for Resistance – Types of Resistance – Possible Benefits of Resistance – Implementing Change – Transformational Leadership and Change –Elements of Transformational Leadership –Three stage Model of change Process –Building Support for Change.</p>	12 hours
Pedagogy:	The methodology used in the class will combine lectures, applications and case discussion. Lectures will address the assigned reading materials. The required readings, lecture notes, and the assigned home works and cases are intended to support learning objectives and will prepare the students adequately for the examinations. In addition to the lectures, review sessions will be scheduled to address assignments, end of chapter questions and in some occasion's assigned cases.	
Reference / Readings:	<ol style="list-style-type: none"> 1. Aswathappa K., 'Organisational Behaviour', Himalaya Publishing House, New Delhi, 2015. 2. Fred Luthans-'Organisational Behavior', McGraw Hill Publishing Company, New York, 2015. 3. Gene Burton & Manab Thakur, 'Management Today-Principles & Practice', Tata McGraw Hill Public Company Ltd., New Delhi, 2015. 4. Heinz Wehrich and Harold Koontz, Management - A Global Perspective, Tata McGraw- Hill Publishing Company Limited, 2010. 5. James A.F. Stoner, R. Edward Freedom And Daniel R. Gilbert - 'Management', Prentice Hill Inc., New Jersey 2014 6. Jit S. Chandan, 'Organisational Behaviour', Vikas Publishing House, New Delhi, 2000. 7. John W. Newstrom, Organisational Behaviour, Tata McGraw- Hill Publishing Company Limited 2013 	
Learning Outcomes:	<p>To understand how Human Behaviour affects workplace dynamics.</p> <p>To apply the principles of taking a human approach to Corporate i.e using the Human Relations approach to maximize Individual and Corporate Goals.</p>	

