

SYLLABUS

BBAS102 : ORGANIZATIONS BEHAVIOUR

Objective : *The objective of the paper is to provide broad understanding of basic concepts and techniques related to the study of human behaviour in work-environment and to manage behavioural aspects of organization.*

UNIT – I

Introduction : The Concept of Behaviour in Organizations, Significance of Organisational Behaviour; Models; Emerging Trends; Globalisation, The Changing Workforce, Employment Relationship; Informational Technology and Organizational Behaviour.

Individual Behaviour and Interpersonal Behaviour : The Factors Affecting Individual Behaviour, Models of Individual Behaviour, Transactional Analysis in Interpersonal Behaviour.

Perception : Perceptual Process; Error in Perception; Improving Perception.

Personality in Organisation : Determinants of Personality; Theories of Personality-Myers-Briggs-Types-Indicator (MBTI).

Workforce Emotions, Attitude and Organizational Commitment : Types of Emotions; Managing Emotions; The Five Dimensions of Emotional Intelligence; Components of Attitude; Cognitive Dissonance Theory of Attitude; Building Organisational Commitment.

UNIT – II

Motivation: Foundations of Employees Motivation; Content Theories of Motivation-Maslow, Herzberg, Mc Gregor and Mc Cllenland.

Work Team and Conflict : Stages of Team Development; Team Norms, Team Cohesiveness; Social Loafing, Conflict; Types; Sources of Conflict; Resolving conflict.

Organisational Culture and Stress: Components of Culture; Strategies to Merge Different Culture; Strengthening Organisational Culture, Stress- Causes of Stress; Consequences; Stress Management Strategies.

Organisational Change : Forces of Change; Resistance to Change; Overcoming Resistance to Change.

NOTE : *The question paper will include short case studies in Section-A*