

2/3 MCA First Semester

CA3T4

ORGANIZATIONAL BEHAVIOR

Credits : 4

Lecture Hours : 4 periods / week

Internal assessment : 30 Marks
Semester and Examination: 70 Marks

Course Description:

The management of complex organizations requires an understanding of the nature of human behavior in corporate and other organizations, styles of motivations, company leadership, power and authority, strategies of organizational design and change, teamwork and collaboration, and the measurement of organizational effectiveness.

Interacting with other people and in organizations is characterized by complex dynamics. This course is designed to help students study these very interesting complexities by both standing back and considering these dynamics and by directly experiencing some of them throughout the course activities. The combination of academic perspective and personal engagement creates a powerful learning experience.

Course Objectives:

- To introduce students to psychology theories and research at individual, group and organizational levels
- To help students understand organizational behavior and management practices by examining psychological principles
- To facilitate a critical evaluation of organizational practices and their impact on work behaviors, attitudes and performance

Unit I:

Organization Behavior: Introduction to Organization Behavior: Historical roots of Organizational Behavior, Fundamental concepts, Nature, Emerging trends in the organizational behavior, Limitation of Organization Behavior, Challenges & Opportunities for Organization Behavior

Unit II:

Motivation: Importance of motivation at work, approaches to motivation, content theories, process theories, motivation and its effects, McGreoger theory X and Y, Maslow's need hierarchy, Herzberg's two factor theory, Vroom expectancy theory, OB modification.

Unit III:

Power and Politics: Definition and nature of Power, Types of Power, Contingencies of Power, Organizational Politics, Where does it occur, Types of political activity, Political strategies for power acquisition in modern organization, Coping with organizational politics. Empowerment. Organizational politics and its effects, Organizational politics and ethics.

Unit IV:

Conflicts and negotiation: What is conflict? Historical perspective behind conflict or approaches to conflict, Nature and type of conflict, Conflict Processes, Interpersonal Conflict Management Styles

Unit V:

Conflicts and negotiation – II: Levels of conflict, Perceptual Errors Responsible For conflict, Consequences of conflict, coping strategies, Negotiation, strategies, processes, issues on negotiation.

Unit VI:

Communication and feedback: Transactional analysis, Johari window, job analysis and job design: issues, techniques and methodology.

Unit VII:

Stress: Nature of stress, causes, and consequences, Individual differences in resistance to stress, techniques of managing stress.

Unit VIII:

Leadership: Concept and style, Fiedler's contingency mode, path-goal theory, leadership effectiveness.

Learning Resources :

Text Books:

1. Organizational Behavior by F. Luthans, , McGraw-Hill companies Inc., 11/e 2002.
2. Behavior in Organizations by J. Greenberg, R.A. Baron, 8th edition, Pearson Education Inc., 2005
3. Organizational Behavior by Steven L. McShane, Mary Ann VanGlinow, Tata McGraw Hill Company Ltd., 5/e, 2011

Reference Books:

1. Information Systems by Alter, Pearson Education,4/e,2003.
2. Organization and Management by R.D.Agarwal, 2010.
3. Practice and Management by Peter F.Drucker, 2007