

GC-CBEP 3- ORGANIZATIONAL BEHAVIOUR AND PROFESSIONALISM

Max. Marks:100

External: 70

Internal: 30

Pass: 40 %

Credits: 6

LEARNING OBJECTIVES: The course aims to achieve following objectives-

- To make aware of the perceptual process and errors therein for better managerial judgment
- To acquaint the participants with the personality dimensions that influence the work life
- To develop an understanding of the complexities involved in motivation at the workplace
- To develop interpersonal competencies, teamwork skills, and leadership potential.
- To make students understand the modern variant of organizational structure and culture

INSTRUCTIONS FOR THE PAPER SETTER/ EXAMINER:

1. The syllabus prescribed should be strictly adhered to.
2. Question Paper will have 70 Multiple Choice questions (MCQs) and four choices of answers will be there covering the entire syllabus. Each question will carry 1 mark. All questions will be compulsory; hence candidates will attempt all the questions.
3. Paper-setters/Examiners are requested to distribute the questions from section A and Section B of the syllabus equally i.e., 35 questions from section A and 35 questions from Section B.
4. The examiner shall give clear instructions to the candidates to attempt questions.
5. The duration of each paper will be two hours.

INSTRUCTIONS FOR THE STUDENTS

The question paper shall consist of 70 Multiple Choice questions. All questions will be compulsory and each question will carry 1 mark. There will be no negative marking. Students are required to answer using OMR (Optimal Mark Recognition) sheets.

Section A

Unit-1: Organisational Behaviour: Definition and Scope, Approaches to Organisational Behaviour, Elements of Organisational Behaviour, Human Relations Movement and Behaviouralism.

Unit 2 Personality and Emotions: Meaning & Definition, Determinants of Personality, Personality Traits and Types, Personality and Organisational Behaviour, Applications of Emotion.

Unit-3 Foundations of Individual Behaviour: Learning, Attitudes, Stress; Job Satisfaction. Foundations of Group Behaviour: Process of Group Formation and Types of Groups. Conflicts, Defence Mechanism, Transactional Analysis, Johari Window, Force Field Analysis.

Section B

Unit-4 Motivation: Types of Motives, Theories of Maslow, Herzberg, McGregor, job enlargement, job enrichment.

Unit-5 Leadership: Concept, Classical Studies on Leadership, Theories of Leadership; Leadership Styles.

Unit-6: Organisational Climate: Concept, determinants, Organisational Culture.

SUGGESTED READINGS:

- Hilgard R.E. Nest and Atkinson C. Richard and Atkinson L. Rita, Introduction to Psychology, Oxford and IBH, New Delhi: 1976
- Luthans, Fred, Organisational Behaviour McGraw-Hill Inc., New Delhi: 1992
- McCormic J. Earnest and Ilgen, Daniel, Industrial Psychology, Prentice-Hall of India Pvt. Ltd., New Delhi: 1994
- Barbara Pachter, Marjorie Brody. Complete Business Etiquette Handbook. Prentice Hall, 2015.
- Koneru, Aruna. Professional Communication. Delhi: McGraw, 2008.
- Mahanand, Anand. English for Academic and Professional Skills. Delhi: McGraw, 2013. Print.
- Nancy Mitchell. Etiquette Rules: A Field Guide to Modern Manners. Wellfleet Press, 2015.
- Rani, D Sudha, TVS Reddy, D Ravi, and AS Jyotsna. A Workbook on English Grammar and Composition. Delhi: McGraw, 2016.
- Raghu Palat, Indian Business Etiquette, Jaico Books, 2015.