

MCom-101

ORGANISATIONAL BEHAVIOUR

Max Marks: 100
External Marks: 80
Internal Marks: 20
Time: 3 Hour

Note: There will be eight (8) questions in all. The first question is compulsory and consists of six (6) short-questions having four (4) marks each. Answer to these questions should not exceed 150 words. The candidate will be required to attempt any four questions out of remaining seven (7) questions and each question carries fourteen (14) marks each. Duration of each paper will be three (3) hours.

Organisational Behaviour: Concepts and Significance; Human Relations and Organisational Behaviour – Historical Development of Organisational Behaviour; Industrial Revolution; Scientific Management, The Human Relations Movements, Hawthorne Studies; Meaning and Definitions of Organisational Behaviour; Features of OB; Basic Assumptions; Contributing Disciplines to OB; Emergence of HR and OB, Approaches to Organisational Behaviour; Classical Approach; Neo-Classical; Modern approach; Scope of OB; Nature/Fundamental concepts of OB; Nature of People; Nature of Organisations; Determinants of Organisational Behaviour; Significance of OB; Criticism.

Personality: Concept and Definition of Personality; Major Determinants of Personality; Biological Contribution; Socialization; Culture; Situational Factors; Major Personality Attributes influencing Organisational Behaviour; Theories of Personality; Psychoanalytic Theory (Freud's Theory); New Freudian Theories; Trait Theories; Social Learning Theory; The Self Theory; Need Theories; Holistic Theories; Personality and Organisational Behaviour.

Perception: Introduction; Nature and Importance of Perception, Meaning, definitions and process of Perception Perceptual Selectivity; Internal Factors; External Factors; Distortion in Perception; Managerial Implications of Perception; Managing the Perception Process.

Learning: Introduction; Definition; Theories of Learning; Classical Conditioning Theory; Operant or Instrument Conditioning Theory; Cognitive Learning Theory; Social Learning Theory; Modeling; Shaping Behaviour; Learning and Organisational Behaviour or Significance of Learning.

Group Dynamics: Introduction, Meaning; Components of Group Dynamics; Group Norms; Group Role; Group Status; Group Size; Group Leadership; Group Composition; Proxemics and Group Dynamics; Group Cohesiveness; Determinants of Cohesiveness; Consequences of Group Cohesiveness; Relationship between Group Cohesiveness and Productivity.

Transactional Analysis: Introduction; Concept of T.A.; Scope of Transactional Analysis; Analysis of Self-awareness; Analysis of Ego States; Analysis of Life Positions; Analysis of Games; Analysis of Stroking, Benefits of Transactional Analysis.

REFERENCES

- Griffin, Ricky W.: *Organisational Behaviour*, Houghton Mifflin Co., Boston.
- Ivancevich, John and Micheel T. Matheson: *Organisational Behaviour and Management*, Business Publication Inc. Texas.
- Koontz, Harold, Cyril O Donnell, and Heinz Weihrich: *Essentials of Management*, Tata McGraw Hill, New Delhi.
- Luthans, Fred: *Organizational Behaviour*, McGraw Hill, New York.
- Newstrom, John W. and Keith Davis: *Organisational Behaviour: Human Behaviour at Work*, Tata McGraw Hill, New Delhi.
- Robbins, Stephen P.: *Organizational Behaviour*, Prentice Hall, New Delhi.
- Steers, Richard M. and J. Stewart Black: *Organizational Behaviour*, Haper Collins College Publishers, New York.
- Sukla, Madhukar: *Understanding Organizations: Organisation Theory and Practice in India*.
- Singh, Hawa Organisational Behaviour, V.K. Global Publications Private Ltd., New Delhi