

CHANAKYA NATIONAL LAW UNIVERSITY
PATNA

Program	: BBA. LLB. (Semester : 3)
Class of	: 2019- 2024
FACULTY:	KIRTI
Number of Lectures:	42

PAPER: ORGANISATIONAL BEHAVIOUR

Objective: The course aims at providing an understanding and in depth analysis of the human behavior in an organization both individually and in group and the impact of this behavior on the organizational effectiveness. The course also offers the students the knowledge of various OB theories and Concepts and their application at different managerial levels.

Text Book	Author/Publication
Organisational Behaviour	Dr. S.S. KHANKA (S.Chand Publication)
Reference Books	Author/Publication
Organisational Behaviour	Robbins, Judge, Sanghi (Pearson)
Organisational Behaviour	McShane, Glinow (TMH)
Organisational Behaviour	Luthans, Fred (MGH)
Organisational Behaviour	Newstrom (TMH)
Organisational Behaviour: Text, Cases & Games	K. Ashwathappa (Himalya)
Organisational Behaviour	L. M. Prasad (S. S. Chand & Co.)

PART ONE: FOUNDATION FOR ORGANISATIONAL BEHAVIOUR

1. Introduction to Organisation

- Meaning of Organisation
- Characteristics & Types of Organisations
- Organisational Goals and Their Determination
- Organisational Structure
- Division of Labour
- Departmentalization
- Span of Control
- Delegation of Authority

- Centralisation and Decentralisation
 - Formalisation
2. Organisational Climate (OC)
 - Introduction
 - Concept of Organisational Climate
 - Dimensions of Organisational Climate
 - Determinants of Organisational Climate
 3. Organisational Culture
 - Definition of Organisational Culture
 - Types of Cultures
 - Functions of Culture
 - Creating, Sustaining, and Changing a Culture
 4. Introduction to Organisational Behaviour
 - Definitions and Key Elements of OB
 - Nature and Scope OB
 - Need For Studying Organisational Behaviour
 - Contributing Disciplines to OB
 - The Challenges Faced by Management
 - Organisational Behaviour Process

PART TWO: INDIVIDUAL PERSPECTIVE

5. Foundation of Individual Behaviour
 - Introduction
 - The Individual and Individual Differences
 - Human Behaviour and Its Causation
6. Personality
 - Concept of Personality
 - Determinants of Personality
 - Types of Personalities
 - Theories of Personality
 - How Personality Develops?
 - How Personality Influences Organisational Behaviour?
7. Perception
 - Introduction
 - What is Perception?
 - Perception Differs from Sensation
 - Perceptual Process

- Factors Affecting Perception
- How to Improve Perception?
- Perception and Its Application in OB

8. Attitudes, Values and Job Satisfaction

- Attitudes: Concept of Attitudes, Formation of Attitudes, Types of Attitudes, Measurement of Attitude, Attitude Change
- Values: Concept of Value, Types of Values, Formation of Values, Values and Behaviour
- Job Satisfaction: Concept of Job Satisfaction, Determinants of Job Satisfaction, Measuring Job Satisfaction, Effects of Job
- Organisational Commitment: Concept, Dimensions, Factors Influencing, Effects of Organizational Commitment

9. Learning

- Meaning and Definition
- Determinants of Learning
- Learning Theories
- Learning and Behaviour

10. Organizational Citizenship Behaviour (OCB)

- Introduction, OCB Defined
- Theoretical Perspective of OCB
- Determinants of OCB
- Predictors of OCB
- How to Cultivate and Develop OCB?

11. Emotions and Moods

- Meaning of Emotions and Moods
- Types of Emotions
- Sources of Emotions and Moods
- Aspects of Emotions
- Emotional Intelligence
- Emotional Intelligence Test

12. Transactional Analysis (TA)

- Meaning of Transactional Analysis (TA)
- Ego States
- Types of Transactions
- Life Positions

13. Motivation: Concepts

- Meaning of Motivation
- Nature of Motivation
- Motivation Cycle or Process
- Need for Motivation
- Theories of Motivation

14. Motivation : Application

- Motivational Selectivity
- Motivational Tools
- Incentives

15. Job Design

- Job Enlargement
- Job Enrichment
- Job Simplification
- Job Rotation
- Quality of Work Life (QWL)
- Goal Setting
- Management by Objectives (MBO)

16. Morale

- Meaning of Morale
- Difference between Motivation and Morale
- Factors Affecting Employee Morale
- Symptoms of Low Morale
- Symptoms of High Morale
- How to Boost Morale?
- Morale and Productivity

PART THREE GROUP DYNAMICS

17. Foundation of Group Behaviour

- Definition and Characteristics of Group
- Why Do People Form and Join Groups ?
- Types of Groups
- Stages of Group Development
- Group Behaviour
- Group Norms
- Group Cohesion
- Group Role
- Inter-Group Conflicts

18. Group Decision-Making

- How do Groups Make Decision ?
- How to Improve Group Decisions Making ?
- Quality Circle (QC)
- Work Teams

19. Team Building

- Meaning of Team
- Types of Teams
- Team Building Process
- Team Roles
- What Causes Team Failure?
- How to Make Teams Successful?

20. Organisational Conflicts And Negotiations

- Definition of Conflict
- Sources of Conflict
- Types of Conflicts
- Functional Conflict
- Dysfunctional Conflict
- Conflict Process & Conflict Management
- Negotiations& Negotiation Strategies
- Negotiation Process
- Guidelines for Effective Negotiations

21. Job Stress

- What Is Stress?
- Symptoms of Stress
- Measurement of Stress
- Causes or Sources of Stress
- Consequences of Stress
- Stress and Task Performance
- How to Manage or Cope With Stress?

22. Communication

- What is meant by Communication?
- Nature of and Need for Communication
- Process of Communication
- Channels of Communication
- Communication Networks
- Barriers to Communication
- How to Make Communication Effective?

23. Leadership

- What is Leadership?
- Leadership Differs from Management
- Functions of Leadership
- Leadership Styles
- Leadership Theories
- Leadership Styles in the Indian Organisations

24. Power and Politics

- Meaning of Power
- Distinction between Power and Authority
- Bases or Sources of Power
- Acquisition of Power
- Symbols of Power and Powerlessness
- Organisational Politics
- Reasons for Organisational Politics
- Managing Organisational Politics