

# Semester 3

## Psy-14 Organizational Behavior

### Objectives

- 1 This course designed for the students of human behavior would aim to understand the behavior or individuals along with other organizational assets.
- 2 Students are expected to learn not only the theoretical aspects of the course but also to familiarize themselves with the skills, techniques and their implications.
- 3 The course would create an enabling experience in the students to understand the organizational processes and its linkage with the societal contexts.

### Unit I

Introduction: Historical Background of Organizational Behavior, Definition and Scope of OB, Challenges and Opportunities for OB; Contribution of Taylor, Fayool & Weber. Perspective for Understanding OB: Open Systems Approach, Human Relations Perspective, Socio-Technical Approach; Developing an OB Model.

### Unit II

#### Emerging Organizations

**The Role Of Information Technology:** The Flattening and Downsizing of Organization, Paperless Revolution, Mimicking Brains.

**Total Quality Management;** Meaning, Reengineering, Benchmarking Empowerment.

**Learning Organizations:** Meaning, Types of Learning Organization, Organization. Behaviour in Learning Organization.

### Unit III

Motivating People at Work:

Managerial Assumptions about Human Nature: Relational-Economic Assumptions; Social Assumptions; Self- Actualization Assumptions. Theories of Motivation; Content Theories & Process Theories.

### Unit IV

Organization's Effectiveness:

Organizational Effectiveness (O.E.); Approaches To O.E.- Functional, System, Resource Approaches

Communication in Organizations Network Model; Direction, Barriers and Sources of Distortions.

Leadership in Organization : Nature and Types, Contingency Theories. Transactional (T.A.) Analysis, Benefits of T.A.

Organizational Change and Development: Nature & Dimensions of Change. Organizational Development, OD Intervention Techniques.

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### Reading

Robbins S.P. (2000) Organisational Behaviour; Concept, Controversies and Applications. VII Edition. New Delhi: Prentice Hall India.

Pfeffer, J (1994). Competitive Advantage Through People: Unleashing The Power of Work Force. Boston: Havard Business School Press.

Dunnette M.S & Hough, L.M. (1992). Handbook of Industrial and Organizational Psychology, (2th Edition) Palo Alto: Consulting Psychology Press.

Cummings, L.L. & Staw, B.M. (Eds) (1999). Research in Organizational Behaviour . Greenwich CT; JAI Press.

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