

UNDERSTANDING HUMAN BEHAVIOUR
(MBA-OE-04)

Course Credits: 4

Internal: 30 Marks
End-Term Exam: 70 Marks
Time Allowed: 3 Hours

Course Objective: The objective of this course is to familiarize students with basic behavioural process in organization.

Course Contents:

- Unit 1** Human Behaviour: concept, process, and managerial implications; factors causing individual differences and Implications of individual differences; Personality: concept, personality theories, determinants of personality, personality traits affecting behaviour, personality traits of Indian managers.
- Unit 2** Perception: concept, process and importance; perceptual selectivity, perceptual organization, interpersonal perception: factors in perceiver, person perceived and situational factors; developing perceptual skills; Learning: concept and components, theories of learning - conditioning, cognitive and social, and factors affecting learning.
- Unit 3** Attitudes: concept, theories of attitude formation, attitude and behaviour, factors in attitude formation, attitude measurement, effects of employee's attitude, attitude change: methods of attitude change and developing positive attitude by the employees. Values: concept and types; factors in value formation, values and behaviour.
- Unit 4** Emotional Intelligence: concept, applying emotional intelligence in organizations, developing emotional intelligence, managing emotions. Power and Politics: basis of power and contingency approach of power, power distribution in organization, sources and limits of authority.

Suggested Readings:

- Luthans, Fred, *Organizations Behaviour*, Tata McGraw Hill, New Delhi.
- Morgan, C. T. and King, *Introduction to Psychology*, McGraw Hill, New Delhi.
- Parsad L. M., *Organizational Behaviour*, Sultan Chand and Sons, New Delhi.
- Robbins, Judge and Vohra, *Organizational Behaviour*, Pearson Education, New Delhi.
- Robert, A. Baron, *Psychology*, Pearson, New Delhi.
- Stephen P. Robbins, Seema Sanghi, *Essentials of Organizational Behaviour*, Pearson, New Delhi.

Note:

1. The list of cases and specific references including recent articles will be announced in the class at the time of launching of the course.
2. The evaluation of students consists of both internal and external evaluation. Internal evaluation includes mid-term examination (20 marks) covering two units of the syllabus, an assignment (05 marks) and class attendance (05 marks). The external evaluation includes end-term examination of 70 marks covering the whole syllabus.
3. For end-term examination, the examiner is required to set nine questions in all. The first question will be compulsory consisting of short-answer questions (2 marks each) covering the entire syllabus. In addition, eight more questions will be set unit-wise comprising two questions from each unit. The students shall be required to attempt five questions in all selecting one question from each unit including the compulsory question. All questions carry equal marks.

ajc

FUNDAMENTALS OF MANAGERIAL SKILLS
MBA-OE-05

Course Credits: 4

Internal: 30 Marks
End-Term Exam: 70 Marks
Time Allowed: 3 Hours

Course Objective: The main objective of this course is to familiarize THE students with fundamentals of managerial skills.

Course Contents:

- Unit 1** Skills: Concept, types and need of managerial skills; Decision Making: concept, types of decisions, steps in decision making process, approaches for decision making, creativity and innovation; Group Decision Making - methods of group decision making, positive and negative aspects of group decision making, and techniques of improving group decision making.
- Unit 2** Motivation: Concept and theories of motivation - Maslow's Need Hierarchy Theory, Herzberg's Motivation-Hygiene theory, McGregor's Theory X and Theory Y, Theory Z, Equity theory, Carrot and Stick approach of motivation, Contingency approach of motivation, and motivational pattern in Indian organization; motivational applications - financial and non-financial incentives; Leadership: concept and leadership theories, leadership styles and qualities of a good leader.
- Unit 3** Work Stress: concept, causes and effects of stress; Stress Management - individual and organizational coping strategies; Conflicts: concept, stages, types - positive and negative, intrapersonal and interpersonal, individual, group and organizational level of conflicts; Managing conflicts - curative measures and conflicts resolution.
- Unit 4** Organizational Change: concept, nature and factors in organizational change; resistance to change - factors in resistance to change and overcoming resistance to change; role of change agents; Organizational Culture: concept and impact of organizational culture, creating and maintaining organizational culture.

Suggested Readings:

- Gupta C. B., *Management - Theory and Practice*, Sultan Chand & Sons, New Delhi.
- Koontz and Wehrick, H., *Management*, Tata McGraw Hill, New Delhi.
- Prasad, L.M., *Principles of Management*, S. Chand & Sons, New Delhi.
- Robbins, S.P., *Management*, Englewood Cliffs, Prentice Hall Inc., New Jersey.
- Stoner, Freeman and Gilbert, *Management*, Pearson Education, New Delhi.

Note:

1. The list of cases and specific references including recent articles will be announced in the class at the time of launching of the course.
2. The evaluation of students consists of both internal and external evaluation. Internal evaluation includes mid-term examination (20 marks) covering two units of the syllabus, an assignment (05 marks) and class attendance (05 marks). The external evaluation includes end-term examination of 70 marks covering the whole syllabus.
3. For end-term examination, the examiner is required to set nine questions in all. The first question will be compulsory consisting of short-answer questions (2 marks each) covering the entire syllabus. In addition, eight more questions will be set unit-wise comprising two questions from each unit. The students shall be required to attempt five questions in all selecting one question from each unit including the compulsory question. All questions carry equal marks.

Age

**COMMUNICATION SKILLS AND PERSONALITY DEVELOPMENT
(MP-OE-01)**

Course Credits: 4

Internal: 30 Marks
End-Term Exam: 70 Marks
Time Allowed: 3 Hours

Course Objective: The course is aimed at equipping the students with the necessary skills to communicate effectively and handling inter as well as intra organizational issues.

Course Contents:

Unit 1 Meaning, process, need, objectives and importance of communication; Models of communication; Types of communication - verbal (oral and written) and non-verbal (Kinesics, Proxemics and Para-Language); Modern forms of communication, Barriers in communication; Guidelines for effective communication; Ethics in communication.

Unit 2 Audience analysis; Writing skills; Speaking skills; Listening skills; Presentation skills; Negotiation skills.

Unit 3 Preparation of Memo, Notice, Circular and Order; Notice, Agenda and Minutes of the meeting; Report-writing; Meaning and importance of business correspondence; Layout, parts and essential features of business letter.

Unit 4 Preparation of resume and application for job; Tips for interview, group discussion, dealing with difficult people, getting things done through others, time management, building team spirit, and taking smart decisions.

Suggested Readings:

- Courtland, L. B., John, V. T. and Chaturvedi, M., *Business Communication Today*, Pearson Education, New Delhi.
- Krizan, Merrier, Logan and Williams, *Effective Business Communication*, Cengage Learning, New Delhi.
- Lesikar, R. V., Flatley, M. E., Rentz, K. and Pande, N., *Business Communication*, Tata McGraw Hills, New Delhi.
- Murphy, H. A., Hildebrandt, H. W. and Thomas, J. P., *Effective Business Communication*, Tata McGraw Hills, New Delhi.
- Raman, Meenakshi and Singh, Prakash, *Business Communication*, Oxford University Press, New Delhi.

Note:

1. The list of cases and specific references including recent articles will be announced in the class at the time of launching of the course.
2. The evaluation of students consists of both internal and external evaluation. Internal evaluation includes mid-term examination (20 marks) covering two units of the syllabus, an assignment (05 marks) and class attendance (05 marks). The external evaluation includes end-term examination of 70 marks covering the whole syllabus.
3. For end-term examination, the examiner is required to set nine questions in all. The first question will be compulsory consisting of short-answer questions (2 marks each) covering the entire syllabus. In addition, eight more questions will be set unit-wise comprising two questions from each unit. The students shall be required to attempt five questions in all selecting one question from each unit including the compulsory question. All questions carry equal marks.

Age