

UNIVERSITY OF MUMBAI



NAAC ACCREDITED

SYLLABUS

Programme - B.COM

Course - Psychology of Human Behaviour at Work

Paper I & II

(Semester – V & VI)

(Applied Component)

Credit Based Semester and Grading System

w.e.f. the Academic year 2014 - 2015

Credit Based Semester and Grading System Programme – B.Com.

T.Y.B.Com. Psychology of Human Behaviour at Work (Applied Component)

Syllabi to be implemented from 2014-15

Objectives:-

1. To impart knowledge and understanding of the basic concepts and modern trends in the field of Psychology of Human Work Behaviour and to foster interest in the field.
2. To create awareness about the role and importance of Psychological factors and processes in the world of work.

Semester 5. Psychology of Human Behaviour at Work - Paper I (Credits = 3)

3 Lectures per week

Unit 1. What is Organizational Behaviour?

- a) The importance of interpersonal skills
- b) What managers do - management functions, roles, and skills
- c) Defining organizational behaviour; Disciplines that contribute to the OB field
- d) Challenges and Opportunities for OB - Responding to globalization; managing work force diversity; coping with “temporariness”; helping employees balance work–life conflicts; creating a positive work environment; improving ethical behaviour

Unit 2. Attitudes and Job Satisfaction

- a) Attitudes - Main components of attitudes; Major Job Attitudes
- b) Job Satisfaction - Measuring job satisfaction. What causes job satisfaction? The impact of satisfied and dissatisfied employees on the workplace

Unit 3. Motivation Concepts

- a) Defining Motivation; 4 early theories of motivation
- b) Contemporary theories of motivation - Goal Setting Theory, Equity Theory/ Organizational justice, Expectancy Theory

Unit 4. Leadership

- a) What is Leadership? Trait theories, Behavioural theories

- b) Contingency Theory – The Fiedler Model
- c) Charismatic Leadership and Transformational Leadership - Key characteristics of a charismatic leader; characteristics of transactional leaders; characteristics of transformational leaders
- d) Leading for the future: Mentoring

Semester 6. Psychology of Human Behaviour at Work - Paper II (Credits = 3)

3 Lectures per week

Unit 1. Understanding Work Teams

- a) Differences between groups and teams; Types of teams
- b) Creating effective teams

Unit 2. Conflict and Negotiation

- a) Defining Conflict; transitions in conflict thought
- b) The Conflict Process
- c) Negotiation: Bargaining strategies; the negotiation process

Unit 3. Emotions and Moods

- a) What are Emotions and Moods? The basic emotions; sources of emotions and moods
- b) Emotional Intelligence
- c) Organizational Behaviour applications of emotions and moods

Unit 4. Organizational Change and Stress Management

- a) Forces for Change
- b) Work Stress and its Management

Book for study

Robbins, S. P. Judge, T. A. & Vohra, N. (2013). Organizational Behavior. (15th ed.), Indian subcontinent adaptation, New Delhi: Pearson Education, Dorling Kindersley India pvt ltd.

Evaluation:

Internal Examination

The Internal Examination will be of 25 marks and is split into –

- i. Test Paper of 20 marks consisting of questions of objective types.
- ii. 5 marks for responsible behaviour and active class participation

External Examination

Question Paper Pattern for Semester End Examination.

There will be **Five** questions in all. All the questions are **COMPULSORY** and will have internal choice. (Total 75 marks)

Q1. Module I (Total marks 15)

Three questions: A BC.

Attempt any Two

Q2. Module II (Total marks 15)

Three questions: A BC.

Attempt any Two

Q3. Module III (Total marks 15)

Three questions: A BC.

Attempt any Two

Q4. Module IV (Total marks 15)

Three questions: A BC.

Attempt any Two

Q5. Modules I to IV (Total marks 15)

a. True or False with reasons. Attempt any Four out of Eight: Two from each module. (2 marks each)

b. Choose the correct option. Attempt any Seven out of Twelve: Three from each module. (1 mark each)

Books for Reference

- 1) Aquinas, P. G. (2013). *Organisational Behavior Concepts Realities Application and Challenges*. (2nd ed.) New Delhi: Excel Books
- 2) Ashliegh, A. M. (2012). *The psychology of people in organizations*. Pearson Education
- 3) Baltus, R. (2012). *Personal psychology for work and life*. Tata McGraw Hill
- 4) Dash, C. (2013). *Organisational behavior*. New Delhi: International Book House
- 5) Gibson, J. L., Ivancevich, J. M., & Konopaske, R. (2013). *Organisations: Behaviour, Structure, Processes*. Tata McGraw Hill
- 6) Greenberg, J. (2013). *Behaviour in organizations* (10th ed.). PHI Learning Private Limited.
- 7) Luthans, F. (2013). *Organisational behaviour: An evidence –based approach*. Tata McGraw Hill

- 8) McShane, S. L., Glinow, M. A., Sharma, R. R. (2012) *Organisational behavior*. (5th ed.): Tata McGraw Hill, New Delhi.
- 9) Pareek, U. & Khanna, S. (2011). *Understanding organizational behavior*. Oxford University Press
- 10) Rajendra, P. Maheshwari, J. & Mahajan, P. (2012). *Business organization management*. (2nd Revised ed.) New Delhi: International Book House.
- 11) Riggio, R. (2012). *Introduction to industrial and organizational psychology*. Pearson Education
- 12) Schultz, D. & Schultz, S. (2013). *Psychology and work today*. Pearson
- 13) Shankar, M. (2013). *Organizational behavior*. International Book House
- 14) Sharma, S. (2013). *Organisational behavior*. New Delhi: Tata McGraw Hill.
- 15) Singh, K. (2012). *Organizational behaviour text and cases*. New Delhi: Pearson Education.