

## Course: 201 : Organization Structure & Behaviour

Course Code	201
Course Title	Organization Structure & Behaviour
Credit	2
Teaching per Week	2 Hrs
Minimum weeks per Semester	15 (Including Class work, examination, preparation etc.)
Review / Revision	June 2014
Purpose of Course	In computer science, data structure is a particular way of organizing data in a computer so that it can be used efficiently. This course will help students understand it.
Course Objective	To make students aware about the Structure of an Organization and also provide them teaching that leads to better understanding of human behaviour in an organization.
Pre-requisite	Basic Communication Skills
Course Out come	After completion of the course the student will be aware about the Structure of an Organization and also will have better understanding of human behaviour in an organization.
Course Content	<p><b>Unit 1. Introduction to Organization</b></p> <ol style="list-style-type: none"> <li>1.1. What makes an organization</li> <li>1.2. Structure of organization</li> <li>1.3. What is Management</li> <li>1.4. Scope of Management</li> </ol> <p><b>Unit 2. Need for Management</b></p> <ol style="list-style-type: none"> <li>2.1. Role of Management</li> <li>2.2. Manager's Role (Interpersonal Role, Information Role and Decisional Role )</li> <li>2.3. Managerial Skills (Technical Skills, Human Skills, Conceptual Skills)</li> </ol> <p><b>Unit 3. Attitude</b></p> <ol style="list-style-type: none"> <li>3.1. Meaning of Attitudes</li> <li>3.2. Characteristics of Attitudes</li> </ol> <p><b>Unit 4. Motivation</b></p> <ol style="list-style-type: none"> <li>4.1. What is motivation?</li> <li>4.2. Nature and Characteristics of Motivation</li> <li>4.3. Importance &amp; Benefits of Motivation</li> </ol> <p><b>Unit 5. Leadership</b></p> <ol style="list-style-type: none"> <li>5.1. What is Leadership?</li> <li>5.2. Characteristics of Leadership</li> <li>5.3. Leadership Styles</li> <li>5.4. Leadership Skills (Technical Skills, Human Skills, Conceptual Skills. Personal Skills)</li> </ol> <p><b>Unit 6. BPO &amp; Call Center</b></p> <ol style="list-style-type: none"> <li>6.1. What is B.P.O?</li> <li>6.2. What is out-sourcing? Benefits of outsourcing</li> </ol>

	6.3. What is Call Center? 6.4. Call center setup & functions
Reference Book	<ol style="list-style-type: none"> <li>1. Management &amp; Organization Development – By Ahmed Abod Rachna Prakashan, New Delhi</li> <li>2. Organization Behaviour – By Aplewhite Philip, Prentice hall</li> <li>3. Management &amp; Organization Development – By Argyris Chris, McGraw Hill</li> <li>4. Human Behaviour at work – By Davis Keeth, Tata McGraw Hill</li> <li>5. Organization Behaviour – By L.M. Prasad.</li> <li>6. Principles and Practices of Management – By L.M. Prasad.</li> <li>7. Managing People at work – By Harris O Jeff, John Wiley &amp; Sons Publication</li> <li>8. Call Centers – By S. Pankaj (APII Publication)</li> </ol>
Teaching Methodology	Class Work, Discussion, Self Study, Seminars and/or Assignments
Evaluation Method	30% Internal assessment. 70% External assessment.