

**DR. BABASAHEB AMBEDKAR OPEN UNIVERSITY**  
**SCHOOL OF COMMERCE & MANAGEMENT**  
**B.B.A. (Bachelor of Business Administration)**  
**SEMESTER –II (Major (Core) - Credit -4**  
**Organization Behaviour**

<b>Sr No.</b>	<b>Unit</b>	<b>Writers Name and Contact No.</b>
1.	<p><b>INTRODUCTION TO ORGANISATION BEHAVIOUR</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Focus and Purpose</li> <li>• Definition, need and importance</li> <li>• Nature and scope</li> <li>• Organizational behavior models</li> <li>• Environmental factors affecting organisation</li> <li>• Organizational Theory</li> <li>• Organizational behavior modification</li> <li>• Types of Misbehavior</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
2.	<p><b>ORGANIZATIONAL EFFECTIVENESS</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Concept</li> <li>• Approaches to measure effectiveness</li> <li>• Goal approach, Behavioural approach</li> <li>• System-resource approach</li> <li>• Strategic constituencies approach</li> <li>• Criteria for Organizational Effectiveness</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
3.	<p><b>ORGANIZATIONAL CHANGE</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Meaning, Nature, Reasons for organizational Change</li> <li>• Factors in organizational change</li> <li>• Planned Change</li> <li>• Meaning, Factors in planned Change</li> <li>• Objectives of planned</li> <li>• Change and process of planned change</li> <li>• Process of Change</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
4.	<p><b>ORGANISATIONAL DYNAMICS</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Organisational Culture</li> <li>• Social Responsibilities of Organisations</li> <li>• Organisational Ethics and Values</li> <li>• Process of Learning Organisations</li> <li>• Cross Cultural Dynamics</li> <li>• Management of Diversity</li> <li>• Strategic Alliances and Coalition</li> <li>• Formation</li> <li>• Merits and demerits of Delegation of authority</li> </ul>	

	<ul style="list-style-type: none"> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
5.	<p><b>ORGANIZATIONAL CITIZENSHIP BEHAVIOUR</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Concept and Forms</li> <li>• Suggestions for promoting organizational citizenship behaviour</li> <li>• Whistle–Blowing</li> <li>• Co-operation</li> <li>• Concept and determinants</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
6.	<p><b>ATTITUDES</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Sources and types</li> <li>• Theories of attitude</li> <li>• Cognitive dissonance theory</li> <li>• Overview of Major job attitudes</li> <li>• Job satisfaction</li> <li>• Organizational commitment and prejudice</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
7.	<p><b>EMOTIONS AND MOODS</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Nature and types</li> <li>• Sources of emotions and moods</li> <li>• Managing emotions at work</li> <li>• Emotional intelligence</li> <li>• Concept and dimension</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
8.	<p><b>PERCEPTION</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Nature and Significance of perception</li> <li>• Factors influencing perception</li> <li>• Perceptual process,</li> <li>• Perceptual distortions and improving perception.</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
9.	<p><b>GROUP AND ROLE DYNAMICS</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Understanding Groups</li> <li>• Phases of Group Development</li> <li>• Group Cohesion and Alienation</li> <li>• Conformity and Obedience</li> <li>• The Concept and Systems of Roles</li> <li>• Role Analysis</li> <li>• Organisational Stress and Burnout</li> <li>• Coping with Stress and Burnout</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	

10.	<p><b>PERSONALITY</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Meaning &amp; Definition,</li> <li>• Concept, Nature and Importance</li> <li>• Affective Factors</li> <li>• Theories</li> <li>• Personality Traits</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
11.	<p><b>CONFLICT &amp; TRANSACTIONAL ANALYSIS</b></p> <ul style="list-style-type: none"> <li>▪ Introduction</li> <li>▪ Concept ,</li> <li>▪ Consequences and Sources</li> <li>▪ Approaches of Conflict management</li> <li>▪ Deviant organizational behaviour</li> <li>▪ Dimensions and categories of deviant organizational behaviour</li> <li>▪ Examples</li> <li>▪ Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
12.	<p><b>NEGOTIATION</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Concept, Features</li> <li>• Process &amp; Approaches</li> <li>• Negotiation, Mediation and Arbitration</li> <li>• Negotiation and Assignment</li> <li>• Modes of Negotiation</li> <li>• Liability of various parties</li> <li>• Some Common Tactics</li> <li>• Situational factors towards negotiation</li> <li>• Effective Guidelines for Negotiation</li> <li>• Negotiation Strategy</li> <li>• Issues in Negotiation</li> <li>• BATNA AND ZOPA</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
13.	<p><b>POWER DYNAMICS</b></p> <ul style="list-style-type: none"> <li>▪ Introduction</li> <li>▪ Bases of Power</li> <li>▪ The Process of Empowerment</li> <li>▪ Decentralisation and Delegation</li> <li>▪ Transformational Leadership</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	
14.	<p><b>ORGANISATION DEVELOPMENT</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Concept, meaning and definition, features, Objectives</li> <li>• Organization Development and Management development,</li> <li>• Values of Organization Development,</li> <li>• process of organization development</li> <li>• Techniques Of Organisational Development</li> <li>• About Sensitive training, Managerial Grid, Survey feedback</li> <li>• Process of consultation</li> <li>• Management by Objectives-MBO.</li> <li>• Exercise (MCQ, F/B, True or false, Long Question, Short question, Short notes etc.)</li> </ul>	