

# **Sem. – II**

**Syllabus**  
**Bachelor of Banking & Insurance**

# Syllabus

## Bachelor of Banking & Insurance

### Management Process and Organizational Behaviour (Mandatory)

#### Credits 4

**Description of the course:**

"Management Process and Organizational Behaviour" explores the principles and practices of effective management and human behavior within organizations. It covers topics such as planning, organizing, leading, and controlling, as well as individual and group dynamics, motivation, leadership, and organizational culture. The subject aims to provide insights into managerial decision-making, team dynamics, and strategies for enhancing organizational effectiveness and employee satisfaction.

**Aims & Objectives:**

1. To provide students with a comprehensive understanding of the management process in various organizational contexts.
2. To study individual and group behavior within organizations facilitating a deeper understanding of human behavior in the workplace
3. To develop students' managerial skills and competencies to achieve organizational goals.

**Course outcomes:**

1. It will enhance students' decision-making abilities by understanding the dynamics of organizational behavior
2. Students will gain an understanding of organizational culture
3. Students will develop the ability to adapt to organizational change and uncertainty, understanding how individual and group behavior influences organizational change processes and strategies.

Sr. No.	Modules	No. of Lectures
1	Introduction of Management	15
2	Introduction to Organizational Behavior	15
3	Motivation	15
4	Group Dynamics and Team building	15
Total		60

Sr. No.	Modules
1	<b>Introduction of Management</b> Evolution of management thought, Systems and contingency approach for understanding organizations, managerial processes, functions, skills and roles in an organization; Leadership: Concept, Nature, Importance, Attributes of a leader, developing leaders across the organization, Leadership Grid. Decision making: Concept, Nature, Importance, and Process. Types of decisions. Problems in decision making
2	<b>Introduction to Organizational Behavior</b> Definition, Importance, Scope, Fundamental Concepts of OB, Different models of OB - autocratic, custodial, supportive, collegial and SOBC. Personality & Attitudes: Meaning of personality, attitude - Development of personality – Attributes of personality- Transactional Analysis – Ego states – Johari window - Nature and dimensions of attitude – Developing the right attitude
3	<b>Motivation</b> Definition, Importance, Motives – Characteristics, Classification of motives - Primary & Secondary motives. Theories of Motivation - Maslow's Theory of need hierarchy - Herzberg's theory. Morale - Definition and relationship with productivity - Morale Indicators.
4	<b>Group Dynamics and Team building</b>

Concept of Group & Team. Theories of Group Formation - Formal and Informal Groups. Importance of Team building. Conflict Management: Definition. Traditional vis - à- vis Modern view of conflict – Types of conflict – Intrapersonal, Interpersonal, and Organizational. Constructive and Destructive conflict. Conflict management.
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**References:**

- "Principles of Management" by P.C. Tripathi and P.N. Reddy, published by Tata McGraw-Hill Education
- "Management: Text and Cases" by VSP Rao and DN Tripathi, published by Excel Books.
- "Essentials of Management: An International and Leadership Perspective" by Harold Koontz, Heinz Weihrich, and Mark V. Cannice, published by Tata McGraw-Hill Education
- "Management: A Global and Entrepreneurial Perspective" by Hitt, Black, and Porter, published by Cengage Learning India