

Department of Commerce
University of Delhi

Course : B.com	Semester : 6th
Subject : Organizational Behaviour	
Paper No. : BC 6.2 (e)	

General Guidelines:

1. There will be internal choice in all questions.
2. All the units should be covered appropriately.
3. Question No. 1 will be from Unit 1 and Unit 3.
4. Question No. 2 will be from Unit 2 exclusively.
5. Question No. 3 will be from Unit 4 exclusively.
6. Question No. 4 will be from Unit 5 and Unit 6.
7. Question No. 5 should be on short notes (not more than three) covered from all units and the internal choice would be a case study.

Unit Wise Guidelines:

Unit I: Introduction

Organizational Behaviour: Concepts, Determinants, Challenges & Opportunities of OB,
Contributing disciplines of OB

Organizational Behaviour Models (Autocratic, Custodial, Supportive & Collegial Model)

Unit II: Individual Behaviour

Personality Meaning and Importance

Personality Type A & Type B

Big Five Personality Trait Model

Factors Influencing Personality

Values and Attitudes

Concept and Types of Values: Terminal values and Instrumental Values

Components of Attitude (cognitive, affective and behavioral components)

Job related attitudes (Job satisfaction, Job Involvement & Organizational Commitment)

Learning

Concept

Learning Theories (Classical conditioning, Operant conditioning, cognitive learning, Social learning)

Reinforcement (concept, strategies and schedules of reinforcement)

Perception and Emotions

Concept

Perceptual Process

Importance

Factors influencing perception

Perceptual Errors and distortion

Emotional Intelligence: Concept and managing Emotions at workplace

Unit III: Group Decision Making and Communication

Concept and nature of decision making process

Individual vs. Group Decision making

Communication and Feedback

Transactional Analysis: Ego states, Types of transactions, utility of transactional analysis

Johari Window: Concept and utility

Unit IV: Motivation

Meaning and Importance

Equity Theory of Motivation

Vroom's Valence Expectancy Model

Ken Thomas' Intrinsic Motivation Theory

McClelland's model of motivation

Motivation and organizational Effectiveness

Unit V: Leadership, Power and Conflict

Leadership

Meaning and Concept of Leadership

Trait Theory

Transactional, Charismatic and Transformational Leadership

Power and Conflict

Power Tactics

Sources of Conflict

Conflict Resolution Strategies

Unit VI: Dynamics of Organizational Behaviour

Organizational Culture and Climate

Concept and determinants of Organizational Culture

Importance of Culture

Socialization Process

Creation and maintenance of culture

Organizational Change

Importance

Resistance to change

Managing change

Kurt Lewin's Model

Stress Management

Individual and Organizational factors to stress

Prevention and Management of stress