

## Course 201-1 : Organization Structure & Behaviour

<b>Course Code</b>	201-1 ( Elective Paper – 1)
<b>Course Title</b>	Organization Structure & Behaviour
<b>Credit</b>	2
<b>Teaching per Week</b>	2 Hrs
<b>Minimum weeks per Semester</b>	15 (Including Class work, examination, preparation etc.)
<b>Review / Revision</b>	June 2020
<b>Purpose of Course</b>	Computer Science professionals work at different levels in the hierarchy of various jobs in IT. So it is essential to understand the Organization Structure and behaviour.
<b>Course Objective</b>	The objective of this course is 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.
<b>Pre-requisite</b>	Basic Communication Skills
<b>Course Out come</b>	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.
<b>Course Content</b>	<p><b>Unit 1. Introduction to Organization and Management</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> <li>1.5.Role of Management</li> <li>1.6.Manager’s Role (Interpersonal Role, Information Role and Decisional Role)</li> <li>1.7.Managerial Skills (Technical Skills, Human Skills, Conceptual Skills)</li> </ol> <p><b>Unit 2. Attitude</b></p> <ol style="list-style-type: none"> <li>2.1.Meaning of Attitudes</li> <li>2.2.Characteristics of Attitudes</li> </ol> <p><b>Unit 3. Motivation</b></p> <ol style="list-style-type: none"> <li>3.1.What is motivation?</li> <li>3.2.Nature and Characteristics of Motivation</li> <li>3.3.Importance &amp; Benefits of Motivation</li> </ol> <p><b>Unit 4. Leadership</b></p> <ol style="list-style-type: none"> <li>4.1.What is Leadership?</li> <li>4.2.Characteristics of Leadership</li> <li>4.3.Leadership Styles</li> <li>4.4.Leadership Skills (Technical Skills, Conceptual Skills. Personal Skills)</li> </ol> <p><b>Unit 5. BPO &amp; Call Centre</b></p> <ol style="list-style-type: none"> <li>5.1. What is B.P.O?</li> <li>5.2.What is out-sourcing? Benefits of outsourcing</li> <li>5.3.What is Call Centre?</li> <li>5.4.Call Centre setup &amp; functions</li> </ol>

<b>Reference Book</b>	1. Management & Organization Development – By Ahmed Abod Rachna Prakashan, New Delhi
	2. Organization Behaviour – By Aplewhite Philip, Prentice hall 3. Management & Organization Development – By Argyris Chris, McGraw Hill 4. Human Behaviour at work – By Davis Keeth, Tata McGraw Hill 5. Organization Behaviour – By L. M. Prasad. 6. Principles and Practices of Management – By L. M. Prasad. 7. Managing People at work – By Harris O Jeff, John Wiley & Sons Publication 8. Call Centres – By S. Pankaj (APII Publication)
<b>Teaching Methodology</b>	Class Work, Discussion, Self-Study, Seminars and/or Assignments
<b>Evaluation Method</b>	30% Internal assessment. 70% External assessment.