# SD COLLEGE HOSHIARPUR

# DEPARTMENT OF COMMERCE

# LECTURE PLAN FOR THE SESSION 2021-22

August 2021 –February 2022

Class	B.COM(SEMESTER-I)
Subject name and code	BCM103: PSYCHOLOGY FOR MANAGERS
Max. Marks and duration of exam.	100 (Theory:80, Internal Assessment:20) and 3 hours
Duration of lecture	45 minutes per day
No. of lectures delivered per week	6 lectures
Submitted by	Baljinder Kaur, Department of Commerce

**Objective:** The objective of the paper is to provide broad understanding about basic concept and techniques

of human behaviour to the students.

## **UNIT-I**

SR.NO	TOPIC	TEACHING POINTS	OBJECTIVE	METHODS AND TECHNIQUE S	RESOURCES AND LINKS
1.	Introduction to OB.	<ul> <li>Concepts,         Definitions</li> <li>Need and         Importance of         Organisational         Behaviour for         Managers</li> <li>Contributing         Disciplines of         OB.</li> <li>Nature and Scope</li> <li>Organisational         Behaviour         Models.</li> </ul>	The objective of the paper is to provide broad understanding of basic concepts and techniques related to the study of human behaviours in work-environ ment and to manage Behavioural aspects of organisation.	1)Class teaching with examples 2)Group discussions 3)Power point presentations	Reference books: 1. Robbins, Stephens P., Organisational Behaviour 2. French, W and C. Bell, Organisational Development 3. Davis, Keith, Human Behaviour at Work: Organisational Behaviour 4. Luthans, Fred, Organisational Behaviour 5. Harold

				Weihrich, Koontz, Essentials of Management 6. Robbins, Stephens P., Organisational Behaviour Concepts, controversies and Applications
2.	Individual Behaviour and Interpersona l Behaviour	<ul> <li>Introduction and Meaning</li> <li>Factors Affecting Individual Behaviour</li> <li>Models of Individual Behaviour</li> </ul>		
3.	Personality	<ul><li>Meaning</li><li>Characteristics</li><li>Determinants</li><li>Theories of Personality</li></ul>		
4.	Perception	<ul> <li>Nature &amp; Importance</li> <li>Perception Process</li> <li>Perceptual Selectivity</li> <li>Perceptual Organization</li> <li>Perpetual Errors and Distortions.</li> </ul>		
5.	Attitudes and Values	<ul> <li>Components,</li> <li>Sources and Measurement of Attitudes</li> <li>Concept, Sources and Types of</li> </ul>		

	Values.		

## **QUESTION BANK**

## **UNIT-I**

- 1. What is organisation behaviour? Explain its significance in detail.
- 2. What is personality? Explain the process of personality.
- 3. What are the barriers to perceptual process? How it can be removed?
- 4. What is individual behaviour? What are the factors affecting individual behaviour?
- 5. Explain in detail the various models of OB.
- 6. Define Emotions. How can Emotions are classified.
- 7. Bring out the various models of Individual Behaviour.
- 8. Attitude serves four important functions of Individual. What are those four functions?
- 9. Discus in brief the foundations of Organizational Behaviour.
- 10. What are the Erikson's stages of Personality development? How do they compare with Freudian stages?

## **UNIT-II**

1. MOTIVATION  • Meaning • Importance of Motivation • Theories of Motivation, • Morale  • Inter Personal Behaviour and Transactional Analysis (TA)  1.)Class teaching with examples 2)Group discussions 3)Power point presentations  • Inter Personal Behaviour and techniques of human behaviour to the students  • Definition, Importance, Leadership Styles, Models and Theories of Leadership.	SR.NO	TOPIC	TEACHING POINTS	OBJECTIVE	METHODS AND TECHNIQUES	RESOURCES AND LINKS
<ul> <li>INTER PERSONAL BEHAVIOUR</li> <li>Inter Personal Behaviour and Transactional Analysis (TA)</li> <li>Definition, Importance, Leadership Styles, Models and Theories of</li> </ul>	1.	MOTIVATION	<ul> <li>Importance of Motivation</li> <li>Theories of Motivation,</li> </ul>	of this unit is to provide broad understanding about basic concepts	teaching with examples 2)Group discussions 3)Power point	
LEADERSHIP  Importance, Leadership Styles, Models and Theories of	2.	PERSONAL	Behaviour and Transactional	techniques of human behaviour to		
		LEADERSHIP	Importance, Leadership Styles, Models and Theories of			

	STRESS MANAGEMENT	<ul> <li>Concept, Sources of Stress</li> <li>Work Stressors</li> <li>Consequences, Prevention and Management of Stress.</li> </ul>
5.	CONFLICT MANAGEMENT	<ul> <li>Conflict Management</li> <li>Traditional vis-a-vis Modern View of Conflict</li> <li>Types and Causes of Conflict,</li> <li>Conflict Resolution</li> </ul>

#### **QUESTION BANK**

## **UNIT-II**

- 1. Distinguish between Eustress and Distress. What are the factors being responsible for causing Eustress?
  - Are these factors sudden developments or are they developed gradually?
- 2. What do you mean by motivation? Explain different types of motivation.
- **3.** Explain in detail Hygiene and Motivation theory.
- **4.** What do you mean by stress? What are the consequences of Stress?
- **5.** "Effective leadership is a function of three factors-the leader, the led and the situation." Discuss.
- **6.** What do you mean by Conflict? Discuss various levels of Conflict.
- 7. "Theory X and Theory Y are concerned with the nature of a people" what are its implications.
- **8.** Explain in detail the Transactional analysis to understand interpersonal behaviour.
- **9.** What do you mean by LIKERT'S style of management?
- **10.** What are the various theories of leadership? Explain in detail.

NOTE: UNIT-I AND A FEW CHAPTERS FROM UNIT II WILL BE COMPLETED BEFORE HOUSE EXAMINATIONS (i.e. 75%) AND REST WILL BE COMPLETED AFTER HOUSE EXAMINATION (i.e. 25%)