

M.A. Psychology, 2nd Year
PAPER-IV : ORGANISATIONAL PSYCHOLOGY

SYLLABUS

UNIT - I

Meaning of Organisational Behavior - Goals of Organisational Behavior - Basic concepts of Organisational Behavior - Basic approaches - Human resources, Contingency, Result oriented and Systems Approach. Limitations of Organisational Behavior.

The elements of an Organisational Behavior system. The role of Management's philosophy and paradigms. Alternative models of Organisational Behavior and their effects.

Communication - Communication fundamentals - importance - The two-way communication process - potential problem barriers - communication symbols - Downward and upward communication. Other forms of communication - Electronic communication, Informal communication.

Improving communication and managing conflict. The importance of listening - Developing listening skills.

Appraising and Rewarding performance - Money as a means of rewarding employees. Application of the motivational models.

Organisational behavior and performance appraisal. 360 - degree feed back program - Appraisal problems - Nature of attribution - Application of attribution.

Economic incentive systems - wage incentives - profit sharing ñ gain sharing - skill-based pay.

UNIT - II

Motivation - Motivational drives - managerial application of drives - Human needs. Maslow's hierarchy of needs - Herzbergs factor model. Behaviour factor model. Behaviour modification - Alternative consequence, schedules of Reinforcement - Interpreting Behavior modification, goal setting ñ Elements - the expectancy model, the Equity model.

UNIT - III

Leadership: The nature of Leadership, Traits of effective leaders - Leadership behavior, situational aspects - Followership - Behavioral approaches to leadership style, Automatic, consultative and participative leaders.

Blake and Mouton's Managerial grid - contingency approaches to leadership style. Fiedler's contingency model.

Path - goal model of leadership. Vroom's decision making theory. Emerging approaches to leadership ñ substitutes for leadership.

UNIT - IV

Employee attitudes and their effects - The nature of employee attitudes - Job satisfaction - Job involvement - Effects of Employee attitudes changing employee attitude - Conflict in organisation - Nature, levels of conflict - sources of conflict - Effects of conflict - model of conflict - Resolution strategies, Assertive Behavior. Inter personal orientation - stroking, power and politics. Types of power -organisational politics. Influence and political power.

Types of groups - The nature of informal organisations- Benefits and problems associated with informal organisation, formal groups - structural approaches-potential outcomes of formal group process. Consensus.

UNIT - V

Managing Change - The nature of change ñ Responses to change, Resistance to change. Types of Resistance - Implementing change successfully - Three stages in change, building support for change understanding organisation development - Characteristics of organisation development ñ The OD process ñ benefits and limitations of OD.

Stress and counseling - Employee stress - causes of stress, job - related causes of stress - frustration - stress and job performance. Approaches to stress management.

Counseling - What is counseling - The goal of counseling, Need for counseling - function of counseling, Types of counseling.