

## DEPARTMENT OF HUMANITIES & SOCIAL SCIENCES

### B. Tech (Open Elective Course)

#### Course Title: Human Behavior at Workplace

**Course Category: OE**  
**Course Code: HSOE 305**  
**Credits: 3 (L-3)**  
**Semester: 6th**

**Internal: 50 Marks**  
**Theory: 50 Marks**  
**Total: 100 Marks**  
**Time: 3hrs**

#### Course Objectives

The contents of the course will aid the students to understand, predict and influence individual and group behavior. The course is designed to give special attention to the major challenges and the paradigm shift faced by individuals and groups in today's organizations. It will make students aware of one's own behavior and understand others' behavior.

#### Unit I

Understanding the behavior of human at workplace, Field of Organizational Behavior: Individual, Groups & Systems as building blocks, Historical background of OB: The Hawthorne Studies and the Ahmadabad experiment.

#### Unit II

Understanding and Managing Individual Behavior: Personality: Meaning, "Big -Five" Personality Traits, MBTI, Perception: Meaning, Role of Object, Environment and Observer; Judging Others, Attitude, Emotions & Emotional Intelligence, Learning: Meaning, Theories: Classical Conditioning, Operant Conditioning & Social Learning; Methods to shape Behavior (reinforcement, punishment, & extinction).

#### Unit III

Groups in Organization-Groups-Types, their development stages, concept of role, status, norms size and cohesiveness. Group decision-making techniques, Group Think & Group Shift; Transactional Analysis: Johari Window, Four Life positions, Strokes.

#### Unit IV

Stress & Conflict- meaning & causes of stress, types of conflicts (intra individual & interactive), coping strategies for stress & conflict; Leadership: Concept, Trait, Behavioral and Contingency Theories; leadership styles, successful & effective leadership. Management Grid of Leadership.

#### Course Outcomes

After the completion of the course students will be able to understand the role of individual, groups and structure in achieving organizational goals effectively and efficiently. Students will be able to develop creative and innovative ideas that could positively shape the organizations. Students will be able to accept and embrace in working with different people from different cultural and diverse background in the workplace.

#### Suggested Readings

- Baron and Greenberg, (2011), Behavior in Organizations. 10th edition. PHI.
- Kinicki and Krietner, (2011), Organizational Behavior. Tata McGraw Hill Publications.
- Newstrom, (2011), Organizational Behavior at Work. Tata McGraw Hill Publications.
- Kandelwal and Nelson, (2013), Organizational Behavior. 7th edition. Cengage India
- Gregory Moorhead, G Ricky Wiffin (2012), Managing Organizational Behavior. Cengage India.
- Jones and Mathew, (2011), Organization Designs. Theory and Change. 7th edition. Pearson Education.
- Keith, Davis. and John, Newstrom, (2010), Organizational Behavior: Human Behavior at Work. Tata McGraw Hill.
- Kalliath, Brough and Manimala, (2009), Organizational Behavior. Tata McGraw Hill.
- Rao. V. S. P (2010), Organizational Behavior. Himalaya Publishing House