Course Code: 202-02
Course Title: Organizational Structure and Behaviour

Course Code	202-02
Course Title	Organization Structure & Behaviour (Multidisciplinary Course) [This is multi-disciplinary/inter-disciplinary category of course. Student can select any course from the basket of courses offered by the institute/college offered by the University under the Multi-Disciplinary courses or Inter-disciplinary courses basket.]
Credit	4
Course Category	Multidisciplinary Course (MC-02)
Level of Course	100-199 (Foundation / Introductory)
Teaching Per Week	4 Hours
Review/Revision	2022-2023
Implementation Year	A.Y. 2023-2024
Minimum weeks per Semester	15 (Including Classwork, examination, preparation, holidays etc.)
Purpose of Course	- Computer Science professionals work at different levels in the hierarchy of various jobs in IT. It is essential to understand the Organization Structure and behavior. - Integration of Knowledge and Skills: One objective of a multidisciplinary course is to foster the integration of knowledge and skills from different disciplines. By combining various areas of study, students can gain a holistic understanding of a particular topic or problem. This objective aims to break down the traditional boundaries between subjects and encourage students to see connections and relationships across different fields. - Promoting Critical Thinking and Problem Solving: Another objective is to enhance students' critical thinking and problem-solving abilities. Multidisciplinary courses often involve complex real-world issues that require a multifaceted approach. By engaging with diverse perspectives and methodologies, students develop the capacity to analyze problems from multiple angles, think creatively, and propose innovative solutions. - Enhancing Collaboration and Communication Skills: Collaboration and effective communication are essential skills in today's interconnected world. Multidisciplinary courses aim to cultivate these skills by providing opportunities for students to work collaboratively with peers from different disciplines. Through group projects, discussions, and presentations, students learn how to articulate their ideas, listen actively to others, and collaborate effectively to achieve common goals. This objective prepares students for interdisciplinary work environments and encourages the exchange of ideas across disciplinary boundaries.
Course Objective	The objective of this course is to make students aware about the Structure of an Organization and provide them concepts that leads to better understanding of human behavior in an organization.
Course Outcome	CO1- After completion of the course the student will be aware about the Structure of an organization CO2- Also, will have better understanding of human behaviour in an organization CO3- Students will understand and develop their attitude CO4- Students will learn the importance of motivation

CO5- Students will be able to understand the leader, skills of leader and leadership styles

CO6- students will have idea about BPO and call centers

Mapping Between Cos with PSOs		PS01	PS02	PS03	PS04	PS05	PS06	PS07	PS08
	CO1	�		▓					
	CO2	▓							
	CO3					▓			
	CO4	▓		▓	▓				▓
	CO5	▓		▓	▓	▓	▓		
	CO6		▓		▓		▓		▓

Course Content	**Unit 1: Introduction to Organization and Management** 1.1 What makes an organization 1.2 Structure of organization 1.3 What is Management 1.4 Scope of Management 1.5 Role of Management 1.6 Manager's Role (Interpersonal Role, Information Role and Decisional Role) 1.7 Managerial Skills (Technical Skills, Human Skills, Conceptual Skills) **Unit 2: Attitude** 2.1 Meaning of Attitude 2.2 Characteristic of Attitude **Unit 3: Motivation** 3.1 What is motivation? 3.2 Nature and Characteristics of Motivation 3.3 Importance & Benefits of Motivation **Unit 4: Leadership** 4.1 What is Leadership? 4.2 Characteristics of Leadership 4.3 Leadership Styles 4.4 Leadership Skills (Technical Skills, Conceptual Skills, Personal Skills) **Unit 5: BPO and Call Centre** 5.1 What is B.P.O? 5.2 What is out-sourcing? Benefits of outsourcing 5.3 What is Call Centre? 5.4 Call Centre setup & functions
Reference Books	1. Management & Organization Development – By Ahmed Abod Rachana Prakashan, New Delhi 2. Organization Behaviour – By Applewhite Philip, Prentice hall 3. Management & Organization Development – By Argyris Chris McGraw Hill 4. Human Behaviour at work – By Devis Keith, Tata MacGraw 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)
Teaching Methodology	Classwork, Discussion, Self Study, Seminars and/or Assignment
Evaluation Method	50% Internal assessment 50% External assessment