

**Paper: 202 / Subject: Organization Structure & Behaviour**

**Credits 3**

**Total Hrs/Week: 3**

**Aim:** 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.

**Prerequisite:** Basic Communication Skills

**1. Introduction to Organization**

- 1.1. What makes an organization
- 1.2. Structure of organization
- 1.3. What is Management
- 1.4. Scope of Management

**2. Need for Management**

- 2.1. Role of Management
- 2.2. Manager's Role (Interpersonal Role, Information Role and Decisional Role )
- 2.3. Managerial Skills (Technical Skills, Human Skills, Conceptual Skills)

**3. Attitude**

- 3.1. Meaning of Attitudes
- 3.2. Characteristics of Attitudes

**4. Motivation**

- 4.1. What is motivation?
- 4.2. Nature and Characteristics of Motivation
- 4.3. Importance & Benefits of Motivation

**5. Leadership**

- 5.1. What is Leadership?
- 5.2. Characteristics of Leadership
- 5.3. Leadership Styles
- 5.4. Leadership Skills (Technical Skills, Human Skills, Conceptual Skills. Personal Skills)

**6. BPO & Call Center**

- 6.1. What is B.P.O?
- 6.2. What is out-sourcing? Benefits of outsourcing
- 6.3. What is Call Center?
- 6.4. Call center setup & functions

**Reference Books:**

- 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

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**Bachelor of Computer Application (B.C.A) 1<sup>st</sup> Year (Semester II)**

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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 Centers – By S. Pankaj (APII Publication)