

## **THE PROGRAMME**

The Master of Business Administration Financial Service Management is a two year full-time programme. The course structure and programme administration are as follows:

## **COURSE STRUCTURE**

The programme has been organized in two years-First Year and Second Year, each year comprising two semesters. The list of papers offered during First Year and Second Year of the programme shall be as follows:

### **FIRST YEAR**

#### **Semester-I**

CP-101 Management Process and Organizational Behavior

CP-102	Statistical Methods
CP-103	Managerial Economics
CP-104	Quantitative Methods
CP-105	Information Technology
CP-106	Managerial Communication
CP-107	Marketing Management
CP-108	Accounting For Managers

## **SEMESTER - I**

### **CP-101 TO CP-108**

#### **CP-101 : MANAGEMENT PROCESS AND ORGANIZATIONAL BEHAVIOR**

##### **Objectives**

The objectives of this paper are to familiarize the student with basic management concepts and behavioral processes in the organization.

##### **Course Contents**

###### **Unit -I**

Evolution of management thought, Systems and contingency approach for understanding organizations, managerial processes, functions, skills and roles in an organization; Social Responsibility of Business ;Leadership: Concept, Nature, Importance, Attributes of a leader, developing leaders across the organization, Leadership Grid. Decision making: Concept, Nature, Importance, and Process. Types of decisions. Problems in decision making

###### **Unit-II**

Introduction to Organizational Behavior: Definition, Importance, Scope, Fundamental Concepts of OB, Different models of OB - autocratic, custodial, supportive, collegial and SOBC.. Personality & Attitudes: Meaning of personality, attitude - Development of personality – Attributes of personality- Transactional Analysis – Ego states – Johari window - Nature and dimensions of attitude – Developing the right attitude

###### **Unit-III**

Motivation: Definition, Importance, Motives – Characteristics, Classification of motives - Primary & Secondary motives. Theories of Motivation - Maslow's Theory of need hierarchy - Herzberg's theory. Morale - Definition and relationship with productivity - Morale Indicators.

###### **Unit-IV**

Group Dynamics and Team building: Concept of Group & Team. Theories of Group Formation - Formal and Informal Groups. Importance of Team building. . Conflict Management: Definition. Traditional vis-à-vis Modern view of conflict – Types of conflict – Intrapersonal, Interpersonal, and Organizational. Constructive and Destructive conflict. Conflict management.

## Unit-V

Stress management: Definition, Causes, Managing stress, Stress as a motivator. Work life balance. Applications of emotional intelligence in organizations, communication, group decision making, Understanding and Managing organizational system - Organizational design and structure, Change management: Concept of change, change as a natural process, Importance & Causes of change – social, economic, technological, organizational. Learning – unlearning, Concept of learning organizations.

### Suggested Readings

- 1 . Koontz, H and Wehrich, H. *Management*. 10th ed., New York, McGraw Hill, 1995.
2. Luthans, F. *Organizational Behaviour*. 7th ed., New York, McGraw Hill, 1995.
3. Robbins, S P. *Management*. 5th ed., New Jersey, Englewood Cliffs, Prentice Hall Inc., 1996.
4. Robbins, S P. *Organizational Behaviour*. 7th ed., New Delhi, Prentice Hall of India, 1996.
5. Singh, Dalip *Emotional Intelligence at Work, Response Books*, Sage Publications, Delhi,2001
6. Staw, B M. *Psychological Dimensions of Organizational Behaviour*. 2nd Ed., Englowed Cliffs, New Jersey, Prentice Hall Inc., 1995.
7. Stoner, J. etc. *Management*.6th ed., New Delhi, Prentice Hall of India, 1996.

The list of cases and specific references including recent articles will be announced in the class at the time of launching of the course.