

**JYOTI NIVAS COLLEGE AUTONOMOUS
SYLLABUS FOR 2018 BATCH AND THEREAFTER**

Programme: BA / B.Sc.

Semester: VI

**PAPER VIII A
INDUSTRIAL PSYCHOLOGY**

Course Code: 18VIPS8A

No. of Hours: 60

COURSE OBJECTIVES:

- An optional paper offered to students in the sixth semester that aims to orient the students to the application of principles of psychology in work situations.
- To make students aware of the group processes and human resource practices in an organization.
- The study includes topics like work teams, communication, employee benefits and grievances and other salient areas in an organizational setup.
- The course equips the student to opt for various careers like teaching, research, psychometric test development, management, consultancy and social work.

LEARNING OUTCOMES:

- To demonstrate fundamental knowledge about need and scope of industrial- organizational psychology.
- To be aware of the brief history and various related fields of industrial- organizational psychology.
- To learn about the processes of employee selection and understand various methods of selection of process with special emphasis on psychological testing.
- To demonstrate knowledge about the processes about training and performance appraisal.
- To understand various leadership styles and employee motivation through various theories of motivation.

UNIT I

CHAPTER 1-INTRODUCTION TO ORGANIZATIONAL BEHAVIOUR

15 HRS

Characteristics of Organizational Behavior; Organizational Climate and Culture, Management functions- Planning, Organizing, Leading and Controlling. Management roles- Mintzberg's Managerial roles- Interpersonal, informational, decisional

Social Culture- Cultural Diversity, Managing Cultural Diversity within organizations; socio-cultural values; Managing workforce diversity- gender, national origin, age, disability, religion.

Self-Study - Challenges and opportunities for OB

UNIT II

CHAPTER 2 -FOUNDATIONS OF GROUP BEHAVIOUR AND WORK TEAMS

15 HRS

Definition and classification- formal, informal, command task, interest and friendship groups. Formation of groups.

Why do people join groups- security, status, self-esteem, affiliation, power and goal achievement.

Group properties- Roles- identity, perception, expectation, conflict and ambiguity; Corporate Social Responsibility

Norms- common classes of norms- performance, appearance, social arrangement, conformity. Deviant work place behavior- property, political, personal, aggression

Status- norms, group interaction inequity, culture.

Size and Cohesiveness

WORK TEAMS- Definition; differences between groups and teams, Types of teams- problem solving teams, self-managed work teams, cross-functional teams, virtual teams; Turning individuals into team players- shaping team players- selection, training and rewards.

Self Study- Group Decision Making and High-performance team.

UNIT III

CHAPTER 3- COMMUNICATION

15 HRS

Functions- control, motivation, emotional expression, information

Direction of communication- downward, upward, lateral.

Interpersonal communication- Interpersonal communication styles oral and written

Organization communication-

Formal small group networks- chain: wheel: all channels; Computer aided communication; E-Mail;

Instant messaging; Intranet and extra net links; Video conferencing;

Barriers- filtering, selective perception, information overload, emotions, language, communication apprehension.

Self-Study – Informal Communication- The grape vine and Rumor

UNIT IV

15 HRS

CHAPTER 4 - EMPLOYEE BENEFITS AND GRIEVANCES WITHIN AN ORGANIZATION

Employee Benefits and Services- meaning and definition, types of employee benefits and services, principles of fringes, the future of fringe benefits, international benefits.

Grievances- Definition and Meaning, nature of grievances- model grievances redressal procedure, grievance management.

Self-Study: Sexual Harassment at the Work Place

REFERENCES:

1. Newstrom, J.W, and Davis, K. (2015).Organizational Behavior – Human Behavior at Work, 14th edition, Tata McGraw Hill Publishing Co.Ltd, New Delhi.
2. Scultz, D.P and Schultz, E.S, Psychology and Work Today. (2016). 10th edition, Mac Millan Publishing Company, New York
3. Blum, M.L and Naylor, J.C. (1984). Industrial Psychology, CBS Publishers and Distributors, New Delhi.
4. Ghosh, P.K and Ghorpade M.B, Industrial Psychology, 4th edition, Himalaya Publishing House, Bombay.
5. Bhagwatwar, P.A, Psychology of Industrial Behaviour. (1980). Sheth Publishers, Bombay.
6. Robbins, P.S, Judge, T.A and Vohra, N, Organizational Behaviour, 16th edition, Prentice Hall of India PVT, New Delhi.
7. Bhattacharya, D and Bhattacharya,S.(2012).Industrial Psychology, Kryon Publishing Services.
8. Hellriegel, Slocum and Woodman, Organizational Behaviour. (2001). West Publishing Company.
9. Berry, M.L, Psychology at Work, An Introduction to Industrial and Organizational Psychology, 2nd edition, McGraw Hill International Edition.

**JYOTI NIVAS COLLEGE AUTONOMOUS
SYLLABUS FOR 2018 BATCH AND THEREAFTER**

Programme: BA

Semester: VI

**PAPER VIII B
SOCIAL PSYCHOLOGY**

Course Code: 18VIPS8B

No. of Hours: 60

COURSE OBJECTIVES:

- Explores behaviour in its social context, in patterns of interpersonal relationships and group dynamics.
- Helps to understand how people and situations interact to generate significant thoughts, feelings and actions.
- The scope of social psychology is varied and has applications in many areas such as interpersonal aspects in legal system, media, and health related information and in the world of work.

LEARNING OUTCOMES:

- To understand the processes, dynamics and behavior such as prosocial behavior, interpersonal attraction, social influence and group processes from social psychology perspective.
- To understand the processes and behavior and use it to day to day life.

UNIT I

CHAPTER 1- AGGRESSION

15 HRS

Meaning and Perspectives on Aggression – Role of Biological Factors, Drive Theories, Modern Theories; Causes of Aggression – Basic Sources, Social Causes, Cultural Factors, Personality and Gender, Situational Determinants; The Prevention and Control Of Aggression – Punishment, Self-Regulation, Catharsis, Social Skills Training, Social Modeling.

Self-study: *The Role of Media on Aggressive Behaviour.*

UNIT II

CHAPTER 2- PREJUDICE AND INTERGROUP RELATIONS

15 HRS

Prejudice, Discrimination and Intergroup Bias: Racism, Sexism; Implicit prejudice, Infrahumanisation, Social exclusion. Individual differences in Prejudice- Authoritarian personality, Social dominance orientation, Prejudice and self-regulation, Regulation of prejudice through socially interactive dialogue, Reducing prejudice- Contact hypothesis and Indirect contact. Intergroup relations- theories, Improving Intergroup relations.

Self-study: Affect and prejudice

UNIT III:

CHAPTER 3- PROSOCIAL BEHAVIOUR AND INTERPERSONAL ATTRACTION

15 HRS

Meaning and Motives for Prosocial Behaviour; Emotions and Prosocial Behaviour, Responding to An Emergency; Factors Influencing Prosocial Behaviour; The Effects of Being Helped. Internal and External Sources of Attraction; Close Relationships – Relationships with Family Members, Friendships, Romantic Relationships and The Mystery of Love, Jealousy as An Internal Threat to Relationships.

Self-study: *Interactive Determinants of Attraction: Similarity and Mutual Liking*

UNIT IV

CHAPTER 4- SOCIAL INFLUENCE

15 HRS

Conformity: Group Influence in Action, Asch's Research on Conformity, Sherif's Research on the Autokinetic Phenomenon; Factors Affecting Conformity; Social Foundations of Conformity; The Downside of Conformity; Compliance: The Underlying Principles-Tactics Based on Friendship or Liking, Tactics Based on Commitment or Consistency, Tactics Based on Reciprocity, Tactics Based on Scarcity; Obedience to Authority: Obedience in the Laboratory, Destructive Obedience, Resisting Its Effects. Milgram's study. BBC prison study.

Self-study: *The Effects of Power, Basic Motives, and the Desire for Uniqueness*

REFERENCES:

1. Baron, R. A. & Branscombe, N. R. (2015). *Social Psychology*. (13th Ed.). New Delhi: Dorling Kindersley (India) Pvt. Ltd.
2. Crisp, R. J., & Turner, R. N. (2014). *Essential social psychology*. Sage.
3. Roy F. Baumeister, Brad J. Bushman (2016). *Social Psychology and Human Nature*, (4th Ed.). Wadsworth Publishing.
4. Tom Gilovich, Dacher Keltner, Serena Chen, Richard E. Nisbett (2015) *Social Psychology* (Fourth Ed.). W. W. Norton & Company
