

Programme: MBA Tourism & Travel Management

MBT5101 MANAGEMENT PROCESS AND ORGANIZATIONAL BEHAVIOUR

Course Code	MBT5101	Semester	I
Course Title	Management Process and Organizational Behaviour		
Credits	3	Type	Core

Course Description

This course aims at developing managerial, organizational, and leadership skills required in the field of Tourism.

Course Outcome

By the end of the course, students are expected to be able to:

- CO1: Understand the basic concepts and principles of management.
- CO2: To foster an awareness of skill development in organizations.
- CO3: Examine the current and future trends in the functions of direction and controlling
- CO4: Know the importance of Organizational behavior in business.
- CO5: Learn how to relate theories with the practices in the business.

Course Structure

The following is a detailed syllabus of Management Process and Organizational Behaviour.

Module I: Management Concepts and Functions

Nature and Levels in Management – Managerial Roles and Skills – Tasks of a Manager — Manager and Environment - Social Responsibilities of Business, Planning: Steps in Planning Process – Scope and Limitations – Short Range and Long Range Planning — Management by Objectives (MBO) – Decision Making.

Module II: Organizing

Organization Structure & Design – Authority Relationships – Delegation of Authority and Decentralization – Interdepartmental Coordination – Emerging Trends in Corporate Structure, Strategy and Culture – Impact of Technology on organizational design – Mechanistic vs. Adaptive Structures.

Module III: Directing and Controlling

Motivation – Motives – Characteristics – Motivation Theories – Motivation and Productivity – Leadership Styles & Models - Process of Communication - Formal and Informal Communication – Verbal and non-Verbal Communication – Barriers to communication - Control Process – Methods, Tools and Techniques – Design of Control Techniques – Choices in Control.

Module IV: Organizational Behavior

Individual Behavior and Differences - Personality – Attitudes and Beliefs – Values - Perception – Perceptual Selectivity – Transactional Analysis – JOHARI Window – Management of Stress.

Module V: Group Dynamics

Group Behaviour – Group Formation - Understanding Work Teams– Conflict Management-Negotiation and Interpersonal Behaviour - Management of Change – Resistance to Change – Organizational Development.

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Testing & Evaluation:

Internal Assessment (40 Marks)	External Assessment (60 Marks)
Two Class Tests – 20 Marks (10+10) Assignment – 10 Marks Presentation – 10 Marks	End Semester Assessment

References

- H. Koontz, H. Weihrich (2004), Management, McGraw – Hill, Tokyo, (Text Book).
- Mullins, Laurie J. (2016), Management and Organisational Behaviour, Pearson Education India, New Delhi
- Stoner & Wankel (1999), Management, Prentice Hall India, New Delhi.
- Peter F. Drucker (1987), Practice of Management, Pan Books, London, Reprint.
- Virmani.B.R. (2006), The Challenges of Indian Management, Response books, New Delhi.
- Important Business Magazines like: Business India, Business World and Fortune International, Forbes India, Outlook, Business Today.