



PROGRAM	BCOM in BFSI (Banking, Financial Services & Insurance)
SEMESTER	4
COURSE TITLE	Organizational Structure & Behaviour
COURSE CODE	04BC0455
COURSE CREDITS	3
COURSE DURATION	45 Hours

COURSE OUTCOMES: After Completion of the course, Students will be able to:

- Examine key organizational structures, cultures, and behavioural foundations influencing organizational design.
- Analyze individual behaviour in organizational settings through personality assessments, motivation theories, and emotional intelligence.
- Evaluate group behaviour, team dynamics, and leadership styles for effective collaboration and conflict resolution.
- Apply change management models and organizational development interventions in the context of evolving BFSI workplaces.

COURSE CONTENTS:

Unit No	Unit / Sub Unit	Sessions
I	Introduction to OB & Organizational Design <ul style="list-style-type: none"> • Basics of Organizational Behaviour • Classical vs. Modern Organization Structures • Functional, Matrix & Flat Structures • Organization Culture & Climate • Formal & Informal Organizations • Bureaucracy vs. Agile Structures • Case Study: Cultural shift during bank mergers in India 	10
II	Individual Behaviour in Organizations <ul style="list-style-type: none"> • Personality Theories and Assessments (MBTI, Big 5) • Attitudes & Job Satisfaction • Motivation Theories – Maslow, Herzberg, McClelland • Perception and Attribution Errors • Learning Styles in the Workplace • Stress Management and Burnout • Emotional Intelligence in Financial Sector • Case Study: High-stress handling strategies in stock broking firms 	15
III	Group Dynamics & Team Building <ul style="list-style-type: none"> • Group Formation Stages • Roles, Norms, Cohesiveness • Conflict Management Styles 	10

	<ul style="list-style-type: none"> • Communication Patterns in Teams • Leadership Styles – Transformational, Transactional • Power & Politics in Organizations • Virtual Teams and Hybrid Culture • Case Study: Team management at a call center of a private bank 	
IV	Change Management & Organizational Development <ul style="list-style-type: none"> • Organizational Change – Drivers & Resistance • Kotter’s 8-Step Change Model • OD Interventions – Sensitivity Training, Role Playing • Future of Work in BFSI Sector • Case Study: Cultural change post digital transformation in a BFSI firm 	10

EVALUATION:

The students will be evaluated on a continuous basis and broadly the scheme given below will be followed:

	Particulars	Weight age
A	CSE (Cumulative Semester Evaluation)	20
B	IA (Internal Assessment)	30
C	End Semester Evaluation-Theory	50

SUGGESTED READINGS:

Text Books:

Sr. No	Author/s	Name of the Book	Publisher	Edition & Year of Publication
1	Stephen P. Robbins, Timothy A. Judge	Organizational Behaviour	Pearson Education	11th Edition ,2021
2	L.M. Prasad	Organizational Behaviour	Sultan Chand & Sons	3rd Edition , 2022

Reference Books:

Sr. No	Author/s	Name of the Book	Publisher	Edition & Year of Publication
1	Udai Pareek	Understanding Organizational Behaviour	Oxford University Press	9th Edition , 2021