

**SARDAR PATEL UNIVERSITY**  
**Programme: BBA (Information Technology Management)**  
**Semester: VII**  
**Syllabus with effect from: November/December-2013**  
**(Batch-2010)**

<b>Paper Code: UM07EBBI05</b>	<b>Total Credit:4</b>
<b>Title Of Paper: Interpersonal Relations</b>	

<b>Unit</b>	<b>Description in detail</b>	<b>Weighting (%)</b>
<b>I</b>	<b>Interpersonal Behavior</b> Nature of Interpersonal Behavior Transactional Analysis Levels of Self Awareness Ego Status Life positions Transactions Stroking Psychological Games Benefits and Uses of TA	25%
<b>II</b>	<b>Group Dynamics</b> Concept of Group Concept of Group Dynamics Formal and Informal Groups Formal Groups Committee Task Force Informal group or organization Group Norms Group Cohesiveness	25%
<b>III</b>	<b>Work Teams</b> Concept of Team Difference between Group and Team. Teamwork. Importance of Teams. Costs of Teams. Types of Teams. Characteristics of an Effective Team.	25%
<b>IV</b>	<b>Communication</b> Concept of Communication. Communication Process. Two-way Communication Functions of Communication. Communication Symbols. Communication Network. Formal Channel. Informal Channel or Grapevine. Direction of Communication Flow. Barriers in Communication. Making Communication Effective.	25%



V	<b>Tutorial (Credit -1, Marks -25)</b> <b>Interpersonal Relations in Action</b> <b>Practices of Interpersonal Relations:</b> ONE case study & ONE article review on Group Dynamics and Communication. One case on Interpersonal Behavior and ONE case study & ONE article review on Work Teams. Journal on the same shall be maintained by the students in which they have to write on practices. Evaluation: Internal: 25 Marks, Journal shall be evaluated by the concerned teacher.
---	---

**Basic Text & Reference Books:-**

- L M Prasad: Organizational Behavior, Sultan Chand & Sons, New Delhi.
- KAswathappa: Organizational Behavior, Himalaya Publishing House, Mumbai.
- F Luthans; Organizational Behavior, Mc Graw Hill, Singapore

