

**SARDAR PATEL UNIVERSITY**  
**Programme & Subject: Master of Human Resource Development (MHRD)**  
**Semester: I**  
**Syllabus with Effect from: June - 2013**

<b>Paper Code: PA01CHRD05</b>	<b>Total Credit: 4</b>
<b>Title Of Paper: Organizational Processes</b>	

Unit	Description in Detail	Weightage (%)
I	<b>Communication Process</b> Meaning and process of communication Forms of communication; written, oral, Electronic Communication Types of Communication Levels of Communication Barriers to Communication Improving Communication	25%
II	<b>The Process of Decision making in organizations</b> The concept of decision making Ethical Principles and rules. Models of Managerial Decision making. Stages of Managerial decision making	25%
III	<b>Organizational Culture</b> Definition of organizational culture Dynamics of organizational culture Types of organizational culture Creating an ethical organizational culture Managing cultural Diversity	25%
IV	<b>Stress Management</b> What is stress, Symptoms of stress, Causes or sources of stress Stress and job performance Approaches to stress management Employee counselling	25%

**Basic Text & Reference Books:-**

- Keith Davis : Organizational Behaviour Tata – McGraw Hill Publisher, New Delhi
- Hellriegel , Slocum & Woodman : Organizational Behaviour, south – western Singapore
- Stephen P Robbins : Organizational Behaviour Pearson , Delhi
- Frened Luthans : Organizational Behaviour

