

**SES's L.S.RAHEJA COLLEGE OF ARTS AND COMMERCE**  
**(AUTONOMOUS)**



**Syllabus of INTRODUCTION TO ORGANISATION SYSTEMS AND PROCESSES under NEP 2020 Vertical - SEC with effect from 2024-25**

**Department of Commerce & Management**

**Head of the Department/Sr. Person: Prof. Dr. Anupama Nerurkar**

**Date of approval by the Board of Studies (Commerce & Management):  
25/04/2024**

**Approved by the Academic Council on: 29/04/2024**

**Ratified by the Governing Body on: 06/05/2024**



Programme: Bachelor of Commerce (Management Studies)		Semester : II			
Course : INTRODUCTION TO ORGANISATION SYSTEMS AND PROCESSES Academic Year: 2024-2025 Batch: 2024-2027		Code: UGBMSIISEC124			
Teaching Scheme	Evaluation Scheme				
Lectures	Practical	Tutorials	Credits	Internal Continuous Assessment (ICA) (weightage)	Term End Examinations (TEE) (weightage)
30	Nil	Nil	2	20 marks/40% of the total marks	30 marks/60% of the total marks

Particulars	Marks
Presentation/Viva Voce	10
Assignment/Project	10
Total	20

<b>Learning Objectives :</b>	Understanding and exploring organisational processes, systems and gaining insights into organisational culture.
<b>Learning Outcomes :</b>	<ol style="list-style-type: none"> <li>1. To strategically apply the knowledge of organisational processes and systems.</li> <li>2. To analyse complex organisational challenges, propose effective solutions and evaluate their impact on organisational culture and effectiveness.</li> </ol>
<b>Pedagogy:</b>	Interactive discussions, Case studies, Project work, Video based interactions and Group Assignments

Each lecture session would be of one hour duration (30 sessions).

Module	Module Content	Module Wise Pedagogy Used	Module Wise Duration/ Lectures
I	<b>Introduction to Organizational processes and system.</b> Power and politics: nature, bases of power, politics nature, types, causes of organizational politics, political games. Organizational conflicts and resolution: Conflict features, types, causes leading to organizational conflicts, levels of conflicts, ways to resolve conflicts through five conflicts resolution strategies with outcomes. <b>Organizational Culture:</b> Characteristics of organizational culture. Types, functions and barriers of organizational culture ,Ways of creating and maintaining effective organization culture; work – life balance and how to respond to situations; create a difference and balance	Interactive discussion  Case studies Video based interactions	15
II	<b>Organisational change and creativity:</b> Concepts of organisational change, Factors leading/influencing organisational change, Kurt Lewins model of organisational change and development, Creativity and qualities of a creative person, Ways of enhancing creativity for effective decision making, Creative problem solving. • <b>Organisational Development:</b> Need for organisational development, OD Techniques	Case studies  Project work Group assignment	15

## REFERENCE BOOKS

1. Church, A. H., & Burke, W. W. (2017). Four trends shaping the future of organizations and organization development. *OD Practitioner*, 49(3), 14-22.
2. Straková, J., Váchal, J., Kollmann, J., & Talíř, M. (2021). Development trends in organizational and management structures. *Problems and Perspectives in Management*, 19(2), 495-506.
3. Lewis, L. (2019). Organizational change. In *Origins and traditions of organizational communication* (pp. 406-423). Routledge.

# QUESTION PAPER PATTERN

## Internal Continuous Assessment (ICA) Pattern

Particulars	Marks
Presentation/Viva Voce	10
Assignment/Project	10
Total	20

## Term End Examinations (TEE)

### Question Paper Pattern

Maximum Marks: 30

Duration: 1 Hour

All questions are compulsory.

Question No.	Description	Total Marks
1	A. Full Length Theory Question <b>OR</b> B. Full Length Theory Question	12
2	A. Full Length Theory Question <b>OR</b> B. Full Length Theory Question	12
3	Short Notes ( <b>Any 2 out of 3</b> )	6

The Full length theory questions of 12 marks each may be split up into two smaller questions carrying 6 marks each.