

# **17BB335-INDUSTRIAL AND ORGANIZATIONAL PSYCHOLOGY**

## **Course Objective:**

To enable the students to understand the psychology of people in the workplace and the following are the outcomes of the course.

## **Course Outcomes:**

By the end of the course the learners are expected to

- Understand Historical background and future prospects of Industrial and organizational Psychology.
- Identify how to develop the process and methods of personnel selection.
- How to implement different approaches to motivation employees.
- Understand and design basic leader skills and models of leadership.

## **UNIT - 1**

**Introduction to Industrial and Organizational Psychology:** Industrial and organizational Psychology: Meaning, subject matter and functions of Industrial and organizational Psychology, Development of Industrial and organizational Psychology, Industrial and organizational Psychology NOW, Future of Industrial and organizational Psychology, Industrial and organizational psychology in the Indian context

## **UNIT - II**

**Personnel Selection:** Determining job requirements: Uses and types of job information, and job analysis, Recruiting job applicants: Recruitment techniques, Personal history assessment: Standard application blanks, bio data items, resume and letter of reference, Assessment of current behavior: Interviews, psychological testing and assessment centers

## **UNIT - III**

**Evaluating Job Performance:** Uses of performance evaluation: Downsizing, fair employment, employment-at-will and seniority, Sources of evaluation: The evaluator and performance information, Appraisal rating systems: Graphic rating scales and rating errors, Non-rating evaluation methods: Checklists and comparison methods

## **UNIT - IV**

**Job Satisfaction:** Job satisfaction as a job attitude, Components of job satisfaction: Satisfaction with work, with pay and with supervision, measuring job satisfaction: Job Descriptive Index, Minnesota Satisfaction, Questionnaire, Need Satisfaction Questionnaire, Faces Scale, Relationship of job satisfaction to productivity and withdrawal behavior.

## **UNIT - V**

**Motivation and Leadership:** Motivation: Work Motivation, Need theories: McClelland, Herzberg, Cognitive theories: Goal Setting Theory, Self Efficacy Theory, Using motivation theory at work  
Leadership: Meaning, nature and styles, Approaches to leadership: Human Relations, Theory X & Theory Y, Fiedler's Contingency Model, Specific leader skills - Leadership through power, Leadership through vision: Transactional and Transformational, Leadership through persuasion.

### **Skill Development:**

*(These activities are only indicative, the Faculty member can innovate)*

1. Identify the leadership styles of any 2 organisations
2. Survey the Job satisfaction levels of any BPO company
3. Study the motivational factors of any 2 banks
4. Analyse the Industrial Psychological influencing factors of Indian & foreign organizations
5. By using Minnesota Satisfaction, Questionnaire analyse job satisfaction levels of any organisation

### **TEXT BOOKS:**

1. Berry, L.M. (1998), reprint 2010. Psychology at work: An introduction to Industrial and Organizational Psychology. N.Y.: McGraw-Hill International Editions.
2. Aamodt, M.G. (2007). Industrial and organizational psychology: An applied approach. US: Thomson & Wadsworth.
3. Schultz, D. and Schultz, S. E. (2006). Psychology and work today. 8<sup>th</sup> ed. N.D.: Pearson Edu.
4. Robbins, S.P.; Judge, T.A.; and Sanghi, A. (2009). Organizational behaviour. : Pearson Prentice Hall.

### **REFERENCE BOOKS:**

1. McShane, et al. (2006). 1<sup>st</sup> reprint. Organizational behaviour. N.D.: Tata McGraw-Hill
2. Miner, J.B. (1992). Industrial-Organizational Psychology. N.Y.: McGraw-Hill
3. Pandit, R., Kulkarni, A.V. & Gore, C. (1999). Manasashastra: Audyogikaani vyavasayik upayojan. Nagpur: Pimpalpure & Co.
4. Luthans, F. (1995). Organizational behavior (7<sup>th</sup> ed). New York: McGraw- Hill, inc.
5. Robbins, S.P. & Sanghi, S. (2007). Organizational behavior (11<sup>th</sup> ed.). New Delhi: Pearson Education.