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F.W. Taylor & Fayol – JIT, KAIZEN, SIX SIGMA, 5S and other Modern Management Concepts - Planning – Meaning, Importance, Process, Types, MBO & MBE.

Unit II: Decision Making – Organizing – Meaning, Process, Types of Organization Structure, Span of Control – Delegation of Authority – Staffing – Meaning, Purpose, Process – Directing – Meaning, Importance, Controlling – Meaning, Process, Types & Techniques.

Unit III: Meaning, Concepts, Importance and Scope of Organizational Behaviour – Hawthorne's experiments and its implications – Personality – Determinants, types and tests – Perception – Factors influencing perception and process of perception.

Unit IV: Motivation – Meaning, importance, techniques – Maslow's need Hierarchy Theory – Herzberg's Two Factor Theory – Job satisfaction – Determinants, importance and measurement – Morale – Factors influencing morale – Group Dynamics – Group Formation, types of group, group cohesiveness and group decision making techniques. 8

Unit V: Conflict – Nature, types, process and resolution techniques – Leadership – Role

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