

Course Name: Organizational Behaviour


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Compliance

I have read and understood the rules, regulations and associated penalties detailed in the NPU Student Handbook. I hereby agree to comply with these rules and regulations and uphold the integrity of the university's examination process.

signature: 

I.

- |                  |        |
|------------------|--------|
| 1 - E            | 11 - B |
| 2 - C            | 12 - D |
| 3 - A            | 13 - B |
| 4 - E            | 14 - B |
| 5 - C            | 15 - C |
| 6 - A            | 16 - B |
| 7 - A            | 17 - D |
| 8 - D            | 18 - A |
| 9 - <del>E</del> | 19 - E |
| 10 - C           | 20 - D |

II True / False

- |       |          |
|-------|----------|
| 1. F  | 11. T    |
| 2. F  | 12. T    |
| 3. F  | 13. T    |
| 4. T  | 14. T    |
| 5. F  | 15. T    |
| 6. F  | 16. F    |
| 7. F  | 17. F    |
| 8. F  | 18. F    |
| 9. T  | 19. TRUE |
| 10. F | 20. F    |

III. 1. According to open-systems perspective, organizations are more effective when they maintain a positive "FIT" with their external environment. Good fit exists when the organization's inputs, processes and outputs are linked with the the needs and expectations of the external environment.

2. The four windows of Johari Window improves the individual's awareness in the organisation and helps to understand each other. Here is his window:

Data about myself	What I lack...
<p>1. Open Area what individual know about himself and others know about him/her</p>	<p>2. Blind Spot Unclear information about the person, however others know it.</p>
<p>3. Facade Vice versa with Person himself knows but others don't.</p>	<p>4. UNKNOWN. None knows any information about the person both he/she and others</p>

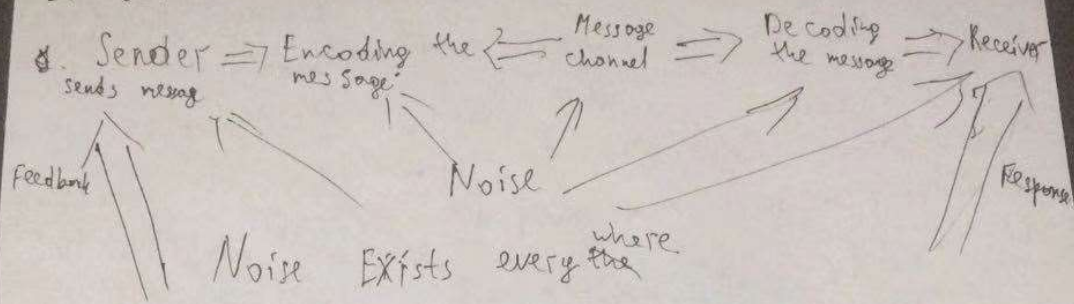
→ what others know about me

→ what they don't know about me.

Each window represents personal info, feelings... The method of conveying and accepting feedback is explained in the model.



### 3. Communication Process Model brief explanation:



### 4. There are 5 primary sources in organization:

1. Legitimate power → delegates work and checks them and gives 'feed back'.
  2. Expert Power - clear from the name that due to the knowledge and expertise he/she helps to promote business.
  3. Coercive Power - person who coerces or punishes the employees used to strict deadlines and scare employees. Like: salary, cut, leave cut...
  4. Referent Power is a person that improves relationship with colleagues and it can also have a result in knowing senior people in the organization.
  5. Reward Power is for sure it's great power for employees.. to be rewarded and recognised. by Bonuses, Paychecks, Paid-Holidays....
- And other powers like: substitutability, visibility....

III. 5. There are plenty of reasons why workers resist change;

a) the scare of future, they have bad thoughts about future when they don't know it.

b) arrogance or foolish → Employees don't accept changes in order to show that their ideas were more effective.

~~and it~~

c) Unwillingness to get rid off the "Comfort Zone" it is actually the problem of each person however in organization in order to achieve the breakthrough we should get out of our Comfort zones and Think Outside of the box, and acquire new skills pay more attention to self-development. For the beginning changes can be troublesome and struggling, however in future those hard work will definitely pay off.