Lesson : Organizational behavior

Time :   10: 30 - 12 : 30   11 Jan, 2021

   Student ID:.   2019380162

   Name: IQBAL AQSA

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 regulation and uphold the integrity of the university's examination process.

<div align="right">Signature :-</div>

II Answer the following questions.

1. Explain the organization environment fit concept of the open system perspective?

Ans:- Open system theory refers simply to the concept that Organization are strongly influenced by their environment. The environment consist of other organizations that exert various forces of an economic, political, or social nature. The environment also provides key resources that sustain the organization and lead to the change and survival. Open system theory was developed after World war II in reaction to earlier theories of organization, such as human relation perspective of Elton Mayo and administra-tion theories of Henri Fayol which treated the organization largely as a self-contained entity.

Virtually all modern theories of organization utilize the open system perspective. As a result, open system theories come in many ways (flavors). For example contingency. theorists argue that organization are organized in ways the best in environment in which they are embedded. Institutional theorists see organization as a mean by which social values and beliefs are embedded in organization structure and expressed in organizational change.

Open system theory has profoundly altered how we understand schools as organization and the demand placed upon education leaders _ Indeed today scholars are rightfully dubious of work that fails to consider the rich context in which schools develop.

2. Explain the four windows of the Johavi Window?

Ans:- The Johari window is a technique that helps people better understand their relationship with themselves and others. It was created by psychologists Joseph Luft (1916 - 2014) and Harrington Ingham in 1955, and is used primarily in self-help groups and corporate setting as a heuristic exercise. They named their model "Johari" using a combination of their first name.

Four panes of Johari window:-

01:- Open:- The first pane in the window is referred as 'open' or 'arena'. This quadrant represents the actions, behaviors and information that are known to the individual and those around them. This information is public and made available through communication. and exchange between the individuals and others. This includes information such as facts, skills, and attitudes - anything that is public knowledge.

2:- Blind:- The second quadrant is referred to a "blind or blind spot'. Information in this area is particularly useful in 360 review. for personal and professional development. Actions and behaviors in the blind area are known to others but individual is not aware of them. The information' in the blind spot can be positive or negative and includes hidden strenght or area for improvement. The blind spot that are discovered in a 360 evalution give great insight into how other perceive the individual, which form the starting point for development.

3. Hidden:- The third pane is reffered as 'hidden or 'facade. The information is known to individual but not known to anyone else. This may includes private information which individual choose to keep hidden.

feelings, ambitions. dreams and opinions maybe withheld from the group by the individual out of fear of negative reaction. Once the individual trusts others they may choose to reveal some of their hidden information.

4- Unknown:. The last window of information is referred to a a simply 'unknown'. This includes skills behaviors, etc. that are unknown to the individual and to others. This includes subconscious information that no one is aware of such as early childhood memories, undiscovered talent etc.

Q3 Briefly explain the communication process model and its components?

The communication process refers to a series of actions or steps taken in order to successfully communicate. It involves several components such as sender of the communication, the actual message being sent, the encoding of the message, the receiver and decoding of the message. There are also various channels of communication to consider within the communication process. This refers to the way message is sent. This can be through various madam such as voice, audio video, writing email. fox or body language. The goal is to communication process is to present individual or party with information and have them understand it.

Components of communication:-

- Context :- refers to the circumstances that form the setting for a statement or idea.

- Sender:- Also known as encoder this is the person who is sharing the information. They use words, pictures graph and symbols to conveys the message in a way that will be best received by the person or receiver.

- Idea :- Also refered as the message, this is the information that is shared during the exchange between sender or receiver.

- Encoding:- refeers to the use of words, pictures, or actions while sharing a message.

- Medium:- is how a message is tranfered. You could use print, electronic or sound.

- Receiver/Decoder:- refeers to the person who receive the message. They are also influenced by the context.

- Feedback:- This refeers to the response the receiver give the sender -

Q4 Describe the soucs of power in organization?

Ans:- Organization are made up of individuals that are exercise greater or lesser degree of power.

1- Legitimate or personal Power:

2. Expert Power Derived from processing knowledge:.

3. Referent Power Derived from Interpersonal Relationship:.

4- Coercive Power Derived from ability to influence other:.

5. Reward power and ability to influence Allocation of Incentive:.

Q5 Explain the reason that employees resist change?

Ans:- Job loss:. is a major reason that employee resist chang in the workplace.

2- Poor communication and engagment:. Communication solves all ills.

3. Lack of trust

4. The Unknown

5- Poor timing

6- How to overcome resistance and effectively implement chang.

7- Conclusion.

Question # 2

True and False

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

Question # 3

→ Multiple choice Questions:-

1. A, E
2. C
3. A
4. E
5. A
6. A
7. A
8. A
9. E
10. C
11. B
12. C
13. D
14. B
15. C
16. E
17. D
18. B
19. E
20. D