

Organizational Behaviour

1. What is Globalization? Explain in detail?

Globalization is a multifaceted process that involves the integration and interconnectedness of economies, cultures, societies, and technologies on a global scale. It encompasses the increasing flow of goods, services, capital, information, ideas, and people across national borders, leading to a more interconnected and interdependent world. Globalization has profound effects on various aspects of society, including economics, politics, culture, technology, and the environment.

Key aspects of globalization include:

1. Economic Globalization: This aspect focuses on the integration of national economies into the global economy through trade, investment, and the movement of goods and services across borders. Economic globalization has led to the expansion of multinational corporations, the growth of global supply chains, and the development of international financial markets.

2. Cultural Globalization: Cultural globalization refers to the exchange and blending of cultural elements, such as ideas, values, beliefs, and practices, across different societies. It involves the spread of cultural products, such as music, films, literature, and fashion, as well as the adoption of global norms and values.

3. Political Globalization: Political globalization involves the increasing interconnectedness and cooperation among governments, international organizations, and non-governmental organizations (NGOs) on global issues. It includes the formation of international agreements, treaties, and institutions to address common challenges, such as climate change, human rights, and global security.

4. Technological Globalization: Technological globalization is driven by advancements in information and communication technologies (ICTs) that facilitate the rapid exchange of information, ideas, and data across borders. It includes the widespread use of the internet, social media, mobile devices, and digital platforms for communication and collaboration.

5. Social Globalization: Social globalization refers to the interconnectedness and interdependence of people and societies around the world. It involves the movement of people across borders for work, education, tourism, and cultural exchange, leading to increased diversity and interconnectedness among different populations.

6. Environmental Globalization: Environmental globalization highlights the interconnectedness of environmental issues and challenges on a global scale. It emphasizes the need for collective action to address global environmental problems, such as climate change, deforestation, pollution, and biodiversity loss.

Overall, globalization has transformed the way societies interact and operate, creating both opportunities and challenges for individuals, businesses, governments, and communities worldwide. It has reshaped the global economy, cultural landscapes, political dynamics, and technological advancements, influencing various aspects of human life in the 21st century.

2.What is scope of Organizational Behaviour and nature of organizational behaviour?

The scope of Organizational Behaviour (OB) encompasses a wide range of topics related to human behaviour in organizational settings. It includes the study of individuals, groups, and the organization, focusing on how behaviour influences performance, communication, motivation, leadership, job satisfaction, organizational culture, and change management. The scope of OB is essential for understanding and improving organizational effectiveness and employee well-being.

Key areas within the scope of Organizational Behaviour include:

- 1. Impact of Personality on Performance:** Studying how individual personalities influence job performance, decision-making, and interactions with others in the workplace.
- 2. Employee Motivation:** Exploring factors that drive employee motivation, engagement, and job satisfaction, such as rewards, recognition, and job design.
- 3. Leadership:** Examining different leadership styles, behaviours, and their impact on employee performance, team dynamics, and organizational outcomes.
- 4. Team and Group Dynamics:** Understanding how to create effective teams, manage conflicts, promote collaboration, and enhance group performance within organizations.
- 5. Organizational Structures:** Analysing different organizational structures, hierarchies, and systems to optimize communication, decision-making, and workflow efficiency.
- 6. Individual Behaviour and Attitude:** Studying individual behaviours, attitudes, perceptions, and learning processes in the workplace to improve employee engagement and performance.
- 7. Perception:** Exploring how individuals interpret and make sense of their environment, including perceptual biases, stereotypes, and decision-making processes.
- 8. Organizational Design:** Designing and developing effective organizational structures, processes, and systems to support employee performance and organizational goals.
- 9. Impact of Culture on Organizational Behaviour:** Understanding how organizational culture shapes employee behaviour, values, norms, and interactions within the workplace.
- 10. Management of Change:** Managing organizational change processes, transitions, and transformations to adapt to external challenges, market dynamics, and technological advancements.

The nature of Organizational Behaviour is characterized by its interdisciplinary approach, drawing insights from psychology, sociology, anthropology, and management theories to understand human behaviour in organizational contexts. It is considered an applied science that focuses on practical applications and solutions to improve organizational performance and employee well-being. Organizational Behaviour is dynamic, evolving, and responsive to

changes in the external environment, technological advancements, and shifting organizational needs.

3. Classify Organizational design on Organizational Behaviour?

Organizational design plays a crucial role in shaping organizational behaviour by influencing how individuals, groups, and structures interact within an organization. It involves the arrangement of tasks, responsibilities, authority, and communication flows to achieve organizational goals effectively. Organizational design can impact employee motivation, job satisfaction, communication, decision-making, and overall performance. Here are some classifications of organizational design and their impact on organizational behaviour:

1. Functional Structure:

- In a functional structure, employees are grouped based on their specialized functions or roles (e.g., marketing, finance, operations).
- This design promotes efficiency and expertise in specific areas but can lead to silos and limited cross-functional collaboration.
- It may influence employee behaviour by emphasizing functional expertise over holistic understanding of the organization.

2. Divisional Structure:

- A divisional structure organizes employees based on products, services, geographic regions, or customer segments.
- This design allows for greater focus on specific markets or products but can result in duplication of functions across divisions.
- It may impact employee behaviour by fostering a sense of ownership and accountability within each division.

3. Matrix Structure:

- The matrix structure combines functional and divisional structures, where employees report to both functional managers and project managers.
- This design promotes flexibility, collaboration, and cross-functional teamwork but can lead to power struggles and role ambiguity.
- It may influence employee behaviour by requiring strong communication, negotiation, and conflict resolution skills.

4. Network Structure:

- A network structure involves outsourcing, partnerships, and alliances to leverage external resources and capabilities.
- This design allows for agility, innovation, and access to specialized expertise but can create challenges in coordination and control.

- It may impact employee behaviour by fostering a culture of collaboration, adaptability, and external relationship management.

5. Team-Based Structure:

- In a team-based structure, employees are organized into self-managed teams responsible for specific tasks or projects.

- This design promotes empowerment, collaboration, and shared accountability but can require strong leadership and conflict resolution skills.

- It may influence employee behaviour by emphasizing teamwork, communication, and decision-making within the team.

6. Hybrid Structure:

- A hybrid structure combines elements of different organizational designs to suit the organization's unique needs and goals.

- This design allows for customization, flexibility, and adaptation to changing environments but can be complex to manage.

- It may impact employee behaviour by requiring a balance of specialization, collaboration, and agility within the organization.

Overall, the choice of organizational design can significantly impact organizational behaviour by shaping the work environment, communication channels, decision-making processes, and employee interactions. Effective organizational design aligns with the organization's strategy, culture, and goals to enhance performance, innovation, and employee engagement [T6].

4.Explain about Attribution Theories?

Attribution theory is a psychological framework that explores how individuals interpret and explain the causes of events, behaviours, and outcomes. It focuses on how people attribute meaning to their own actions and the actions of others, influencing their perceptions, emotions, and behaviours. Attribution theories help us understand how individuals make sense of the world around them and how these attributions impact their interactions in various contexts, including organizational settings. Here is a detailed explanation of attribution theories:

1. Fundamental Attribution Error (FAE):

- The fundamental attribution error refers to the tendency for individuals to attribute others' behaviours to internal characteristics (e.g., personality traits) while overlooking situational factors.

- In organizational settings, the FAE can lead to misjudgements about colleagues' intentions, capabilities, or motivations, affecting teamwork, performance evaluations, and interpersonal relationships.

2. Self-Serving Bias:

- The self-serving bias is the tendency for individuals to attribute their successes to internal factors (e.g., abilities, efforts) and their failures to external factors (e.g., luck, circumstances).
- In the workplace, the self-serving bias can impact how employees perceive their own performance, handle feedback, and attribute credit or blame in team settings.

3. Attributional Styles:

- Attributional styles refer to individuals' habitual ways of explaining events and outcomes. Two common styles are:

- **Internal vs. External:** Attributing events to internal factors (e.g., skills, personality) or external factors (e.g., luck, task difficulty).

- **Stable vs. Unstable:** Attributing events to stable factors (e.g., ability, personality traits) or unstable factors (e.g., effort, mood).

- These styles can influence how individuals respond to successes, failures, and challenges in the workplace.

4. Attributional Biases:

- Various biases can affect how individuals make attributions, including:

- **Actor-Observer Bias:** Differences in attributions made for one's own behaviour (actor) versus others' behaviour (observer).

- **Self-Handicapping:** Attributing failures to external factors to protect self-esteem or avoid responsibility.

- **Just-World Hypothesis:** Belief that people get what they deserve, leading to attributions of blame to victims of misfortune.

- These biases can impact decision-making, conflict resolution, and performance evaluations in organizations.

5. Attributional Errors:

- Errors in attribution can occur due to cognitive shortcuts, perceptual biases, or incomplete information. Common errors include:

- **Stereotyping:** Making attributions based on group characteristics rather than individual behaviour.

- **Halo Effect:** Allowing one positive or negative trait to influence overall attributions about a person.

- **False Consensus Effect:** Overestimating the commonality of one's opinions, behaviours, or experiences.

- These errors can lead to misunderstandings, misjudgements, and biases in organizational contexts.

Understanding attribution theories is essential for managers, leaders, and employees in organizations to improve communication, conflict resolution, performance feedback, and teamwork. By recognizing how attributions shape perceptions and behaviours, individuals can enhance their emotional intelligence, empathy, and interpersonal effectiveness in the workplace.

5.What is Emotional intelligence? Why it is important for an individual in organization?

Emotional intelligence (EI) refers to the ability to recognize, understand, manage, and express one's emotions effectively, as well as to perceive, interpret, and respond to the emotions of others. It involves a set of skills that enable individuals to navigate social interactions, build relationships, make sound decisions, and cope with challenges in a positive and constructive manner. Emotional intelligence plays a crucial role in personal and professional success, particularly in organizational settings. Here is a detailed explanation of emotional intelligence and its importance for individuals in organizations:

1. Components of Emotional Intelligence:

- **Self-Awareness:** Recognizing and understanding one's emotions, strengths, weaknesses, values, and goals.
- **Self-Regulation:** Managing and controlling one's emotions, impulses, and reactions in various situations.
- **Motivation:** Harnessing emotions to drive achievement, set goals, persevere in the face of challenges, and maintain a positive outlook.
- **Empathy:** Sensing, understanding, and considering others' emotions, perspectives, and feelings.
- **Social Skills:** Building and maintaining relationships, communicating effectively, resolving conflicts, and collaborating with others.

2. Importance of Emotional Intelligence in Organizations:

- **Effective Communication:** Individuals with high emotional intelligence can communicate clearly, listen actively, and adapt their communication style to different audiences, fostering better understanding and collaboration in teams.
- **Leadership Skills:** Emotional intelligence is essential for effective leadership, as it enables leaders to inspire and motivate others, build trust, resolve conflicts, and create a positive work environment conducive to high performance and employee engagement.
- **Conflict Resolution:** Individuals with strong emotional intelligence can navigate conflicts constructively, manage disagreements, and find mutually beneficial solutions, leading to improved teamwork, morale, and productivity.
- **Decision-Making:** Emotional intelligence helps individuals make informed decisions by considering both rational analysis and emotional factors, leading to more balanced and thoughtful choices that consider the impact on oneself and others.

- **Stress Management:** High emotional intelligence allows individuals to cope with stress, pressure, and setbacks effectively, maintain resilience, and bounce back from challenges with a cheerful outlook, reducing burnout and enhancing well-being.

- **Relationship Building:** Emotional intelligence is key to building strong relationships with colleagues, clients, and stakeholders, fostering trust, empathy, cooperation, and mutual respect that contribute to a positive organizational culture and enhanced teamwork.

3. Developing Emotional Intelligence:

- Individuals can enhance their emotional intelligence through self-reflection, self-awareness exercises, mindfulness practices, emotional regulation techniques, empathy-building activities, and people skills training.

- Organizations can promote emotional intelligence development through leadership development programs, coaching, feedback mechanisms, team-building exercises, and a supportive culture that values emotional intelligence competencies.

In conclusion, emotional intelligence is a critical skill for individuals in organizations as it influences how they perceive and manage emotions, interact with others, handle challenges, and achieve success in their professional roles. By cultivating emotional intelligence, individuals can enhance their communication, leadership, decision-making, and relationship-building capabilities, contributing to a positive work environment, effective teamwork, and overall organizational performance.

6. What is the Feature(s) of Maslow's need hierarchy theory?

Maslow's Hierarchy of Needs is a motivational theory proposed by psychologist Abraham Maslow in 1943. The theory suggests that individuals are motivated to fulfil a hierarchy of five basic needs, arranged in a pyramid shape, with lower-level needs needing to be satisfied before higher-level needs can be addressed. Here are the key features of Maslow's Need Hierarchy Theory explained in detail:

1. Hierarchy of Needs:

- **Physiological Needs:** At the base of the hierarchy are physiological needs such as food, water, shelter, and sleep. These are the most basic and essential needs for survival and must be met first.

- **Safety Needs:** Once physiological needs are satisfied, individuals seek safety and security from physical harm, danger, threats, and uncertainty. This includes job security, health, financial stability, and a safe environment.

- **Social Needs (Belongingness and Love):** After safety needs are met, individuals crave social connections, relationships, love, and a sense of belonging. This involves forming friendships, family bonds, and social interactions.

- **Esteem Needs:** Once social needs are fulfilled, individuals strive for self-esteem and the esteem of others. This includes feelings of accomplishment, recognition, respect, status, and self-confidence.

- **Self-Actualization Needs:** At the pinnacle of the hierarchy are self-actualization needs, representing the desire for personal growth, fulfilment of potential, creativity, self-expression, and pursuing meaningful goals.

2. Progression and Regression:

- Maslow proposed that individuals progress through the hierarchy in a sequential manner, starting with physiological needs and moving towards self-actualization. Once a need is satisfied, it no longer serves as a motivator, and individuals move on to the next level.

- However, individuals can also regress to lower-level needs if higher-level needs are threatened or unmet. For example, job loss can lead to a focus on safety needs, overriding the pursuit of self-esteem or self-actualization.

3. Deficiency Needs vs. Growth Needs:

- Maslow categorized physiological, safety, social, and esteem needs as deficiency needs, as they arise from a lack or deprivation and motivate individuals to alleviate deficiencies.

- Self-actualization needs are considered growth needs, as they focus on personal development, self-improvement, and realizing one's full potential beyond basic survival and security concerns.

4. Holistic Perspective:

- Maslow's theory emphasizes a holistic view of human motivation, highlighting the interconnectedness of physical, psychological, social, and self-fulfilment needs. It recognizes that individuals are complex beings with multifaceted needs that influence behaviour and well-being.

5. Critiques and Limitations:

- While Maslow's Hierarchy of Needs has been influential in understanding human motivation, it has faced criticism for its rigidity, cultural bias, and lack of empirical evidence. Critics argue that needs may not always follow a strict hierarchy and can vary across individuals and cultures.

- Some researchers have suggested alternative models of motivation that consider dynamic, context-specific factors and the interplay of multiple needs simultaneously.

In conclusion, Maslow's Need Hierarchy Theory provides a framework for understanding human motivation and the progression of needs from basic survival requirements to higher-level aspirations for personal growth and self-fulfilment. By recognizing and addressing these diverse needs, individuals and organizations can promote well-being, motivation, and fulfilment in various aspects of life and work.

7.Explain in detail about Johari Window?

The Johari Window is a psychological model developed by Joseph Luft and Harrington Ingham in 1955, designed to enhance self-awareness, improve communication, and facilitate interpersonal relationships within groups or teams. The model is based on the premise that there are aspects of an individual's personality that are known to themselves and others, as well as aspects that are unknown to either party. The Johari Window consists of four quadrants that represent different areas of self-awareness and disclosure:

1. Open Self (Arena):

- The Open Self quadrant represents aspects of an individual's personality, behaviour, feelings, motives, and thoughts that are known to both the individual and others in the group.
- In this quadrant, individuals are open, transparent, and willing to share information about themselves with others. This openness fosters trust, mutual understanding, and effective communication within the group.

2. Blind Self (Blind Spot):

- The Blind Self quadrant contains aspects of an individual's personality that are known to others in the group but remain unknown to the individual themselves.
- These blind spots may arise from unconscious behaviours, biases, or patterns that others observe but of which the individual is unaware. Feedback from others can help individuals uncover and address these blind spots, leading to increased self-awareness and personal growth.

3. Hidden Self (Facade):

- The Hidden Self quadrant includes aspects of an individual's personality, emotions, fears, insecurities, or experiences that are known to the individual but kept hidden from others in the group.
- Individuals may choose to conceal certain information or feelings due to privacy concerns, self-protection, fear of judgment, or a desire to maintain control over their self-disclosure. Opening about these hidden aspects can deepen trust and intimacy in relationships.

4. Unknown Self (Unknown):

- The Unknown Self quadrant represents aspects of an individual's personality, potential, talents, fears, or motivations that are neither known to the individual nor to others in the group.

- These unknown aspects may include untapped strengths, undiscovered talents, repressed emotions, or unexplored opportunities for personal growth. Self-discovery, feedback, reflection, and exploration can help individuals uncover and expand their unknown self.

Benefits of the Johari Window:

- **Enhanced Self-Awareness:** The Johari Window promotes self-discovery, introspection, and reflection, leading to increased self-awareness and personal growth.

- **Improved Communication:** By facilitating open and honest communication, the model helps individuals express themselves effectively, listen actively, and build trust in relationships.

- **Feedback and Development:** The Johari Window encourages feedback exchange, constructive criticism, and mutual learning, enabling individuals to expand their self-awareness and adapt their behaviours.

- **Relationship Building:** By expanding the Open Self quadrant and reducing blind spots and hidden aspects, individuals can strengthen relationships, build trust, and foster deeper connections with others.

In conclusion, the Johari Window is a valuable tool for promoting self-awareness, enhancing communication, and fostering interpersonal growth within groups or teams. By exploring and expanding the open area of the window while addressing blind spots, hidden aspects, and unknown potentials, individuals can cultivate deeper understanding, empathy, and collaboration in their personal and professional relationships.

8. Build Maslow's Hierarchy of Needs with McClelland's Theory of Needs in the context of organizational behaviour.

Maslow's Hierarchy of Needs and McClelland's Theory of Needs are two prominent theories in the field of organizational behaviour that provide insights into employee motivation, satisfaction, and performance within the workplace. By integrating these theories, organizations can better understand and address the diverse needs and motivations of their employees. Let us build a comprehensive framework that combines Maslow's Hierarchy of Needs with McClelland's Theory of Needs in the context of organizational behaviour:

1. Maslow's Hierarchy of Needs:

- **Physiological Needs:** At the base of Maslow's hierarchy are physiological needs such as food, water, shelter, and rest. In the organizational context, these needs translate to providing employees with fair wages, safe working conditions, and access to basic amenities to ensure their well-being and survival.

- **Safety Needs:** Once physiological needs are met, employees seek safety and security in the workplace. Organizations can address safety needs by implementing health and safety protocols, offering job security, providing clear policies and procedures, and fostering a supportive work environment.

- **Social Needs:** Moving up the hierarchy, social needs involve the desire for belongingness, relationships, and a sense of community. Organizations can promote social connections by encouraging teamwork, fostering a positive organizational culture, organizing social events, and facilitating open communication among employees.

- **Esteem Needs:** Esteem needs encompass feelings of accomplishment, recognition, respect, and self-worth. Organizations can support employees' esteem needs by offering opportunities for career advancement, providing feedback and recognition for achievements, and promoting a culture of appreciation and empowerment.

- **Self-Actualization Needs:** At the top of the hierarchy are self-actualization needs related to personal growth, fulfilment, creativity, and realizing one's full potential. Organizations can facilitate self-actualization by offering challenging projects, autonomy, opportunities for skill development, and avenues for innovation and creativity.

2. McClelland's Theory of Needs:

- **Achievement Need:** McClelland identified the need for achievement as a key motivator for individuals who seek to excel, set challenging goals, and demonstrate competence. In the organizational context, employees with a high need for achievement are driven by challenging tasks, opportunities for personal growth, and recognition for their accomplishments.

- **Affiliation Need:** The need for affiliation pertains to the desire for social connections, harmonious relationships, and a sense of belonging. Employees with a high affiliation need value teamwork, collaboration, and supportive work environments where they can interact with others and feel accepted and valued.

- **Power Need:** The need for power involves the desire to influence others, make an impact, and exercise control over one's work or environment. Employees with a high-power need are motivated by leadership roles, opportunities for decision-making, and the ability to drive change and achieve results.

Integration of Maslow's Hierarchy and McClelland's Theory:

- By integrating Maslow's Hierarchy of Needs with McClelland's Theory of Needs, organizations can create a comprehensive approach to understanding and addressing employee motivation. Recognizing that individuals have diverse needs at different levels of the hierarchy and varying motivational drivers can help organizations tailor their strategies to enhance employee engagement, satisfaction, and performance.

- For example, organizations can design reward systems that cater to employees' achievement, affiliation, and power needs while also ensuring that basic physiological and

safety needs are met. Providing opportunities for skill development, recognition programs, collaborative projects, and leadership roles can appeal to employees' intrinsic motivations and foster a positive work environment that supports both personal growth and organizational success.

In conclusion, by combining Maslow's Hierarchy of Needs with McClelland's Theory of Needs, organizations can create a nuanced understanding of employee motivation and behaviour, leading to more effective management practices, enhanced employee engagement, and a conducive work environment that promotes individual well-being and organizational performance.

9.What are the barriers to communication? How do you design the strategies to improve good communication?

Barriers to Communication:

Effective communication is essential for the smooth functioning of organizations, but various barriers can hinder the flow of information and lead to misunderstandings. Some common barriers to communication include:

- 1. Use of Jargon:** Technical language or industry-specific jargon can confuse the message and make it difficult for the receiver to understand.
- 2. Withholding Information:** When essential information is not shared due to organizational policies or personal reasons, it can create gaps in communication
- 3. Chain of Command:** Hierarchical structures can impede communication as messages may get distorted or delayed as they move through various levels of authority.
- 4. Lack of Trust:** In environments where trust is lacking, employees may withhold information or be hesitant to communicate openly, leading to ineffective communication
- 5. Physical Barriers:** Issues such as poor audiovisual equipment, noisy environments, or distance can hinder effective communication.
- 6. Bias:** Preconceived notions, stereotypes, or cultural biases can distort the message and impact how it is received.
- 7. Filtering:** People may selectively interpret or alter messages based on their own biases or expectations, leading to miscommunication.
- 8. Language and Cultural Differences:** Variances in language, communication styles, and cultural norms can create barriers to effective communication, especially in diverse workplaces.

Strategies to Improve Communication:

Overcome these barriers and enhance communication within organizations, it is essential to design and implement effective strategies. Here are some strategies to improve communication:

- 1. Use Clear and Concise Language:** Avoid technical jargon and use simple, straightforward language to ensure that the message is easily understood by all recipients.
- 2. Promote Open Communication:** Encourage a culture of transparency and openness where employees feel comfortable sharing their thoughts, ideas, and concerns without fear of judgment.
- 3. Provide Training:** Offer communication skills training to employees at all levels to enhance their ability to convey messages effectively and listen actively.
- 4. Establish Multiple Communication Channels:** Utilize various communication channels such as emails, meetings, intranet platforms, and social media to ensure that information reaches employees through multiple avenues.
- 5. Encourage Feedback:** Create opportunities for feedback and two-way communication to ensure that messages are received accurately and that concerns or questions can be addressed promptly.
- 6. Clarify Expectations:** Clearly outline roles, responsibilities, and expectations to avoid misunderstandings and ensure that everyone is on the same page.
- 7. Reduce Hierarchical Barriers:** Foster a flat organizational structure that promotes direct communication between employees and reduces unnecessary layers of hierarchy.
- 8. Build Trust:** Cultivate a culture of trust by demonstrating integrity, honesty, and respect in all communication interactions.
- 9. Address Cultural Sensitivities:** Be mindful of cultural differences and adapt communication strategies to accommodate diverse perspectives and communication styles.
- 10. Provide Accessible Communication:** Ensure that communication is accessible to all employees, including those with disabilities, by providing alternative formats or accommodations as needed.

By implementing these strategies, organizations can overcome communication barriers, foster a culture of effective communication, and enhance collaboration, productivity, and overall organizational performance. Effective communication is a cornerstone of successful organizations, and by addressing barriers and designing initiative-taking communication strategies, businesses can create a more cohesive and engaged workforce.

10.What is stress? Discuss the types of stress?

Understanding Stress:

Stress is a natural response to challenges or demands that individuals face in their daily lives. It is the body's way of reacting to a perceived threat, whether real or imagined. While some level of stress can be beneficial as it motivates individuals to take action and cope with difficult situations, prolonged or excessive stress can have negative effects on physical, emotional, and mental well-being.

Types of Stress:

1. Acute Stress:

- Acute stress is the most common form of stress and is typically short-term.
- It is a response to immediate stressors or challenges, such as deadlines, public speaking, or sudden changes.
- While acute stress can be intense, it usually subsides once the stressor is removed, or the situation is resolved.

2. Chronic Stress:

- Chronic stress occurs when individuals are exposed to prolonged stressors over an extended period.
- It can result from ongoing issues such as work pressure, financial problems, relationship difficulties, or health concerns.
- Chronic stress can have serious health implications if not managed effectively, leading to conditions like anxiety, depression, high blood pressure, and heart disease.

3. Episodic Acute Stress:

- Episodic acute stress is characterized by repeated episodes of acute stress.
- Individuals who experience frequent crises, chaos, or high-pressure situations may develop episodic acute stress.
- This type of stress can lead to a pattern of constant worry, irritability, and tension.

4. Traumatic Stress:

- Traumatic stress results from exposure to traumatic events such as natural disasters, accidents, violence, or abuse.
- It can have a profound impact on individuals' mental and emotional well-being, leading to conditions like post-traumatic stress disorder (PTSD).
- Traumatic stress requires specialized interventions and support to help individuals cope and recover from the trauma.

5. Work-Related Stress:

- Work-related stress stems from factors in the workplace that create pressure, conflict, or dissatisfaction.
- Common sources of work-related stress include excessive workloads, lack of job security, poor relationships with colleagues, and lack of control over work tasks.
- Addressing work-related stress is crucial for maintaining employee well-being and productivity.

6. Environmental Stress:

- Environmental stress refers to stressors in the external environment that impact individuals' well-being.
- Factors such as noise pollution, overcrowding, pollution, and natural disasters can contribute to environmental stress.
- Managing environmental stress involves creating a supportive and healthy environment that promotes well-being.

7. Personal Stress:

- Personal stress arises from internal factors such as perfectionism, self-criticism, unrealistic expectations, or negative self-talk.
- Individuals may experience personal stress due to self-imposed pressure to excel, fear of failure, or difficulty in managing emotions.
- Developing self-awareness, self-care practices, and coping mechanisms can help individuals manage personal stress effectively.

Understanding the different types of stress can help individuals recognize their stressors, identify coping strategies, and seek appropriate support when needed. By addressing stress proactively and developing healthy coping mechanisms, individuals can better manage stress and enhance their overall well-being.

1.What is Organizational behaviour?

Organizational Behaviour (OB) is the study of how individuals, groups, and organizations behave within the workplace. It focuses on understanding human behaviour, interactions, and dynamics in organizational settings to improve performance, productivity, and employee well-being. OB draws insights from psychology, sociology, and management to analyse and influence behaviour in the workplace.

2.Explain about Impression Management?

Impression Management refers to the process through which individuals attempt to control or influence the perceptions others have of them. It involves conscious or subconscious efforts to shape how others view and evaluate them by managing their behaviour, appearance, communication, and interactions. Impression Management techniques include self-

promotion, conformity, excuses, apologies, flattery, and association, aimed at creating a favourable impression and achieving specific social or professional goals.

3.Explain globalization?

Globalization is the process of increased interconnectedness and interdependence among countries, economies, cultures, and societies worldwide. It involves the exchange of goods, services, information, technology, and ideas across borders, leading to the integration of economies and the expansion of international activities. Globalization facilitates the movement of people, capital, and resources, creating a more interconnected and interdependent global community. It impacts various aspects of society, including economics, politics, culture, technology, and the environment, shaping the way nations interact and collaborate on a global scale.

4.Classify Nature of perception?

The nature of perception can be classified as follows:

- 1. Mental Process:** Perception is a mental process where individuals choose, organize, and interpret information from the environment.
- 2. Activation Process:** Perception activates individuals, involving sensation followed by a cognitive response.
- 3. Subjective Process:** Perception is subjective, influenced by individual interests and understanding rather than solely based on facts.
- 4. Unique Interpretation:** Perception offers a particular interpretation of reality, varying among individuals.
- 5. Wider than Sensation:** Perception encompasses more than sensation, involving cognitive processes beyond basic sensory responses.
- 6. Provides Meaning to Stimulus:** Perception gives meaning to stimuli by interpreting sensory information.
- 7. Affected by Many Factors:** Perception is influenced by internal factors such as needs, values, experiences, and external factors in the environment.

5.Write short notes on Johari Window?

The Johari Window is a psychological model that categorizes information about oneself into four quadrants: Open Self (known to self and others), Blind Self (known to others but not to self), Hidden Self (known to self but not to others), and Unknown Self (unknown to self and others). It aims to improve self-awareness, enhance communication, and build trust within groups or relationships.

6. Discuss about Job satisfaction?

Job satisfaction refers to the level of contentment and fulfillment an individual experiences in their job role. It is influenced by factors such as the nature of the job, relationships with coworkers and supervisors, compensation, opportunities for growth, and organizational culture. High job satisfaction is linked to increased employee engagement, motivation, productivity, and retention. Organizations can enhance job satisfaction through a supportive work environment, recognition, career development opportunities, work-life balance, and open communication.

7. Write about Herzberg two factor theory?

Herzberg's Two-Factor Theory states that there are hygiene factors (related to job environment) and motivational factors (related to the job itself) that influence job satisfaction and motivation. Hygiene factors prevent dissatisfaction, while motivational factors enhance satisfaction and motivation. Organizations need to address both types of factors to create a positive work environment and motivate employees effectively.

8. Explain how Maslow grouped the five needs into many categories?

Maslow grouped the five needs into two broad categories: deficiency needs (physiological, safety, social, and esteem needs) and growth needs (self-actualization needs). Deficiency needs must be met before an individual can progress to fulfilling growth needs. Maslow's hierarchy suggests that individuals are motivated to satisfy these needs in a hierarchical order, starting from the most basic physiological needs up to self-actualization needs.

9. Define Communication?

Communication is the process of exchanging information, ideas, thoughts, or feelings between individuals or groups through verbal, non-verbal, written, or visual means. Effective communication involves the clear transmission and understanding of messages to facilitate mutual understanding and successful interaction.

10. Summarize the types of stress?

Common types of stress include:

- 1. Acute Stress:** Short-term stress response to immediate challenges or threats.
- 2. Chronic Stress:** Long-term stress resulting from ongoing situations or persistent issues.
- 3. Physical Stress:** Stress caused by physical factors like illness, injury, or environmental conditions.
- 4. Emotional Stress:** Stress triggered by emotional factors such as relationships, grief, or anxiety.

5. Cognitive Stress: Stress related to mental processes like overthinking, decision-making, or memory.

6. Behavioural Stress: Stress manifested through behaviours like procrastination, aggression, or substance abuse.