

# UNIT I PYQ

## SECTION A - 3 Marks

Q1-Define the term organisational behaviour with respect to cultural diversity?

**Ans:** Organizational behavior (OB) is the study of how individuals, groups, and structures interact within an organization. Cultural diversity refers to the differences in cultural backgrounds, values, beliefs, and behaviors among individuals and groups within an organization.

In the context of cultural diversity, organizational behavior focuses on understanding how cultural differences impact the behavior of individuals and groups within an organization, as well as how these differences affect organizational performance, communication, and decision-making.

This includes understanding the ways in which cultural diversity affects communication, motivation, leadership, conflict resolution, and decision-making within an organization. It also involves identifying and addressing issues related to cultural differences, such as discrimination, bias, and prejudice, that may arise within the organization.

Overall, organizational behavior with respect to cultural diversity is concerned with creating a work environment that is inclusive and supportive of individuals from diverse cultural backgrounds, while also maximizing organizational performance and productivity

Q2- What are the factors that affect organizational climate?

**Ans :**Main factors that affect organizational climate, summarized in bullet points:

- Leadership: the behavior and actions of leaders can significantly influence the organizational climate.
- Communication: effective communication is critical to creating a positive organizational climate.
- Organizational culture: the shared values, beliefs, and practices of an organization can have a significant impact on the organizational climate.

- Human resources practices: HR practices such as recruitment, selection, training, and development can affect the organizational climate.
- Work design: the design of work can affect the organizational climate.
- Physical environment: the physical environment of the workplace can affect the organizational climate.

Creating a positive organizational climate requires attention to all of these factors.

### Q-3: Discuss the nature of organisational behaviour?

Ans : The nature of organizational behavior can be characterized by the following key features:

1. Interdisciplinary: Organizational behavior draws on theories and concepts from multiple disciplines, including psychology, sociology, anthropology, economics, and management.
2. Multilevel: Organizational behavior examines behavior at multiple levels, including the individual, group, and organizational levels. It recognizes that behavior at each level is influenced by factors at other levels.
3. Humanistic: Organizational behavior takes a humanistic approach to understanding behavior in organizations. It recognizes that employees are not just economic resources but also have social and psychological needs that must be satisfied to achieve organizational goals.
4. Empirical: Organizational behavior is based on empirical research, and researchers use a variety of methods to collect and analyze data, including surveys, interviews, observations, and experiments.
5. Applied: Organizational behavior has practical applications in organizations, and researchers and practitioners work together to apply theory and research findings to real-world problems.

### Q4- Give the various functions of organisational culture.

Ans: Organizational culture refers to the shared values, beliefs, behaviors, and practices that shape the behavior of individuals and groups within an organization. It performs several important functions, including:

1. Providing a sense of identity: Organizational culture provides a sense of identity and belonging among employees. It helps to establish a common understanding of what the organization stands for and what is expected of employees.
2. Guiding behavior: Organizational culture guides the behavior of employees by establishing norms, values, and expectations. It influences how employees interact with each other, how they approach their work, and how they make decisions.
3. Promoting social integration: Organizational culture promotes social integration among employees by providing a shared sense of purpose and values. It encourages teamwork, collaboration, and cooperation, which can lead to greater employee satisfaction and productivity.
4. Facilitating communication: Organizational culture facilitates communication among employees by providing a shared language and common understanding. It helps to break down barriers to communication and encourage open and honest dialogue.
5. Enhancing organizational commitment: Organizational culture can enhance employee commitment to the organization by creating a positive and supportive work environment. It fosters a sense of pride and loyalty among employees, which can lead to greater retention and commitment.
6. Influencing organizational performance: Organizational culture can influence organizational performance by shaping employee behavior, attitudes, and decision-making. A positive culture that values innovation, collaboration, and continuous improvement can lead to higher levels of performance and success.

## SECTION C- 15 Marks

**Q-5:** What are the emerging aspects of organisational behaviour in India ? Explain the need and importance of study on organisational behaviour.

**Ans :** Emerging aspects of organizational behavior in India include:

1. **Diversity and Inclusion:** With a diverse population, companies in India are recognizing the importance of diversity and inclusion in the workplace. Organizational behavior research is exploring ways to build an inclusive culture that respects and values differences.
2. **Digitalization and technology:** The rapid growth of technology and digitalization is transforming the workplace in India. Organizational behavior research is exploring the impact of technology on work design, communication, and employee behavior.
3. **Work-life balance:** With increasing work demands, there is a growing need for work-life balance in India. Organizational behavior research is exploring ways to support employee well-being and maintain productivity.
4. **Leadership:** Effective leadership is critical to the success of organizations in India. Organizational behavior research is exploring the qualities and behaviors of effective leaders and the impact of leadership on employee behavior and performance.

The need and importance of studying organizational behavior include:

1. **Improved performance:** Understanding organizational behavior can lead to improved employee performance and productivity, which can ultimately benefit the organization.
2. **Better decision making:** Organizational behavior research can provide insights into employee behavior and decision-making processes, helping managers to make better decisions.
3. **Employee satisfaction:** Understanding organizational behavior can help to create a positive work environment that supports employee satisfaction and well-being.
4. **Change management:** Organizational behavior research can help organizations to manage change effectively by understanding how employees react to change and what factors can facilitate or hinder successful change.

5. Innovation: Organizational behavior research can help to foster innovation by understanding how to create a culture that supports creativity, risk-taking, and experimentation.

Overall, studying organizational behavior is important for understanding how employees behave, how organizations function, and how to create a positive and productive work environment. This knowledge can help organizations to improve performance, make better decisions, and foster innovation and growth.

**Q5: Explain cultural diversity in an organisation. How organisation culture affects the employee efficiency ?**

**Ans :** Cultural diversity in an organization refers to the variety of cultural backgrounds, beliefs, values, and practices among employees in the workplace. It recognizes and respects the differences among employees, and values the unique contributions that each individual brings to the organization.

The organizational culture can have a significant impact on employee efficiency in a diverse workplace. Here are some ways how organizational culture affects employee efficiency:

1. Inclusive culture: An inclusive culture that values diversity and promotes equal opportunities can help to create a sense of belonging and engagement among employees, which can enhance their motivation and productivity.
2. Communication: Effective communication is essential in a diverse workplace. An organizational culture that promotes open communication and encourages active listening can help to reduce misunderstandings and conflicts among employees, which can improve efficiency.
3. Training and development: Providing training and development opportunities that recognize and respect the diverse backgrounds and experiences of employees can help to enhance their skills and knowledge, and boost their confidence and efficiency.
4. Recognition and rewards: Recognizing and rewarding employees for their contributions and achievements can help to increase their sense of self-worth and engagement, which can improve their efficiency and productivity.
5. Collaboration: An organizational culture that encourages collaboration and teamwork among employees can help to harness their diverse skills and experiences, and promote creativity and innovation, which can improve efficiency.

Overall, the organizational culture plays a critical role in shaping the employee efficiency in a diverse workplace. A positive and inclusive culture that values diversity, promotes effective communication, provides training and development, recognizes and rewards employees, and encourages collaboration can help to enhance employee efficiency and productivity.

**Q6-**"The study of organisational Behaviour is essential for all managers."  
Justify the statement by explaining its nature and scope.

**Ans:** The study of organizational behavior is essential for all managers because it provides them with a better understanding of how employees behave and interact within an organization. It involves the study of various aspects of human behavior, such as motivation, communication, leadership, decision-making, and organizational culture. By understanding these aspects, managers can create a positive work environment, improve employee performance, and enhance organizational effectiveness.

Here are some reasons why the study of organizational behavior is essential for all managers:

1. **Better decision-making:** Managers who understand organizational behavior can make better decisions that are informed by an understanding of how employees behave and interact. This can lead to better outcomes and more effective management of resources.
2. **Effective leadership:** Organizational behavior research provides insights into the qualities and behaviors of effective leaders. Managers who understand these qualities and behaviors can become more effective leaders and better support their employees.
3. **Improved employee performance:** Understanding organizational behavior can help managers to create a positive work environment that promotes employee motivation and engagement, which can lead to improved performance and productivity.
4. **Change management:** Organizational behavior research can help managers to manage change effectively by understanding how employees react to change and what factors can facilitate or hinder successful change.
5. **Conflict resolution:** Managers who understand organizational behavior can effectively manage conflicts that arise in the workplace, reducing the negative impact of conflicts on employees and the organization.

Overall, the nature and scope of organizational behavior is vast and covers various aspects of human behavior within organizations. It is essential for all managers to have a basic understanding of organizational behavior principles to effectively manage their employees and create a positive work environment. By studying organizational behavior, managers can develop a deeper understanding of employee behavior and work to improve organizational effectiveness.