Internal Assessment

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Q1:- What are the different levels of organizational Behaviour? How it affects the productivity of an organization.

Ans:- There are three types of organization behaviour:-

a. The Individual:- The individual includes each individual person within an organization. Each individual acts differently which affects group dyamics & organization whole.

b The Group:- The group level includes any group with in an organization. Group can range from a couple people working together to a large group with dozens or hundreds of members. so, this affects the organization.

c. The organization:- In this case you haven't picked up on trend, it's important to point out that organization impacts the individual and group behavior & that individual and group behavior impacts on organization

Q2:- What is importance of understanding ego state of an individual? Explain with example.

Ans:- Ego states helps to understand how we think, feel and behave, in particular when communicating with others and ourselves.

Example:- spontaneous feelings, compliance and rebellion are all features of the child ego state and may be activated by the individual at any time throughout his life.

Q3:- Define perception, Explain types of perception errors. How perception affects the individual's behaviour.

Ans:- Perception depends on complex function of nervous system but subjectively seems mostly effortless because this processing happens outside of conscious awareness.

A perceptual error is the inability to judge humans, things or situations fairly and accurately. Examples could include such things as bias, prejudice, stereotyping, which have always caused human beings to err in different aspects of their lives.

Q4:- Explain theory X and theory Y, which theory is more appropriate ~~off~~ justify your answer with the help of example. Relate this theory with hierarchy of needs theory given by Maslow's.

Ans:- Theory X :- Theory X managers tend to make a pessimistic view of their people, and assume that they are naturally unmotivated and dislike work. As a result, they think that team members need to be promted, rewarded or punished constantly to make sure that they complete their tasks.

Theory Y :- Theory Y managers have an optimistic, positive, opinion of their people, and they use a decentralized, participative management style. This encourages a more collaborative, trust-based, relationship b/w manager & their team members.

According to Maslow, a human is motivated by the level they have not yet reached, and self actualization cannot be met until each of the lower level has been fulfilled. Assumptions of theory Y, in relation to Maslow's ~~fie~~ hierarchy put an emphasis on employee higher level needs, ~~sch~~ such as esteem, needs and self-actualization.

Q5:- What is transactional analysis? Explain it in detail with example. Also explain which types of transactional are good for organization perspective.

Ans:- Transactional Analysis is a type of psychology that examines relationships and interaction in order to reinforce a person's value and capacity.

Example:- The Adult in an individual may send a transactional stimulus to the adult in another individual, asking "Have you seen my coat"? But the child second individual may instead send transactional response to Parent by replying "You always blame me for everything!".

organization use transactional analysis for training & developing employees. According to its founder, transactional analysis give participants more autonomy or control over their own destiny, including elements of spontaneity, intimacy and awareness.

Q6:- Explain life cycle theory of leadership in detail with diagram. Explain types of leadership with help of example.

Ans:- This theory is described by Hersey-Blanchard as a style adopted by successful leaders who change their leadership style depanding on situation, the task in hand and team's age, experience and capability of the leader.

This theory describe four different leadership styles and four level of individual or team maturity or readiness. It then combine these to suggest which style of leadership best suits level of maturity.

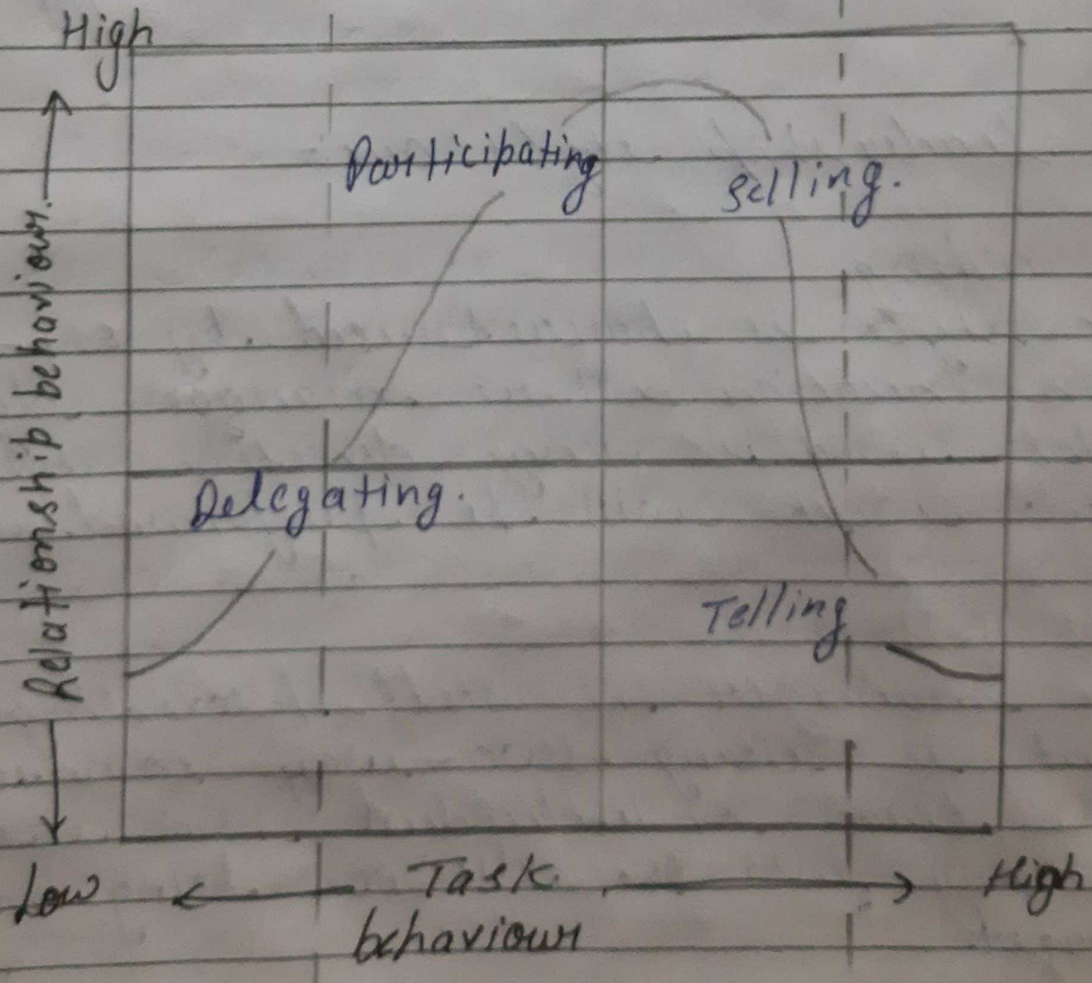
The leadership styles are:-

S1:- Telling.
This style is characterised by one-way communication where manager defines roles and is very directive about how work will be performed.

S2:- Selling.
The manager is still providing dirn. but is using two-way communication. The team or individual now encouraged to buy into the decision being made by manager.

S3 :- Participating.
The manager and team (or individual) share the decision making out about some aspects of how the work will be performed. The manager is focusing less on directive behaviour and more supportive behaviour.

S4 :- Delegating.
When still involved in decisions, the manager has delegated much of the responsibility for performance of work of team or individual but retains responsibility for monitoring progress.



Q7:- Define personality. What are the factors which influences the personality? Explain ~~the~~ in details.

Ans:- Personality is defined as the characteristic sets of behaviour, cognitions and emotional pattern that evolve from biological and environmental factors.

Factors that influences the personality are:-

1. Heredity:-
Some characteristics of our behaviour are genetic, which we inherit. Some of traits like physical height, slimness, dextrity, logical power, etc. are also inherited. All these have a significant influence on our behavioural patterns.

2. Family background:-
Family members themselves try to influence the behaviour of children in a deliberate attempt to personify their own values, roles, etc.

3. Nature of people with whom we interact:
People influence each other and such influence shape personality. For this reason, we often that one's personality is constantly evolving and is shaped throughout one's life.

4. culture :-
culture shapes our personal values and predispositions. It is unique characteristic of a social group. The values and norms shared by its member's sets it part from other social groups.

Q8:- Define motivation. Explain Herzberg's two factors theory for motivation with example.

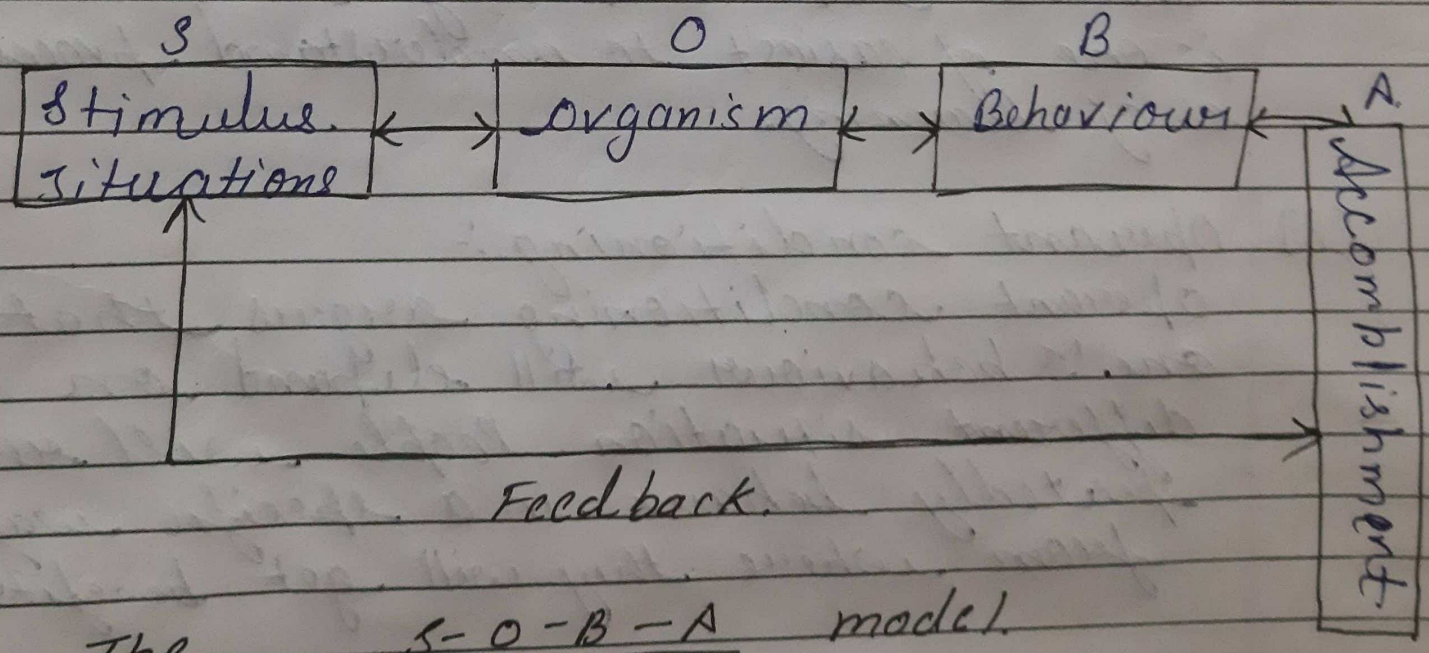
Ans:- Motivation is the process that initiates, guides and maintains goal-oriented behaviour, In everyday usage, the term "Motivation" is frequently used to describe why a person does something. It is driving force behind human actions.

The two factor theory (also known as Herzberg's motivation-hygine theory and dual-factor theory) states that there certain factor in workplace cause job satisfaction while separate set of factors cause dissatisfaction, all which act independently of each other.
Example:- When an employee is satisfied they will give themselves credit for that satisfaction. Conversely, when they are dissatisfied

they will blame external factors.

Q9:- Explain S-O-B-A model of Behaviour with example.

Ans:- S-O-B-A model is comprehensive model of human behaviour which combines the S-R situation and human being. But O in this model is not passive or immobile, but it is a mediating maintenance and adjective function between S and R. S-O-B-A model at times is also referred to as S-O-B-A model.



The S-O-B-A model.

Q10:- Write a short ~~note~~ note on 3.
1. Theory of learning
2. situational approach of leadership
3. Importance of communication.

1[A] classical conditioning:-
It is the process of learning to associate a particular thing in our environment with a prediction of what will happen next.

classical conditioning, the association of such an event with another desired event resulting in behaviour is one of easiest to understand processes of learning.

[B] Operant conditioning:-
operant conditioning argues that one's behaviour will depend on different situation people will repeatedly behave in a specific way from where they will get benefits.

2. The situational approach to leadership asserts that there is no one best way to lead others and emphasize that leader's style and behaviour should depend on characteristics of his or her followers.

3. Being able to communicate effectively is one of the most important life skills. Those with good interpersonal skills are strong verbal and non-verbal communicators are often considered to be "good with people" to learn communication defined as transferring information to produce greater understanding

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