

Ques. 01) Explain the concept of organizational Behaviour.

→ ① OB is directly concerned with the understanding, prediction and control of human behaviour in organization.

② OB is the study of both group and individual performance and activity within an organization.

③ It is :

- i) A separate field of study and not a discipline only.
- ii) An interdisciplinary Approach
- iii) Applied Science
- iv) Normative Science
- v) A Humanistic and optimistic Approach
- vi) A Total System Approach.

these 6 features or characteristics show the nature of OB which is the study of understanding and controlling behaviour within the organisation.

④ The concept of OB is based on two key elements namely :-

- Nature of people
- Nature of the organization

⑤ Nature of people is the basic qualities of persons that personifies an individual they can be similar or unique. Some major factors affecting the nature of people have been highlighted. They are -

- individual difference
- motivated behaviour
- perception
- value of person
- A whole person

⑥ Nature of organization states the motive of the firm. It is the opportunities it provides in the global market.

- Social System

- Mutual interest

- Ethics.

⑦ OB will not abolish conflict and frustration, it can only reduce them. It is a way to improve, not an absolute answer to problems.

⑧ OB has great impact on individual and also on organizations that cannot be ignored. To run businesses effectively and efficiently, studying OB is essential.

Ques 2) What are the key elements of OB. Explain in brief.

→ Organizational Behaviour has four main elements and they are as followed:

a) People: →

The existence of an organisation is impossible without people. People make up the internal social system of the organization. People consist of individual or groups. Groups may be formal or informal, small or large, interrelated or complex. Organizations are established to serve the people.

Managing and treating them well is essential.

manager must be able to understand and study the nature of their employee. A better understanding of this element will eventually leads to improved productivity.

b) Structure: →

Structure relates to the roles and relationship of those in an organization. It's important that an employee's role in the structure is clearly defined to them. It will lead to more work efficiently and employees can avoid confusion. Due to engaging employees in work that fits their skills, business goals are likely to happen.

c) Technology: →

With the necessary technology added to your business production, task can be performed more effectively. Without it, work would be very difficult to perform. Its presence makes business tasks easy not only for employees but also for you. It doesn't supply different machines, tools and resources but also different methods to accomplish work.

Technology provides an imp. role in work quality and reducing problem and producing cost. But be cautious of how much technology interferes in the workplace. It can be place a restriction on your employee's freedom.

d) Environment : →

There is a business environment, with it you must keep in mind both internal and external factors. Organizations aren't able to thrive on their own and they and the environmental factors surrounding it include government, society, family. Organizational culture refers to the internal environment within your business structure. The external environment will pertain to political, social, cultural and economical factors.

Ques. 3) Explain the scope of organizational behaviour.

→ The scope of OB is the extent to which it can govern or influence the operations of an organization. The scope of OB integrates 3 concepts respectively : →

a) Individual Behaviour :

It is the study of individual's personality, learning, attitudes, motivation and job satisfaction. In this study, we interact with other in order to study about them and make our perception about them.

Example :

The personal interview round is conducted to interact with candidates to check their skills, apart from those mentioned in the resume.

b) Inter-individual Behaviour:

It is the study conducted through communication betⁿ the employees among themselves, as well as their subordinates, understanding people's leadership qualities, group dynamics, group conflicts, power and politics.

Example:

A meeting to decide list of new board members.

i) Group Behaviour:

It studies the formation of organization, structure of organization and effectiveness of organization. The group efforts made towards the achievement of organization's goal is group behaviour.

Example:

Strike, rally & etc..

(ques. 4) Explain the objectives of organizational behavior.

→ The main objectives of OB is to understanding the human interactions in an organization find what is driving it and influence it for getting better result for attaining business goal.

There are 8 objectives of OB, they are:

a) Job satisfaction: →

Understanding OB can shed light on the factor that can foster or hamper job satisfaction, such as physical settings, organizational rewards and punishments or work group characteristics.

b) Finding the Right people: →

OB can be helpful for finding the right mix of talent and working styles required for achievement of the task at hand.

c) Organizational Culture: →

As organizations grow larger, it may become difficult to keep a sense of common purpose and unity of direction. OB is useful for understanding and designing the communication channels and leadership structures that can reinforce organizational culture.

d) Leadership and Conflict Resolutions : →

OB can assist in fostering leadership, pro-activity and creative problem-solving. When creativity is allowed, the divergence of opinions is unavoidable; but organizational behaviour can provide the leadership and the arbitrage dynamics required for turning conflict into constructive idea exchanges.

e) Understanding the employees Better : →

OB studies help us understand why employees behave the way they do, and also thereby predict how they are going to behave in the future.

f) Understand how to Develop Good Leaders : →

OB patterns helps in predicting who among the employees have the potential to become leaders.

g) Develop a Good Team : →

An organization is only as good as the weakest member of its member team. It is essential that all members of teams in coordination and are motivated to work together to get best result.

h) Higher productivity : →

All of this leads us to the most important goal of achieving the highest productivity in realizing the vision and goal of any organization.

Ques 5) Explain the Johari window model.

→ The Johari window model is used to enhance the individual's perceptions on others. This model is based on two ideas - a trust can be acquired by revealing information about you to other and learning yourselves from their feedback.

Each four window panes signifies personal info, feeling, motivation and whether that info is known or unknown to oneself or others in four viewpoints.

known to self

Not known to self

known to self

Open Area
or Arena

Blind spot

known to others

Hidden area

Unknown

known to others

Fig. The Johari model

① open self-area or arena: →

Here the info. about the person his attitudes, behaviours, emotions, feeling will be known by the

person as well as by others. This is mainly the area where all the communication occurs and the larger the arena becomes the more effectual and dynamic and relationship will be.

'Feedback solicitation' is a process which occurs by understanding and listening to the feedback from another person.

② Blind self or blind spot : →

Information about yourselves that other know in a group but you will be unaware of it.

The blind spot is reduced for an efficient communication through seeking feedback from others.

③ Hidden area : →

Information that is known to you but will be kept unknown from other. This can be any personal information which you feel reluctant to reveal. This include feelings, past experiences, fears, secrets and etc..

④ unknown area : →

The information which are unaware to yourselves as well as other. This include informations, feeling, capabilities, talent & etc.. The person will be unaware till he

discovers his hidden qualities and capabilities
or through observation of others.