Organizational behavior (OB) is the study of how people behave in organizations as individuals and as teams and how organizations structure human resources (their employees and managers) to achieve their goals.

Three level of analysis

**micro OB**

**small group**

**macro OB**

**managers engaged in 4 manageerial activity**

1. *Traditional management*: Decision making, planning, and controlling.
2. *Communication*: Exchanging routine information and processing paperwork.
3. *Human resource management*: Motivating, disciplining, managing conflict, staffing, and training.
4. *Networking:* Socializing, politicking, and interacting with outsiders*.*

x-stics

* **a way of thinking about individuals, groups and organizations**
* **It is multidisciplinary**
* **There is a distinctly humanistic-orientation**
* **It is a performance oriented**
* **is application-oriented/problem solving**

**Behavioral Assumptions**

**Behavioral Management Theory**

* Employees are assets that can be developed not nameless robots excepted to follow orders blindly.

**Contingency Management Theory**

* The contingency management theory is based on the premises that managers’ preferred actions or approaches depend on the variables of the situations they face.

**Organizations**

Organizations are social entities that are goal-oriented; are designed as deliberately structured and coordinated activity systems, and are linked to the external environment”

**External Environment**

1. The macro environment
   * Laws and regulations
   * The economy
   * Technology
   * Social issues and the natural environment
2. Competitive environment
   * Competitors
   * Customers

**Personality determinants**

* **Heredity**
* **Environment**
* **Situation**

**Personality Traits**

* **Extraversion**
  + **Extravert** are much friendly and spend their time maintaining relationships
  + **Introvert** have fewer relationships
* **Agreeableness** easily trust people cooperative
* **Conscientiousness** have a small plan in a purpousefull way the low are xharacterized by easily ditracted
* **Emotional Stability-** person’s ability to withstand stress.
* **Openness to experience-** willing to listen to new ideas and to change their own ideas, beliefs, and attitudes

**Personality-job fit**

* **Realistic** |shy,stable,practical|mechanic,farmer
* **Investigative**| curious, analytical,|mathematician, news reporter
* **Social** |sociable,friendly|
* **Conventional**| prefers rule-regulated, orderly,| Accountant, corporate manager,
* **Enterprising|** prefers verbal activities where there are opportunities|real estate agent, lawyer
* **Artistic| prefer** unsystematic activities |

**Perception-** is the process of interpreting sensory impression in order to geve meaning to their environment

Factor influencing Perception

1. **Characteristics of the perceiver**
   1. **Atitudes**
   2. **Mood**
   3. **Motives**
   4. **Self-conept**
2. **Characteristics of the Target**
3. **The Situation:**

**Applications of Perception**

* **Interview**
* **Performance Expectations**
* **Performance Evaluation**
* **Employee Loyalty**