

Organisational Behaviour

1. Define Organisational Behaviour?

"organisational behaviour is study and application of knowledge about how people - as individuals and as groups act within organisations. It strives to identify ways in which people can act more effectively". - Keith Davis & John W. Newstrom.

2. what are the key elements of OB?

There are four key elements in OB. These are individual and group, organisation structure, technology and environment. individual and group: people make the internal social system of the organisation. They consist of individuals and groups (large as well as small).

3. what is a Inter-disciplinary?

Organisational Behaviour is not a subject by itself. It takes relevant things from such behavioural science subjects as psychology, sociology and anthropology. It is therefore inter-disciplinary in nature.

4. what do you mean by psychology?

Psychology is the study of the mind its thought feeling and behaviour. It is an academic discipline which involves the scientific study of material mental faculties, functions and behaviours. Psychologists attempt to understand the role of mental functions in individual and social behaviour.

5. What is a Anthropology?

It is a study of the fundamental differences in the values and beliefs of people from different walks of life. Anthropology studies the culture and practices in different societies. Such a study is also useful in understanding human behaviour.

6. Define Perception?

"Perception can be defined as a process by which individuals organise and interpret their sensory impressions in order to give meaning to their environment

- Stephen P. Robbins

7. What is figure ground?

According to this principle, the perceiver tends to focus attention on some phenomena leaving others in the background. If what is kept in the background gets focus or what is focused is kept in the background, perception changes.

8. Define Learning?

"Learning is the process of having one's behaviour modified, more or less permanently by what he does and the consequences of his action, or by what he observes"

- Munn and others.

9. What is meant by Reinforcement?

In the context of organisational behaviour, reinforcement is anything done to strengthen or support desired behaviour. This increases the frequency of desirable behaviour. For example, an employee who is very good in his work is usually given a reward, the reason being that he will excel every time

1. Positive reinforcement.
2. Negative reinforcement.

10. Define 'Attitudes'?

"Attitudes are evaluation statements either favourable or unfavourable concerning objects people or events. They reflect how one feels about something."

- Robbins

11. Define personality?

"Personality can be described as how a person affects others, how he understands and views himself and his pattern of inner and outer measurable traits."

12. Who are Introverts?

People who are 'introverts' are by nature quiet. They may be intellectuals but may interact only with a few persons who are close to them. Such people can be successful in assignments where is very little or no scope for interaction with others, eg., research activities.

13. Define a group?

According to Edgar Schein, "A group is an aggregation of people who interact with each other, are aware of one another, have a common objectives and perceive themselves to be a group."

14. What is meant by a Reference group?

A reference group is a group to which an individual or another group is compared. Sociologists call any group that individuals use as a standard for evaluating themselves and their own behaviour a reference group. The reference group consists of members who all possess similar tastes, preferences, attitudes and so on.

15. What is group cohesiveness?

Group cohesiveness refers to the extent to which the members of a group are attracted to each other and willing to remain within the group.

16. Define motivation?

Motivation is the process of attempting to influence others to do your will through the possibility of gain or reward - Edwin B. Flippo

17. Define communication?

Communication is the transfer of information from one person to another whether or not it elicits confidence but the information transferred must be understandable to the receiver - G. C. Brown.

18. What is grapevine?

There is always delay in sending and receiving forms communication. To overcome such a problem information informal communication or grapevine should be used wherever necessary to have quick access to information.

19. Define Leadership?

Leadership is the activity of influencing people to strive willingly for mutual objectives
- George R. Terry.

20. Define conflict?

"conflict is a process in which an effort is purposefully made by one person or unit to block another that results in frustrating the attainment of the other's goals or the furthering of his or her interests" - Stephen Robbins

21. Define change?

"change in any alteration occurring in the work environment that affects the ways in which the employees must act. These changes may be planned or unplanned, catastrophic or evolutionary, positive or negative, strong or weak, slow or rapid and stimulated either internally or externally."

22. Define Organisational Development?

"OD is a complex educational strategy designed to increase organisational effectiveness and cohesiveness through planned intervention by a consultant using theory and techniques of applied behavioural science."
- Dale S. Beach.

23. What is meant by Managerial Grid?

Managerial grid: A graphical plot of a leader's assessment of the importance of a task versus the importance of employees which can be used to determine leadership style.

24. what is stress?

Stress is the body's reaction to any change that requires an adjustment or response. The body reacts to these changes with physical, mental and emotional responses. Stress is a normal part of life. You can experience stress from your environment, your body and your thoughts.

25. what is a change?

Organisational change is about the process of changing an organisation's strategies, processes, procedures, technologies, and culture, as well as the effect of such changes on the organisation.