

**MOTHER TERASA COLLEGE OF ARTS & SCIENCE,
ILLUPPUR, PUDUKOTTAI-DT
PG & DEPARTMENT OF BUSINESS ADMINISTRATION**

CLASS: II-BBA

SEMESTER-IV

Sub. Code: 16CCBB7

2 Marks

Title of the Subject: Organizational Behaviour

Name of the faculty: Prof. A. Kiruthiga

Unit-I

1) . Define OB

Stephen .P. Robbins defines Organizational Behavior as a “field of study that investigates the impact that individuals, groups, and structure have on behavior within organizations for the purpose of applying such knowledge towards improving an organizations effectiveness”

2) . What are the disciplines contributing for OB?

- Ø Psychology.
- Ø Sociology.
- Ø Anthropology.
- Ø Political Science.
- Ø Economics.

3). What is organization?

Organisation is the place where managers practice the art of management. An organization is a structured social system consisting of groups and individuals working together to meet some agreed upon objectives. In other words an organization consist of people who, alone and together in work group, strive to attain common goals.

4). What is Anthropology?

Anthropology is understood as the study of man and his works. In particular anthropologists study the culture. Culture has significant influence on human behavior. It dictates what people learn and how they behave. An employee’s behavior, discretion about things good or bad, and his style of functioning are Influenced by the culture of his organization.

5). What is the importance & scope of OB?

1. Personal Selection, Placement and Promotions
2. Education, Training and Development

3. Motivation
4. Productivity study.
5. Trade Union areas
6. Employee Relation and Public Relation

UNIT II

2MARKS

1) Define personality.

A stable set of characteristics and tendencies that determine commonalities and differences in people's behavior.

2) What are the determinants of personality?

Heredity

Environment

1. Culture.
2. Family.
3. Social
4. Situational

3) What is group dynamics?

GROUP DYNAMICS are the interactions and forces among group members in social situation.

4) what is perception?

The process by which an individual gives meaning to the environment. It involves organizing and interpreting various stimuli into a psychological experience.

5) Define group.

A Group can be defined as a collection of individuals working in face-to-face relationships to share information and resources for a task to be achieved.

The main function of a group is to exchange task- related information and discuss task related issues.

UNIT III

2 MARKS

1) Define leadership

“as the ability to influence a group toward the achievement of a vision or set of goals”. Sources of this influence may be formal based on the managerial rank in an organisation. Leadership role simply because of position he/she hold in organisation

2) What are the leadership skills?

Technical, Human, Conceptual skills.

3) What is Laissez-faire?

Leader tries to escape responsibilities and avoids making decision. Preference for contingent rewards: Leaders believe that people can be motivated by recognizing their accomplishments and designing rewards appropriate for their level of efforts and performance.

4) Define power

Power- Ability to get others to do what one want them to do

A capacity that “A” has to influence the behaviour of “B” so that B acts in accordance with A’s Wishes.

5)What Is Organizational Politics

“ Organizational politics involves those activities by organizations to acquire, develop, and use power and other resources to obtain one’s preferred outcomes in a situation in which there is uncertainty or dissent about choices.”

UNIT IV

1)What is authority

Formal power a person holds because of his or her position in the organization hierarchy. The recognition of authority is necessary for organizational effectiveness and is a cost of organizational membership.

2)What is charismatic authority

The Charismatic authority is an authority based on the special personal qualities claimed by and for an individual in order to make the person attractive so that he could influence a large number of people.

3)Define Morale

Edwin B. Flipppo defines it as “a mental condition or attitude of individuals and groups, which determines their willingness to co-operate.

4) MEASUREMENT OF MORALE

- 1) Observation
- 2) Attitude Surveys
- 3) Company Records
- 4) Suggestion Box
- 5) Labour Turnover Rate
- 6) Rate Of Absenteeism

5) What are the symptoms of low morale?

- (i) High rate of absenteeism
- (ii) Lateness
- (iii) High labour turnover
- (iv) Strikes and lockoff

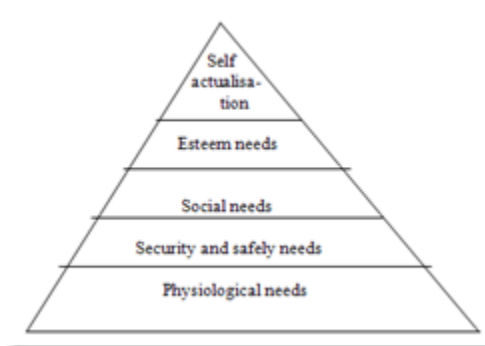
Unit V

1) Define motivation

A motivation is one's willingness to push up efforts to accomplish some specific goals.

2) Explain the Maslow theory in short?

One of the most widely mentioned theories of motivation is the hierarchy of needs theory put forth by psychologist Abraham Maslow. Maslow saw human needs in the form of a hierarchy, ascending from the lowest to the highest, and he concluded that when one set of needs is satisfied, this kind of need ceases to be a motivator.



3) Define stress

“Stress is an adaptive response, mediated by individual characteristics and/or psychological processes, that is consequence of any external action, situation, or event that places special physical and /or psychological demands upon a person

4) Define stress management

Predetermined strategy for coping with psychological or emotional turmoil.

As part of a health benefits package, a company may offer stress management therapy to improve job performance.

5) What are the ways to manage stress?

Individual Approach:

Ø Take personal responsibility for reduce stress level

Ø Strategies include Time Management,

Ø Techniques –Physical exercise, relaxation training, expands social supports and network.

Organisational Approach