

ORGANISATIONAL BEHAVIOUR

SUB CODE: 16CCBB7

II BBA

TWO MARK QUESTION AND ANSWER:

1. What do you mean by organisational behaviour?

Organisational behaviour is directly concerned with the understanding prediction and control of behaviour in organisations.

2. What do you mean by perception?

Perception can be defined as the process of perceiving, selecting organising, interpreting, checking and reacting to sensory stimuli or data.

3. Define personality?

Personality is the dynamic organisation within the individual of those psychological system that determine his unique adjustment to his environment.

4. What do you mean by motivation?

Motivation is the process of stimulating people to action to accomplish desired goals

5. What do you mean by unity of direction?

The efforts of all the members of the organisation should be directed towards common goals because it leads to unity of action.

6. Meaning of group?

A group is a aggregation of people who interact with each other are aware of one another have a common objective and perceive themselves to be a group.

7. Meaning of value?

Values focus on the judgement of what ought to be, values are yardsticks to guide and desire actions attitudes are the feeling or personal opinion about something.

8. Meaning of learning?

Learning as a relatively enduring change in behaviour brought about as a consequences of experience.

9. Meaning of power?

Employees derive much greater power collectively as a member of union than as individual in an organisation.

10. Meaning of formal group?

A group that officially deliberately and consciously created to perform certain task is known as a formal group. Such a group has a hierarchical structure.

11. What do you mean by stress management?

Individual difference account for a wide range of reaction to stress a task viewed as challenging a one person may produce high level of anxiety in another.

12. What do you mean by group dynamics?

It comprises of learning about the use and process of group dynamic discusses behavioural and attitude features of a group. It learns about formation of group their structures, processes and functioning.

13. What are the Organisational stress?

- I) Physical demand
- II) Task demand
- III) Role demand
- IV) Interpersonal demand

14. What are the theories of organisation?

- i) Classical theory
- ii) Neo-classical theory
- iii) Modern theory

15. What do you mean by structure?

The organisation structure is one which is deliberately and consciously created for sake of attaining the organisational objectives.

16. What do you mean by authority?

It is the official right of an individual it accrues to a person by virtue of his official positions.

17. What do you mean by responsibility?

Responsibility is the duty of obligation of a subordinate to whom some work has been assigned by superior to perform the task requires responsibility can be given to human beings only.

18. What do you mean by selecting a basic for departmentation?

Although the activities performed by different departments and individual are different they are inter related and inter dependent.

19 , disciplines contributing to organisational behaviour?

- I) Psychology
- II) Sociology
- III) Anthropology

20) define attitude?

Attitude is the persistent tendency to feel and behave in a favourable or unfavourable way towards some object persons or ideas.

FIVE MARK QUESTIONS AND ANSWER:

1) Explain the Maslow's hierarchy theory?

Hierarchy of needs are arranged in the form of this pyramid is ascending order.

- a) Physiological needs
- b) Security needs
- c) Social needs
- d) Self esteem needs
- e) Self actualisation needs.

2) Explain the theory of Mc. Gregor's Theory X and Theory Y

Theory X:

- i) Employees inherently dislike work and try to avoid it.
- ii) Employees should be coerced to perform under supervision.
- iii) Employees will deter from taking responsibilities'.

Theory Y:

- i) Employee consider work as natural as rest or play.
- ii) People exercises self direction and control in attaining goals.

3) Explain the Types of value?

- i) Instrumental value:
It is a single belief that a specific mode of conduct is personally and socially preferable in all situation with respect to all subjects.
- ii) Terminal value:

These refers to the belief that a particular end state of existence is worth striving prosperity freedom equality and security.

4) Explain the process of perception?

- i) Receiving
- ii) Selecting
- iii) Organising
- iv) Interpreting
- v) Checking
- vi) Reacting

5) What are the factors affecting organisational climate?

- i) Organisational structure
- ii) Individual responsibility
- iii) Support And warmth
- iv) Risk and risk taking
- v) Rewards
- vi) Conflict and tolerance

6) Explain the Theories of learning?

- i) Classical conditioning:
It states that behaviour is learned by repetitive association between a stimulus and response.
- ii) Operant conditioning:
This theory argues that the learner forms a cognitive structure is memory, preserves and organise information about the various events that occur in situation.
- iii) Cognitive learning:
It suggest that people emit response that are rewarded and will not emit response that are either rewarded .

7) What are the importance of leadership?

- 1) To have team work
- 2) To guide
- 3) To motivate
- 4) To bring about changes
- 5) To handle crisis

8) What are the determinants of personality?

- 1) Biological factors
 - i) Heredity
 - ii) Brain
 - iii) Physical appearance
- 2) Family and social factors
- 3) Cultural factors

4) Situational factors

9) Explain the types of power?

- 1) Reward power
- 2) Coercive power
- 3) Legitimate power
- 4) Represent power
- 5) Expert power

10) Explain the measurement of morale?

- 1) A company records and reports
- 2) Observation
- 3) Attitude surveys

11) What are the elements of bureaucracy?

- 1) Hierarchy
- 2) Division of labour
- 3) Rules and regulation
- 4) Departmentalisation
- 5) Narrow span of control
- 6) Records
- 7) Impersonal relationship

12) Explain the motivation of Herzberg theory?

Hygiene factors:

- 1) Company
- 2) security
- 3) salary
- 4) personal life
- 5) supervision
- 6) status

Motivational factors:

- 1) Achievement
- 2) Advancement
- 3) Growth
- 4) Recognition
- 5) Work itself
- 6) Responsibility

13) Explain the group dynamics?

- 1) Forming stage
- 2) Storming stage
- 3) Naming stage
- 4) Performing
- 5) Adjourning

14) What are the types of conflict?

A) Individual conflict:

- i) Intra individual
- ii) Inter personal conflict
- B) Group conflict:
 - i) Inter group conflict
 - ii) Intra group conflict
- C) Organisational conflict:
 - i) Intra organisational conflict
 - ii) Horizontal conflict

15) Describe the modern organisation theory?

- i) Open system view
- ii) Adaptive system
- iii) Probabilistic model
- iv) Dynamic multi variable

10 Mark Questions And Answers:

1) Write the nature of organisational behaviour?

- i) It focuses on the behaviour of individuals.
- ii) It is interdisciplinary action.
- iii) It is an applied science.
- iv) It is an art as well.
- v) It adopts a humanistic approach.
- vi) Its ultimate aim is to attain the organisational objective.

2) What are the factors influencing the selection of stimuli?

A) External factors:

- i) Nature of the stimuli
- ii) Locations
- iii) Size and shape
- iv) Intensity
- v) Novelty and familiarity
- vi) Contrast
- vii) Motion

B) Internal factors:

- i) Personality traits
- ii) Age differences
- iii) Unfulfilled needs
- iv) Special interest
- v)

3) What are the types of groups?

Groups may be classified into the following types.

- i) Formal group
- ii) Informal group
- iii) Membership group

- iv) Reference group
- v) In group
- vi) Out group
- vii) Open group
- viii) Closed group

4) What are the different kinds of leadership styles?

The following are the different kinds of leadership styles that have been identified:

- i) Autocratic
- ii) Democratic
- iii) Laissez-faire
- iv) Functional
- v) Institutional
- vi) Paternalistic

5) What are the causes of stress?

- 1) Personal factors?
 - i) Ability
 - ii) Perception
 - iii) Manner of approaching crisis
 - iv) Level of self confidence
 - v) Experience
 - vi) Desire for work
 - vii) Beliefs
- 2) Organisational factors:
 - 1) Nature of job
 - 2) Superior subordinate relationship
 - 3) Interpersonal relationship
 - 4) Target to be reached
 - 5) Physical working conditions

6) what are the effects of politics?

- 1) Making policies and procedure clear
- 2) Top management to play a greater role
- 3) top officials as role models.
- 4) warnings.
- 5) object assessment of performance.

7) explain the administrative theory?

- 1) division of labour
- 2) authority and responsibility
- 3) unity of command
- 4) equity
- 5) order
- 6) discipline

- 7) initiative
- 8) remuneration
- 9) stability of tenure
- 10) scalar chain
- 11) subordination of individual
- 12) esprit de corps
- 13) centralisation
- 14) decentralisation

8) what are the factors providing organisational politics?

- 1) career development
- 2) financial needs
- 3) desire authority
- 4) Performance
- 5) promotion and transfer
- 6) style and leadership

9) explain the theories of leadership?

- 1) trait theory
- 2) behaviour theory
- 3) situational theory

10) explain the term group cohesiveness?

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

- 1) Interaction
- 2) Threat
- 3) Conviction
- 4) Group size
- 5) Leadership
- 6) Values

11) explain the types of communication?

- a) Based on relationship
 - i) Formal
 - ii) Informal
- b) Based on the flow of direction
 - i) Upward
 - ii) Downward
 - iii) Sideward
- c) Based on method used
 - i) Oral
 - ii) Written
 - iii) Gestural

12) what are the determinants of job satisfaction?

a) personal factors:

- i) Age
- ii) sex
- iv) Education
- v) Experience
- vi) Ability
- vii) Perception

b) organisational factors:

- i) nature of work assigned
- ii) pay and other benefit
- iv) Superior
- v) Interpersonal relationship
- vi) Opportunity
