**VALLUVAR COLLEGE OF SCIENCE AND MANAGEMENT, KARUR**

**DEPARTMENT OF BUSINESS ADMINISTRATION**

**Title of the Paper: Organizational Behavior**

**CLASS: II BBA SEMESTER: IV**

**Subject Code: 16CCBB7**

1. What is OB?

Organizational behaviours are the study and application of knowledge about how people act within an organization. It is a human tool for human benefit. It applies broadly to the behaviours of people in all types of organization.

1. What do you mean by organization?

A consciously coordinated social unit composed of two or more people, which functions on a relatively continuous basis to achieve a common goal or set of goals.

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”

1. Organizational behaviour is science or art?

Organizations behaviour is both science as well as art systematic knowledge about human behaviour is a science. The application of behaviour knowledge and skills clearly learns towards being an art however organisation behaviour is not an exact science like physics or chemistry.

1. 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.

1. What is The Autocratic Model of OB?

The basis of this model is power with a managerial orientation of authority. The employees in turn are oriented towards obedience and dependence on the boss. The employee need that is met is subsistence. The performance result is minimal.

1. What are the disciplines contributing for OB?

Psychology.

Sociology.

Anthropology.

Political Science.

Economics.

1. Definition of organizational Theoris

A set of interrelated concepts, definition, preposition, that present a systematic view of behaviour of individual group, sub groups interacting in some relatively palterned sequare of authority. It the intendend of which goal directive

1. Define personality

 Personality is the sum total of ways in which a person reacts and interacts with others.Personality is defined as a relatively stable set of characteristics that influence an individual’s behaviour Personality is an automatic reflection of a person’s inherent and acquired qualities.

1. Definition of group behaviour

"Group behaviour" is two or more individuals interacting and interdependent who have come together to achieve particular objectives.

1. What is group dynamics?

Group dynamics are the interactions and forces among group members in social situation.

1. Differentiate between a work group & a Team.

Work Group: A group interacts primarily to share information and to make decision to help each group member perform within his or her area of responsibility.

Work Team: A group whose individual efforts result in performance that is greater than the sum of the individual inputs.

1. Differentiate formal & Informal groups

Formal- Hierarchical These groups are formed by the organizations to carry out specific tasks.

Informal-interest groups or cliques-horizontal, vertical or random. These are the groups formed by employees themselves.

1. What are the stages of group development?

Forming

Storming

Norming

Performing

Adjourning

1. What are the determinants of personality?

Heredity

Environment

Culture.

Family.

Social

Situational

1. Define Morale

According to BEACH, Morale is the total satisfaction a person drives from his job, his work group, his organization and his environment.

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 organization.

1. Define power

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

1. What are the different styles of leadership?

Autocratic style

Democratic style

Laissez Faire style

Bureaucratice style

1. What is autocratic leadership?

Autocratic leadership is a management style wherein one person controls all the decisions and takes very little inputs from other group members. Autocratic leaders make choices or decisions based on their own beliefs and do not involve others for their suggestion or advice.

1. What are the sources of power?

Expert and reference power are positively related to employees‟ satisfaction with supervision, their organisation commitment and their performance, where an reward and legitimate power seem to be unrelated to these outcomes.

1. What is legitimate power?

The power a person receive as a result of his/her position in the formal hierarchy of an organization.It represent the formal authority to control and use organisational resources.

1. Define Authority

The right to give orders and the power to exact obedience.It may be derived by position or by personality of the manager.

1. What are the types of Authority?

Legal Authority.

Traditional or Formal or top-down Authority.

Acceptance or Bottom-up Authority.

Charismatic Authority.

Competence or personal Authority.

1. Define motivation

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

1. What is Maslow theory?

Maslow's hierarchy of needs is a theory by Abraham Maslow, which puts forward that people are motivated by five basic categories of needs: physiological, safety, love, esteem, and self-actualization.

1. What are McGregor's Theory X and Theory Y?

The Human Side of Enterprise and they refer to two styles of management – authoritarian (Theory X) and participative (Theory Y).

1. Definition of McGregor's Theory X and Theory Y

The Theory X and Theory Y are the theories of motivation given by Douglas McGregor in 1960's. As it is assumed, the employees are not motivated, and they dislike working. This theory is based on the following assumptions: The employee is lazy and dislikes work.

1. 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.

1. What are the causes of stress?

Economic Uncertainty

Political uncertainty

Technology changes