

ORGANISATIONAL BEHAVIOUR

PART A - 2 MARK QUESTIONS

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1 What do you mean by Organisation?

An organisation represents a group of people who have come together to achieve a common purpose. An Organisation is a system made up of interdependent subsystems. The Organisation brings together and coordinates the activities of the subsystems to achieve common objectives.

Definition:

G.Dessler said “An organisation consists of people who carry out differentiated tasks which are coordinated to contribute to the organisation’s goals.

2. Define Organisational Behaviour.

Organizational **Behaviour** Definition. “Organizational **behaviour** is directly concerned with the understanding, prediction, and control of human **behaviour** in organizations.” — Fred Luthans.

Organizational **behaviour** is the study of both group and individual performance and activity within an **organization**.

3. What are elements of OB ?

People, Structure, Technology and Environment.

4. What is Perception?

Perception is the way in which a person views the world. Through perception an individual understands himself and his environment. Perception provides meaning to information gathered through the five senses of touch, smell, hearing, vision and taste.

Definition: Uday Pareek defines perception as “the process of receiving, selecting, organising, interpreting, checking and reacting to sensory stimuli of data”.

5. What is Perceptual Selectivity?

Perceptual Selectivity. **Perceptual selection** is the process by which people filter out irrelevant or less significant information so that they can deal with the most important matters. **Perceptual Selection** is determined by external factors.

6. What is Interpersonal Perception?

Interpersonal perception is an area of research in social psychology which examines the beliefs that interacting people have about each other. This area differs from social cognition and person **perception** by being **interpersonal** rather than intrapersonal, and thus requiring the interaction of at least two actual people.

7. What is Emotional Intelligence?

Emotional intelligence refers to the capability of a person to manage and control his or her emotions and possess the ability to control the emotions of others as well. In other words, they can influence the emotions of other people also.

8. What do mean by distortion in perception?

Distortion in perception results in creating communication gap. It is a serious barrier to communication and a reason for communication failure. H Joseph Reitz has rightly pointed out that “communication may fail because the communicate perceptually ready to receive certain communication actually receives different communication.

9. What do you mean by Learning?

Organizational Behaviour - Learning.

Learning can be defined as the permanent change in behaviour due to direct and indirect experience. It means change in behaviour, attitude due to education and training, practice and experience.

9. Define Values.

Important and lasting beliefs or ideals shared by the members of a culture about what is good or bad and desirable or undesirable. **Values** have major influence on a person's behaviour and attitude and serve as broad guidelines in all situations.

10. What is Behaviour?

A response of an individual or group to an action, environment, person, or stimulus or the way in which one acts or conducts oneself, especially towards others.

11. What do you mean by “Attitude”?

Attitudes are the positive or negative feelings of a person about someone or something in his environment. In the context of an organisation, attitudes are feelings of an employee about his job, superiors and fellow employees.

A predisposition or a tendency to respond positively or negatively towards a certain idea, object, person, or situation. **Attitude** influences an individual's choice of action, and responses to challenges, incentives, and rewards (together called stimuli).

12. What is Personality?

Personality is the combination of characteristics or qualities that forms a **person's** unique identity. It signifies the role which a **person** plays in public. Every individual has a unique, personal and major determinant of his behaviour that defines his/her **personality**.

13. Define Group Dynamics.

Group dynamics in organizational behaviour.

A **group** is defined as a number of individuals who come together to achieve a particular task or goal. ...**Group dynamics** are pertinent in both formal and informal **groups** of all types.

Group dynamics is a system of behaviours and psychological processes occurring within a social **group** (intra group **dynamics**), or between social **groups** (intergroup **dynamics**).

14. What are leadership styles? Name them.

Authoritarian Leadership (Autocratic)

Participative Leadership (Democratic)

Delegative Leadership (Laissez-Faire)

15. Define Motivation.

Motivation is the word derived from the word 'motive' which means needs, desires, wants or drives within the individuals. It is the process of stimulating people to actions to accomplish the goals. In the work goal context the psychological factors stimulating the people's **behaviour** can be - desire for money, Success etc.

16. What is MBO?

Management by objectives (**MBO**) is a strategic management model that aims to improve the performance of an organization by clearly defining objectives that are agreed to by both management and employees.

17. Define Organisational Development.

Organization development (OD) is the study of successful **organizational** change and performance. OD emerged from human relations studies in the 1930s, during which psychologists realized that **organizational** structures and processes influence worker behaviour and motivation.

18. Define Organisational Change.

Organizational change is about the process of **changing** an **organization's** strategies, processes, procedures, technologies, and culture, as well as the effect of such **changes** on the **organization**. There are many different theories about **organizational change**.

19. Define Organisational Culture.

Organizational **culture** is **defined** as the underlying beliefs, assumptions, values and ways of interacting that contribute to the unique social and psychological environment of an **organization**.

20. Define Organisational Climate.

Organizational climate (sometimes known as Corporate **Climate**) is a concept that has academic meaning in the fields of **Organizational** Behaviour and I/O Psychology as well as practical meaning in the business world.