

Course Name: Organisation Behaviour

Course Code: BBA-212

Programme: BBA/BCOM/BTECH

Unit-1

ORGANISATIONAL BEHAVIOUR

Organisational behavior is consists of two words organization and behavior. Organization means a group of people who is working together for achievement of organizational goal and behavior means how these people react in the organization, what they feel, how do they response etc. organization behavior is the study of human behavior how an individual behave in organization. Organization behavior is also the study of organization itself.

Organizational behavior is multidisciplinary field and it is influenced by development in various areas like sociology, psychology, economics, and engineering as well.

What is organizational behavior?

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

Organisation behaviour studies both individual performance and group performance. it also study the activity within an organization. How an individual and group behave in work environment and what is the impact of his behavior on job structure , job performance, communication, motivation etc. Individual behavior is effected by the surroundings around an individual as well as by the organization too. It is very essential to study both individual and organization simultaneously.

There are the various factor which effect the individual behavior like personality, perception, learning, attitude, family background, training, motivation, job satisfaction, performance, norms, values, ethics etc. power and politics, status, relation with juniors & seniors, conflicts and culture also effects the individual behavior.

Group behavior is also effected by the number of factors like group dynamics, communication, organizational environment, organization culture etc.

How different people react in different situation it can be understood with the help of studying individual behavior, group behavior, and organization. Due the difference in individual behaviours different leadership, motivation, styles are adopted for different persons.

Organisation behavior is also concerned with society not only with particular organisation.

Study of organization behavior helps in studying why?

- (i) person behave in particular way
- (ii) One person is more effectiveness to another
- (iii) One group is more effective to another
- (iv) Effectiveness of individual changes with the change in the organization.

Organisation are composed of different number of individual working independently or in a group or in a team. These team makes a department . all the members of a department work collectively for the achievement of organizational objective. So it is very essential for all the employees to possess a positive attitude in an organisation.

Nature of Organisational Behaviour

- 1) Goal-Oriented
- 2) Continuous Process
- 3) Required at every level
- 4) It is both science and art
- 5) Integral part of Management
- 6) Beneficial for both individual and organization

Scope of Organisational Behaviour:

It includes people, technology and structure and social system can be taken as its scope.

- 1) People are the integral part of an organization. It includes both individual and group. Groups are dynamic it may be small, large, , formal, informal, official, unofficial. It is the people who created organization, not the organization who created people. People who created it try to achieve the organizational goal. Thus organization exists to serve the people not the people serve the organization.

2) Different duties are performed by the different people in an organization. Each employee is connected with other employee and perform their assigned work. Their work defines their relationship with others. some may be marketer, accountant, sales person , clerk, hr etc. at each position they have their power and duties. Which defines the structure of an organisation?

3) Technology play a crucial role in an organization. The adaptiveness of technology is depend on the nature of an organization and influences the work or working conditions. Technology improves the effectiveness and also restricts people in some way.

4) organisation is a social system . There are various organization which are working in a society. All organization influences each other, it also influences the behaviour of the people, working conditions etc.

Importance of Organisational Behaviour

- 1) Development of skills
- 2) Understanding customer needs
- 3) Employee motivation
- 4) Effective utilisation of human resource
- 5) Improves industrial/labour relation

Individual and group behaviour

Individual behaviour is a response of an individual how he/she behave in particular situation or how an individual expresses his emotions like happiness, love, anger etc. there are the certain individual characteristics which are responsible for a person to behave in particular situation.

These characteristics can be inherited or learned. Inherited characteristics are those which a person acquires from his parents or gifted features of an individual by birth. Whereas learned characteristics are those which a person learn from the environment and from the circumstances around him

Human behaviour is directly affected by individual difference. It will have an impact on how a person perceive things (e.g.: a directive at work) and respond. As a result, individual behaviours impact effectiveness of teams

Group behaviour :

A group where two or more person interact with each other for the attainment of common objective. There are two types of group formal group and informal group. Formal group are those group which created by organization or for the organization. This includes the relation between manager and his team etc.

Whereas informal group are those group which an individual creates as per his own interest and his own choice. Groups are useful for the organization. And they form foundation , study of group behaviour is important. Group behaviour affects the productivity.

Emerging challenges in OB

- 1) *Diversity in workforce*: organization must learn to live with diverse situation. If diversity managed in proper manner it enhances creativity and innovation in organization if not managed then it leads to heightened inter personal conflict.
- 2) *Changed employee expectation*: today expectation of employee has changed earlier employees requirement was job security, attractive remuneration etc these benefits do not retain and motivate today employee.
Employees demand empowerment and expect equality of status with the management. Empowerment results in redefining jobs, both from the shop floor as well as the boardrooms. Expectations of equality breakup the traditional relationship between employer and employee-top to bottom.
- 3) *Globalization*: being flexible and pro-active management can make significant contribution in company's growth. Internationalization makes managers to increase their competencies. Globalization increases the number of managers and profession.
- 4) *Improving product quality*: in today's world there is large competition between the organization. So it is very necessary for an organization to maintain its quality and productivity. In this context TQM and Re-engineering programmes are implemented that requires employee involvement.

Reference:

Chhabra, T.N. Organisational behaviour. Sun India publication

Luthans, Fred. Organisational Behaviour. New York: McGraw Hill International