

ORGANIZATIONAL BEHAVIOUR

UNIT 1

Two mark Questions:

- 1) Define organizational behavior ?
According to fred Luthans, organizational behavior is the understanding , predicting and controlling human behavior at work.
- 2) What is nature of organizational behavior?
 - i) Fundamental part of management
 - ii) Multi disciplinary approach
 - ii) Normative science
 - iv) Science and art
- 3) Define the scope of organizational behavior?
 - i) Skill development
 - ii) Personal growth through insight into human behavior
 - iii) Improvement of organizational and individual effectiveness.
- 4) What is the need for organizational behavior?
 - i) Understanding of self and others
 - ii) Motivation of resources
 - iii) Enhancement of quality and productivity
 - iv) Effective communication.
- 5) Outline importance of OB?
 - i) Helps in understanding human behavior
 - ii) Assist in controlling and directing behavior
 - iii) Explains application of power and sanction
 - iv) Helps in understanding leadership concepts.
- 6) What is the purpose of OB?
 - i) Describe people behavior
 - ii) Understand people behavior
 - iii) Predict the employee behavior
 - iv) Control Human activity.

7) Discuss levels of organizational behavior?

Organizational behavior is the field that seeks knowledge of behavior in organization setting by systematically studying individual, group and organizational process.

- i) Individual level
- ii) Group level
- iii) Organizational level

8) What is the theoretical frame work of OB?

- i) Cognitive frame work
- ii) Behaviorist frame work
- iii) Social cognitive frame work

9) What are OB models?

- i) Autocratic model
- ii) Custodial model
- iii) Supportive model
- iv) Collegial model

10) What are the challenges and opportunities for OB?

- i) Globalisation of Business
- ii) Work force diversity
- iii) Changed employee expectations
- iv) Ethical issues at work

Long Answer Type Questions:

1. Discuss the nature of organizational behavior in detail?
2. Highlight the scope of organizational behavior in detail?
3. Explain the organizational behavior process?
4. Discuss various organizational behavior models in detail?
5. Elaborate various challenges and opportunities in the field of OB?

UNIT 2

Two mark Questions:

1) What do you mean by individual behavior?

Human beings are a combination of physiological system as well as individual behavior or human behavior is the set of actions performed by an individual.

2) Discuss briefly nature of personality?

- i) Unique
- ii) Reflects individual difference
- iii) Result of both and heredity and environment.
- iv) Learned or acquired
- v) Dynamic process

3) Define learning?

According to Martyn Sloman, Learning is the process by which a person constructs knowledge, skills and capabilities.

4) What are the principles of learning?

- i) Principle of association
- ii) Principle of readiness
- iii) Principle of effort
- iv) Principle of recency

5) Define OB modification?

It is a program where managers identify performance related employee behaviors and then implement an intervention strategy to strengthen desirable behaviors and weaken undesirable behaviors.

6) Highlight the significance of behavior modifications?

- i) It deals with observed behaviors therefore it can be put to testing
- ii) Behavior modification presents a set of tools by which people can learn new behavior and skills thereby replacing by desirable behaviors

7) Define emotions?

According to Crow and Crow, an emotion is an effective experience that accompanies generalized inner adjustment and mental and physiological stirred up states in the individual and it shows itself in his overt behavior.

8) What do you mean by understanding values?

Values are specific mode of conduct or end state of existence his personally, or socially preferable to an opposite or converse mode of conduct or end state of existence.

9) Define motivation?

Motivation refers to the way in which urges , drives , aspirations , striving or needs direct , control or explain the behavior of human beings.

10)What are the process of motivation?

- i)Motive
- ii)Behavior
- iii)Tension reduction
- iv)Goal

Long Answer Type Questions:

- 1.What do you understand by personality , discuss its types in detail?
- 2.Discuss the theories of emotional intelligence in details?
3. What are the characteristics of attitudes. Discuss the components if attitudes in detail?
- 4.Ellobrate the types of motivation in detail?
- 5.Write a detail note on inter personal perception ?

UNIT III

Two mark Questions:

1) Define Organisational Structure?

Organisation structure can be defined as the sum total of the ways in which the enterprise divides its labour into distinct tasks and achieve coordination among them.

2) What are the groups?

A group is formed when two or more people interact deliberately to reach a common consensus. Group members are mutually dependent and are sensitive to the needs of other members of the group.

3) What are the nature of the Group?

- i) Two or more Persons
- ii) Collective Identity
- iii) Interaction
- iv) Shared Goal Interest

4) What is Group Processes?

- i) Social Facilitation
- ii) Social Loafing
- iii) Communication
- iv) Decision-Making
- v) Groupthink
- vi) Group Polarization

5) What is Working Norms?

A norm is a rule of conduct that has been established by group members to maintain consistency in behaviour.

6) What do you mean by understand Group Dynamics?

The word dynamics has been originated from the Greek word 'Dynamis' which means power. Kurt Lewin promoted the term group dynamics in 1930s. Group dynamics refers to the "forces operating in groups".

7) Define Decision-Making?

"Group decision-making is defined as the process of making a choice from among two or more alternatives via the interaction of two or more people".

8) What is Team?

Team is a small group with members in regular contact. When groups do operating tasks they do as a team and try to develop a cooperative circumstance known as team work.

9) Define Team Building?

Team building is an organisational development technique used to assist work group operate more efficiently and effectively.

10) What is communication?

Communication is a process including the sharing of information and mutual understanding among persons at same or different levels.

Long Answer Type Questions:

- 1) Discuss the elements of organisational structure in detail.
- 2) What are the various stages of group development? Elucidate.
- 3) What is group decision-making? Explain the group decision-making process in detail.
- 4) What is the nature of group decision-making? Elaborate the group decision-making techniques.
- 5) Write a detailed note on 'Communication and Control in team'.

UNIT IV

Two mark Questions:

- 1) Define Leadership.
According to George R.Terry, Leadership is the activity of influencing people to strive willingly for mutual objectives.
- 2) State the concept of power.
Power is defined as the ability to get someone to do something one wants to be done or the ability to make things happen in the way he wants them to. The essence of power is control over the behaviour of others.
- 3) State the importance of organisational power.
 - i) Necessary for coordinated activities
 - ii) Basis for authority and responsibility.
- 4) Define politics.
An organisational politics is the management of influence to obtain ends not sanctioned by the organistaion or to obtain sanction ends through non-sanctioned means.
- 5) Illustrate the nature of politics
 - i) Uses some sort of power.
 - ii) Self serving.
 - iii) Outside one's job requirements.
 - iv) Influenced by behaviour of others
 - v) Irrational decisions
- 6) What is power and politics?
Power is defined as the “the ability to influence others” and corporate politics is “the carrying-out of activities not prescribed by policies for the purpose of influencing the distribution of advantages within the organisation”.
- 7) What are the sources of power?
 - i) Sources of individual power.
 - ii) Functional and divisional power.
 - iii) Structural sources of power.

- 8) What are the levels of political action?
- i) Individual level
 - ii) Coalition level
 - iii) Network level
- 9) What are the Nature of power?
- i) Reciprocal relationships.
 - ii) Power is specific.
 - iii) People differ in terms of values.
 - iv) Power losers attempt to form coalition.
- 10) Write the people's response to politics.
- i) Reduced job satisfaction.
 - ii) Increased job anxiety and stress.
 - iii) Increased turnover.
 - iv) Reduced employee performance.

Long Answer Type Questions:

- 1) Write a detailed note on the nature and importance of leadership.
- 2) Enumerate the contemporary leadership theories.
- 3) State the ways to effectively use power centres. What are the precautions used while dealing with power centres.
- 4) Elaborate Situational Leadership Theory.
- 5) What are the different levels of political action? Discuss the tactics used to gain political power.

UNIT V

Two mark Questions:

1) What is organisational culture?

It is the surroundings in which an employee and organisation connects with each other.

2) What is creating organisational culture?

- i) Establish values.
- ii) Create vision.
- iii) Initiate implementation strategies.
- iv) Reinforce culture behaviors.

3) Define organisational culture.

According to organisational researchers an organisation must have a proper organisational climate to achieve its objectives effectively and efficiently.

4) What are components of organisational climate?

- i) Member's concern.
- ii) Interpersonal relationship.
- iii) Degree of control.
- iv) Individual freedom.
- v) Type of structure.

5) What is management orientation?

The dominant style of managers and supervisors may be task-oriented or relations-oriented. If the task-orientation is predominant, the leadership style will be autocratic. The employee will have to increase their productivity or face punishment. Their morale will be low in the long-run.

6) Define job satisfaction.

According to Smith, "Job satisfaction is an employee's judgement of how well his job has satisfied his various needs".

7) What is organisational change?

Everyone likes to have order, balance, predictability, uniformity and certain equilibrium in his life, otherwise, there would be chaos and uncertainty. Same is the case with business entities or organisation.

8) What is managing change?

Change management is a structured approach to transitioning individual's teams and organizations from a current state to a desired future state.

9) What are the benefits of resistance to change?

- i) Re-Examination of change proposals.
- ii) Identification of problem areas.
- iii) Provides information.

10) Define stress.

Stress is a condition of strain on one's emotions thought processes and physical conditions.

Long Answer Type Questions:

- 1) Discuss the important characteristics of organisational culture. State the factors influencing organisational culture.
- 2) Give the significance and measurement of job satisfaction.
- 3) State the causes and consequences of stress.
- 4) Enumerate the options of work-life balance along with the guidelines for improving work-life balance.
- 5) List the indicators of organisational effectiveness. Discuss the way of achieving organisational effectiveness.