

Q1. What is Organisational Behaviour ?

[3 Marks]

Ans. Organisational Behaviour :

Organisational behaviour is the study of the human behaviour at work. In other words, organisational behaviour is the study and application of knowledge about how people as individuals and as groups behave or act in an organisation. The study of organisation behaviour is primarily concerned with psychological and behavioural changes in the organisation.

The term Organizational Behaviour is composed of two terms 'Organization' and 'Behaviour'. Organization is a consciously coordinated social unit composed of two or more persons that functions on a continuous basis to achieve some common goals. 'Behaviour' in simple words means the reaction to a stimulus.

Thus, Organizational Behaviour is concerned with the study of behaviour of people within the organizational setting. Management is interested in understanding Organizational Behaviour i.e. the behaviour of individuals and groups primarily because human behaviour influences directly the accomplishment of organisational goals. In short, OB is a field of study that investigates the impact that individuals, groups, and structure have on the behaviour within the organization, for the purpose of applying such knowledge towards improving an organization's effectiveness. It studies three determinants of behavior in organizations, individuals, groups and structure.

Q4. Explain the nature of Organisational Behaviour?

[7.5 Marks]

Ans. Nature of Organisational Behaviour :

The nature of organisational behaviour are as follows:

- 1. Behavioural Approach :** Organisational behaviour is part of general management and not the whole of it. It represents the behavioural approach to management. So organisational behaviour has assumed the status of different fields of study.
- 2. Different fields of study :** Organisational behaviour has emerged as a distinct field of study. It contains a body of research theory and application associated with a growing concern for people in the workplace. Its study helps in understanding the organisational behaviour.
- 3. Practical oriented :** Organisational behaviour understands the theories and research experiences of organisational behaviour, which also provides us education needed for creative thinking to solve human problems in organisation.
- 4. Multidisciplinary :** The discipline of organisational behaviour is heavily influenced by several behavioural sciences and social sciences. The importance among these are psychology, sociology and anthropology.
- 5. Satisfaction of individual and organisational needs :** Every employee in the organisation wants to fulfill his needs through organisational activities and the organisation's responsibility is to provide

Q1. What is Perception?

(4 Marks)

Ans. Perception :

Perception is the process by which people select, organize, interpret, retrieve, and respond to information from the world around them.

Perception is a complex psychological process of selecting, organising, and interpreting a stimuli. Stimuli are the events happening in the environment. It is an intellectual process of selecting, organising and obtaining a meaning of the data from the environment by various persons.

Through Perception, people process information inputs into responses involving feelings and action. It is a way of forming impressions about oneself, the other people and daily life experiences. It is the intellectual process by which a person acquires the information from the environment, organize it and obtains the meaning from it. It is the basic cognitive or psychological process. The quality or accuracy of a person's perception, therefore, has a major impact on his or her responses to a given situation. Perception is a basic cognitive and psychological process.

The term perception has been defined by many psychologists as :

According to **Collins P. Robbins**, "Perception is the immediate apprehension of an object or situation affecting any or all of the sense organs by way of sensation."

According to **Stephens P. Robbins**, "Perception can be defined as a process by which individuals organise and interpret their sensory impressions in order to give meaning to their environment."

According to **Fred Luthans**, "Perception is an important mediating cognitive process through which persons make interpretations of the stimulus or situation they are fixed with."

Thus the following three things are necessary for perception.

Q20. What is Job Satisfaction? [3 Marks]

Ans. Job Satisfaction :

The term 'job' commonly used in the context of human behaviour of work. **Job satisfaction** describes how content an individual is with his or her job. The happier people are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation, although it is clearly linked. Job satisfaction is a very important attribute which is frequently measured by organizations.

Definition of Job Satisfaction :

According to Feldman and Arnold, "*Job satisfaction is the amount of overall positive effect or feelings that individuals have towards their jobs.*"

Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job; an affective reaction to one's job; and an attitude towards one's job.

Weiss has argued that job satisfaction is an attitude but points out that researchers should clearly distinguish the objects of cognitive evaluation which are affect (emotion), beliefs and behaviours. This definition suggests that we form attitudes towards our jobs by taking into account our feelings, our

Following are the tabular difference among the OB models :

Criteria	Autocratic	Custodial	Supportive	Collegial
1. Basis of Model	Power	Economic resources	Leadership	Partnership
2. Managerial Orientation	Authority	Money	Support	Teamwork
3. Employee Orientation	Obedience	Security and benefits	Job performance	Responsible behaviour
4. Employee ~ Psychological Results	Dependence on Boss	Dependence on organisation	Participation	Self-discipline
5. Employee needs met	Subsistence	Security	Status and recognition	Self-actualisation
6. Performance result	Minimum	Passive cooperation	Awakened drives	Moderate enthusiasm