

CHAPTER 1

INTRODUCTION TO

ORGANISATIONAL BEHAVIOUR

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What is Organisational Behaviour (OB)?

- Organisation: A group of people working together with coordination and delegation to achieve a common goal.
- Behaviour: A person's verbal or physical response to their environment, shaped by values and beliefs.
- Organisational Behaviour: The study of how individuals, groups, and structures influence behaviour within organisations, aiming to improve performance.

Nature of OB

- Studies Individual Behaviour: Every person brings unique traits, ideas, and experiences.
- Focus on Human Impact: It analyses how employee behaviour affects workplace outcomes.
- Helps Influence People: Leaders can shape behaviour through understanding.
- Theoretical & Applied Field: OB includes theories and practical strategies for better workplace dynamics.
- Interdisciplinary: Involves Psychology, Sociology, Anthropology, Political Science, etc.
- Levels of Analysis: Looks at individual, group, and organizational behaviour.
- Action & Goal Oriented: Designed to improve both employee well-being and organizational success.
- Science & Art: Uses systematic knowledge (science) and practical skills (art).
- Dual Focus: Helps fulfil both employee needs and business objectives.

Scope of OB

OB covers three main levels:

1. Individual Behaviour- Topics: Personality, Perception, Attitudes, Learning, Motivation
2. Group Behaviour- Topics: Group Dynamics, Conflict, Communication, Leadership, Morale
3. Organisational Aspects- Topics: Organisational Culture, Change, Climate, Development, Effectiveness

Need for Organisational Behaviour

- Builds better relationships within the organisation
- Supports HR functions like training, leadership, and change management
- Promotes coordination
- Enhances organisation's reputation
- Speeds up goal achievement
- Encourages efficient resource use
- Improves employee motivation and morale
- Leads to higher efficiency and productivity
- Strengthens internal relations
- Uses a multidisciplinary approach

Objectives of OB

- Create a social system in the workplace
- Understand and boost employee motivation
- Foster enthusiasm and participation
- Develop effective leadership
- Encourage teamwork and cooperation
- Identify and resolve conflict and frustration
- Improve morale
- Maintain a positive work environment

Features of OB

- Behaviour-focused approach to managing people
- Analysis of workplace behaviour to improve results
- Benefits both the organization and the individuals
- Draws from multiple disciplines
- Aims to improve workplace atmosphere and goal achievement

Key Elements / Determinants of OB

- People: Individuals and groups influence how the organisation functions.
- Structure: Defines roles, responsibilities, and coordination.
- Technology: Affects how tasks are performed and how people interact.

Environment:

- Internal: Management, employees, teams
- External: Government, society, family, other organisations

Manager's Roles in an Organisation

- Planning: Lays out tasks and timelines.
- Organising: Ensures work follows the plan.
- Staffing: Assigns people to roles and teams.
- Directing/Leading: Guides employees and prevents conflict.
- Coordinating: Maintains unity and collaboration.
- Reporting: Tracks progress and informs higher-ups.
- Budgeting: Manages resources efficiently.
- Controlling: Maintains order and discipline.

Limitations of Organisational Behaviour

- Behavioural Bias: May lead to over-dependence, lack of discipline, or irresponsibility.
- Law of Diminishing Returns: Too much of a good factor may reduce efficiency.
- Risk of Manipulation: Knowledge of OB could be used unethically to control or exploit people.

Summary

- Organisational Behaviour is a dynamic and interdisciplinary field that helps organisations understand and manage people at work. It improves workplace functioning by focusing on human behaviour at individual, group, and systemic levels. While it has many benefits, it must be used ethically and wisely.