



SHREE H.N.SHUKLA COLLEGE OF MANAGEMENT STUDIES, RAJKOT



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RAJKOT**

STUDY MATERIAL OF MBA SEM-1

SUB: ORGANISATIONAL BEHAVIOUR (4519204)

MODULE-1



CHAP-1 FOUNDATION OF MANAGEMENT AND ORGANISATIONAL BEHAVIOUR

TOPIC-1 CONCEPT OF MANAGEMENT

Details Explanation:

INTRODUCTION

- Management is required in all kinds of organisations whether they are manufacturing computers or handlooms, trading in consumer goods or providing saloon services and even in non-business organisations.
- No matter what the organisation is or what its goals might be, they all have something in common – management and managers.
- Successful organisations achieve their goals by following a deliberate process called ‘management.’
- Management consists of a series of interrelated functions that are performed by all managers. Let’s understand the concept of management.

DEFINITION OF MANAGEMENT

Some of the common definition of management given by famous writers and thinkers are:

- According to Harold Koontz and Heinz Weihrich,
“Management is the process of designing and maintaining an environment in which individuals, working together in groups, efficiently accomplish selected aims.”
- According to Robert L. Trewelly and M. Gene Newport,
“Management is defined as the process of planning, organising, actuating and controlling an organisation’s operations in order to achieve coordination of the human and material resources essential in the effective and efficient attainment of objectives.”

One Word Question-Answer

Line No./ Sr. No.	Question	Answer
1	Where management is required?	All kinds of organisation
	What All kinds of organisation required?	Management
2	Organisations succeeds with the help of?	Management
	Management helps organisation to?	succeed
3	Management is what kind of function?	Interrelated



4	Who has given below definition? “Management is the process of designing and maintaining an environment in which individuals, working together in groups, efficiently accomplish selected aims.”	Harold Koontz and Heinz
5	Who has given below definition? “Management is defined as the process of planning, organising, actuating and controlling an organisation’s operations in order to achieve coordination of the human and material resources essential in the effective and efficient attainment of objectives.”	Robert L. Trewelly and M. Gene Newport
6	What is common in organisation?	Management & Manager

TOPIC-2 MANAGEMENT AS SCIENCE OR ART

Details Explanation:

MANAGEMENT AS SCIENCE:

- Yes, Science is a systematic body of knowledge pertaining to a specific field of study that contains general facts which explains a phenomenon.
- It establishes cause and effect relationship between two or more variables and underlines the principles governing their relationship.
- These principles are developed through scientific method of observation and verification through testing.

Science is characterized by the following main features:

1. Universally acceptance principles
2. Experimentation & Observation
3. Cause & Effect Relationship
4. Test of Validity & Predictability

MANAGEMENT IS AN ART:

- Art implies application of knowledge & skill to trying about desired results.
- An art may be defined as personalized application of general theoretical principles for achieving best possible results.



Art has the following characters:

1. **Practical Knowledge**
2. **Personal Skill**
3. **Creativity**
4. **Perfection through practice**
5. **Goal-Oriented**
6. **Work by effectively**

➤ Management is science because of several reasons like - it has universally accepted principles, it has cause and effect relationship etc, and at the same time it is art because it requires perfection through practice, practical knowledge, creativity, personal skills etc.

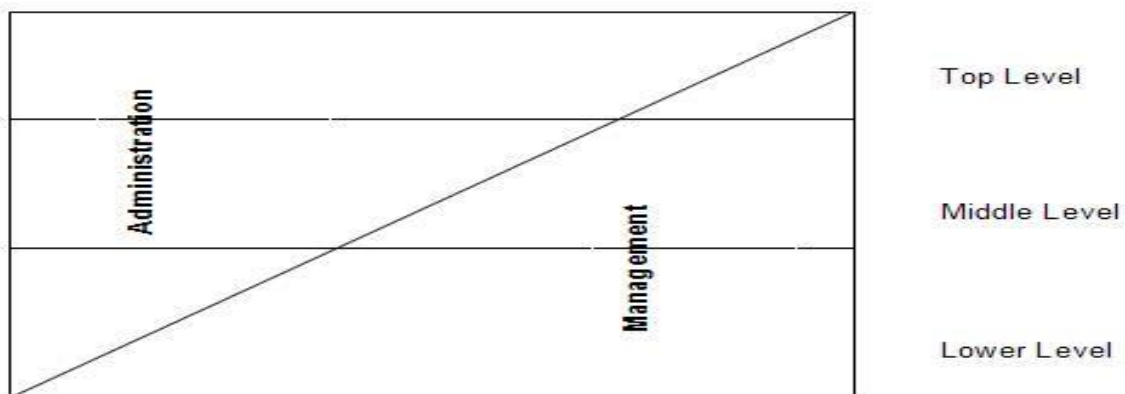
One Word Question-Answer

Line No./ Sr. No.	Question	Answer
1	Management is?	Science
	Management is?	Art
2	Management is?	Both Science and Art
	Management is science because of?	Systematic body of Knowledge
3	Systematic body of Knowledge is used by?	Management
	Management is Art because of?	Application of knowledge & skill
4	Application of knowledge & skill in to practice called?	Art
	Cause & Effect Relationship is the Feature of?	Science
5	What science has?	Universally acceptance principles
	Whose principles is Universally acceptance?	science
6	Principles of management is derived through?	scientific method
	Practical Knowledge is the Feature of?	Art
7	What art has?	creativity
	Application of scientific principles in to practice called?	Art

TOPIC-3 MANAGEMENT AND ADMINISTRATION

Details Explanation:

- Administration refers to the activities of higher level. It lays down basic principles of the enterprise.
- According to Newman, “Administration means guidance, leadership & control of the efforts of the groups towards some common goals”
- Whereas, management involves conceiving, initiating and bringing together the various elements; coordinating, actuating, integrating the diverse organizational components while sustaining the viability of the organization towards some pre-determined goals.
- In other words, it is an art of getting things done through & with the people in formally organized groups.
- Practically, there is no difference between management & administration. Every manager is concerned with both - administrative management function and operative management function as shown in the figure.
- , the managers who are higher up in the hierarchy denote more time on administrative function & the lower level denote more time on directing and controlling worker’s performance i.e. management.



- The Figure above clearly shows the degree of administration and management performed by the different levels of management.

One Word Question-Answer

Line No./ Sr. No.	Question	Answer
1	Activities of higher level Called?	Administration
	Administration is?	higher level activity
2	Who has given definition of Administration?	Newman



3	It is an art of getting things done through & with the people in formally organized groups called?	Management
4	Conceiving, Initiating and Bringing all the elements together called?	Management
5	The administration proportion is higher at?	Top Level
	What is the proportion of administration at top level?	Higher
6	Administration and Management are Equal at?	Middle Level
	At Middle Level Administration and Management are?	Equal
7	The management proportion is higher at?	Bottom Level
	What is the proportion of management at bottom level?	Higher
8	Is there any difference between administration and management practically?	No
9	The managers who are higher up in the hierarchy denote more time to?	Administration
10	The managers who are lower in the hierarchy denote more time to?	Management

TOPIC-4 MANAGEMENT THOUGHTS BY MANAGEMENT GURUJ

Details Explanation:

1. Henry Fayol (1841-1925) Long Managerial Career.

- Derived principles on the basis of his own personal experiences.
- Was the first to examine his own personal experiences and to tried derived a theory of management.
- Father of Management.
- He defined Management and laid out Principles of How to Manage.

According to Henry Fayol - Definition of Management

“To forecast and plan, to organize, to command, to coordinate and to control”

Principles laid by Henry Fayol

1. Division of Labour
2. Authority & Responsibility



3. Discipline
4. Unity of command
5. Unity of directions
6. Interest
7. Subordination of individual interest to the general interest
8. Remuneration
9. Centralization
10. Scalar chain
11. Order
12. Equity
13. Stability of tenure
14. Sprints de crops

2. Frederick Winslow Taylor (1856-1915)

- Pioneer of Scientific Management Approach.
- Worked in different capacities in steel company.
- Primary focus was need of elimination of wastages and increasing efficiency by applying scientific methods.
- Father of Scientific Management

3. Mary Parker Follett (1868-1933)

- Theories were focused on Human Relations Approach.
- Groups work more effectively when power is shared.
- Employees must be empowered to increase productivity.

Key points in Follett's theory:

- Interrelatedness- 'coactive' instead of coercive.
- Emphasis on 'power-with' rather than 'power-over' people approach.
- Leader guides and in turn guided by the group.
- Leader influences by motivating others.

4. Elton Mayo (1880-1949)

- Father of Human Relations Management.



- Contributed to Development of Management Thought by carrying out various experiments.
- The most famous of them being ‘Hawthorne Experiments’.

Hawthorne Experiments

Hawthorne was a plant of Western Electrics situated in Chicago and had 29,000 employees.

One Word Question-Answer

Line No./ Sr. No.	Question	Answer
1	Who has Long Managerial Career?	Henry Fayol
	What was the duration of contribution of Henry Fayol in the field of management?	1841-1925
2	On what basis Henry Fayol has derives the principles of management?	personal experiences
	Henry Fayol is considered as?	Father of Management
3	What Henry Fayol has Derived?	Principles of Management
	“To forecast and plan, to organize, to command, to coordinate and to control” Who has given this Definition?	Henry Fayol
4	How many principles Henry Fayol has given?	14
	What was the duration of contribution of Henry Fayol in the field of management?	1856-1915
5	Who is considered as Pioneer of Scientific Management Approach?	Frederick Winslow Taylor
	Where Frederick Winslow Taylor has worked?	steel company
6	What was the primary focus of study of Frederick Winslow Taylor?	elimination of wastages
	Frederick Winslow Taylor is known as?	Father of Scientific Management
7	What was the duration of contribution of Mary Parker Follett in the field of management?	1868-1933



	Theories of Mary Parker in with consideration of?	Human Relations Approach
8	Groups work more effectively when power is shared” Who has given this statement?	Mary Parker Follett
	Why employees must be empowered?	Increase productivity.
9	Mary Parker Follett Emphasis on ‘power-with’ rather than?	Power-over
	Whom is guided by group?	Leader
10	By which element Leader influences other?	Motivation
	What was the duration of contribution of Elton Mayo in the field of management?	1880-1949
11	Elton Mayo is known as?	Father of Human Relations Management
	Who is known as Father of Human Relations Management?	Elton Mayo
12	For which experiment he is the most famous?	Hawthorne Experiments
	Hawthorne is a plant of which city?	Chicago
13	How many employees were there in Hawthorne plant?	29,000

TOPIC-5 FUNACTIONS OF MANAGEMENT

Details Explanation:

Following are the Functions of Management

1. Planning:

- Planning function of management takes into account defining goals, establishing strategies and developing plans to coordinate activities of a business unit.
- The function incorporates decision making to define goals for future organizational performance and drafting plans of action to attain them.

2. Organizing:

- Post planning, each manager then engages himself in assigning tasks, grouping these tasks into departments and allotting resources to departments.



- These functions are grouped as organizing. He primarily puts together human, financial, physical, information and other resources needed to achieve pre-specified, well-defined objectives.

3. Staffing:

- After the organization's structural design is in place, it needs people with right skills, knowledge, and abilities to fill in that structure.
- People are an organization's most important resource, because people either create or undermine an organization's reputation for quality in both products and services.

4. Leading/ Directing:

- This management function involves the use of influence to motivate employees to achieve organizational goals.

5. Co-Ordination:

- Coordination is the process of synchronising the diverse functions of domains and securing unity of action.
- It is compared to chariot driven by multiple horses.
- The charioteer has to drive all die horses in one direction. Similar is the case of an organization.

6. Controlling:

- This function is primarily directed towards monitoring of employees' activities, ensuring the correct working of the organization and implementing corrective measures as and when needed.

One Word Question-Answer

Sr. No.	Question	Answer
1	How many functions are there of management?	Six
2	Defining goals, establishing strategies and developing plans to coordinate activities of a business unit Called?	Planning
3	The core work of planning is?	Drafting plan
	Drafting plan is the core work of?	Planning
4	The process of delegating authority and responsibility called?	Organising



5	Organising meaning implication of?	Pre-defined goals/objectives
6	Process of getting right person for the right job called?	Staffing
7	Use of influence to motivate employees to achieve organizational goals is?	Leading/ Directing
8	Process of synchronising the diverse functions of domains and securing unity of action called?	Co-Ordination
9	This function is primarily directed towards monitoring of employees' activities, ensuring the correct working of the organization and implementing corrective measures as and when needed called?	Controlling

TOPIC-6 TYPES OF BUSINESS ORGANISATION

Details Explanation:

1. Sole Proprietorship

- A Sole Proprietorship consists of one individual doing business.
- Sole Proprietorships are the most numerous form of business organization in the United States, however, they account for little in the way of aggregate business receipts.
- The most daunting disadvantage of organizing as a sole proprietorship is the aspect of unlimited liability.
- An advantage of a sole proprietorship is filing taxes as an individual rather than paying corporate tax rates.
- Some hybrid forms of business organization may be employed to take advantage of limited liability and lower tax rates for those businesses that meet the requirements.
- These include S Corporations, and Limited Liability Companies (LLC's). Where S-Corps are a Federal Entity, LLC's are regulated by the various states. LLC's give the option for profits from the business to pass through to the owner's individual income tax return.

2. Partnership

- A Partnership consists of two or more individuals in business together.



- Partnerships may be as small as mom and pop type operations, or as large as some of the big legal or accounting firms that may have dozens of partners.
- There are different types of partnerships—general partnership, limited partnership, and limited liability partnership—the basic differences stemming around the degree of personal liability and management control.
- As pointed out, unlimited liability exists for partnerships just as for sole proprietorships.
- One way to alleviate this risk is through Limited Liability Partnerships (LLP's). As with LLC's, LLP's may offer some tax advantages while providing some risk protection for owners.

3. Corporation

- Corporations are probably the dominant form of business organization in the United States.
- Although fewer in number, corporations account for the lion's share of aggregate business receipts in the U.S. economy.
- A corporation is a legal entity doing business, and is distinct from the individuals within the entity.
- Public corporations are owned by shareholders who elect a board of directors to oversee primary responsibilities.
- Along with standard, for-profit corporations, there are charitable, not-for-profit corporations.

One Word Question-Answer

Line No./ Sr. No.	Question	Answer
1	When one individual doing business is called?	Sole Proprietorship
	How many person starts Sole Proprietorship?	One
2	Sole proprietorship is one the form of organisation?	oldest
	Oldest form of organisation is?	Sole proprietorship
3	One of the feature, which is limitation of sole proprietorship?	Unlimited Liability



	Unlimited Liability is the limitation of?	Sole proprietorship
4	Filing taxes in sole proprietorship is on the basis of?	Individual
5	LLC stand for?	Limited Liability Companies
6	When two or more individuals starting business together means?	Partnership
	How many people starts the partnership Business?	2 or More
7	How many types of partnership are there?	Three
	Which is the 1st type of partnership?	general partnership
	Which is the 2nd type of partnership?	limited partnership
	Which is the 3rd type of partnership?	limited liability partnership
8	LLP stands for?	Limited Liability Partnerships
	Short form of Limited Liability Partnerships is?	LLP
9	Corporations are probably which form of business organization in the United States	dominant
10	A corporation is what type of entity?	Legal
11	Who elects Board of Directors public sector corporation?	Share holders
12	The organisation working without aim of profit is called?	Non-Profit organisations

TOPIC-7 MANAGERIAL ROLE

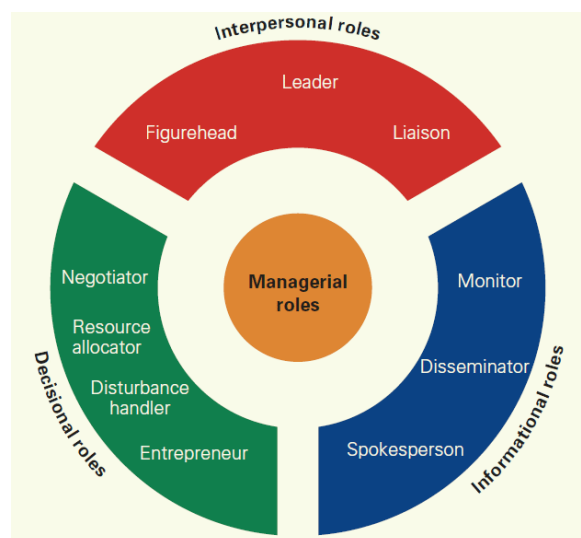
Details Explanation:

- **Managerial roles** are specific behaviours associated with the task of management. Managers adopt these roles to accomplish the basic functions of management just discussed—planning and strategizing, organizing, controlling, and leading and developing employees.

- One of the earliest and most enduring descriptions of managerial roles comes from Henry Mintzberg, who (as we have already noted) shadowed managers observing what they did during the day.
- Mintzberg developed a list of roles that he grouped into three categories: interpersonal roles, informational roles, and decisional roles.
- Mintzberg emphasized that managing is an integrated activity, so these roles are rarely distinct. Visiting clients, for instance, usually relates to two or more roles simultaneously.

1. INTERPERSONAL ROLES

- Interpersonal roles are roles that involve interacting with other people inside and outside the organization.
- Management jobs are people-intensive: Research suggests that managers spend somewhere between 66 and 80 percent of their time in the company of others. 20 Seldom do managers work alone for long periods without outside communication.
- As Linda Hill noted, managers get things done through their network of interpersonal relationships. Mintzberg identified three types of interpersonal roles: a figurehead role, a leader role, and a liaison role.



2. INFORMATIONAL ROLES

- Informational roles are concerned with collecting, processing, and disseminating information.



- Managers collect information from various sources both inside and outside the organization, process that information, and distribute it to others who need it.
- Mintzberg found that managers 40 percent of their time in these tasks. Mintzberg divided the information roles of management into three types: monitor, disseminator, and spokesperson.

3. DECISIONAL ROLES

- Management guru Peter Drucker once wrote that whatever managers do, they do through making decisions.
- The information collected through monitoring is directed toward discovering problems or opportunities, weighing options, making decisions, and ensuring that those decisions are put into action.
- Whereas interpersonal roles deal with people and informational roles deal with knowledge, decisional roles deal with action.

One Word Question-Answer

Line No. /Sr. No.	Question	Answer
1	How many managerial roles are?	Three
	The specific behaviours associated with the task of management called?	Managerial roles
2	Managerial roles are?	Behaviour associated
	Managers adopt these roles for?	Accomplish the functions of management
3	One of the earliest and most enduring descriptions of managerial roles comes from?	Henry Mintzberg
	Mintzberg developed a list of roles that he grouped into how many categories?	Three
4	Interpersonal roles, informational roles, and decisional roles is given by?	Mintzberg



	As per Mintzberg managing is what kind of activity?	Integrated activity
5	Roles that involve interacting with other people inside and outside the organization called?	Interpersonal roles
	Management jobs are?	People-intensive
6	Research suggests that managers spend somewhere how much percent of their time in the company of others?	66 and 80
	How many percentage of managers work alone for long periods without outside communication?	20%
7	Who has noted that managers get things done through their network of interpersonal relationships?	Linda Hill
	Mintzberg identified how many types of interpersonal roles?	Three
8	Which is 1st interpersonal roles given by Mintzberg?	Figurehead role
	Which is 2nd interpersonal roles given by Mintzberg?	Leader role
9	Which is 3rd interpersonal roles given by Mintzberg?	Liaison role
	Which role is concerned with collecting, processing, and disseminating information?	Informational role
10	Managers collect information from which sources?	Inside and outside
	As per Mintzberg how much percentage of managers spend their time in informational role?	40 percent
11	Mintzberg identified how many types of informational roles?	Three
	Which is 1st informational roles given by Mintzberg?	monitor
12	Which is 2nd informational roles given by Mintzberg?	Disseminator
	Which is 3rd informational roles given by Mintzberg?	Spokesperson



13	Who wrote that whatever managers do, they do through making decisions?	Peter Drucker
	The information collected through monitoring is directed toward?	Discovering problems or opportunities
14	The information collected through monitoring is directed toward?	Weighing options
	The information collected through monitoring is directed toward?	Making decisions
15	Interpersonal roles deal with?	People
	Interpersonal roles deal with?	Knowledge
16	Interpersonal roles deal with?	Action

TOPIC-8 OVERVIEW OF MANAGEMENT PROCESS

Details Explanation:

Management is a process of setting goals, planning and/or controlling the organizing and leading the execution of any type of activity,

STEPS OF PROCESS OF MANAGEMENT:

- 1. Planning:** it determines the objectives, evaluate the different alternatives and choose the best
- 2. Organizing:** define group's functions, establish relationships and defining authority and responsibility
- 3. Staffing:** recruitment or placement and selection or training takes place for the development of members in the firm
- 4. Directing:** is to give the Direction to the employees.

One Word Question-Answer

Line No. /Sr. No.	Question	Answer
1	The process of setting goals, planning and/or controlling the organizing called?	Management
	Management helps in?	Setting goals
2	Management helps in managing?	Planning and Controlling



	What Determines the objectives, evaluate the different alternatives and choose the best?	Planning
3	The group's functions, establish relationships and defining authority and responsibility	Organizing
	The recruitment or placement and selection or training takes place for the development of members in the firm called?	Staffing
4	What Gives the Direction to the employees?	Directing

CHAP-2 CONCEPT ORGANISATIONAL BEHAVIOUR

TOPIC-1 UNDERSTANDING ORGANISATIONAL BEHAVIOUR

Details Explanation:

INTRODUCTION

- Organizations need to develop their interpersonal or people skills for being effective.
- Organizational behaviour is a field of study that investigates the impact that individuals, groups, and structure have on behaviour within an organization, then applies that knowledge to make organizations work more effectively. Robbins (2003)
- 🌈 OB concentrates on how to
 - Improve productivity
 - Reduce absenteeism and turnover
 - Increase employee citizenship
 - Increase employee job satisfaction
- The field of organizational behaviour takes extracts from the behavioural science disciplines like psychology, social psychology, and cultural anthropology.
- Some basic ideas included in OB are personality theory, attitudes and values, motivation and learning, interpersonal behaviour, group dynamics, leadership and teamwork, organizational structure and design, decision- making, power, conflict and negotiation.

DEFINITION OF OB

1. According to Buchanan and Huczynski (1997)

“Organizations are defined as social arrangements, constructed by people, who can also change them.”

2. According to Barnard (1938)



“Organizations are a system of cooperative activities - and their coordination requires something intangible and personal that is largely a matter of personal relationships.”

3. According to Pugh (1971)

OB is concerned with “the study of the structure, functioning and performance of organizations, and the behaviour of groups and individuals within them”.

4. According to Fred Luthans

Organizational behaviour is defines as “The understanding, prediction and management of human behaviour in organizations.

One Word Question-Answer

Line No. /Sr no.	Question	Answer
1	What organizations needs?	Development
	Why organisation need to develop?	Interpersonal or People skills
2	Organizational behaviour is a field of study that investigates what?	Impact of behaviour
	Why the study of organisation is needed?	Work effectively
3	OB Concentrates on?	Productivity
	OB emphasises on?	Reduce absenteeism
4	OB works on?	Employee citizenship
5	OB leads to?	Job satisfaction
	The field of organizational behaviour takes extracts from?	Behavioural science
6	Psychology, social psychology, and cultural anthropology are the declines of?	OB
	What Organisational behaviour includes?	Personality theory
7	What Organisational behaviour studies about?	Attitudes and Values
	Organisational behaviour teach us?	Motivation and Learning
8	What Organisational behaviour helps to learn?	Interpersonal Behaviour
	Organisational behaviour includes?	Group Dynamics
9	Organisational behaviour studies about?	Leadership and Teamwork
	What Organisational behaviour includes?	Organizational structure and Design



10	What Organisational behaviour includes?	Decision- making
	Organisational behaviour will helps to know about?	Power
11	What Organisational behaviour will solve?	Conflict and Negotiation
	Who has given this definition? Organizations are defined as social arrangements, constructed by people, who can also change them	Buchanan and Huczynski
12	Who has given this definition? Organizations are a system of cooperative activities - and their coordination requires something intangible and personal that is largely a matter of personal relationships.	Barnard
	Who has given this definition? “the study of the structure, functioning and performance of organizations, and the behaviour of groups and individuals within them	Pugh
13	Who has given this definition? Organizational behaviour is defines as “The understanding, prediction and management of human behaviour in organizations	Fred Luthans

TOPIC-2 MODELS OF ORGANISATIONAL BEHAVIOUR

Modern Models of Organizational Behaviour

- 1. Autocratic Model**
- 2. Custodial Model**
- 3. Supportive Model**
- 4. Collegial Model**
- 5. SOBC Model**

1. Autocratic Model

Basis of Model	Power
Managerial Orientation	Authority
Employee Orientation	Obedience
Employee psychological results	Dependence on Boss



Employees needs met	Subsistence (Survival)
Performance result	Minimum

2. Custodial Model

Basis of Model	Economic Resources
Managerial Orientation	Money
Employee Orientation	Security & Benefits
Employee psychological results	Dependence on Organization
Employees needs met	Security
Performance result	Passive Cooperation

3. Supportive Model

Basis of Model	Leadership
Managerial Orientation	Support
Employee Orientation	Job Performance
Employee psychological results	Participation
Employees needs met	Status & Recognition
Performance result	Awakened Drives

4. Collegial Model

Basis of Model	Partnership
Managerial Orientation	Teamwork
Employee Orientation	Responsible Behaviour
Employee psychological results	Self-Discipline
Employees needs met	Self-actualization
Performance result	Moderate Enthusiasm

5. SOBC Model

Basis of Model	Facilitator
Managerial Orientation	Empathy
Employee Orientation	Belongingness
Employee psychological results	Ownership
Employees needs met	Higher Order Needs
Performance result	Passion and Commitment



One Word Question-Answer

Line No. /Sr. No.	Question	Answer
1	How many models of OB are?	Five
	What is the Basis of Autocratic Model?	Power
2	What is the Managerial Orientation of Autocratic Model?	Authority
	What is the Employee Orientation of Autocratic Model?	Obedience
3	What is the Employee psychological results of Autocratic Model?	Dependence on Boss
	Which Employees needs met in Autocratic Model?	Subsistence (Survival)
4	What is the Performance result of Autocratic Model?	Minimum
	What is the Basis of Custodial Model?	Economic Resources
5	What is the Managerial Orientation of Custodial Model?	Money
	What is the Employee Orientation of Custodial Model?	Security & Benefits
6	What is the Employee psychological results of Custodial Model?	Dependence on Organization
	Which Employees needs met in Custodial Model?	Security
7	What is the Performance result of Custodial Model?	Passive Cooperation
	What is the Basis of Supportive Model?	Leadership
8	What is the Managerial Orientation of Supportive Model?	Support
	What is the Employee Orientation of Supportive Model?	Job Performance
9	What is the Employee psychological results of Supportive Model?	Participation
	Which Employees needs met in Supportive Model?	Status & Recognition
10	What is the Performance result of Supportive Model?	Awakened Drives
	What is the Basis of Collegial Model?	Partnership



11	What is the Managerial Orientation of Collegial Model?	Teamwork
	What is the Employee Orientation of Collegial Model?	Responsible Behaviour
12	What is the Employee psychological results of Collegial Model?	Self-Discipline
	Which Employees needs met in Collegial Model?	Self-actualization
13	What is the Performance result of Collegial Model?	Moderate Enthusiasm
	What is the Basis of SOBC Model?	Facilitator
14	What is the Managerial Orientation of SOBC Model?	Empathy
	What is the Employee Orientation of SOBC Model?	Belongingness
15	What is the Employee psychological results of SOBC Model?	Ownership
	Which Employees needs met in SOBC Model?	Higher Order Needs
16	What is the Performance result of SOBC Model?	Passion and Commitment

TOPIC-3 DESCPLINES CONTRUBUTING TO THE FIELD OF ORGANISATIONAL BEHAVIOUR

Organizational behaviour is a behavioural science that takes contributions from various behavioural disciplines like

- 1. Psychology**
- 2. Sociology**
- 3. Social psychology**
- 4. Anthropology**
- 5. Political science**

Let's discuss each in detail

1. Psychology

- It is the science that tries to measure, explain and change the behaviour of humans and other animals.



- Early industrial or organizational psychologists were concerned with problems of tiredness, boredom and other factors that affect performance.
- But now, they are concerned with learning, perception, personality, training, leadership effectiveness, etc.

2. Sociology

- It is the study of the social system in which the individual lives.
- It studies people with respect to their colleagues.
- Sociologists make an important contribution to OB through their study of group behaviour in organizations.

3. Social Psychology

- It mixes the concepts of psychology and sociology.
- It focuses on influence of people on one another.

4. Anthropology

- It is the study of societies to learn about human beings and their activities.
- Anthropologists work on culture and environments.
- They help in understanding differences in fundamental values, attitudes and behaviour of people in different countries and different organizations.

5. Political Science

- It studies behaviour of individuals and groups within a political environment.
- It focuses on areas like conflict, intra-organizational politics and power.

One Word Question-Answer

Line No. /Sr. No.	Question	Answer
1	Organisational behaviour is?	Behavioural science
	How many Contributory disciplines are there of Organisational behaviour?	Five
2	The science that tries to measure, explain and change the behaviour of humans and other animals called?	Psychology
	Who was concerned with problem of organisational behaviour?	Industrial or psychologists
3	Tiredness, boredom and other factors are?	Problems of OB
	The study of the social system in which the individual lives called?	Sociology



4	What it studies with respect to their colleagues?	People
	Who made an important contribution to OB through their study of group behaviour in organizations?	Sociologists
5	What mixes the concepts of psychology and sociology?	Social Psychology
	Social Psychology Focuses on?	Influence of people
6	The study of societies to learn about human beings and their activities called?	Anthropology
	Who work on culture and environments?	Anthropologists
7	Anthropology help in understanding differences of?	Fundamental values, attitudes and behaviour
	The studies behaviour of individuals and groups within a political environment?	Political Science
8	Political Science focuses which area?	Conflict, intra-organizational politics and power