

MST 514– Introduction to Organisation Behaviour

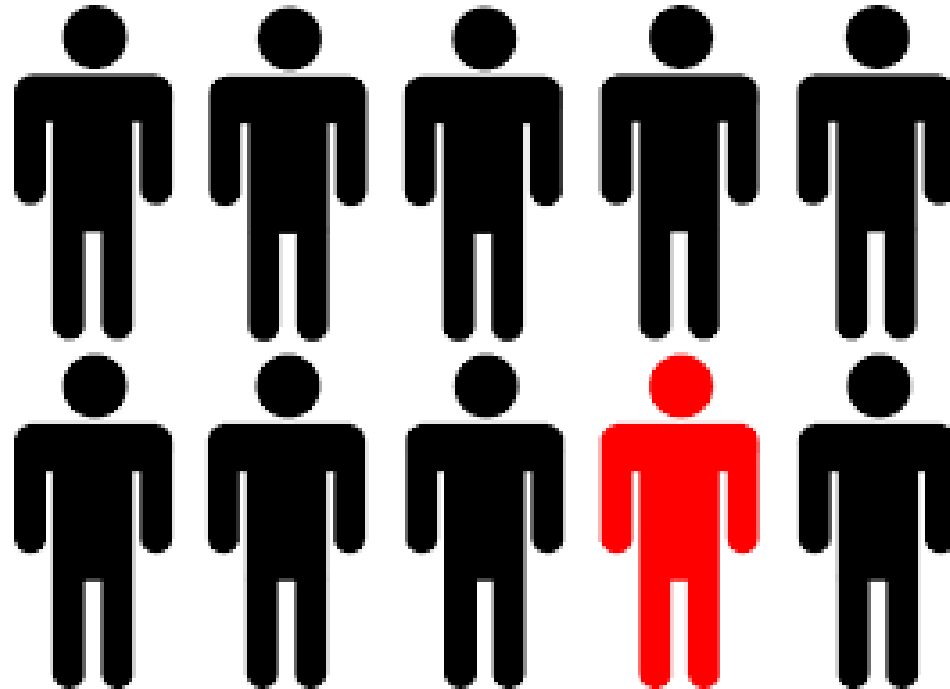
Lecture 4

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Topics to be covered today

1. Individual behaviour



Introduction

- The behaviour of each individual is influenced by several factors
- Every individuals have particulars motives, ambitions, perceptions and abilities.
- To understand the human behaviour a careful study of all the factors is necessary.



Factors affecting individual behaviour

- Personal Factors
- Environmental Factors
- Organizational Behaviour



1. Personal factors

a. Biographical characteristics

- Physical characteristics
- Age
- Gender
- Religion
- Marital status
- Experience
- Intelligence
- Ability

b. Learned characteristics

- Personality
- Perception
- Attitude
- values

a) Biographical characteristics

- Personal characteristics such as age, gender, and marital status that are objective and easily obtained from personnel records.
- Biographical characteristics are generic in nature and are inherited.

a) Biographical characteristics

a) Physical characteristics-

- These characteristics are related to height, skin, complexion, vision, shape and size.
- Whether there is a correlation between body structure or not has been scientifically proven.

b) Age-

- The relationship between age and job performance is an issue of increasing performance.
- Psychologically, young people are expected to be more energetic, innovative, adventurous, ambitious and risk taking.
- Whereas old people are supposed to be more conservative, set their own way and less adaptable.
- Though it is incorrect to generalize in all the cases.
- There is a relationship between age and absenteeism.

a) Biographical characteristics

c) Gender -

- Studies and research has proved that there are few, if any, important differences between man and woman that will affect their job performance.
- Gender has its impact on absenteeism.

d) Religion -

- Religion and religion based cultures play an important role in determining some aspects of individual behaviour.

e) Marital status -

- There are not enough studies which could draw any conclusion as to whether there is any relationship between marital status and job performance.

a) Biographical characteristics

f) Experience :-

- It is considered to be a good indicator of employee performance.
- There is a positive relationship between experience and job performance.
- There is negative relationship between seniority and absenteeism.

g) Intelligence:-

- Whether it is an inherited trait or acquired trait, intelligence affects the behaviour of the people.

h) Ability:-

- Ability is the criterion used to determine what a person can do.

Ability

Intellectual ability:- The capacity to do mental activities.

➤ **Dimensions of Intellectual Ability**

- Number aptitude
- Verbal comprehension
- Perceptual speed
- Inductive reasoning
- Deductive reasoning
- Spatial visualization
- Memory

Physical Abilities:- The capacity to do tasks demanding stamina, skill, strength, and similar characteristics.

➤ **Nine physical abilities**

- **Dynamic strength**
- **Trunk strength**
- **Static strength**
- **Explosive strength**
- **Extent flexibility**
- **Dynamic flexibility**
- **Body coordination**
- **Balance**
- **Stamina**

b) Learned characteristics

- 1.Personality:-** Personality is dynamic concept describing the growth and development of a person's whole psychological system.
- 2.Perception:-** Perception is the viewpoint of one person interprets situation.
- 3.Attitude:-** Attitude expresses an individual's positive or negative feeling about some object.
- 4.Values:-** Values carries an individual's ideas as to what is right and what is wrong.

Values are global beliefs that guide actions and judgments across a variety of situations. Values represents basic convictions that a specific mode of conduct is personally or socially preferable to an opposite mode of conduct.

2. Environmental factors

- The external environment is known to have a considerable impact on a person's behaviour. A brief description of the external factors follows:-

1. Economic factors.

- a) Employment level:-**The employment opportunities available to individuals, the wages payable to them, the general economic environment and the technological development affect the individual behaviour to a large extent, either directly or indirectly.
- b) Wage rates:-** The major considerations of every employee working in any organization is his wages. Monetary factor is the major factor affecting the job satisfaction of the worker.
- c) Technological development:-** Technological development is having the impact on the job opportunities.

2. Environmental factors

2.socio-culture factor :- the social environment of an individual includes his relationship with family members, friends, colleagues, supervisors and subordinates. The behaviour of other people not with the individual, but in general, is also a part of his social environment.

3.Political factors :- political environment of the country will affect the individual behaviour not directly, but through several other factors. Like stable political situation means better employment and high level of capital investment.

4.Legal environment:- Rules and laws are formalized and written standards of behaviour.

3. Organizational factors

- Individual behaviour is largely affected by a variety of organizational system and resources.
- 1. Physical facilities:-** the physical environment at a work place is the arrangement of people and things so that it has a positive influence on people. Some of the individual behaviour which affect the individual behaviour are noise level, heat , light, ventilation, nature of job, office furnishing, number of people.
 - 2. Organizational structure and design:-** these are concerned with the way in which different departments in the organizations are set up, what is the reporting system, how are the line of communications are set among different level of organizations.

3. Organizational factors

3. **Leadership:-** the system of leadership is established by the management to provide direction, assistance, advice and coaching to individuals.

4. **Reward system:-** the behaviour and performance of the individuals is also influenced by the reward system established by the organization to compensate their employees.

Thank you

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