

UNIT NO.5

ORGANIZATIONAL BEHAVIOUR AND HUMAN RELATIONS

ORGANIZATIONAL BEHAVIOUR

- It is essential for an organization to achieve effectiveness in its activities.
- It refers to the behaviour of individuals and groups within organizations and the interaction between its members and their external environments.

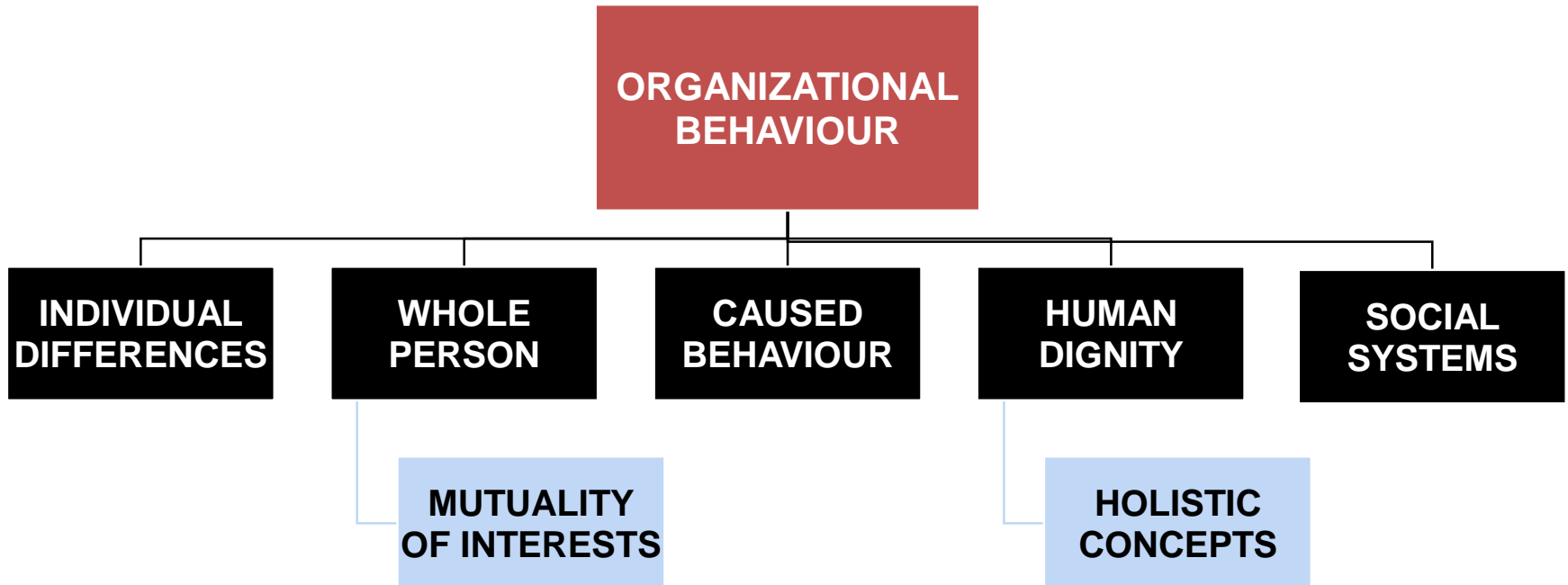
- The study of individual behaviour alone is incomplete because the actions of the employee influence and are influenced by the organization where he or she works.
- The influence of environment on the interface between individuals and organizations cannot be overlooked.

DEFINITION:

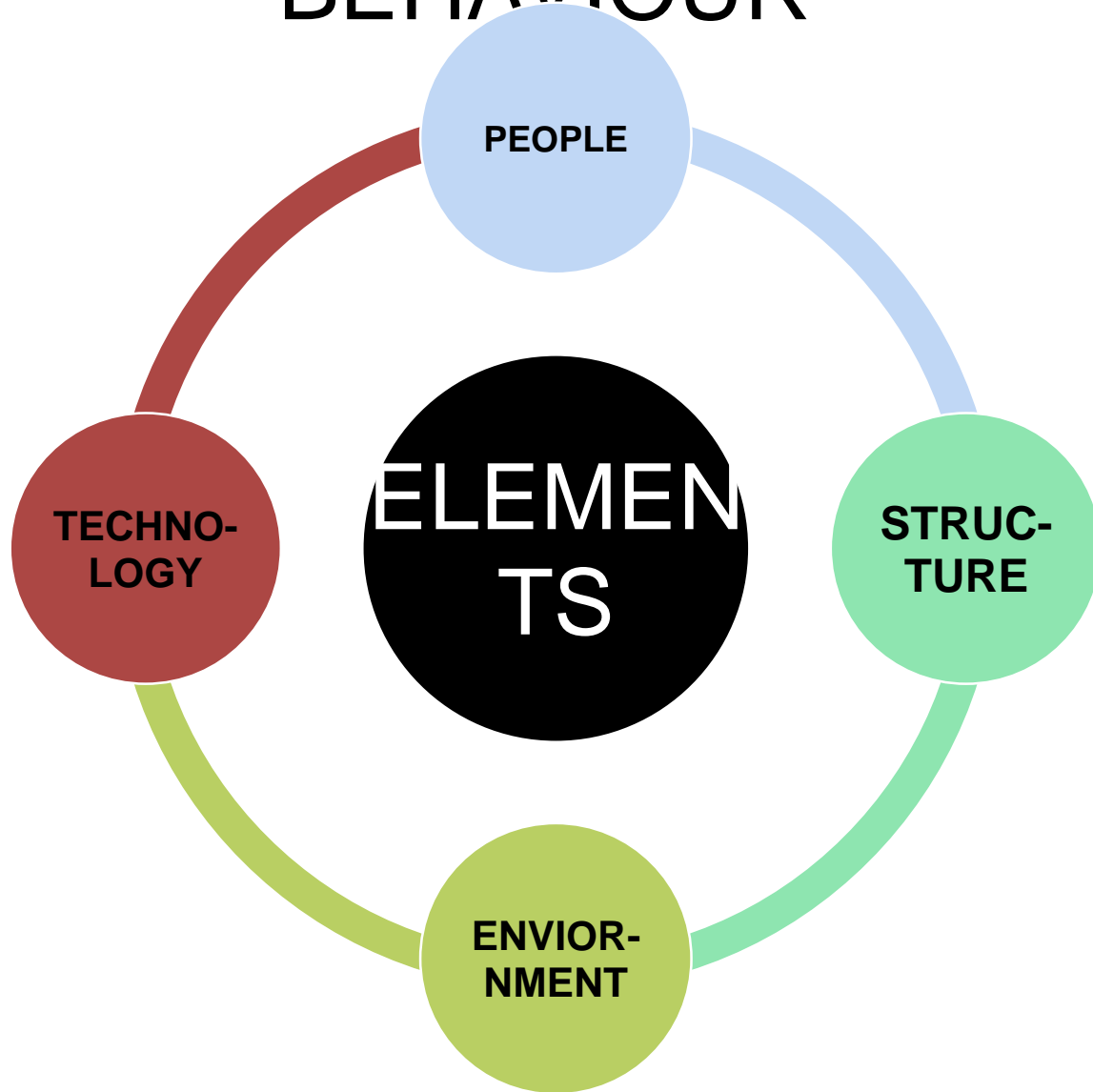
- **Stephen P. Robbins:**
- Organizational behaviour is a that individuals, groups and structure have field of study that investigates the impact on behaviour within organizations for the purpose of applying such knowledge towards improving an organization's effectiveness.

- **Keith Davis and John Newstrom:**
Organizational behaviour is the study and application of knowledge of how people act or behave within an organization.

CONCEPTS OF ORGANIZATIONAL BEHAVIOUR:



ELEMENTS OF ORGANIZATIONAL BEHAVIOUR



THEORIES OF ORGANIZATIONAL THEORY:

- To understand the organization of a health care agency (e.g. a hospital, nursing home, health care agency or public health department) or any such institution, one must be familiar with organizational theory.

Organizational theories are classified into three categories:

1. Classical doctrine
2. Humanistic school
3. Modern organization theory

1. CLASSICAL DOCTRINE

- Classical doctrine is the oldest theory in the study of organizations.
- It emphasizes rigid, centralized under the classical theory tends to treat workers in a mechanical control of workers to promote high production.
- An institution organized yet objective way. Such an institution is very efficient in accomplishing its goals.