

PREFACE



Organisations are as old as mankind. While there have been changes in the way organisation structures are designed, the contemporary organisations are becoming virtual in nature. Their huge size, complex operations and diverse workforce are making it a challenging task for managers to manage them. Human beings are an important organisational resource and it is important to study their behaviour as individuals and groups. People react differently in different situations and also in the same situation at different points of time. They also behave differently as individuals and as part of the group at the workplace. Not only on-the-job but also off-the-job factors affect their personality and behaviour at work. Behavioural scientists, therefore, make predictions to assess their behaviour and try to analyse the factors that affect human behaviour at work.

Organisational behaviour is an important area of study that investigates the impact that individuals, groups and structure have on behaviour within the organisations. It studies the behaviour of individuals and groups within organisations and the interaction between organisational members and their external environment. In doing so, the behavioural scientists draw concepts from various disciplines like psychology (study of individual human behaviour), sociology (study of group behaviour), social psychology (study of inter-personal behaviour or influence of people on one another) and anthropology (study of human beings, both as individuals and members of the group).

These disciplines help in understanding various concepts that affect human behaviour at work. These are concepts like perception, learning, motivation, leadership, decision-making, work stress, group dynamics, communication, power and politics, organisational culture, behavioural change, conflict management, organisation culture, organisational effectiveness, etc.

In the light of important role that these concepts play in understanding human behaviour at work and, therefore, organisational behaviour, this book is a modest attempt to understand the basics of these concepts, that is, how they affect human behaviour and how managers attribute them to organisational success. Simple language with real life examples have been used for students to have easy and ready understanding of the subject. Use of tables, wherever necessary, has been made to facilitate comparative understanding of the concepts.

The book has been designed strictly according to the syllabus at undergraduate level of various courses like Bachelors of Commerce (B. Com.), Computer Applications (BCA) and Business Administration (BBA). Though attempts have been made to present and structure the book in a student-friendly way, errors may have crept in. Any error in the present volume is regretted and suggestions for improvement are welcome.

DR. NEERU VASISHTH
Associate Professor
Janki Devi Memorial College,
Delhi University
E-mail : neeru_mv@yahoo.com