

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

DHRM 102: Organisational Behaviour (OB)

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- Course Outline

- 1. What is Organisational Behaviour (OB)?
- 2. Individual Differences, Personality and Learning
- 3. Values, Attitudes and Job Satisfaction
- 4. Perception and Individual Decision Making
- 5. Motivation Theories
- 6. Motivation at Work
- 7. Groups
- 8. Understanding Work Teams
- 9. Organisational Communication
- 10. Leadership
- 11. Power at the Workplace
- 12. Conflicts
- 13. Stress Management
- 14. Organisational Culture

1. WHAT IS ORGANISATIONAL BEHAVIOUR?

Introduction

- Definition
- Tools
- Historical antecedents
- Issues
- Cause-and-effect relationships
- Contributory fields

ORGANISATIONAL BEHAVIOUR

Definition

- Impact that individuals, groups, and structures have on behaviour within organisations
- Purpose of applying such knowledge toward improving an organisation's effectiveness (Robbins)
- How organisations manage their environments (George and Jones)
- **Tools** for:
 - * people to understand, analyse, and describe behaviour in organisations,
 - * managers to improve, enhance, or change work behaviours so that individuals, groups, and the whole organisation can achieve their goals.

Continuation

- **Historical antecedents:**
 - * Scientific management
 - * Hawthorne experiments
- **Issues to consider:**
 - * Determine why people react differently to the same situation
 - * Why some organisations are more successful than others
 - * What factors affect human behaviour
- Understanding **cause-and-effect relationships:**
 - * Study organisational relationships
 - * Familiar with patterns of behaviour
 - * Knowledge of theories on OB

CONTRIBUTARY FIELDS TO OB (Robbins)

- Behavioural Science – scientific study of human behaviour
 - involves Psychology, Sociology, and Anthropology
 - a necessary foundation to study Organisational Behaviour
- Psychology – science of behaviour
 - perception, learning, motivation, personality
- Sociology – science of society
 - social behaviour of individuals, groups, organisations
- Social Psychology – science of individual behaviour within a group
 - attitudes, communication, problem solving, social influences, leadership
- Anthropology – science of man
 - culture and environment, values, attitudes, cross-cultural analysis

REVIEW

- Definition
- Tools
- Historical antecedents
- Issues
- Cause-and-effect relationships
- Contributory fields