

## Organizational Behavior: The Impact of Managers abilities

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### Abstract

Organizational behavior is the study of how Individual and groups behave in an organizational setup. Organizational behavior can be used to find a path to solving many different behavioral problems. Manager are Responsible for the functioning of the organization, Managers of businesses large and small can become more effective by adopting organizational behavior tools to help deal with employee and work place conflict. Organizational behavior relies on a grouping of Psychology, Sociology and Political science to improved understand business-culture, Business leaders can use an organizational behavior approach to manage Individual, Groups and entire companies with basis organizational behavior skill, managers can develop positive work attitudes and proactive behavior in their employees. In Globalization era managers has lot of opportunities and challenges to use organizational behavior. Organizational behavior also focuses on how to improve Productivity, Reduce absenteeism, Turnover and deviant work place behavior and Job satisfaction. It is concerned with the study of what people perform in an Organization and how their behavior affects the organizations performance. This Paper perform Nature and to explain what Organizational behavior is and its Impact of Managers abilities.

**Key words:** Organizational Behavior, Job Satisfaction, Management, Globalization.

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### Introduction

Individuals who feel that they have skills, capacities and knowledge form groups to produce the goods and services. Organization is a group of people who work collected to achieve some purpose. The people working together expect each other to complete certain responsibilities in an organized way.

Organizations are an inevitable portion of human life. Organization help to growth specialization and division of labour, use large scale technology, manage the external environment, supports to economize on transaction costs and to

exert power and control. Globalization has presented many challenges and opportunities for Organizations. It is imperative that the organizations function effectively. Organizational effectiveness needs that they should provide good quality goods and services at reasonable cost. Besides, every organization must fulfil the stake of its stakeholders. The extent of satisfaction derived by stakeholders displays the effectiveness of the organization.

### **Definition of Organization Behavior:**

According to Gregory M (1994) [1] “It is a field of study that investigates the impact of an individual, a group or the structure of an organization on the behavior within the enterprise so that this knowledge can help in the improvement of organizational effectiveness.” This definition of organizational behavior has three parts. First part is that organization behavior is the systematic study of people. Second part is the affect of arrangement of organization on the human behavior. Third part is using this information in order to improve the effectiveness in the organization. All these parts are interactive in nature and helps in the achievement of the goals”

According to Stephen P Robins(2009) [2] “Organizational behaviour is the systematic study of the actions and attitudes that people exhibit within the organizations.”

According to Middleton (2002) [3] “This study is getting very important and the reason behind this is that people from different ethnic groups have to work in collaboration very efficiently. It is not only a study but application of managerial skills so that individual or group behaviour can be identified with this knowledge”

### **Manager:**

Managers in the organizations have important roles. They support in the planning, organizing, directing and controlling [4]. It is the accountability of the managers to keep the interest holders satisfied. Managers are liable for the functioning of the organization. They get the work done through people. They assign the resources, direct the activities of others, and take decisions to attain organizational goals. It is here that organizational behavior comes into performance. Organizational behavior supports the managers in achieving organizational effectiveness. It helps to harness the essential expertise, skills

and information to achieve organizational goals.

### **1. Disciplines that Contribute to the Field of Organizational Behavior**

Organizational Behavior is an applied behavioral science and involves integration of studies undertaken in behavioral disciplines such as psychology, sociology, anthropology, and political science.

**Psychology:-** It is the science of behavior and includes human as well as animal behavior. Intrapersonal parts of organizational behavior such as motivation, personality, perception attitude learning, training and development, work stress, emotions, conflict management owe their study to psychology. Several Psychological test are conducted in organizations for selection of employee, measuring personality attributes and ability.

**Sociology:-** It is the study of cluster behavior. Sociology has enhanced organizational behavior in the field of leadership, group dynamics, communications, formal and informal organization, group process and decision making.

**Anthropology:-** It is the study of human contest and its culture. Organization have their own culture. Culture Impact human behavior. An employee insight about things and his functioning is influenced by the culture of his organization.

**Political Science:-** Organization are Political entities and it is political science. This supports in understanding behavior of individual with in a political environment. Government rule and regulations play a decisive role in growth of the organization.

### **Role of Manager:**

#### **Interpersonal Roles:**

These are the title role in which managers spend lots of time with others within and outside the organization like colleagues, peers, customers etc. These contacts have the basic requirement of the understanding of the personal behavior. Managers execute different roles of Figure, Leadership and Liaison role. As in a figure role, managers essential to complete legal and social obligations. As in a leadership role, managers need to organize with their colleagues and subordinates in a unit or an organization. As in liaison

role, manager needs to keep in touch both within and external organization so as to be aware of the competitive external environment and market.

### **Informational Roles:**

Managers can also perform as the source of information in various issues in an organization. In these circumstances, manager does the monitor, disseminator and spokesperson role. As in a monitor role, managers every time keep an eye on the internal as well as external environment and keeps on reading reports and periodicals. As in an info disseminator role, managers keep on passing on the information related to the strategies and procedures. As a spokesperson, manager represents his or her sector or unit and keeps on sharing relevant information with other units.

### **Decisional Roles:**

Managers can also perform as the decision maker so as to sort out the organizational difficulties. In this capacity, manager be able to play the part of entrepreneur, conflict manager, resource allocator and demonstrative role. As an entrepreneur, managers continuously look for innovative thoughts for the improvement of their units. As a struggle handler, managers act as judge between two parties in order to solve the conflicts. As a means allocator, managers make sure that relevant resources have been allocated to projects on a priority basis. As a negotiator, manager supports in negotiating the deals in and out of organization.

### **Globalization:**

Due to globalization, Organization are no longer confined to one particular country. The manager's job is changing with the expansion of the organization across the national borders.

### **Managing work force Diversity:**

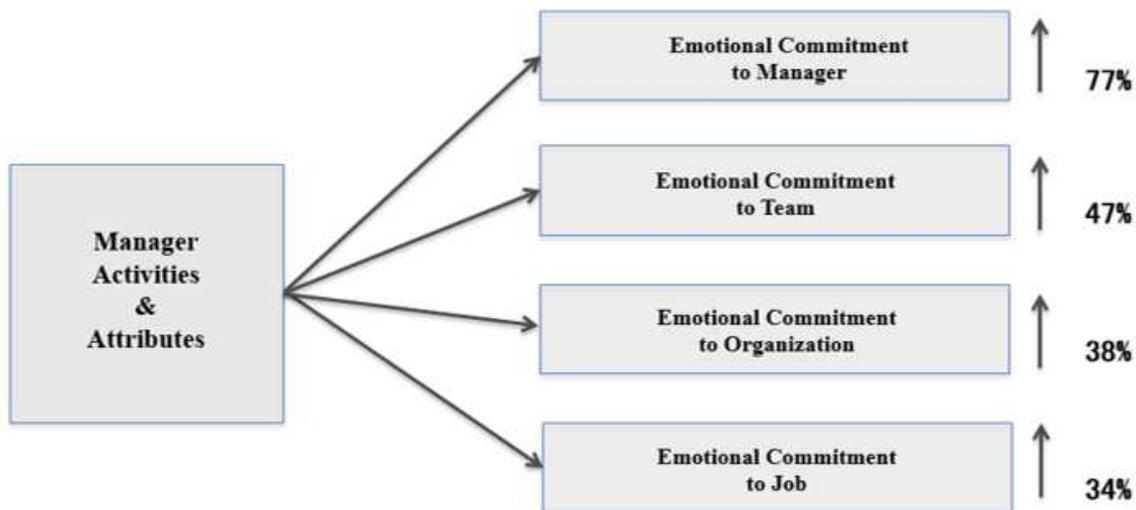
Organization are a heterogeneous mix of people in term of age,gender,race etc. Handling the work force diversity has become a global concern. Manager have to deal with individuals and groups belonging to different ethnic cultures.

### **Improving People skills:**

Manager helps in better management of business as it helps in Improving the skill of the people. It provides insight into the skill that the employee can use on the job such as designing job and creating effective teams.

### Promoting ethical behavior:

Some time the organizations are in a situation of ethical dilemma where they have to define right and wrong. Manager helps an important role by helping the management to create such a work environment which is ethically healthy and increases work productivity, Job Satisfaction and Organization



citizenship behavior.

Source- <https://blog.peoplefirstps.com/>

### Conclusion:

Manager plays an important role in the management of business. Accomplishes department objectives by handling staff, planning and evaluating department activities, maintains staff by selecting, recruiting, orienting, and training employees, ensures a safe, secure, and legal work environment. Managers develops personal growth opportunities.

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