

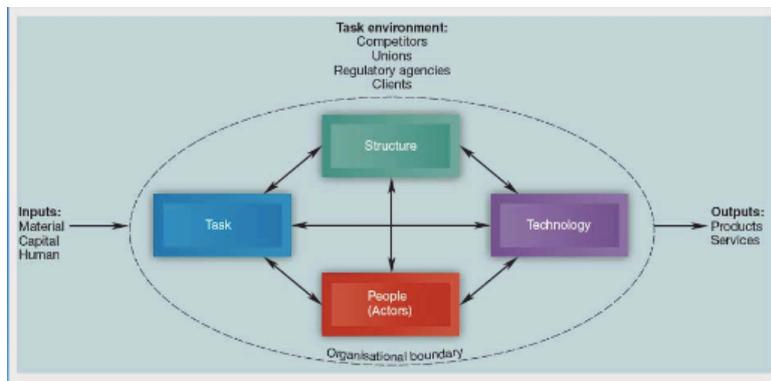
Organisational Behaviour

Define organisational behaviour and identify its special characteristics:

Organisational behaviour is the study of individuals and groups in organisations.

- Organisations are mechanisms through which many people combine their efforts and work together to accomplish more than any one person could alone.
 - o Key features include task, structure, people and technology.

Identify the important system components of an organisation:



Describe the formal and informal elements of an organisation:

<p>Formal organisation: the official, legitimate and most visible part of the system; i.e. the logical and rational view.</p>	<ul style="list-style-type: none"> - Goals and objectives - Policies and procedures - Job descriptions - Financial resources - Authority structure - Communication channels - Products and services
<p>Informal organisation: the unofficial and less visible part of the system, just as important as the formal organisation.</p>	<ul style="list-style-type: none"> - Beliefs and assumptions - Perceptions and attitudes - Values - Feelings such as fear, joy and anger - Group norms - Informal leaders

Describe factors that affect organisations competing in the global economy:

1. Globalisation: the process of becoming more international in scope, influence or application. Requires expanded management skills and competencies.
2. Changing nature of work:
 - a. What we do: technology implications, knowledge management aspects.
 - b. How we do it: outsourcing, casualization of the workforce, telecommuting, work-life balance concerns.
3. Changing nature of the workforce:
 - a. Age: loss of organisational memory and generational differences such as different values, less loyalty, greater mobility, changing technical skills.
 - b. Gender: increasing rate of participation of women in the workforce, gender-specific job stereotypes.
 - c. Culture: leadership, motivation, decision making.