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Organization Behavior

Question 1:

What happens when an employee like and dislike their job?

Answer:

Results of dissatisfied Employee on company:

- 1) If employees have the feeling that their occupations are meaningless and boring, they will have a negative attitude which will lead to a decline in productivity.
- 2) If employees are not happy with their jobs, several areas of their work are affected, and their behavior can also affect other employees
- 3) When employees are not happy with their jobs, they are much more likely to experience and report stress on the job. This is basic human nature — if a person is not doing something, he/she enjoys, chances are he/she is going to feel dissatisfied and even little things will make him/her feel stressed out and unhappy.
- 4) Low job satisfaction also creates high turnover rates with employees. Sooner or later, the employee is going to quit so that they can find a job they enjoy doing.
- 5) Low job satisfaction coupled with low employee morale equals a lack of productivity in the workplace.

Results of satisfied employee on company:

- 1) High job satisfaction may lead to improving productivity, decreased turnover, and improve attendance, reduce accidents, less job stress and less unionization.
- 2) If employees feel that their jobs are fun and interesting, they will be more willing to give extra effort to work.
- 3) When satisfaction is high, absenteeism is low and when satisfaction is low, absenteeism is high.

4) Highly satisfied employees tend to have better physical and mental health, learn the new job-related tasks easily, have less job stress and unrest. Such employees will become more co-operative such as helping co-workers, helping customers etc. Such behavior will improve unit performance and organizational effectiveness.

Conclusion:

To conclude, we can say that job satisfaction results from the employee's perception that the job content and context provide what an employee values in the work situation. Organizationally speaking high level of job satisfaction reflects a highly favorable organizational climate resulting in attracting and retaining better workers.

Question 2 (a):

What is Emotional labor and what is the impact of emotional labor on employees?

Answer:

Emotional labor is the process of managing feelings and expressions to fulfill the emotional requirements of a job. More specifically, workers are expected to regulate their emotions during interactions with customers, co-workers and superiors. This includes analysis and decision making in terms of the expression of emotion, whether felt or not, as well as its opposite: the suppression of emotions that are felt but not expressed. This is done so as to produce a certain feeling in the customer or client that will allow the company or organization to succeed.

Impact of emotional labor on employees:

Emotional labor and emotional dissonance effect how an employee perform sat work. Emotional laboring an indicator of hoe employees can handle adversity at work if they let their emotion hurt their work emotional dissonance occurs when employees are not able to control their emotions the real emotion become an obstacle to job performance manager can identify workers who are having emotional dissonance and provide an outlet anis atd trying to help them deal with personal issues this way the employees is able to perform on the job positively by solving personal issues

The performance of emotional labor appears to have diverse consequences for workers—both negative and positive. Variation in the consequences of emotional labor may be due to the different forms of emotion management involved.

Emotional labor increases perceptions of job stress, decreases satisfaction, and increases distress. Self-focused emotion management has the most pervasive and detrimental impacts. There is little evidence of interaction effects of work conditions and emotional labor.

Question 2 (B):

What is emotional intelligence and what are arguments in favor and against emotional intelligence

Answer:

Emotional intelligence is the ability to understand and manage your own emotions, and those of the people around you. People with a high degree of emotional intelligence know what they're feeling, what their emotions mean, and how these emotions can affect other people.

Arguments in Favor:

Emotional intelligence isn't a genetic trait or a natural talent. It is a skill that anyone can learn. Of course there will be some folks who are naturally better at learning this skill than others, but anyone has the potential to develop well-defined skills in this area.

When we understand our emotions and can tap into the emotions of others, then we get to feel a little bit of what others are feeling around us. This allows us to stay in better control of our own emotions, while at the same time it prevents us from causing harm to others because we'll be feeling that harm internally.

By understanding the emotions of everyone else around them, a person exercising their skills of emotional intelligence can find ways to relate to others at a core level.

People who have enhanced their emotional intelligence skills over time are less likely to engage in self-destructive behaviors. There are lower levels of smoking, binge drinking, violence against others, and illicit drug use in those with an above average emotional intelligence when compared to the general population.

Emotional decisions are a lot easier to make than logical decisions. Logic dictates that every scenario be evaluated, estimated, and anticipated. Emotional decisions happen faster because only the emotions of the situation are being examined.

Arguments Against:

Emotions are one of the core components of our being. We experience emotions in virtually every moment of every day. When those emotions are understood as a skill, then it becomes another way to manipulate someone to do what you want them to do. A high emotional intelligence might eliminate physical bullying, but if the intentions are not good, then a different type of bullying can come about: emotional bullying. What's worse is that the person being bullied will want to have it happen because it is emotionally fulfilling for them.

When someone knows how to "put their emotion on a plate," then that emotional exposure can help others relate through that contact. As those emotions are placed strategically into a presentation, speech, or other public arena, those who are hearing and feeling those expressed emotions begin to get emotional themselves.

Emotional intelligence can also be used to manipulate others for personal gain. This can be done through the creation of embarrassing situations or outright emotional lies, showing a person positive emotions while showing everyone else negative emotions. High emotional intelligence skills can definitely create a lot of good, but if the desires are self-serving, it can also create a lot of darkness.

Although everyone can develop emotional intelligence skills, this is a time investment that can be quite extensive and personal. People may not wish to look at their fears and habits or other personalized negative emotions. If one isn't willing to look inward, then there isn't a chance to adapt to emotions that are outward.

Question 3:

what is personality and which personality traits are relevant to organization behavior.

Answer:

Personality means how a person affects others and how he understands and views himself as well as the pattern of inner and outer measurable traits and the person-

Those personality traits which affect the organizational behaviour of a person are:

1. Authoritarianism:

It was developed by the psychologist Adorno to measure susceptibility to autocratic, fascistic, or anti-democratic appeals. It was later extended to human personality. Authoritarians are oriented towards conformity of rules and regulation. They prefer stable and structured work environment. They believe obedience and respect for authority and blind acceptance of authority. They are conservatives. They are concerned with toughness and power, close minded and less educated. They make good followers, work better under directive supervision and are more productive within authoritarian organizational structure.

2. Bureaucratic Personality:

It is based upon respect for organizational rules and regulations. Unlike authoritarian person, bureaucratic person's acceptance of authority is not total and blind. A bureaucratic person values subordination, conformity to rules, impersonal and formal relationships. These people are not innovative. They do not like taking risks. They are better supervisors when the type of work is routine, repetitive and procedurized.

3. Introversion and Extroversion:

These two terms are associated with the interpersonal behaviour of an individual and his sociability. Extroverts are gregarious and sociable individuals while introverts are shy, quiet and retiring. Extroverts are more suitable for positions that require considerable interaction with

others. Managerial positions are dominated by extroverts. An introvert works best alone in a quiet office without external interruption or influence.

Question 4:

what values and importance of values are.

Answer:

Values defined in Organizational Behavior as the collective conceptions of what is considered good, desirable, and proper or bad, undesirable, and improper in a culture.

According to M. Haralambos, "A value is a belief that something is good and desirable".

According to R.K. Mukherjee, "Values are socially approved desires and goals that are internalized through the process of conditioning, learning or socialization and that become subjective preferences, standards, and aspirations".

Importance of values:

- Value is the foundation for understanding the level of motivation.
- It influences our perception.
- Value helps to understand what ought to be or what ought not to be.
- It contains interpretations of right or wrong.
- These influence attitudes and behavior.
- It implies that certain behaviors or outcomes are preferred over others.
- These allow the members of an organization to interact harmoniously. These make it easier to reach goals that would be impossible to achieve individually.
- They are the guideposts of our lives, and they direct us to who we want to be.
- Values and morals can not only guide but inspire and motivate a person, give energy and a zest for living and for doing something meaningful.

Actually, values are important to the study of organizational behavior because they lay the foundation for the understanding of attitudes and motivation.

Individuals enter an organization with preconceived notions of what "ought" or what "ought not" to be. Of course, these notions are not value free.

These are part of the makeup of a person. They remind us as to what is important in our lives, such as success or family, but also, by virtue of their presence, they provide contrast to what is not important.

