

IQRA NATIONAL UNIVERSITY

Paper Organization Behavior

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Q 1: What happens when employees like their job and when they dislike their job?

When Employees like their job:

Many Employees like their job for different kind of reasons, such as daily allowance, High Monthly salary, Pension and many other incentives related their job.

New employees, managers, people with very different kinds of jobs all chose many of the same positives about their jobs.

There I am discuss about tourism Sector jobs.

The variety

They enjoyed the variety in their jobs. Every day is different. There is never a dull moment, others agreed. Tourism offers many different challenges. Most employees were grateful not to be stuck in a routine, predictable job.

Helping people

Tourism employees enjoyed the opportunity to meet people from all over the world. Many felt good when they knew they had helped or entertained this diverse group of customers.

The opportunities

Because the sector is growing, there are so many different types of jobs and opportunities in tourism. It is possible, to get experience in many different kinds of tourism. There are lots of career paths available. There are many opportunities to learn new skills.

Advancement potential

Employees were also enthusiastic about the opportunities for relatively quick advancement in tourism. If you work hard, they said, you can move up to the next level faster than you could in many other sectors.

Developing global skills

Another positive was the fact that your tourism skills are transferable all around the world. Once you have experience, employees said, you can work in many different parts of the world.

Easy to get started

Many tourism employees were grateful for the ease of getting an entry-level job in tourism: "It's not necessary to have post-secondary education, but it is desired. It is important to get tourism training and education if you want to build a career in tourism."

Training opportunities

At the same time, employees were pleased that there were many tourism training and educational programs available to expand their knowledge about the sector. Many of these can be pursued part-time while you are working.

Tips!

Many tourism employees were happy to supplement their income with tips. They enjoyed being able to influence their tip amount by providing good service.

Creativity

A great variety of tourism jobs, allow you to think on your feet and be creative.

When Employees dislike their job:

Many employees feel dissatisfied with their jobs at one point or another. Some employees leave their jobs for better opportunities, while others choose to stay and remain unhappy. Dissatisfied employees can negatively affect a company because they typically lack motivation, perform poorly and possess negative attitudes.

Q 2. (A): What is emotional labour and what is the impact of emotional labour on employees?

Emotional Labour:

Emotional labour is a form of emotional regulation wherein workers are expected to display certain emotions as part of their job, and to promote organizational goals. The intended effects of these emotional displays are on other, targeted people, who can be clients, customers, subordinates or co-workers.

Impact of emotional Labour on employees:

The performance of emotional labour appears to have diverse consequences for workers both negative and positive. Variation in the consequences of emotional labour may be due to the different forms of emotion management involved. Employees' positive emotion display negatively influences their work-life balance. Emotional dissonance negatively impacts on employee's job satisfaction. Both work-life balance and job satisfaction positively influence employee's commitment. Employees' positive emotion display negatively influences their work-life balance. Emotional dissonance negatively impacts on employee's job satisfaction. Both work-life balance and job satisfaction positively influence employee's commitment.

Q 2. (B): What is Emotional Intelligence and what are arguments in favour and against emotional Intelligence?

Emotional Intelligence:

The ability to detect and to manage emotional cues and information.

Emotional intelligence involves being sensitive to and perceptive of other people's emotions, and having the ability to intuitively facilitate improved performance based on this knowledge.

The modern workplace is characterized by open communication, teamwork, and a mutual respect among employees and their supervisors.

Arguments in Favour emotional intelligence:

There are many arguments in favour of emotional intelligence

- A. Emotional intelligence.
- B. Intelligence.
- C. Emotions.
- D. Awareness.
- E. Management.
- F. Self-awareness.
- G. Self-regulation.
- H. Motivation.
- I. Empathy.
- J. Social skills.

Arguments against emotional intelligence:

Here are many brutal truths I've discovered about emotional intelligence.

- A. There's no quick way to develop it.
- B. It's easy to regress.
- C. It's more about actions than feelings.
- D. It affects every Single Decision.

- E. It has a direct effect on your physical health.
- F. It can be used for evil.

Q.3: What is personality and which personality traits are relevant to organization behaviour?

Personality:

Personality refers to individual differences in characteristic patterns of thinking, feeling and behaving. The study of personality focuses on two broad areas: One is understanding individual differences in particular personality characteristics, such as sociability or irritability.

Traits are relevant to organization behaviour

1. Authoritarianism

This concept refers to a belief that there should be status and power differences among people in organisations

2. Bureaucratic Personality

The personality of a bureaucratic person is based upon respect for organisational rules and regulations. He is different from an authoritarian person in respect that his acceptance of authority is not total and blind. A person who is bureaucratic in nature values subordination, conformity to rules, impersonal and formal relationships. These people become better supervisors when the type of work is routine, repetitive and proceduralised because these people are not innovative, they do not like taking risks and feel more at ease in following established directions.

3. Introversion and Extroversion

These two terms are generally associated with the interpersonal behaviour of an individual and his sociability. Extroverts are gregarious and sociable individuals while introverts are shy, quiet and retiring. It has been observed that introverts and extroverts people have different career orientations and require different organisational environment to maximize performance. Extroverts are more suitable for positions that require considerable interaction with others that is why managerial positions are dominated by extroverts.

Thus, we can say that to be an extrovert is a managerial trait to be a successful manager. On the other hand, introvert people are more inclined to excel at tasks that require thought and analytical skill. An extreme introvert works best alone in a quiet office without external interruption or influence.

4. Problem Solving Style:

Individuals have their own style of solving their problems and making their decisions and this style of their affects their personality in certain ways.

- i. Sensation Feeling Style
- ii. Sensation Thinking Style
- iii. Intuition Feeling style
- iv. Intuition Thinking Style

5. Type A' and 'Type B' Personality

People who are impatient, aggressive and highly competitive are termed as 'Type A' personality. But those who are easy going, laid back and non-competitive are termed as 'Type

B' personality. Type 'A' people tend to be very productive as they work very hard. Their negative side is that they are very impatient, good team players, more irritable and have poor judgment. Type 'B' people do better on complex tasks involving judgment and accuracy rather than speed and hard work.

Despite Type 'A's hard work, the Type 'B' people are the ones who appear to make it to the top. Great sales persons are usually Type A's while senior executives are generally Type B's. The reason is that promotions in corporate and professional organisations usually go to those "who are wise rather than to those who are merely hasty, to those who are tactful, rather than to those who are hostile and to those who are creative rather than to those who are merely agile in competitive stride."

6. Achievement Orientation

Achievement orientation or a high need to achieve is a personality trait which varies among different types of people and can be used to predict certain behaviour. The people with very high achievement orientation strive to do things in a better way. They want to feel that their success or failure is due to their own actions. These people do not like to perform easy tasks where there is no challenge or tasks with very high amount of risk as the failure rate is more.

7. Locus of Control

Locus of control refers to an individual's belief that events are either within one's control (Internal Locus of Control) or are determined by forces beyond one's control. Some people believe that they are the masters of their own fate. Other people see themselves as pawns of fate, believing that whatever happens to them in their lives is due to their luck or fate. The first type is labelled as internals and the latter has been called externals.

A person's perception of the source of his or her fate is termed locus of control.

8. Self Esteem

"Self Esteem refers to the feeling of like or dislike for oneself." "Self Esteem is the degree of respect a person has for himself." This trait varies from person to person as people differ in the degree to which they like or dislike each other. The research on self-esteem offers some interesting insights into organisation behaviour.

9. Self-Monitoring

"Self-monitoring is a personality trait that measures an individual's ability to adjust his or her behaviour to external situational factors". Self-monitoring is a personality trait which has recently received attention. The research on self-monitoring is in infancy, so predictions must be guarded.

10. Risk Taking

The propensity of people to assume risks or avoid risks varies from person to person depending upon the willingness of the people to take chances. This human trait will affect the decision making capability of a manager. This individual personality trait will determine how long will it take a person to take a decision or how much information will be needed before he takes a decision.

Q4: What are values and what is the importance of values?

Values:

Values is a judgmental element of what is right, good, or desirable. Values also defined in organisational behaviour as the collective conception of what is considered good, desirable, proper or bad, undesirable. Values are a foundation for understanding attitudes and motivation. Values influence perception, attitudes and behaviours. Values influence what people think about what ought and what ought not to be.

Importance of Values:

The importance of value is:

1. Values are guides for our behaviour.
2. It is significant to our life and the society in general.
3. It gives direction to our lives. Its value is clear and consistent.
4. Values tell us the importance of people. What things are desirable and satisfying.
5. Values are principle by which individuals are guided on their proper behaviour in a society.
6. Values have something to do with the total formation of a person.
7. Values mean whatever is actually prized, esteemed, desired, approved, or enjoyed by anyone at a time.
8. Values allow the members of an organization to interact harmoniously. Values affect their formation and development as individuals, and make it easier to reach goals that would be impossible to achieve individually.
9. Values is being itself or the richness of being in as much as it has power to attract the cognitive and appetitive potentials of men.
10. Values refer to the major priorities that one chooses to act on.
11. Values are seen as growing from a person's experience.

It is, therefore, expected that different experience would give rise to different values.