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Lecture N 01 – Introduction to Organizational Behavior

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Q1: What is an organization?

- **Organization:**

An organization is a group of people (resources) working together in a structured way to achieve common goals.

- **System:**

A system is a set of interrelated parts that work together in a coordinated way to achieve common goals.

→ An organization itself can be seen as a **system**, where departments, people, and resources interact to produce results.

Q2: What is management (organization as a process)?

- **Management (or Organizing as a process):**

Management is the process of planning, organizing, leading, and controlling resources to reach objectives efficiently and effectively.

Q3: What is behavior?

Behavior:

- Behavior is the way an individual acts or responds in a given situation.
- Behavior is the set of actions, reactions, or responses of an individual in a given situation.
- It is influenced by both internal factors (personality, values, motives) and external factors (environment, culture, circumstances).

Q4: What is organizational behavior (OB)?

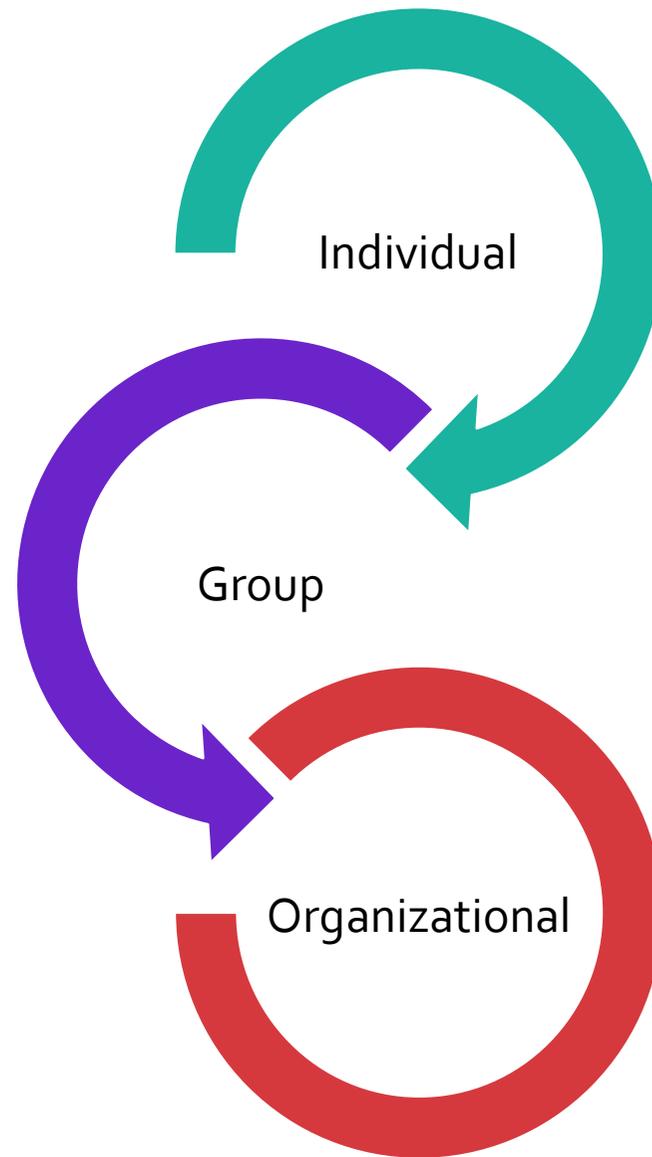
Organizational Behavior:

- Organizational Behavior is the study of how people behave at work—individually, in groups, and within the organization as a whole.

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Organizational behavior is the study of how individuals and groups act within organizations.

- It seeks to understand, interpret, predict, and manage behavior in order to improve organizational performance and employee well-being.

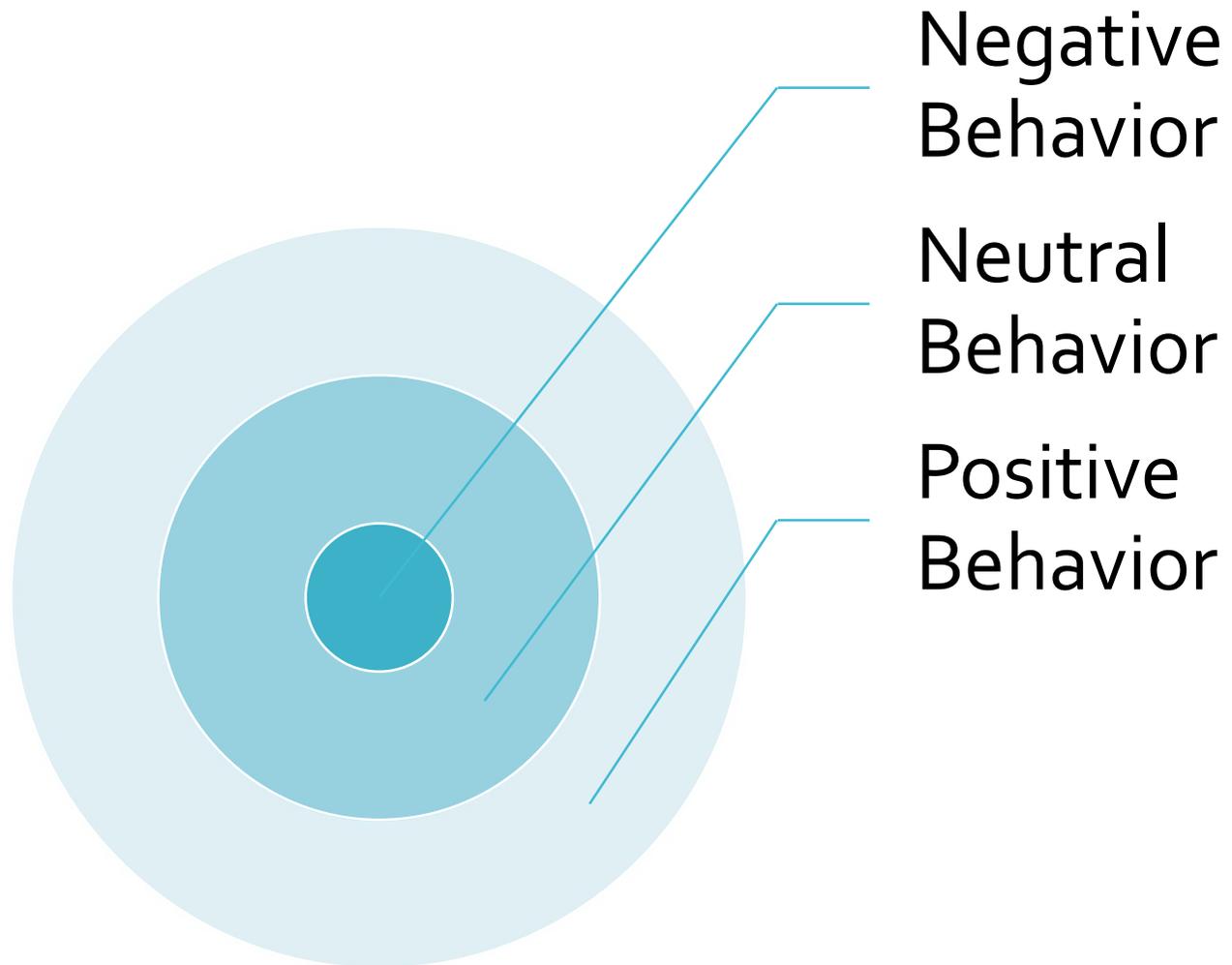
Q5: What are the levels of analysis in organizational behavior?



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- Individual Level: Focuses on personality, attitudes, values, motivation, and learning.
- Group Level: Examines teamwork, communication, leadership, conflict, and group dynamics.
- Organizational Level: Studies structure, culture, and overall systems that influence behavior.

Q6: What are the types of organizational behavior?



Organizations aim to increase positive behavior, reduce negative behavior, and manage balanced (or neutral) behavior so that it can shift toward supporting organizational goals.

Q6: What are the types of organizational behavior?

- • Positive Behavior: Supports organizational goals and enhances performance (e.g., cooperation, innovation).
- • Negative Behavior: Conflicts with organizational goals and reduces performance (e.g., absenteeism, resistance).
- • Neutral Behavior: Neither strongly positive nor negative, but can shift depending on circumstances.

Q7: Why is it important to study organizational behavior?

- • Studying Organizational Behavior (OB) is important because it helps us understand how people think, feel, and act within organizations. This knowledge is essential for improving both individual and organizational performance.
- To improve employee performance and satisfaction.
- • To create effective teams and reduce conflict.
- • To enhance leadership and communication.
- • To build a positive organizational culture.
- • To achieve efficiency and long-term success.

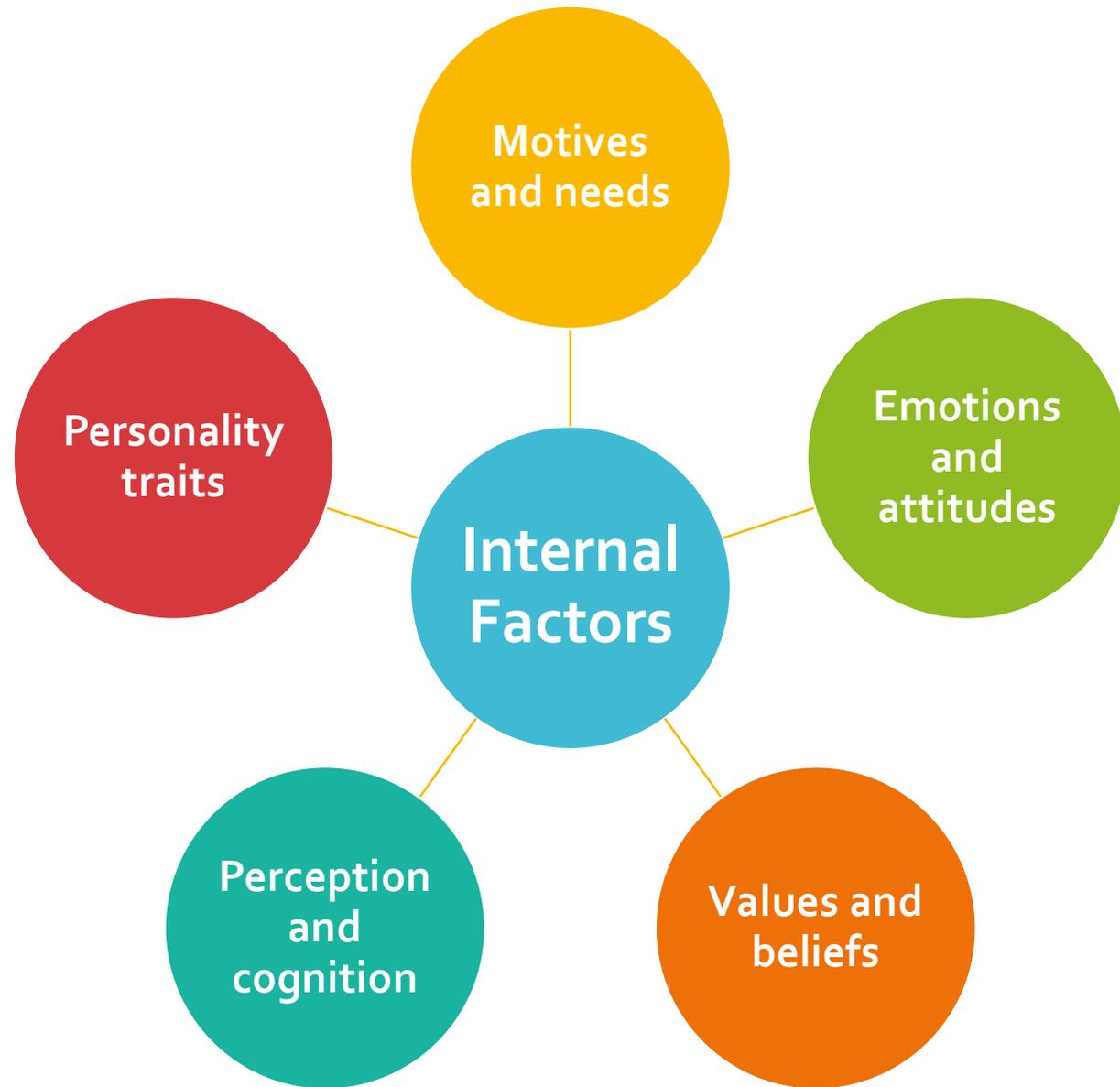
what influences human behavior?

Human behavior is influenced by a wide range of **internal** and **external** factors that interact continuously to shape how individuals think, feel, and act in different situations.

Internal Factors (Personal or Psychological): These are forces that come from within the individual, reflecting their unique psychological makeup. They include:

- **Personality traits:** Stable patterns such as openness, conscientiousness, or introversion that affect how people respond to situations.
- **Motives and needs:** Inner drives like the need for achievement, belonging, or power that push individuals toward specific goals.
- **Emotions and attitudes:** Feelings and predispositions that color one's perception and reactions (e.g., optimism vs. anxiety).
- **Values and beliefs:** Deeply held convictions about what is right, important, or desirable that guide decision-making and behavior.
- **Perception and cognition:** The way individuals interpret information and make sense of their environment.

Internal Factors (Personal or Psychological):



what influences human behavior?

External Factors (Environmental or Social): These are influences that originate outside the individual and come from the surrounding environment or social context. They include:

- **Family and upbringing:** Early childhood experiences, parenting style, and home environment strongly shape behavioral patterns.
- **Culture and society:** Shared norms, traditions, and expectations define acceptable behavior and influence attitudes.
- **Education and socialization:** Learning from schools, peers, and institutions builds habits, skills, and ways of thinking.
- **Work environment and leadership:** Organizational culture, management style, and workplace relationships affect motivation and performance.
- **Situational pressures:** Temporary conditions such as stress, time constraints, or group influence can alter how individuals behave even against their usual patterns.

External Factors (Environmental or Social):



Characteristics of Human Behavior

Human behavior is characterized by the following:

- It has **causes**.
- It has a **goal**.
- It is driven by **motives**.
- It takes different **forms**.
- It is **flexible**.
- It is a **continuous process**.
- It is **difficult to predict** with absolute certainty.

summary

human behavior is the result of a continuous interaction between what lies inside the person (**internal forces**) and what happens around them (**external influences**). Understanding this interaction helps explain why people behave differently in similar situations