

# Preface

This book has been written primarily for the business management students, who need basic knowledge about the fundamentals of human behaviour at the work place. The book presents the concepts of organisational behaviour under a wide array of topics in a student-oriented and easy-to-understand manner, thus providing an excellent foundation in the subject.

To make the learning easier, the text is presented in a simple language, and the concepts are presented in logical and easy-to-grasp, student-friendly manner. Each chapter begins with the learning objectives and discusses the topic(s) after introducing the subject with the views of the research theorists at the background. A summary at the end of each chapter helps students to recapitulate the learning. Review questions, key terms and group/individual assignments further aid in testing the learning and application of various concepts.

This book has been divided into six sections based upon the traditional division of behavioural studies:

Section I includes four chapters dealing with the nature and the scope of Organisational Behaviour (OB) and its importance with the backdrop of the evolution of OB and Management Thought. The contemporary challenges and opportunities in this field are explored along with the perspective of what managers do in organisations.

Section II includes eight chapters and they focus on basic individual processes in organisations. These are individual behaviour, learning and intelligence, perception and attribution, personality, attitudes and value, motivation, and work stress.

Section III comprises of seven chapters and deals with interpersonal processes including group behaviour, team working, communication, leadership, power and politics, conflict management, negotiation, and decision making and problem solving.

The system related aspects of OB are covered in Section IV, which includes organisational structure and design, organisational culture, and organisational change and development.

The three chapters in Section V are on human resource management (HRM), international OB, and positive individual and organisational behaviour.

No book on Organisational Behaviour or Management is complete without the cases. In this book, cases as real life illustrations of the application of the concepts have been discussed in Section VI.

It is my endeavour that this book brings about a contemporary approach to understanding and managing people in organisations. I trust it will be useful for the students in management and other disciplines as an introductory textbook.

SHUCHI SHARMA  
shuchi@sify.com