Victoria university of Bangladesh
Final Assessment
Summer Semester
2023

Name : MD Sujan ali

ID : 1119460091

Program : BBA

Batch : 46th

COURSE CODE : MGT 216

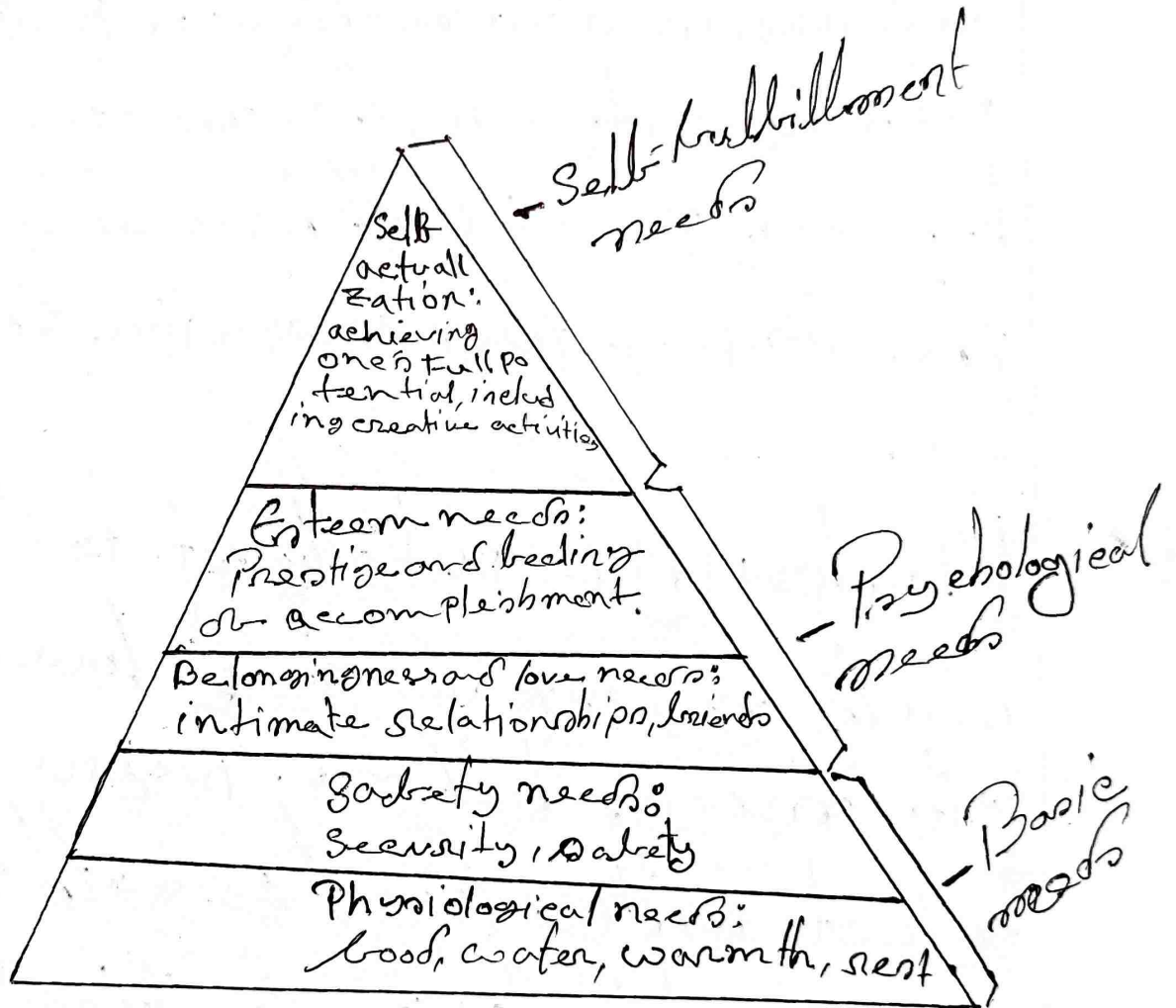**COURSE TITLE :** Organizational Behavior

Submitted to : TANIYA NASHIN

Course title: organizational Behavior
Course code: MGT - 216

<u>Ans: the to Q·N° ①</u>

① Maslow's Hierarchy of needs with a
Proper diagram :

Self-fulfillment
needs

Self
actuall
zation:
achieving
one's full po
tential, includ
ing creative activities

Esteem needs:
Prestige and feeling
of accomplishment.

Belongingness and love needs:
intimate relationships, friends

Safety needs:
Security, safety

Physiological needs:
food, water, warmth, rest

Psychological
needs

Basic
needs

<u>Deficiency needs vs growth needs</u>

This five stage model can be divided
deficiency needs and growth needs.
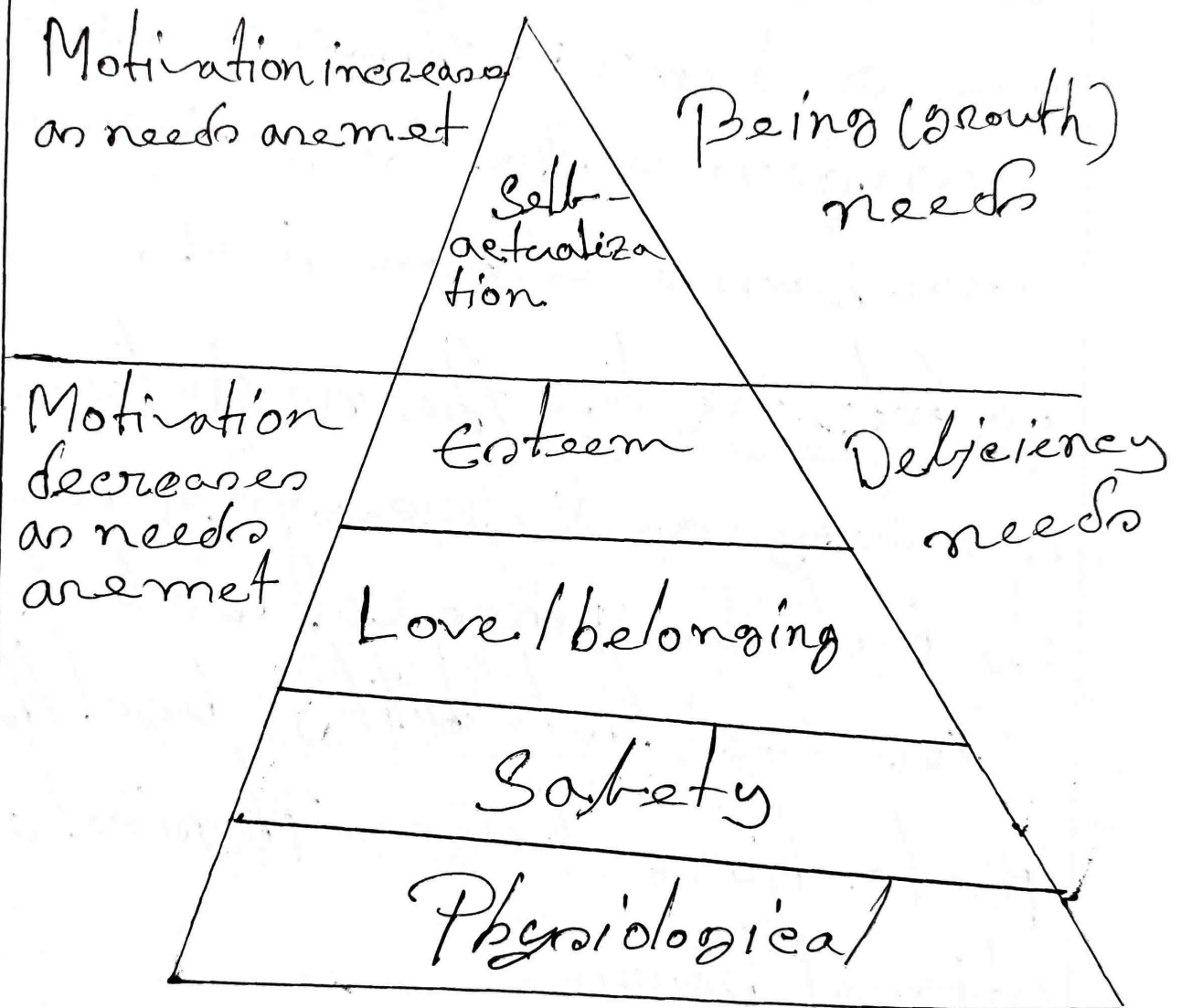The Most lower levels one of five set
p.t.o

erred to as deficiency needs and the top level is known as growth or being needs.

Deficiency needs arise due to deprivation and are said to motivate people when they are unmet. Also, the motivation to fulfil such needs will become stronger the longer the duration they are denied.

Maslow (1943) initially stated that individuals must satisfy lower level deficit needs before progressing on to meet higher level growth needs. However, he later clarified that satisfaction of a need is not an all or none phenomenon, admitting that his earlier statements may have given the false impression p.t.o

that a need must be satisfied 100
Percent before the next need emeges

Motivation increases
as needs are met

Being (growth)
needs

Self-
actualiza
tion

Motivation
decreases
as needs
are met

Esteem

Deficiency
needs

Love / belonging

Safety

Physiological

Maslow's Hierpresented as a Pyramid with
five levels, from the base to the top:

p.t.o

Physiological needs: At the base of the Pyramid are basic Physiological needs such as food, water, shelter, and sleep. These are the most fundamental requirements for human survival.

Safety needs: The next level involves safety and security needs, which include personal safety, financial stability, health, and Protection from Physical and emotional harm.

Love and Belongingness: Above such needs, there are social needs, which encompass the belo desire for

p.t.o

Love, friendship belonging, and a sense of community.

Esteem Needs: The fourth level includes self-esteem and the need for recognition, respect, and a positive self-image. This level is divided into two subcategories: self-esteem derived from respect from others external and self-esteem from accomplishments internal.

Self-Actualization: At the top of the Pyramid is self-actualization, representing the highest level of human potential.

P.t.o

This involves personal growth, self-fulfillment, creativity, and the realization of one's full potential. Instead of focusing on psychopathology and what goes wrong with people, Maslow 1943 formulated a more positive account of human behavior which focused on what goes right. He was interested in human potential and how we fulfill that potential.

Psychologist Abraham Maslow 1943, 1954 stated that human motivations is based on people seeking

P.T.O

Maslow's theorus suggests that people strive to satisfy these needs in a hierarchical order, with lower-level needs taking precedence over higher - level ones, Once lower-level needs are adequately met individuals can focus on fulfilling higher - level needs.

The expanded hierarchy of needs:

It is important to note that Maslow's five-stage model has been expanded to include cognitive and

P.t.o

aesthetic needs (Maslow 1970a)
and later transcendence needs.

* Biological and physiological need-air,
food, drink, shelter, warmth, sleep.

* Safety needs - Protection from ele-
ments, security, order, law, stabi-
lity, etc.

* Love and belonginess needs - friend-
ship, intimacy, trust and acceptance,
receiving and giving affection and
love. Affiliating, being part of a

* Esteem needs - esteem for oneself,
dignity, achievement, mastery,
independence and them etc.

* Self-actualizing personal poten-

Ans: to the a.n ②

Q Explain theory X and theory y

Definition: Theory X and theory y are Part of motivational theories. Both the theories, which are very different from each other, are ve used by managers to motivate thei r employes. theory X gives impo rtance to Supervision, while theory y stresses on reward and and recognition.

Explain: Theory X and theory Y follow different methodologies of keeping people motivated. Theory X follows an authoritarian approach to motivate people. One of the key assumption in this approach is that the average employee doesn't like work and will do anything to avoid it.

The other assumption under theory X is that the employees need to be threatened or forced to work towards the organizational goals.

P.t.o

Theory X and theory y are two contrasting management theories developed by Douglas "McGregor's" in the 1960s. These theories represent different views of human nature and motivation in the workplace:

Theory X,

<u>Assumption=</u> Theory X assumes that employees are inherently lazy, dislike work, lack ambition, and seek to avoid responsibility.

Management style, In their theory managers tend to adopt a more

p.t.o

authoritarian and controlling app-
roach. They believe that strict
Supervision, coercion, and the threa-
at of punishment are necessary
to get employees to work effec-
tively.

Communication: Communication
is typically top down, and decision
making is centralized. ~~Motivat~~
~~ion~~

Motivation: Theory X managers often
rely on external rewards and
punishments to motivate employ
such as financial incentives or
the fear of Job closs.

                    p.t.o

Theory Y,

Assumption: Theory y, on the other hand, assumes thats employees are not inherently lazy but have the potential to be creative, enjoy work, seek responsibility, and can be self motivated.

Management style: Managers who subscribe to theory y tend to adopt a more participative and empowering management style. They believe in giving employees more autonomy and involving them in decision-making.

p.t.o

Communication: communication is more open, and decision-mak-ing is decentralized, within input from employees.

Motivation: Theory y managers be-lieve that intrinsic motivation like the satisfaction of doing meaningful work, can be more effective in motivating employees.

They encourage personal growth and development.

These theories reflect different beli-efs about how managers should interact with employees and with employee and what p. t. o

motivates individuals in the work
kplace. It's worth noting that
McGregor's intention was to en-
courage a shift towards theor
y, as he believed it would lea
d to a more positive and pro-
duction work environment.
However, the applicability of
these theories can vas depen-
ding on the contoxt and indi-
vidual circumstance within
an organization. They will add
responsibility and the mana-
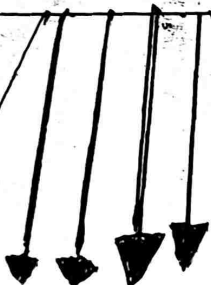gers have to supervise them at
every.   P.t.o

The workers are more partic ipative and try to solve pro blems on their own without relying on supervisors bargai- Sance. this type of mangonut is common than thusd. in this type management thy. even a small employee can participate in the decision ma- king process. The idea of provi sbment people to keep the work going, while under theory promotions, rewards, an recognition plays an important part
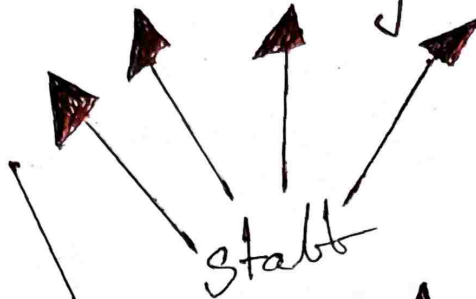
"Theory X"

Management

Theory X - authoritarian repressive style. Tight control, no development. Produces limited, depressed culture

Staff

"Theory Y"

Staff

Theory Y - Liberating and development control, achievement and continous improvement achieved by enabling, empowering and giving responsibility.

Management

Ans to the Q. Nr (3.)

3./ Sources of Emotions and Moods Discuss:-

Emotions and moods can arise from a variety of sources, and they play a significant role in our daily lives and decision-making processes. Here are some key sources of emotions and moods:

__Biological__: Emotions can be influenced by biological factors such as genetics and brain chemistry. For example imbalances in neurotransmitters like serotonin can contribute to mood disorders like depress

__Environmental factors__: External events and surrounding can trigger emotions and moods.

P.t.o

Positive events like a promotion at work can lead to happiness, while negative events like the loss of a loved one can lead to sadness.

<u>Social factors:</u> Interactions with others, including social support and relationships, can influence emotions. Positive social interactions can't boost happiness, while conflicts or social isolation can lead to negative emotions.

<u>Cognitive factors:</u> Thoughts and perceptions also plays a role in shaping emotions and moods. For instance Interpreting a suituation as a threat can lead to fear or anxiety

P.t.o

while interpreting it as an opportunity can lead to excitement.

Culture factors: cultural norms and values can influence how emotions are expressed and experienced. Different cultures may have varying expectations for how emotions should be displayed or regulated.

Psychological factors: Personal beliefs attitudes, and coping strategies can affect emotions and moods. People with strong resilience and coping skills may better manage negative emotions.

p.t.o

Physiological factors: Physical health and well-being can impact emotions. factors such as sleep, nutrition, and exercise can affect mood stability.

Chemical Substances: The use of drugs or alcohol can alter brain chemistry and lead to changes in mood. Substance abuse can result in both short term and long-term mood disturbances.

Hormonal changes: Hormonal fluctuations, such as those experienced during menstruation, Pregnancy

or menopause, can influence mood swings in individuals.

Trauma and Past Experience:

Past traumatic experiences can have a lasting impact on emotions and moods. individuals who have experienced trauma may be more prone to anxiety, depression, or post Post traumatic stress disorder.

Personal Goals and expectations:

Pursuing Personal goals and meeting or failing to meet expectations can trigger a range of emotions. Succe-

P.t.o

ess can lead to feelings of accomplishement, while setbacks can result in frustration or disappointment.

Day to Day Stressors : Everyday stressors, such as work deadlines, traffic jams, or financial pressure can lead to transient mood changes and emotions like frustration or irritability.

Its importants to think that emotion and moods are complex and often these factors influenced.

p.t.o

by a combinations of these factors.
Understanding the sources of emotions
can be helpful in managing and regulating them effectively. Additionally
seeking support from net mental health Professionals when needed can
Provide valuable tole tools for the
emotional well being some them.

Sleep: I bet that sleep is by far your back
ourity sources. Indeed, sleep quality
does affeet mood. If you are tired
you are more likely to feel fatigue
anger and hostility, and therefore, it can impair decision-making
p.t.o

Exercise: Another favourite no
It should be In fact exercise enhanc-
es our positive mood. This is especia-
lly good for depressed people.

Age: Negative emotions seem to
occur less, as People get older. High-
ly Positive moods last longer for
older individuals while bad moods
fade more quickly than for you-
nger People. Emotional experience
improves with age.

Weather: Have you heard of
illusory correlation? It is the tend-
ency of People to associate two

P.t o

events when in reality there is no connection. Many people think so, but the weather has little influence on our mood.

<u>Gender:</u> Women are more emotionally expressive than men. They experience them more intensely and hold onto emotion longer than men. They simply more frequent expressions of positive and negative emotions, except anger. This is because men men are taught to be tough and brave. Women are social and nurturing so they show more positive moods.

Ans:to The Q.N ④

④ Demonstrate how an ethical culture be created:

Created an ethical culture within an organization requires a concerted effort and commitment from leadership and employees. Here are steps to demonstrate how it can be achieved

leadership commitment: leadership must set the tone by Prioritizing ethics and Demonstrateating ethical behavior themselves. this commitment should be communicated clearly to all members of the organization.

P.t.o

<u>Code of conduct</u>: Develop a comprehenisve code of conduct that outline expected ethical behavior, including guidelines for integrity honesty and respect. Ensure that this code is easily accessible to all employees.

<u>Ethics training</u>: Provide regular ethics training and enducation to employees at levels. this should include real-life scenarise, case studies, and discussions to help employees understand ethical dilemmas. Ethics and compliances professionals talk about building an ethical culture so other that sometime I worry about that

P.t.o

Open communication: Foster an environment where employees feel comfortable reporting unethical behavior without fear of retaliation. Establish confidential reporting channels such as an ethics hotline or anonymous reporting system.

Lead by Example: Encourage leaders and managers to lead by example, showcasing ethical behavior in their decision-making processes and interactions with others.

Accountability: Implement a system of accountability for ethical violation ensure that consequences for unethical

behavior are fair and consistent

Rewards and Recongnition:

Recognize and reward employees who consistently demonstrate ethical behavior and integrity. this reinforces the importness of ethical within the organization.

Transparency: Maintain transpreny in decision-making processes and compay policies. when possible, inve-lve employees in decision that mas have ethical implications. That it can become something of a of a crash. causing too big of an and idea bor bow much
p.t.o

Regular Assessments:

conduct periodic ethical culture Assessments to gauge the effectiveness of your efforts and identify areas that may need improvement.

continuous improvement:

ethical culture is an ongoing Process. continuously rebine and adapt your strategies to address emerging ethical chanllenges and changing organizational dynamics.

External standards:

consider adopting external ethical standards or certifications relevant to your industry, which can help guide and benchmark your ethical Practices.

Feedback Mechanisms: Encourage feedback from employees regarding the ethical culture and listen to their concerns. Address issues promptly and transparently.

Collaboration and inclusivity: Foster a culture of inclusivity and collaboration, where diverse perspectives are valued and ethical decision-making is a collective effort. The ethical way, The employees is putting a commitment to ethical principles where principal commercial gain them gain.

Community Engagement:- Extend

Your community to ethics comma-
itment to ethics beyond to orangi-
organization by engaging in ethical
commuinty initiatives or supporting
ethical causes.

Remmember that creating an ethical
culture is an ongoing Journey and
it requires consistent effort com-
munication, and reinforcement
gt should be an integral part of the
organization's values and identity

P.t.o

Importance →

For example, as much as we all love a strong internal reporting system most employees report their concerns to the managers. Most employees also take their cuse about how to behavior from managers. So training managers about how to weave ethical standards into the company daily routine is critical.

Ethisphere recently published a report looking at the role managers play in promoting a speak up culture. The

P.t.o

Research show that across numerous criteria – from how often employees say they observe misconduct, to how often they report it to how much they fear retaliation and so forth – the more managers know about ethical, the better employees rated their company's ethics.

Formal training will always be important, employees will always need to want know what the law says about bribery, or Privacy, or ellusion or whatever else comes along. Culture however is much more

than training but of informal
Practices, norms, and expectations.
So ethics and compliance programs
must work with middle mangers
on what those Practices, norms, and
expectations are, and how to base
them on the company's ethical pri-
nciples. that's where you win
or loss this battle.

Something as simple as flying coa-
ch on business travel, or as strong
as firing a superstar sales
executive for harassment or co-
rruption - those acts get noticed