FACTORS THAT INFLUENCE HUMAN BEHAVIOR AT WORKPLACE: AN OVERVIEW

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ABSTRACT

There are five major dimensions to be consistent components of personality. The Big Five personality dimensions are conscientiousness, extroversion/introversion, and openness to experience, emotional stability, and agreeableness. Conscientiousness - defined as being reliable and dependable, being careful and organized, and being a person who plans - is the dimension most strongly correlated to job performance. Extroversion/introversion refers to the degree to which a person is sociable, talkative, assertive, active, and ambitious. Openness to experience is the degree to which someone is imaginative, broad-minded, curious, and seeks new experiences. Emotional stability is the degree to which someone is anxious, depressed, angry, and insecure. Agreeableness refers to the degree to which a person is courteous, likable, good-natured, and flexible. Managers must remember that the relevance of any personality dimension depends on the situation, the type of job, and the level at which a person is working. Four personality traits that have been consistently related to work-related behavior are locus of control, Type-A behavior, self-monitoring, and Machiavellianism. Locus of control indicates an individual's sense of control over his/her life, the environment, and external events. Those with an internal locus of control believe that their actions affect what happens to them, while those with an external locus of control believe that outside factors affect what happens to them. People who exhibit Type-behavior try to do more in less and less time in an apparently tireless pursuit of everything. Type-A people feel great time urgency, are very competitive, try to do many things at once, and are hostile. Self-monitoring, the fourth personality trait is the degree to which people are capable of reading and using cues from the environment to determine their own behavior. Strong self-monitoring skills can help managers and employees read environmental and individual cues quickly and accurately and adjust behavior accordingly. People with elements of a Machiavellian personality put self-interest above the group's interests and manipulate others for personal gain.

INTRODUCTION

The study of people at work is generally referred to as the study of organizational behavior. This paper will start by defining the term organizational behavior and briefly reviewing its origins. Organizational behavior is the systematic study of the actions and attitudes that people exhibit within organizations. Each person regularly uses intuition or our "gut feelings"
in trying to explain phenomena. For example, a friend catches a cold and we’re quick to remind him that he "didn’t take his vitamins". The field of organizational behaviour seeks to replace intuitive explanations such as this example with systematic study. The objective, of this paper, is to draw more accurate conclusions (Wilson 1994). The behaviours that get the bulk of attention in organizational behaviour are three, which have proven to be very important determinants of employee performance. They are productivity, absenteeism, and turnover (Wilson 1994). The importance of productivity is obvious. Managers are clearly concerned with the quantity and quality of the work their employees are performing. But absence and turnover are particularly cause for concern because of the adverse affect it may have on an employee’s productivity. In terms of absence, it’s hard for an employee to be productive if he or she isn’t at work. High rates of employee turnover increase costs and tend to place less experienced people into jobs. Organizational behaviour is also concerned with employee job satisfaction, which is an attitude. There are three reasons why managers should be concerned with their employees’ job satisfaction. First, there is a link between satisfaction and productivity. Second, satisfaction appears to be negatively related to absenteeism and turnover. Third managers have a humanistic responsibility to provide their employees with jobs that are challenging and rewarding (Daniels 1994). The second part of organizational behaviour’s definition that needs to be explained is "organization". For our purposes organizational behaviour is specifically concerned with work-related behaviour and that takes place in organizations. An organization is a formal structure of planned coordination, involving two or more people, in order to achieve a common goal. Organizations and human behaviour Variables Influencing the Individual Human Behaviours’:

- Attitudes
- Values
- Ethics

Skills & Abilities:
Mental and physical capacities to perform various tasks. This comes from knowledge, learning, and experiences.

Perceptions:
We use the mental process of perception to pay attention selectively to some stimuli and cues in our environment. There are two types of perception. Social perception process is the process of gathering, selecting, and interpreting information about how we view ourselves and others. In contrast, physical perception focuses on gathering and interpreting information
about physical objects rather than people. Closure permits us to interpret a stimulus by filling in missing information based on our experiences and assumption.

**Attitudes:**
Attitudes are comprised of feelings, beliefs, and behaviors. One important work-related attitude is job satisfaction, the general attitude that people have toward their jobs. Main five factors contribute to job satisfaction: pay; the job itself; promotion opportunities; the supervisor; and relations with co-workers. The relationship between job satisfaction and work performance is complex and influenced by multiple organizational and personal factors. Managers have more influence over job satisfaction than any other individual difference discussed in this chapter.

**Values:**
Values are long-lasting beliefs about what is important, worthwhile, and desirable. A person's value system is the way he/she organizes and prioritizes values. Terminal values are goals for behavior or for a certain result that someone wants to achieve. Instrumental values are the means—the instruments—that people believe they should use to attain their goals. Cultural values can affect personal values ETHICS. A key work-related value is the employee's ethics. Those who hold a relativist's view of ethics believe that what is right or wrong depends on the situation or culture. Those with a Universalist’s view believe that ethical standards should be applied consistently in all situations and cultures. Value conflict occurs when there is disagreement among values that an individual holds or between individual and organizational values. To avoid value conflict, managers should work toward integrating and fitting the values of different employees with the values of the organization, which a person is courteous, likable, good-natured, and flexible. Managers must remember that the relevance of any personality dimension depends on the situation, the type of job, and the level at which a person is working. Four personality traits that have been consistently related to work-related behavior are locus of control, Type-A behaviour, self-monitoring, and Machiavellianism. Locus of control indicates an individual's sense of control over his/her life, the environment, and external events. Those with an internal locus of control believe that their actions affect what happens to them, while those with an external locus of control believe that outside factors affect what happens to them. People who exhibit Type-A behavior try to do more in less and less time in an apparently tireless pursuit of everything. Type-A people feel great time urgency, are very competitive, try to do many things at once, and are hostile. Self-monitoring, the fourth personality trait is the degree to which people are capable of reading and using cues from the environment to determine their own behavior. Strong self-monitoring
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**CONCLUSION**

In simple word behaviour is the function of Person and Environment in which he/she is working.

The following two factors mainly influence the individual behaviors…

1. The Persons
2. The Environment of the Organization

The Persons No single measure of individual differences can provide a complete understanding of an individual or predict all the behaviours of an individual. It is therefore more useful to consider a variety of differences that explain aspects of employee behavior. These can be
- Skills & Abilities
- Personality
- Perceptions

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