high aesthetic value; psychologists, social workers, and teachers are inclined towards social value; executives in all fields often have a high political value; philosophers and the clergy often hold religious value.

Ans. to Q. No. 3: Researchers have identified six important employee behaviors which are of concern to management. Three of them are Employee Productivity, Absenteeism and Turnover.

Ans. to Q. No.4: Organizational Citizenship Behavior (OCB) is discretionary behavior that is not a part of employee's formal job requirements but that promotes the effective functioning of the organization. Examples of good OCB include helping others on one's work team, volunteering for extended job activities, avoiding unnecessary conflicts, and making constructive statements about one's work group and the organization. Organizations need individuals who will do more than their usual job duties, and evidence indicates that organizations that have such employees outperform their completion who may not have such employees



11.11 MODEL QUESTIONS

1. What is the relationship between values and human behavior?
2. Define values. Discuss the factors that lead to the formation of value in individuals.
3. How does the value system of a person influence his job satisfaction at work?
4. Explain instrumental and terminal values with examples.
5. List and describe with example different types of value conflicts in organizations.
6. What are attitudes? How do attitudes affect behavior at the workplace?
7. Define emotional intelligence and its five characteristics.
8. Discuss the impact of emotional intelligence on workplace effectiveness.

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