



PSYCHOLOGICAL BEHAVIOUR OF EMPLOYEES IN ORGANISATION - A STUDY OF SELECT ENTERPRISE

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Abstract

The purpose of the present research study is to measure the impact of psychological behaviour of employees at workplace. Psychological behaviour is the important part of human recourse management. It incorporates tactics that are useful at the workplace. It is used in resolving conflicts, measuring the performance of the employees in an organisation etc. Therefore, it is important to study about the impact of psychological behaviour at workplaces. The study surveyed 100 respondents' opinions to determine effect of psychological behaviour on employees at workplace. On the basis of the findings it is evident that the most of the respondents opined that they are moderately aware of psychological behaviour and its impact at workplace.

Keywords: *Psychological Behaviour, Work Place, Organisation, Conflict.*

Introduction

Every workplace is comprised of people with different strengths, personalities and emotions which can greatly affect the way they work. Psychological behaviour is the ability to identify and manage your emotions as well as the emotions of others. How well the people in an organisation work together depend upon the value of emotions which they give to each other. Thus there is a need for the employees to improve their psychological behaviour skills for the organisational success.

Meaning and Definition

Psychological behaviour is an array of non cognitive capabilities, competencies and skills that influence one's ability to succeed in coping with environmental demands and pressures. Psychological behaviour is an important factor in determining one's ability to succeed in life and directly influences one's general psychological well being (i.e., one's present mental condition or overall degree of psychological health).

A form of behaviour that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions.

(Salovey & Mayer, 1990).

The emotions are of quite extraordinary importance in the total economy of living organisms and do not deserve being put into opposition with the behaviour. The emotions are, it seems, themselves a higher order of behaviour.

(in Salovey, Beddel, Detweiler & Mayerl 1999).

Psychological behaviour refers to the capacity for recognising our own feelings and those of others, for motivating ourselves and for managing well in ourselves and in our relationships.

(Daniel Goleman, 1999).

Benefits of Psychological Behaviour

Businesses across a broad spectrum of industries have been helping their employees to develop their Psychological Behaviour (EI) skills for more than a decade. People improving their skills have held positions ranging from the executive level to administrative staff. The one factor all these people have in common is "how they feel" or the emotions they experience despite the fact that the challenges and pressures they face at the various organisational levels are quite different. Empowering people by helping them develop Psychological Behaviour skills, enables them to become internally self-managed and capable of making their greatest contributions, the other benefits is the organisation itself performs best when its employees work in the zone of peak performance. By keeping these benefits in view we discussed the need and importance of this study in the following paragraph.

Need and Importance of the study

The study psychological behaviour helps in identifying various competencies that exist in the organisation to have a competitive advantage. It also provides the psychological aspects and the state of the employees. It advocates the various measures to be taken to improve efficient quotient. The proper training towards psychological behaviour enhances employability and also the employee career growth. The psychological behaviour competencies are very much required for

the middle level managers to top level managers to manage teams well with the leadership qualities. For all levels of jobs, psychological behaviour competencies are twice as effective as behaviour quotient in determining an individual's success rate. The higher the level of a position in an organisation, the more psychological behaviour seems to matter.

Review of Literature

For the purpose of this study an attempt is made to collect the information from the previous researchers and relevant studies conducted in the area of psychological behaviour. The review of literature has been presented in a summarised and precise manner. Psychological behaviour does not only entail being aware of one's own emotions, but also using these emotions in functional ways. First, emotions can be useful in terms of directing attention to pressing concerns and signaling what should be the focus of attention. Second, emotions can be used in choosing among options and making decision makers choose among multiple options. Third, emotions can be used to facilitate certain kinds of cognitive processes (**Damasio, 1994**). As mentioned earlier, positive moods can facilitate creativity, integrative thinking and inductive reasoning and negative moods can facilitate attention to detail, detection of errors and problems and careful information processing (**Isen et al., 1985, 1987; Salovey et al., 1993; Sinclair & Mark, 1992**). Finally, shifts in emotions can lead to more flexible planning, the generation of multiple alternatives and a broadened perspective on problems (**Mayer, 1986; Salovey & Mayer 1989-90**).

When people are in positive moods, for example, they tend to be more optimistic and perceive that positive events are more likely and negative events are less likely; when people are in negative moods they tend to be more pessimistic and perceive that positive events are less likely and negative events are more likely people in positive moods also tend to have heightened perceptions of their future success and self-efficacy (**Bower, 1981; Salovey & Birnbaum, 1989**). The ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to regulate emotions to promote personal growth (**Salovey & Mayer, 1997**).

Objectives of Study

Based upon the literature which we reviewed we have framed the following objectives. The main objective of the study is to identify the impact of psychological behaviour in strengthening the organisation. The other objectives are as follows:

1. To know the role of psychological behaviour in the career growth.
2. To identify the role of psychological behaviour in leadership.
3. To study the role of psychological behaviour in the performance of employees (promotion).
4. To identify the role of psychological behaviour in resolving conflicts.

Scope of the study

The scope of the study is limited to Warangal district. For the purpose of the study 100 respondents are selected. The respondents are selected on the basis of stratified random sampling technique.

Research methodology

Data collection

The data collected for the study is either of the following or both.

1. **Primary Data:** The primary data is collected through the structured questionnaires distributed among the various employees of various organisations. The data collected from the questionnaires will be used to interpret the psychological behaviour of the employees.
2. **Secondary Data:** The data collected and used in the study apart from questionnaires is the secondary data of the study. These include the text book, journals, magazines and web.

Limitations of the study

The following are the limitations of the study:

1. The collected data is restricted to Warangal district only.
2. The time span of this research is limited to three months.
3. The conclusions are drawn based on the primary data collected from the questionnaires, may be subject to statistical errors.

Data Analysis and Interpretations

Table-1, Psychological Behaviour strengthen in organisation

Response	No. of Respondents	Percentages of Respondents
Yes	68	68 per cent
No	32	32 per cent
Total	100	100

Interpretation

It is observed that 64 per cent of the respondents agreed that they strengthen the organisation through their psychological behaviour and 32 per cent does not contribute to the organisation through their psychological Behaviour. It shows that psychological behaviour skills distinguishing the characteristics of the employees between average and high performing individuals.

Table-2, Psychological Behaviour competencies help in career growth

Response	No. of Respondents	Percentages of Respondents
Yes	60	60 per cent
No	40	40 per cent
Total	100	100

Interpretation

It is observed that 60 per cent of the respondents think that psychological behaviour competencies help in career growth where as 40 per cent respondents does not think so. This is because more than half of the respondents feel that high potential people develop their Psychological Behaviour skills to the fullest assures a cadre of competent global leaders available to start new business and lead the integration of new acquisitions

Table-3, Emotions matched with the decisions and values

Response	No. of Respondents	Percentages of Respondents
Frequently	30	30 per cent
Occasionally	25	25 per cent
Every Time	24	24 per cent
Never	21	21 per cent
Total	100	100

Interpretation

It is observed that 30 per cent of the respondents stated that the emotions are matched with their decisions and values frequently. Similarly 25 per cent and 24 per cent of the respondents say that emotions are matched with their decisions and values occasionally and every time. However 21 per cent of the respondents said that their emotions do not match with their decisions and values. According to the responses of the respondents it is clear that Psychological Behaviour helpful in taking wise decisions. Thus half of the respondents agreed with that.

Table-4, Grace full in learning Psychological behaviour

Response	No. of Respondents	Percentages of Respondents
Yes	67	67 per cent
No	33	33 per cent
Total	100	100

Interpretation

It is observed that 67 per cent of the respondents are graceful in learning psychological behaviour where as 33 per cent respondents are not graceful. This is because they feel that Psychological Behaviour helpful not only for the organisational success but also for their personal development.

Table-5, Team members share best practices with each other

Response	No. of Respondents	Percentages of Respondents
Yes	59	59 per cent
No	41	41 per cent
Total	100	100

Interpretation

It is observed that 59 per cent of the respondents will share best practices among the team where as 41 per cent respondents will not share. It explains that sharing best practices with each other depends upon the relationship with each other and the nature of the job.

Table-6, Self on adaptability

Response	No. of Respondents	Percentages of Respondents
Frequently	31	31 per cent
Occasionally	24	24 per cent
Every Time	25	25 per cent
Never	20	20 per cent
Total	100	100

Interpretation

It is observed that 31 per cent of the respondents less adaptive in nature. Similarly, 24 per cent, 25 per cent, 20 per cent of respondents are medium, high and with exceptional adaptability respectively.

Table-7, Create opportunities in organisation

Response	No. of Respondents	Percentages of Respondents
Yes	67	67 per cent
No	33	33 per cent
Total	100	100

Interpretation

According to the data of the table 67 per cent of the respondents say that psychological behaviour will create opportunities in an organisation whereas 33 per cent of the respondents opined that will not create any opportunity. It means nearly three fourth of our respondents benefited with psychological behaviour by getting good opportunities in their organisations.

Table-8, Whether Psychological Behaviour Resolve Conflicts

Response	No. of Respondents	Percentages of Respondents
Frequently	33	33 per cent
Occasionally	23	23 per cent
Every Time	24	24 per cent
Never	20	20 per cent
Total	100	100

Interpretation

It is observed that because of psychological behaviour 33 per cent of the respondents are more effective in resolving conflicts. Similarly, 23 per cent, 24 per cent, 20 per cent of the respondents are moderately, less effective in resolving conflicts.

Table-9, Admit the mistakes committed

Response	No. of Respondents	Percentages of Respondents
Yes	59	59 per cent
No	41	41 per cent
Total	100	100

Interpretation

It is observed that 59 per cent of the respondents admit their mistakes where as 41 per cent respondents will not admit their mistakes. It explains that psychological behaviour helps an employee to understand the situation and work accordingly.

Table-10, Team learn from its mistakes

Response	No. of Respondents	Percentages of Respondents
Frequently	35	35 per cent
Occasionally	24	24 per cent
Every Time	22	22 per cent
Never	19	19 per cent
Total	100	100

Interpretation

It is observed that 35 per cent of the respondents will learn from their mistakes frequently. Similarly, 24 per cent, 22 per cent, 19 per cent of the respondents will learn from their mistakes occasionally, every time and never respectively.

Conclusion

It can be concluded that psychological behaviour competencies of the employees contribute to the maximum extent to the organisation by achieving the goals. Most of the change catalyst posses high psychological quotient. It is easier to work with in the team and communicating with other team for the employees with decent psychological behaviour quotient. Further it can be concluded that leaders with good psychological quotient maintain the team members efficiently.

Recommendations

The following are the few recommendations of the study.

1. It is advisable to train the employees so as to enhance psychological quotient.
2. I suggest to asses the psychological quotient level and set minimum value before appointing any employee at executive and managerial level.

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