

# **SNS COLLEGE OF NURSING COIMBATORE-35**

**Course** : B.Sc Nursing

**Subject** : Management of nursing services  
and education

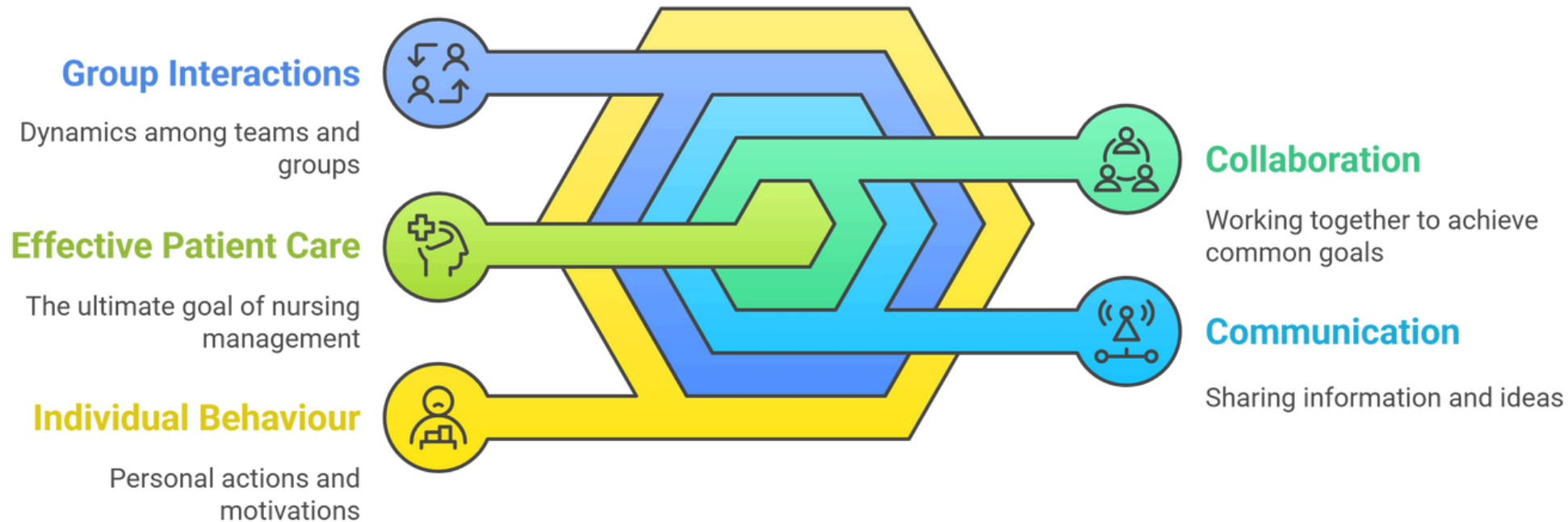
**Unit** : VI

**Topic** : Organisational Behaviour

**Prepared By** : Prof.Manavalam N

# OBJECTIVES

- Define Organisational Behaviour
- Explain the concepts of organisational behaviour
- Describe the characteristics of organisational behaviour
- Explain the elements of organisational behaviour
- Describe the theories of organisational behaviour



Organisational behaviour refers to the study of how people behave within organisations, focusing on the dynamics of individual and group interactions. In nursing management, it encompasses the understanding of how nurses and healthcare professionals work together, communicate, and collaborate to deliver effective patient care.

## Leadership

Guiding and influencing nursing staff towards organisational objectives.

## Communication

Exchange of information among team members for effective management.

## Motivation

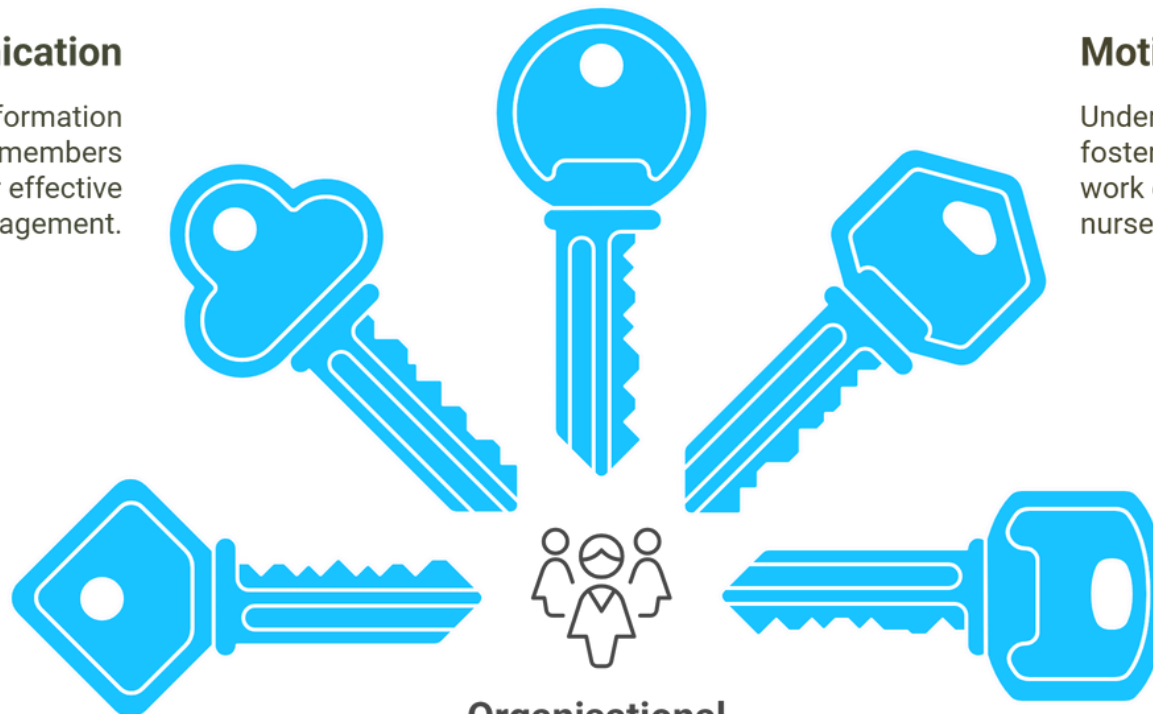
Understanding and fostering a supportive work environment for nurses.

## Teamwork

Collaborative efforts of healthcare professionals to achieve common goals.

## Culture

Shared values and beliefs shaping behaviour and attitudes in nursing.



## Organisational Behaviour in Nursing Management

# ELEMENTS



# CHARACTERISTICS



## Herzberg's Two-Factor Theory

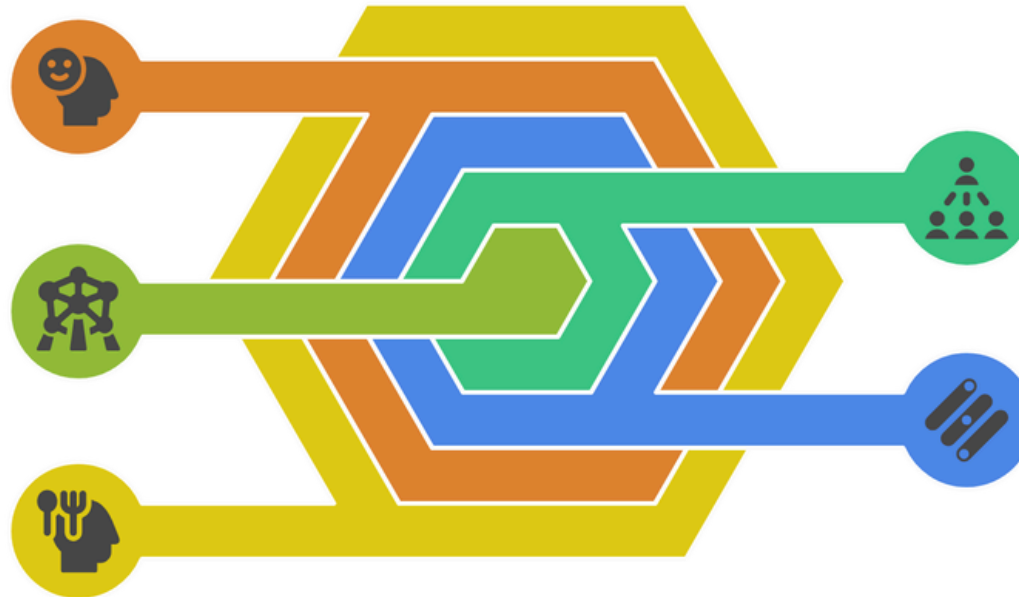
Enhances job satisfaction

## Systems Theory

Emphasises organisational complexity and collaboration

## Maslow's Hierarchy of Needs

Motivates through hierarchical needs



## Transformational Leadership Theory

Inspires and motivates staff

## McGregor's Theory X and Theory Y

Influences management styles

## IMPORTANCE





# CONCLUSION

Understanding organizational behaviour enables nursing managers to create a healthy and efficient work environment, improving both staff performance and patient outcomes. It is essential for leading healthcare teams effectively and adapting to the dynamic nature of the healthcare industry.

# TIME TO ASSESS

Encouraging cooperation and open communication within a team is an example of managing \_\_\_\_\_ behavior.

Understanding individual and group behavior helps nurse managers improve \_\_\_\_\_ and patient care outcomes.

The shared values, beliefs, and norms that influence the way employees interact is called \_\_\_\_\_.

\_\_\_\_\_ is the study of how people behave in organizational settings, especially in terms of teamwork, communication, and leadership.