1.1 Organization

According to Gary John's:-

"An organization is a social invention accomplishing goals through group efforts."

According to Amitai Etzioni:-

"An organization is a social unit or human grouping , deliberating structured for the purpose of attaining specific goals."

* But Tribes Ethnic and Friendship groups and Families are not organization because they do not involve any significant amount of conscious planning or deliberating structure.

*Organisation is a process of dividing and combining efforts of a working group for making such joining efforts more productive and effective.

*Organisation allocates duties of the Managerial.

1.2 An Effective & Efficient Organisation:-

1).Increase Managerial efficiency.

2).Ensures an optimum use of Human Efforts.

3).Balance various activities.

4).Facilitate co-ordination.

5).Provides a better scope for training.

6).Develops man organization skills.

7).Consolidates growth and expansion by the enterprise.

1.3 Component of an Organisation:-

To organize a business is to provide it with everything useful to it's functioning , so there are two(2) imp. components of organization.

> **1).Human Organisation.**

> **2).Material Organisation.**

1).Human Organisation.

Once manager have establish objective and developed plans to achieve them, they must design and develop a human organization that will be able to carry out those plan successfully.

Staffing can be may also be considered an imp. function involved in human organization . Without human cannot be established any organization.

2).Material Organisation.

It is one of the most imp. component of any organization without Raw-material,tools,capital. Any organization cannot be established.

1.4 Variety of Organisation:-

Organisation structure varied tremendously . Organisation may be departmentalized on the basis of function,product,place or some communication of the three(3). There may be small or large structure of organization.
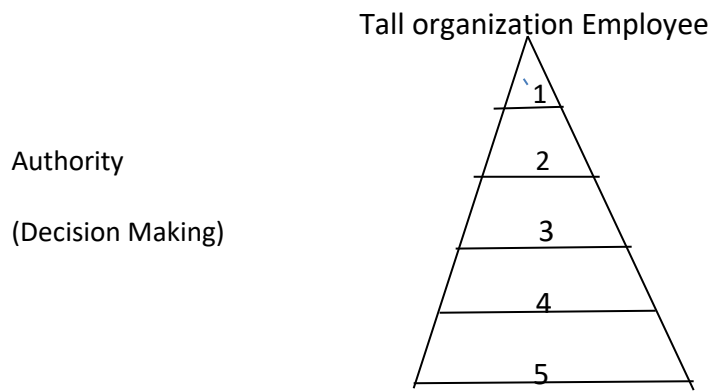
However, there are 2(two) types of structure:-

1).Mechanistic or Classical Organisation Structure.

2).Organic or Behavioral Organisation Structure.

1).Mechanistic:-

This structure is usually Pyramid shaped. This implies centralization of authority at the top departmentralisation of cyjobs , hierarchy of command , narrow span of supervision , intense division of level.

Tall organization Employee

Authority

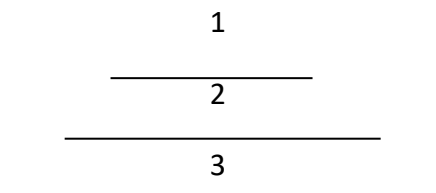(Decision Making)

1).Distance from Top to Bottom.

2). Extend of communication.

3). Narrow span of control.

4). Centralisation.

2).Organic

It has general wider span of control which give more decentralization flat form, more general supervision little specialization, and hierarchy of command.

BY- ABHAY KUMAR MISHRA , ACADEMIC HEAD , DEPARTMENT OF B.C.A., MAHARAJA COLLEGE, ARA

1).Less distance from top to bottom.

2).Less extend communication.

3).Wider span of control.

4).Decentralisation(Delegation).

1.5 Fundamental Concepts of Organisational Behaviour:-

1).Chris Hoffman- Graduate from college and excited to begin her new job as a Sales Representative with IBM.

2).The 1st few months of work where there extremely hectic for her. She attended numerous formal training session learned about the wild array of product. She sold, tried hard to understand the complex nature of new form.

3).Returning to her apartment late one night she was confused to fall asleep immediately.

4).Many question raised to her mind focus based on her observation at works in recent weeks:-

a). Why are some of my Colleagues more successful than me?

b). Why do some come to work early, others right on time and no one actually get late ?

c). How will I ever learn to handle the stress to trying to meet by self quotes ?

d). Why does not my Colleagues carry or co-operate without asking my suggestion ?

e). Why does my Manager hold all these meeting to ask my suggestion ?

f). Why there is all discussion about IBM culture ?

5). Chris is already learning some key fact about her work.

6). On the basis of Chris Hoffman's job fundamental concept of O.B.

7). Chris always says that :- O.B is unpredictable.

8). The behavior of Colleagues , Manager ,Customer arises from the deep-sitted needs , lifetime experience and personal value system.

9). There are no solution to organizational problem as Chris will discover.

10). However, employee can increase their understanding skills so that working relationship can be upgraded . The task are challenging.

1.6 Importance of O.B in work situation:-

1). Chris may become frustrated that she will be tempted to withdraw from her job.

2). The unco-operative colleagues may limit Chris effectiveness , the behaviour of her manager may difficult to understand.

Chris may decide that she cannot trust the employees who cheats the system by coming work late. Therefore,it is imperative that she will learn how to improve inter-personal skills and manage her relationship with other at work.

This is were O.B can important and significant contribution for ant organization.

1.7 Organisational Behaviour (O.B):-

1). O.B is the study and application of knowledge how people- as individual as group , act within an organization.

2). It strives to identify the way in which people can act more effectively.

3). O.B provides useful tools at many levels.

4). O.B starts with a set of Fundamental concepts revolving around nature as the people and organization.

5). For Example:-

a).It helps the Manager to look at the behavior of individual within organization.

b). It also understand inter-personal relationships with two people or two (worker,superior or sub-ordinate).

The Four(4) goals of O.B are:--

        1). Describe.

        2). Understand.

        3). Predict.

        4). Control.

1). Describe:-

How people work under a variety of condition ?

Achieving this goal allow Manager to communicate about Human Behaviour at work using a Common Language.

2). Understand.

Why people behave as do ?

Manager will be highly frustrated if they could only talk about the behaviour of Employee but not understand the reason of those action.

3). Predict.

Which Employee might be dedicated and productive ?

Which might be absent(descruptive) on a certain day.

4). Control.

How to Control ?

Develop some Human activities at work. Manager control human activity at work.

These 4(four) goal results could an Organisation.

1.8 Importance of the O.B Field:-

1). Inter-disciplinary

A major strength of O.B is it's inter-disciplinary nature.

2). It applies from these discipline any ideas that will improve the relation between people and organization.

3). Emerging Base

Another strength of O.B is a Emerging Base of research knowledge and conceptual framework.

1.9 Model of O.B:--

	Autocratic Model	Custodial Model	Supportive Model	Collegial Model
Basis of Model	Power	Economic & Resources	Leadership	Partnership
Managerial Orientation	Authority	Money	Support	Team Work
Employee Orientation	Obedience	Security & Benefits	Job Performance	Responsible Behaviour
Employee Psychological Result	Dependence on Boss	Dependence on organisation	Participation	Self Discipline
Employee Need Met	Dissatisfaction/ Subsistence	Security	Status & Recognition	Self Actualisation
Performance Result	Minimum	Passive co-operation	Awaken Drive	Moderate Enthusiasm

Models of O.B:-

1).Model is also known as Paradigm.

2). Organisation differ in the quality of the system that they develop & maintaining the result they achieve.

3). Results vary with different models of O.B.

4). Models are also called paradigms or framework of possible explanation about how think work.

5). The model that a manager hold usually begin certain assumptions.

The Four(4) Models are:-

A). Autocratic Model.

B). Custodial Model.

C). Supportive Model.

D). Collegial Model.

A). Autocratic Model.

1). Autocratic Model depends on Power. Those who has command must have the power that means employee who does not follow order will be penalized.

2). The authority is delegated by right of command over the people to whom it applies . Management believes that it knows what is the best & that employee obligation is to follow order.

3). In this Model, orientation is obedience to a boss not for a manager.

4). Employee is totally dependent upon the boss because boss pays wages according to the performance given by employee.

5). The progress is very min. in this model.

6). Autocratic Model was an acceptable approach to guide Managerial behaviour when there no well alternatives.

Limitations:-

In Autocratically, managed employee thought back about their boss. They lost their temper. Employee be feel within security, frustration , aggression towards the boss. So, it has many side-effects.

B). Custodial Model.

1). To satisfy security need of companies began welfare programs in 1890 & 1990.

2). Employee, union and govt. began carry for the security needs of workers. They were apply custodial model of O.B.

3). Basis of model is economic resources for the security. Employee had to provide pensions and pay other benefits.

4). Managerial orientation is money to pay wages and benefits . Since employee looks to security needs as a motivation force.

5). Custodial approach leads to employee dependence on the organization rather than boss.

6). Performance result is passive co-operation. The progress is much better than autocratic.

C). Supportive Model.

1). Supportive Model is based on leadership instead of power and model . So, leadership management provides help to employee to grow and accomplish the interest of the organization to think of which they are capable.

2). The leader support their worker. Here, employees support for job performance rather than benefits of payment.

3). In this Model, progress of employee is much better than two models (autocratic and custodial).

4). Employee are strongly motivated than by earlier model because their status and recognisation needs are better met.

D). Collegial Model.

1). Basis of Model is Partnership.

2). This model depends on Management, building a feeling of partnership with employee. Managers are seen as joint contribution rather than bosses.

3). Managerial orientation towards team work is the coach. Management is the coach builds a better team.

4). The employee response to this situation is responsibility.

5). Self-discipline well lead to moderate enthusiasm for performance.

6). Physiological result of collegial approach for employee is self-discipline, feeling responsible. Employee discipline themselves for performance on the team is the same way like Cricket Team of India to improve themselves.

Enter→Start   Preneur→Take the Risk.

2.1 Enterpreneur

1).A person who starts a business.

2). A person who organizes and manages any enterprise specially a business usually with considerable initiative and risk.

3). An innovator(starter) of business enterprise to recognizes opportunities to introduces new product, a new processor and improved business.

4). A person who sets-up a new project for business.

5). Individual who starts an enterprise with his associated risk and responsibilities.

6). An entrepreneur trive from the French word "Entry" (i.e.enter i.e.start) and "Preneur" (i.e.take risk).

2.2   *Profile of an Enterpreneur*

OR

Enterpreneural Characteristics

1).Preception:-

A series of Interview are conducted with distinguish Enterpreneur . Enterpreneurs are not Professional and Right Qualification but always have a Right Preception or Experience for starting any business.

2).Attitude:-

In any Business, we always want the support of staff to cover all business function and therefore we will need to establish good relationship with them . Enterpreneur are always supportive in nature and know people how to use part of their ability.

3).Committment:-

Enterpreneur do not function well in Structured Organisation and do not like one having authority over them. Most believe they can do the job better than anyone else and will strives for maximum responsibility and risk . They enjoy creating business strategy and strive on the process for achieving their goals .

a). Enterpreneur act as an Organiser.

b). Enterpreneur act as an Leader.

c). Enterpreneur act as an Risk-Bearer.

4).Values:-

Enterpreneur are most valuable than any enterprise. They control all the working alone. They tackle problem immediately with confidence and are persistence in their accomplishment of full-filling objective . They have authority and are responsible for all Risk and uncertainties.

5).Creativity:-

An entrepreneur is one who combines the land of one level to another and capital of it to another and they produces a new product . By selling the product in the Market, he pays interest on Capital , onland and phases to level and want remain with her profit.

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6).Other Personality Skills:-

a).Achievement (Accomplishment,Pursuit):-

Interpreneural are concerned with achievements then with their feelings acquired become personality and will not hesitate to such relationship that could hinder the progress of their business building period .

They are dealing with satisfying peoples beyond what is essential to achieving this goal.

b).Power & Affiliation:-

They are always affiliated with full-fillment of organizational goal with powerful decision making .They will verify any information that they receive before they use it in making a decision . Enterpreneur save powerful means number of employees integrating with the business i.e. Affiliation.

3.1 Motivation Process

1). It is a process of arousing the desired mind of people to do their best for the organization.

2). Motivation is the process of challenging the person's inner drive that he wants to accomplishing the organizational objective.

3). It is the behavioral approach/behavioral concept by which we try to understand why people behave as they do.

4). It is the process of fulfilling the unsatisfied need of the employee for the accomplishment of organizational goals.
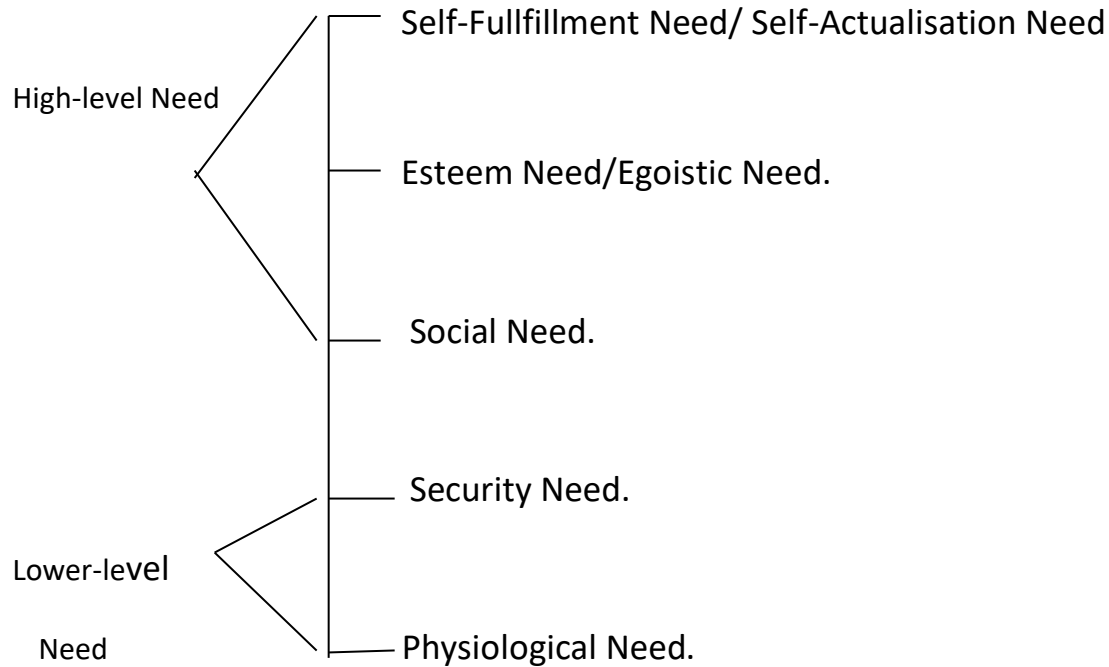
3.2 Motivation Theories:-

Maslow's Need Hierarchy Theory:-

All the people have a variety of needs at a given time,some of these needs are satisfied and other due un-satisfied.

An un-satisfied need is a starting point in the point of the Motivation Process . When the person has un-satisfied needs,he/she attempts to identifying something that will satisfy the need, this is called a goal. Once a goal has been identified , the person takes action to reach that goal and thereby satisfy the need.

Maslow's need are arranged in a Hierarchy or a Ladder of five(5) successive theories.

```
                                    ┌─── Self-Fullfillment Need/ Self-Actualisation Need
              High-level Need   ╱
                               ╱ ┤──── Esteem Need/Egoistic Need.
                              ╱
                              ╲
                               ╲───── Social Need.
                              ╱
                             ╱ ┌───── Security Need.
              Lower-level   ╱──┤
                              ╲
              Need            ╲──── Physiological Need.
```

1). Physiological Need.

2). Security Need.

3). Social Need.

4). Esteem Need/Egoistic Need.

5). Self-Fullfillment Need/ Self-Actualisation Need

1). Physiological Need:-

Physiological Needs are those which are physiology of Life. The need for Air, Water, Food etc. These need must being atleast partially satisfied for continuous survival.

2). Security Need:-

Security Needs are need for Economic Threat and Physical Harm. These include protection from arbitrary lock-off , Disaster and avoidance of unaccepted .

3). Social Need:-

Social Needs are needs to associate with other people and we accepted by them to Love and Beloved . These needs are variously reffered to at "The need Instinct" gregariousness and life, but at base they point to that man who find a satisfaction association with other and fill real depreviation what it is not possible.

4). Esteem Need/Egoistic Need:-

Esteem/Egoistic Needs are those relates to respect and prestige a need or dominance may be thought as one of the Egoistic Needs.

There are 2(two) types:-

1). Self Esteem.

2). Esteem for others.

5). Self-Fullfillment Need/ Self-Actualisation Need:-

Self-Fullfillment Needs are the needs for realizing once is capable of accomplish for becoming what money's is capable for:-

> 1).A musical must want music.
>
> 2).A poet must write a poem.

It is to be ultimately happy. This need is also called need for self-actualisation or self-realisation. This process continues up the need hierarchy as is level of needs become dominant.

3.3 *Herzberg's Two Factor Theory:-*

Maslow's hierarchy of need provides some insides about people and their behaviour . Using this as a base,we can now look more specially at work motivation. Perhaps, the most popular theory of work motivation is based on Research started by Frederic.

In the original study, Herzberg's and it associates Interviewed 200 Engineers and Accountants. They asked them to think of time when they felt specially good about their job and they felt particularly bad about their jobs.

The Engineer and Accountants were ask to describe the factor that lead to these particular feeling. Firstly, all of them talking about especially bad times. The Engineers and Accountants browse up things like:- Unfair Salary, Unfair Policy, Poor Relationships with their Boss and Co-worker and Low pay. When talking about especially good-time job experience . They generally mention these factors instead when they talk about recognition they have received for a well done job or opportunity their job gain them personal growth and development.

Herzberg's and their associates represented with variety of workers in different type of organization . These result are generally some based on their finding.

Herzberg's develop two worker:-

A).Maintenance of Hygiene factor.

B).Motivator/Satisfier factor.

A).Maintenance of Hygiene factor.

a).They are necessary to maintain a reasonable level of Satisfaction.

b).He conclude that there are 10(ten) maintenance factor namely.

1).Fair Company Policy and Administrator.

2).Superior who knows the work.

3).Good relationship with Supervisor.

4). Good relationship with Co-worker.

5). Good relationship with Sub-ordinates.

6).A fair salary.

7).Job security.

8).Good working condition.

9).Status.

10).Personal life.

B).Motivator/Satisfier factor.

To build up Motivation and Job satisfaction a different set of factor necessary. However these factor are not present they are not in themselves leads who strong these satisfaction . Herzberg's called these are Motivator of Satisfier factor.

These are six(6) in number:-

1).Opportunity to accomplish something significant.

2).Recognition for significant accomplishment.

3).Opportunity to grow and develop on the job.

4).Chance for advancement.

5). Chance for increase responsibility.

6).Job itself.

Herzberg's noted that the 2(two) factors are directional i.e. affect can be seen in one direction only.

3.4 *Mc Gregor's X and Y Theory.*

In 1857, Dougls Mc Gregor's presented a conviencing argument that most management flow directly whatever theory of Human Behaviour they hold.

Theory 'X'

That is for the people who dislikes for and try avoid it if they can.

Theory 'Y'

To implies a more human and supportive approach to managing people.

Theory 'X' (Conclusion)

1).A typical person who dislikes work and will avoid if it is possible.

2).The typical person lacks responsibilities has little ambition and seeks security above all.

3).Most people thus i.e. controlled and threatened with punishment to get them to work.

4).With these assumption , the management role is to control implies.

Theory 'Y' (Conclusion)

1).Work is as natural as play or rest.

2).People are inherently not Lazy . They become that way as a result of experience.

3).People will exercise self-direction and self-control in the service of objectives to which they are committed.

4).Managerial role is to develop in the potential in employee and help them to release the potential.

3.5 *Victor H Vroom's Expectancy Theory*

OR

Expectancy Model

1).Avoidly approach to Motivation is the Victor H Vroom's Expectancy Theory.

2).Vroom's explained that Motivation is the product of three factor:-

a).How much one want a reward(valence).

b).Once estimate of the probability that effort and result in successful performance(Expectancy).

c).Once estimate that performance will result in receiving reward (Instrumentality).

3).The relationship is stated in the formula:-

Valence X Expectancy X Instrumentality=Motivation

Valence:-

Valence referred to the strength of a person's performance for receiving a reward.

Ex:- Promotion Pay etc.

Expectancy:-

It is the strength of belief that work related effort will result in completion of tasks.

Ex:- A person selling Magazine/Newspaper door to door for increasing the sales.

Instrumentality:-

It represent the employee belief that reward will be received once the task accomplished.

Ex:- Received the promotion.

   Bonus in Salary.

4.1 Group

1). More than one person i.e. called group.

4.2 Group Dynamics:-

1). The social process by which people interact face to face in small group is called a Group Dynamics.

2). The word "Dynamics" comes from the Greek word meaning "Force" . Hence, Group Dynamics refers to the study of forces operating within a group.

4.3 Types of Group:-

People in every organization is divided into two groups:

1). Formal Group.

2). Informal Group.

1). Formal Group:-

Formal Group are established by the organization have a public identity and goal to achieve.

Example:- Committee,Project Group etc.

2). Informal Group:-

Informal Group are formed on the basis of common interests, proximity and Friendship.

Formal Groups are divided into two types:-

1). Temporary Formal Group.

2). Permanent Formal Group.

1). Temporary Formal Group

They are created to accomplish a short- term task and then disband.

Example of Temporary Formal Group occurs when people are discussing ideas or solving problem . This is generally called a Meeting.

2). Permanent Formal Group

They are no natural and enduring work flow. This occurs when people perform task together as part of their job assignment and this is called a Team.

Group

Formal Group   **Informal Group**

Temporary Formal Group   **Permanent Formal Group**
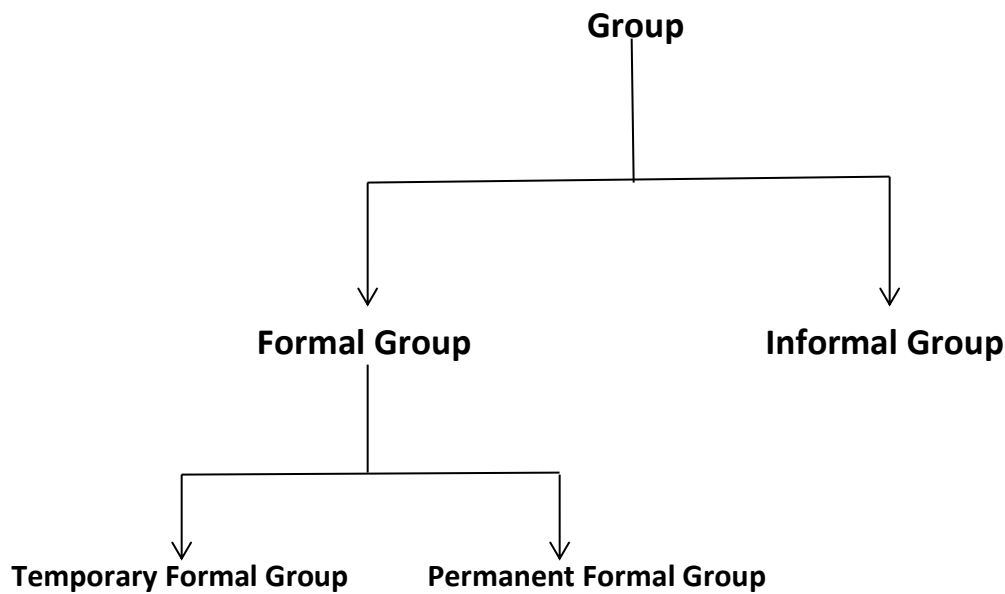
4.4 *Theories of Group Formation:-*

1). Popinquity Theory.

2). Similarity Theory.

3). Complementarity Theory.

4). Social Comparision Theory.

5). Interaction Theory.

6). Exchange Theory.

1). Popinquity Theory:-

The most basic theory explaining the formation of group is propinquity . This means that individual affiliate with one another because of social/spatial or geographical proximity.

In any organization , employees group work in the same area of plane or office to form into group than those who are not physically located together.

2). Similarity Theory:-

According to Theodore New Comb,**"Birds of a feather flock together".**

People with similar attitude,interests and work related needs are attracted to one another. Thus, emplyees form a union for fighting in discrimination or unilateral treatment of employee.

3). Complementarity Theory:-

According to Winch, **"Opposite attracts each other"** i.e. people with complementary need/abilities are attracted one another.

4). Social Comparision Theory:-

According to Festinger, "An individual joins a group because he want to test himself against other member to determine whether or not has opinion , ideas and judgement corresponds to those of other in the group".

5). Interaction Theory:-

According to George Honman,"The group formation is the results of activities , interaction and sentiments".

The more activities person share the more numerous will be their interaction and stronger will be then sentiments.

"The groups formed due to the sentiments". My Friends,brother etc.

6). Exchange Theory:-

This approach to group formation ,receiving the most recent emphasis is the exchange theory.

It is based upon reward ,cost,outcome of interaction.

A minimum positive level (reward>cost) of an outcome must exist inorder for interaction or affiliation takes place . Reward for attraction need while cost incure anxiety,frustration,fatty.

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5.1 Organisational Design

1).Mechanistic or Classical Organisation Structure.

2).Organic or Behavioral Organisation Structure.

1).Mechanistic:-

This structure is usually Pyramid shaped. This implies centralization of authority at the top departmentralisation of cyjobs , hierarchy of command , narrow span of supervision , intense division of level.

Tall organization Employee

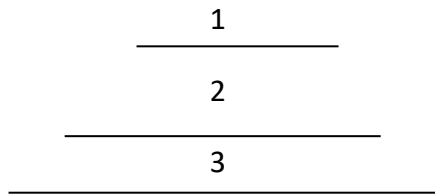Authority

(Decision Making)

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        1
       2
      3
     4
    5
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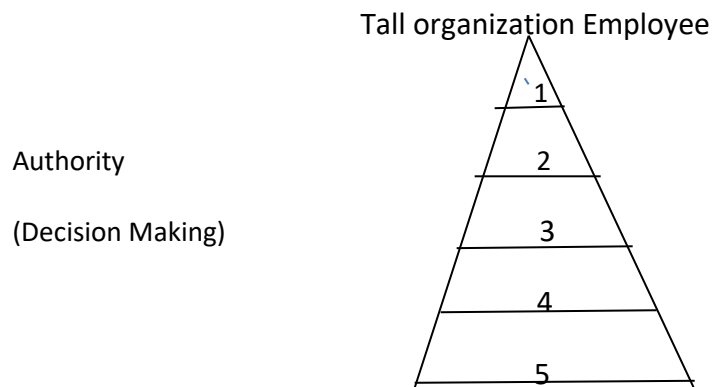
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```
              1
        _____
          2
      _____
          3
    _____
```

1).Less distance from top to bottom.

2).Less extend communication.

3).Wider span of control.

4).Decentralisation(Delegation).

5.2 Effect on Human Behaviour:-

1).Mechanistic:-

Good Effect(Merit)

This type of structure is that it provides a clear and well-defined work setting of it's employee.

Bad Effect(Demerit)

a).Each individual carries out it's assign part as something a part from the overall purpose of an organization as a goal.

b).It does not care to know how is job fits into entire picture.

 1).Task, Authority and information are arranged according to level.

 2).People at lower-levels are thus required to use very little skill do not experience one sense of accomplishment.

c).Decision making is centralized at the top. It is assumed that the Boss at the top knows everything.

It is who determines what is the important in the environment.

d).Communication is mostly downward between the superior and his sub-ordinates in the form of command. The upward flow of information and it take place through a succession of filters.

e).Obedience to a superiors as a condition of Membership.

2).Organic

Good Effect(Merit)

1).It is flexible , people's responsibilities and function can be quickly change to meet situation demand.

2).Communication takes place in all direction. The content in the information and advice.

3).Decision making is not centralized at the top. It is done by people at all level.

4).Committed is once task is more highly valued then loyality and obedience.

5).Task , Authority and information flow to the person who has greater expertise to deal with the problem . He thus become the adopt focal point for every body in the organization.

Bad Effect(Demerit)

Once demerit of Organisation structure is that due to people's task being amibiguous and changing their continuous uncertainties about their goal. This sometimes proves to be to adjusting for anyone to bears.

5.3 Organisational Culture:-

1).It is the set of assumption believes , values and norms that is share among it's member.

2).It represent a key element of the work environment in which employee perform their job.

3).This idea of organization culture is somewhat intangible , for we cannot see or touch it, but it is present .

4).Culture is also effected by almost everything that occurs within an organization .

Characteristics of an Organisational Culture:-

1).Distinctive:-

Organisation like most finger print are unique each organization has it's own history , pattern of communication system mission , stories etc.

2).Stable:-

It is stable in nature , usually changing only slowly overtime in case of organization merge or crisis.

3).Implicit:-

It is implicit in nature and taking about their own history i.e.many to top level rules etc.

4).Symbolic:-

A final defining characteristics of most culture is that they are seen as symbolic representation of underline and believe values.

5.4 Organisational Climate:-

1).The concept of organizational climate is just concern with the perception and feeling each individual nature of the organization environment as it is actually generated by the culture development process.

2).Organisational climate is re-occuring the pattern of behavior attitudes and feeling that categories life in the organization.

3).While an organizational culture tends to be deep and stable.

4).Climate could be describe as something must surface level and relates to the Here and How. It is about what it feels like to work organization. Climate describes the Psychological impact of the work environment.

5).Climate represent the personal characteristics of members of an organization such as:- Values needs attitude acceptation leadership, stay on the organization.

6).Climate change on values about working relationship in the organization.

   Ex:- Communication label of openes.

7).Climate survey ask about the exposed value of the organization and see to what extend member feel they are behaving in alignment to those values.

6.1 Leadership

According to Peter Drucker

Leadership is the lifting the man vision to higher sight, raising the man's performance at higher standard the building , the man's personality beyond it normal limitation.

1). It is the process by which manager guides and influences the work of his sub-ordinate.

2).Leadership is the process from which workers rush and influences for their work.

3).The success of every industrial enterprise dependent upon the quality of the leadership.

4).Leader are not form but made with their experience learning and training.

5).Ex:- The Tata and Iron Steel Corporation Jamshedpur for Motor Corporation USA would not have content but for the able leadership of J.N Tata and Henry Fort.

6.2 Importance of Leadership in Organisation

1).Leadership implies the existence of followers:

In an organization of several levels , a leader has to be wear both hats gracefully , to be able to himself both upward nd downward . So, leadership is the power of study of his follower.

2).Leadership involve a community of interest between the leader and it's follower:

Both leader and his worker are one and the same . If the leader strives for one purpose and team of worker for some other purpose it is no leadership.

3).Leadership involve an unequal distribution of work /authority among leader and it's group member.

Leader can direct some of the activities of Group Member i.e. Group Member are compailed and willing to obey most of the leader's direction.

4).Leadership implies leader influence their worker/member to perform and accomplish the role.

6.3 Styles of Leadership:-

A leader cannot behave other than what his personal styles are he may either inherently possess these style may have acquired through learning,Training and Experience. He himself is what his traits(styles) are therefore and behave within the limit of styles and quality . A leader is expected to posses the following traits/styles:-

1).Good Personality.

2).Tirelessness.

3).Ability to take quick decision.

4).Alertness.

5).Courage.

6).Enthusiasm.

7).Intelligence.

8).Persuasive voice.

9).Reliability.

10).Imagination.

11).Physically Fit.

12).Intellectual.

The above traits have grouped by psychologist into 3(three) categories:-

1).Physical qualities.

2).Moral qualities.

3).Mental qualities.

1).Physical qualities:-

a).A leader must posses a high degree of physical nervous energy. He almost axiomatic.

b).He must have a sense of Robust joy in his mission and a great vigour body and mind to stand-up to the steps and strength of his responsibility.

c).He usually have ability to sleep not more than 4 hour with an occasional routine.

2).Moral qualities.

The first among Moral quality is Moral Courage. This enables a person in the one hand to the stick of his goal on the another hand the responsibility to fulfill the goal.

3).Mental qualities.

A leader must possess high mental power to take decision what is to be perform.

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