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20 One-Liners | CAIIB ABM Module B Chapter 12: Employee Behavior in Organizations (202

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20 One-Liners to Remember

Quick-fire facts for last-minute revision.

- 1 Employee behavior is shaped by four factors: Environmental, Personal, Organizational and Psychological.**

This four-factor framework organises the CAIIB ABM chapter on employee behavior.

- 2 Kurt Lewin's equation states that behavior is a function of the person and the environment, written as $B = f(P, E)$.**

It means who a person is combined with where they are determines how they behave.

- 3 Environmental factors include Economic, Social and Political conditions surrounding the workplace.**

These are often summarised together as ESP conditions shaping employee mindset.

- 4 Personal factors influencing employee behavior include age, gender, education, marital status and family background.**

These give each individual a unique outlook and work style.

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5 Organizational factors include work culture, leadership quality, wages, peer competition and growth opportunities.

These are internal workplace conditions rather than outside societal conditions.

6 Psychological factors include personality traits, perception, attitude and emotional intelligence.

These are internal mental and emotional characteristics of the individual employee.

7 Intrinsic motivators include a sense of achievement, learning, purpose and personal growth.

These come from within the employee rather than from external rewards.

8 Extrinsic motivators include pay, bonuses, promotions and public recognition.

These are rewards that come from outside the employee, such as from the organisation.

9 Autocratic leadership involves the leader deciding alone without consulting the team.

It works well in a crisis needing fast decisions but can crush creativity over time.

10 Democratic leadership involves the leader inviting team participation in decision-making.

This style builds higher engagement, stronger ownership and better team morale.

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- 11 Laissez-faire leadership involves the leader stepping back and letting employees decide with minimal supervision.**

It suits highly skilled, self-motivated teams working toward clear goals.

- 12 Friedman and Rosenman identified Type A and Type B personality types affecting workplace behavior and stress.**

Type A personalities are competitive and stress-prone, while Type B are relaxed and systematic.

- 13 Type A personalities tend to be restless, highly competitive and prone to stress and burnout.**

This contrasts with Type B, who are more relaxed and better at handling pressure.

- 14 Type B personalities tend to be relaxed, systematic and philosophical, and handle pressure better.**

This is the counterpart profile to the more competitive, stress-prone Type A personality.

- 15 Maslow's Hierarchy of Needs has five levels: Physiological, Safety, Social, Esteem and Self-Actualization.**

Employees progress up this pyramid as lower-level needs are satisfied first.

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- 16 According to Maslow, when lower-level needs are unmet, higher-level motivators like purpose barely register.**

A stressed employee worried about job security will not be inspired by a vision statement alone.

- 17 The Equal Remuneration Act, 1976 mandates equal pay for men and women doing the same or similar work.**

This legislation anchors the workplace diversity and inclusion discussion in the chapter.

- 18 The Factories Act, 1948 sets work-hour regulations and safety standards, with specific provisions for female employees.**

This is the second key legislative framework cited for workplace diversity and inclusion.

- 19 CAIIB ABM employee behavior falls within Module B, Chapter 12, under the Human Resource Management content.**

This chapter connects HR theory directly to real banking management situations.

- 20 The chapter notes that no single leadership style works best in every situation.**

Effective bank managers switch leadership styles to match the task and team maturity.

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