

# ORGANIZATIONAL BEHAVIOR

## The Way Forward

**FAIZ DAUD**

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## Preface

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This book was produced with the best of effort from a thorough knowledge of the author in teaching and research that spans over a decade of experience in a large healthcare facility in Malaysia. The content of this book was an adaptation from a research module entitled "*Organizational Behaviors and Management of Health Personnel*." It is hoped that this book brings about better understanding to leaders and healthcare managers on the dynamics of organizational management. I am confident this book serves as a useful reference and guide in better understanding the organizational efforts and strategies within the public and private organizations.

The content in this book is beneficial to students, academics and policymakers in understanding issues pertaining to organizational functions. It contains fourteen chapters which include topics on diversity, personality and value system, job satisfaction, group behavior and work teams. This would allow managers to identify functional staff characteristics in maximizing performance for both personnel and organization. Chapters on communication, conflicts and negotiation brings about in-depth understanding in handling dissatisfaction and other forms of dysfunctional behaviors. I also brought forth discussions on leadership, human resource policies, organizational structure and organizational change that could affect organizational performance.

My deepest appreciation to my father, Prof. Datuk Dr. Daud Mohamad who has provided guidance for me to complete this book. Heartfelt appreciation to my mother, Prof. Datin Dr. Siti Rahayah Ariffin for her prayers and tireless efforts in building my character. I am grateful for the continuous support from my wife and children and for being with me on the journey to accomplish this book.

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*Faiz Daud*