

Organizational behavior

Subject Code:- BBAD1-205

Class :- BBA 2nd Sem

Max. Marks 15

Q 1: Understand the relationship between the organization structure and culture

1.1 Explain how the relationship between the organizations structures and cultures can impact on the performance of the business

Organizational structures and cultures are essentially co-related and have substantial effect on performance of the business. To understand the relationship between organizations structure and cultures, we have to go through the term of organizational structures and cultures.

An organizational structure is Explicit and implicit institutional rules and policies designed to provide a structure where various work roles and responsibilities are delegated, controlled and coordinated. Organizational structure also determines how information flows from level to level within the company. In a centralized structure, decisions flow from the top down. In a decentralized structure, the decisions are made at various different levels.

Organizational cultures are civilization in the workplace (Alan Adler, 2013) Organizational culture refers to the values shared by organization managers and associates. It includes shared assumptions, beliefs, values, norms and language patterns (Ryall & Craig 2003). It determines how a company's employees and management interact and handle outside business transactions. Often, corporate culture is implied, not expressly defined, and develops organically over time from the cumulative traits of the people the company hires. A company's culture will be reflected in its dress code, business hours, office setup, employee benefits, turnover, hiring decisions, and treatment of clients, client satisfaction and every other aspect of operations.

Organizational structures can inhibit or promote performance, depending how effectively the supervisory relationships and workflow influence productivity. These define departmental structure and the reporting hierarchy. Performance management involves goal-setting activities and periodic reviews by managers in the reporting hierarchy. Without defined policies and procedures that are consistently enforced throughout the organization, performance management strategies can fail to achieve their desired goal of improving product and service quality for end-user customers

Organizational culture is the sum of values and rituals which serve as 'glue' to integrate the members of the organization. Culture is a carrier of meaning. Cultures provide not only a shared view of "what is" but also of "why is." In this

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view, culture is about “the story” in which people in the organization are embedded, and the values and rituals that reinforce that narrative. It also focuses attention on the importance of symbols and the need to understand them including the idiosyncratic languages used in organizations in order to understand culture. (Richard Perrin, 2015)

1.2 Identify and over view four important factors that can influence individual behavior at work

Individual coming from very different recess may have different perspective towards the organization. But there are some several factors that basically influence the individual behavior at works. Four of them are discussed below:

- 1. Leadership:** Managers and leaders play an important role in influencing the behavior of individuals at workplace. It is the responsibility of leaders to set a direction for team members. In majority of the cases, it has been observed that employees do not feel like going to work when they have strict bosses. Leaders need to stand by their team always to Guide them and help them in their day to day operations and help them acquire new skills and upgrade their knowledge. Make them feel important. As a leader, he needs to be a strong source of inspiration for your subordinates. (management study guide)
- 2. Skills:** Due to the difference in the status level or skill level, an employee can behave differently in different situations. The behaviors from the leaders and the behaviors the people works under him may not be the same.
- 3. Work cultures**
Employees need to feel comfortable at workplace for them to stay positive and happy. Rules and regulations should be same for everyone. Employees ought to be encouraged to respect their reporting bosses and follow the code of ethics. Transparency at all levels is essential. You must know what your team member is up to and vice-a-versa. Job security is one of the most crucial factors affecting employee behavior. Stand by your team at the times of crisis. Do not throw them out during bad times.
- 4. Attitude:**
Attitude is defined as predisposition or a tendency to respond positively or negatively towards a certain idea, object, person or situation. Attitude can effect on individual decisions and responses to a particular situations or a problem. (Robbins, 2013)