

# Just 3 questions for organizational behavior class



Answer Organizational Behavior may be defined as the field of study that investigates the impact that individuals, groups, and structure have on behavior within organizations, for the purpose of applying such knowledge toward an organization's effectiveness (Robbins, and Judge 9). From this class of OB, I hope to learn the basic concepts of Organizational level at three levels: Individual, Group, and Organizational. Getting new perspectives and tools on these concepts will enable to take decisions that are in the best interest of the employees and my company. I will be able to understand the behavior of my employees, and its impact on my organization's performance. I will be in a better position to handle areas such as absenteeism, employment turnover, productivity, and performance at my workplace. As, a manager in the near future, I will be responsible for managing and leading a team. With learning from this class, I will be able to understand my team member's attitude, behavior, and motivate them. I will be able to create a sense of higher job satisfaction and Organizational Citizenship Behavior. This in turn will help me to get low turnover and absenteeism, higher productivity.

Answer2.) Performance is a function of three variables: Ability; Effort and Opportunity to Perform. In order to boost performance, it is necessary to make sure that all three factors are adequately present.

Ability can be defined as an individual's capacity to performance various tasks in a job (Robbins and Judge, 44). Ability affects the performance through the ability-job fit. The first step to be improving the fit will be to have in a place an effective selection process. A thorough job analysis will enable the employees to understand the abilities that are needed to perform that job. Applicants shall be tested, and evaluated on the degree that they posses

the necessary abilities to perform the tasks of the job.

The ability-job fit can be improved by making minor modifications to the job to match the abilities of the employees. The tasks of the job can be modified in such a way that it is suited to the specific talents of an employee. For example, the tasks may be changed from manual to a computer system for an employee who is efficient in using computers.

The ability of an employee may also be increased by training him to the tasks, tools, and techniques of the job that he is doing. Mentoring within the organization can have a large influence on the ability of an employee to work on a job.

Answer3.) In today's globalized and customer-centered world, it is not only ethical to treat employees nicely, but also a good business sense to do so. Companies are moving towards a product-service combination, and it is necessary to please the customers in such situations. Treating employees with dignity, providing positive employee work climate helps companies build great employee satisfaction. High Employee satisfaction plays a major role in great customer service. The case of southwest airlines can be seen as a classical example of the importance of good HR policies for good business. Southwest airlines have very few constraints on employee behavior. The employees are encouraged to be passionate about their work, and given sufficient freedom in expressing their passion. The high caring and fun loving behavior of the employees of southwest airlines leads to high customer satisfaction. In addition, high employee satisfaction also leads to low labor costs, employee turnover rates, and less absenteeism. All these factors have lead Southwest Airlines to be consistently prove as the most profitable airline in the US.

Work Cited

Robbins, Stephen, P., Timothy A. Judge. Organizational Behavior. New Delhi: Prentice Hall India, 2007.