

Organizational behavior critical thinking examples

[Experience](#), [Belief](#)



Introduction

Organizational behavior is an area of learning which looks at the effects that people," structures have on behavior in an organization" (Robbins, 17). This study is aimed at using the insights acquired to improve the performance of an institution together with helping it to achieve its goals.

My comment on this issue brought up in the first video is that Zappo's action to bribe its employees to quit their job was not right. What could have been done was to offer more training to the workers and just let them know what was expected of them. It is hard to comprehend why Zappo had hired these employees, took them through 4-week training only to ask them to quit after that much investment on them. There are many things the management did not consider where organizational behavior is concerned. Accepting to quit would guarantee each employee payment for all the amount of time they had spent in the institution plus a bonus of \$1000.

The big question however is what might have been the problem to Zappo might have been how to cope with the challenges for organizational behavior such as responding to globalization, working with people with different motivation, responding to the labor shortage and improving customer service.

The most significant themes to me from the movie and the book are; motivation, organization decision making, Individuals decision making and, values and attitudes. This is clearly shown by the way Zappo makes a decision to bribe its employees to quit their job out of motivation by its values and attitudes. The employees are in the verge of making a decision which perhaps will depend on their motivation and attitudes.

One has therefore to strike a balance in ever to ensure that customer services are not considered at the expense of the employees. By doing this an organization will be geared towards its success because it will adhere to the organizational behavior.

Work Cited

Judge, Timothy A, and Stephen P. Robbins. Organizational Behavior. London: Pearson, 2009. Print.