

# Misbehaviour should be accepted in organisations commerce essay



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Normal behaviour in an organisation has been analysed by many university experts and management theorists. These people believe that these positive activities contribute a lot to the organisation. Hard-work and discipline are good examples. However, the opposite theory misbehaviour in organisation behaviour is attracted by more and more people in a modern well-run organisation.

The purpose of this report to ascertain what is a well-run organisation, what the accurate definition of misbehaviour is, and how misbehaviour influences a well-run organisation. After we have researched this theory comprehensively, it will be clear to see the reason why companies accept misbehaviour and how misbehaviour can create a positive effect in modern companies.

The scope of this report will cover employee's misbehaviour in the workplace and the relation between management hierarchy and workers.

## **2) Definition of a “ well-run” organisation:**

The key characteristic of an organisation is that it is an purposefully organised group, department or family to achieve present targets set in the decision making state, and organisational present constitute member should adapt to the change of exterior or interior situation in order for the organisations survival. Generally, an organisation must be able to effectively implement and integrate with some controlling power for the successful continuation of the organisation. (Wilson & Ronsenfeld, 1990).

Organisations are always expected to successfully achieve targets in the process where from output to input, it then of course depending their

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resources should be used appropriately. Otherwise, an organisation is not only supported to be successful but also to be effective related to the output, involved in their final result and target. There are some related factors that could improve organisational performance, such as increasing profitability, improved service delivery and to maximise efficiency in key activities. In addition, efficient organisations must ensure that it reaches a satisfactory target, understanding the client's demand and requirements, and are compliant to specific requirements, adaptable in the change of exterior and the demand situation. (Mullins, 2007).

### **3) Definition and classification of misbehaviours:**

“ Organisational misbehaviour is defined as any intentional action made by members of an organisation that defies and violates shared organisational norms and expectations, and/or core societal values, mores and standards of proper conduct.” (Yoav Vardi and Yoash Wiener – 1996).

However, all errors, mistakes, or even unconscious negligence do not constitute organisational misbehaviour, despite the bad effect it produces in the organisation. We will be focusing on individuals who are directly and intentionally involved in some form of misconduct in a well-run organisation. But this phenomenon may also come from a group of individuals or indeed the organisation itself. Organisational misbehaviour may also change in different situations and it can be functional or dysfunctional, positive or negative, short term or long term; it depends on the circumstances and manner of acting.

The organisational misbehaviours are grouped into 3 major categories: misbehaviours that are intended to benefit the self, misbehaviours that intend to benefit the member's employing organisation as a whole and misbehaviours that intend to inflict damage and be destructive.

Misbehaviours that are intended to benefit the self are internal and often victimise the employing organisation or its members. Examples of such misbehaviour is the distortion data, the stealing and selling manufacturing secrets, the harassment of others, misleading customers and sabotaging processes.

Misbehaviours that intend to benefit the member's employing organisation as a whole are for the most part external in nature, usually directed toward outside victims such as public agencies, customers, social institutions, or other organisations. This sort of misconduct is self-serving and organisation's members will take benefit of this cheating. Falsifying records, cheating governments and the misleading of customers belong to this category of misbehaviour.

Misbehaviour that intends to inflict damage and be destructive can be both internal and external with the main goal being to hurt others or the organisation, to cause minor or considerable damage, both visible and invisible such as mistreatment, sabotage and theft.

#### **4) Why can we accept misbehaviours in well-run organisations?**

Organisational misbehaviour can be as minor as being late for work, or as serious as theft, such as the stealing company resources. One research done <https://assignbuster.com/misbehaviour-should-be-accepted-in-organisations-commerce-essay/>

in 2003 in the United States for example, claimed that over 95% of all businesses experience employee theft, with an estimated loss of \$25 billion every year.

Before we discuss whether or not misbehaviour is acceptable within an organisation, we should first know the source or reason of such behaviour.

Peter Michael Blau, an Austrian sociologist and theorist, produced many theories about social phenomena and population structures. One of them, namely the “ Social Exchange theory”, explains organisational misbehaviour. The Social Exchange theory is a combination of theory of economics, psychology and sociology, used to explain social behaviour of humans, based on exchanging benefits between two parties.

When putting this theory in a workplace, it explains that the relationship between employees and employers are built based on the exchanging of benefits. Employees devoted their effort and time to work in exchange of their salary paid by their employers. When one party gives more to another, it is expected to receive more in return. There are both material and non-material benefits. Financial rewards or salaries for employees are both material benefits. Whereas, non-material benefits can be appreciation from managers and supervisors, or merely a certain level of support. Employees might receive their salary each month but they might not receive non-material benefits as frequently, such as job satisfaction. Employees have the potential to feel mistreated, causing the relationship between employees and employers to be ruined.

When employees feel that they are unfairly treated in the workplace, while there is little chance that they can come forward or take a stand against their employer, the only way employees can repay such mistreatment is to engage in organisational misbehaviour.

Understanding the reason of organisational misbehaviour, we then know why we should accept such behaviour other than taking eliminations and punishments. As an unkind action will be repaid by an unkind response, making misbehaviour counter-productive.

### **5) Advantages of misbehaviour:**

Despite the fact that misbehaviour can be destructive, misbehaviour can also be seen as a useful tool for well-run organisations.

### **The hierarchy can see the dysfunction in the organisation:**

In the organisation, an employee will not always obey their superior; they will argue their point if there is something wrong or if they simply have a different opinion. It is preferable if the management can clearly see the dysfunction in the organisation. Therefore, the management is forced to find the best way of preventing mistakes in advance of any challenges to their decisions.

### **Increasing the rules, procedures, and bureaucratic control:**

Misbehaviour in an organisation also can be explained there are some leaks in the regulation of the organisation. For instance, in some organisations, discrimination is a normal situation. Regardless of race discrimination or the discrimination between the upper class and the lower class, there must be

set rules to control them, in order to treat everyone equally. The management need to be in control of the organisation because misbehaviour will arise if ignored. As a result, the potential for misbehaviour encourages improved control by the management.

### **Hierarchy need more concern to their employees:**

In certain situations, there will be a conflict when employers feel that they are unimportant, or indeed they feel that they are not totally involved in the organisational culture and feel uncomfortable in their position. Therefore, the organisation could understand they need to pay more attention to their employees and ask their opinion. When these employees feel that they are important to the organisation and they can contribute to the organisation, they will be more obedient and productive.

### **Stimulate innovation and adaptation:**

Innovation is a very important part in an organisation. Misbehaviour means people challenge the status-quo, the result being that they misbehave. To stimulate innovation and adaptation not only benefit the organisation but also its employees who are stimulated by new challenges.

### **Increasing the quality of decision making:**

Should one person make a decision independently of others, this course of action will ultimately cause others to challenge it. Many people will have differing opinions which they will want to put forward. To gather and coordinate the employees differing opinions on finding the best way to deal with a given issue will increase the quality of the decision making process

and will remove the chances of disobedience, as the employees can voice their opinions.

## **6) Conclusion:**

Based on the information we have gathered, including the text book and internet sources, we have come to the decision that misbehaviour should be accepted in a well-run organisation.

Organisations should emphasise misbehaviour as well good behaviour.

Employees work for organisations, the aim employee working is variety, but in common the aim is to earn money to support themselves and their families. On the other hand, the employer has the employee, that is an equivalence exchange. Bosses should not be angry if an employee misbehaves with economic efficiency.

An organisation is consisted by group, and a group consists of employees.

Due to different backgrounds and different learning capacities, these people will definitely conflict when their opinions differ. The upper management power need rules and regulations to stop the dysfunction in a well-run organisation.

Overall, satisfaction for employees is very important in well-run organisation, because employees may misbehave if they feel dissatisfied with the working conditions and management decisions. Companies are willing balance the benefits between the employer and employee. At last, employees can make a valid contribution to the organisation and enhance the company's productivity and competitiveness in the markets in which it competes.