

Organization behavior issues

Business



In the modern knowledge-intensive society, corporations and businesses need to effectively manage the increasingly important production factor of knowledge to prosper. Contemporary management practices remain deeply rooted in the mechanistic approach and an autocratic model of management (Mead & Andrews, 2009). It is increasingly influenced by an organic construction that emphasizes team work and participation of workers through intensive motivating programs on the dynamic aspect of change. It is clear organizations attain organizational strategies and organization changes by changing the skills, values, attitudes and behavior of the workers while systems and changes in the organization structures achieved through reward systems, work designs and reporting relations. Reflecting on the sustained interest in organizational change and change management a variety of tools need development to start and manage organizational changes.

These tools control and direct changes caused by abrupt new plans and diverted changes in managerial activities. Most popular tools focus on achieving quality improvements by addressing worker concerns and enhancing flexibility by changing organizational structure, processes and people (Hellriegel & Slocum, 2007). In this case for example, Janet Harding transferred from Auckland as the new manager of Drake and Dawson's. She experienced difficulties in getting the Drake and Dawson's staff members to behave according to the Drake and Dawson's staff behaviors rules and regulations that reflect the ideal organization image. She complained the staff members were slow in everything they did in spite of being put on

performance-based contracts that put a part of their wages on commission. It became clear they were not eager to sell to the customers.

They waste time by taking extended breaks and by chatting with each other and customers. She does not feel that they are at all aggressive towards her. They seem so entrenched in their patterns of behavior and are unable to understand what she required of them. Janet wanted energize her staff by making sure they committed their time to work. She also wanted to make sure the employees remained well-informed. She expected them to show their enthusiasm in the way they dealt with customers.

Most of all she wanted to see some improvement in the sales figures. She pointed out to that it is up to the staff members to help every person find something to buy. This is because the staff knew their stock well but they waited for customers to approach them for help and not going out to them (Schermerhorn, 2011). In this case it is important for Janet to set up key aspects of organizational behavior relevant to communication issues. Jane should check the accomplishments of the staff members and come up with features that can keep them focused towards the goals of the business.

She is also expected set up an environment that promotes efficient working and cohabitation (Schermerhorn, 2011). According to Miner (2006), the key aspects of organizational behavior concentrate on its human resource, technology, structure, environment and group. It is clear that many people work in an organization to satisfy their needs, characters and experience. Each employee has a number of psycho-social and economic factors behaviors at work while groups have combined effects and synthesis as

compared to the energy and mentality of an individual. Structural relations are instrumental in the behavior of employees at work. Technology results in better performance at the workplace by engaging technical skills which encompass the ability to apply specialized knowledge and skills.

The environment has its own behavior that influences the behavior of people at work (Greenberg, 2003). As the new manager, Jane has to develop strategies that will enable her to deal with the new staff and make the business productive. For good business and better improvements, it is important for Jane to get along with the workers for that way they can deliver better performances. Her organization and management skills should focus on the group level. In order to do this, Jane should know the staff strength and weaknesses.

One worker may have issues with the volume of work while another may be doing a perfectly thorough job. Another worker may have excellent technical skills but is weak in people's skills. The staff members may be having negative attitudes towards the changes that have been made and they may be reluctant in cooperation. If Janet expects better results, she should encourage a positive attitude and be ready to take risks. She should appreciate job performance by giving feedbacks on the weekly or monthly objectives including what went well, what areas need improvement and how to obtain the improvement.

She should be able to listen to the staff members by keeping a track on their performance. She should engage the staff members by asking for ideas of better improvement and involving them in activities that make them feel like

a part of the team. Jane should be visible and not isolate herself from the workers. She should use motivation sessions to find out what motivates her workers and use the feedback to improve their contribution (Champoux, 2010.). This is a new environment literally for Janet and basically for the workers.

A happy place of work results into remarkable improvements in business. It is advisable for her to effectively communicate with the staff members and precisely lead as an example by communicating effectively. As the new manager Janet, the organization expects her to get the required responses from the employees. She has to prove a range of skills to get the change fully implemented both by the employees and the business. Unavoidable circumstances may occur especially when the employees do everything in their power to interrupt the change by being at the denial stage and trying to convince otherwise.

Therefore, it is necessary that Janet gets ready for negative responses and risks that she needs to end to make sure the business becomes more productive (Griffin & Moorhead, 2011)Conclusion Successful organizational behavior should show response when meeting the challenges of dealing with change. These practices should encourage an environment that promotes cohabitation and efficiency in delivery the right product for the general improvement of any business.