

BA BUSINESS MANAGEMENT

University of Wales Trinity Saint David

Introducing the Modern Workplace

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Executive Summary

Organisational behaviour is known as the learning of human behaviour in the organizational situation. The aim of present report was to understand the overall impact of organisational behaviour, which helps to achieve success in future. The study indulged to revive the organizational theory as well as build up an improved conceptualization of overall organizational life. The overall measurement of organisational behaviour hugely depends up on the performance of individual along with the organisation's performance. In order to resolve the conflict as well as make profound decision-making strategies, it is necessary for the manager to know the overall structure of the organisation.



Introduction

Organisational behaviour refers to the learning of human behaviour within the organizational setting. Individuals react differently within the organisation premises. The particular organisational behaviour depends on the overall role of the individual inside the organisation (Wood *et al.*, 2019). In addition to this, the disappointment of several types of scientific management delivered birth to the wide range of human relations society those are considered by an important prominence on cooperation as together with the morale of the employee. The aim of present report is to understand the overall impact of organisational behaviour, which helps to achieve success in future. The study will be based on Tesco. Tesco Plc. is trading as the British Multinational general merchandise and groceries retailer. It is headquarter in England. It was established in the year 1919. The study indulges to revive the organizational theory as well as build up an improved conceptualization of overall organizational life of Tesco. Initially, the paper will look forward to analyse the aspect of organisational behaviour in the organisation. In this context, it is noteworthy that the fundamental concept of organisational behaviour will also be analysed in order to determine the major challenges and opportunities of an organisation. The effects of organisational factors on the behaviour of the individuals will also be evaluated within the study. At the end, the paper will present conclusion in order to draft the significant considerations of the study.

Analyse the relationship of organisational structure and culture with organisational performance

Organizational behaviour researches the overall mechanisms leading these communications, looking to recognize along with promoting behaviours favourable to the endurance and usefulness of the organization (James, 2017). Moreover, it can also be said that the purpose of organizational behaviour is to understand, predict, as well as control human behaviour in the organization's settings. The overall measurement of organisational behaviour depends on the individual performance along with the performance in the organisational setting. Apart from that, it can also be said that this field of study related to organisational behaviour investigates that, human behaviour within the work environment as well as regulates its overall effect on work structure, communication, motivation, performance, leadership and many more (Kitchin, 2017). Several purposes have described understanding the purpose of the OB.



Figure 1: Tesco organizational structure (Source: Steve, 2019)

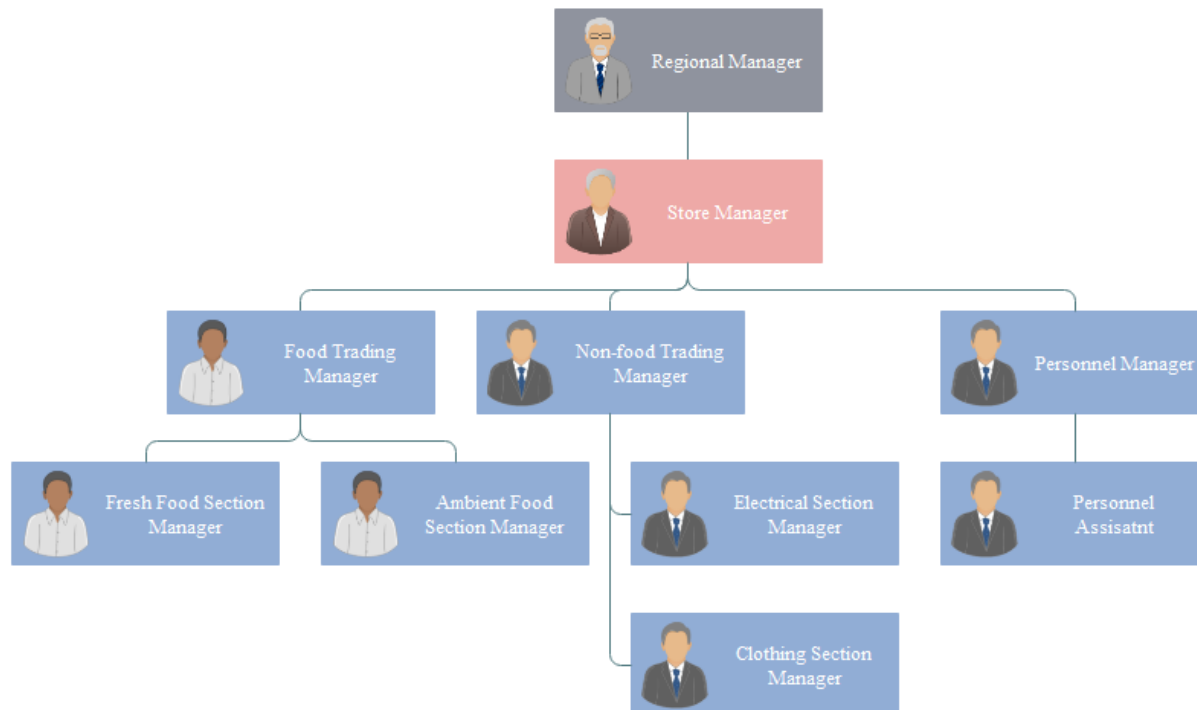


Figure 2: Tesco organizational structure (Source: Carol, 2017)

In order to offer job satisfaction to the employee, an analysis of the organizational performance needs to be conducted. Apart from that, finding the right people for the right place can be decided based on the analysis of the organizational behaviour of the employee. Moreover, with the help of the analysis of organisational behaviour, the organisation can also build a suitable organizational culture (Collins *et al.*, 2020). Furthermore, to solve the several types of leadership as well as Conflict issues it is necessary to analyse the overall behaviour of the employee inside the organization. Hence it can be said that the understanding of the organization might be helpful in case of conflict resolution. Apart from that, the understanding of organizational behaviour can be helpful to understand the employees more closely (Sheedy *et al.*, 2020). However, to enhance the overall productivity of the organization it is essential to monitor the organizational behaviour of the employee.

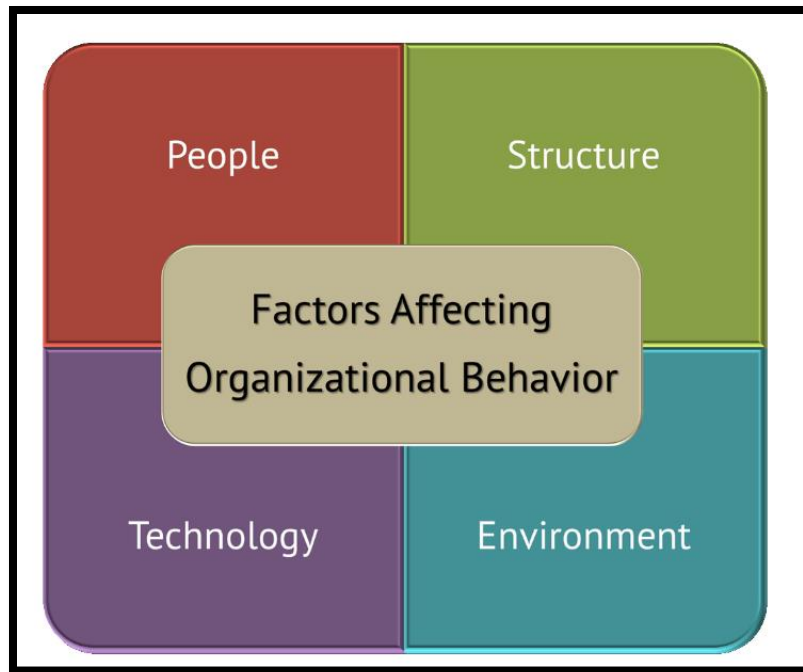


Figure 3: Factors of Organizational Behaviour (Source: Taylor, 2018)

In addition to this, to recognise the process of making an effective leader the role of analysis of the organizational behaviour is important. The purpose of understanding the importance of organizational behaviour the manager needs to find out the overall performance of the employees based on theory personal as well as organizational aspects (Taylor, 2018). In order to build an efficient team, the manager needs to understand the overall structure of the organization. In addition to this, the manager needs to aware of the overall individual behaviour of the employee to improve the rate of productively. By recognising the pattern of their behaviour the manager will be able to build an effective strategy to motivate the employee.

Several fundamental concepts of the organizational behaviour within an organization

There are large numbers of core issues that have been found while analysing the organisational behaviour those are the perception of the employee, individual difference, motivating behaviour of the employee (Griffin *et al.*, 2020). Apart from that human dignity can be the other core factor regarding organisational behaviour. Hence, it can be said that the fundamental concepts of evaluating organisational behaviour can be considered as the holistic concept.

3 key boundaries of Organizational Behaviour are;

1. 'Behavioural Bias'
2. 'The Law of Diminishing Returns'
3. 'Unethical Manipulation of People'

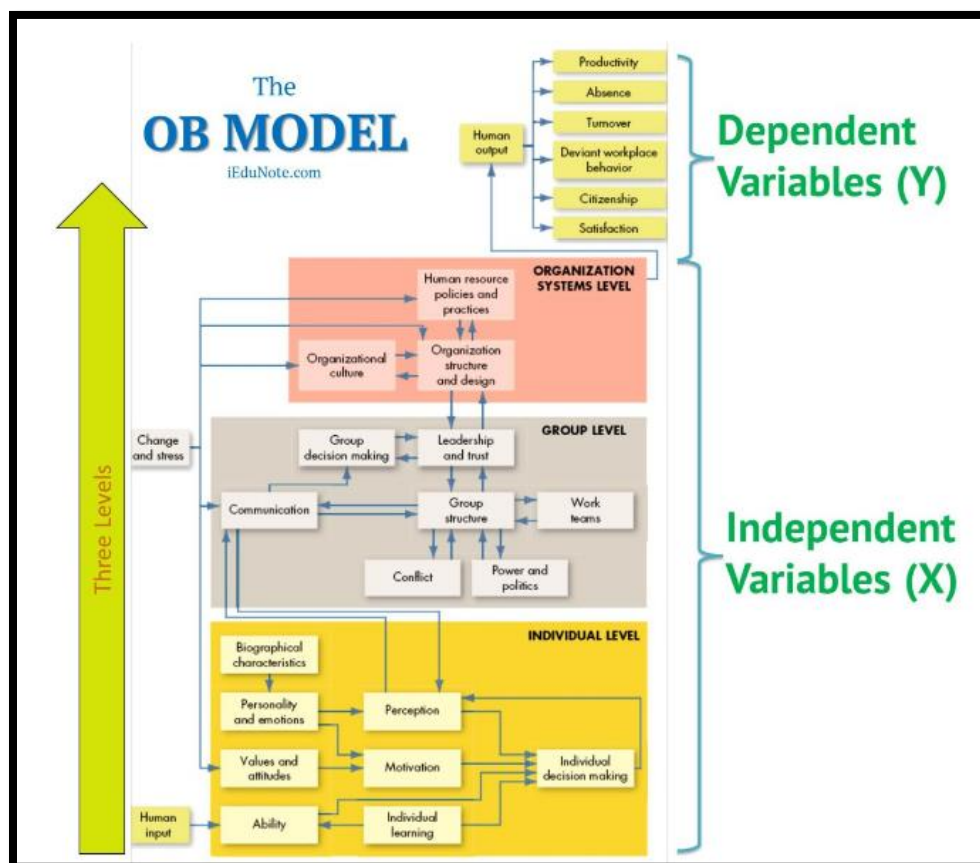


Figure 4: Organisational behaviour Model

(Source: Miao *et al.*, 2020)

Main Challenges and Opportunities for Organizational Behaviour

Several challenges as well as scopes of the overall organizational behaviour are enormous as well as quickly altering intended for recuperating efficiency as well as meeting the ultimate business goals. The major challenges faced by the **Tesco** are, enhancing the skill of the employees, managing a large number of workforce, empowering several individuals effectively, enhancing the overall productivity as well as the quality of the work (Miao *et al.*, 2020). By understanding the overall work culture, as well as the behaviour of the employee inside the **Tesco**, can help to bring innovation as well as a change to the organization.

Sometimes change is also important to offer something more to the employee. For example, the **Tesco** can offer a new compensation system in case of motivating the employee for giving their best effort. Apart from this, the opportunity of evaluating the organisational behaviour the organisation can propose the appearance of E-Organization& E-Commerce (Satpathy *et al.*, 2020). Apart from that organization behaviour management can also be facilitated in resolving intrapersonal as well as interpersonal conflicts. In order to maintain ethical behaviour manager need to understand the role of the individual behaviours.

The effective organizational structure of **Tesco** aims to assign the role and responsibility to the most suitable person based on their position. The communication between the various departments has been monitored by the authority. In the case of the centralized structure of the **Tesco**, the major power regarding taking the decisions was retained by the top-level management in the organisation (Stemn *et al.*, 2018). On the other hand, in the case of the decentralized structure of the organisation, all the effective power has been given to the lower level authority to maximize the rate of execution.

Functional structure the functional striate of the organisation is considered as the simplest form compared to the others. The overall structure depends on leadership management. The organisation needs to have several departments. The major department within an **Tesco** is customer service, sales, research and development, human resource management (Gruman *et*

al., 2018). A large number of skilled employees grouped and, make a particular project successfully.

The divisional structure can depend on the major functional structures of the organisation. In this structure, the manager believes that instead of putting all the similar skilled people into the same group rather they can be distributed to the other group to maintain the overall workforce balance.

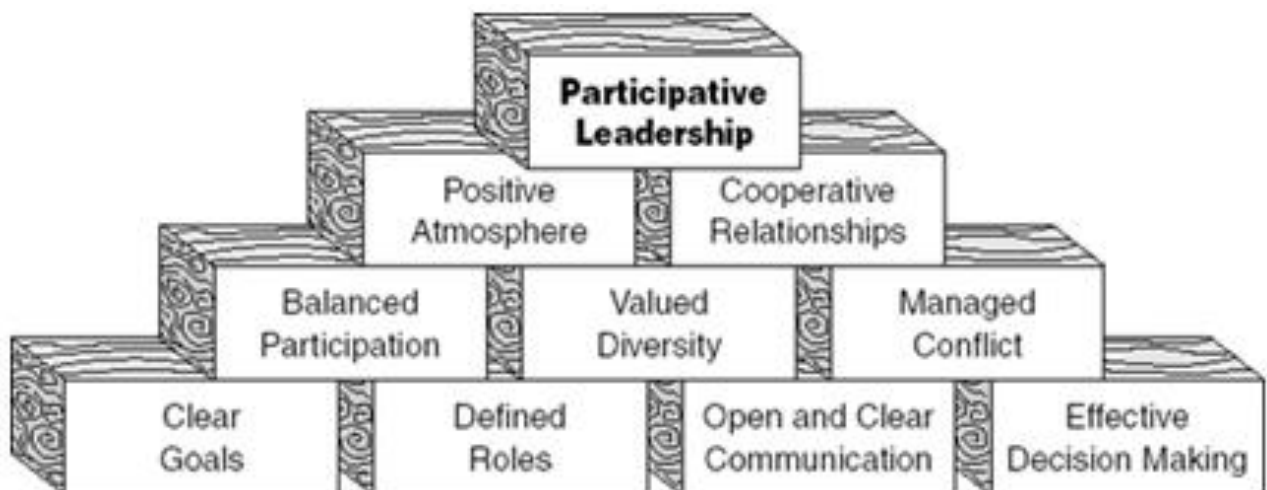


Figure 5: Organizational behaviour (Source :studymoose.com)

The effects of various factors on individual behaviours

Every human being is different in terms of behaviours, personality, and perception from each other. The behaviour of the individual is measured as the significantly complex one. In addition to this, there are a variety of challenges in a valuable **Tesco** that could straightforwardly or in a roundabout way influence the overall behaviour of the workers. Moreover, in assured circumstances, the manager of the association has to first investigate the specific task, establish the major skills necessary. Moreover, the manager needs to assemble a squad that could balance as well as go with the skills of each other. In order to find different factors, the capabilities of people, safety settings, as well as boundaries have to be evaluated initially.

Apart from that, there are a range of factors that could affect the *organizational behaviour of an individual* a few factors are described below;

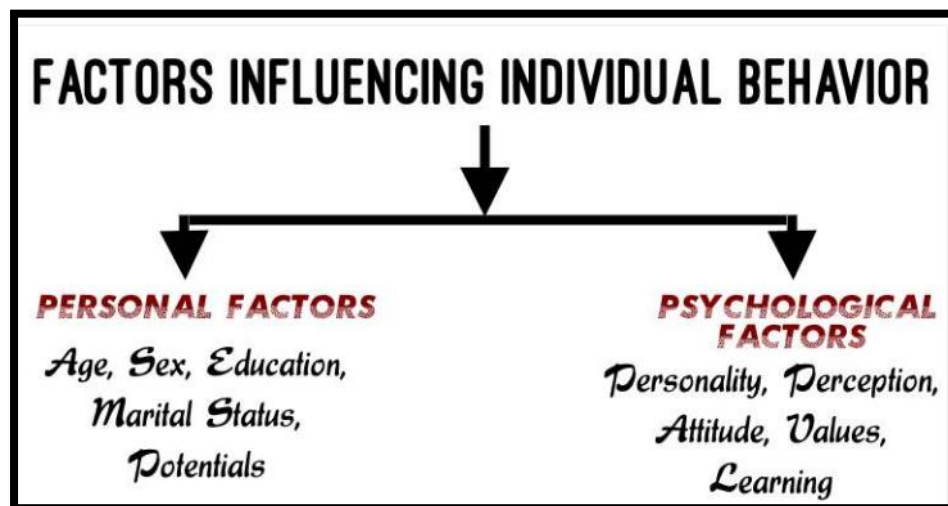


Figure 6: Factors influencing individual behaviour

(Source: James, 2017)

- **Personal factors**

A large number of personal elements that can manipulate the overall behaviour of a human being are again classified into 2 major segments that comprise Biographic as well as learned characteristics.

1. **Biographic Characteristics**

It can be said that every individual has a definite pattern of uniqueness that is hereditary as well as inherited in nature. These types of characteristics cannot be changed fully however they can be modifying depending upon the situation (James, 2017). The manager of a **Tesco** needs to be well aware of the boundaries as well as traits each own, after that they can effortlessly build an application of their behaviour methods of an association in a well-organized mode. These characteristics comprise of

- (i) **Physical Characteristics**

This characteristic generally includes complexion, skin, and height. It creates an impact on the performance of the individuals. An individual with a superior personality is always predictable to outfit as well as act well in the workplace **Tesco**.

Age

This can be considered an inherited attribute of a person. In the case of measuring the performance, it is considered a major problem. Young people tend to be more energetic, innovative, adventurous, and ambitious as well as risk-taking (James, 2017). With the progression in terms of age, the performance of an individual is prone to turn down.

Gender

This feature comes from genetically. It is said that that woman is more emotional compared to men. Job performance can be evaluated in terms of gender in some of the organization. A large number of people have aggressive drive, motivation, leadership, ability to learn, analytical skills as well as several types of problem-solving ability in respective to the gender (James, 2017). Several studies have suggested that female employees make further turnover rates. As a reason for this, it can be said that they are having some personal issues.

Psychological Factors influencing Individual Behaviour

The personality of Individual influence behaviour

The overall personality of an individual is an essential component to determine the overall behaviour of the individual. However, the personality is not only the physical appearance of the individual rather defines the major distinctive features of the individual in terms of the ability to communicate, inquisitiveness, perseverance, reasoning ability as well as leadership capacity and many more.

Perception of an Individual Influence Behaviour

Perception is defined as the way people understand a particular situation. The perception differs from individual to individual based on their knowledge, belief (James, 2017). The perception of the organization is one of the major aspects of the overall organizational behaviour of the employee of **Tesco**.

Values of an Individual Influence Behaviour

The value determines the good or bad factor within the individual. If a person finds the right value within the organization then it will make them more confident as well as truthful towards the organization.

Learning Influence Behaviour

Learning can be considered as the major factor to modify behaviour. With the help of effective learning, the individual can learn something to know and grasp the new thing effectively.

Conclusion

From the above discussion, it can be seen that the overall organisational behaviour of **Tesco** is an essential part in order to maintain the balance within the organization. The organisational structure along with individual behaviour is the potential reason that shapes the overall structure of the organisation. In order to get success, **Tesco** needs to follow a formal structure. Effective leadership support along with the most effective value system is necessary in case of meet the goal of the organisation at a large range. Communication is necessary to understand the overall behaviour of the employee of **Tesco**. In order to get maximum productivity, the employee needs to be motivated distinctively. Some of the psychological factors are there that shapes the overall behaviour of the individual within the organisation. In order to enhance the overall performance of the business motivated employees are needed inside the organisation. In order to resolve the conflict as well as make effective decision-making strategies, the manager needs to know the overall structure of the organisation.



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