

# Kentucky Class Notes

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**MGT 410 Sterling**  
**Spring 2012**  
**Test 1**

MGT 410 – ANALYSIS OF ORGANIZATIONAL BEHAVIOR

January 11, 2012

Review the syllabus. Break into groups to introduce ourselves.

**ORGANIZATIONAL BEHAVIOR:** The study of individual, group, and structural factors that affect individual behavior in organizations.

- Clockwork vs. snake pit structures
  - Clockwork organization means that everyone knows what the organization is all about and is only concerned with carrying out its mission.
  - Snake pit organization is the opposite. It means that everything is falling apart, and people's main activity is to see that it doesn't fall on them. Nobody really knows what is going on.
- Complexity of the environment
  - Culture, family, group membership, and life experiences all influence behavior
- "Dark side" of human behavior
  - Envy, jealousy, resentment, desire to dominate, etc.
- Rationality of humans
- Formal vs. Informal organization
  - Formal organizations are structured and hierarchical, meaning that managers are on top and workers carry out their requests.



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- Informal organizations are less structured, meaning that everyone regardless of status participates and decides on courses of action.

January 13, 2012

“Musings on Management” by Henry Mintzberg

- What was the most interesting? Which was the hardest to follow? Which do you agree with most? Which do you agree with least?
- Without continuous improvement, things stagnate quickly (#9)
- Management became too analytical & quantitative
  - Try to categorize employees, customers, etc. into financial numbers
  - Not intuitive!

Demographic Trends & Social Changes

- Globalization
  - Increased competition (products, labor, etc.)
  - Rise of transnational corporations (new subsidiaries, partners, etc.)
- Technological Forces: increases in technology change business through
  - Decreased transportation & communication costs
  - Privacy, work/life balance is upset (bring your work home with you through technology)
  - Increased corporate social responsibility (CSR) monitoring (employees will change their behaviors)



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