

ORGANIZATIONAL BEHAVIOUR TRENDS AND DECISION-MAKING

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Abstract:

Organisational behaviour issues are raised by research on employee performance and behaviour at work. It supports organisations in developing a solid and reliable relationship with their workforce by assisting them in better understanding the viewpoints that can inspire employees, improve performance, and encourage the workforce. It focuses primarily on the three factors of individual, group, and structural behaviour in organisations. Numerous new trends have emerged in relation to organisational behaviour and its many facets as a result of the significant changes that have occurred in the business sector. After a brief introduction to organisational behaviour, this chapter delves deeper into some recent trends in organisational behaviour in the modern workplace. First off, the emergence of new technology can be seen as a significant trend in the corporate sector nowadays. Three subthemes—Impact of technical progress on occupations, Organisational effects of new technology on work, and significant advancements in new technology—will be reviewed in this trend. changes brought about by technological advancement, managerial role changes, and changes in the workplace. Another new trend that has been recognised is a changing workforce. Under the heading "changing workforce," we'll examine the subthemes of "increasing knowledge workers," "increasing creative class employees," "employee trend of working separately from the regular facilities," "employee tending to work as a team," "rapid increase of female workforce," "increasing the ageing workforce," and "increasing the workers from millennial generation."

Keywords: Ethical challenging, Rapid technological change, flattening world,

1. Introduction:

Modern organisations should make decisions on moral and ethical standards that both management and employees uphold. The idea of "the standard of care" is the foundation for ethics itself. All decisions and approaches to problem-solving should, therefore, be founded on a thorough examination of the repercussions and results of a chosen course of action. Moral and social responsibility issues, as well as a fair treatment of clients and co-workers, are all part of ethics. Clients are forced to rely on the professionals from various fields who service them. It is thought that managers and staff have a mastery of a challenging and evolving field because that is why they were hired. The downside of this is that clients are rarely in a position to judge a professional's competency.

A crucial component of organisational behaviour is decision-making, which ought to be guided by moral and ethical standards. However, this can be difficult for managers because they frequently have to choose between conflicting interests. Understanding the most recent developments in organisational behaviour might be crucial in this situation since it enables managers to make wiser decisions and build more

efficient organisations. With a particular emphasis on decision-making, this article will examine some of the most recent changes in organisational behaviour.

2. Background Study:

A topic of study called organisational behaviour looks into how people act in groups and organisations at work. It encompasses a number of academic fields, including management, anthropology, sociology, and psychology. Recent studies on organisational behaviour patterns and their impact on decision-making will be examined in this literature review.

Integration and diversity

- a. According to Cox and Blake (1991), diverse teams, especially people from various cultural origins, can result in improved decision-making since they have a wide range of viewpoints and ideas.
- b. Pelled, Eisenhardt, and Xin (1999) discovered that teams having a variety of demographic traits, such as age, gender, and ethnicity, might provide better decision-making outcomes by being able to find different solutions to issues.

Engagement of employees

- a. According to Harter, Schmidt, and Hayes' (2002) research, businesses with high employee engagement levels outperform those with low levels by up to 202%.
- b. Saks (2006) discovered that employee engagement enhances organisational commitment and work performance, resulting in superior decision-making outcomes.

Technology

- a. By offering insights into important performance indicators and other pertinent data, Huang and Wei (2006) show how data analytics can enhance decision-making.
- b. O'Leary and Watkins (2004) contend that using artificial intelligence to provide a cognitive framework for data analysis and evaluation can improve decision-making.

Remote employment

- a. According to Golden, Veiga, and Simsek (2006), the decrease in distractions and increased autonomy that come with working remotely can boost productivity.
- b. According to Gajendran and Harrison's research from 2007, working remotely can increase job satisfaction and lower turnover.

Sustainability and morality

- a. Trevio and Brown (2004) contend that ethical decision-making can raise employee engagement, trust, and loyalty, which can boost organisational success.
- b. Lozano (2006) shows how adopting sustainable business practises can boost brand reputation and financial success.

3. New Trends in organizational behaviour:

These new trends' effects on organisations and their behaviours may have both beneficial and harmful effects. Thus, the goal of this section is to evaluate the effects of emerging organisational behaviour trends on both individual and organisational performance.

3.1 New technological developments

Our current networked world has united people in a variety of ways. Technology is the primary cause of that or the originator of this period. The rise of informational and tele communication technology is primarily to blame. These technological advancements are having an impact on how businesses capture value, how employees work and where they work, how they communicate in business contexts, and how they use six tools for analysis and decision-making. According to them, there are five new technical ideas that are changing how firms operate. These include the use of mobile computing, big data and machine learning, intelligent manufacturing, the use of created robots, and sustainable energy technology. All of these cutting-edge technological ideas are influencing how quickly and accurately individuals do their work—changing how work is done within organisations

3.2 Shifts in the workforce

The most important component of the majority of business types is their workforce. because they play a role in carrying out the goals and objectives of the firm. Every organisation is paying close attention to how the workforce is changing within the companies. The workforces in the workplace have undergone some significant advances, according to Ware & These include knowledge workers' frustration, the rise of the creative classes within organisational workforces, workers' attempts to work outside of traditional organisational facilities, the growth of workers in designing, planning, and problem-solving positions, the likelihood that most employees will work in a team, the rise of female workers in the workforce of organisations, the ageing workforce, as well as the rise of millennials. We will now talk about the most recent trends in commercial organisations.

3.3 Organisational sustainability and green practises

Business organisations today are more focused on sustainable development while achieving success. When it comes to sustainable organisations, several business fields are being conserved. These include social and environmental sustainability as well as human factors. It claim that organisations are qualified to function for a longer amount of time if they are more concerned about the environment than their profit ratios. Because they are concentrating on both societal and environmental safety. They said that in order for a firm to be sustainable, it must adhere to certain procedures and practises, such as green business practises. Green business practises, according to, can help organisations last for a very long time. because by preserving the environment, they are storing their resources for consumption in the future. On the other side, they won't do environmental harm. It is acknowledged as having a favourable effect on an organization's ability to gain support and social recognition. As a result, those organisations can survive environmental difficulties. Green organisational practises include using solar energy for businesses, building environmentally friendly new stores, manufacturing and selling green products, reducing emotions in the manufacturing and transportation processes, and implementing green human resources practises within organisations. The researchers found that those actions have a significant impact on the ability of enterprises to survive in the current organisational framework.

3.4 Changes in business ethics

The implementation of good business governance practises, increasing corporate social responsibility practises within businesses, increasing effective communication practises, increasing mutual responsibility practises regarding both organisations and clients, and increasing transparency of company activities are just a few examples of the positive ethical changes that have taken place in the business world today,. According to academics, businesses' success in the modern business environment is greatly influenced by these ethical developments. Organisations benefit from strong revenues, high profits, positive social recognition, and improved brand and corporate awareness among customers by putting these ethical improvements into practise and adhering to them. On the other hand, by adhering to those procedures, organisations are able to increase the loyalty of their customers towards the company, retain their best employees for an extended period of time, and avoid numerous legal issues from clients, staff members, and other parties. It go on to say that these kinds of good business ethics merely motivate people to work towards long-lasting success on a personal, organisational, and social level through the accurate identification of moral business conduct.

3.5 Shared service facilities

It defines a shared service centre as an organisation that is given the obligation of carrying out a certain function for another. A reputable business in Sri Lanka by the name of MAS Legato offers shared service centre services to fascinating organisations. The companies that run the shared service centres offer their customers a wide range of functional activities. Clients are not need to worry about the tasks handled by those organisations. because they are fully accepting the responsibility for the particular functions. The idea of a shred service centre is well known in the fields of accounting, finance, and human resource management. For the firms that are suing, it is incredibly cost-effective. Because it is difficult and expensive to run a full business, both of these factors. On the other side, the businesses that offer the necessary service have more experts in that area. The businesses using the service also gain from it. On the other hand, time savings are also a benefit to the organisations using the service. They shouldn't squander their time on those activities. Businesses that provide shredding services can benefit more from economies of scale when taking them into account. because the organisations can offer the service in a more efficient manner. As a result, they could benefit from economies of scale and succeed in business. The use of shred service centres has a significant favourable influence on the firm, Because the relevant organisation will gain a number of advantages from having this facility. Therefore, managements must take into account the pertinent new trend in order to gain a competitive advantage.

3.6 Outsourcing corporate tasks

The contracting out internal corporate processes and operations to a third-party service provider is referred to as outsourcing or offshoring business functions. This is a choice for managing a business's broad range of operations. Outsourcing is more affordable, and businesses may readily locate service providers. Some of the Sri Lankan enterprises that outsource the finance function are Accounting Alliances Pvt. Ltd. and Accounting Consultancy & Solutions (Pvt. The companies that outsource have higher abilities and in-depth understanding of the industry. Therefore, the organisations using those services also gain from the service provider's cost-effectiveness, time-savings, and specialised service. The outsourcing some corporate operations has more beneficial effects than negative ones. Some of the

drawbacks of outsourcing include the fact that businesses must pay for the services provided while also having some organisational control somewhat restricted. However, as a whole, we can say that outsourcing is a crucial new business trend right now.

4. Discussion and Conclusion:

It has covered a variety of significant and minor business trends that are now prevalent, as well as providing support for numerous academic papers. Emergence of new technologies, changing workforce, sustainability and green organisational practises, ethical changes in the business world, shared service centres, and outsourcing can all be seen as major new business trends in the discussion's body. All of these trends have a significant impact on current businesses, mostly in positive ways, while the use of digital surveillance systems and an ageing workforce only mention some of the consequences that are negative. However, organisations can use all of this data to draw the conclusion that new organisational behaviour trends have a more positive effect on current business in the business context and that by implementing these new trends, organisations may be able to more effectively shape their organisations.

There doesn't appear to be any question that the workplace of the future will face significant issues relating to behaviour at the individual, group, and organisational level. The study dives into the investigation of these tendencies at work. The choice of 1990 to 2019 as the time frame for the study is due to the discipline's notable growth rate over this time. The study literature has grown significantly during this time, and new ideas like attachment theory, organisation citizenship behaviour, and communication relationship satisfaction have all emerged. It is impossible to investigate Organisational Behaviour as a whole since 1990 in single research due to the wide range of issues it covers. Therefore, the study's scope is limited to identifying and evaluating organisational behaviour patterns since 1990.

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