

Organizational Behavior Factor Research Project

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Impact of Transformational and Servant Leadership on Organizational Performance:

Comparative Analysis by Ali Iftikhar Choudhary, Syed Azeem Akhtar and Arshad Zaheer I can

see how this article can relate to organizational behavior in my research project because my research is about transformational leadership in customer service how basically how over time the organization has changed during the years from when it started to presented day. Over time on my research I have seen different changes the positive and the negative effects. As a person that is in this company change needs to happen so that the growth of the company will create more money and success for the business. If you don't allow the good change then the organization will disappear and people will forget about it like it never happen in the first place.

The article discusses leaderships and the impact it has on the transformation on leadership. “.. we highlighted the motivational aspect of ethical leadership and explored how ethical leadership motivated followers in innovate...” To me this is saying that if you can encourage your employees to do the things they should do in a positive way as a leader you can grow as a leader that will be able to help those that want your help always and people won't fear into asking you for anything at all. Organization Behavior in leadership is the ability of the management to make decisions and inspire others to perform the way they need to. Someone that can take charge of the situation in an organization can make it through a lot of obstacle courses with pressure but be able to still go beyond what he or she can.

My research project is about the company that I've been working for over nine years Butterfield Market and Catering. Over the years that I been in the company change was

something they needed if they want to adapt being part of environment they were at, so they did. Since the company is owned by three owners that are family (father, daughter, and son) Knowing how the father was back then, he never like the fact of changed. He was the kind of guys that like to stay in his roots so that people wouldn't think he was selling out of his company, but eventually he gave into it by his daughter and son to upgrade the company. From inventories to technology, and to employees. All of these played a factor of the growth of the company.

Till this day Butterfield is still working on itself to improve what they can do better on. The things that they must work on in this organization is still leadership, communication, trust and inventory. The leadership still need improvement because many of the people put in charge don't take the position of leadership serious then what they should be. Many of the people have become very close and friends with managers, supervisors and others that are charge of the employees that should be listening and that isn't the case. As a leader you must be close with the employees, but not too close to the point that you share social media information. You need to stand your ground with employees if you want to get somewhere in life in this organization. You have to allow employees to have enough fear towards you, so they would have some respect. If not, how is the organization going to grow if you allow people to walk all over you like a doormat. When it comes to trusting you, you need to be the level of an employee to earn them trust. Be the equal to that treat them with respect to earn their trust as human being. The owners didn't allow many people to handle the money that they had in the register(s) or in big events that they were catering too. Finally, after so many people being tested with, they finally had one person in charge that could do the big amount of money. Angelica was the girl that was given the opportunity to handle the money without having people hovering over her every ten minutes in

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the big shows. Now she is one of the managers in the main location where the business started in 1915. Now the owners had to find another person to take the place that Angelica was doing for their big shows that they would have several times in the year

Studies have been done about how the relationships of the employees have changed in a positive affect for the company with the leaders involved with them (bosses, owners, managers or supervisors, etc...) When the relationship of an employee and the person (managers or supervisor) in charge of their group is very well. Then their relationship at work will go smoothly and people will have respect for them, but if the manager of an organization isn't doing so well with the employees then how will the organization change and adapt if people aren't going to listen to the person that is in charge of the changes being made. The relationship part will be helped with progress of the company in a positive way.

Leadership is another thing the company is trying to adapt to and fix, so that the employees can be alright with. Without a person that can take charge of any part of a business or handle the employees, how can one especially an owner or the bosses leave their organization to that person. In the years working for Butterfield I saw that the owners had so much in many people in the company that they saw fix to do so much for the company, but after many years the owners figured out that one of the employees that was working for them for over fifteen years was stealing money from the organization and them. This person was in charge of the paystubs of the employees getting every week. After that trust was lost the owners didn't want to let anyone else dealing with the money that wasn't them. This person had tons of leadership for her in the future, but she allowed herself to be greedy. As a person that is looked up to by others, she disappointed a lot of people in the company especially the owners that put her in that position of

dealing with the paychecks for everyone in the organization. When you gain this power of leadership you must learn how to use it a positive way so that others that are around you are encourage you want to become you. If you start to allow yourself to behave negative towards others you might lose what you have gain and start from the bottom again or even lose your job.

Communication, is usually the hard one to deal with at any organization that you work for. In Butterfield it still dealing with communication with themselves as one, as a group and as individuals. As one there is always going to be different location and each location will have different managers supervisors and leaders, that will be in charge of that place. If you place everyone from each location in one room then there will be a lot of leaders trying to tell the other one what to do and when. That when communication comes in place you need to speak to one another, so that each leader in each location understand what he or she is doing in that location that is creating tons of sales or how they are bring daily people in their place. As a group, each location has general manager and other manager (morning manager, and evening manager) underneath his or her watch, supervisor (morning and evening) and the employees (morning and evening) after that. From there they must communication on a daily basis with one another from the morning crew to the evening crew. Each person from the morning shift must explain to the evening shift the sales, the product that were sold, what the morning employees were doing before the evening shift starts. These are the type of communication that any organization must have with each other as a group. As for an individual, you need to make sure you explain to others what you're up to in your part of the organization because if you don't then how is the manager or the person in charge of your group figure out what you're up to into the organization and the type of change happening.

When the person that is in charge of the company or a part of the company creates a positive working environment for all in the business, it allows growth within everyone there. Allowing a cashier to count the money with full trust in them, will allow them to be the next manager or supervisor for the future of that business when you, yourself go on to be in a bigger position than you are now. These goals put a print on many people to be in a better tomorrow from what they are today.

Accordingly, to the growth of Butterfield leaderships have changed the future of this company for the good. When this business started off in 1915, it was only a grocery store and it wasn't even a big grocery store. It was just a market for the locals on Lexington Ave. and 77st. Now in the year 2019 it has opened up a catering department, café shop, and two other locations that it has put itself in other businesses to have for their own staff to have food from. Also, by next year it will be opening up another marker, three times bigger than the one that opened up in the year 1915. All because of change within the company itself by the leadership. When you put outstanding people in charge that are willing to be the change of the business it will increase the sales and the relationships with everyone in the business. Each relationship created in the business has an impact for the business because people are willing to go out and beyond, so that when it their turn to be on the leadership board people will have respect for them because of how they got to the top of the chart.

In the long run of this research many of the time the way how an employee feels at work play a major part of the business growing. At many businesses they treat several people as if they weren't even human beings and treat them like animals, in which causes a person to lower them

self-esteem and create issues within themselves as a person. As a leader you must show all who work under you that you are willing to work with them instead against them. As a leader you must be the change, so that people are willing to do it because they look up to you as the person, they can go to with any problems, from it being work related or personal things too. When you earn the respect of another sit because you have worked for it. This also show customers that come in the business for the first time that you are the one person they can go to for advice for to get products from.