

## Understanding Selected Concepts of Organizational Behaviour from Bigg Boss Perspective

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### Abstract

Often, a question is posed what is the reality of a Reality Show? No matter whatever the answer is but the reality show is worth watching. The most popular reality show Bigg Boss has both entertainment and learning value. Practically, the format of the show is so woven that it covers the various aspects of Micro and Macro Organizational Behaviour. Hence, the author has made a sincere attempt to relate selected aspects of organizational behaviour with Bigg Boss Show.

**Key words:** Organizational, Behaviour, Reality, Macro

### 1.Introduction

The most awaited, popular and entertaining reality show, Bigg Boss is not just a television show but a game of survival, adjustment and tolerance, the most importantly life learning phase for the contestants. Every season of Bigg Boss greatly excites the audience with its contents and participants. Talking about its format, it a kind of reality show that lasts more than 100 days and contestants are locked in Bigg Boss house. They are supposed to live with unknown housemates. Finally, the one who survives till the end and receives the highest audience votes will be the winner of the season. It is the show of guts and courage. In fact, it practically explains the concepts of Organizational Behaviour in the best and simpler way. Organizational Behaviour as a field of study that investigates the impact of individuals, groups and structures have on behavior within organization for the purpose o applying such

knowledge towards improving an organizational effectiveness (Robbins, 2000). Organizational behaviour is the understanding, prediction and management of human behaviour in organization (Luthans, 1998).

## **2. Research Objective**

- To relate selected concepts of Organizational Behaviour with Bigg Boss Show
- To understand selected concepts of Organizational Behaviour through Bigg Boss Show perspective

## **3. Micro and Macro Organizational Behaviour Concepts**

Following are the selected Micro and Macro Organizational Behaviour aspects discussed in the context of Bigg Boss

### **3.1. Goal**

A goal is an idea of the future or desired result that a person or a group of people envisions, plans and commits to achieve (<http://en.m.wikipedia.org/wiki/Goal>). Like every organisation, Bigg Boss show has an ultimate goal of entertaining audience and gaining highest TRP through collective efforts of all contestants. Similarly, all contestants aspire of winning Bigg Boss title and cash prize.

### **3.2. Diversity**

Organization is a formal group of people belonging to different castes, religions and geographical background. Similarly, the Bigg Boss is a show where celebrity and commoners having distinct professional background, sexual preference, ethnicity, religions, culture etc are housed for more than 100 days which is perceived as diversity. Thus, this diversity makes the show multi-coloured. The format of the show is such that it can help each roommate gain diversity skills and accept people from diverse background.

### **3.3. Power and Politics**

Power refers to the capacity of a person, team, department or an organization to influence others (Pfeffer, 1997). Influencing others by using discretionary acts to personal objectives or interest for protecting or achieving self interest even at the cost of others' interest or well

being is referred to as organizational politics (Rao, 2013). Apparently, there exists a centralization of authority that means there is a so called 'Bigg Boss' who possesses the ultimate powers and he is the whole and sole decision maker, however sometimes captain of the house is delegated powers which are restricted to few areas. The captain of the house manages all routine affairs of the house. There are some incidents when house mates are to decide unanimously on certain issue in consultation with the captain. Besides, power and politics are inseparable even in Bigg Boss House. It means to gain captaincy and to get rid of nomination for eviction; housemates adopt a sort of tactics such as association (gang-up), grapevine, leg pulling, instigating, provoking, targeting weakest and strongest contestants etc.

### **3.4.Group Dynamics**

The term group means any number of people who share goals often communicate with each other over a period of time and are few enough so that each individual may communicate with all the others, person to person (Homans, 1959). Group Dynamic means study or use of processes involved when people in a group interact. Bigg Boss house is a group of individuals who stay under one roof for the specified days. There prevail both formal and informal groups from the very first day. They join the groups with the aim of seeking security, affiliation and esteem etc. In Bigg Boss, every week when a formal team is formed for the successfully completion of weekly luxury budget *karya* (task), pre-existence of the informal group in house influences the performance of the respective teams and entire working of the task. Surprisingly, there are team-members who deliberately neither perform nor contribute to the task just to support their friends who are there in the opponent team. Actually, their actions and deeds in the task are governed by the informal group which they belong to. This indicates that the impact of informal group is seen on the functioning of formal group as discussed in neo-classical organization approach.

### **3.5.Discipline**

Discipline refers to control gained by enforcing obedience or order ([www.merriam-webster.com](http://www.merriam-webster.com)). Discipline creates a culture in an organisation. It is a code of conduct involving rules, regulations and disciplinary norms to be followed by the member of a group. Bigg Boss has its own rule book viz. no use of abusive language, use of Hindi language, non-violence, no comments on anybody's caste, religions, profession and sexual preference, not destroying property, no sleeping before the lights off etc. To maintain discipline and to keep an eye on the behaviour of contestants, there are 24 x 7 hours rolling cameras. Furthermore,

Bigg Boss reminds them as and when they try to breach the rules and spoil the decorum of the house. In spite of warning given, if they are involved in wrong deed which is forbidden in the house, the responsible will have to face *dushparinam* (negative consequence) such as nomination, withdrawal of captaincy right, eviction (exile), imprisonment (*Kaal Kothari Ki Saja*) etc.

### **3.6.Reinforcement**

Reinforcement is anything that increases the strength of response and tends to induce repetitions of the behaviours that preceded the reinforcement (Luthan, 1995). Reinforcement may be positive or negative (Rao, 2013). In Bigg Boss house, the best performer of the luxury budget *karya* task is rewarded with the contender ship of captain and is saved from the nomination which is a motivating force. On contrary, the worst performer is sent to Bigg Boss Jail for a specific time period. As discussed earlier, an undesirable behaviour of a house mate is not acceptable at all and therefore he/she will have to bear the punishment in form of withdrawal of captaincy right, nomination etc.

### **3.7.Stress**

Stress refers to individual responses to disturbing factors of an environment. Stress refers to a condition arising from the interactions of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning (Beehr and Newman, 1978). In Bigg Boss house stress is common due to certain reason like bullying and negative comments by other housemates, co-contestant pressure, feeling of inferior, poor personality, home-sickness, nomination, fear of elimination etc. And hence, Bigg Boss adopts various stress management strategies such as Gym, yoga, stress-buster activities on Friday and Saturday.

### **3.8.Conflict Management**

Conflict may be a difference between what is expected and what relay happens or is going to happen. They may also be struggle between or among incompatible interests, goals, people, ideas etc. Conflicts arise due to competition individuals and groups for the same resources, opportunities, positions, markets etc (Rao, 2013). Conflict is common on Bigg Boss show and is seemingly appreciated by the audience as people would love to watch contestants fighting verbally on the show. To some extent, this is not true, so much of conflict and confrontation are not liked by the audience. In every season, there are few contestants who

are intentionally involved in conflict to gain footage and popularity. Basically, in Bigg Boss house, conflict arises due to difference of opinion of housemates, struggle of values, role ambiguity, superiority complex, incompatible goals and thoughts. Usually, whenever, the conflict arises, initially fellow housemates and later on Bigg Boss intervene and persuade the persons involved. Besides, on every Friday and Saturday, Salman Khan, the host not only clarifies the matters but also tries to tactfully resolve the conflict.

### **3.9.Mentorship and Coaching**

Mentoring is the process of providing guidance and advice by specially selected and trained individuals in order to help develop the careers of the proteges allocated to them (Rao, 2013). At each stage of life, mentorship / coaching is required to go on a right track and progress farther. To survive on the show till end, Bigg Boss contestants are directed and guided by invited celebrity guests, the host, Vodafone / Appy Fizz caller of the week, who actually follows the show and offer them valuable suggestions and tell them as to where one is going wrong and how he/she is seen on the show and is perceived by the audiences.

### **3.10.Personality**

Personality is the dynamic organization within the individual of those psychological systems that determine his unique adjustments to his environment (Allport, 1937). According to Stephen Robbins, Personality refers to the sum total of ways in which an individual reacts to and interacts with others. Human behaviour is the true reflection of one's personality. Bigg Boss house is a heterogeneous group and therefore housemates come across different types of personality. They wisely adopt number of tactics to deal with them. There are some contestants who are emotional and sensible and always ready to fill the buckets of tears and cries over even minor affairs of the house. On the contrary, some of the housemates are conscious who strategically play mind game to steal the show and grab the attention of the audiences. While only handful contestants look very hostile, rampant and arrogant who are often criticised by the fellow housemates. Interestingly, few of them are fake and manipulated who hide their original personality to win the show while some contestants are found to be self-centred who always see their benefits and come into picture in exceptional occasions only. Actually, the show plays a significant role in grooming one's personality and brings transformation in his/her overall personality by the way of performing various tasks assigned by the Bigg Boss and by learning from the people around him/her in the house and tips from celebrities.

### **3.11.Perception**

Perception includes all those processes by which an individual receives information from his environment – seeing, hearing, feeling, tasting and smelling. The study of these perceptual process shows that their functioning is affected by three classes of variables – the objects or events being perceived, the environment in which perception occurs and the individual doing the perceiving (Reitz, 1981). In Bigg Boss house, each housemate perceives situations and behaviour of fellow house mates according to their previous knowledge, experience etc. Hence, situation and behaviour of fellow house mates are interpreted differently by everyone.

### **3.12.Attitude**

Attitudes are evaluative statements - either favourable or unfavourable concerning objects, people or events. They reflect how one feel about something (Rao,2013). Typically, attitude refers to opinion, feelings (favourably or unfavourably), beliefs and behaviour towards someone or something. Attitude covers three components namely affective, behaviour and cognitive. When contestants enter into Bigg Boss house, they have pre-conceived notion, opinion and feelings about fellow contestants, tasks and household affairs which consequently affect their behaviour in the house and with others as well. For instance, if a captain for the week is not deserving one, I dislike the captain and will neither follow his command nor do the tasks assigned by him/her. Similarly, if I am of the opinion that commoners are not classy and well-cultured, I restrict myself to develop any kind of relationship with them. Another example, if I find cleaning / sweeping duty as a laborious work which does not excite me, I escape doing it and won't prefer to do at all.

### **3.13.Learning**

Learning is relatively permanent change in knowledge or observable behaviour that results from practice or experience (Pavlov, 1902). When Bigg Boss show happens to someone, it provides immensely the first hand experience of a life such as reality, challenges, pressure, adjustment, confrontation and what not. The show brings, to a greater extent a significant transformation in one's behaviour since one gets to learn from the situation wherein he/she is put in the house and also from the people around. The show checks one's patience & tolerance level and also prepares him/her for the worldly challenges. In fact, it is the game of survival and learning, unpreparedness throws a contestant out of the game. As a matter of fact, both negative and positive reinforcements are used. Negative reinforcements are like

sending housemates for *Kaal Kothari Ki Saja* (Imprisonment) for few hours for their weak performance in the tasks or undesired /indecent behaviour and also nomination for eviction while positive reinforcement such as candidature for captaincy. By doing so, Bigg Boss tries to bring an improvement in one's behaviour and encourages the decent behaviour in the house too. While being together with others, one tries to imitate the positive behaviour of co-contestants and puts into practice and value system which resultantly beautifies and nurtures his/her personality on the show.

### **3.14. Leadership**

Leadership is the process of influencing and supporting others to work enthusiastically towards achieving objectives (Keys and Case, 1990). The smooth governance of Bigg Boss house and the conduct of household affairs greatly rely on types of leadership style adopted by the Captain of the house for the week. In Bigg Boss, a captain is chosen by nominating candidates from the team whose performances were appreciable during tasks, followed by the captaincy task. There are number of incidents in which autocratic, democratic and leisure faire styles of leadership are observed which ultimately depends upon leader's personality, rapport with fellow housemates and thinking. Sometime, majority of contestants opposes the leader and declares boycott because of his/her autocratic style of leadership resulting into spoiling the decorum of the house. On the other hand, due to leisure faire style of leadership of the captain, house affairs are not performed well and there may be the instances of conflict and disagreement over the allocation of work and resources. Generally, democratic style of leadership of the captain is always welcomed by the housemates in Bigg Boss house.

### **3.15. Organizational Structure and Design**

Organizational Structure is an established pattern of relationship among the component of parts of an organization (Rao, 2013). According to Thompson and Strickland, "Organizational Design is the process of systematic and logical grouping of activities, delegation of authority and responsibility and establishing working relationship that will enable both the company and employee to realise their mutual objectives." An organizational structure defines how job tasks are formally divided, grouped and coordinated. There are six key elements which are to be addressed while designing a structure such as work specialization, departmentalization, chain of command, span of control, centralization and decentralization. Talking about Bigg Boss house, there is an applicability of division of work and principle of specialization. It means that the work of the entire house is divided among

all housemates according to their skills, ability and interest ensuring the timely completion of work and eventually achieving specialization. Moreover, the entire household chores are split into duties such as kitchen, housekeeping, toilet/washroom cleaning etc. The flow of command is from top to bottom (i.e.) an absolute power is in the hands of Bigg Boss. However, the captain of the house is delegated necessary powers to manage routine affairs. In fact, there is an adoption of flat organization structure and decentralization of authority since the captain gets the work done from the housemates and Bigg Boss intervenes only on occurrence of the exceptional events.

### **3.16.Organizational Change**

The term Organizational Change implies the creation of imbalance in existent pattern (Rao, 2013). Organizational change refers to any modification, alteration or transformation taking place in an organizational system. Likewise organization, a change is also required in Bigg Boss house. All necessary facilities need to be developed, new teams are formed, re-assignment of work is done, and rules are changed to cope up with new luxury budget tasks, nomination and captaincy tasks. Certainly, these types of change certainly create disruption in the entire set up of the Bigg Boss house and modify relationship and equation of housemates and perception as well. Hence, housemates sometimes resist the change and don't give their full cooperation and support. In such cases, fellow contestants and Bigg Boss make them understand the significance of change.

### **3.17.Organizational Culture and Climate**

A culture is the true identity of an organization. It describes organizational values, assumptions, ideology and philosophy shared by organizational members. Organizational culture plays a vital role in adopting a standard behaviour pattern in any organizational setting. Organizational Culture is a system of shared meaning held by members that distinguishes an organization from other organization (Becker, 1982). Organizational Culture is the set of values that helps the organization's employees understand which actions are considered acceptable and which are unacceptable (Moorhead and Griffin, 1999).

Apparently, the culture of Bigg Boss house is so diverse in terms of professional background, ethnicity, sexual preference, religions, regions, values and philosophy etc that it makes the show multi-coloured. Bigg Boss house has its own set of guidelines and rituals to be followed to create a culture, however, their own ideology and backgrounds are so deeply

ingrained that they may shape their behaviour and affect organization as well as co-contestants. The ultimate aim of the show is to entertain the audiences and therefore the culture of the house should be so created that it can not only offer entertainment but also sustain the viewership of larger audiences. In addition to this, the decent contents of Bigg Boss show fetch the attention of the audiences and create a suitable culture. Furthermore, an organizational culture creates an organizational climate. Organization climate refers to the shared perceptions of organizational members about their organization and work environment. The format of Bigg Boss show is such that it can offer positive working environment to all housemate in terms of job satisfaction, involvement, commitment and motivation. However, the behaviour of handful contestants may bring in negative working environment. Certain incidents like Grapevine, insulting, provoking and instigating the strongest and the weakest contestants creates a negative climate in the house.

### **3.18.Conclusion**

It can be concluded that Bigg Boss Show has a greater learning value since micro and macro organizational behaviour aspects are practically well-explained through the show. One can not only acquire a significant understanding but also relate the concepts of organizational behaviour to the show.

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