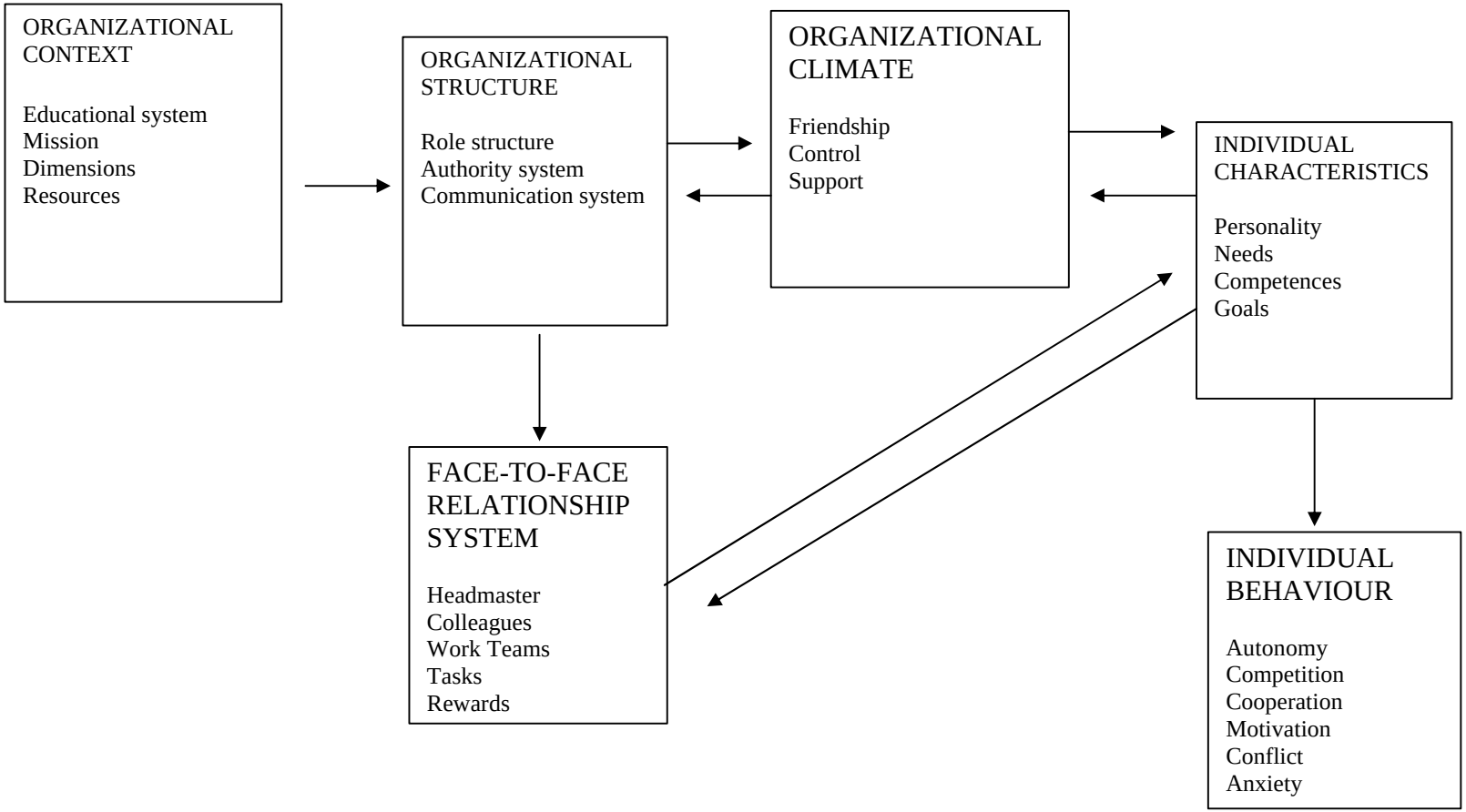Analysing organizational behaviour