ORGANISATION : NATURE & PURPOSE

SYNDICATE GROUP 9 :

ANUSREE RAHA

MONIKA

NAVEEN KUMAR

HAMMAD ZAFAR
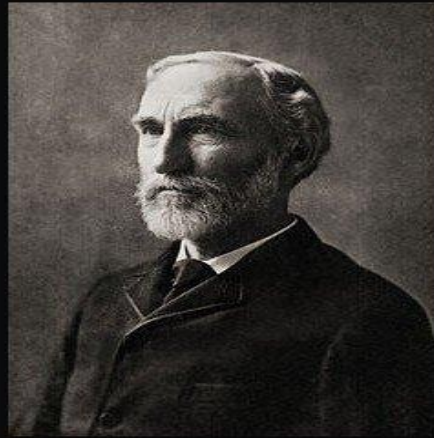
KALMESHWAR SHINGENAVAR

RAJESH KUMAR

ABHISHEK KUMAR

PANDIT CHINMAY SURESH

"The whole is greater than the sum of its parts."

-Aristotle

The whole is simpler than the sum of its parts.

(Willard Gibbs)

"Ants have the most complicated social organization on earth next to humans."

-E. O. Wilson

"An organization, no matter how well designed, is only as good as the people who live and work in it."

-Dee Hock

"If you're talking about how you promoted synergy in an organization, that could mean you just got everybody together for donuts twice a week."

-Erin McKean

"An organization IS what an organization DOES."

-Anonymous

Mission Statement- Sneak Peek into the soul of an Organisation

Nike: *"To bring inspiration and innovation to every athlete in the world."*

Just do it.

CAN'T SOMEONE ELSE JUST DO IT?

Mission Statements....

Starbucks: "To inspire and nurture the human spirit — one person, one cup and one neighborhood at a time."

Chevron: "To be the global energy company most admired for its people, partnership and performance."

Amazon: "To be the most customer-centric company in the world, where people can find and discover anything they want to buy online."

Intel: "Delight our customers, employees and shareholders by relentlessly delivering the platform and technology advancements that become essential to the way we work and live."

eBay: "Provide a global trading platform where practically anyone can trade practically anything."
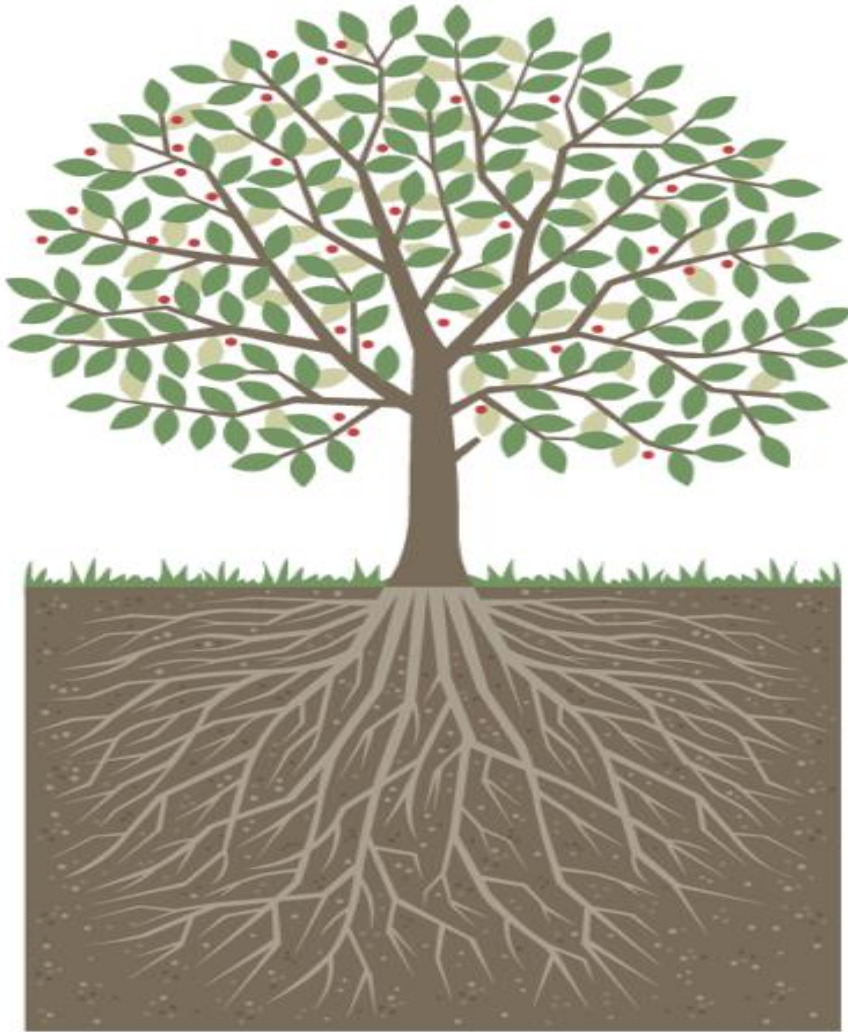
Our Mission Statement

To enlighten we ASPIRE
Once the fire is lit we may RETIRE

What is an Organisation?

- A social arrangement / social entities

- Pursues collective goals

- Structured & Coordinated activity systems

- Distinguished from but linked to external environment

- Chester Barnard – A system consciously coordinating activities or efforts of two or more persons

Organisation theory-I

- **Classical theory**

- ✓ Division of labour and specialization;

- ✓ Standardization and division of work;

- ✓ Chain of command;

- ✓ Authority and responsibility;

- ✓ Formal rules and regulations;and

- ✓ Hierarchy/span of control

- **Structural theory**

- ✓ The 'best ' structure in light of objective, environment, technology

- ✓ Division of labour and specialization

- ✓ Organic: participative and dynamic.

Organisation theory-II

- **Human relation theory**

  ✓ Team work;

  ✓ Voluntary cooperation;

  ✓ Group thinking and decision making;

  ✓ Hierarchy;

  ✓ Task specialization.

- **System theory**

  ✓ Complex set of dynamically inter-connected elements like inputs, process, output, feedback and environment;

- **Post-modern theory;**

  ✓ Dedifferentiation, gradual integration of jobs, blurring areas of jobs, overlapping of functions, increasing flexibility and team attitude.
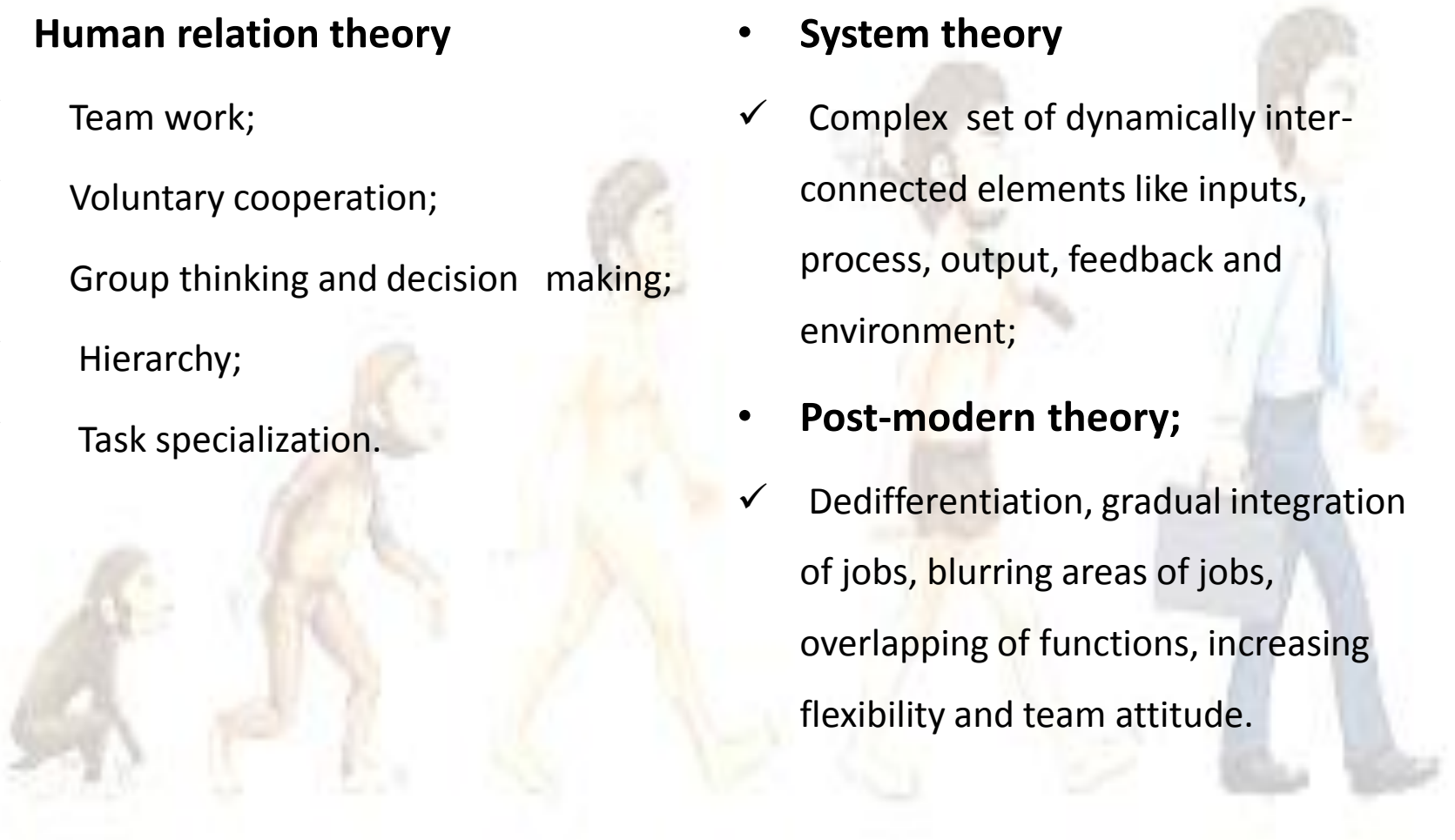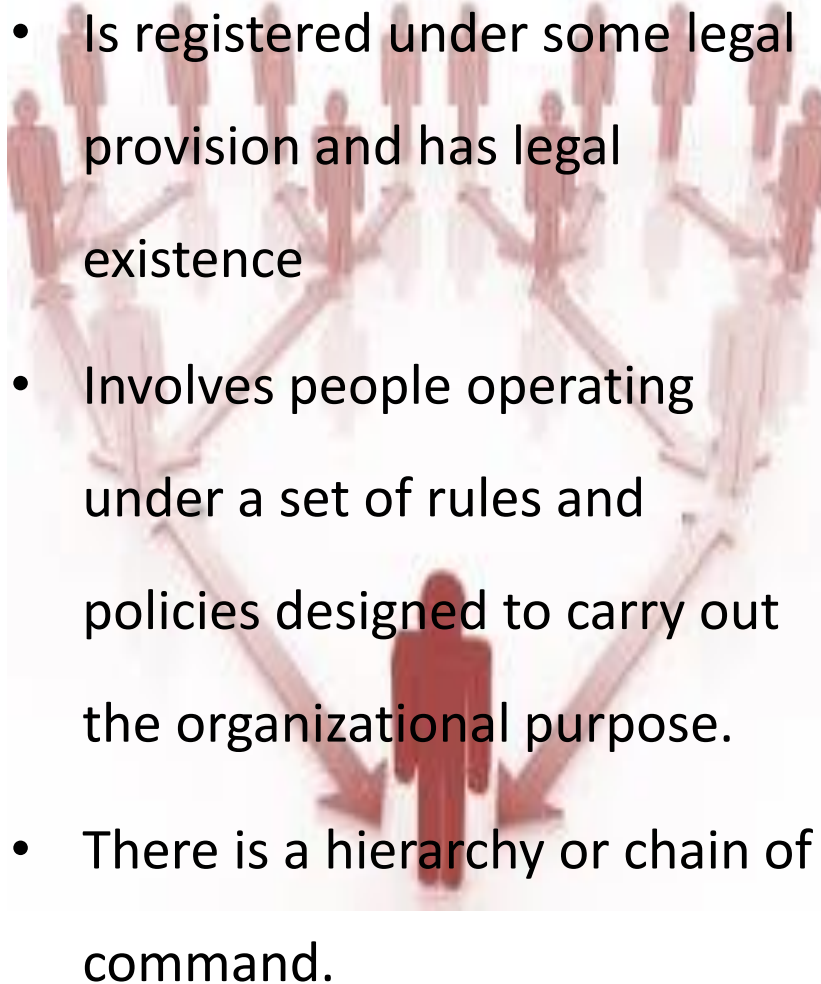
Nature of Organisation

- Whole is more than sum of parts

- Division of work, authority and responsibility

- Orientation towards goals

  →harmony of individual goals with organization

- Division of labor and specialization

- Selection of appropriate individuals for the tasks

- Composition of individuals and groups

- Hierarchy of positions and tasks

- Coordination /cooperation

- Command and communication

- Group thinking

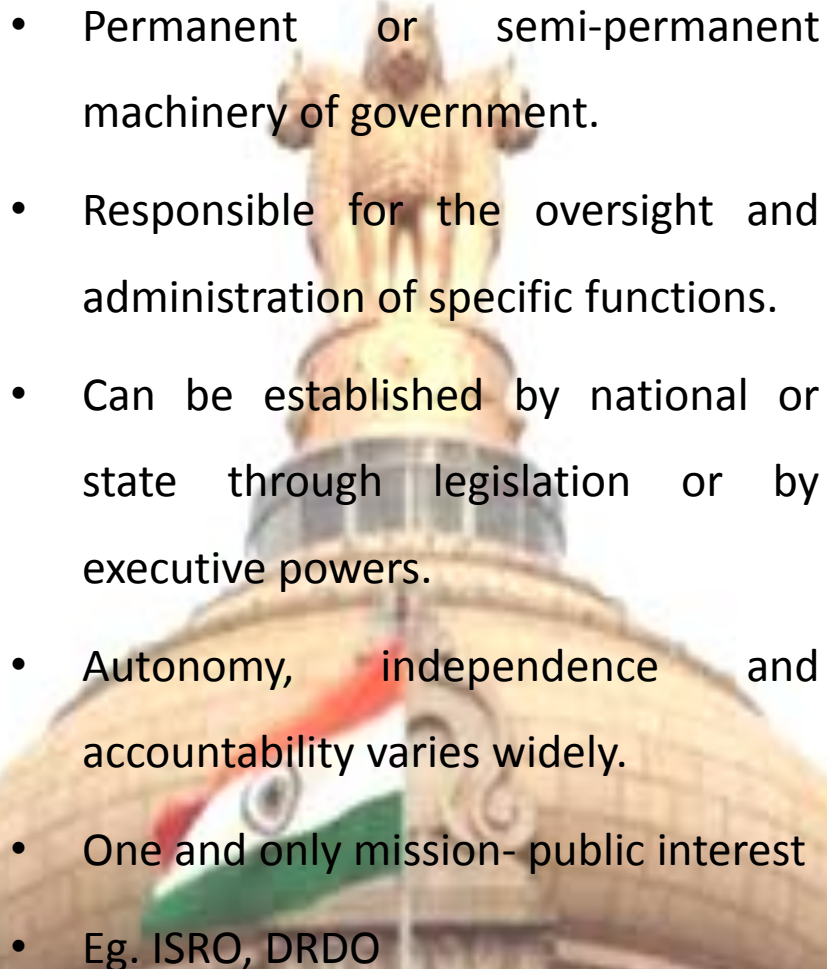- Optimal size

Type of Organisations

FORMAL

- Is registered under some legal provision and has legal existence

- Involves people operating under a set of rules and policies designed to carry out the organizational purpose.

- There is a hierarchy or chain of command.

INFORMAL

- Is born out of itself- has no legal existence

- Involves personal contacts and interactions between workers based on trust, reciprocity, liking and dependence.

- Democratic- have no formal hierarchy

Type of Organisations

GOVT.

- Permanent or semi-permanent machinery of government.

- Responsible for the oversight and administration of specific functions.

- Can be established by national or state through legislation or by executive powers.

- Autonomy, independence and accountability varies widely.

- One and only mission- public interest

- Eg. ISRO, DRDO

NON GOVT.

- Legally constituted organization, created by natural or legal persons that operates independently from any government and Not-for-profit.

- Charitable oriented, Service oriented, Participatory, Empowerment

- Eg. Red Cross, Greenpeace

Key Functions of an Organisation

- Determine mission/ purpose/ objective

- Provide unity of direction and command

- Select suitable persons and allocate jobs according to suitability

- Division of work- Define the role of individual and fix responsibility

- Coordinate efforts of different persons and groups

- Motivate employees to give their best

Key Functions of an Organisation

- Forecasting & Planning

- Finance & Accounts

- Innovation through Research & Development

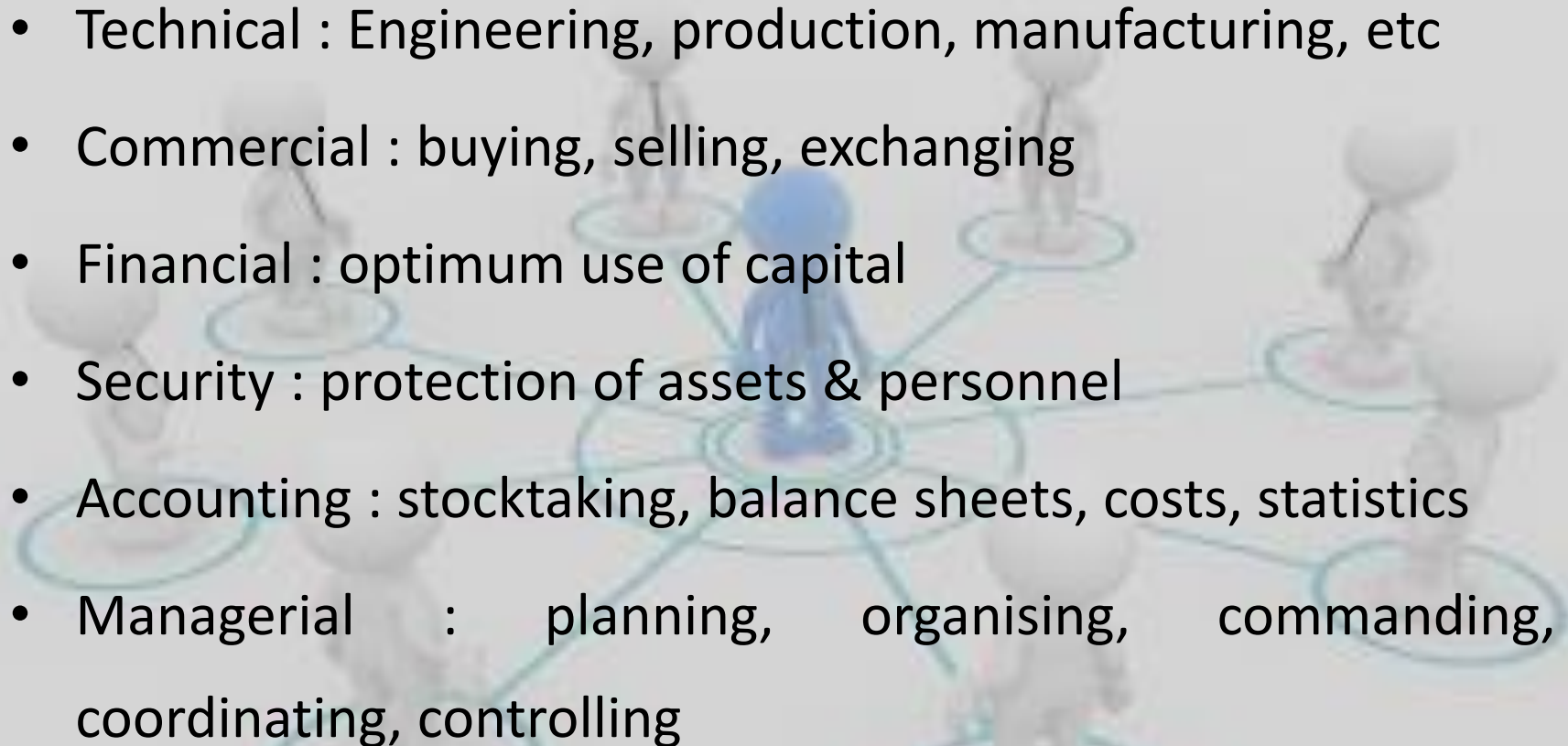- Efficient & Effective

- **CREATE VALUE FOR STAKEHOLDERS**

Key Functions of an Informal Organisation

- Communication & bonding

- Networking & Exchange of ideas

- Instilling sense of love and belonging- Maslow's hierarchy of needs

- Providing feedback

- Motivates people to work as a team

- Set norms to influence and regulate behaviour

Henry Fayol – Functions of Organisation

- Technical : Engineering, production, manufacturing, etc

- Commercial : buying, selling, exchanging

- Financial : optimum use of capital

- Security : protection of assets & personnel

- Accounting : stocktaking, balance sheets, costs, statistics

- Managerial : planning, organising, commanding, coordinating, controlling

Organisational Goals & Objectives

- Set up by the management to outline expected outcomes & guide employee efforts & define performance standards

- Time wise – Short term, Medium term, Long term

- Level wise – Top, Middle, Operational

- Official goals & Operative goals

- Economic goals, Employee related goal, Societal goals
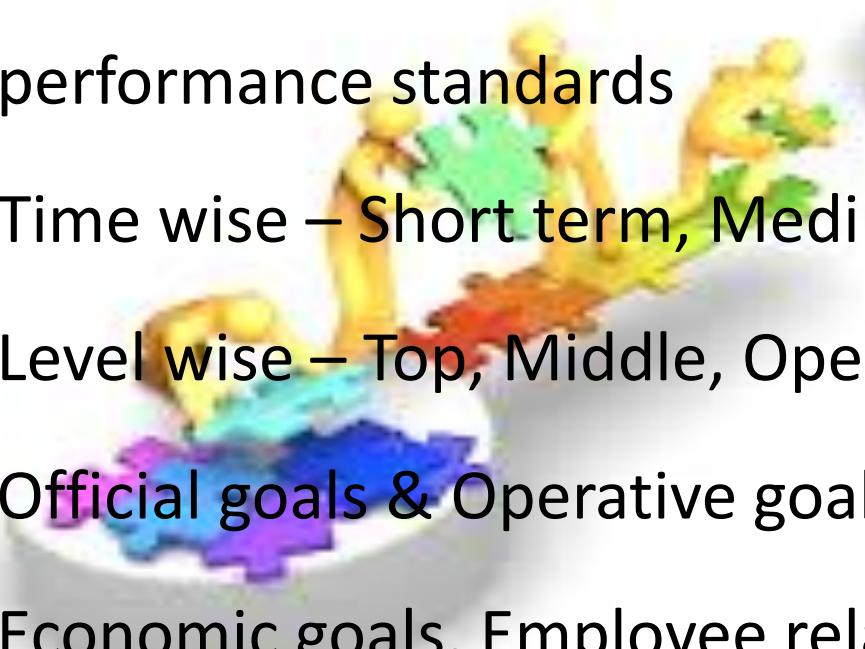
The Curious Case of Mumbai ka Dabbawala

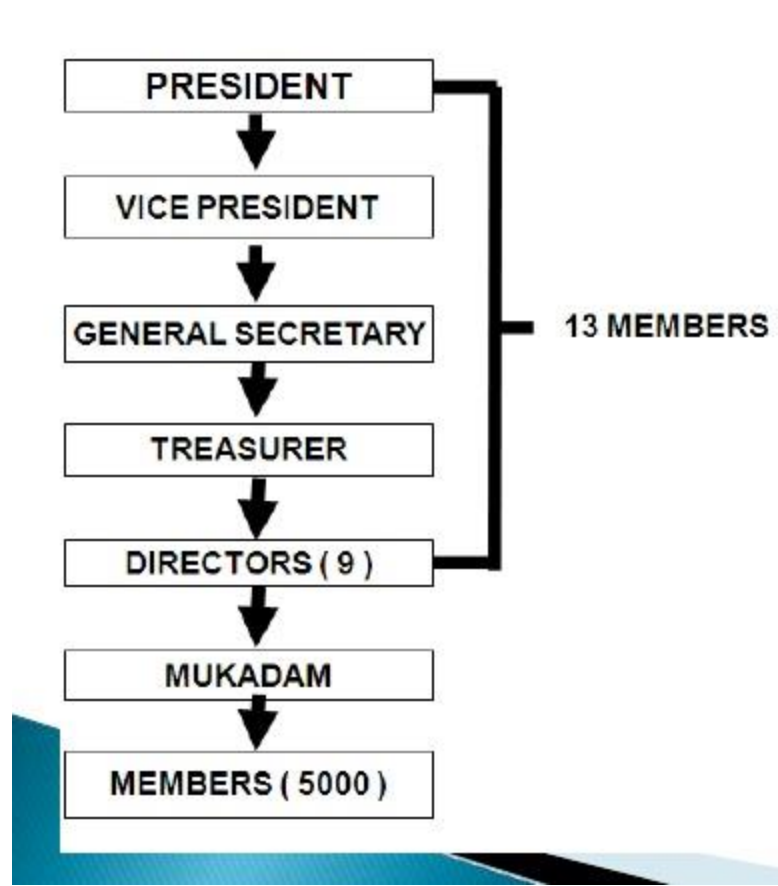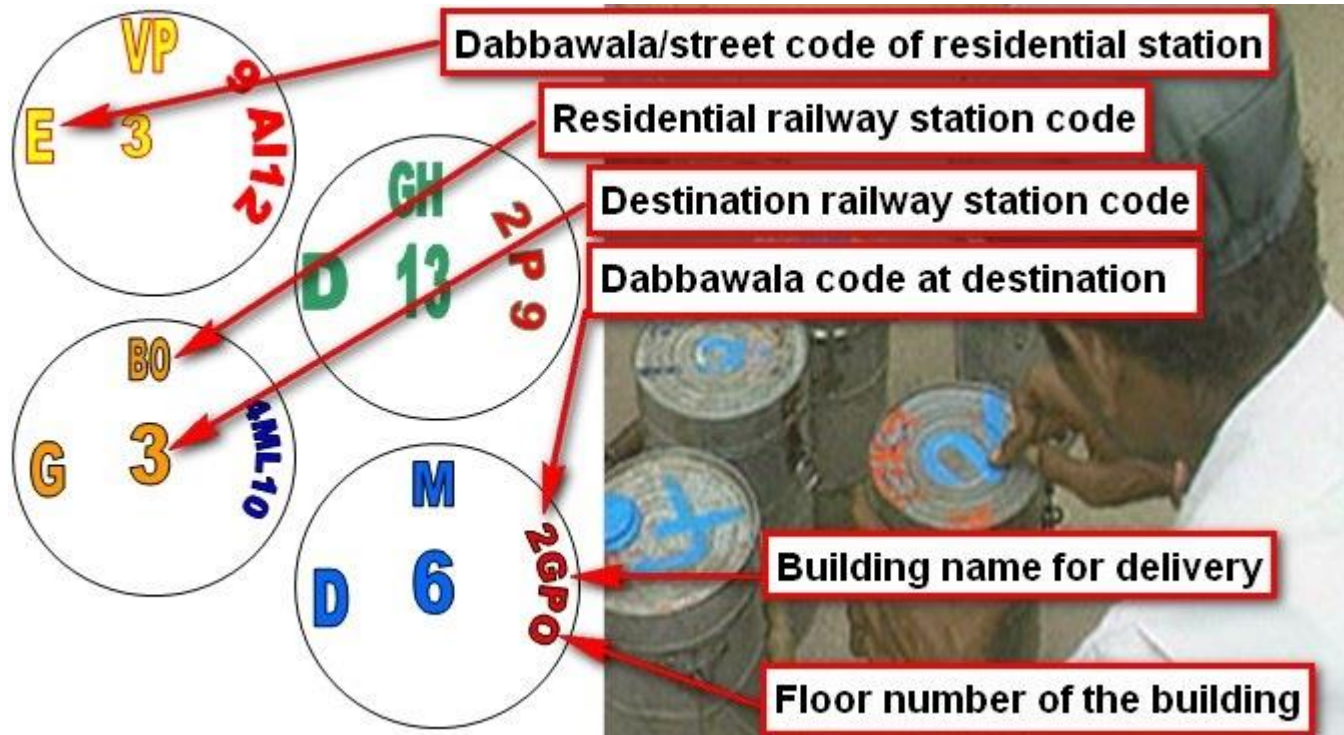| Collection of dabbas from the individual homes and dabba makers | Loading the dabbas into the local trains as per the locality groups | Unloading the dabbas at the destination station | Delivery of the dabbas to the respective offices | Collection of the empty dabbas for returning to the respective homes |

Organizational Structure

```
┌─────────────────────┐
│     PRESIDENT       │───┐
└─────────────────────┘   │
          ↓               │
┌─────────────────────┐   │
│   VICE PRESIDENT    │   │
└─────────────────────┘   │
          ↓               │
┌─────────────────────┐   │── 13 MEMBERS
│ GENERAL SECRETARY   │   │
└─────────────────────┘   │
          ↓               │
┌─────────────────────┐   │
│     TREASURER       │   │
└─────────────────────┘   │
          ↓               │
┌─────────────────────┐   │
│    DIRECTORS ( 9 )  │───┘
└─────────────────────┘
          ↓
┌─────────────────────┐
│      MUKADAM        │
└─────────────────────┘
          ↓
┌─────────────────────┐
│   MEMBERS ( 5000 )  │
└─────────────────────┘
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- Work in groups of 20 with one leader.

- A relatively flat organizational structure.

- Prompt Decision – Making.

- Everyone is a shareholder.

- Input of effort across the heirarchy.

- Mini Government meets once a   month to guide others and resolve differences.

Dabbawala/street code of residential station

Residential railway station code

Destination railway station code

Dabbawala code at destination

Building name for delivery

Floor number of the building

Quote- Unquote:Dabbawala's Mantra for Success

- "**Every dabbawala is a stakeholder in the system**. That is the single most motivating factor. Nobody is an employee. Which is why there has not been a single record of strike in our business"

- "Our work revolves around a few beliefs - the most important ones of which are **sticking to time and believing that work is worship**"

- "**As long as there is a husband who loves his wife and his homemade food, we will be there.**"

- Robust coding system

- Motto- **"Error is horror!"**