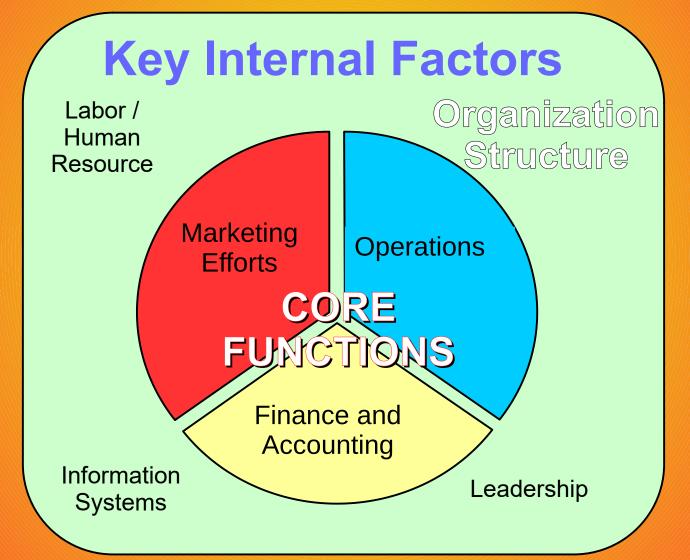


### **External / Social Forces**

Global / International Business

Economic / Monetary Policy

Competitors & Stakeholders



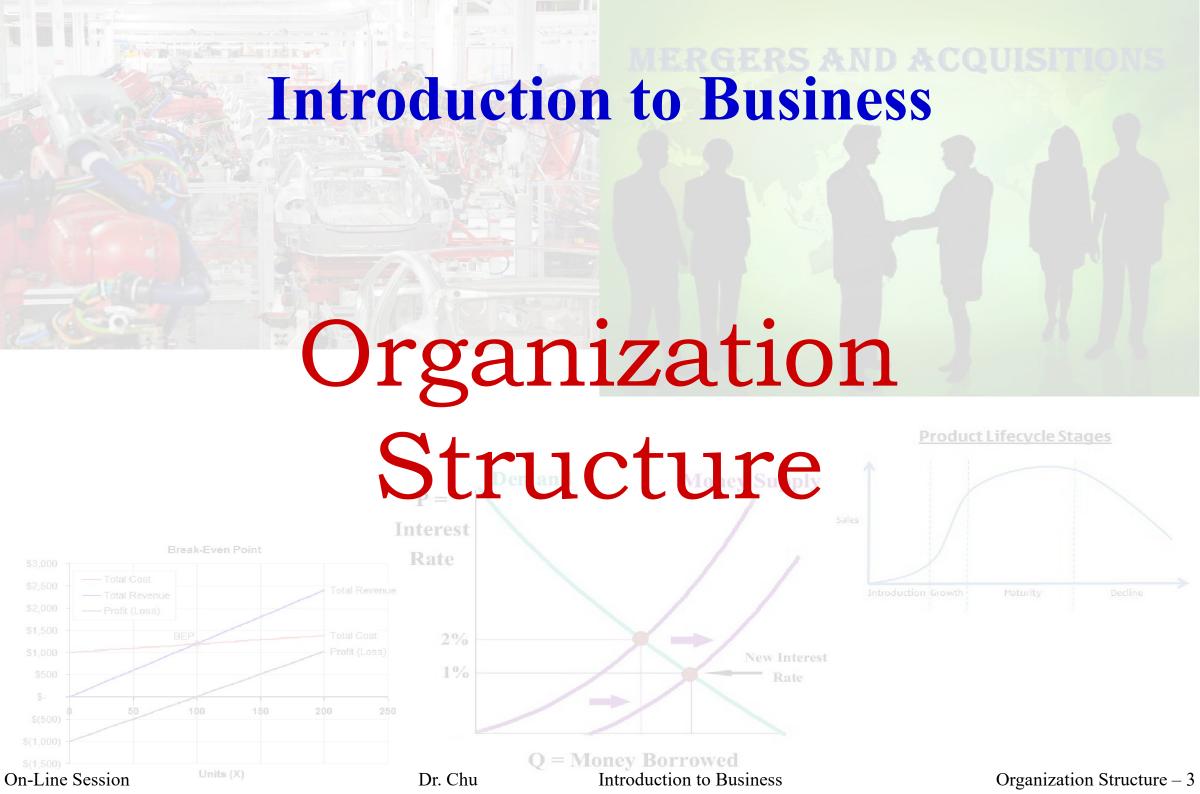
Regulations

Demographic & Diversity

Technology

Q = Money Borrowed

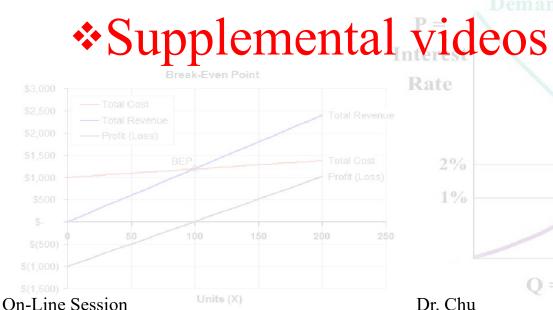
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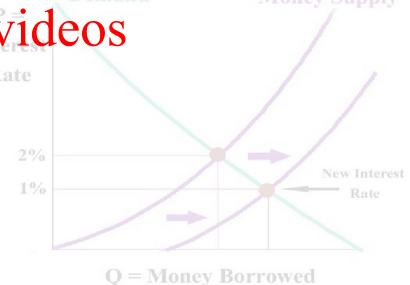


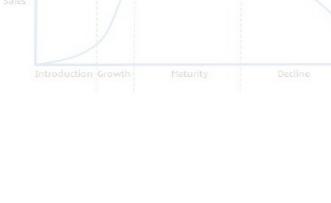
# Learning objectives

- The need for organization structure
- \*Horizontal differentiation
- Vertical differentiation









Product Lifecycle Stages

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# The need for organization structure

**♦**Lower operating costs

Strategy New Profits New problems → Profits structure → Profits

- ♦ Solves complex organization problems
- ♦ Opportunity for job specialization

Horizontal differentiation

◆ Delegation of power





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# Fayol and Weber

- > Henri Fayol's Principles
  - ☐ Unity of command, hierarchy of authority, division of labor, subordination of individual to general, centralization, clear communication channels.
  - □ Employees have no more than one boss.
- Max Weber' Theory
  - □ Employees just need to do what they're told
  - □ Written job description, rule, procedures, policies
  - □ Promotion based on qualifications

On-Line Session

On-Line Session

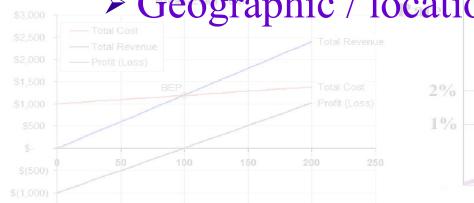
Organization Structure – 6

## Horizontal differentiation

- ♦ Opportunity for job specialization
- ◆ Different forms of horizontal differentiation
  - Simple / entrepreneurial
  - > Functional
  - > Product

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➤ Geographic / location



- ➤ Market / customer
- ➤ Modern organization ages
- structure
  - □ Product team
  - □ Matrix
  - □ Multi-divisional

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# Job specialization

> Result of job design

Distinct tasks assigned to different people

Interest

Rate

2%

1%

> Rationale

☐ Too large for one person

□ Skill level

□ Efficient

□ Training



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# Result of job specialization

- > Risks
  - □ Boredom
  - ☐ Higher absence rate
  - □ Sabotage
  - □ Less accountable



- > Alternatives
  - □ Job rotation
  - □ Teach new skills
  - □ Identify new roles
- > Job enlargement
- > Job enrichment

New Interest

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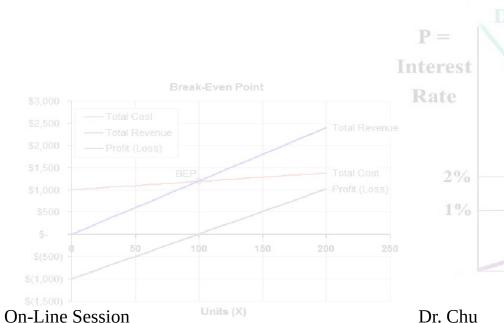
# Simple / entrepreneurial

CEO

Very young company

Jack of all trade

- Simple (+)
- ➤ No bureaucratic cost (+)

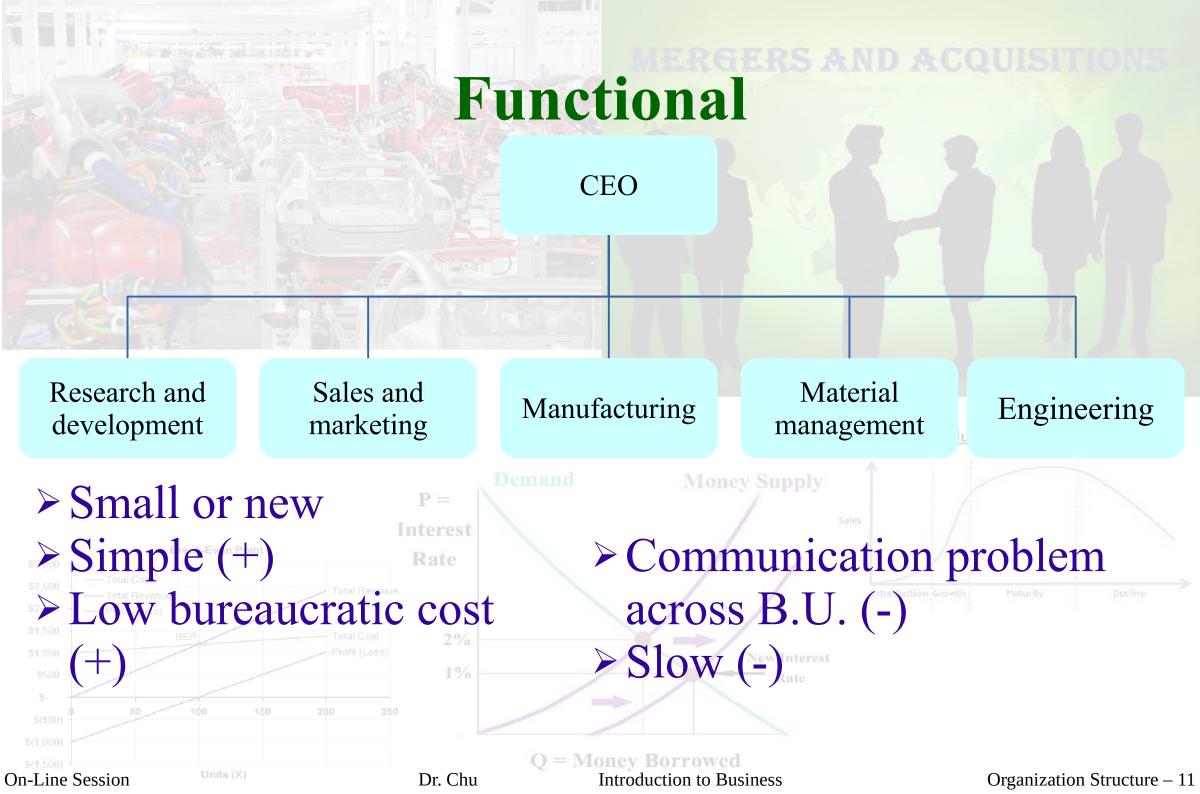


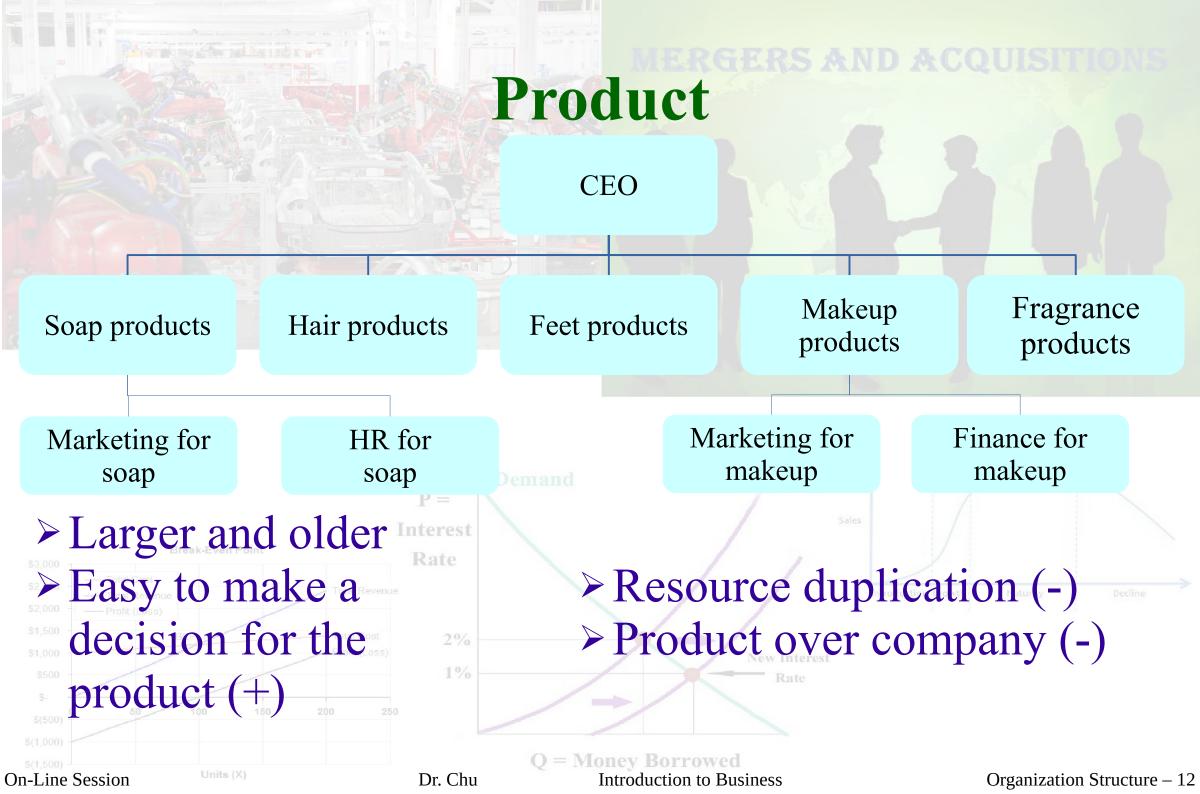
- ► Inconsistency (-)
- ➤ Costly to fix
- inconsistency (-)

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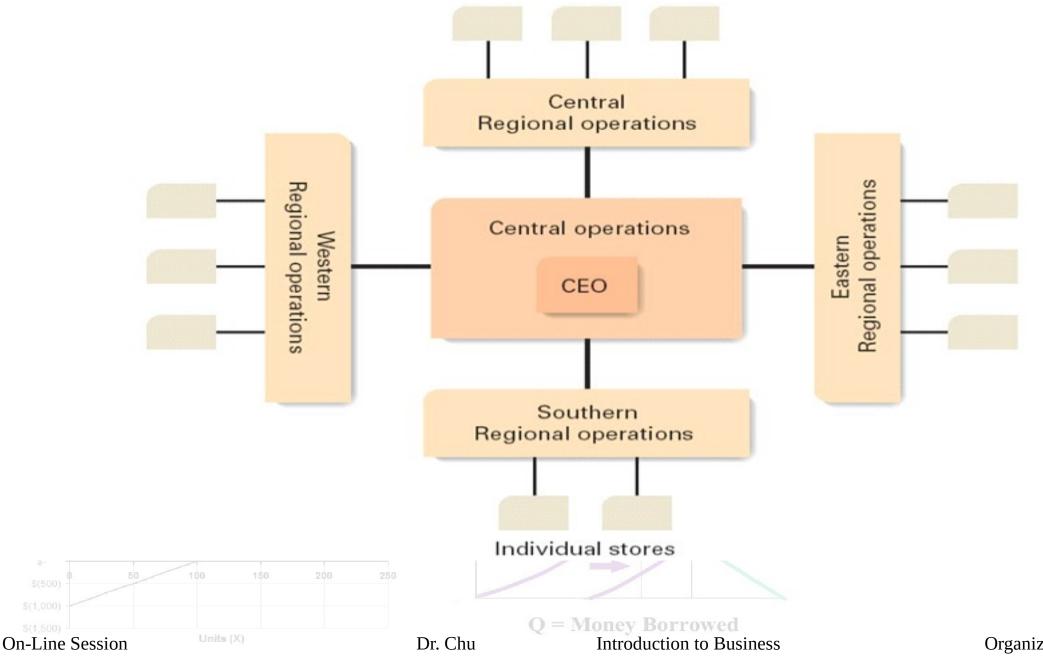
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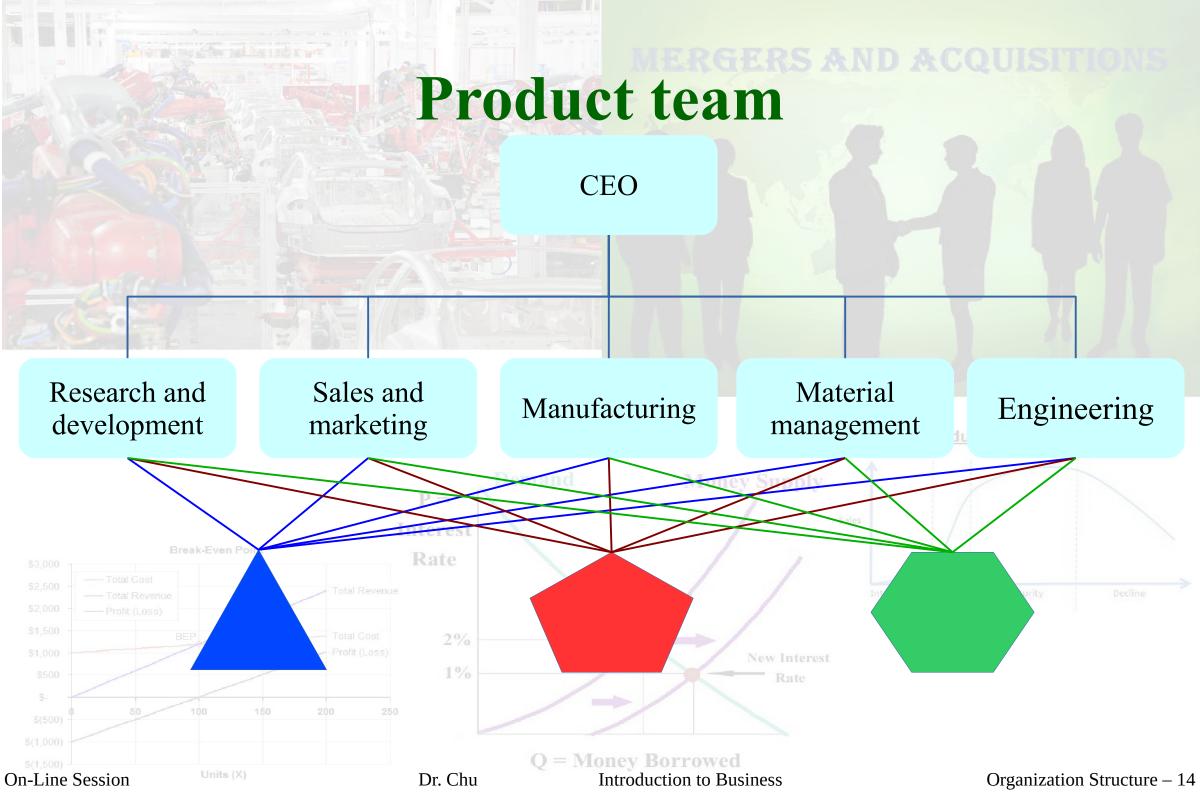
Organization Structure – 10



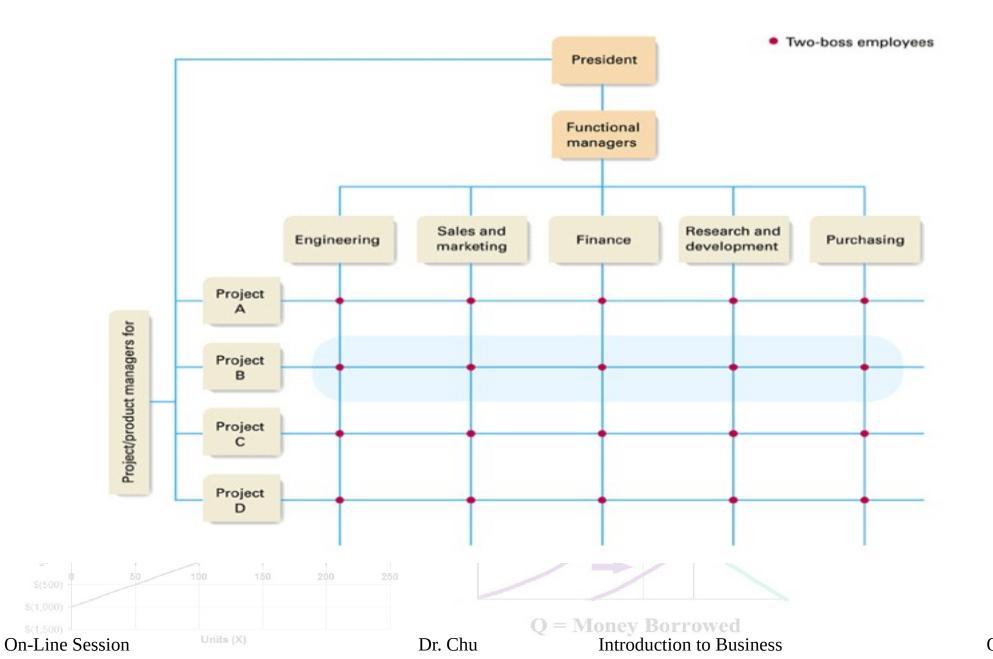


# Geographic Structure

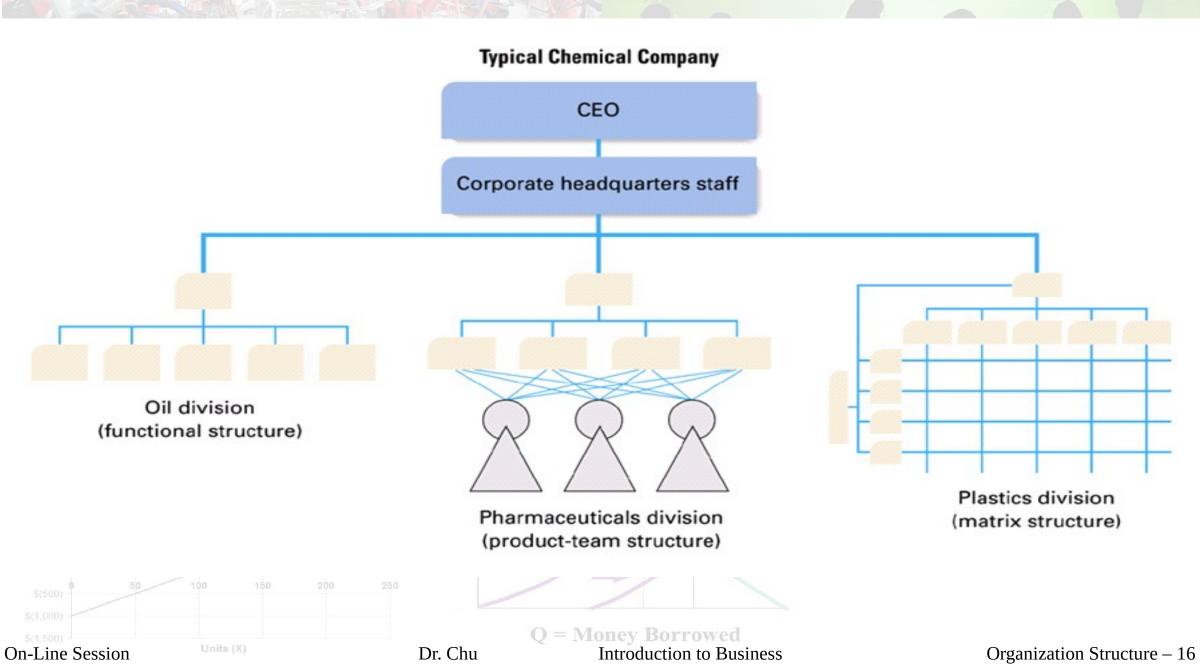




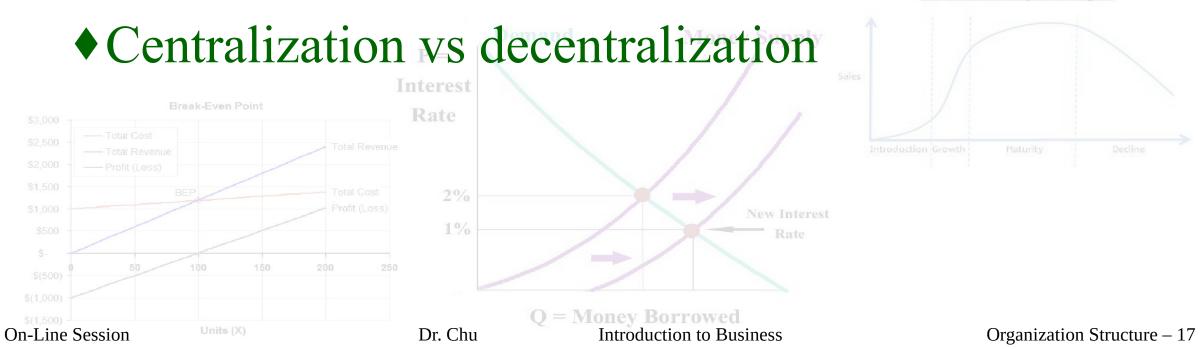
### **Matrix Structure**



# Multi-divisional



# Vertical differentiation Span of control Tall vs flat

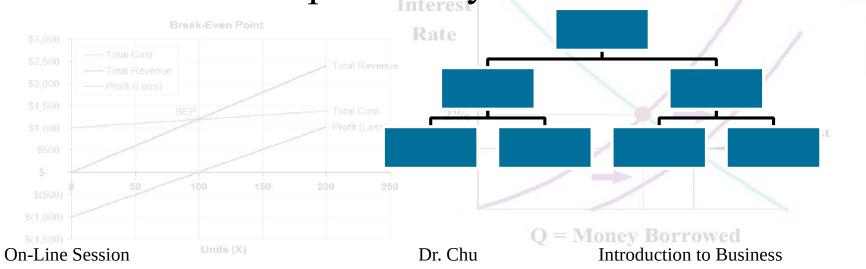


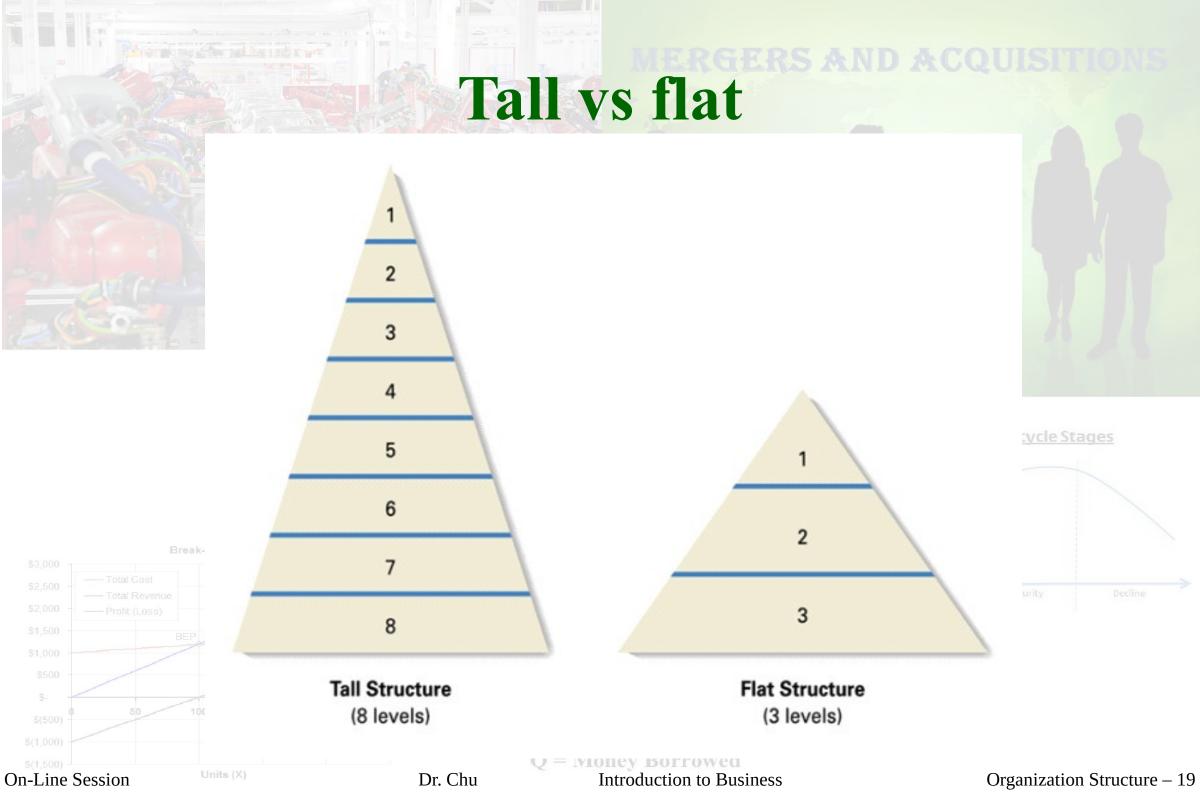
**Product Lifecycle Stages** 

# Span of control

- The number of workers who report directly to one manager
  - □ Wide span large number of subordinates to one manager

□ Narrow span – only a few subordinates to one manager





# Advantages of

### Decentralization

- □ reduce information overload
- □ 

  □ 

  □ 

  bureaucratic cost
- □ ① accountability & motivation
- allows a flatter organization

### Centralization

- □ better coordination
- □ less sub-optimization problem
- □ allows TMT to be more effective

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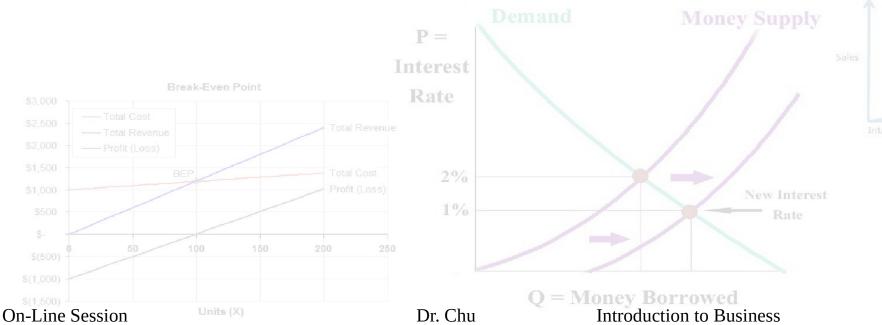
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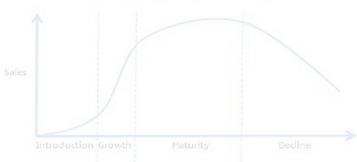
# Corporate culture

**♦** Types of culture

- ♦ Managing change of culture
  - ➤ Post Merger/Acquisition (M&A)



### Product Lifecycle Stages



# Types of culture

### **Networked Culture**

- \* Trust and friendship
- \* Strong commitment to Organization
- \* Informal environment

### **Communal Culture**

- \* Friendship, commitment, focus on performance, high energy
- \* Lives revolve around the product; success is celebrated by all

### **Fragmented Culture**

- \* Employees not friends
- \* Autonomy, flexibility, equality

### **Mercenary Culture**

- \* Passion, energy, sense of purpose, excitement for work
- \* Intense, focused, determined to win.

### Solitary O = Money Borrowed

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Sociability

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Organization Structure – 22

# Managing culture after M&A

The acculturation model

How much do member of the acquired firm value the preservation of their culture?

Very much

Not at all

Perception of the attractive attractive attractive attractive attractive attractive

Integration

Assimilation

Separation

Deculturation

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Organization Structure – 23

# Supplemental videos

- ◆ Leadership and Management (4/4)
  - https://www.youtube.com/watch?v=cjziCs-R2S4 (~4 minutes)
- ♦ Organizational Structure
  - https://www.youtube.com/watch?v=rVSeQKGQO-M (5 minutes)
  - https://www.youtube.com/watch?v=g3pZGs2JMeQ (~10 minutes)
- ◆ Types of corporate culture (4 cultures or 12 cultures?)
  - https://www.youtube.com/watch?v=z2iHjUboBUU (~2.5 minutes)
  - https://www.youtube.com/watch?v=MzEpsYzu9q4 (5+ minutes)

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