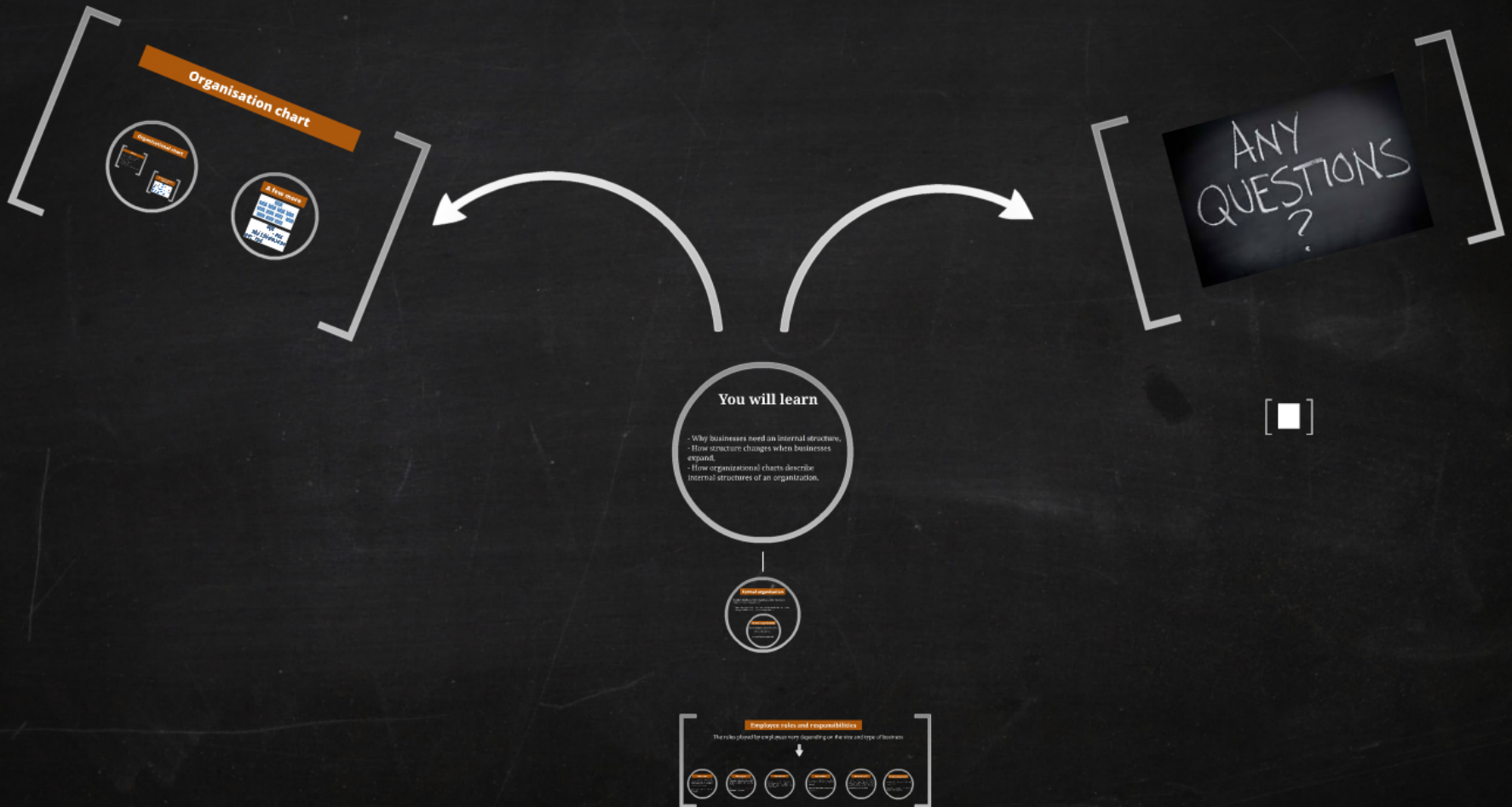


Chapter 15 - Internal organisation

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Chapter 15 - Internal organisation

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You will learn

- Why businesses need an internal structure,
- How structure changes when businesses expand,
- How organizational charts describe internal structures of an organization.

Formal organisation

Running a business involves planning, decision making, co-ordination and communication.

These tasks are easier if workers are organised into a structure made up of different functions or departments.

Formal organisation

The internal structure of a business is known as:

FORMAL ORGANISATION

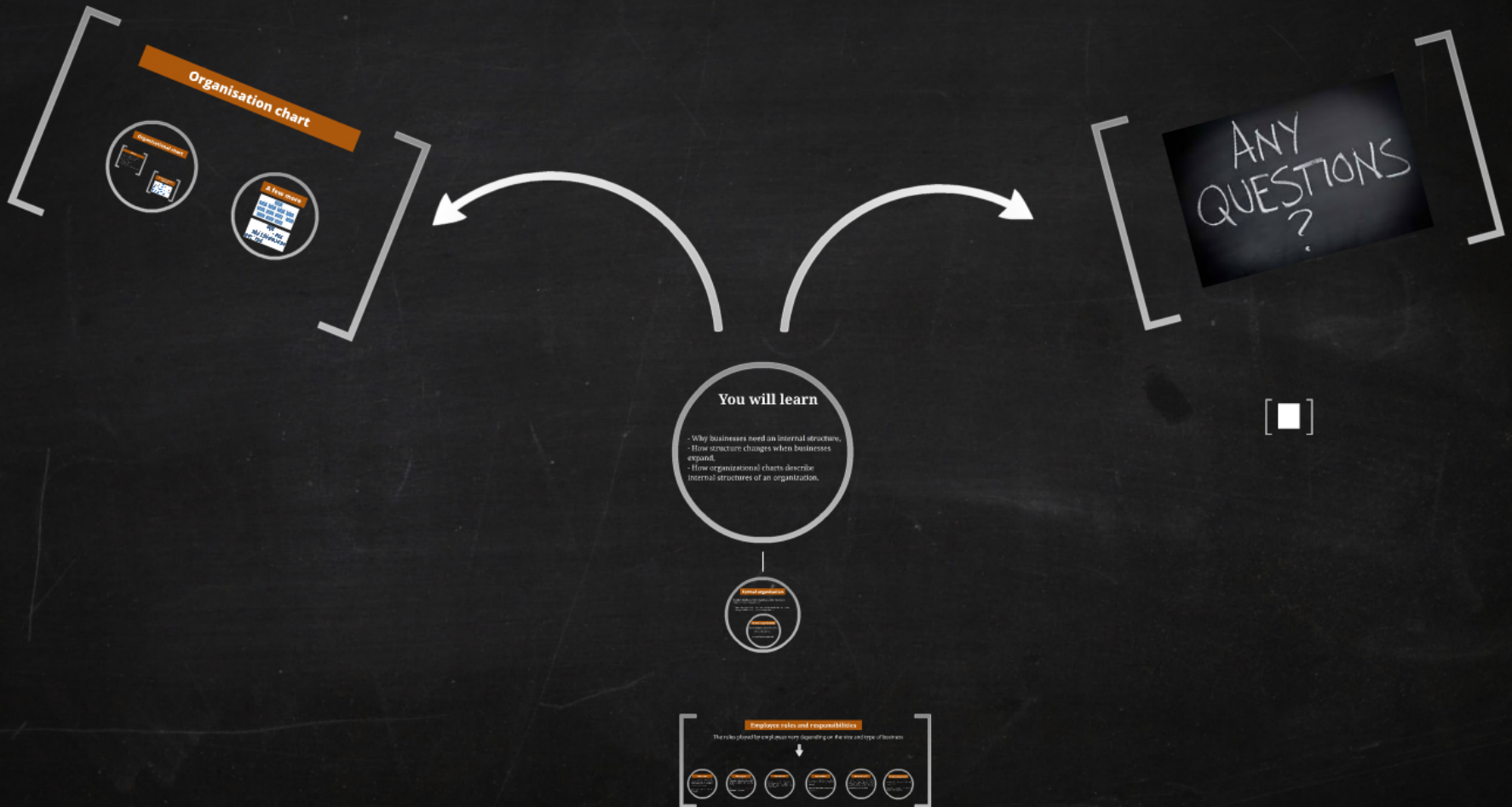
p.s.: small business rarely need it

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Organisation chart

Organisational chart

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A few more

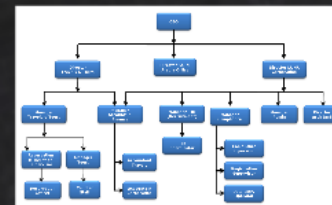


Organisational chart

Shows

- How the business is split into functions or departments;
- The roles of employees and their job titles;
- Who has responsibility;
- To whom people are accountable;
- Communication channels;
- The relationships between different positions in the business.

Should we see some examples?



Shows

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The roles of employees and their job titles;

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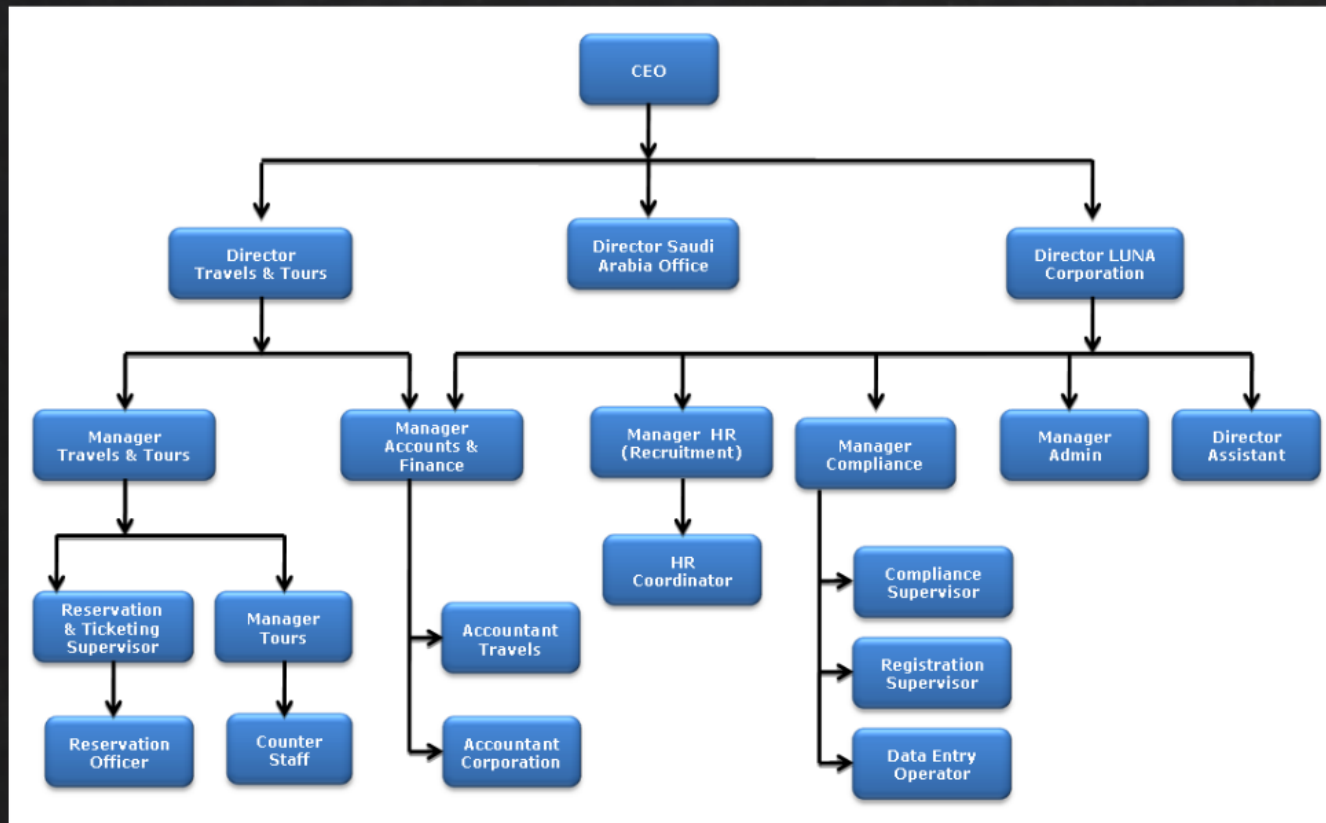
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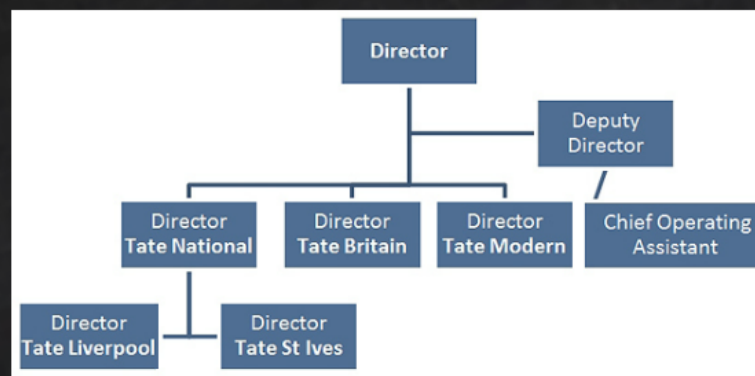
The relationships between different positions in the business.



Should we see some examples?



A few more



Employee roles and responsibilities

The roles played by employees vary depending on the size and type of business



Directors

Directors are appointed by the owners to run the business. They make all the important decisions in the business.

They have authority over the managers.

Managers

They are responsible for planning, controlling, organising, motivating, problem solving and decision making.

Their role is to achieve the objective of the owners.

Supervisors

Supervisors monitor the work in their particular area. They have authority over operatives and general workers.

Operatives

Operative are skilled workers. They are involved in the production process.

They are accountable to supervisors or managers.

General staff

Business often employ staff that do not have any specific skills. However, with training they can perform a variety of tasks and gain promotion to other positions

Professional staff

Professional staff are skilled and highly trained.

Examples: lawyers, accountants, doctors, pilots, dentists...

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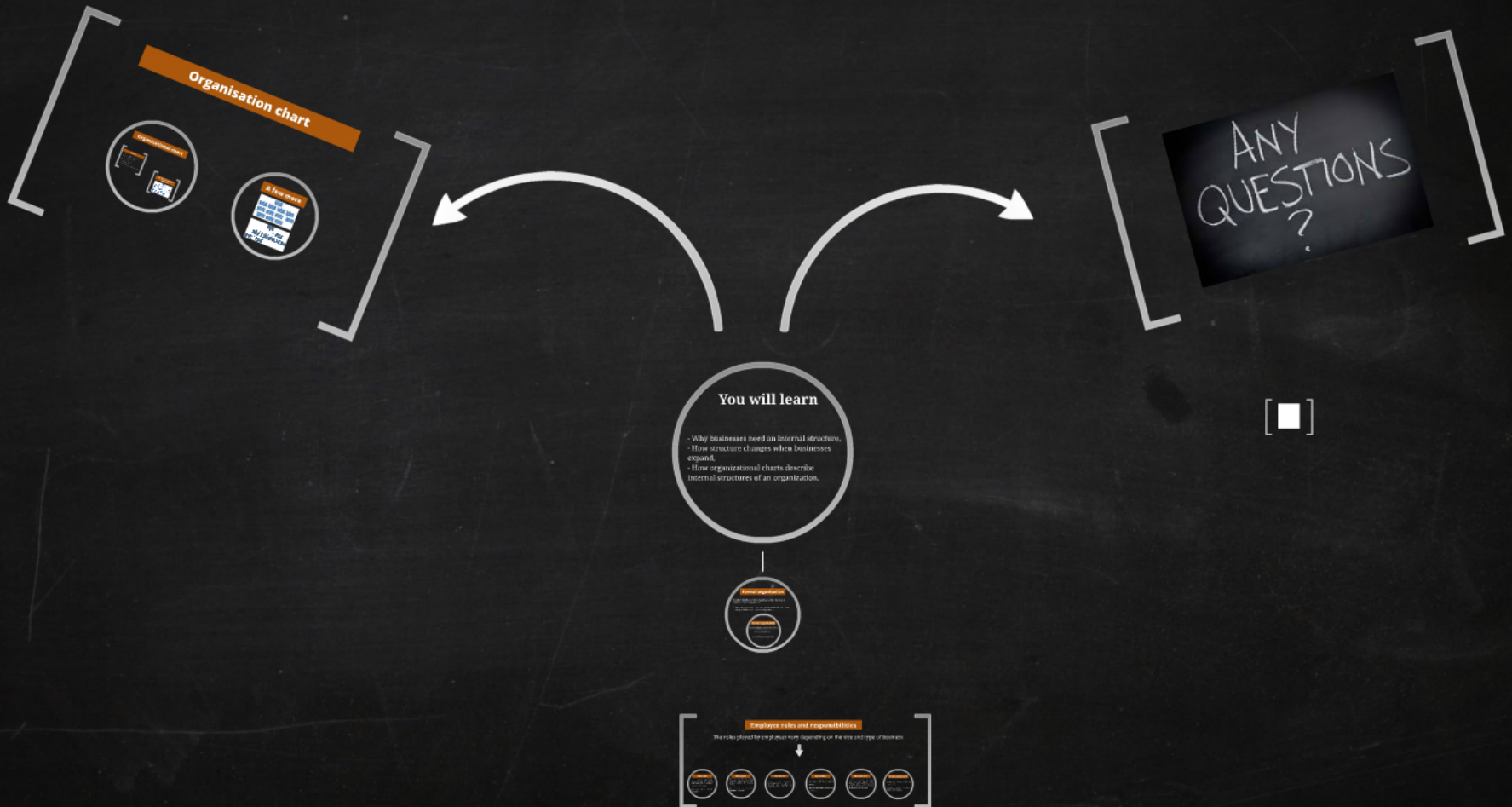
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ANY
QUESTIONS
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**KEEP
CALM
AND
DO YOUR
HOMEWORK**

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