



Organizational Effectiveness and Change Management

V.G. Kondalkar

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This comprehensive book discusses in detail the problem areas that organizations find difficult to address for achieving organizational effectiveness and managing change, and suggests how such problems can be tackled in an effective manner. The text begins with a discussion on the definition of organizational effectiveness and its various models, and then goes on to explain the concepts of management by objectives, total quality management, business process reengineering, and six sigma, which are so crucial for organizational effectiveness.

Expectations of customers are invariably increasing and quality-products are in demand more than ever before. Globalization and competition between companies have accentuated the problem. To fulfil customer aspirations and adhere to world class standards, organizations need to modify their structural framework. And so the text devotes a separate chapter each to such concepts as virtual organization, corporate governance, and developing collaborations. The book concludes with an emphasis on the role of motivation, leadership and team building in organization effectiveness. Case study given at the end of each chapter illustrates the concepts discussed and lends a practical flavour to the text.

The book is designed for the postgraduate students of management. It would also be useful for the executives who want to implement change in their organization to be competitive in the market, and those who wish to keep pace with the changing business environment.

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