

Not to wear fur



Talal talal lawand 20070313Case studyQ. 1 Describe the structural problems HP had. The structural problems at HP begin with the chain of command where there is no specific one, if there is a problem the employee needs to know how to resolve it; if he didn't find a supervisor or a manager to solve his problem, he will not get the result that he want and the problem will still be stock so the chain of command is the first structural problem.

The second structural problem is Management layers where sales person are too busy handling the management issue instead of doing their job and selling the product to customer (33% of their time with customer and the they are solving management issues). The third and structural problem is the most important one, which is the decision making problem, the decision making job in HP must come from top managers that's mean that it must go thru all the chain of command, and with big and important problem that can't wait for the decision to get from the top, the company will be in too much problem, the decision making at HP must be decentralized.

Q. 2 How did Mark Hurd decide to address his company's structural problems? What do you think of his changes? How about the company's executives and sales force? Mark Hurd decided to begin solving all the problems by analyzing which one is most crucial for them and should be solved first. The results were good at the time because he analyzed the problem carefully and chose the right solutions for it. When the relationship between the customer and the company become stronger with time and the customer will become loyal to this company.

With a decentralized and faster decision making and less layers of management the work and solving problems will become easier for

employees which will help them to perfectionist their job. Q. 3 Would a more mechanistic or a more organic organization be appropriate for HP? Why? First an organic structure have a decentralized decision making policy, in which the decision will be faster with a quicker response, and that will make the customer more happy if his problems are solved quickly and easily, with no rules or regulations were the decision is taken according to the situation.

If they used the mechanistic structure the employee must abide the company rules and regulations in which there will be a centralize decision making policy, the decision will come from the top management and that will slow him up and the customer will be unsatisfied and unhappy with the company performance. Decentralized approach save managers time that he can consume in doing a manager job like puttinggoals, and strategic strategies.

At the end the organic structure will work better for all the parties the manager, employees, and the most important part of an organization the customers. Q. 4: What role do you think organizational structure plays in an organization's effectiveness? Explain. Organizational structure plays a very important role in the organization's effectiveness and efficiency. Because when the organization have clear and strong structure means everyone know very well what he has to do, what authority he have, to whom he is answerable and what is his or her importance within the organization.

When an organization don't have a clear structure, were no one will know what his job is, how to do his job, who reports to whom, and from where the decision will be made. All organization members from top to bottom will have difficulties and problems doing their job in the right way, and that will

increase the company performance, profit and customers. When your decision is taken quickly and in time, the organization efficiency will increase. And all employees and customers will be happy.