

Supervisors: Dr/Nermin Morsy

ORGANIZATION STRUCTURE

Student : Dareen Ahmed (leader)
Nourmuhammed
Sarah salama
Abdelrahman hossam
philopater wael



Work specialisation

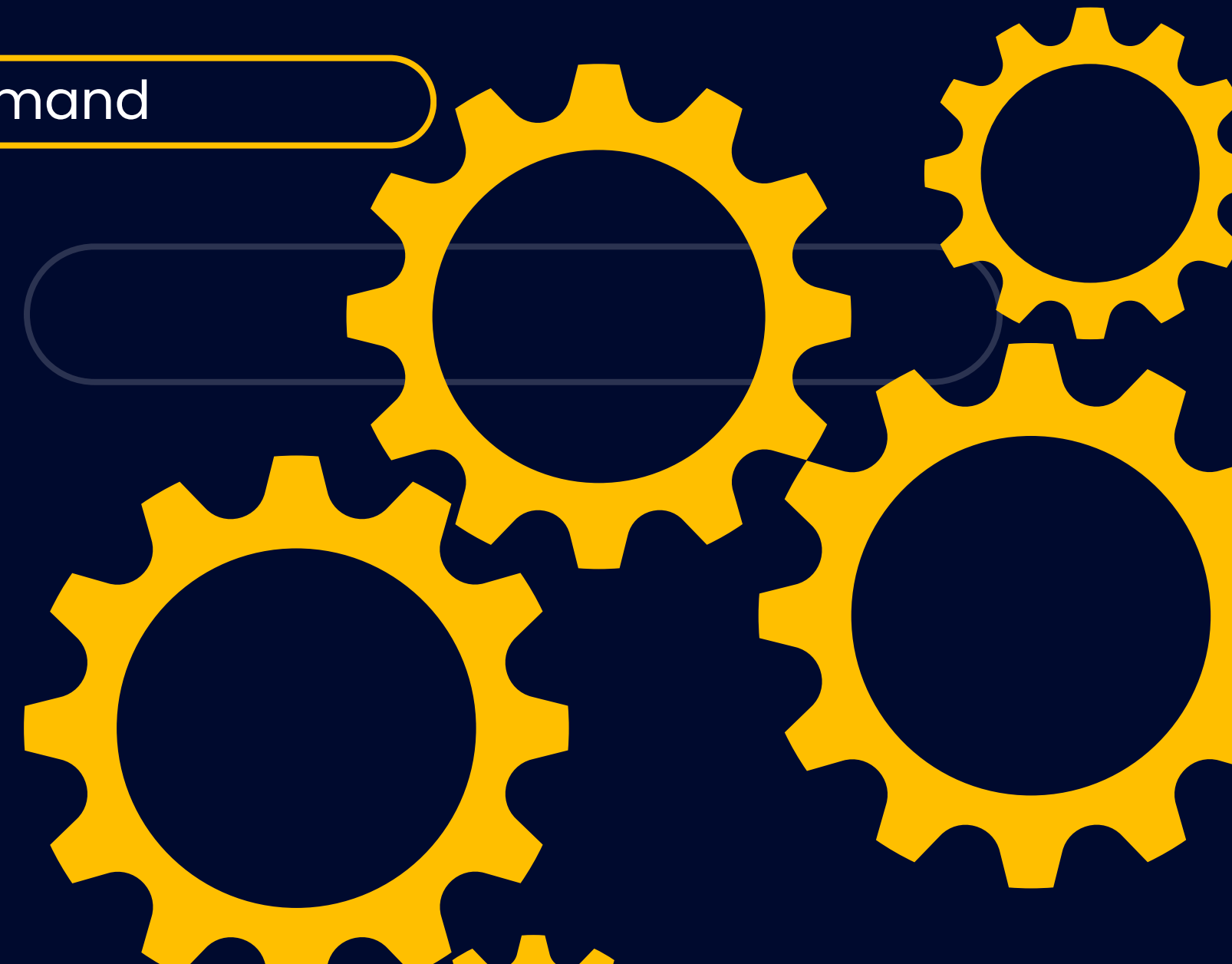
Department

- Chain of command

Authority, Responsibility and unity of command

- Span of control

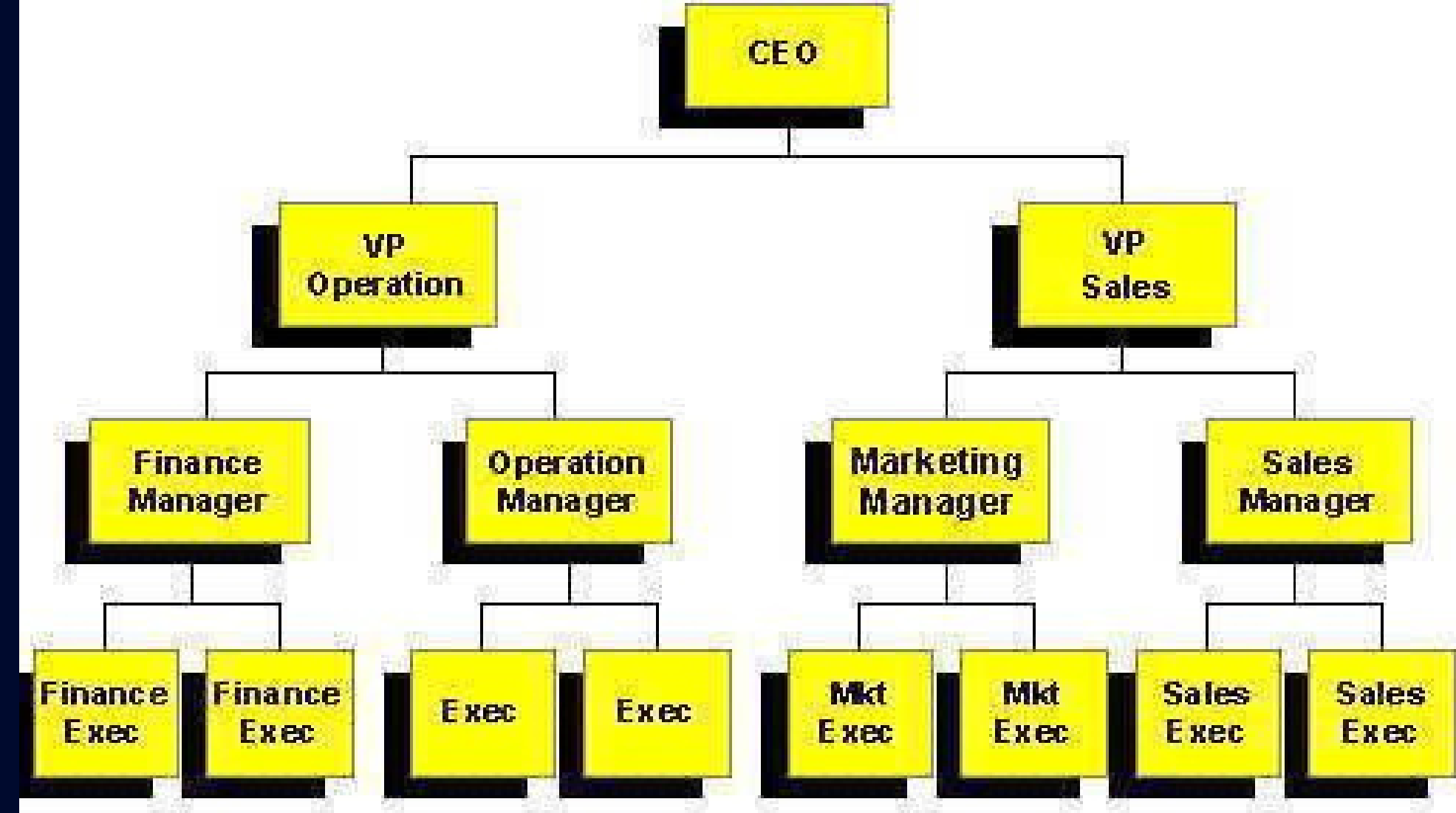
OVERVIEW



Work Specialization



Work Specialization, or division of labor involves breaking jobs into smaller tasks and assigning them to individuals or groups to improve efficiency by allowing workers to focus on specific tasks .this boosts productivity as workers became faster more skilled and again deeper knowledge, while also reducing training time and errors



However, it can lead to repetitive work, reducing job satisfaction and creates over-dependence , impacting workflow if a worker is unavailable

Example include assembly line in factories and surgeons in health care. While Specialization enhanced efficiency and helps reducing negative effects

Department



Introduction to departmentalization
Departmentalization is the process of dividing an organization into smaller, specialized units or departments based on functions, products, services, or geographical regions.



TYPES OF DEPARTMENTALIZATION

Functional
departmentalization

Product or service
departmentalization

Geographical
departmentalization

Customer-based
departmentalization

DEPARTMENTALIZATION IN HOTEL OPERATIONS

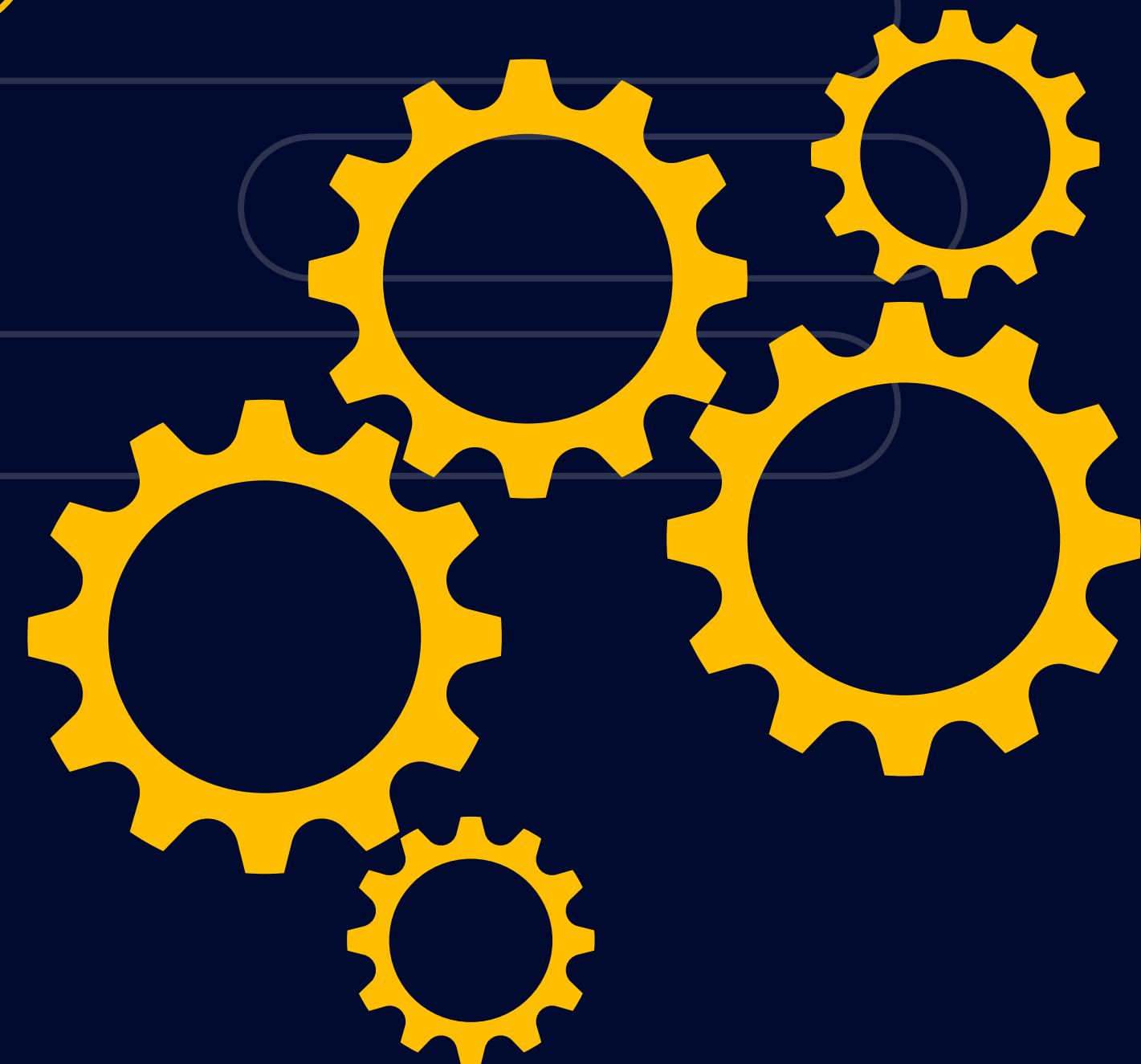
○ Front office department

Housekeeping department

○ Food and beverage department

Sales and marketing department

Human resources development



BENEFITS OF DEPARTMENT IN HOTEL

Improved
Efficiency

Clear
structure

Focused
Expertise

Better Customer
experience

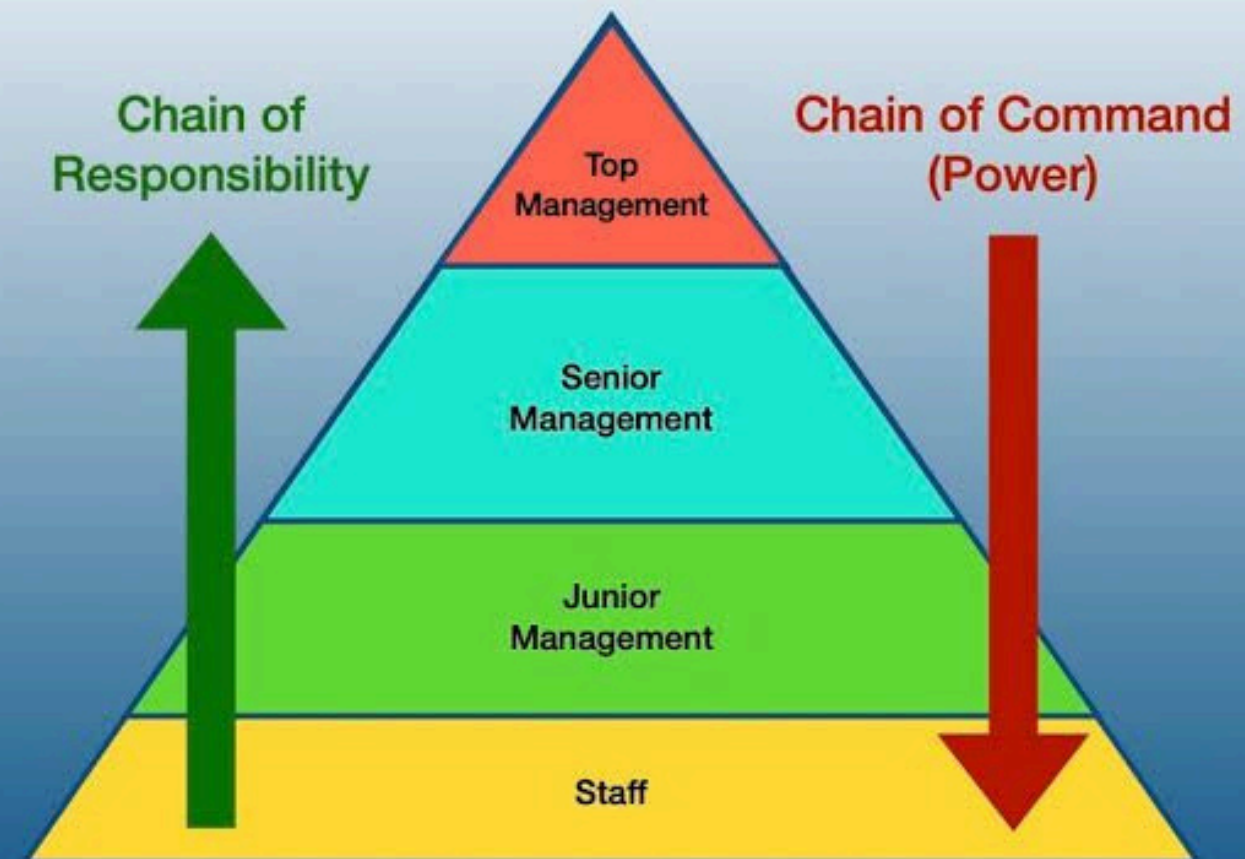
CHAIN OF COMMAND



The Chain of Command defines the structure of reporting relationships and authority levels within an organization. It clarifies who reports to whom and who has decision-making authority at various levels. This hierarchy ensures that instructions flow smoothly, accountability is maintained, and there is a clear path for resolving issues or escalating concerns. It helps maintain order and efficiency by providing a framework for communication and responsibility.



Chain of Command and Chain of Responsibility



AUTHORITY, RESPONSIBILITY AND UNIT OF COMMAND



Short intro : After strategies are set and plans are made , management's primary task is to take steps to ensure that these plans are carried out , or , if conditions warrant that the plans are modified .



shutterstock.com - 2461541711

Your paragraph text

Key components of the
controlling function :

1- Establishing Standards

Standards are benchmarks or
criteria against which
performance is measured .

Examples: financial goals ,
production targets, quality
benchmarks , or deadlines.



**2-MEASURING
PERFORMANCE:
GATHERING DATA
AND INFORMATION
ASSESS HOW WELL
ACTIVITIES ARE
BEING PERFORMED .**

**TOOLS : KEY
PERFORMANCE
INDICATORS (KPIs), FINANCIAL
STATEMENTS,
REPORTS , AND
AUDITS.**

**3-COMPARING
PERFORMANCE AGAINST
STANDARDS:
ANALYSING THE GAP
BETWEEN ACTUAL
PERFORMANCE AND THE
SET STANDARDS.
IDENTIFYING
DEVIATIONS (IF ANY)
AND THEIR
SIGNIFICANCE**

SPAN OF CONTROL



TYPES OF SPAN CONTROL

01

wide span of control

A manager is in charge of a sizable workforce.

-Benefits include lower expenses, quicker decision-making, and fewer management tiers.

-Difficulties: Possible management overwork and a decline in the standard of oversight.

02

Narrow span of control

A manager is in charge of fewer workers.

-Benefits include improved staff support and closer oversight.

-Difficulties: More expensive, slower, and more hierarchical.



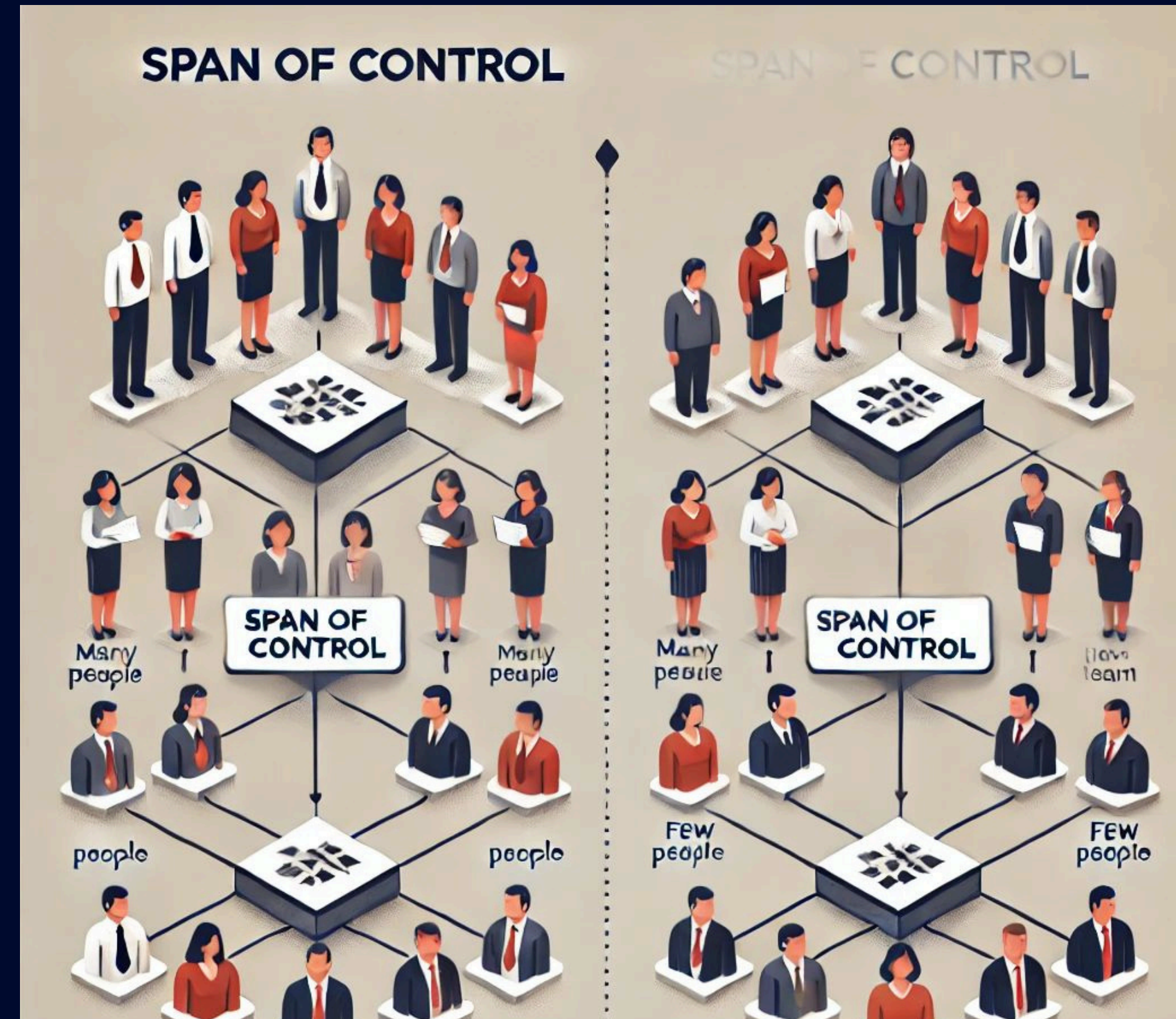
FACTORS INFLUENCING SPAN OF CONTROL

01

Nature of Work: Routine, standardized tasks are easier to supervise (wide span), while complex, specialized tasks require closer attention (narrow span).

And other factors such as Competence of Employees, Manager's Capabilities, Use of Technology, Geographical Dispersion, Organizational Structure.

UNDERSTANDING THE IDEAL SPAN OF CONTROL HELPS ORGANIZATIONS BALANCE EFFICIENCY AND EFFECTIVENESS.



Thank
you

