ORGANIZATION & ADMINISTRATION OF RESOURCE CENTER

MPT 1233

Organizational effectiveness

The Factors That Influence The Effectiveness of An Organization

- Clear vision and priorities
- Cohesive leadership team

- Superior execution of programmatic work processes
- Effective and efficient support processes and systems

- Clear roles and accountabilities for decisions
- Organizational structure that supports objectives

- 'High performance' values and behaviors
- Capacity to change

- Organizational and individual talent necessary for success
- Performance measures and incentives aligned to objectives

To be effective

- each organization must analyze the strengths and weaknesses

- weakness - find the cause and fix

- strength – improved

- less weaknesses and improved strength can increase the effectiveness of an organization

Organizational Effectiveness Framework

- This framework can serve as a guide in determining the effectiveness of a resource center

- every organization has a strategy, leaders, staff, structure, systems and processes to get the satisfaction and trust of customers for organizational excellence

ORGANIZATIONAL EFFECTIVENESS FRAMEWORK

Strategy

Leadership

Structure

System & Process

CULTURE

Employee engagement

VALUE

Customer satisfaction

PERFORMANCE
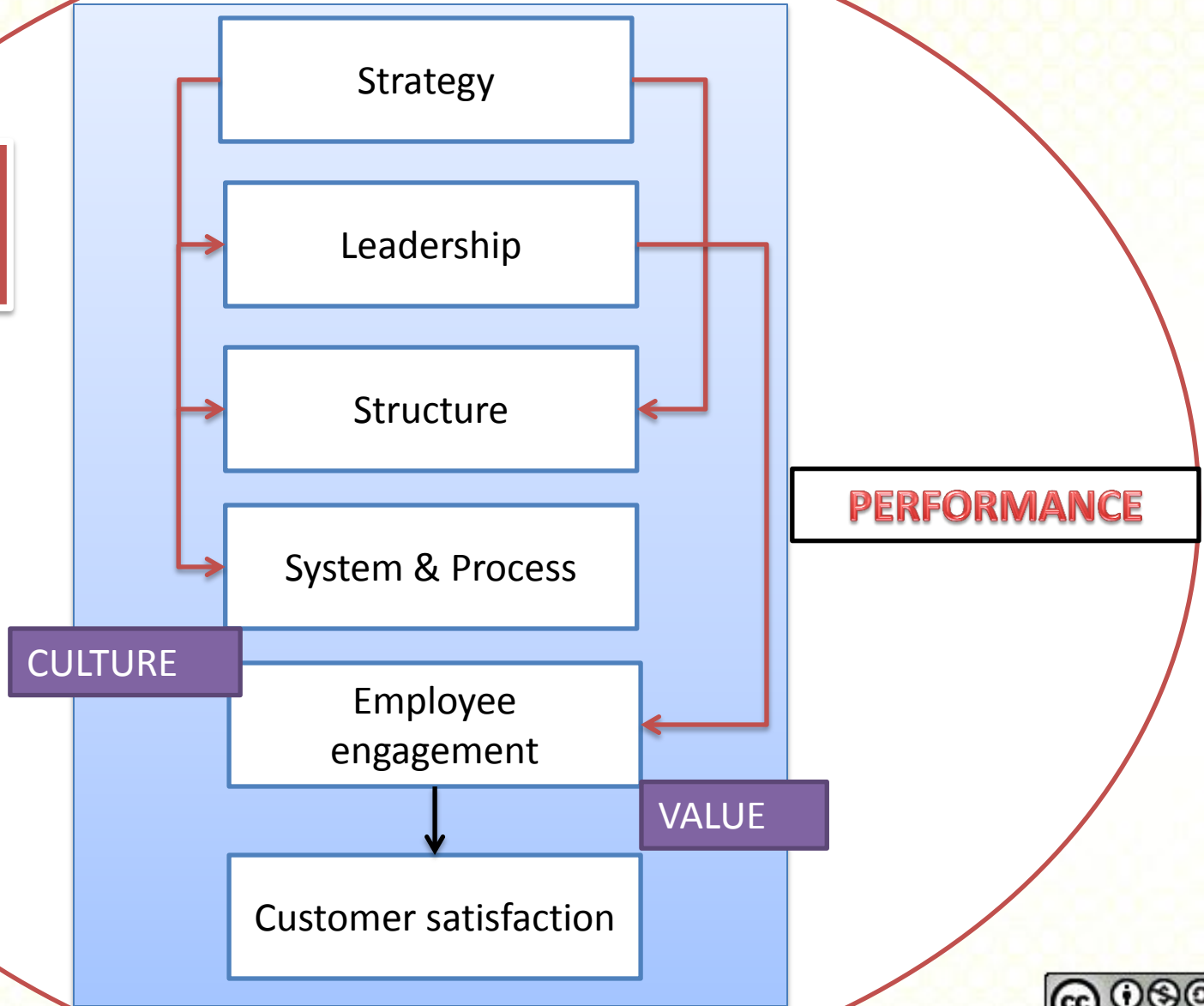
Organizational Effectiveness Framework

- These elements related to each other
- malfunction in one element will cause a breakdown in the entire organization
- these elements that determine customer satisfaction

Organizational Effectiveness Framework

- **Strategy**
  - responsibilities, goals and strategic direction is clear and intelligible to all staff from all parts of the organization

- **Leadership**
  - leaders have the capabilities and skill in leading resource center

- **Structure**
  - staff will be able to work right based on the structure that describes the responsibilities of each person clearly

- **System & Process**
  - leaders should be supported by systems and processes
  - system is responsible for providing and sharing information and facilitate decision-making for the organization

- **Culture and Value**
  - a set of guidelines on how to behave and perform tasks in accordance with the organization'
  - system, and the behavior shown consistent with the organization's strategy
- **Employee engagement**
  - staff should be satisfied with their job and
  - organization as employer
  - committed to the success of the organization
  - proud of the organization and the duty entrusted

- **Customer satisfaction**
    - aware of satisfaction, needs and feedback from customers
    - responsible for supporting the surrounding community

Effective Resource Center

- **Strategy**
  - responsibilities, goals and strategic direction is clear and intelligible to all staff of the resource center

- **Leadership**
  - leaders have the capabilities and skills to manage resource center

- **Structure**
  - Clear structure that describes the responsibilities of each person in resource center
  - Therefore every staff know their task and their superior

- **System & Process**
  - have a clear system to facilitate the process in resource center

- **Culture and Value**
  - staff should demonstrate the appropriate counter service culture

- **Employee engagement**
  - staff should be satisfied with their job as a service provider employer
  - committed to the success of the resource center
  - always looking for opportunities to increase their knowledge and skills

- **Customer satisfaction**
  - very important as a determinant of the effectiveness of a resource center excellent service delivering customer satisfaction
  - aware of satisfaction, needs and feedback from customers
  - responsible for supporting the surrounding community to use resource center

Conclusion

the effectiveness of a resource center depends on:

- strategy
- Leadership
- organizational structure
- skilled and dedicated staff
- services provided
- customer satisfaction

Thank you