Declaration of Academic Integrity

**Please mark the square box to indicate that you have read and accepted the following statements and type your name and date of submission below the box.**

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| I confirm that:   1. I have read and understood the University’s Shared Values & Honour Code, including the information on practices concerning the academic integrity (given in <http://academicintegrity.ntu.edu.sg/a-guide-to-academic-integrity/>) and that in the attached coursework submission I have worked within its expectations (<http://academicintegrity.ntu.edu.sg/shared-values-honour-code/>). 2. I am aware that failure to act in accordance with the University’s Shared Values & Honour Code may lead to the imposition of penalties which may include the requirement to revise and resubmit an assignment, receiving a lower grade, or receiving an F grade for the assignment; suspension from the University or termination of my candidature. 3. I consent to the University copying and distributing any or all of my work in any form and using third parties to verify whether my work contains plagiarised material, and for quality assurance purposes. |

**I have read, and I accept, the above.**



Chai Wen Xuan 19/2/2022

Name Date



In lecture 5, we have learnt about organisational structure. We need a good structure to have an efficient collaboration between every individual in the organisation, a structure also sets the rules and roles for everyone.

In the lecture, we understand that strategy and technology is shaping the organisational structure, both leading to two opposing structures, which is the mechanistic and organic structure. Both structures fit into different types of organizations. Hence, there is no such thing as the best structure for all organizations, it only depends on the strategy, technology, size, and environment.

For example, the mechanistic structure has a well-defined department with a clear hierarchy, the tasks are specialized, and it is a vertical structure. Hence, it is very suitable for a larger and more stable organization because there are not many changes in the environment, and everyone only needs to focus on a certain role. Examples of mechanistic structures include healthcare, universities, and governmental organizations.

On the other hand, the organic structure is usually flat and cross-functional. It is a boundaryless organization where employees are encouraged to communicate with others when achieving their goals. In this structure, the organization can deal with rapidly changing environments as decisions can be made within a team of people, or even individually. Hence, it is more suitable for a smaller organization that needs flexibility and the capability of rapid change.

If a large company wants to achieve higher goals, it cannot stay at mechanistic structure, because of its inefficiency. However, with the increasing number of employees, it becomes hard for a large company to completely adapt to organic structure, hence, a combination of both structures will be used to achieve balance. For example, large companies such as Google uses a matrix corporate structure while Netflix uses a unitary organizational structure.

For my personal experience, I worked in companies using matrix structure and a horizontal structure. The first company is an outsourcing company, where I’m in a customer service project. Me, as a level 1 technical executive, tasked to accept calls from customers and solve their issues. On top of me, it has a dual-line of authority as the company that overseas company using our outsourcing services will also send their employees here to help coordinate and train us. This is a good example of a matrix structure. It is also a perfect fit for an outsourcing company to adapt matrix structure as there are two companies involved.

The second company is a startup company working on Decentralized Finance (Defi) topics. Defi is a very advanced topic in the world and there are many companies aiming at this as it has a large market but at the same time many competitors for the task environment. For general environment, the most related areas will be technological as the core concept of Defi is blockchain technology. As a software developer in a small startup company, I’m able to connect with everyone with only messaging apps to sync our progress and discuss what is the next step according to the main feature passed down from our manager. Hence, it is very efficient as it is an organic structure by nature.

Reference

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