Organizational Concept Salesforce

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**Organizational concept**

An organization refers to an entity made up of a group of people who work towards a similar goal and achieve specific objectives. At salesforce organization, that is the main drive to ensure that the objectives set are achieved in the best way possible. We work to ensure that our employees are satisfied with their duties and perform at their best level to archive productivity. Studies have shown that organizational success is more likely if the employees are satisfied with their assignments. Also, if they receive more attention from their managers, their work productivity increases. Working relationships and interactions are very crucial in how organizations work and their level of success and growth. Salesforce managed to gather so many funds they helped during the pandemic in the different areas they could handle. It is often described as an organization for organizations, so the best working organizational concept behavior is the span of control (Sharma, A., Rangarajan, D., & Paesbrugghe, 2020). Organizational behavior concept refers to the different aspects used within the organization to help maintain control and propel the best working conditions. There are several behavioral concepts for organizations, but each is different and works differently in each firm (Hitt, M. A., Miller, C. C., & Colella, 2018). Each organization decides which concept to use for their benefit, which will propel them to more profits and achieve their objectives. The Salesforce organization works in different parts and different capacities, so the span of control is the concept that best suits them. It allows for them to communicate better and share information and data when necessary.

**Span of control**

The span of control can be best described as the number of employees expected to report to one manager. In big organizations like the salesforce, the numbers of employees are quite large and are all in different departments. The issue of who reports to who can be very hectic socially when dealing with simple projects. It could also lead to miscommunication or delayed communication if there is no defined hierarchy of communication. Therefore span of control helps in dealing with this problem. It has helped in the definition of the scope of the organization since it was implemented. In a way, it is a management ratio that helps grow the subordinates and the managers they should report to. It also makes work more accessible as it is a sort of team allocation which helps increase effectiveness. They deal with other organizations and helps them in their marketing and sales, which means they have many clients. With that, every employee must be aware of whom they should be reporting to (Kikuchi, T., Nishimura, K., & Stachurski, 2018). The span of control has helped the organization have better control of matters within the entity. The management of projects is much easier as they can all be placed to different personnel and supervised differently. It also allows for a quicker communication, and if there is an issue, they can quickly come up with solutions as they know who to approach. When subordinates work under one subordinate, they develop an understanding structure of how they do their duties. Therefore, they increase their chances of effectiveness and fulfill their set goals within a short period as they support each other.

**Span of Management: Graicunas Theory**

Graicunas theory was introduced by Graicunas, a French consultant who believed that three of these relationships could exist between a subordinate and superior. He calibrated the number of subordinates that would serve under one supervisor by using a mathematical formula. While the literal application of the procedure is not practiced that much, it has offered guidance over the years for organizations like salesforce whine defining their span of control. The three types of relationships that he came up with were Cross relationships, which referred to the relationships between two subordinates who work under one supervisor. Therefore, the interaction as teammates will also impact their duties. Then there are the direct relationships between the supervisor and the subordinates' sort of the team leader and team member's relation. Lastly, the single team relationship is how the supervisor interacts with each subordinate.

Unfortunately, some disadvantages come with a span of control, including fewer opportunities for employment or promotion. With the set system of management ratio, chances of employing are low, let alone promoting the employees (Wong et al., 2020). There would have to be a vacancy for employees which rarely happens, and there is also little space for many innovative positions. If not properly looked into, it can lead to significant cases of indiscipline.

**Bank of America**

The bank of America is ranked as one of the best places to work in America by Forbes in 2021. It handles many transactions and is very famous within the United States. Its organizational culture is very well defined and the hierarchy of command well established. Everything that happens there has to follow the right procedure to avoid any mistakes. They deal with a lot of cash and transactions, which means they have to ensure that they are all secure and no harm comes to them. They are also very reliant on different technologies and devices to help increase their security and efficiency. They also provide services to so many people daily, which is essential for their survival.

With that, they do have different departments dealing with different aspects of their services to their clients. This is why the span of control is very effective, for they have to ensure that every person has the person they report to in case of anything. It could be as simple as a question on a process. At the same time, they have different branches, which means they have a lot of duties to deal with. The span of control allows them to communicate with the superiors in case of anything, and if it is trivial, it can be solved at that level. In case it is something huge, then it is transferred to the next superior person. Therefore, even the managers have their superiors. They are allocated as per the duties they offer within the bank. Even then, the span of control can create a sense of familiarity, which can impact innovation. The subordinates and supervisors developed a way of doing things they stick to and rarely deviate from it. Therefore chances of innovation can be hindered and creativity limited due to the established culture. While it has helped the bank of America maintain its duties and perform them effectively, it has limited its sense of creativity.

**Conclusion**

Notably, salesforce organization works to helps other organizational, and that means they have extensive personnel. Therefore, the use of the span of control as their organizational behavior concept has helped them to have better control over the running of the different projects they take on. it has also enabled in increasing their efficiency with the improved communication and ability to solve issues faster as each subordinate has a supervisor they report too. Each organization chooses the best suiting organizational concept and runs with it to help people with their objectives and plans. The existing theory works to support the ideology of the necessity for a span of management, which is also referred to as the management ratio. Salesforce and bank of America have almost nothing in common, but they are both successful and driven by the control concept span.

**References**

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