PEOPLE IN ORGANISATIONS

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SECOND EDITION

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and
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M
MACMILLAN

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Introduction to the Second Edition

People in Organisations is the theme as well as the title of this book. It has been written mainly for students studying for BTEC National Awards in Business and Finance, Distribution, Public Administration, Leisure Studies and Travel and Tourism. However, we feel that it will be of benefit to others wishing to know about the human aspects of the world of work including those studying for BTEC Higher Awards.

In this second edition we explore the major activities which people do at work and the important influences on them. The book provides answers to a range of questions examples of which are:

‘How can you become a better communicator?’

‘What type of language is most appropriate in various business situations?’

‘What motivates you to do a good job?’

‘How do you know if you are successful?’

‘How will information technology shape your life?’

‘How can I make better use of my time?’

‘Are there better ways of studying?’

‘How can I become more effective at work?’

‘How can I improve my job-seeking skills and career planning?’

‘Am I sufficiently aware of the needs of others?’

‘What makes a good leader?’

‘How can I perform better at interviews?’

In short, this book will help you to be a more effective member of an organisation. It is not all you will need. We do not claim a comprehensive coverage of every aspect of the syllabus. No textbook can do justice to every aspect of a BTEC syllabus. This book is one of the many aids to learning and is only a part of your total educational experience. Your

lecturers' notes and the assignments you will be given are important complementary activities to the book.

You will already have some experience of organisations. You may be in employment full-time, on youth training, or studying full-time at a Further Education college. You will probably have had periods of work experience or part-time jobs. You will be a member of clubs, societies, voluntary bodies or other organisations. Your experience of these organisations can provide you with insights into how they work. You should relate the material on your course and in this book to these experiences. Many of the assignments you complete during your course will help you to do just that. In addition, during your period of study you will visit offices and factories and, of course, you go shopping and visit places like leisure centres, concert halls, theatres and swimming pools. How often have you been into a shop and thought 'this place is inefficient' or 'this is my favourite shop – the assistants are always knowledgeable and friendly', or again 'they really ought to improve the layout here – you cannot find a thing'? All of these are organisational judgements. Most of us stop here and rarely ask the more searching questions. What makes this shop better than that one? Why is this sports centre well organised and attractive?

You need a knowledge of organisational theory and some of the fundamentals of social psychology before you can ask penetrating questions about organisations. You also need to know how organisations communicate with their employees, customers and clients. Sections II, III and IV will provide you with these insights.

This book is concerned with PEOPLE and in particular YOU. It is a well-worn cliché that an organisation is only as good as the people working in it, but it is nevertheless true. You will want to know how best to prepare yourself for working life, how to relate to others and what an organisation expects of you.

The authors have taught BTEC students at First, National, Higher National and Continuing Education levels and as a result we know the demanding yet fascinating time BTEC students can have on their courses. We are committed to a student-centred approach to learning and we believe that you learn best by taking part in activities. To promote this approach we have included a number of activities in the book which are designed to help you to develop your skills.

The subject is a fascinating one and the rewards are great. We wish you every success with your study.

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