



UNIVERSITY OF NICOSIA
ΠΑΝΕΠΙΣΤΗΜΙΟ ΛΕΥΚΩΣΙΑΣ

Organisations and Stakeholders

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Lecture's topics

- What is an organisation?
- What are the main types of organisations?
- Who are the organisation's stakeholders?

What is an Organisation?

An **organisation** is a systematic arrangement of people brought together to accomplish some specific purpose.

Organisation types

- Commercial organisations
- Voluntary organisations
- Government organisations

Organisation types

- Commercial organisations
 - e.g. private companies, holding companies, franchises etc.

Organisation types

- Voluntary organisations
 - e.g. charities, professional bodies, clubs etc.

Organisation types

- Government organisations
 - e.g. Tax Office, Armed Forces, Fire Service etc.

Organisation's stakeholders

Anyone with an interest in, or who is affected by, what the organisation does.

Not to be confused with shareholders!!

Types of Stakeholders

Internal stakeholders:

- The organisation's human resources (i.e. its employees and managers).

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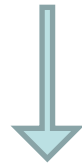


Employees are typically concerned with issues such as **job security**, **rewards**, **recognition** and **job satisfaction**.

Types of Stakeholders

Internal stakeholders:

- The organisation's human resources (i.e. its employees and managers).



Managers often have to reconcile the competing interests of **customers**, **employees** and **shareholders**.

Types of Stakeholders

External stakeholders:

- All the parties that have a direct connection with the organisation (e.g. customers, shareholders, investors, lenders of money, suppliers, distributors).
- Also, all the other parties that can have an impact on the organisation (e.g. government, local community, wider society).