

Organisations and Stakeholders

Harry Kogetsidis
School of Business

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.

- Commercial organisations
- Voluntary organisations
- Government organisations

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

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

- 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!!

Internal stakeholders:

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

Internal stakeholders:

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



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

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.

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).