

MODERN OFFICE MANAGEMENT: MCKINSEY 7S FRAMEWORK.

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ABSTRACT

The development and improvement of the Information Technology office management is vital and necessary for the modern campus such as Suan Sunandha Rajabhat University. The present success cannot be used as a factor of complacency. Office of Information and Technology should be a major strength or a strong link of the university. In fact, the office of Information Technology provides many different forms of information technology, computers, trainings, internet, and modern software and facilities, and training services. It is imperative for the modern management of office of information technology to choose an appropriate model of management to apply to the development of management to enhance its productivity and performance. The model used in this paper was McKinsey 7s framework which included strategy, structure, skills, staff, style, systems, and shared values. The objectives of this research were to examine the important factors from McKinsey management model contributing to the enhancement of productivity and performance of the office of information technology or not and provide some suggestions to sustain the success in the future.

This was a qualitative research study which was conducted by employing a focus group. The group was selected from three domains in order to gain different perspectives. The three domains of the focus group included five management level who were deans and directors, five staff who were working in the information technology areas, and five academics of information technology management. The findings of this study revealed that the McKinsey model would benefit the office of Information Technology if they fitted with three conditions. First, the management and staff of the office of information technology must be collaborative and share the new improved strategy, structure, and the values as well as share the same enthusiasm. Second, the skills of the staff must be trained and re-trained for the new model. Third, the style and system must be re-engineering and aimed to be high level refinement, able to remain viable, able to capture new opportunities.

Keywords: Information Technology, McKinsey Model, Office Management

INTRODUCTION

Modern office management and its environment plays an essential role for the employees and its productivity. These days, it is obvious, office management and workplace environment becomes a critical factor determining employee's motivation, subsequently performance and productivity. Therefore, management level need to consider new strategies such as McKinsey 7 framework model to implement in the modern office of higher education institution such as Information Technology office, Suan Sunandha Rajabhat University. There are many benefits of implementing the model of McKinsey 7 framework such as new improve communication process, motivation process, evaluation process and so forth. In fact, many offices in the campus have been trying new design of management model and techniques to construct office in the campus that can enhance productivity and attract the best and the brightest staff and faculty members. From this study, it is believed that model of

McKinsey seven framework should be appropriated selection for boosting employees' productivity and organization performance. The fact that we are living in the world of competitiveness and constantly changing. Employees of Suan Sunandha Rajabhat University are required to have proper and regular trainings. This is due to the fact that training is the process of enhancing skills, capabilities, knowledge for particular field. Therefore, model of McKinsey seven framework is good for university employees. This model was expected to improve employees' performance to ensure that they have an up-to-date knowledge and skills to be a future valuable human resource in higher education organization. The model allows employees to strengthen their knowledge and skills and enhance employees to the higher level of skills up to the industry standard. Also, the model is a mandatory knowledge of success of modern globalization. Without proper skills and knowledge, human resources are at disadvantages in terms of its competitiveness due to obsolete knowledge and skills. There are five steps of conducting this research study: Statement of problems, Research Objectives, Data Collection, Data Analyzing, and Findings.

Fig. 1 Five steps of research



METHODOLOGY

Therefore, the researcher is interested in studying topic of “Modern Office Management: McKinsey Model of Seven Framework”. The objectives of this research were to examine and investigate the indispensable factors from McKinsey management model contributing to the enhancement of productivity and performance of the office of information technology or not as well as to provide some valuable suggestions to sustain the success in the future.

This research employed a qualitative research study which was conducted by collecting the data from a focus group. The group was selected from three domains in order to gain different perspectives. The three domains of the focus group included five management level who were deans and directors, five staff who were working in the information technology areas, and five academics of information technology management. These selected sample groups were expected to provide detailed information and insightful information in order to understand their users' perspectives as well as to provide some suggestion to improve their positive attitude in computer labs office.

FINDINGS

With the highly competitiveness in the education industry of Thailand, it is necessary that there must be a quick development and improvement of the Information Technology office management which is indispensable for the modern campus such as Suan Sunandha Rajabhat University. In fact, the present success of the university as the number one university of all Rajabhat Universities in Thailand cannot be rely on the future due to the effect of the factor of complacency which is a major strength or a strong link of the

university. In fact, the office of Information Technology provides many different strengths and modern perspectives of information technology, computers, trainings, internet, and modern software and facilities, and training services. It is vital for the modern management of office of information technology to set up new strategies and new management plan with an appropriate model of management to utilize new versions of new model to the development of management to enhance its productivity and performance. The model employed in this research was McKinsey 7s framework which included seven important factors of strategy, structure, skills, staff, style, systems, and shared values.

First, strategy is the expression of the overall plan or future direction for the organization as it prepares to manage and should be widely known in the organization. Second, structure is the hierarchy within the organization including design of task, duties, functions, and various division of work. Structure should be more flexible not static. Third, skills are the core competencies, capability. The skills of employees need to focus on the ability to use resources with the maximum benefits. Fourth, the right staff should create capability measured as high cooperation. The focus should be on the potential of those people in the organization. Fifth, style is the unwritten rules and ways of getting the job done in the organization. The focus should be on what is acceptance and what is not acceptance? Sixth, systems are the procedures needed to manage the company successfully. The system should not be too rigid that make the organization unable to move quickly. Finally, shared values is both the proposed and intention of the established organization. The focus should be on core belief of the organization shared by all employees.

The findings of this study can be reported that the McKinsey model would certainly provide a huge benefits the office of Information Technology if they fitted with three indispensable conditions. First, it is imperative that the management and staff of the office of information technology must be collaborative and share the new improved strategy, structure, and the values as well as share the same enthusiasm. Second, it is significant that the many old skills of the staff must be trained and re-trained for the new competitive market and new modern office. Third, it is imperative that the style and system must be re-engineering and aimed to be high level refinement, able to remain viable, able to capture new opportunities.

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