The organizational structure of nursing service department

Dr. Hanan A. Ezzat
Ph.D., M.Sc.N., B.Sc.N.
The organizational structure...

Should provide

- *Effective* work system,
- Network of *communications*,
- *Identity* to individuals and the organization.
- Foster *job satisfaction*. 
The organization contains both formal Structure and informal structures.
The formal organizational structure:

It describes positions, tasks, responsibilities and relationships among people in their positions in the different departments in the organization, and presented in diagrammatic form called organizational chart.
Informal organizational structure:

It describes the personal and social relationships that do not appear on the organizational chart.
Characteristics of Informal organizational structure

- It helps members to meet their personal objectives and provides social satisfaction.
- It has its own channels of communication, which may distribute information more broadly and rapidly than the formal communication system.
- Supervisor should be aware of its existence, study its operating techniques, and use it to meet the organizational objectives.
Organizational chart

It is a diagram shows the different positions and departments, and the relationships among them.

It is used to show:

- The formal organizational relationships.
- Areas of responsibility.
- Persons to whom one is accountable.
- Channels of communication.
Types of organizational charts

- **Vertical Chart.**
- **Horizontal Chart (Left-to-right).**
- **Circular Chart.**
Vertical Chart...

Shows high-level management at the top with formal lines of authority down the hierarchy.
Vertical Chart…

- Board of directors
  - Hospital administration
    - Director of Nursing
      - Supervisor of Nursing
        - Head Nurse
          - Staff Nurse
          - Staff Nurse
        - Head Nurse
          - SN
          - SN
      - Supervisor of Nursing
        - Head Nurse
          - SN
          - SN
        - Head Nurse
          - SN
          - SN
      - Supervisor of Nursing
        - Head Nurse
          - SN
          - SN
      - Supervisor of Nursing
        - Head Nurse
          - SN
          - SN
Horizontal Chart (Left-to-right)...

It shows the high-level management at the left with lower positions to the right.
Board of Directors

N. Exec.

M. Exec.

N. Sup.1

N. Sup.2

M. Sup1

M. Sup2

HN 1

HN 2

HN 3

HN 4

Line of authority … Delegation
Circular Chart.

It shows the high-level management in the center with successive positions in circles. It shows the outward flow of formal authority from the high-level management.
Circular Chart.
Characteristics of an effective organizational chart

- Be accurate, clear, simple and updated.
- Shows the chain of command, lines of authority, responsibility and relationships.
- All members of the department should be notified when any change occurs.
Principles for drawing an accurate organizational chart

- The chart should have a **clear title**.
- It should be **dated**.
- The **higher management** should be shown at the **top**, while most **junior positions** at the **end** of the chart.
- Positions of **equal seniority** should be shown at the **same level**.
- For clarity, **details** should be **well spaced**.
- **Solid lines** must be used to indicate flow of **authority**, **staff relationships** can be shown by a **dotted line**.
- **Colors** may be used to distinguish between departments.
Advantages of an organizational chart

- It provides a *quick visual illustration* of the organizational structure.
- It provides help in *organizational planning*.
- It shows *lines of formal authority, responsibility and accountability*.
- It clarifies *who supervises whom* and to whom one is responsible.
- It emphasizes the *important aspect* of each position.
Advantages of an organizational chart

(Cont.)

- It facilitates management *development* and *training*.
- It is used to *evaluate strengths and weakness* of current structure.
- It provides *starting points* for planning organizational *changes*.
- It describes *channels of communication*.
Disadvantages

- Charts become *outdated quickly*.
- Does *not show informal relationship*.
- Does *not show duties and responsibilities*.
- *Poorly prepared* charts might create *misleading effects*.
Any Questions???