

LESSON NOTES WEEK 13

Year/Level: 10

Subject: Office Technology

Strand : 2	COMPUTER CONCEPTS AND SKILLS
Sub Strand : 2.1	BUSINESS ENVIRONMENT
Content Learning Outcome	At the end of the lesson students should be able to: know what is business, organization structure, charts.

Structure of Internal Business (organization structure)

An organization is a planned arrangement of operations where employees are doing what they are qualified and trained to do to meet the objectives and goals of the business.

- a. **Valued System** – the value system of the founders who affect the choice of business, the mission and the objectives of the organization, business policies and practices.
- b. **Mission, Vision and Objective** – **vision** means the ability to think about the future with imagination and wisdom. The **mission** is the medium through which objectives are achieved.
- c. **Management Structure and Nature** – the structure of the organization also influences the business decisions business as they are internal factors. The structure and style of organization may delay are decision making or some other helps in making quick decision.

External Business Environment

External business environment refers to the environment that has an indirect influence on the business. These include external forces, factors that are beyond the control of individual business and their management, eg.

1. Customer
2. Creditors
3. Competitors
4. Government
5. Socio-cultural organizations
6. Political party's rational and international organizations etc.

There are two types of external environment:

1. **Micro Environment**

The micro environment is also known as the task environment and operating environment because the micro environmental forces have is direct bearing on the operation of the firm.

2. Macro Environment

Macro environment is also known as General environment and remote environment. Macro factors are generally more uncontrollable than micro environment factors. When the macro factors become uncontrollable, the success of the economy depends upon its adaptability to the environment. It **affects the whole economy**.

Activity

1. Difference between micro environment and macro environment.

2. Explain three components of organization structure.

3. Explain external business environment.
