

A FRAMEWORK FOR THE MANAGEMENT OF SOCIO-ORGANO COMPLEXITY

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ABSTRACT

Interconnections and boundaries between the various teams in any environment have been identified as an area which requires careful consideration. Complexity is caused by interconnections and this could lead to a reduction in performance if the resulting interface is not purposefully and efficiently managed. Understanding the characteristics of complexity of interconnections, and how these affect organising the teams and the management style will enable the development and implementation of innovative actions and tools that will support the management of complexity through the respective processes. The authors present results from a study of UK construction organisations to shed more light on the influences of complexity generated by the interconnections. The results from the study can be extrapolated to other industries and have significant implications for the way socio-organisational issues are managed. These also have enabled the introduction of a framework for managing complexity of interconnections in teams.

KEYWORDS

Complexity, Interconnections, Management, Organisation