Organisational Diagnostics and Planned Organisational Change – An Application of an Adapted Version of Soft System Methodology: A Case Study on X Engineering Sdn. Bhd.

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Abstract

This case study is done on X Engineering Sdn. Bhd. to diagnose the "health" of the a division in the organisation. The study uses the adapted soft system methodology propounded by Yusof Omar(2001d).

The instrument used in this study for the real world diagnosis includes the self-actuation diagnosis, dissipativeness diagnosis, actor system diagnosis and the six level organisational diagnosis. The management system diagnosis for the organisation uses the ISO 9001:2000 International Standard as its instrument. A census is done for the division and participant observation is used for primary data collection.

The result from the study provides evidence that the organisation in study is not viable from the point of actor system adaptation. The organisation is also not viable in the area of dissipativeness. However, the study shows that the organisation is viable in term of self-actuation and the organisation is effective.

The study analyses the organisation data and uses the Cumming's Model to design intervention strategy to increase the viability and effectiveness of the organisation in study.