

Crowning the customer

Following liberalisation, Indian financial services firms need to focus on customer satisfaction if they are to survive in a more competitive environment, note Dr Sanjay K. Jain and K. Shivakumar.

Organising is an important managerial function. No organisation can think of surviving today in the absence of a well-defined organisational structure and proper staffing and co-ordination of its activities. A number of organisational systems and models have been proposed over time to cope with the varying and changing requirements of business organisations. The focus of most of the approaches to organising, however, has been on evolving a better employer-employee relationship or fostering inter-departmental cohesiveness. Customer orientation, which can be an important unifying force in bringing different groups of persons and departments together in the organisation, has not received its due importance. Especially in the present environment where specialisation is on the increase, inter-departmental conflicts are escalating and top management is finding it very difficult to resolve inter- and intra-departmental differences. A customer-oriented organisational approach can go a long way in providing the needed thrust and dynamism to an organisation.

An organisation can be considered as being customer-oriented when its various organisational activities, such as designing organisation structure, staffing and co-ordination, are geared to meet customers' needs and wants. In other words, customer satisfaction in such organisations becomes the focal point. Each employee of the organisation, irrespective of the department he or she belongs to, strives towards this goal. Not only the marketing staff but also people from other departments start increasingly aiming at customer satisfaction.

When customer orientation permeates all levels in an organisation it facilitates clarity of focus and vision for the efforts of various individuals and departments. A number of empirical studies in the past have clearly demonstrated a positive relationship between customer orientation and business performance.

Need of the hour

Adoption of such an approach seems all the more important for financial services firms in a country like India which is on the

Crowning The Customer

Patrick M. Dunne, Robert F. Lusch



Crowning The Customer:

Crowning The Customer: Bestsellers in 2023 The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous engrossing novels captivating the hearts of readers worldwide. Lets delve into the realm of popular books, exploring the engaging narratives that have charmed audiences this year. The Must-Read : Colleen Hoover "It Ends with Us" This touching tale of love, loss, and resilience has captivated readers with its raw and emotional exploration of domestic abuse. Hoover expertly weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can prevail. Uncover the Best : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This intriguing historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids captivating storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Discover the Magic : Delia Owens "Where the Crawdads Sing" This captivating coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens crafts a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting. These popular novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of compelling stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a exceptional and gripping novel that will keep you wondering until the very end. The novel is a cautionary tale about the dangers of obsession and the power of evil.

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