Social Welfare Administration

Administration

Before discussing the meaning of social welfare administration, it is necessary to know the meaning of the term administration. Administration is a cooperative human effort towards achieving some common goals. Thus every group activity involves administration, whether in a family, factory, hospital, university, or a government department. Whenever two or more people cooperate in view of doing a thing that cannot be taken up alone, the concept of administration appear.

The word administration has been derived from the Latin words 'ad' and 'ministrate' which means to serve. In simple language, it means the 'management of affairs' or 'looking after the people'. To administer is to manage, direct and serve.

L.D. White (1948) views that "the art of administration is the direction, coordination and control of many persons to achieve some purpose or objective."

E.A. Nigro (1951) defines "administration as the organization and use of men and materials to accomplish a purpose."

According to Herbert A. Simon (1960) "In its broadest sense, administration can be defined as the activities of groups co-operative to accomplish common goals."

Pfiffner defines "administration as the organization and direction of human and material resources to achieve desired ends."

Thus, it is clear from above definitions that administration is concerned with proper organization of men and material to achieve desired ends. It consists of doing the work or getting the work done by others.

Social Welfare Administration

Social welfare administration is a process through which social policy is transformed into social services. It involves the administration of public and private agencies. The following definitions are given to elaborate the meaning of social welfare administration.

John C. Kidneigh (1950) defines social welfare administration as the "process of transforming social policy into social services, a two way process: (i) transforming policy into concrete social services and (ii) the use of experience in recommending modification of policy.

This definition, of course, encompasses the idea that administration is the process of transforming policies into action programs.

According to Walter A. Friedlander (1958) 'administration of social agencies translates the provisions of social legislation of social agencies and the aims of private philanthropy and religious charities into the dynamics of services and benefits for humanity.

According to Arthur Dunham (1962), "administration is the process of supporting or facilitating activities which are necessary and incidental to services by a social agency. Administrative activities range from the determination of function and policies, and executive leadership to routine operations such as keeping records and accounts and carrying on maintenance of services.

Tracker (1971) interprets social welfare administration as a "process of working with people in ways that release and relate their energies so that they use all available resources to accomplish the purpose of providing needed community services and programs."

The American Council of Social Work Education in its curriculum study, has given a comprehensive definition of social welfare administration. It contains,

"Administration is the process of transforming community resources into a program of community service, in accordance with goals, policies and standards which has been agreed by those involved in the enterprise. It is creative in that it structures roles and relationships in such a way as to alter and enhance the total product. It involves the problem solving process of study, diagnosis and treatment".

Therefore, on the basis of above definitions, we find that it is a process which includes definite knowledge, understanding, principles and ways of interaction. Its main focus is on the suitability and accessibility of social services to the needy. Social work enables the process of administration through guidance, planning, stimulation, organization, creating structure, coordinating and research.

Features of Social Welfare Administration

Although the concept of administration is applicable in a broader sense to areas including social welfare, business and government, there are certain distinctive features of social welfare administration. A summary of features highlighting distinctiveness of social welfare administration is given below:

1. It is concerned with social agencies and helps them to achieve their objectives within target community. It is specifically concerned with identification of social objectives and formulation/ implementation of programs.

2. From functional point of view, it encompasses three facets of social problems: (i) Restoration of impaired social functioning; (ii) Provision of resources, social and individual, for more effective social functioning; (iii) Prevention of social dysfunction.

3. Despite variations in size, scope, structure and type of programs, every agency has a governing board as an apex body for final decision making. The board is generally represented by the community it intends to serve.

4. Social welfare administration requires optimum utilization of its available resources together with active community participation, so that the ultimate goal of programs can be achieved properly.

5. Social welfare agencies have to earmark certain portion of their resources for survival. But this should not limit their capacity to achieve in quantitative and qualitative terms.

6. Social welfare agencies generally function in a co-operative manner and ensure participation of all the members in administration of their activities.

7. There is a growing trend in these agencies to recruit professionally qualified manpower. It has helped in introducing professional approach in their functioning.

Aims Objectives of Social administration

The main job of the social welfare administration is to identify and clarify the problems of a particular territory or area and contribute possible solutions to the problems. Following are few major objectives of social welfare administration.

1.Improvement of life quality

The quality of life is improved through the provision of security and by eliminating poverty and uncertainty. Social administration works for restoring and maintaining human dignity, worth and status in society. It is through the administration of certain welfare services provided so that every person should have access to basic needs and equality.

2. Resource utilization

Resources are of mainly two types, human resources and material resources. Both these resources are insufficient to fulfill the numberless human needs. This needs a careful and good use of all available resources. Administration plays a major role in using both resources in good and maximum beneficial way.

3. Maintenance of peace and order

It is the objective of social welfare administration to maintain peaceful environment among the people of an organization and also among different organizations because a peaceful environment is necessary to achieve the objectives in an efficient manner. Any kind of disorder and disruption may be harmful for any project. So, cooperative and supportive environment is created through administration.

4. Protection of welfare

Through social administration, it is tried to provide and protect welfare of masses at all levels in all areas. Government or different departments or organizations make it sure through its administrative tasks that welfare services be provided and protected.

5. Achievement of justice

Social administration aims at providing equal benefits of welfare to all people. All people are treated equally without any discrimination on the basis of caste, creed and color. Administration play key role in justice provision as they are the main authorities to implement the policies.

6. Adjustment of conflicting groups

Conflicts among people always lead to failure in accomplishment of objectives. The objectives of social administration is to adjust the conflicting groups in the society or in the organization. It is the responsibility of administration to eliminate conflicts among the people and promote harmony and cooperation.

Importance of Social Welfare Administration in Social Work

Social welfare administration is both scientific and professional activity. It promotes social work practice in administration. Therefore it is also called as social work. It administers or implements special programs intended for vulnerable, disadvantaged and weaker sections of the population such as women, disabled children, chronically ill, the aged, scheduled caste/ scheduled tribes etc. through social work processes.

It also organizes programs for sustainable social development. It also aims at the effective implementation of the regular and special programs of social welfare agencies. Social Welfare Administration translates social welfare policies and social legislation into social work practice.

It administers the resources and personnel available for social work practice. It ventilates the many choices open to clients to adjust themselves as well as to recover themselves from problem situations. Social welfare administration also enhances the psycho-social and economic functioning of the clients and beneficiaries. Application of social work administration in the fields of information technology and e-governance is also very essential. This is area for the effective administration of social and social welfare services, social security and social

 programs at various levels. It can be used by local self-governments, governments, Nongovernmental organizations, Intergovernmental organization, co-operatives and private and corporate organizations. The target groups of this social work method can be individuals, groups, families, communities, agencies, organizations, committees or departments.

Extent of the Use of Primary Methods of Social Work

In a study on social welfare administration as a method of social work you will be interested to know how the primary methods of social work are used in administration. The basic methods of social work such as social casework, social group work, community organization, social action, etc., play a very important

role. Social casework is used with individual beneficiaries in the administration of social services. Social group work is used with families, and groups, which are at the heart of every society. Social group work is also used in working with neighborhood groups and self-help groups. It is also used to improve the effectiveness of working of various committees, which are part of social welfare administration. Community organization is used in resource mobilization and equitable distribution of services at the community level.

Social action is used in bringing social welfare strategies and collective action for analyzing, modifying and formulating social welfare policies. It translates the above into the administration.

Social work research plays a very important role in social welfare administration. It provides scope for action research, evaluate current programs and provides social work indicators and statistical indices for developing strategies and programs.

It also provides necessary data bases for e-governance in Social Work Administration. Social welfare planning is an important component of social welfare administration.

Types of Services and their Delivery

Important types of social services are:

1) Education

2) Income transfer

3) Health and nutrition

4) Public housing

5) Employment and training

6) Personal social services

7) Services resulting out of social policy

Principles of Social Welfare Administration

Acceptance: Leaders and staff members are encouraged to accept one another and to act accordingly. This does not rule out criticism and evaluation and suggestions for improvement but does mean that all staff members feel a basic security as individuals, with rights as well as responsibilities.

Democratic involvement in formulation of agency policies and procedures: This implies participative management to perform better.

Open communication: This indicates sharing of ideas and feelings within the agency; acting and reacting with honesty and integrity.

Principles as explained by Trecker

1. The Principle of Social Work Values: The values of the profession are the foundation upon which services are developed and made available to persons who need them.

2. The Principle of community and client needs: The need of the community and the individuals within it are always the basis for the existence of social agencies and the provision of programs.

3. The Principle of agency purpose: The social purpose of the agency must be clearly formulated, stated, understood and utilized.

4. The Principle of cultural setting: The culture of the community must be understood in as much as it influences the way needs are expressed and the way services are authorized, supported, and utilized by the people who need them.

5. The Principle of purposeful relationship: Effective purposeful working relationship must be established between the administrator, the board, the staff and the constituency.

6. The Principle of agency totality: The agency must be understood in its totality and wholeness.

7. The Principle of professional responsibility: The administrator is responsible for the provision of high quality professional services based on standards of professional practice.

8. The Principle of participation: Appropriate contributions of board, staff and constituency are sought and utilized through the continuous process of dynamic participation.

9. The Principle of Communication: Open channels of communication are essential to the complete functioning of people.

10. The Principle of leadership: The administrator must carry major responsibility for the leadership of the agency in terms of goal attainment and the provision of professional services.

11. The Principle of planning: The Process of continuous planning is fundamental to the development of meaningful services.

12. The Principle of organization: The work of many people must be arranged in an organized manner and must be structured so that responsibilities and relationships are clearly defined.

13. The Principle of delegation: The Delegation of responsibility and authority to other professional persons is essential

14. The Principle of co-ordination: The work delegated to many people must be properly coordinated.

15. The Principle of resource utilization: the resources of money facilities and personnel must be carefully fostered, conserved and utilized in keeping with the trust granted to the agency by society.

16. The Principle of change: The Process of change is continuous, both within the community and within the agency.

17. The Principle of evaluation: Continuous evaluation of processes and programs is essential to the fulfillment of the agency's objectives.

18. The Principle of growth: The growth and development of all participants is furthered by the administrator who provides challenging work assignments, thoughtful supervision, and opportunities for individual and group learning.

History of Social Welfare in Pakistan

In 1951 when the Government of Pakistan sought the assistance of the United Nations with a view to formulate a social welfare program befitting a free country. A year later the first batch of the UN Social Welfare consultants arrived in Karachi and this marked the beginning of a new orientation in the field of social welfare. In the absence of trained social workers, they advised the government to give priority to social work training as without qualified workers, social welfare projects and programs cannot be properly implemented. On the recommendation of the UN Adviser, the Government of Pakistan (Health Division) drew up a plan for initiating an organized social welfare program in the country in 1953. In the initial

stage the government's responsibilities were confined to imparting social work training, encouraging voluntary agencies and sponsoring of urban and rural community development projects.

National Planning Commission

The government, thenceforth, set up a Planning Board in 1953 to prepare a plan of economic development for the country. A social welfare section was created in the Planning Board to investigate social problems and social needs arising out of social change and economic development in the country; to review the social policies and legislation in the various fields of social welfare; and to prepare a five-year plan for social welfare programs. This section was later on named as the National Planning Commission.

National Council of Social Welfare

The Council was created in 1956 to stimulate the welfare activities of the voluntary organization by providing financial assistance and consultative services. Subsequently, provincial councils were formed in the provinces with the objective of helping the voluntary welfare agencies both in expansion and coordination.

Directorate General of Social Welfare

The central Directorate of Social Welfare was abolished in 1962 as a result of decentralization of certain subjects under the new constitution. In September, 1964 the Directorate General of Social Welfare was created in the government of the then West Pakistan.

Social Welfare Department

After the dismemberment of one unit in West Pakistan in July, 1970 the former provinces of Sindh, Punjab, NWFP and Balochistan were revived. As result the West Pakistan Directorate General of Social Welfare and the West Pakistan Council of Social Welfare were bifurcated

into four parts. One Directorate and one Council were established in each province as such. In other words, two organizations have principally been set up by the provincial governments to look after social welfare programs in their respective provinces. In 1979 a separate department of Social Welfare was established. Afterwards in 1996, the segment of Women Development and in 1998 the segment of Bait-ul-Maal was also attached with Social Welfare Department. Later on in 2012, a separate department of Women Development was established and the segment of women development was separated from Social Welfare and Bait-ul-Maal Department.

Functions of Social Welfare Department

According to Rules of Business 2011, Social Welfare and Bait-ul-Maal Department perform following functions:

- Registration, technical assistance and monitoring of social welfare agencies
- Social protection including institutional care, skill development and rehabilitation
- Registration, assessment, training, employment, and rehabilitation of disabled persons
- Eradication of social evils
- Coordination with and grant-in-aid to non-governmental organizations engaged in the
- field of narcotics control and rehabilitation of drug addicts
- Relief during calamities and emergencies
- Financial assistance to poor and needy through Punjab Bait-ul-Maal

Social Welfare Department of Punjab

The concept of social welfare is not new in our country. The spirit of doing good to the fellow beings and the enthusiasm for taking part in activities for the well being of the under-privileged can be traced back to times immemorial. To render help to the less fortunate brethren was an essential obligation of all, and was regarded as a means of salvation of serving God. Thus, every aspect of our culture was predominated by humanitarian philosophy. Political dependency and economic backwardness have been the main obstacles in the development of social work in the form of institutional services. After independence,

social work has assumed new dimensions in Pakistan. The sources of welfare activities are inherent in the constitution. It is on the basis of the national constitution that the government has established Social Welfare Department. This department has sought to serve the development and rehabilitation needs of the weaker sections of society especially the physically and socially handicapped, women and children, the vulnerable sections of the community in rural and urban areas.

Social Welfare Department is working with the vision of providing an equitable and well-functioning social protection system anchored at the principles of empowerment and inclusion for all, particularly the marginalized. In addition to coordinate and ensuring responsive social protection services to the communities in general, poor and vulnerable in particular, by mobilizing partnerships and developing organizational capacities.

Welfare Services Provided by Social Welfare Department Punjab

A. Women Welfare Services

1.Women Shelter Homes (Dar-ul-Aman)

At first, Social Welfare Department established Dar-ul-Aman in all 8 divisional headquarters to give shelter to the women victims of violence. With the passage of time, awareness regarding the rights of the women increased and they become more educated about their rights. Resultantly the need for the shelter home in each district arose and the Department spread the net of Dar-ul-Aman in all 36 districts of Punjab. These homes can accommodate 20 to 50 residents at a time.

2. Mother & Children Homes (Dar-ul-Falah)

Dar-ul-Falah is an institution established by the Department for the welfare of widows, divorced, deserted and separated women along with their children. The main objective behind the establishment of these homes is to save the unfortunate, poverty-stricken families, leading a sub human life; forcing them to immoral pursuits and begging.
The Department first established Dar-ul-Falah in 1966 in Sialkot. After its successful feedback, 5 more Dar-ul-Falah were established in 1973-74.Today there are 6 Dar-ul-Falah working in divisional headquarters of Punjab (Lahore, Sargodha, Rawalpindi, Sialkot, Multan and Bahawalpur). Each home can accommodate 30 residents along with their children.

3. Socio-Economic & Rehabilitation Center (SERC) for Women and Juvenile Prisoners

Women and juvenile prisoners in jail face a variety of socio-economic problems besides emotional disturbances and psychological effects. There are under trial women and children, most of the women are accompanied by their minor children. The basic facilities related to legal help, health, education and recreation are not available to them. On the other hand the families of prisoners suffer financially, morally, emotionally and socially.

Keeping in view above said points, the Social Welfare Department has taken concrete steps for women prisoners and juveniles in order to save them from these circumstances and to make them responsible citizens. The Department in collaboration with the Home Department established 10 Socio-Economic & Rehabilitation Centers for women prisoners and juveniles in year 2003-04 in the districts of Lahore, Gujranwala, Sheikhupura, Faisalabad, Mianwali, Rawalpindi, Sahiwal, Bahawalpur, Jhang and Sargodha. Based on the results and importance of these 10 centers, in the year 2004-05, Department revamped and extended the scheme and established 10 new centers in eight more districts of Sialkot, Bahawalnagar, Kasur, Gujrat, Rahim Yar Khan, Jehlum, Attock, Lahore and one project each in Brostal jails of Faisalabad and Bahawalpur.

4.Shaheed Benazir Bhutto Human Rights Centers for Women (Crisis Centers)

Shaheed Benazir Bhutto Human Rights Centers for Women were working under Federal Government but after 18th amendment these centers have been adopted by Punjab Government, Social Welfare Department in 2014. There are a total 12 centers working in Bahawalpur, Dera Ghazi Khan, Faisalabad, Muzaffargarh, Khushab, Lahore, Multan, Rawalpindi, Sahiwal, Mianwali, Sialkot and Vehari. The centers are established with the objective to protect women against all forms of violence and to eliminate every type of discrimination against women.

B. Child Welfare Services

1.Abandoned Babies Homes (Gehwara)

Gehwara centers are homes for abandoned babies where parentless, unclaimed and deserted babies are looked after. Children from the age of 0-6 years are admitted into these homes. Meanwhile their adoption is arranged. If in case they are not adopted then they are shifted to

the orphanages established by the Department. Department has established three Gehwara centers in the districts of Lahore, Rawalpindi & Multan.

2. Model Children Homes (Orphanages)

In this world, almost every society takes the responsibility to ensure all possible measures and steps for the betterment of orphans. Special attention and care is given to them for their constructive sustained and healthy physical, mental and social growth & development. Our religion also preaches to ensure the protection of rights of every individual irrespective of their caste, creed and colour. Pakistan is the signatory of several international commitments like Conventions on Child Rights. Social Welfare and Bait-ul-Maal Department is running different projects for the welfare and rehabilitation of underprivileged and vulnerable children of our society and Model Children Homes (orphanages) are one of these projects.

There are 11 children homes, separately, for male and female children at Sargodha, Rawalpindi, Sialkot, Lahore, Gujranwala and 2 each at Narowal, D.G.Khan and Bahawalpur. These children homes are established to take care of destitute, parentless and poor orphan children and shape them up, polish their talents, and to provide them with an opportunity to lead a prosperous life instead of going astray. These children homes are designed to accommodate 50 children at a time.

3. Home for Destitute Girls (Kashana)

Department first established Kashana (welfare home for destitute and needy girls/ women) in 1973 in Lahore and after that two more Kashana were established in Rawalpindi and Sargodha. Kashana is endeavouring to educate, train and rehabilitate impoverished girls/ women. The Institute also emphasizes character building of the girls. The main objective of the institute is not only to provide shelter to destitute girls but to educate, train and rehabilitate them. Institute facilitates these girls in finding decent employment, self-employment and also makes arrangements for their marriages.

4.Centre for Lost Runaway & Kidnapped Children (Nigheban)

Nigheban is an institution established by the SW Department for children who separated from their parents due to some incidence and they can't reach back home. The lost children roam in the cities and other parts and if fortunately they are taken to the police stations they are

sent back to their parents. In other cases these children remain stranded and some of them are addicted by anti-social elements who train them for their unlawful motives. The innocent children grow up into criminals and thus, pose a problem to society. Some children fall victim to such persons who put them to forced labor. The main objective behind the establishment of these institutes is to save the unfortunate lost or kidnapped or forced labored children. Today there are 8 Nigheban centers for Lost and Kidnapped children working in divisional headquarters of Punjab (Bahawalpur, Dera Ghazi Khan, Faisalabad, Gujranwala, Lahore, Multan, Rawalpindi and Sargodha).

C. Welfare Services for Persons with Different Abilities

1.Center for Mentally Challenged Children (Chaman)

Treatment, training and rehabilitation center for mentally challenged children (Chaman) is an institution, which was established in Lahore during the year 1990 to provide institutional care to mentally challenged children. There are a number of cases of mental illness in the province and according to the general estimation mental illness is twice as prevalent as blindness, polio, cerebral palsy and rheumatic heart conditions combined. The mental illness is a serious concern and it is the responsibility of state to protect them and provide them care and treatment which may suit their mental deficiency. It is working in close collaboration with mental hospital, Lahore and such other organizations which are engaged in this field and has the capacity to accommodate 30 children.

2.Home for Special Persons (Nasheman)

Home for Special persons (Nasheman) was established in 1989 at Social Welfare Complex, Township Lahore with the objective to provide professional care, training and rehabilitative services to polish the potential of spacial persons so that they could become earning hands of the society and lead a reasonable and respectable life. Besides this, it is also envisaged to provide placement services after training along with counseling and follow up. Presently the institution has capacity to accommodate 100 residents including 50 Day Scholars and 50 Boarders.

3.Half Way Home (Dar-ul-Sakoon)

This institution was established in Lahore during the year 1989 for providing an enabling & conducive convalescence to mentally sick patients (both Male & female), who are discharged from the mental hospitals but not yet ready to stay with their families in normal way. Establishment of institution is to bridge up between mental hospital and the society during the crucial grey period. Institution has the capacity to accommodate 30 patients.

D. Beggars' Rehabilitation

Beggars' Home

Beggary is a major social evil of society which produces many other social tribulations. Its prevalence is increasing day by day. In fact it has taken a form of mafia that has evolved beggary as an occupation. Government of Punjab took the first step toward eradication of beggary and Department of Social Welfare established a Beggar's Home in Lahore in the year 2014. The home has the capacity to accommodate 50 persons at a time.

D. Welfare & Rehabilitation of Drug Addicts

1.Drug Rehabilitation Center

The drug addiction has become one of the most serious problems in the contemporary world. All the societies are trying hard to resolve it but they have very little success as yet. Drug addicts are neglected section of the society that needs special attention. If these people are not taken care of, they may not only harm themselves but cause damage to the socio-cultural norms of society. Social Welfare Department has established Drug Rehabilitation Center for the rehabilitation of addicts.

This is a single model institution established in Multan for the rehabilitation of drug addicts (only male). The basic objective of this institution is to establish a model drug rehabilitation center where addicts may be provided with medical treatment along with the technical training so that they may become an active member of the society. Institution consists of two blocks; treatment block and rehabilitation and vocational skill training block. The center has the capacity to accommodate 50 addicts at a time.

2.Model Drug Abuse Centers

To prevent drug addiction, Model Drug Abuse Centres are rendering services in 10 hospitals of Punjab. There are six Centres in Lahore at Mayo Hospital, Services Hospital, Mental Hospital, General Hospital, Jinnah Hospital, Sir Ganga Ram Hospital, one each at Multan in Nishtar Hospital, Bahawalpur in BV Hospital, Faisalabad in DHQ Hospital and Rawalpindi in General Hospital.

E. Medical Social Services

The Medical Social Services Projects (MSSP) are established particularly for needy patients. There are total 110 Medical Social Services Projects working at national level hospitals DHQs and THQs in the Punjab.
MSSP are providing financial assistance to the poor patients through Health Welfare Committee and Patient Welfare Society. Heath welfare committees work under the rules of Zakat Department and Zakat funds are allocated by the Zakat Department. The funds are calculated for the total (indoor and outdoor) patients of the hospital. Patients are registered with the office of Medical Social Welfare Officer for one fiscal year.

Patient Welfare Society (PWS) is a registered NGO which arrange funds for needy patients with the help of philanthropists. PWS also maintains its own account which is based on donations.

F. Elderly Welfare Services

Social Welfare Department first old age home was established in 1975 under the name of "Aafiat" in Lahore. Later, 5 more Old Age Homes were established in the districts of Multan, Rawalpindi, Narowal, Sahiwal and Toba Tak Singh. These homes are providing quality services including shelter, food, health care and recreational facilities to old and infirm persons of the society. All such Institutions have the capacity to accommodate total 300 old and infirm persons.

Types of Organization

Formal Organization and Informal Organization

Formal Organization

In every organization, there are certain rules and procedures that establish work relationships among the employees. These facilitate the smooth functioning of the organization. Further, they introduce a systematic flow of interactions among the employees. Effectively, all of this is done through a formal organization.

Notably, the management is responsible for designing the formal organization in such a way that it specifies a clear boundary of authority and responsibility. Coupled with systematic coordination among various activities, it ensures achievement of organizational goals.

Again, the management builds the formal organization. It ensures smooth functioning of the enterprise as it defines the nature of interrelationships among the diverse job positions. Additionally, these ensure that the organizational goals are collectively achieved. Also, formal organization facilitates coordination, interlinking and integration of the diverse departments within an enterprise. Lastly, it lays more emphasis on the work to be done without stressing much on interpersonal relationships.

Advantages

The formal organization clearly outlines the relationships among employees. Hence, it becomes easier to rack responsibilities.

An established chain of commands maintains the unity of command.

As the duties of each member is clearly defined, there is no ambiguity or confusion in individual roles whatsoever. Further, there is no duplication of efforts which eliminates any wastage.

In a formal organization, there is a clear definition of rules and procedures. This means that behaviours and relationships among the members are predictable. Consequently, there is stability and no chaos existing in the enterprise.

Finally, it leads to the achievement of organizational goals and objectives. This is because there exist systematic and well thought out work cultures and relationships.

Disadvantages

Decision making is slow in a formal organization. It is important to realize that any organizational need has to flow through the respective chain of commands before being addressed.

Formal organization is very rigid in nature. This means that there prevails perfect discipline coupled with no deviations from the procedures. Hence, this can lead to low recognition of talent.

Lastly, the formal organization does not take into account the social nature of humans as it talks about only structure and work. Interestingly, we cannot eliminate this integral part of our nature. Hence, it does not entirely display the functioning of the organization.

Informal Organization

It's easy to understand that if we interact with certain people regularly we tend to get more informal with them. This is because we develop interpersonal relationships with them which are not based solely on work purposes. Rather, these relationships might arise because of shared interests, like if you get to know that your colleague likes the same football club of which you're a fan of.

As a matter of fact, informal organization arises out of the formal organization. This is because when people frequently contact each other we cannot force them into a rigid and completely formal structure. Instead, they bond over common interests and form groups, based upon friendship and social interactions.

Unlike formal organization, informal organization is fluid and there are no written or predefined rules for it. Essentially, it is a complex web of social relationships among members which are born spontaneously. Further, unlike the formal organization, it cannot be forced or controlled by the management.

Also, the standards of behaviour evolve from group norms and not predefined rules and norms. Lastly, as there are no defined structures or lines of communication, the interactions can be completely random and independent lines of communication tend to emerge in informal organization.

Advantages

In this type of organization, communication does not need to follow the defined chain. Instead, it can flow through various routes. This implies that communication in an informal organization is much faster relative to formal organization.

Again, humans are social animals. The needs to socialize exists deep within our existence. The informal organization ensures that there is socialization within the enterprise. Consequently, members experience the sense of belongingness and job satisfaction.

Informal organization, getting true feedbacks and reactions is not easy. Hence, in informal organization, various limitations of formal organization is covered up.

Disadvantages

The informal organization is random and can result in the spread of rumours. Again, we cannot manage and control informal organisation. Consequently, this may result in chaos within the enterprise.

It is important to realize that it is not possible to effect changes and grow without the support of the informal organization. This can work in both ways, for growth or decline of the enterprise.

To point out again, informal organization conforms to group standards and behaviors. If such behaviours are against the organizational interests, they can eventually lead to disruption of the organization.