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A Study on the Organizational Functions and Departmental Activities

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ABSTRACT: Organizational functions and departmental activities are important for ensuring that an organization operates efficiently and achieves its goals. Effective coordination, communication, role clarity, teamwork and departmental performance help an organization improve its overall effectiveness. This study examines the organizational functions and departmental activities of and aims to understand how effectively different functional areas contribute to the organization's performance. The study also focuses on organizational structure, clarity of roles and responsibilities, information sharing, coordination, Human Resource, Finance and Taxation functions, teamwork, employee training, technology usage, professional development and work environment. For this study, a descriptive research design and a quantitative research approach were used. Data were collected from 60 respondents through a structured questionnaire using Google Forms, and convenience sampling was adopted to select the respondents. The collected data were analyzed using percentage analysis, independent sample t-test, Chi-square test, Pearson correlation, regression analysis and one-way ANOVA. The findings show that respondents generally have a positive perception of the organizational functions and departmental activities of . A majority of respondents expressed positive views regarding departmental effectiveness, coordination, teamwork, information sharing, employee development and the work environment. Overall, 56.7% of respondents were highly satisfied and 26.7% were satisfied with the organizational functions and departmental activities. The study also found that organizational functions were generally perceived as effective, with 63.3% of respondents strongly agreeing that the organizational functions of are effective. The study concludes that effective organizational functions, departmental coordination, communication, employee development and a supportive work environment contribute significantly to the effective functioning of the organization. The study suggests continuous improvement in communication, interdepartmental coordination, training, technology adoption and employee development to further strengthen organizational effectiveness.

KEYWORDS: Organizational Functions; Departmental Activities; Organizational Effectiveness; Departmental Coordination; Communication; Teamwork; Employee Development; Work Environmt

I. INTRODUCTION

In today's fast-moving and continuously changing business environment, organizations are required to perform their functions effectively to achieve their goals and maintain smooth operations. The success of an organization depends not only on its financial performance but also on how efficiently its different functions and departments work together. Clear organizational structures, well-defined roles and responsibilities, effective communication, proper coordination and teamwork are essential for improving employee performance and achieving organizational objectives. As organizations continue to face changes in technology, customer expectations, business practices and workplace requirements, effective management of organizational functions has become increasingly important. Organizational functions refer to the various activities carried out within an organization to support its overall operations and objectives. These functions may include Human Resource, Finance, Taxation, administration and other supporting activities. Each functional area has its own responsibilities, but the effectiveness of the organization depends on how well these areas coordinate with one another. Proper information sharing between departments can improve decision-making, reduce delays and help employees perform their duties more effectively. Similarly, clearly established policies and procedures provide employees with better guidance and help maintain consistency in organizational activities. Departmental activities also play an important role in maintaining organizational effectiveness. When departments



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work together towards common goals, it can improve cooperation, teamwork and productivity. Effective coordination between functional areas can also support faster problem-solving and better utilization of organizational resources. In contrast, poor communication, unclear responsibilities, lack of training or limited coordination may affect the smooth functioning of the organization. Therefore, understanding how employees perceive these activities is important for identifying strengths and areas that require improvement. In the present business environment, employee development and technology have also become important components of organizational functioning. Employees require appropriate training and learning opportunities to improve their knowledge and skills and perform their responsibilities effectively. At the same time, the effective use of technology can improve departmental performance, information management and work processes. A positive and healthy work environment can further encourage employees to work collaboratively and contribute towards organizational objectives. The present study focuses on examining the organizational functions and departmental activities and understanding their contribution to overall organizational effectiveness. The study considers various aspects such as organizational structure, clarity of roles and responsibilities, information sharing, coordination among functional areas, Human Resource effectiveness, Finance operations, Taxation activities, teamwork, employee training, technology usage, problem resolution, learning and professional development, and work environment.

II. OBJECTIVES OF THE STUDY

1. To examine the effectiveness of the organizational functions carried out at .
2. To analyze the organizational structure and its role in supporting efficient business operations.
3. To evaluate the coordination and communication among the various functional areas of the organization.
4. To assess employees' understanding of organizational policies, procedures, and work responsibilities.
5. To examine the availability of resources and organizational support provided to employees for effective job performance.

III. NEED FOR THE STUDY

1. Understanding the organizational functions and departmental activities of and their contribution to the overall performance of the organization.
2. Assessing the effectiveness of key functional areas such as Human Resources, Finance, and Taxation in supporting the achievement of organizational objectives.
3. Identifying the strengths and challenges in the existing organizational functions and recommending suitable areas for improvement.
4. Evaluating the coordination and communication among different departments to enhance operational efficiency and teamwork.
5. Providing valuable insights that support better decision-making, effective resource utilization, and continuous organizational development.

IV. SCOPE OF THE STUDY

The scope of this study is to examine the effectiveness of organizational functions and departmental activities and their contribution to organizational effectiveness. It focuses on key areas such as communication, coordination, teamwork, Human Resource, Finance, Taxation, Administration, employee training, technology usage and work environment. The study also evaluates employees' perceptions of these functional areas and identifies opportunities for improvement. It provides valuable insights for enhancing coordination, departmental performance and decision-making. The findings may help improve employee satisfaction, organizational efficiency and the achievement of organizational goals.

V. REVIEW OF LITERATURE

5.1 Influence of Organizational Structure on Organizational Performance

Grace Karemu, Musa Nyakora, Erastus M. Thoronjo and Evans Nyamboga Mandere (2021) conducted a study titled "*An Investigation of the Influence of Organizational Structure on Performance of Mobile Telephone Network Operators in Kenya.*" The purpose of the study was to investigate the influence of organizational structure on the performance of mobile telephone network operators in Kenya. The study examined different dimensions of



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organizational structure, including teamwork, learning organization structure, and boundary-less structure. The findings indicated that organizational structure has an important influence on organizational performance. This study is relevant to the present study because it demonstrates how organizational structure can support effective functioning and improved performance.

5.2 Impact of Organizational Structure and Culture on Organizational Performance

Paul Kintu and André Waal (2021) conducted a study titled "*Impact of Structure and Culture on Organizational Performance: The Case of Uganda's High Court.*" The purpose of the study was to examine the impact of organizational structure and organizational culture on organizational performance. The study used questionnaire data collected from High Court staff and applied factor and regression analyses. The findings revealed positive and statistically significant relationships between organizational structure, organizational culture, and organizational performance. This study is relevant to the present study because it emphasizes the role of organizational structure in supporting effective organizational functioning and performance.

5.3 Collaborative Management and Organizational Performance

Nathalie Mendez Mendez (2024) conducted a study titled "*Do Collaborative Management Actions Lead to Better Organizational Outcomes?*" The purpose of the study was to examine whether managerial actions that encourage collaboration among organizations contribute to better organizational performance. The findings revealed that collaborative management actions positively predicted organizational performance by improving trust, information exchange, and collaborative structures. This study is relevant to the present study because effective coordination and collaboration among different organizational units are important for achieving organizational goals and improving performance.

5.4 Organizational Structure and Employee Performance

Frank Awala (2024) conducted a study titled "*Organisational Structure and Employee Performance: A Study of Ernst & Young Nigeria.*" The purpose of the study was to examine how organizational structure affects employee performance. The study collected primary data from 249 employees through a standardized questionnaire and used regression analysis to test the relationship between organizational structure and employee performance. The findings showed that the chain of command and specialization had a strong influence on employee performance. This study is relevant to the present study because clear organizational structures, reporting relationships, and defined responsibilities are important for effective departmental activities.

VI. RESEARCH GAP

Previous studies have mainly focused on organizational structure, organizational culture, collaboration and organizational performance. Researchers have examined how clear structures, defined responsibilities, teamwork and collaborative management can influence employee and organizational performance. These studies provide useful insights into the importance of effective organizational arrangements in achieving organizational goals.

However, there is limited research that examines organizational functions and departmental activities together. Areas such as Human Resource, Finance, Taxation, Administration, communication, coordination, employee training, technology usage and professional development are often studied separately. There is also a need to understand how these functional areas coordinate with one another and contribute to effective organizational functioning.

Therefore, the present study attempts to address this gap by examining the organizational functions and departmental activities from the employees' perspective. The study focuses on departmental effectiveness, coordination, teamwork, information sharing, employee development and work environment. It aims to provide a broader understanding of organizational functioning and identify areas for improvement that can contribute to better organizational effectiveness.



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VII. RESEARCH METHODOLOGY

7.1 Research Design and Approach

The study adopted a descriptive research design with a quantitative research approach to examine organizational functions and departmental activities. The descriptive design helped in understanding employees' perceptions of various organizational and departmental practices.

Primary data were collected through a structured questionnaire using Google Forms from 60 respondents. The collected data were analyzed using statistical techniques such as frequency analysis, independent sample t-test, Chi-square test, correlation, regression analysis and ANOVA to understand the relationships and differences among the selected variables.

7.2 Research Method and Sources of Data

The study adopted a quantitative research method and mainly used primary data collected from 60 respondents through a structured questionnaire using Google Forms. Secondary data were collected from books, journals, research articles, websites and other relevant sources to support the study. The questionnaire covered areas such as organizational structure, communication, coordination, teamwork and employee development. The collected data helped examine organizational functions and departmental activities and achieve the objectives of the study.

7.3 Sampling Technique and Sample Size

The study adopted a convenience sampling technique, a non-probability sampling method in which respondents were selected based on their availability and willingness to participate.

The sample size consisted of 60 respondents from different functional areas such as Human Resource, Finance, Taxation, Administration and other departments. The responses collected from them were used to understand their perceptions of organizational functions and departmental activities.

7.4 Tools for Data Analysis

The data collected from the respondents were analyzed using various statistical tools to obtain meaningful findings. Percentage analysis was used to summarize the demographic characteristics and responses of the respondents. Independent Sample t-test was used to identify differences between two groups, while the Chi-square test was used to examine associations between variables. Correlation analysis was used to measure the relationship between selected variables, regression analysis was used to examine the influence of variables, and ANOVA was used to identify significant differences among groups. These tools helped in interpreting the data and achieving the objectives of the study.

7.5 Ethical Considerations .

- The collected information was used only for academic purposes.
- The responses were recorded and analyzed honestly without manipulation.
- Respondents were given the freedom to provide their opinions without pressure.

VIII. RESULTS AND DISCUSSION

8.1 Demographic Profile of Respondents

The demographic profile of the 60 respondents shows that 53.3% were male and 46.7% were female. A large majority (91.7%) of the respondents belonged to the 18–25 years age group. Regarding educational qualification, 58.3% were postgraduates, followed by 30.0% undergraduates, 10.0% with higher secondary qualification and 1.7% with professional qualification. In terms of department, 38.3% belonged to other functional areas, followed by HR (20.0%), Finance (18.3%), Administration (11.7%) and Business Analytics (11.7%). With respect to work experience, 80.0% of respondents had less than one year of experience, while 13.3% had 1–3 years, 5.0% had 4–6 years and 1.7% had 7–10 years. Overall, the respondents were predominantly young, postgraduate and relatively less experienced employees.



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Table 1: Demographic Profile of Respondents (N = 60)

Variable	Category	Frequency	Percentage
Gender	Male	32	53.30%
	Female	28	46.70%
Age	18–25 years	55	91.70%
	26–35 years	3	5.00%
	36–45 years	2	3.30%
Educational Qualification	Higher Secondary	6	10.00%
	Undergraduate	18	30.00%
	Postgraduate	35	58.30%
	Professional Qualification	1	1.70%
Department	Administration	7	11.70%
	Business Analytics	7	11.70%
	Finance	11	18.30%
	HR	12	20.00%
	Other	23	38.30%
Work Experience	Less than 1 year	48	80.00%
	1–3 years	8	13.30%
	4–6 years	3	5.00%
	7–10 years	1	1.70%

8.2 Correlation Analysis

Correlation analysis was used to examine the relationship between learning and professional development and a positive and healthy work environment. The results showed a positive and statistically significant relationship between the two variables, with a Pearson correlation coefficient of $r = 0.400$ and a significance value of $p = 0.002$. Since the p -value is less than 0.05, the relationship is statistically significant. This indicates that better opportunities for employee learning and professional development are associated with a more positive and healthy work environment.



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Table 2: Correlation between Professional Development and Work Environment

Variables	Learning & Professional Development	Positive & Healthy Work Environment
Learning & Professional Development	1	0.400
Positive & Healthy Work Environment	0.400	1
Sig. (2-tailed)	—	0.002
N	60	60

The correlation analysis shows a positive and statistically significant relationship between learning and professional development and a positive and healthy work environment. The Pearson correlation coefficient is $r = 0.400$ with $p = 0.002$, indicating a moderate positive relationship. Since the p-value is below 0.05, the relationship is statistically significant.

The result suggests that better opportunities for learning and professional development are associated with a more positive perception of the work environment. However, correlation indicates an association rather than causation. The finding highlights the importance of employee development and a supportive work environment in promoting effective organizational functioning and employee well-being.

8.3 Chi-Square Test — Gender and Overall Organizational Effectiveness

This matches your study better because your report examines respondents' gender in relation to their overall perception of organizational functions and departmental activities.

Table 3: Chi-Square Test Between Department and Overall Organizational Effectiveness

Test	Value	df	p-value
Pearson Chi-Square	17.835	12	0.121
Likelihood Ratio	17.449	12	0.133
Linear-by-Linear Association	5.881	1	0.015
N of Valid Cases	60	—	—

The calculated Pearson Chi-square value is $\chi^2 = 17.835$, with 12 degrees of freedom and $p = 0.121$, which is greater than the 0.05 significance level. Therefore, the null hypothesis is not rejected, indicating that department does not have a statistically significant association with overall organizational effectiveness in the sample.

8.4 One-Way ANOVA — Age Group and Overall Client Satisfaction

H_0 : There is no significant difference in the mean overall organizational effectiveness among the selected departmental groups.

H_1 : There is a significant difference in the mean overall organizational effectiveness among the selected departmental groups.



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Table 4: ANOVA Summary for Overall Organizational Effectiveness

Source	Sum of Squares	df	Mean Square	F	p-value
Between Groups	7.266	4	1.816	3.231	0.019
Within Groups	30.917	55	0.562	—	—
Total	38.183	59	—	—	—

Table 5: ANOVA Source Table

Source	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	7.266	4	1.816	3.231	0.019
Within Groups	30.917	55	0.562	—	—
Total	38.183	59	—	—	—

With $F = 3.231$ and $p = 0.019$, the p-value is below the 0.05 significance level, so the null hypothesis is rejected. The results provide sufficient evidence that there is a significant difference in overall organizational effectiveness among the selected departmental groups. This indicates that departmental factors play an important role in employees' perceptions of organizational functions and departmental activities.

8.5 Discussion

The findings of the study indicate that effective organizational functions and departmental activities play an important role in organizational effectiveness. The demographic analysis shows that most respondents were young and had less than one year of work experience. The correlation analysis revealed a positive and significant relationship between learning and professional development and a positive and healthy work environment ($r = 0.400$, $p = 0.002$), highlighting the importance of employee development.

The Chi-square analysis showed that department was not significantly associated with overall organizational effectiveness ($p = 0.121$), while the One-Way ANOVA indicated a significant difference among departmental groups ($F = 3.231$, $p = 0.019$). These findings suggest that organizational effectiveness is influenced by various functional and departmental factors, particularly employee development, coordination and work environment. Overall, strengthening communication, teamwork, training and coordination can support better organizational functioning and effectiveness.

IX. FINDINGS

- The majority of respondents were male (53.3%), and most respondents (91.7%) belonged to the 18–25 years age group.
- 58.3% of respondents were postgraduates, while 80.0% had less than one year of work experience.
- The Chi-square test showed that there was no significant association between department and overall organizational effectiveness ($\chi^2 = 17.835$, $p = 0.121$).
- The correlation analysis revealed a positive and significant relationship between learning and professional development and a positive and healthy work environment ($r = 0.400$, $p = 0.002$).
- The One-Way ANOVA revealed a significant difference in overall organizational effectiveness among the selected departmental groups ($F = 3.231$, $p = 0.019$).



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X. SUGGESTIONS

- Improve coordination and communication among different departments to ensure smooth workflow and reduce delays.
- Provide regular training and professional development opportunities to improve employees' knowledge and skills.
- Strengthen teamwork and collaboration among employees to support effective departmental functioning.
- Make better use of technology and digital tools to improve efficiency, information sharing and work processes.
- Maintain a positive and supportive work environment by encouraging employee feedback, recognition and continuous improvement.

XI. LIMITATIONS OF THE STUDY

- The study was limited to a sample size of 60 respondents, which may not fully represent the views of all employees.
- The study used convenience sampling, which may limit the generalizability of the findings.
- The data were collected through a structured questionnaire, so the findings depend on the respondents' personal opinions and responses.
- The study was conducted within a limited time period, restricting the scope of data collection.
- Some respondents may have provided general or cautious responses, which could affect the accuracy of the findings.

XII. CONCLUSION

The study concludes that effective organizational functions and departmental activities are important for improving overall organizational effectiveness. The findings highlight the role of proper communication, coordination, teamwork, employee development and a supportive work environment in ensuring smooth organizational functioning.

The correlation analysis confirmed a positive and significant relationship between learning and professional development and a positive and healthy work environment, while the ANOVA results showed significant differences among the selected departmental groups. These findings indicate the importance of strengthening employee development and departmental practices.

Overall, organizations can improve their effectiveness by enhancing interdepartmental coordination, communication, training, technology usage and employee support. Continuous improvement in these areas can contribute to better performance, efficient operations and achievement of organizational objectives.

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