ORGANIZATIONAL CONFLICTS AT NESTLE

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220032-004   220032-017

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A Project Submitted in Partial Fulfillment of the
Requirements for the Degree of MBA

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Bahria Institute of Management and Computer Sciences
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Bahria University, Islamabad

2007

Department of Management Sciences

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ABSTRACT

The research conducted through this paper shows discusses the organizational conflicts plaguing Nestle' Pakistan and offers certain recommendations in order to curb those conflicts. Like any tier based organization, Nestle' too was found to be suffering from interdepartmental as well hierarchical conflicts. We chose the head office at Lahore and the bottling facility in Islamabad as the sample sites for our research. By hitting different personnel in the organizations hierarchy with targeted questions, coupled with informal and unstructured interviews and our own observations, we were able to pinpoint factors like nepotism, undue interference of top management in processes, inadequate role play of the middle management, and flaws in the recruitment system as the reasons behind conflicts within the organization and its departments. By obtaining this information we were able to piece together a plan of action and recommend certain solutions like proper screening of potential applicants during the recruitment process, on the job training programmes particularly in leadership and team work, more functional and operational autonomy to the middle management, transparent mechanisms to curb nepotism and cut out undue interference of top management in operations and strategically formulated teams with proper agendas and plans regarding their autonomy.