

# THE MEANING OF ORGANIZATIONAL ENTROPY

## Objective 6

(Form 2)

As a review, entropy, by definition is a tendency for a system's outputs to decline when the inputs have remained the same. Entropy measures the changes in the type and dispersion of energy within an observable system. It is "the degree of disorder or uncertainty in a system, a process of degradation or running down". It is a natural phenomenon where outputs from activities always move from a higher state to a lower state within a system unless energy is injected into the system.

Organizational entropy is a measure of the disorder or randomness concerning how work is performed within an organization. An organization will, by its nature, seek to operate at the lowest possible level of energy.

Name two areas in your company where you see an increasing amount of disorder or disorder that is hurting performance.

Name two areas in your company where you see a decreasing level of energy among the people working in these areas.