

Teleological Dynamics of Organizational Performance: From Process to Practice and Perfectionism

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Workforce education forms one of the core aspects of organizational learning which aims for performance as well as efficiency. Learning is goal-oriented in business organizations. Organizations' activities are highly-oriented towards customer satisfaction. Organizations learn from practice and delivery of services to meet consumer needs and necessities. Perfection, efficiency and smart practices define today's multinational organizational culture. But how do the multinational organizations achieve such perfections in their business operations? This paper addresses this issue by linking teleological aspects of learning and practice to performance, adoption of routines, and learning-induced adaptation in order to explain how they achieve "perfection" in practice and operations. Further, the paper attempts to study a particular aspect of organizational (teleological perfectionism) process by modeling scenarios which define goal-oriented organizational learning and adaptation, and underpins how such teleological processes effectively benefit organizations in the long run. Conclusions drawn up from an example being modeled in this paper suggest that teleology, or teleological dynamics play significant role in shaping today's organizations and help explain some (or high) degree of perfectionism in their operations.

Introduction

What are the fundamental factors essential for firms and organizations to achieve perfection in production and service deliveries? In other words, what are the dynamic factors that drive perfection in production and service delivery of a firm? The concept of lean production or lean management (Womack *et al.*, 1990) is well-attributed in the manufacturing industries, particularly in Japan. For instance, concepts like Kaizen, Just-in-time have been widely discussed in the literature of management (see Golhar and Stamm, 1991). However, its (lean management's) implementation in service organizations is only recently being studied (Hanna, 2007; and Damrath, 2012). In fact, there are as many factors that drive perfection in production and service management (Damrath, 2012), but some of the most important factors, according

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