

VITAL ROLE OF ADMINISTRATIVE OFFICERS IN EFFECTIVE ORGANIZATIONAL COMMUNICATION AND OPERATIONS

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Abstract: In the complex organizational scenery, administrative officers play a central role, ensuring smooth communication and efficient operations. They serve as primary conduits for information flow, disseminating directives, and maintaining open channels for effective communication. Administrative officers also handle day-to-day operational tasks, managing schedules, coordinating meetings, and optimizing resources to meet objectives promptly. To excel in their roles, administrative officers employ clear communication strategies, actively listening to stakeholders and adapting their approach as needed. Leveraging technology further enhances their efficiency in facilitating collaboration and streamlining processes. Administrative officers' proactive efforts in communication and operations are pivotal for organizational success. By recognizing their importance and investing in their development, organizations can maintain cohesion, productivity, and innovation, ensuring sustained growth without deviating from the central focus.

Keywords: Administrative, Organizational, Communications.

INTRODUCTION

Operations research and literature on business management are specific branches of study that are concerned with how best to build the organizational vehicle and drive it in the desired direction. But the political environment of many organizations, including public agencies, often constrains an administrator's ability to control the organization because it involves working through and influencing the behavior of others who themselves are trying to influence the organization. Operations research itself may be of little help to the administrator who is trying to convince a group of individuals to adopt a particular new way of doing something.

The study was conducted with the belief that an administrator's effectiveness in a position is intimately tied to his or her ability to influence the alignment of the organization's mission, vision, and general direction. Since total consensus in mission and vision is unlikely in any organization, the administrator must also be able to identify an approach to the organizational mission which is consistent with his or her personal values. Successful identification of this approach will lead to increased job satisfaction and commitment on the part of the administrator. But in order to accomplish these ends, the administrator must be able to translate these values into the daily operations of the organization, and in many cases, this is easier said than done.

Administrative officers are vital to the success of many organizations. In conducting a study of administrators, the researcher's goal was to better understand the organizational role of the administrative officer. Throughout this essay, the terms 'administrative officer' and 'administrator' are used interchangeably to describe an individual who is employed in an upper-level administrative, non-political, appointed position.

In today's dynamic business landscape, the vital role of administrative officers in ensuring effective organizational communication and operations cannot be overstated. Administrative officers serve as the cornerstone of organizational efficiency, seamlessly bridging communication gaps, and facilitating the smooth execution of day-to-day tasks. Their multifaceted responsibilities encompass not only administrative duties but also strategic coordination and fostering collaboration across departments.

Within the framework of organizational communication, administrative officers act as the conduits through which information flows, ensuring that messages are relayed accurately and efficiently to all stakeholders. They play a critical role in disseminating directives, conveying important updates, and fostering a culture of transparency and accountability. Without their proactive efforts, the risk of miscommunication and confusion looms large, potentially impeding progress and hindering the achievement of organizational objectives.

Moreover, administrative officers are instrumental in the operational fabric of organizations, handling a myriad of tasks ranging from managing schedules and coordinating meetings to overseeing logistical arrangements and resource allocation. Their meticulous attention to detail and adept multitasking abilities ensure that operations run smoothly and seamlessly, contributing to overall organizational effectiveness. Administrative officers serve as the linchpins that hold various departments together, facilitating collaboration and synergy across the organization.

In the following sections, this essay will delve deeper into the significance of administrative officers in organizational communication, their indispensable role in operational efficiency, and the effective communication strategies they employ. Through practical insights, relatable examples, and illustrative case studies, we will explore how administrative officers contribute to driving organizational success and fostering a culture of excellence within the workplace.

IMPORTANCE OF ADMINISTRATIVE OFFICERS IN COMMUNICATION

The unrecognized heroes of effective communication within any organization are the administrative officers. Their responsibilities extend beyond paperwork; they are the essential link that keeps everyone in the organization engaged and informed (Vivek *et al.*, 2012). Consider them as the unsung heroes that masterfully conduct the communication symphony that keeps the company running efficiently. Administrative officers deal with a wide range of duties on a daily basis, from answering questions and organizing meetings to handling emails and producing significant documents (Mintzberg *et al.*, 2019). These duties, despite their seeming routineness, are essential to corporate communication. Administrative officers make sure that messages reach the correct people on time and accurately by carefully prioritizing and organizing information. By doing this, they keep things running smoothly, eliminate misunderstandings, and minimize delays.

Additionally, administrative officers represent the organization's principles and culture in their contacts with both internal colleagues and external stakeholders (*et al.*, 2022). Administrative officers portray professionalism, competence, and kindness whenever they meet visitors at the front desk or represent the firm at event. The manner and communication style make an incredible impact influencing opinion of the business and its brand.

During times of confusion or crisis, administrative officers play an even more vital role. They serve as firm anchors in the face of uncertainty, offering employees clarity, support, and reassurance. For example, after a firm merger or restructure, administrative officers play an important role in distributing information, resolving issues, and preserving morale. Their capacity to speak effectively and empathetically aids in anxiety reduction and building trust among staff members.

Administrative officials are essential components of corporate communication. Their painstaking attention to detail, strategic approach, and interpersonal abilities guarantee that information flows smoothly throughout the business, encouraging transparency, cooperation, and trust. Companies that recognize and support the critical function of administrative officers may improve their communication efficacy and develop a culture of cohesiveness and success.

ROLE OF ADMINISTRATIVE OFFICERS IN ORGANIZATIONAL OPERATIONS

Beyond their pivotal role in communication, administrative officers constitute the foundation of organizational operations (Thompson *et al.*, 2017). They are the quiet architects behind the scenes who ensure that the organization's sophisticated machinery operates smoothly and efficiently. Administrative officers are the unsung heroes who keep the company running by organizing calendars, scheduling meeting, handling logistics, and monitoring administrative work (Nicholas *et al.*, 2020).

One of the key roles of administrative officers is to manage timetables and calendars. They are skilled at managing various priorities, ensuring that meetings are arranged at the best times and that important stakeholders are available. To minimize schedule problems and optimize efficiency, you must pay close attention to detail and have strong organizing abilities.

Administrative officials also play an important role in organizing meetings and activities (Gupta *et al.*, 2019). They manage all of the logistics, from booking locations and coordinating meals to sending out invites and creating meeting materials. Their ability to foresee and handle logistical issues ensures that meetings and events go well, enabling participants to concentrate on the task at hand (Barreto *et al.*, 2017).

In addition to organizing calendars and scheduling meetings, administrative officers are in charge of monitoring a variety of administrative activities that are necessary for the organization to run smoothly. This might involve keeping office supplies, processing bills and costs, making trip plans, and handling communications. Their skillful management of these jobs ensures that operations function smoothly and that resources are properly used.

Moreover, administrative officers are frequently the first point of contact for employees who need help or information. They assist and guide administrative procedures and policies, troubleshoot difficulties, and work with other departments to address challenges. Their function as a primary point of contact promotes organizational cohesiveness and collaboration, hence increasing overall efficiency and effectiveness. They are also the unsung heroes of organizational operations, ensuring that daily chores are completed efficiently and successfully. Their precise attention to detail, organizational abilities, and proactive approach help the company run smoothly and allow other workers to focus on their primary tasks. Organizations may improve operational performance and accomplish strategic goals more easily by recognizing the value of administrative officers and providing them with the necessary support and resources.

EFFECTIVE COMMUNICATION STRATEGIES FOR ADMINISTRATIVE OFFICERS

Administrative officers use a variety of communication tactics to navigate the complex web of organizational dynamics (Mattessich *et al.*, 2018). These tactics not only improve communication clarity and efficiency, but they also promote team collaboration and cohesiveness. Let's go further into some crucial tactics that administrative officers use to maintain successful communication.

1. **Clear and Concise Communication:** Administrative officials recognize that clarity is essential for efficient communication. Clarity is a critical component of good communication, according to administrative officers (Mukoroi *et al.*, 2013). Recognizing its critical significance, they carefully develop communications that are simple to understand, avoiding needless complexity or ambiguity. Their goal is to reduce complex concepts to concise, readily consumable morsels, assuring universal knowledge all stakeholders, regardless of experience or expertise. They also enhance smooth communication by simplifying difficult information, which fosters organizational cohesiveness and alignment (Enyinda *et al.*, 2021). Whether communicating policies, directives, or strategic goals, their dedication to clarity fosters openness and decreases the possibility of misunderstanding. This ensures that all stakeholders are aligned, which improves cooperation and drives corporate success. Administrative officers' commitment to clarity acts as a keystone in efficient communication, moving the business ahead by ensuring that information is presented properly and fully to all parties involved.
2. **Active Listening:** Administrative officials embody the essence of successful communication by actively listening and acknowledging it as a reciprocal effort (Stivers *et al.*, 2018). They go beyond ordinary hearing and engage in attentive listening to completely understand the viewpoints and concerns of others. They foster a culture of trust and rapport by exhibiting empathy and genuine curiosity in other points of view. Their dedication to active listening promotes an environment of openness and positive discourse inside the company. Administrative officers acknowledge their colleagues' perspectives and contributions via attentive participation, so improving relationships and promoting cooperation. The ability of administrative officers to actively listen acts as a catalyst for good communication, promoting understanding, trust, and mutual respect among stakeholders (Chukwu *et al.*, 2023). By emphasizing attentive involvement and empathy, they establish the groundwork for meaningful relationships that promote organizational success.

3. **Adaptability:** Administrative staff demonstrate adaptability in communication, understanding its dynamic character across a variety of circumstances (Diamantidis *et al.*, 2019). They expertly customize their communication style to the tastes and needs of diverse audiences, including top executives, front-line employees, and external partners. This flexibility includes subtle changes in tone, formality, and method of communication to ensure resonance and engagement. Administrative officers may communicate with top executives in a professional and straightforward manner, stressing critical insights and strategic issues. In contrast, encounters with frontline personnel may be more personable and friendly, generating camaraderie and empowerment. Externally, administrators communicate with partners and stakeholders with subtlety, balancing professionalism and genuineness to build rapport and confidence. Administrative officers support successful discussion and cooperation by identifying and meeting each audience's unique demands, hence boosting corporate cohesiveness and success. In essence, their capacity to modify communication tactics demonstrates their competence as communicators and leaders in the business.
5. **Utilization of Technology:** In today's digital age, administrative officers use technology's revolutionary power to improve communication efficiency (Collins *et al.*, 2018). They effectively use a variety of digital technologies, like as email, instant messaging platforms, video conferencing software, and project management systems, to streamline cooperation and information distribution. Administrative officials use email to interact quickly and subsequently, allowing for fast exchanges of information and updates. Instant messaging solutions provide real-time communication, which promotes speedy decision-making and response (Adekugbe *et al.*, 2024). Video conferencing systems remove geographical constraints, allowing for face-to-face encounters and improving virtual collaboration. Furthermore, administrative officers use project management software to organize work, track progress, and efficiently allocate resources. By implementing technology, they guarantee that communication stays flexible and adaptive, even in distant or scattered work contexts. This allows for seamless cooperation among team members, increases transparency, and boosts productivity. Finally, administrative officers' effective use of technology demonstrates their dedication to leverage digital breakthroughs for organizational success in an increasingly linked world.
6. **Transparency:** Administrative officers prioritize openness as a core value in their communication efforts, recognizing its enormous influence on trust and credibility (Christensen *et al.*, 2020). They proactively communicate information to stakeholders, keeping them informed of important events, changes, and choices affecting the firm. Even when communicating difficult or controversial news, administrative officers stay devoted to openness, which displays their integrity and honesty. By communicating clearly and honestly, they build an open and accountable culture throughout the business. This atmosphere enables workers to make educated decisions and actively participate in the organization's progress. Administrative officers build confidence and credibility by communicating transparently, developing connections with stakeholders and improving organizational coherence. Finally, their drive to openness demonstrates their commitment to ethical leadership and effective communication, which will propel the company to long-term success and sustainability (Dey *et al.*, 2022).
7. **Feedback Mechanisms:** Administrative officers are proactive in creating effective feedback channels to engage colleagues and get useful insights (Arena *et al.*, 2017). They aggressively seek feedback on their communication strategies, procedures, and projects, emphasizing both positive and constructive criticism. Administrative officers exhibit their dedication to ongoing development and growth by creating a culture that welcomes and encourages input. They understand that feedback acts as a catalyst for refinement and improvement, allowing them to tailor their communication strategy to changing requirements and preferences. These offices also use feedback in their communication strategy to ensure that their messages resonate with stakeholders and create meaningful engagement. This iterative approach promotes a culture of cooperation and creativity, allowing people to contribute to the organization's success (Enstroem *et al.*, 2023).

KEY SKILLS AND QUALITIES OF ADMINISTRATIVE OFFICERS

Administrative officers are the unsung heroes of the organizational landscape, with a unique set of abilities and attributes required for the successful operation of any business. Let's look at some of the important characteristics that distinguish these people and highlight their critical role in creating organizational success:

1. **Organizational Skills:** Every administrative officer's arms include a strong sense of structure (Singh *et al.*, 2023). They can easily manage a wide range of responsibilities, from organizing appointments and planning meetings to supervising office supplies. Their rigorous attention to detail guarantees that no assignment goes unnoticed and deadlines are always fulfilled. They have a good sense of time management and streamline procedures to increase production. Their ability to multitask and prioritize enables them to manage the complexity of their work with ease, guaranteeing seamless operations throughout the business. Administrative officers' organizational skills provide the groundwork for success, allowing for effective communication and simplified operations (Duchek *et al.*, 2020). In essence, their organizational skills serve as the linchpin that keeps the organizational machinery operating smoothly, considerably contributing to the organization's overall performance.
3. **Communication Skills:** Administrative officers play critical roles in facilitating the flow of information throughout businesses (Ahmad *et al.*, 2015). They thrive at communicating things simply, quickly, and effectively, whether they're writing emails, memos, or organizing meetings. Their strong interpersonal communication abilities promote collaboration and synergy among team members. Administrative officers foster rapport and trust by actively listening to and interacting with coworkers, superiors, and external partners, allowing for open communication and constructive idea exchange. This fosters a culture of transparency and unity inside the business, minimizing misunderstandings and ensuring everyone is on the same page. In a nutshell, administrative officers are the essentials of corporate communication, playing a critical role in ensuring smooth operations and collaborative success. Their ability to navigate numerous communication channels with ease and their dedication to supporting successful communication make them invaluable assets to any firm (Mattessich *et al.*, 2018).
5. **Problem-Solving Abilities:** In the ever-changing world of business, administrative officers face a variety of obstacles (Kickul *et al.*, 2020). They do, however, excel at problem solving, because to their strong analytical skills and rapid thinking. When confronted with problems, they use a solution-oriented approach, quickly identifying core reasons and adopting effective tactics to overcome them. Their excellent analytical skills allow them to deconstruct difficult issues, identify patterns, and develop practical solutions. Furthermore, administrative officers have a talent for thinking on their feet, adjusting quickly to changing conditions, and creating inventive solutions on the spot (Dorst *et al.*, 2015). Administrative officers may effectively reduce obstacles by keeping a solution-oriented mentality, resulting in minimum interruptions to corporate procedures. Their proactive approach to problem resolution not only addresses immediate concerns, but also enhances the organization's resilience and flexibility to future challenges. In essence, administrative officers are vital assets, pushing operational excellence and cultivating a culture of continuous improvement inside the firm.
6. **Adaptability:** Flexibility is the name of the game for administrative officers who must navigate a constantly changing environment (Sebastian *et al.*, 2020). Whether integrating new technologies, realigning priorities, or addressing unforeseen disruptions, they exhibit agility and resilience. Administrative officers navigate shifting landscapes with poise, swiftly adjusting strategies and workflows to maintain operational efficiency. Their capacity to pivot seamlessly ensures continuity and stability within the organization, even amidst turbulence. Moreover, their proactive stance towards change fosters a culture of adaptability and innovation, empowering teams to thrive in dynamic conditions. By embodying flexibility, administrative officers not only weather storms but also catalyze organizational growth. Their ability to navigate uncertainties with confidence and composure enables the organization to stay ahead of the curve (Mahmood *et al.*, 2023). In essence, flexibility is not merely a skill for administrative officers but a guiding principle that fosters resilience and propels organizational success in an ever-changing world.
7. **Interpersonal Skills:** Administrative officers exemplify professionalism, with great interpersonal skills that allow them to communicate fluidly with colleagues, clients, and stakeholders alike (O'Brien *et al.*, 2020). Their communication skills allow them to easily interact with colleagues, clients, and stakeholders, establishing a happy work atmosphere. Administrative officers foster strong connections and build trust with people at all levels by projecting warmth, understanding, and diplomacy. They listen carefully, grasp other points of view, and respond with tact and empathy, cultivating an environment of mutual respect and collaboration. Their ability to handle difficult situations with calm and professionalism gains them respect and admiration from both peers and partners. Administrative officials contribute to the overall performance of the business by developing strong interpersonal ties. Basically, their model of professionalism acts as a foundation for developing long-term connections and fostering organizational performance.

- 8. Attention to Confidentiality:** Trust is the foundation of the connection between administrative officials and the organization, supporting their commitment to secrecy. These experts recognize the importance of their position in securing sensitive information and take it very seriously. Administrative officers manage a wide range of secret items, including sensitive papers, payroll information, and proprietary data (Goroff *et al.*, 2018). They adhere to strict ethical standards, emphasizing the value of secrecy and trust. Their uncompromising commitment to discretion guarantees that sensitive information is kept private and shielded from unwanted access or exposure. Administrative officers who prioritize secrecy display integrity and dependability, winning the faith and confidence of their colleagues and superiors. Their dedication to ethical values protects the organization's interests while also reinforcing its reputation for honesty and expertise (Trevino *et al.*, 2021). In essence, the trust put in administrative officers demonstrates their unshakable dedication to maintaining confidentiality and the organization's integrity.

CHALLENGES FACED BY ADMINISTRATIVE OFFICERS

While administrative officers play an important role in the effective operation of businesses, they also face a variety of problems in their daily tasks. Understanding these issues is critical to comprehending the complexities of their work and the abilities necessary to overcome them.

One of the key issues that administrative officers have is successfully managing their workload and priorities (Sherf *et al.*, 2019). With so many duties clamoring for their attention, from organizing meetings to processing paperwork and responding to questions, they must have great organizational abilities to keep up with their obligations. Administrative officials who fail to prioritize their tasks may find themselves overwhelmed and unable to achieve deadlines.

Moreover, administrative officers frequently work in fast-paced situations where unexpected changes and interruptions are the norm (Schakel *et al.*, 2021). Whether it's last-minute meeting cancellations, urgent requests from top management, or technology issues, they must stay flexible and adaptable in the face of uncertainty. Another key problem for administrative officers is preserving confidentiality and managing sensitive information safely. They are frequently given access to secret papers, financial records, and personnel information, requiring them to maintain discretion and integrity at all times. Mishandling sensitive data might result in major consequences for the firm, including legal and reputational issues.

Furthermore, administrative officers may have interpersonal difficulties in their contacts with coworkers, clients, and stakeholders (Heath *et al.*, 2020). Dealing with different personalities and resolving problems or disagreements necessitates excellent communication and diplomatic skills. Effective communication is critical for developing strong connections and solving problems constructively.

In addition to these problems, administrative officers must keep current on technology improvements and adapt to new tools and systems. Despite limitations administrative officers are tough and resourceful individuals who thrive at problem solving and overcoming barriers. With the correct assistance, training, and resources, they may successfully manage these hurdles and continue to play a crucial role in driving organizational success (Horváth *et al.*, 2019).

RECOMMENDATION

Investing in continuing training programs provides administrative officers with the necessary skills to flourish in their professions. Offering classes in time management, communication, and technological skills increases their efficacy. Establishing strong support mechanisms, such as clear communication routes and access to resources, assists them in managing workload issues. Fostering a culture of recognition and appreciation improves morale and motivation, resulting in higher work satisfaction and retention. By applying these guidelines, businesses may help administrative officers overcome hurdles and grow in their jobs, eventually contributing to organizational success.

CONCLUSION

In summary, administrative officers play an important role in the efficient running of companies, acting as the foundation of successful communication and operations. Despite encountering several problems, including workload management and confidentiality concerns, they display resilience and adaptation in overcoming these barriers. Finally, administrative officials' passion and professionalism are critical to organizational success. Their persistent dedication to excellence and continual progress renders them priceless assets to any firm. Organisations may maximise the contributions of administrative officers and achieve higher levels of efficiency and effectiveness in their operations by recognising their value and giving the appropriate assistance.

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