

THE 15 ORGANISATIONAL

DRIVERS OF INNOVATION



BROUGHT TO YOU BY THOSE LOVELY PEOPLE AT THE OXFORD REVIEW

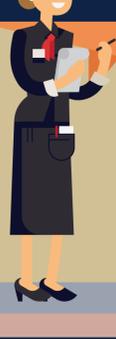
1. WORKERS' INVOLVEMENT AT THE FRONT LINE



But only if they have the ability to make decisions and take direct action to meet the clients/customer needs and/or delight them without getting permission.



2. INFORMATION SHARING



Free-flow sharing of information between people – best if this is done across job and functional boundaries (siloes).



3. HAVING MULTIFUNCTIONAL TEAMS



Integration of employees with distinct and complementary skills into projects and/or work groups.



4. TRYING NEW WORK TOOLS



Trying and experimenting with new tools, apps and software without having to get managerial or committee signoff.



5. INFORMATION TECHNOLOGY LEARNING



Knowledge sharing across functions about the use, organization and flow of data and information.



6. INTERNAL ORGANISATION



Existence of specialised innovation areas or processes. Having task rotation and internal secondments among employees; permission to try out new ideas at the organisational level and ability to experiment with new organisational structures without senior management permission.



7. TRAINING AND EDUCATION



Particularly in issues like creativity, safe experimentation, decision and judgement making, business innovation processes etc.



8. CREATING A LEAN CULTURE



This includes manager as servant, excellence culture and thinking, and having service personalisation.



9. AUTONOMY OF EMPLOYEES



Employer's ability to take decisions exercising responsibility and authority, without consulting other individuals or management.



10. MARKET RESEARCH AND TESTS



Getting employees to survey the clients' needs to enhance understanding of the market's behaviour before and after a service is launched.



11. ENABLING EMPLOYEES' ABILITY TO CONDUCT RESEARCH



On work improvement and act on the findings.



12. STRATEGIC FOCUS



At all levels: With the ability of all to spot opportunities and essential competitive edges, and having an open vision of sustainability.



13. EXTERNAL CONTACTS



Using relationships with clients, providers, partners with to ask what they would like and having a system to capture and move some of these to testing and fruition.



14. AVAILABILITY OF RESOURCES



Other resources for innovation projects such as innovation experts, management processes and methods, work standards and innovation funds.



15. MANAGERIAL SUPPORT



It is essential that managers support and encourage creativity in employees especially in searching for new business opportunities, motivating employees to take on risks without fear of punishment.



Reference

Junior, P. C. R., de Oliveira, A. R., & Fujihara, R. K. (2016). Driving Factors of Organizational Innovation. *Journal of Modern Accounting and Auditing*, 12(6), 330-343.