

1. Record Nr.	UNINA9910787072803321
Titolo	Shared services as a new organizational form [[electronic resource] /] / edited by Tanya Bondarouk
Pubbl/distr/stampa	Bingley, England : , : Emerald, , 2014 ©2014
ISBN	1-78350-536-2
Edizione	[First edition.]
Descrizione fisica	1 online resource (232 p.)
Collana	Advanced series in management, , 1877-6361 ; ; v. 13
Altri autori (Persone)	BondaroukTanya <1967->
Disciplina	658
Soggetti	Business & Economics - Management Business & management Management & management techniques Shared services (Management)
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references at the end of each chapters.
Nota di contenuto	Shared service centers : from cost savings to new ways of value creation and business administration / J. Strikwerda -- Managing boundaries better : the key to more effective HR shared services / Peter Reilly -- Shared services : standardization, formalization and control : a structured literature review / Tanya Bondarouk, Christina-Maria Friebe -- What is shared services? / Joseph Soalheira, Greg Timbrell -- Governance and control of shared service centres / Reinald Minnaar -- Structuring shared services : realizing SSC benefits through end-users' usage of an HR portal / Jeroen Meijerink, Joost ten Kattelaar, Michel Ehrenhard -- A knowledge management perspective to Shared Service Centres : a case study of a finance SSC / Ian Herbert, Will Seal -- Value creation by transactional Shared Service Centers : mapping capabilities / Marco Maatman, Tanya Bondarouk -- Interorganizational Shared Services : creating value across organizational boundaries / Paul C. van Fenema, Bianca Keers, Henk Zijm.
Sommario/riassunto	Organizations increasingly establish Shared Service Centers, either for transactional (administrative) or transformational (organizational change) purposes. Their popularity originates from a combination of efficiency gains and an increase in service quality, without giving up

control of the organizational and technical arrangements. The belief is that shared services should maximize the advantages of centralized and decentralized delivery of business functions. The volume deals with sample questions, including: What do shared service models involve? What are the structural arrangements between shared services and the organizations? Which business processes can and/or should be shared? What are the structural differences between shared services in different business processes? This ASM volume intends to move towards more systematic research action. Five main theoretical priorities shape the content of the volume: conceptualizing shared services for different types of business processes, business strategy and shared services, shared services and performance, pluralism in organizing shared services, and governance of shared services in different types of organizations.
