



# **Organisational Change and Retail Finance: An Ethnographic Perspective (Routledge International Studies in Money and Banking)**

*Richard Harper, David Randall, Mark Rouncefield*

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Financial organizations, like many others, are undergoing radical change. This is affecting both their organizational processes and the technology that supports those processes. This book reports on the use of sociological ethnography in helping guide these changes, both in terms of helping better understanding and redraw work processes and through providing more accurate and flexible understanding of the role technology plays. It places the reported research in context by contrasting it with those approaches more commonly associated with change, including business process engineering, participative design and soft systems methodologies. The book explains what are the benefits of ethnography, as well as the potential it has in helping achieve more desirable change in any and all organizations, financial services included. The book will be of interest to all international researchers concerned with organizational and technological change, as well as managers of organisational development. It will also interest advanced students in sociology, anthropology, management science and organizational studies

The authors have published widely in the various disciplines associated with organizational life and technology design, and have built a considerable reputation for bringing new sociological insights into the organizational change literature

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