

COMPLEX ADAPTIVE LEADERSHIP IN RETAIL ORGANIZATIONS: THE CASE OF RETAIL CHAIN JYSK

Luljeta Bexheti

State University of Tetovo
Tetovo, MACEDONIA

Agron Bexheti

The University of Sheffield
Tetovo, MACEDONIA

ABSTRACT

Each organization is complex in its own way, where the features of complexity are present in every level of the organization, which trying to be competitive as much as possible. The purpose of this study is to present the concepts of chaos theory and complexity theory by expanding more on complex adaptive leadership and its impact on a change process within an organization. Another implication of this study is that the information conducted from other relevant researches and case studies to be used as recommendations for the retail organization JYSK Macedonia, which have the current situation of changing the ERP software from traditional to cloud based solution. Furthermore, several techniques of change management, relational leadership and responsible leadership have been discussed, from which appropriate recommendations are proposed for our case company JYSK Macedonia. Based on the current literature we can conclude that leadership of the organizations in general need to be careful when they are implementing change management techniques, where during the implementation process they should take in to consideration chaos theory and adaptive systems theories.

Great vision without great people is irrelevant. - Jim Collins, Good to Great

Keywords: Change, Chaos Theory, Complex Adaptive Systems (CAS), Leadership, Retail.