

Organizational Structure

Name

Institutional Affiliation

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### Mission v. Vision Statement

PayPal's mission is to rethink money in a way to enable each person to participate in the global economy in a safe, friendly and cost-effective means. This mission is linked to its vision which is to provide an online platform where people can make online payments ("Mission | Vision | Values," 2018). PayPal's strategy was born from these two. PayPal's strategy involves the continued provision of cheap and accessible means of sending money. The mission and vision are visible as one reads about the company. Since its inception 20 years ago, the company has focused solely on the transfer of money. This, as stated before, is in line with the mission of creating a global economy for everyone.

Through PayPal, individuals are able to purchase products across the globe. Its first commitment was to eBay, which was momentarily the sole owner of the company. eBay is a platform where one can sell everything they are no longer using to another willing buyer. This is one of the instances where PayPal makes every person a participant in the global economy. Sites like eBay help to prevent the global waste culture that sees most people buy what they like and then throw them away. PayPal makes people develop the capacity to turn over these goods into sources of revenue ("Mission | Vision | Values," 2018).

In line with its four pillars of the vision which are collaboration, innovation, wellness, and inclusion, PayPal has continued to engage in the innovations that can ease the transfer of money (de Sousa, Pellissier & Monteiro, 2012). For example, more and more people are currently ditching their computers and concentrating on their mobile phones. This has led to the shift in major companies to operations through mobile applications. PayPal has not been left behind and has an App that eases financial transactions even further.

### Organizational Structure

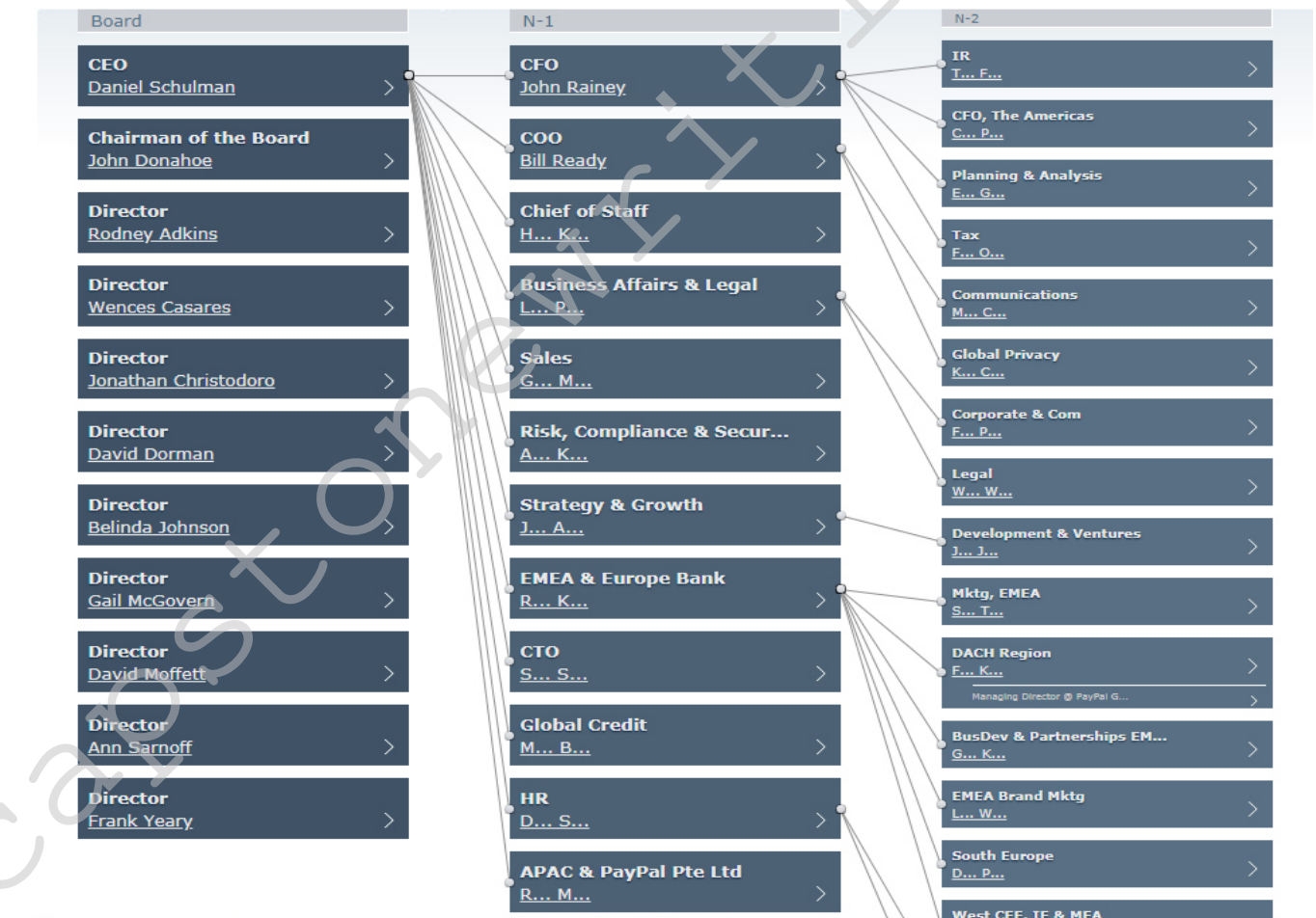
PayPal has a U-form type of organizational structure. This is a structure that is formulated around the functions of the organization. The organizational structure is a combination of the hierarchical and flat structure. There are three levels in the organizational hierarchy. At the highest level, there is the board of management. The board comprises of the CEO, the chairman of the board and nine directors. The members of the board frequently meet to analyze the development of the company and make crucial developmental decisions. They receive the reports of the performance of the company from the COE. These members can also sermon the CEO to produce any information or explain an event that is happening in the company. The Board members do not have direct involvement in the operations of the company except for the CEO. The board, therefore, carries out an oversight role in the company.

At the second level of the hierarchy, there are those members of staff that report directly to the CEO. These roles are divided according to the departments of the organization. The structure gives the departments some form of autonomy and therefore makes it easier for them to make decisions regarding the company. There are twelve positions under in the second level of the organizational structure. The roles in this level are Chief Financial Officer (CFO), Chief Operations Officer (COO), Business and Legal Affairs, The Chief of Staff, Sales, Strategy and growth, Risk compliances, EMEA and Europe bank, Chief Technical Officer, Human Resource Manager, Global credit ad APAC. The reason for the many positions is required because of the nature of the organization. As a financial institution, the company needs to comply with all the rules of the jurisdictions within which they operate. PayPal is a global company. It, therefore, requires to evaluate and comply with almost every policy in every country. For this reasons, the functions that a department has to perform are reduced to as little as they can. This ensures that

the roles are streamlined as much as possible. It also reduces the chances of duplicating responsibilities that can cause complications when dealing with financial resources.

At the third level of PayPal organizational structure hierarchy, there is the rest of the staff. These are the staffs the hat work under the departmental heads discussed in paragraph two. For example, the department of risk and security assessment has several staffs. The departmental staff is grouped into the third level. Putting the staff into departments enhances positive competition. It builds cohesiveness within a group and, therefore, increases efficacy (McIntyre, Harvey & Moeller, 2012).

Organisational Chart



### Comparison with Other Companies in Diversity and Headcount

The organizational structure of PayPal compares favorably with that of other competitors in the money transfer industry. As a company that offers the highest salaries, PayPal attracts the best talent in the market. This explains the competitiveness of the company in the market. The company has more than 13000 employees. Although this may seem like a large number for a digital money transfer company, it is a trifle for global money companies. Even as a digital company, there is a need for a large number of staff especially for customer services. Paypal has more than 179 million accounts. There are very many individuals who call with questions and need advice from the company. There is also all the other staff who deal with administrative and regulatory roles. The staff is diversified in terms of both gender and race. The company appears number 240 globally as the company with great diversity principles ("America's Best Employers for Diversity," 2017). This is ensured by following a particular quota system in employment. There is a constant encouragement to minorities to seek employment with the company (Distribution of Paypal employees in the United States as of September 2017, 2017). Paypal is number 106 of America's best-employing companies. It is, therefore, a privilege for these people to work with the company. The company policy regulates payment asked for position and responsibilities. This eliminates the challenge of gendered gaps in salaries that occur when some of the individuals are paid poorly even though they have the same responsibilities. At a time when the United States is on the spot for racism and sexism in the US, this is a major advantage. People are increasingly becoming more sensitive to discrimination and choosing companies that demonstrate the same sensitivity and desire for social equity. The 13000 members of the staff members belong to various departments in the flat organizational structure. The company must keep up its effort from diversity and demonstrate the useful

### Code of Ethics

As a financial company, the company deals with a high level of client's personal data. It is paramount to keep this information confidential to protect consumers from fraud.

The company deals with multiple countries and therefore needs to adhere to multiple regulatory policies. The company must ensure that all policies are followed diligently to avoid scandals.

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