Reciprocal is one of the three types of interdependences that influences organizational structure in a business according to James Thompson. It is the highest level of interdependence. Reciprocal exist when several departments or operations are dependent of one another. This method exist in companies that have intensive technologies, which a variety of products or services are in combination for the customer. To make this method possible, a company must have high communication, teamwork, and decision-making between departments. Sometimes cross-training and increase management requirements are needed as well. Reciprocal interdependence is the most complex interdependence for organizations, but not impossible.

A credit card company is one example of a business that uses the reciprocal method. A card member calls the customer service department, and the representative helps the customer based on the amount of power the company allows for this particular department. If the customer needs further help, the representative will transfer the customer to another department. Other departments include collections, vendors, fraud, credit line increases, billing disputes unit, or payment arrangements. These departments must first understand what the customer service department was able to provide to the customer in order to help the card member further. Sometimes the other department will have to transfer the customer back to customer service because they may not be able to help the customer with other issues that were brought up during the call. Furthermore, the customer service department must know what the other department did to help the customer. Usually notes are added to the account to specify what has been done or what someone else is looking into. Originally, the customer service department’s output helps provide the input for the other departments and visa versa later on in the call. Some
teams are set up between departments to help smooth the communication between each department. In addition, some representatives are cross-trained between certain departments. In conclusion, the reciprocal interdependent method helps influence organization structure, which in turn helps an organization work more efficiently and effectively to obtain low cost, organizational goals, and to better help their customers.