

Organizational Culture Assessment

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08/22/2021

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Company or organizational culture is an integral part of business. It affects nearly all aspects of a company. From recruiting top talent to improving employee satisfaction, it is essentially the backbone of a happy workforce. Without a positive and proactive corporate culture, many employees will struggle to find the real value in their work, and this often leads to a variety of negative consequences both for the employee and for the business (Kohl, 2021). According to research by Deloitte, a leading global provider of audit assurance, consulting, financial advisory, and related services, 94% of executives and 88% of employees believe a distinct corporate culture is important to a business' success. Deloitte's survey also found that there is a strong correlation between employees who claim to feel happy and valued at work and those who say their company has a strong culture.

After looking at both the organizational culture assessment instrument and questionnaire, I believe that my company struggles with communication. Communication is a fact of life, especially in the workplace. There are times where clients miss appointments due to poor communication. When clients miss appointments it causes the organization to lose revenue and the employee providing the service does not get paid. I believe that good communication causes a sense of stability and predictability, but lack of communication introduces a sense of fear that causes tension, which is counterproductive to efficiency as mentioned in the example above. For a business to thrive, meet deadlines and exceed goals, solid communication systems and relationships must be in place. When stress, unmet expectations, relational breakdown, low morale, dissatisfied clients, family problems, health concerns and a smaller bottom line become chronic workplace issues, poor communication could be at the root of the problem (Kinsey, 2019).

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In the text “Diagnosing and Changing Organizational Culture” , by Kim S. Cameron and Rober E. Quinn, mentions how there are steps for designing an organizational culture change process. It is important that these six steps are highlighted as they are vital to an organization's long term success. The purpose of these six steps is to foster involvement and to minimize resistance to the culture changed by those affected, to clarify for all concerned what the new cultural emphasis will be, to identify what is to remain unaltered in the organization in the midst of change and to generate specific action steps that can be initiated to create momentum toward culture change (Cameron & Quinn, p. 89, 2007). I have explained these steps in detail in a previous paper, in my opinion it would be beneficial for my company to try to implement some of the steps mentioned by Cameron and Quinn.

Organizational Culture Assessment

References:

Cameron, K., Quinn, R. (2007). Diagnosing And Changing Organizational Culture. Based on the Competing Values Framework, 89-101.

Kohll, A. (2021). How To Build A Positive Company Culture.

Kinkey, A. (2019). The Effects of Poor Communication in Business.