

Workplace Culture and Its Impact on Organisational Efficiency

Conclusion



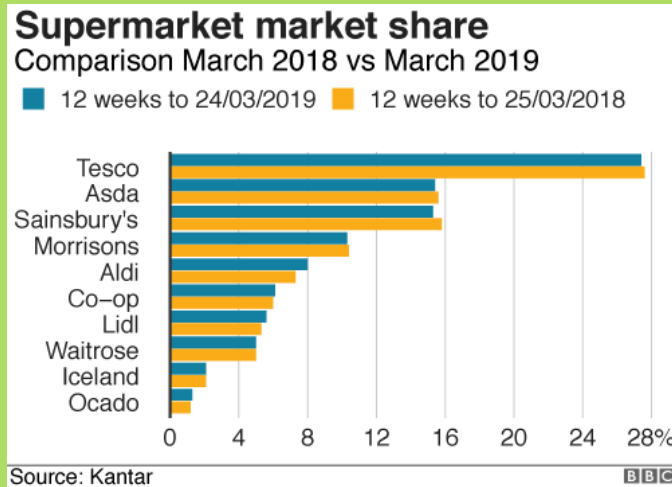
DailyStar
(2020)



Telegraph.co.uk (2016)

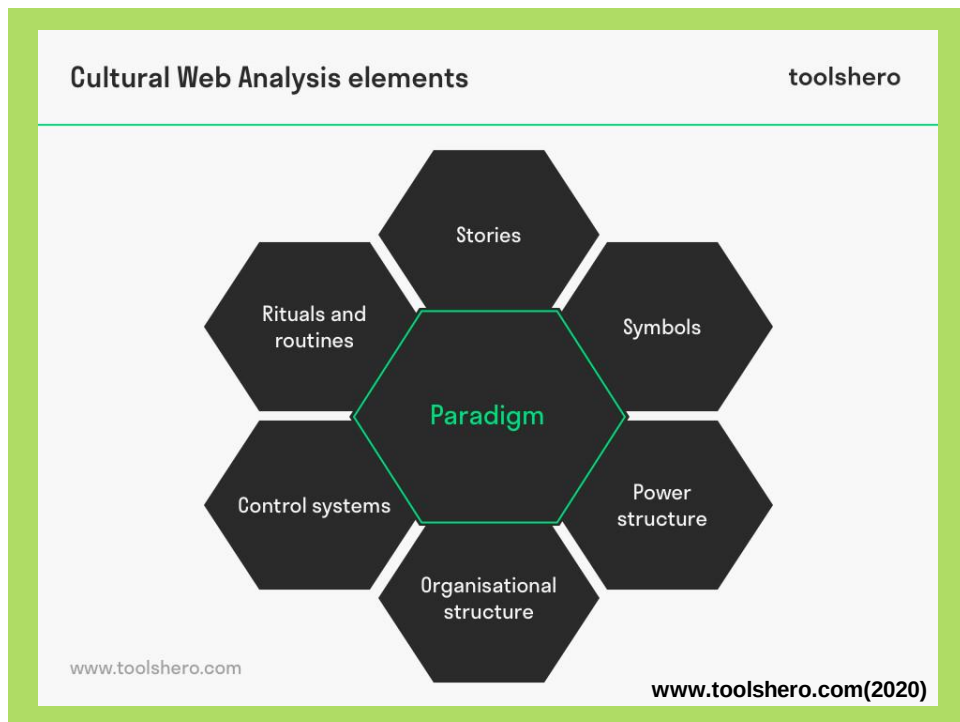
In conclusion ASDA has improved each and every year their customer service, and the reason of this is because of the organisational culture they have adopted along the years in which in order to be able to give best customer service, the staff members themselves have to get really well along with each other. Andy Clarke is the president and CEO of ASDA which

encourages it`s employee to adopt a behaviour in which colleagues help each other and cooperate with each other in a way that keeps everyone happy by stating himself “building trust with each other is the most important step to winning the absolute trust of our customers.”



ASDA would not have been appreciated and would not have managed to become the second UK's supermarket in terms of sales if the management wouldn't have had adopted and applied the cultural web as a model to be followed within the organisation. In April 2019 BBC has published some information that has been sourced from a research firm

called Kantar which reveals that ASDA has become the second most wanted to do grocery in terms of figures having on number one most preferred it`s competitor Tesco.



As mentioned previously in each of the parts that build the cultural web ASDA has manage to get and overtake some of it`s competitors by following and applying the cultAnother reason that stands behind ASDA`s success is the adoption of Handy`s Model.

Power, Role, Task and Person are the four classes of culture which have been defined by Charles Handy, a

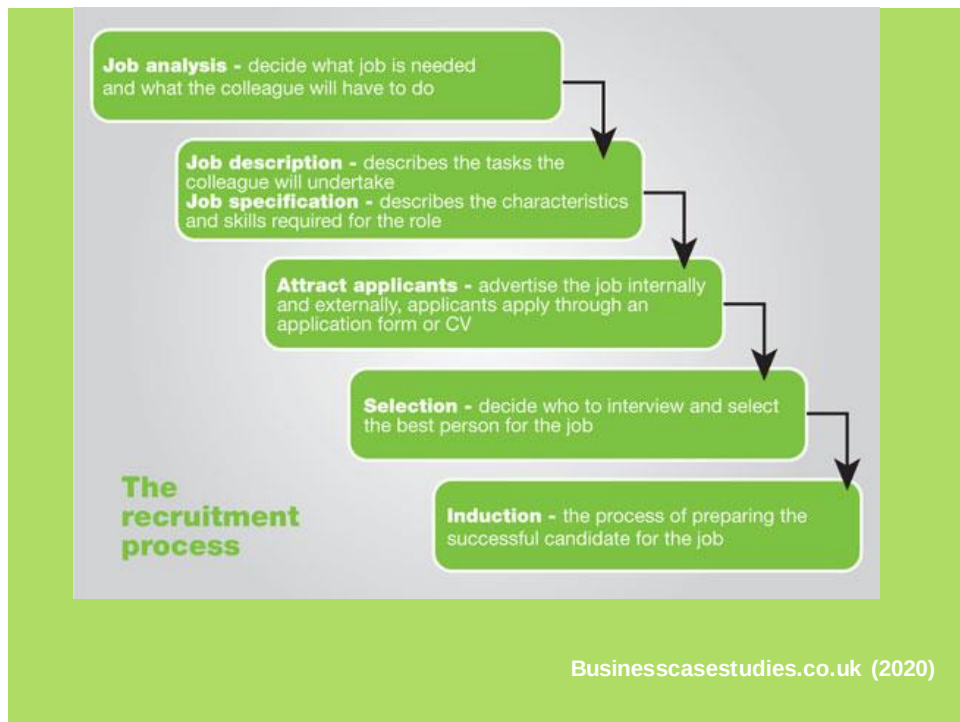
leading authority on organisational culture. Power culture is represented by a few people and as in our case study this is represented by a manager/ supervisor which ASDA`s recruit team pays a lot of attention to Tiny Noticeable Things(TNT) when deciding which are the people that will represent the Power Culture which have to have good decision making skills as these may increase or decrease the performance in store.

Role culture can be found in ASDA as every employee needs to follow specific rules and based on this, job is getting completed efficiently.

Task culture is formed when teams in organisation are formed to address specific problems. Whether working as cashier, shop floor or in the warehouse all

this roles have a delegated manager that strictly deals with the employees working on their sector.

ural web as a tool of improvement.



Lastly but not the least is Person Culture which is represented by people that feel superior to the organisation and are part of it strictly for the need of getting a salary. This kind of culture are not the kind of staff members ASDA's recruiting team are looking for. These are looking for the kind of people that are eager to learn and improve skills as well as develop in a

way that helps the organisation maintain high standards

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