

POWERPOINT PRESENTAION FOR

Workplace Cultural, Cultural Web Model & Ethical Stance

OF



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Agenda

1. Introduction,
2. Overview of Marks & Spencer,
3. Analysis of MARKS & SPENCER's workplace culture,
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Introduction

Workplace culture is a combination of the organization's internal characteristics and personality.

Culture in the workplace is the set of shared values and norms that distinguishes one company from another.

A positive work environment is crucial to retaining talented employees and attracting new ones.

According to Joshi et al., (2022) - The company would provide a safe space for employees to think critically about their work without interfering with the efforts of others.

Overview of MARKS AND SPENCER

Company name : Marks and Spencer Group PLC,

Founded : 1884, Leeds, England,

Founder : Michael Marks, Thomas Spencer,

Service provide : Clothing, beauty, home products and food products,

According to Choudhary and Piparo, (2020) - Both domestic and foreign sales contributed to Marks & Spencer's total revenue of £10,377m in 2019, and £10,181m as of the end of March 2020.

As per most recent data total revenue of the company is £10,885m in 2022.

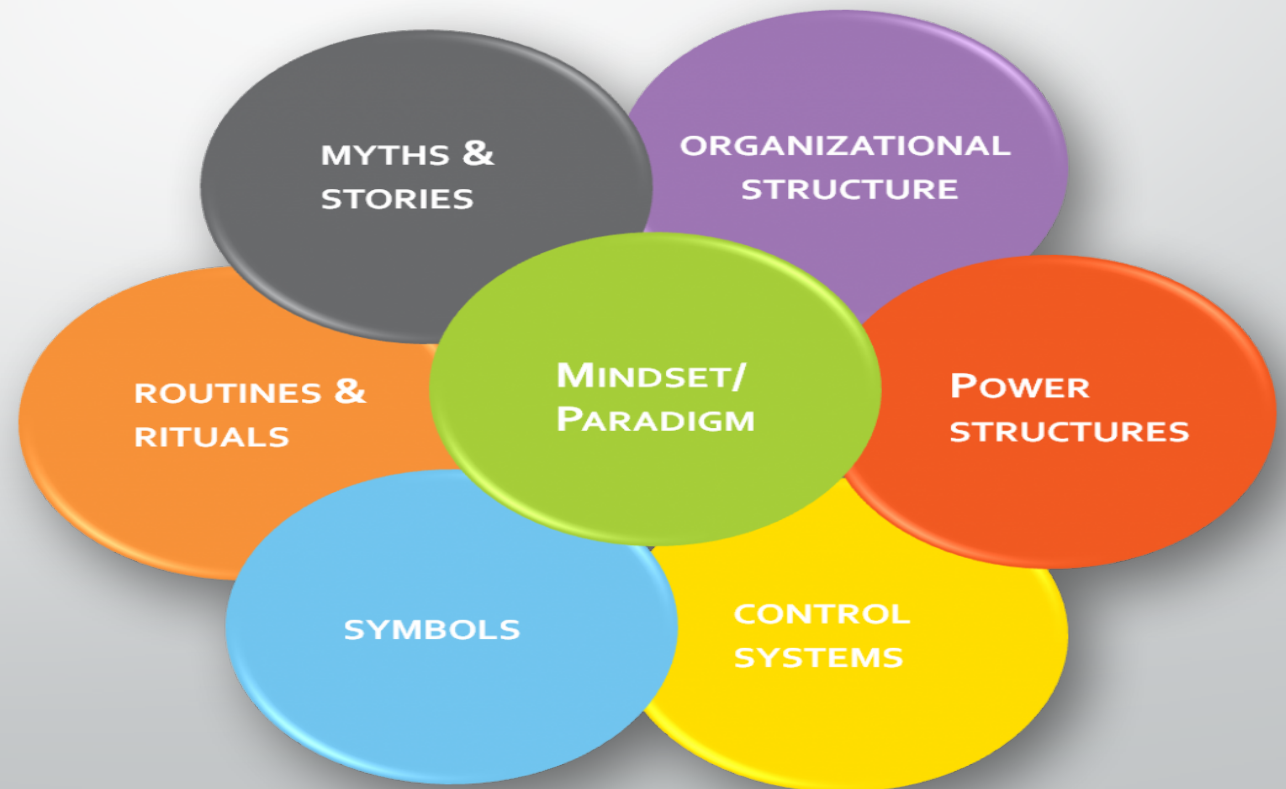


Analysis of MARKS AND SPENCER's workplace culture

Culture in the workplace is the norms and practises put in place to help workers conduct themselves professionally while on the job.

Organisational culture is seen as the amalgam of the values, traditions, behaviours, attitudes, and leaderships of an organisation.

According to Peruziah and Rusmana, (2021) - The “CULTURAL WEB MODEL” is used to examine the atmosphere inside Marks & Spencer's headquarters.



Cultural Web (Continued ...)

■ *Organisational Structures*

According to Szydłowska, (2020) - “Organisational structure” is referred to the hierarchy of its most influential members rather than having several layers of administration between upper management and the front line, M&S has a “flat” organisational structure.

■ *Power Structures*

According to Joshi et al., (2022) - The term “power structure” is used to describe the degree to which an individual executive, a small group of individuals, or an entire department within an organisation can affect the organization’s operational and strategic decisions.

■ *Control System*

According to Arustamyan et al., (2020) - The management team at M&S uses cutting-edge technology to keep tabs on day-to-day operations, employs qualified staff through a rigorous selection process, and implements a rigorous quality management framework to ensure that their goods and services always meet or exceed customer expectations.

Cultural Web

■ *Symbols*

According to Steenkamp, (2019) - Marks & Spencer is serious about maintaining its distinct brand identity, so it has instituted a strict dress code and distinctive logo for its employees to follow.

■ *Routines and Rituals*

According to Berberoglu, (2018) - Each component represents an individual's typical behaviour and actions in the workplace, as well as what is generally accepted among coworkers.

■ *Stories and Myths*

Organizational history is constantly discussed in the workplace and in front of new hires to instill in them the same values, beliefs, and culture as the outgoing management and staff.

Analysis of the MARKS AND SPENCER's ethical stance (Continued..)

Ethics involves a discipline that examines good or bad practices within the context of a moral duty.

An organization's ethical stance is the belief system it holds to be true and fair in regards to its operations and activities

Principles of Ethics

- Truthfulness,
- Secrecy,
- Autonomy,
- Beneficence,
- Informed Consent,

Importance of Ethics

- Assist management,
- Assist moral code of conduct,
- Assist in retaining operation,
- Assist company to monitor competitor's activities, etc

According to Schnee, (2022) - Marks & Spencer's commitment to doing business with honesty and transparency is reflected in their code of ethics.

Analysis of the MARKS AND SPENCER's ethical stance

Ethical procedures of M&S :

- Social distancing guidelines, Health & safety act 1974,
- Carbon footprint in half by 2025,
- Using eco-friendly materials, Recycling etc,
- Formal animal welfare policy, etc

Some questionable area of M&S:

- Human rights,
- Workers' rights and welfare,
- Careless advertising,
- Use of contentious technology, etc

According to Burrows and Curran, 2018 - Marks and Spencer used problematic customer technologies that may compromise customer privacy and lead to unethical business activities.

The logo for Marks & Spencer, featuring the brand name in a tall, thin, black sans-serif font. The ampersand is white and positioned between the words 'MARKS' and 'SPENCER'. The entire logo is set against a solid yellow rectangular background.

MARKS &
SPENCER

Conclusion

Marks & Spencer's working culture has been examined in this report, and it has been deemed to be positive. The cultural web was used to conduct an examination of the culture, and the report includes conclusions and suggestions based on that investigation (Kanakaratne et al., 2020).



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