

Assignment title: Presentation on workplace Culture and its impact on Organisational Efficiency



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Introduction

The team and I have prepared presentation on workplace culture and its impact on Organisational Efficiency.

What is culture?

Culture can be defined in different ways; the simplest and well-known definition of culture is 'How things are done around here' by Charles Handy (moodle,2019).

Culture is our lifestyle. It incorporates our qualities, customs, language and traditions. Culture is reflected in our history; in our legacy and the way we express thoughts and innovativeness.

Another definition of culture, "Culture is the system of shared Beliefs, values, customs, Behaviours and artifacts that members of society use to cope with their world with one another. And that are transmitted from generation to generation through learning" (Georgine,2015).

What is organisational culture and why is it important?

Definitions of organisational culture

Culture can be defined in various ways; I agree with the concepts of Armstrong and Mullins definition because it is more related to organisation culture.

According to Armstrong (2012)," Organizational or corporate culture is the pattern of values, norms, beliefs, attitudes and assumptions that may not have been articulated but shape the ways in which people in organizations behave and get things done" (p122).

Mullins (2016), firmly states that workplace culture reflects the ethics and values that represents an organisation. Which is expressed through the way that practice and they work.

Every organisation' does things 'differently in their own ways. For instance; the external contexts; size, structure, layout, methods, and style of communication, technology, and who makes decisions. These mechanisms represent the way an organisation can be perceived.

The importance of organisational culture

Culture interprets the characteristic of an organisation that is perceived by internal and external environment. How managers and employee cooperate and communicate, how they engage with customers, clients and suppliers. How they Follow company policy and guidelines, furthermore, keeping balance between work life and personal life. According to the CIPD (2016) article, "Positive and aligned corporate cultures can motivate employees to perform and engage with their work, align behaviours to common values and purpose, share knowledge and insights, be more productive and responsive, and build trust".

Organisational culture encourages fairness, equality in the workplace. Regardless of different beliefs and background of employees. Most importantly culture has huge impact on the success of the business. Organisational culture can make or break any organisation, from small, medium and large enterprise. culture is the key to success (Leadership,2018).

The cultural Web

The cultural Web was discovered by Gerry Johnson and Kevan Scholes in 1992. The purpose of the cultural web is to demonstrate the connection between the assumptions, practices, structures and symbols that portray the organisation culture. It has been utilised broadly by consultants, managers and scholars. It is a framework to understand and support further development of improving workplace culture, (Johnson,2015).

The cultural web indicates six interrelated categories of organisational culture that makes up what Johnson and Scholes call the "Paradigm", model of the work environment. By assessing each factor, you can understand what is working for your organisation, and what is not working and find alternatives to enhance the performance of your company culture. The six elements which includes;

1. Stories-success and failures stories of the organisation have impact on internal and external environment. For example, in 2008, the financial recession had made superior impact on individuals and businesses, that till this date, customers have lost trust in the banking system. The trust is still developing.

2. Rituals and Routines- as part of the health and safety awareness, employees should know whereabouts of the buildings, meetings, outside. For example, the most common routine employees come in and sign in. Also, if it a call centre environment, employees need to check online brief to stay informed, five minutes huddle.

3. Symbols- the symbols represent organisation which include; logos, Title, dress code, advertisements and layout of the office.

4. Organisational structure- includes structures defined by the organisation chart, and certain activities given to employees. The power and influence indicate whose contribution are most valued. Examples of few different organisational structures; hierarchal, flat, tall, autocratic, and matrix. Most of the large organisations have hierarchal structure.

5. Control system- it is important in organisation, the way it is controlled including financial systems, quality systems and reward. For example, a tight control system depends on performance measurement and targets of the organisation. As Merchant (2012) explained that by implementing tight control systems, effectively the management will have good knowledge of how more than one control systems. such as results, actions, and personnel/culture contribute to the organisations aims and goals.

6. Power- structures- power in the organisation, the executives, or group of seniors, have considerable amount of influence on decision –making, operation and strategic direction. (Mindtool,2019 and Mullins,2016).

There are other culture models and frameworks such as; Schein, Handy, Deal and Kennedy's models, that organisations can implement to improve efficiency, build high-performance culture for their organisations. Another popular culture model by Charles Handy (1999)- following work of Harrison (1972), also offers organisational cultures as categorised into four fundamental types;

1.The power cultures,2. the role cultures, 3.the task cultures ,4. person culture.

(Openlearn,2018)

Company/Methodology

For this presentation we have chosen EYST organisation for the cultural web analysis. In preparation of this presentation we conducted primary and secondary research. To do the primary research, we completed ethnical form. The team and I asked selected questions to executive, employee and receptionist.

Introduction of EYST

EYST is an acronym for Ethnic Minorities + youth Support Team. It is well established and non- profitable successful organisation since 2005, located in the city- centre of Swansea. The company is funded by donations and legacies. EYST employs 35 staffs and 100 volunteers, based across Wales, Newport, Cardiff and Wrexham.

The organisations aim is to provide support for young BME “culturally sensitive and holistic support service”. Their mission and vision to meets the needs of BME families, individuals. They also provide services which include; support for refugees, Asylum seekers, training services, community Design services, centre/ meeting space hire and increasing awareness for the wider community. The organisation has good reputation and recognition in the community, as they have won numerous awards including the ‘the most Admired organisation in the WCVA (wales council for voluntary Action), also Welsh Assembly Governments youth centre project award in the wales youth work awards in 2011.

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