

Reflection paper



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Reflection Paper: Organizational Culture Reflection Paper: Organizational Culture I work as a Manager in a convenience store. The culture in our organization may be considered as a clan culture. It emphasizes flexibility and discretion rather than the stability and control of hierarchical and a market organizational culture. In our company, we operate like one big family. We have a very humane working environment which is why most employees are loyal to the company. Our organizational culture is centered on three areas namely: serving the customer, growing the business and developing the employees. Our company always puts the customers' needs as our priority. Being a convenience store, we are very passionate about our commitment to customer service.

When an employee is new in the organization, he is introduced to the vision and mission statement of the company. This makes all our employees aware of the things that the company values; thus, he is able to work within these values and eventually it is instilled in him. It is in our company's culture to make the employee feel fulfilled. The company believes that the employees should be provided with never-ending opportunities for growth. Our organization believes that the job of every employee should always be a learning experience for them. Furthermore, management emphasizes team achievement rather than personal gains of the employees.

There are several factors which I like in our organizational culture. I appreciate very much the sense of belongingness that I feel in the organization. We as managers are always consulted in various aspects which affects our work. Management is always ready to hear our opinions and accept our suggestions. Team building and employee empowerment is a positive attribute of our organization.

One of the things that I do not like about our culture is that sometimes I feel that the customers' satisfaction is over emphasized. There are times when it is difficult for us to deal with some of the customers' request but we still have to go out of our way to please them. I understand however, that it is necessary because our industry is very competitive. If we displease a customer, we might drive them away from our store. Another thing that I do not like about our organizational culture is that there are times when an individual's effort is not given much importance. This is because team effort is always emphasized.

As a manager, I think one way that I can positively impact our organizational culture is by mentoring my staff to be more conscious of the needs of the customers. Since our culture emphasizes customer service, this is very important to the success of our organization. As an example, maybe if we are know from the weather forecast that the weather will be cold; I will ask them to prepare for huge orders of warm food and drinks. In that way, we will eliminate missed sales opportunities.

Another way that I can positively impact our organizational culture is to always maintain an open communication with my staff. I will make sure that I am aware of the problems that they encounter at work. I will also encourage them to give me suggestions on how we can better serve our customers. I will see to it that at all times our store has a positive work environment so that all employees are satisfied and happy. This is important because our culture does not only answer to the needs of our consumers but also to the well-being of our employees.

In conclusion, I can say that I am lucky to be a part of an organization with a clan culture. It provides a friendly work environment. Our company has a

great concern for people, both for its employees as well as our customers. It is very nurturing; thus, loyalty and commitment is not hard to find in our organization.

References

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