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# A Study on Organizational Work Culture in Information Technology Industry

**M. Gayathri**

*Department of Management Studies  
SRM Valliammai Engineering College, Chennai, Tamil Nadu, India*

**J. Anand**

*Assistant Professor, Department of Management Studies  
SRM Valliammai Engineering College, Chennai, Tamil Nadu, India*

## Abstract

*The paper report deals with the research topic "A Study on Organization Work Culture in IT Industries." The main purpose of this research is to contribute to a clarification of the concept of organizational culture, so often defined in different ways and with distinct guidelines for application. The primary objective is to study the organization's work culture and how the employees adapt to the culture. Data collection is done through a questionnaire. It is analyzed with a statistical tool called SPSS by applying various tests such as correlation and Mann Whitney test. In this survey, the planning used is descriptive. The information is collected from the individuals and analyzed with different statistical tools for describing the relationship between various types of variables about perception about organizational culture. The main characteristic of this method is that the researcher has no control over a variable, can only report what is happening or what was happened. Most ex post facto research projects are used for descriptive studies in which the researcher seeks to measure such items, for example, the comfort in working in the organization. The perceptions about the organization's culture given by the respondents were assessed. It Tells that most of them have a positive attitude towards their job and organization. The majority of the respondents agree that there has been an improvement in their attitudes in the recent past.*

**Keywords:** Organization work culture, Behaviour, Attitude, Working Environment, Welfare measure, Perception.

## Introduction

Organizational culture is that the collective behavior of individuals that are a part of a corporation; it's also formed by the organization values, visions, norms, working language, system, and symbols; it includes beliefs and habits. It's also the pattern of such collective behaviors and assumptions taught to new organizational members about perceiving and even thinking and feeling. Organizational culture affects how people and groups interact with each other, with clients, and with stakeholders.

Organizational culture may be a set of shared understanding, norms, values, attitudes, and beliefs of a corporation that may foster or impede change. "All organizations have culture, within the sense that they're embedded in specific societal cultures and are a part of them." consistent with this view, organization culture may be a common perception held by the organization's members. Everyone within the organization would need to share this perception. However, all might not do so to an equivalent degree. As a result, there is often a dominant culture also as subcultures throughout a typical organization.

## **Objectives of the Study**

### **Primary Objectives**

A study on an organization's work culture in IT industries.

### **Secondary Objectives**

- To Study the Employee's opinion towards an attitude of physical and structure of the organization.
- To access various attitude of the employees towards the welfare measure and towards the climate of the organization.
- To understand the working environment in IT industries.

### **Problem Identification**

- Are you identifying various attitudes of the employees towards the organization?
- Without an effective organizational culture, an organization can't achieve its goals.?
- How would the employees try to adopt a different organizational culture?

### **Scope of the Study**

Any management must ensure that employees are satisfied with their jobs, For the benefits of the organization. A study on organizational culture measures helps the management to understand the attitude of the employees towards their job. It tells how the people feel about their relationship with industry and their welfare of job. It scientifically contributes towards employee's productivity and morale.

This study has been conducted with 50 employees within the study area. This study mainly concentrates on studying the organization culture measures provided by their company. This study is further related to measuring organization culture, employee job satisfaction, and labor turnover of the company. For development and better satisfaction of the employees, the company must concentrate on the dissatisfied area.

### **Limitations of the Study**

- This could give rise to a unique perception of the culture.
- The survey will be based on the opinion of the employees, which may be biased.

- The period of study is just too short, and hence it's a serious limitation.

### **Review of Literature**

To know the complete complexity of organizational culture, a variety of researchers made attempts to acknowledge and examine the components of the organizational culture. One among the inseparable components of organizational culture is that the values shared and held by the individuals of a corporation. Hofstede (2006), on the other hand, explains the organizational culture within the sort of onion that contains a variety of layers and values that make the core of the organizational culture.

The importance of the organizational culture is additionally highlighted by Schein (2004), who stated that the culture could function strength also as a weakness to the organization. For instance, if it is strength, then it facilitates communication among the members of the organization, facilitates the method of deciding and control, and creates commitment and cooperation within the organization. On the opposite hand, when many subcultures exist in a corporation, and only a few values and behavioral norms are shared across the organization, and therefore the traditions are rare. In organizations characterized by these traits, the workers are more likely salary earners instead of being members of the organization. Thus, they need less commitment and responsibility in their performance.

According to Azhar (2003), organizational culture is that the mixture of important assumptions shared in common by each member of an organization and are often unstated. Organizational culture is essentially made up of two major common assumptions: values and beliefs. Values are the assumptions that are forwarded by the leaders of the organization and thought of to be ideals that are desired by all the members of a corporation. Beliefs, on the other hand, are the assumptions about the truth and created by the experience.

Rousseau (2000) also states that it's important for the organization to acknowledge the very fact that the organizations don't improve during a vacuum environment and that they need human interaction to support the development and development which may be achieved only by following the effectively

accepted and equally shared values by each member of a corporation.

**Research Methodology**

A research methodology is a path through which researchers got to conduct their research. It shows how these researchers formulate their problem and objective and present their results from the data obtained during the study period.

**Type of Study:** Descriptive study Descriptive research is defined as a research method that describes the characteristics of the population or phenomenon that is being studied. This methodology focuses more on the “what” of the research subject instead of the “why” of the research subject.

**Sample Size**

A Sample of fifty respondents was taken into consideration for my study, and therefore the data was collected.

**Sample Method**

To study the project using Convenient samples. A convenience sample may be a sort of non-probability sampling method where the sample is taken from a gaggle of individuals easy to contact or to succeed in.

**Sources of Data**

The data collected for this project work was from two sources.

- Primary Source- Primary data is collected by using a Questionnaire.
- Secondary Source- Secondary data is collected using Books, the internet, and Wikipedia.

**Research Instrument: Questionnaire**

Questionnaire surveys are a way of gathering statistical information about the attributes, attitudes, or actions by a structured set of questions.

**Statistical Tools Used**

- Mann-Whitney Test
- Correlation

**Mann Whitney U-Test**

The Mann-Whitney U test compares the number of times a score from one sample is ranked higher than

a score from another sample. Once the data is ranked, calculations will be carried out on the ranks. Given the nonparametric nature of this statistical analysis, there are fewer assumptions to assess. In statistics, the Mann–Whitney U test is a nonparametric test of the null hypothesis that, for randomly selected values X and Y from two populations, the probability of X being greater than Y is equal to the probability of Y being greater than X.

H0 - The organization does provide quality material for the employees to do their work.

H1 - The organization doesn't provide quality material for the employees to do their work.

Ranks				
Factors Influencing		N	Mean Rank	Sum of Ranks
Values	Feel comfortable	50	50.02	2501.00
	Quality of Material	50	50.98	2549.00
	Total	100		

**Table 1: Mann- Whitney U-Test**

Test Statistics <sup>a</sup>	
	Values
Mann-Whitney U	1226.000
Wilcoxon W	2501.000
Z	-.181
Asymp. Sig. (2-tailed)	.856
a. Grouping Variable: Factors Influencing	

**Interpretation:** From the above inferred, the P-value (0.856) is greater than LOS (0.05), H0 is accepted. Therefore the organization’s culture doesn't affect the quality of material provide for them to do their work. But, the employees don't feel comfortable working with their organization.

**Correlation Method**

Correlation is a statistical technique that shows how strongly two variables are related to each other or the degree of association between them. For example, if we have the weight and height data of taller and shorter people, with the correlation between them, we can find out how these two variables are related.

H0 - The employees say that they are aware of management policies, and the management does solve grievances.

**Table 2: Correlations**

		Management Policies	Solve grievances
Management policies	Pearson Correlation	1	.802
	Sig. (2-tailed)		.103
	N	5	5
Solve grievances	Pearson Correlation	.802	1
	Sig. (2-tailed)	.103	
	N	5	5

**Interpretation:** From the above image, the P-value (0.103) is greater than the LOS (0.05) H0 is accepted. Therefore the employees are aware of management policies, and they do solve grievances as well.

**Table 3: Study of Organization Culture**

Particulars	Percentage of Respondance (%)	Majority (%)
<b>Physical Factors</b>		
In Recent Past, There have been some Improvements in Working Condition of Our Organisation?		
Strongly Agree	18	48
Agree	48	
Neutral	28	
Disagree	6	
Do You Feel Comfortable with the Work Environment?		
Strongly Agree	20	56
Agree	56	
Neutral	18	
Disagree	6	
Does the Quality of Material Provided by the Organisation to Perform your Job is Good?		
Strongly Agree	22	50
Agree	50	
Neutral	20	
Disagree	8	
Do they Introduce New Methodologies of Work in the Organisation?		
Strongly Agree	18	50
Agree	50	

Neutral	20	
Disagree	12	
Does Your Organisation have Diplomatic Future?		
Strongly Agree	6	54
Agree	54	
Neutral	34	
Disagree	6	
<b>Social Factors</b>		
In Resent Past, Your Attitude towards Your Work / the Organisation has Become Positive?		
Strongly Agree	26	40
Agree	40	
Neutral	24	
Disagree	8	
Strongly Disagree	2	
Do You have a Cordial Relationship with your Sub-Ordinates?		
Strongly Agree	16	52
Agree	52	
Neutral	26	
Disagree	6	
Do You Receive Proper Appreciation for your Work?		
Strongly Agree	12	36
Agree	30	
Neutral	36	
Disagree	16	
Strongly Disagree	6	
Do You have the Knowledge and Skills to do Your Job Properly?		
Strongly Agree	24	60
Agree	60	
Neutral	16	
Do You Spend Time More Usefully than Before?		
Strongly Agree	26	44
Agree	44	
Neutral	20	
Disagree	8	
Strongly Disagree	2	
<b>Climate Factors</b>		
Are You Proud Working for Your Organisation?		
Strongly Agree	24	50
Agree	50	
Neutral	16	

Disagree	8	
Strongly Disagree	2	
Is Your Organisation Culture Competitive?		
Strongly Agree	18	52
Agree	52	
Neutral	22	
Disagree	8	
Are You Feeling Comfortable Working for the Organisation?		
Strongly Agree	20	48
Agree	48	
Neutral	22	
Disagree	8	
Strongly Disagree	2	
Are You Happy with your Own Leadership Abilities?		
Strongly Agree	12	62
Agree	62	
Neutral	22	
Disagree	2	
Strongly Disagree	2	
Is Your Work Interesting in the Organisation?		
Strongly Agree	14	42
Agree	42	
Neutral	32	
Disagree	8	
Strongly Disagree	4	
<b>Welfare Factors</b>		
Does the Management Provide Health Insurance and Accidents Benefits to the Employees?		
Strongly Agree	34	54
Agree	54	
Neutral	8	
Disagree	4	
Are You Aware of the Management Policies?		
Strongly Agree	22	58
Agree	58	
Neutral	14	
Disagree	2	
Strongly Disagree	4	
Do the Management Solve All your Grievances?		
Strongly Agree	10	44
Agree	44	
Neutral	30	

Disagree	14	
Strongly Disagree	2	
Do The Organisation Have Concern For Social Welfare?		
Strongly Agree	24	48
Agree	48	
Neutral	22	
Disagree	4	
Strongly Disagree	2	
In General are you Satisfied with the Safety Measures given by the Management?		
Strongly Agree	34	42
Agree	42	
Neutral	20	
Disagree	4	

The above table 3 gives the findings of the study; it is inferred that 48% of the Respondents agreed they have some improvement in the organization over the past and have agreed that the organization is a concern with social welfare. The majority of the Respondents Agreed that they are working in a comfortable environment (56%). 50% of the Respondents agreed that the organization provides Quality material for their work to be performed. They feel proud to work in the organization. The new methodologies are introduced.54% of the respondents said that their organization Have a diplomatic future and have agreed that they are provided with health insurance and accident benefits.40% of the respondents Have a positive attitude towards the organization.52% of the respondents have agreed that they have a cordial relationship with their sub-ordinates and Agreed that they have a competitive Environment. 36% of the respondents are neutral, saying that they have a proper appreciation for their work.44% of the respondents agreed they use their time use and have agreed that their Grievances are solved.60% of the respondents agreed that they know their job.42% of the respondents agreed that their work is interesting in the organization and have agreed that they have safety measures given by the organization.58% of the respondents have agreed that they are aware of the organization's policies.

### Suggestions of the Study

- Since the organization is perceived to be effective, and since most of the respondents have positive feelings about it, the management should take care to maintain the current way of working and improve over that and also it should ensure that it does not regress to the old bureaucratic model.
- The organization should look into the reasons behind some of the employees experiencing stress and fear/ insecurity to help with it. If the triggering factors for these feelings could be identified and dealt with, employee dissatisfaction, poor performance, absenteeism, and even attrition could be prevented.
- Work should be planned well in advance, taking care that the work assignments should not overlap with one another. Information regarding the work should reach on time. Sufficient time should be given for the completion of work.
- There should be a proper system in place for regular monitoring and review of the work of the employees in the organization.
- There should be a mechanism for prompt redressal of grievances. Sometimes feel ill-treated by their supervisors and even by the superior. So, they feel a need to be protected from their seniors, who sometimes mistreat/threaten them.

### Conclusion of the Study

The perceptions about the organization's culture given by the respondents were assessed. It tells that most of them have a positive attitude towards their job and organization. The majority of the respondents agree that there has been an improvement in their attitudes in the recent past. Among the reasons for these positive improvements are the following: the work has become more interesting, their jobs/ roles are now clearer than before, they now know / skills to do their jobs properly, and they feel they are spending more of their time usefully than before.

### Author Details

**M. Gayathri**, Department of Management Studies, SRM Valliammai Engineering College, Chennai, Tamil Nadu, India

**Dr. J. Anand**, Assistant Professor, Department of Management Studies, SRM Valliammai Engineering College, Chennai, Tamil Nadu, India, **Email ID:** anandj.mba@valliammai.co.in

They also receive appreciation for their work, which helps them to improve their positive attitude about the organization; the majority of the respondents have a strong sense of belonging, and they take pride in working for their organizations. And most of them feel comfortable working in and for their organization.

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