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Organizational Culture Automated Audit System Framework (OCAAS): A Concept

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Organizational culture expresses an organization's distinctiveness and identity. It is made up of values, beliefs, attitudes, norms and patterns of behavior that are shared and implemented by individuals in the organization. Understanding an organization's culture enables us to know why organizations do what they do and what they need to achieve. A culture audit is utilized to determine how far an organization culture matches its expected culture and to identify gaps that need further improvement. This paper is based on a study that reviews a manual organizational culture audit system which reveals drawbacks in terms of cost, time and accuracy of the system. This allowed for the proposal of a new framework leading to the design and development of a computerized culture audit system. The new framework suggests an Organizational Culture Automated Audit System (OCAAS) that propose a change from traditional ways of auditing organizational culture. Our system inculcates Electronic Quantitative Data Analysis Component for measuring cultural gap and the capability to intelligently suggest possible solutions to reduce the gap. In addition, the proposed system also inculcates the use of an Opinion Keyword Extraction component using Sentiment Analysis techniques for evaluating and analyzing employees' open-ended opinion, intelligently. The new framework for automated organizational culture audit proposed guarantees efficiency in term of time, cost and accuracy and therefore suggests that future development in this area should be based on this benchmark.

Keywords: Organizational culture, organizational culture audit (OCA), organizational culture audit framework, automated organizational culture audit, automated organizational culture audit framework

1. INTRODUCTION

Organizational culture represents the set of values, views, beliefs and norms that define how individuals in the organization actually consider, decide and do things. The focal issue associated with organizational culture is, its association with organizational performance. However, an organization cannot change their organizational culture without knowing where they are now and where they want to be. Just knowing what the desired culture is, is not enough without knowing the existing culture. It is also imperative that there is commitment from all levels of the organization towards the transformation in order for it to be successful. The company also has a managerial vision and its novel organizational culture that aims to accomplish the company's objectives through operations [20].

A culture audit is a thorough study and assessment of

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organization's culture. A culture audit aims to find out the existing culture in the organization. Cultural audit helps organizations determine what keeps employees motivated and happy and offers insight into strengthening and maintaining positive traits that currently exist [19].

Literature reviews and mitigations with major research [7] on manual organizational culture audit helps this study to identify several strengths and drawbacks of the manual auditing system. Based on these findings, a new framework for automated Organizational Culture Audit System (OCAAS) was developed. The OCAAS framework proposes three core components, which are Electronic Quantitative Data Analysis Component (EQDAC), Opinion Keyword Extraction component (OKE) and integration with MySQL Database.

The paper is organized as follows. Section 2 presents the concept of cultural audit; Section 3 will discuss reasons for proposing the new framework; Section 4 presents the proposed OCAAS framework; Section 5