Organizational Issues and Solutions

# Introduction to the Organization

My previous organization was a private departmental store, S.M. Mart. The store was located in Arlington, Virginia. There were a total of 20 employees in the store and the management was accountable for making all the decisions. The organization had a weak management and an outdated management style that was, in fact, affecting the repute of the business.

# Issues to Resolve

I worked there for one year and found many flaws in their management style. I noticed a high employee turnover rate in my organization. The reason was the bad decisions and an outdated management style of the organizational management. This outdated management style not only impacted the employees but it also impacted the customers. With the passage of time, there was a very inflow of customers. Below are the key reason for high employee turnover and low inflow of customers

1. No training was provided to the new employees.
2. The customer service was very bad.
3. Unfriendly working environment.

# Current Corporate Culture

The culture of any organization plays a significant role in its success. An effective culture motivates the employees to attain their goals along with providing their best to the organization. On the other hand, a weak corporate culture becomes the reason for the failure of the company in which employees cannot focus on their work (Guiso, Sapienza, & Zingales, 2015). As mentioned above, S.M. Mart was surrounded by a number of issues and weak corporate culture has contributed to these issues. The culture of the organization was lacking motivation, training, sharing of knowledge, knowledge management, and a friendly environment. The mission and vision of the organization were focusing on the customer’s and employee’s satisfaction; however, the corporate culture was completely against the mission and vision of the organization. In short, the weak corporate culture added to the failure of an organization.

# Areas of Weaknesses

The three key weaknesses are mentioned above. These three key weaknesses became the reason of high employee turnover. When the training was not provided to the employees, they had no idea of how to deal with the customers and instead of providing training, the management started blaming the employees for low inflow of customers. Due to no training, the customer service was very poor that customers preferred to visit our competitors and we lost many customers at competitor’s hand. Finally, the working environment was one final factor for high employee turnover. The layout of the store was very complicated. It was difficult for employees and customers to move from department to department because of the poor layout. Along with this, I found the management a bot greedy because the management preferred self-interest over the organizational interest. This also affected the employees and the company’s culture as nobody was there to listen to the voices of the employees. Overall, the management was a complete failure and was not able to retain the employee’s and customer’s confidence.

# Proposed Solution

By keeping in mind the key issues of the organization, there are a number of solutions that can be implemented within the organization in order to get the organization back on track. First of all, there is a need for a training department. A raw or inexperienced employee does not know how to deal with the customers. There is a need for providing proper training to the employee with the intention that he or she may deal with any situation related to the customers.

The second proposed solution is about the layout of the store. The layout of the store needs to be completely changed so that the employees can easily move from department to department. This will provide a friendly environment for the employees. Finally, the management needs to have an updated management style. The organization where there is an outdated management style cannot survive much longer. The executives or management should terminate the employment of black sheep from the management who only prefer their self-interest over the interest of stakeholder, employees, and organization on the whole. They should also practice the sharing of knowledge within the organization. With the help of this, the employees will learn more and will provide newer ideas. Their ideas must be welcomed and their voices must be heard. The implementation of these actions within the organization will boost the employee’s spirit and will assist the organization in retaining employees (Al Rahbi, Khalid, & Khan, 2017).

References

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