

Organizational Culture Inventory®

Please think about what it takes for you and people like yourself (e.g., your co-workers, people in similar positions) to "fit in" and meet expectations in your organization.

Using the response options to the right, indicate **the extent to which people are expected or implicitly required to:**

Please start here and work down the columns.
↓ (Use pencil or ballpoint pen; **press hard.**)

___ point out flaws

___ show concern for the needs of others

___ involve others in decisions affecting them

___ stay detached and perfectly objective

___ oppose new ideas

___ help others to grow and develop

___ be hard to impress

___ look for mistakes

___ oppose things indirectly

___ question decisions made by others

___ remain aloof from the situation

___ refuse to accept criticism

___ play the role of the "loyal opposition"

___ help others think for themselves

___ be liked by everyone

___ out-perform their peers

___ be a "winner"

Introduction

Every organization has its own culture and set of expectations for its members. For example, some organizations are "competitive" and members feel they must out-perform one another; other organizations are "cooperative" and members are more likely to feel they should work together as a team.

This inventory presents a list of 120 statements which describe some of the behaviors and "personal styles" that might be expected or implicitly required of members of organizations. Please read each

RESPONSE OPTIONS:

1. Not at all
2. To a slight extent
3. To a moderate extent
4. To a great extent
5. To a very great extent



Organizational Culture Inventory® Items Page Sample

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Organization/Department (or Code Number): _____

The following questions focus on your organization and how you feel about working there. (Circle one response for each of the items.)

To what extent...

	not at all	to a slight extent	to a moderate extent	to a great extent	to a very great extent
1. ...do you <i>clearly know</i> what is expected of you as a member of this organization?	1	2	3	4	5
2. ...do you receive <i>inconsistent</i> messages regarding what is expected?.....	1	2	3	4	5
3. ...do you feel you comfortably "fit in" as a member of this organization?	1	2	3	4	5
4. ...does your job require you to think and behave <i>differently</i> than would otherwise be the case?	1	2	3	4	5
5. ...would you personally go out of your way to make sure that a customer/client feels good about the service you've provided?	1	2	3	4	5
6. ...are you satisfied being a member of this organization?	1	2	3	4	5
7. ...does the organization respond effectively to the changing needs of its customers/clients?	1	2	3	4	5
8. ...do you expect to be with this organization two years from now?	1	2	3	4	5
9. ...do you believe the organization will get repeat business from its present customers/clients?	1	2	3	4	5
10. ...does your organization have a reputation for superior customer service?	1	2	3	4	5
11. ...would you recommend this organization to someone like yourself as a good place to work?	1	2	3	4	5
12. ...would you recommend this organization to potential customers/clients seeking the products or services it offers?	1	2	3	4	5

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AGE

- 1. Under 20
- 2. 20-29

ORGANIZATIONAL LEVEL

- 1. Non-management
- 2. Line management

ORGANIZATION TYPE

- 1. Accounting
- 2. Communications/Publishing

PROFESSION/OCCUPATION

- 1. Accounting
- 2. Advertising
- 3. Administrative staff
- 4. Assembly line
- 5. Consulting
- 6. Data processing



Organizational Culture Inventory[®]
Outcome Items and Demographics Page Sample

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