



Organizational Culture

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Abstract. This study aims to describe the Organizational Culture at the Department of Population and Civil Registration. This research is descriptive research with indicators, values that apply in the organization, trust or confidence of employees to the values that apply in the organization, and the suitability of employee behavior with organizational values. The population of this study were all Civil Servants at the Padang City Population and Civil Registration Office, totaling 62 people. Given that the population is not so large, all members of the population are used as research respondents. The instrument used in this study was a questionnaire formulated based on a Likert Scale, the results of the study were processed using the average score. The results of this study indicate that the values that apply in the organization are in the strong category with an average score of 3.98, as well as indicators of employee trust or confidence in organizational values with the score is 3.97 and behavioral conformity. Employees with organizational values are also in the strong category since it average score is 3.84. Generally, it means the organizational culture at the Department of Population and Civil Registration of Padang City is already in the strong (good) category.

Keyword: Culture and Organization

1 Introduction

The Population and Civil Registration Service is the implementing element of the local government led by the head of the service and is responsible to the City Government through the Regional Secretary (Perda Kota Padang Number 3 of 2010). Based on information and interviews with several employees, it is known that the organizational culture in this office is not yet fully good or conducive. This can be seen from the number of employees who do not comply with the written rules that apply to the population and civil registration office of the City of Padang, such as coming and going home not according to the set time, not wearing uniforms according to the rules at the time set, not wearing uniforms. in accordance with applicable rules, often procrastinating work so that the work cannot be completed at the specified time, interpersonal relationships of employees are also not fully good and harmonious, lack of good cooperation in carrying out tasks.

Instilling a good culture in the organization is very important because a good and conducive work culture will help the organization to achieve the goals that have been set. In line with that, (Moheriono & Si, 2012) suggests an organization will have a strong

culture if the values, norms, and assumptions that develop and apply are understood and guided by every member of the organization, so that it will form and give birth to a feeling of calm, work commitment, loyalty to the organization. This will certainly encourage employees to work even harder and this will certainly increase organizational productivity. A good and conducive organizational culture is one of the needs for every employee, so that the duties and responsibilities he carries can be carried out properly in accordance with predetermined standards (Syahril, 2019a).

Next Pengwa (2004) stated that organizational culture is the norms, values Values that are believed and developed by an organization where these norms and values guide and direct the behavior of employees in the organization. Organizational culture will be very influential and play a role in the implementation of each activity to achieve organizational goals. In line with that, Toso, Rizzo, Carroll, quoted by Mangkunegara (2011) that organizational culture is the manner in which individuals of an organization think, feel, and behave depending on particular patterns that exist in the organization or in portions of the organization. According to Schein (2002), organizational culture is a basic pattern (patron) that all members of the organization accept and believe in order to guide their activities and behavior in solving various problems, as well as directing and guiding employees to be able to adapt to their environment and unite members of the organization. Organizational culture is the foundation that every member of the organization accepts and understands as a guide for how they should behave and act in the organization.

Based on the above opinion, it can be said that organizational culture is a factor that influences the behavior of members of the organization in their activities to carry out an activity within the organization. Organizational culture is a common view held by organization members, a system of shared meaning (Robbins & Coulter, 2010). Organizational culture is a value system that is shared by all members of a company. According to Kusdi (2011), organizational culture is a set of informal beliefs and conventions that influence and regulate the behavior of people or groups inside an organization to engage with one another informally, both at work and at home. Both within and beyond the organization. Organizational culture will be able to control or control and direct every behavior of organizational members in acting and carrying out various activities within the organization, (Syahril, 2020).

Gibson in (Moeheriono & Si, 2012), formulating organizational culture is organizational culture containing values, beliefs, assumptions, perceptions, norms and behavior patterns, in line with that Sharplin as quoted by (Moeheriono & Si, 2012) states that organizational culture is a system of values, beliefs, and habits in an organization that interact with each other and is related to the structure of the formal system. to produce norms that will be guided to behave in the organization.

Then Gibson et al. in Torang (2016) suggest that at the organizational level, organizational culture is the assumptions, beliefs, values and perceptions shared by members of the organization that shape and influence attitudes, behavior, and instructions in carrying out various organizational activities. This is clarified by the definition above that culture as a shared value system, in other words that individuals who have different backgrounds or are raised who are not the same in the organization will understand organizational culture with the same meaning.

Thus building a conducive organizational culture is very important for an organization, because understanding and applying the values that apply within the organization, the level of belief or trust of employees in the organization and the behavior of members of the organization are very dependent on the culture that is understood and applies within the organization. Organizational culture is the basic foundation in carrying out various activities and carried out for generations by members of the organization, the better the existing organizational culture values, the better the culture will influence the behavior and development of an organization.

Siagian (Natuna, 2019) categorizes organizational culture functions into five categories: (1) as a determinant of the boundaries of authority and conduct in the sense of regulating what can and cannot be done, what is regarded good or bad, and what is right. Recognizing what is wrong in the organization; (2) increasing the confidence of an organization's members; and (3) creating a commitment to the common good above the interests of individuals or groups, (4) as a behavioral binder for all members of the organization, and (5) as a guide and a means of controlling the behavior of members of the organization.

Based on the description above, this study was designed to determine the Organizational Culture at the Department of Population and Civil Registration of Padang City, viewed from the aspect of organizational values and the suitability of employee behavior with the values prevailing in the organization.

2 Method

This research is a descriptive study, about organizational culture at the Department of Population and Civil Registration of Padang City seen from the aspects of the values that apply within the organization, employee beliefs or beliefs about organizational values and the suitability of employee behavior with values. Organization. The population of this study were all employees at the Department of Population and Civil Registration of Padang City, totaling 62 people (no security and cleaning service). The entire population was used as research respondents. Data was collected using a questionnaire arranged in the form of a Likert. To determine the validity and reliability of the instrument, the questionnaire in this study was tested on 20 employees of the City of Pariaman Population Service. Data processing is done by looking for the average and percentage.

3 Result

The results of data processing regarding organizational culture in this study in terms of the aspects of values that apply in the organization, employee beliefs or beliefs about organizational values and the suitability of employee behavior with organizational values, can be seen in Table 1.

Based on the data in the Table 1, it can be found that the organizational culture at the Department of Population and Civil Registration of the City of Padang, has been well formed (strongly) with an average score of 3.93, what is interesting in this case is that the average score obtained of each aspect/indicator of organizational culture in this study is not so much different. This means that the data in this study indicate that the values that

Table 1. Recapitulation of Research Results Regarding Organizational Culture at the Department of Population and Civil Registration of Padang City

No	Indicator	Average	Description
1	Values prevailing in the organization	3,98	strong
2	Employee trust or belief in organizational values	3,97	strong
3	Conformity of employee behavior with organizational values	3.84	strong
Average		3.93	strong

(Source: Researcher)

apply in the organization have been understood, believed and guided by employees in behaving or carrying out various organizational activities.

4 Discussion

Discussion of research results on Organizational Culture at the Population and Civil Registration Office of Padang City which includes aspects of values and norms that apply in the organization, employee beliefs or beliefs about organizational values and the suitability of employee behavior with organizational values. In general, the results of the study indicate that the organizational culture at the Department of Population and Civil Registration of Padang City is in the strong (good) category with an average score of 3.93. Next, a discussion of research results based on indicators or aspects studied will be presented, namely the values prevailing in the organization, employee beliefs or beliefs about organizational values and the suitability of employee behavior with organizational values.

A. *Organizational culture is seen from the aspect of values that apply in the organization*

Based on the results of data processing about organizational culture, viewed from the aspect of values that apply in the organization illustrates that the organizational culture at the Department of Population and Civil Registration of Padang City is in the strong (good) category with an average score of 3.98. The results of this study indicate that the values and norms that apply in the organization, especially at the Padang City Population and Civil Registration Office, have been accepted and understood by the employees in the office.

Theoretically, as stated in the previous description, basically the key attributes of organizational culture are the values and norms in an organization. An organization is said to have a strong culture if the values and norms that apply to the organization can be received and understood in depth by every member of the organization, these values and norms are followed (adopted), and fought for and applied by most of the members of the organization. Organization members. This is in accordance with the opinion of Komang et al. (Ardana et al., 2009) which suggests that an organization is declared to have a strong organizational culture, if the values and norms that are

held and applicable in the organization can be accepted and understood by members of the organization. In line with that (Syahril, 2019b) suggests that the existence of values and norms that apply in the organization is the main attribute of organizational culture.

Therefore, organizational leaders must socialize and encourage members of the organization to be able to understand the values and norms that apply in the organization. Especially at the Population and Civil Registration Office of Padang City, socialization of organizational values and norms still needs to be done and improved so that employees can fully accept and understand the values and norms that apply within the organization. The willingness of employees to understand the values and norms that exist in the organization is a major factor influencing the achievement of organizational goals. As stated by Sembiring (Masana, 2012) that shared values and norms in the organization are very important to realize unity and unity in the organization. efforts to achieve and improve organizational performance.

B. *Organizational culture is seen from the aspect of employee belief or trust in organizational values*

Based on the data in Table 1, it is known that organizational culture is seen from the aspect of employee belief or trust in organizational values at the Population and Civil Registration Office of Padang City. Strong category with an average score of 3.97. This shows that some employees already trust and believe in the values that apply in the organization. Trust and belief in organizational values is a capital in organizational development. In line with that Wirawan (2008) stated that employees' trust and confidence in the values prevailing in the organization can be used as a basis for organizational development both in planning, implementing organizational activities and in formulating organizational strategic policies. Wirawan's opinion is also supported by Syahril (2020) who argues that employee trust and confidence in the values that apply and be developed in the organization is the basic capital that is very decisive for the progress and development of various activities within the organization.

Therefore, every organizational leader is obliged to always foster and increase the trust or confidence of organizational members (employees) towards the values and norms that apply within the organization in an effort to form and create a strong organizational culture, as stated (Wirawan, 2008). The organizational culture not only serves to unify the views and attitudes of organizational members, but also serves to facilitate the commitment of organizational members to their work groups. A strong organizational culture will develop a high sense of belonging and commitment from employees (organizational members) to the organization and its work group. This means that with the trust or confidence of employees in the values of the organization, it will be able to improve the organizational culture, so that it will be able to generate or increase the commitment, loyalty and dedication of employees to carry out various activities in organizational development.

C. *Organizational culture is seen from the aspect of the suitability of employee behavior with organizational values*

Based on the data presented in Table 1, it is known that organizational culture seen from the aspect of conformity of employee behavior with the values developed in the organization is in the strong (good) category with an average the average score

is 3.84. The results of this study indicate that employees at the Department of Population and Civil Registration of Padang City in carrying out their daily tasks have guided the values and norms of the organization in carrying out various organizational activities. Employee behavior based on organizational values like this will clearly bring positive things to the development of the organization. Furthermore (Wirawan, 2008) stated that the willingness of employees to accept, understand and guide the values and norms of the organization is a must for organizational development. In line with that (Wirawan, 2008) and Wibowo (2010) suggest that organizational values and norms will clearly be able to unite the activities of employees in the organization.

5 Conclusions and Recommendations

A. Conclusions

Based on analysis in this research, there some conclusions might be achieved. The organizational culture at the Office of Population and Civil Registration of Padang City has been well-formed (strong) both in terms of aspects of the values that apply in the organization, trust or confidence of employees to the values that apply in the organization as well as from the aspect of the suitability of employee behavior with the values that apply in the organization.

B. Suggestions

Based on the conclusions presented in this study, although the organizational culture at the Padang City Population and Civil Registration Office has been well-formed (strong), it still needs to be improved so that it becomes more or very good (strong) both in terms of values and values. Values that apply in the organization, trust or confidence of employees to the values of the organization as well as from the aspect of the suitability of employee behavior with the values prevailing in the organization.

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