

How to Make Appropriate Use of Four Organizational Assessment Tool

An array of data collection and analysis tools are available to garner insights into the current state of an organization. These tools include a **Climate Survey or Attitude Survey**, an **Operational Audit**, a **Culture Audit**, and an **Organizational Scan**. Each tool offers a distinct perspective and scope, and the ensuing guide aims to delineate the unique characteristics, key strengths, and recommended uses of these methods. Additionally, a comparative analysis of the organizational assessment tools is presented in a user-friendly column format for expeditious reference.

1.) The Climate or Attitude Survey is a structured approach that is used to evaluate the current feelings and opinions of a company's employees regarding certain issues, initiatives, actions or topics. It sheds light on the "what it feels like" to work in the organization. Unlike the physical climate of a country that is mainly quantifiable based on surface characteristics, the organizational climate reflects a broader range of employee perceptions about the work environment. This approach is useful in uncovering specific areas of concern and identifying the need to take remedial action.

2.) The Operational Audit is a systematic method of examining an organization's processes, procedures, activities, and methods in comparison to prescribed and documented policies, procedures, and methods. It provides insight into the level of consistency between actual and prescribed procedures and identifies compliance gaps. This approach is useful in assessing the day-to-day activities of the organization, identifying areas of vulnerability, and highlighting the need for process improvement.

3.) The Culture Audit evaluates the prevailing norms, values, beliefs, and practices that underpin an organization's behavior. It provides an understanding of the underlying behavioral factors that drive surface-level actions. By assessing the culture, it is possible to anticipate future reactions and identify areas for improvement. This approach is useful in describing the organization's culture definitively, identifying the root causes that may underlie issues, and establishing a foundation for cultural transformation.

4.) The Organizational Scan is a method that assesses an organization's business conduct, as well as the alignment of its culture with its operations, and support systems. It provides insight into the organization, as a system, by examining it at a macro level. This approach combines features of both the operational and culture audits, and is useful in establishing a higher-level view of the operation. By understanding the broader picture, it is possible to identify cultural and operational improvements that cut across multiple lines of business or business units.