

ORGANIZATION CULTURE

Industry – Bank

Organization – Bank Of Ceylon



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Table of Contents

1. Introduction.....	3
2. Organizational Culture Using Six Dimensions	3
2.1 Adaptability	3
2.2 Attention to Detail	4
2.3 Outcome Orientation	4
2.4 People Orientation	4
2.5 Team Orientation	5
2.6 Integrity	5
3. How Employees Learn About Organizational Culture	5
4. Conclusion	6

1. Introduction

The culture of an organization is like a set of rules that everyone follows. It is the values and beliefs that people share at work. In a bank the culture of the organization is really important. This is because banks deal with peoples money and they have to provide services to their customers. When a bank has a culture it helps the employees to do their jobs correctly and quickly. It also helps them to be honest and to make sure that customers trust them. A good organizational culture is very important, for banks because it helps them to keep their customers happy and to do things the way. The organizational culture of a bank is what guides the employees. Helps them to make good decisions.

The Bank of Ceylon is a bank in Sri Lanka that the government owns. This assignment is, about the Bank of Ceylon culture. We want to know what the Bank of Ceylon values are and how these values affect the people who work at the Bank of Ceylon. We also want to find out how the people who work at the Bank of Ceylon learn about the Bank of Ceylon culture.

To do this we are looking at the Bank of Ceylon culture in six ways: how well the Bank of Ceylon can adapt how much attention the Bank of Ceylon pays to details what the Bank of Ceylon wants to achieve how the Bank of Ceylon treats its people how the Bank of Ceylon works in teams and if the Bank of Ceylon is honest.

As a state-owned bank, Bank of Ceylon works under strict government rules, banking laws, and financial regulations. The bank gives importance to discipline, transparency, customer trust, teamwork, and ethical behavior. The leadership of the bank, internal rules, and daily banking activities play an important role in shaping the organizational culture of Bank of Ceylon.

2. Organizational Culture of Bank of Ceylon Using Six Dimensions

2.1 Adaptability

Adaptability is about being able to change when things are different. The Bank of Ceylon needs to be good at adaptability because the banking industry is always changing. This happens because of technology and economic conditions and what the customers want. The Bank of Ceylon has to adjust to these changes all the time. Adaptability is really important for the Bank of Ceylon to keep up with the banking industry.

Bank of Ceylon has adapted to modern banking by introducing online banking, mobile banking, ATM services, and electronic payment methods. Employees are trained whenever new systems or software are introduced. When new rules or policies are issued by the Central Bank of Sri Lanka, the bank changes its procedures to follow those rules. These actions show that Bank of Ceylon is able to adapt while continuing to provide services to customers.

2.2 Attention to Detail

Banking is a field where you have to be very careful. The Bank of Ceylon knows that being precise is crucial. They make sure that all banking activities are done correctly. Small mistakes in banking can cause issues. So the Bank of Ceylon is very particular, about getting everything. They take banking activities seriously and double check everything to avoid errors. Banking with the Bank of Ceylon means that you can trust them to handle your money.

Employees must carefully check customer details, signatures, documents, and account information before completing transactions. Loan approvals, interest calculations, and daily cash balances must be handled accurately. Regular checking and audits are done to avoid errors. This strong attention to detail helps the bank maintain trust, transparency, and reliability.

2.3 Outcome Orientation

When we talk about outcome orientation we are talking about focusing on what matters, which is getting results and doing a good job. At the Bank of Ceylon they look at a few things to see how well they are doing and these things are how happy their customers are, how well each branch is performing and how good their financial results are. Outcome orientation is about looking at these results and using them to make things better, at the Bank of Ceylon.

Employees are expected to meet targets related to deposits, loans, and service quality. Branch performance is evaluated based on growth, profitability, and customer feedback. The bank also focuses on supporting national development projects and improving access to banking services. This outcome-oriented approach helps Bank of Ceylon achieve its goals while serving the country.

2.4 People Orientation

When we talk about people orientation we are talking about how much a company cares about the people who work for it and the people who buy things from it. The Bank of Ceylon is an example of a company that has a strong people orientation. This means the Bank of Ceylon really looks out for its employees and its customers. The Bank of Ceylon shows that it values people orientation by taking care of both the employees who work at the Bank of Ceylon and the customers who do business with the Bank of Ceylon.

Employees are provided with job security, training programs, promotions, and welfare benefits. Customers are treated respectfully and are given proper guidance on banking services such as savings accounts and loans. Special attention is given to senior citizens,

students, and rural customers. This people-oriented culture helps build trust and long-term relationships.

2.5 Team Orientation

Team orientation is when people work together to get what the organization wants. The Bank of Ceylon really needs its managers, officers, clerks and other staff members to work together as a team. This is very important, for the Bank of Ceylon. Teamwork is essential for the Bank of Ceylon to achieve its goals. The Bank of Ceylon expects its team, including managers, officers, clerks and other staff members to cooperate and support each other.

Daily banking activities such as customer service, cash handling, and loan processing require cooperation among employees. Staff members support each other to complete work efficiently and solve customer problems. Regular communication and teamwork help improve service quality and overall performance in the bank.

2.6 Integrity

The Bank of Ceylon thinks that integrity is really important. Bank of Ceylon wants everyone to be honest and behave in a way. They also want people to follow the laws and regulations. Bank of Ceylon believes that honesty and integrity are essential, for the banking industry.

Employees are expected to work honestly, protect customer information, and avoid unfair practices. Activities such as fraud, bribery, and misuse of authority are strictly prohibited. Internal controls and audits help ensure ethical behavior. Integrity helps Bank of Ceylon maintain public trust and a positive image.

3. How Employees in Bank of Ceylon Learn About Organizational Culture

At the Bank of Ceylon people who work there learn about the company culture in ways. When new employees start they are taught about the laws of banking and the rules they have to follow. They also learn what is expected of them in terms of being honest and doing the thing.

As they work they watch the senior officers and managers to see how they do things. They see how these people talk to customers and make decisions. The managers of the branches and the senior management team play a role in shaping the culture of the Bank of Ceylon. They do this by being leaders and talking to people in a way that shows what the company is, about.

The Bank of Ceylon also has programs to help employees learn new things. These include training sessions, workshops and seminars. At these events employees learn about banking, how to take care of customers and new technologies that the Bank of Ceylon is using. This

helps the employees at the Bank of Ceylon to do their jobs and understand the company culture. Employees further understand organizational culture through daily work activities such as teamwork, problem-solving, and following procedures. Working together as a team helps employees learn cooperation, responsibility, and shared goals within the bank.

4. Conclusion

In conclusion, the organizational culture of Bank of Ceylon is based on discipline, integrity, teamwork, customer focus, and following regulations. Employees learn this culture through rules, leadership behavior, training programs, and daily work experience. A strong organizational culture helps Bank of Ceylon maintain public trust, provide reliable banking services, and support national economic development. This culture allows the bank to operate effectively in a competitive banking environment.