

SUMMARY

Objective: The problem considered in the work is the need to create a pro-development organizational culture in highly formalized and legally conditioned enterprises from the municipal services sector. The main purpose of the doctoral dissertation is: diagnosis and analysis of organizational culture in selected enterprises of the municipal services sector, including determining the type of organizational culture that is conducive to carrying out pro-development changes and developing an original concept of diagnosis to be used.

Literature studies of the subject and the conducted bibliometric analysis indicated a research gap regarding: the lack of research on organizational culture in enterprises in the municipal services sector, as well as descriptions of the impact of this culture on the readiness of such an enterprise for pro-development changes.

Methodology: the research is qualitative in nature with the use of triangulation, which aims to ensure higher quality of conducted research through the use of a variety of methods, data and researchers. The following methods were used in the work: Cameron and Quinn using the OCAI (Organizational Culture Assessment Instrument) questionnaire, supplemented with author's questions, expert research - the technique of individual structured interview and the Gray Incidence Analysis (GIA) method.

Research results: the analysis of the results of empirical research made it possible to determine the current and desired profile of the organizational culture for the municipal services sector enterprises, the fundamental features and values for the pro-development organizational culture in the municipal sector enterprise were indicated, the type of pro-development organizational culture of the municipal services sector enterprises was subjected to expert assessment and surveys on features and values, the strength of the relationship between the type of culture that favors pro-development changes and the features that support it were examined and assessed, the profile of companies in the municipal services sector was compared with the analogous results of research on the organizational culture of Cameron and Quinn. In addition, the author's concept of organizational culture diagnosis in the context of supporting pro-development changes in enterprises in the municipal services sector was presented. In addition, an original concept of the diagnosis of organizational culture in the context of supporting developmental changes in enterprises in the municipal services sector was presented. The doctoral dissertation ends conclusions with suggestions for further research.