SUMMARY

Subject matter: The improvement in the organizational culture in modern financial-credit organizations (on the example of the Additional Office “Pyatigorsk branch” subsidiary of the NCDA, Jsc. (MinBank”).

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Customer organization: Additional Office “Pyatigorsk branch” subsidiary of the NCDA, JSC. (“MinBank”).

Topicality of the research: at present in the Russian Federation of special topicality and social significance are the issues related to the increase in the effectiveness of the work of finance and credit organizations and the quality of the services provided by them which seems logic in the context of the development of the market economy and complicated socio-economic conditions.

Objective of the research: is the study of the specific features of the organizational culture of the aforesaid organization and the development of the directions of its improvement.

Tasks of the research: To achieve the goal set it is necessary to solve the following tasks:

- to carry out factual operational research and analysis of the notion “organizational culture” from the point of view of its determining coercion on the management of a modern organization;

- to present all the significant typologies of the organizational culture;

- to present the specific features and determine the dominant types of the organizational culture of Russian financial-credit organizations;

- to characterize the components of the organizational culture in modern financial-credit organizations;

- to describe the work and management system in the organization under study;
-to analyze the state of the organizational culture of the organization under study in the context of the organizational development;

-to determine the main directions and the program of the improvement in the organizational culture in the organization in question;

**Theoretical and practical significance:** The main results of the conducted research promote better understanding of the nature and mechanisms of the improvement in the organizational culture of modern financial-credit organizations, search for optimal management models, but also reflect the new quality of management based on the indispensable consideration for a cultural factor and orientated at the increase in the effectiveness of the work of organization and the focus on development.

In the practical plane, the introduction of the recommendations contained in the research will raise the quality of the organizational culture, will promote the bank employees ‘job satisfaction and, work productivity the accordingly, and efficiency of the bank’s performance.

**Result of the research:** On the basis of the conducted analysis of the constituent elements of the organizational culture of the financial organization in question, of the observation and interaction with the office employees, we have determined its type, presented the detailed description of the specific features of the corporate culture in this office.

We have described the organizational culture of the office as steady as the organization exhibits clearly-set norms of behavior and traditions.

From the point of view of the conformity of the hierarchy of the employees’ value-based orientations to the group values, the office in fact demonstrated the integrated culture rather than disintegrated though the degree of integration is far from the ideal.

**Recommendations:** The program of the improvement in the organizational culture of “MinBank” consists of the following elements:

1. The extension of the range of methods and ways of non-material stimulation of the employees;
2. Optimization of the socio-psychological climate in the office;
3. The increase in the innovativeness of the organizational culture at the value-based level;
4. The integration of the functions of management of the organizational culture with the sphere of the personnel service.