Evaluation of Organizational Literacy in context of Organizational Learning: A Literature Review

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Outline

- Introduction

- Organizational Identity and Culture

- Organizational Memory

- Organizational Learning

- Organizational Literacy

- Conclusion and Discussion

Introduction

- Adaptation to changing conditions..

- Learning methodologies- Provides competitive advantage and adaptation of new innovative technologies

- Competitive advantage

- Employees use information sources and their information literacy skills within the boundaries of organizational procedures and facilities

Organizational Identity and Culture

Organizational Identity

bringing people together for specific purposes and express the ideas by itself as a whole with a single identity

organizations have relative continuity and unity of values. Distinctive features of organizations that are shared by employees constitute organization's system and organizational identity

organizations with their unique cultures and characteristics generate their identities in the community

Organizational Identity and Culture

Organizational Culture

- one of the most important steps for generation of organizational identity.

- determines written and nuncupative rules that affect employees' behaviors and organization's structure as a transcendental reality

Organizational culture is represented by distinctive beliefs, values and personality owned and shared within the community that is the human resource of organization.

Organizational Memory

- organizational memory it is an important concept for organizations as well as individuals.

- provides many advantages for organizations such as recording workflows for similar processes and reuse of recorded information in order to shorten workflows and providing efficiency in time/costs for organizations.

- organizational memory can be thought as a platform or an environment for storing information in order to share and reuse of stored information with the aim of organizational processes and benefits.

Organizational Learning

Organizational learning is one of the important components of organizational culture

Organizational learning – a vital capability for organizations that provide contributions to creating solutions for problems and increasing organizational capabilities in order to assure innovative ideas and sustainable competitive advantage

Differently from individual learning, is based on interpretation and dissemination of information learned as a result of the business processes
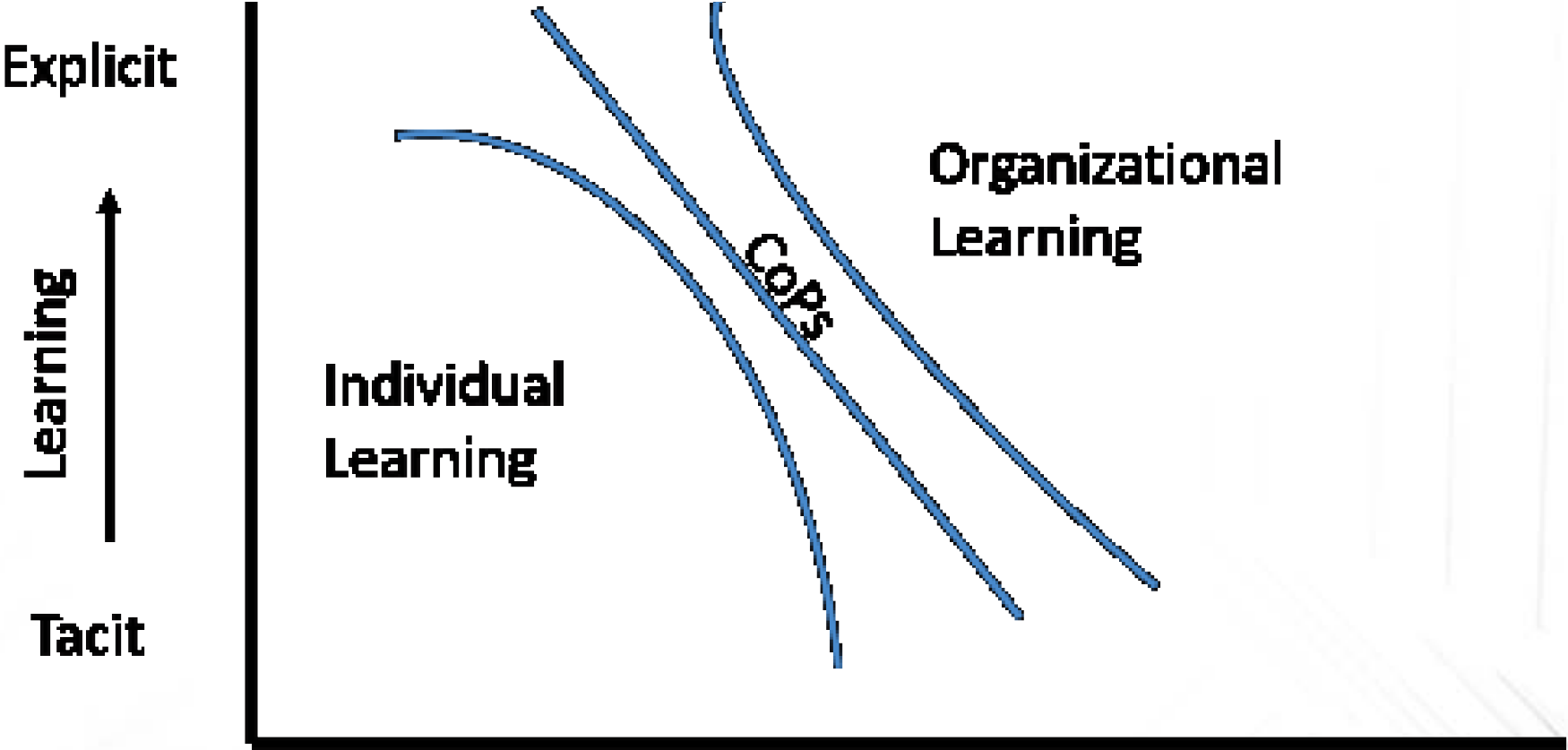
Organizational Learning

- Most of the organizational learning processes represented via **Community of Practices (CoPs)**
  - They provide the transformation of tacit information into explicit information of organizational learning
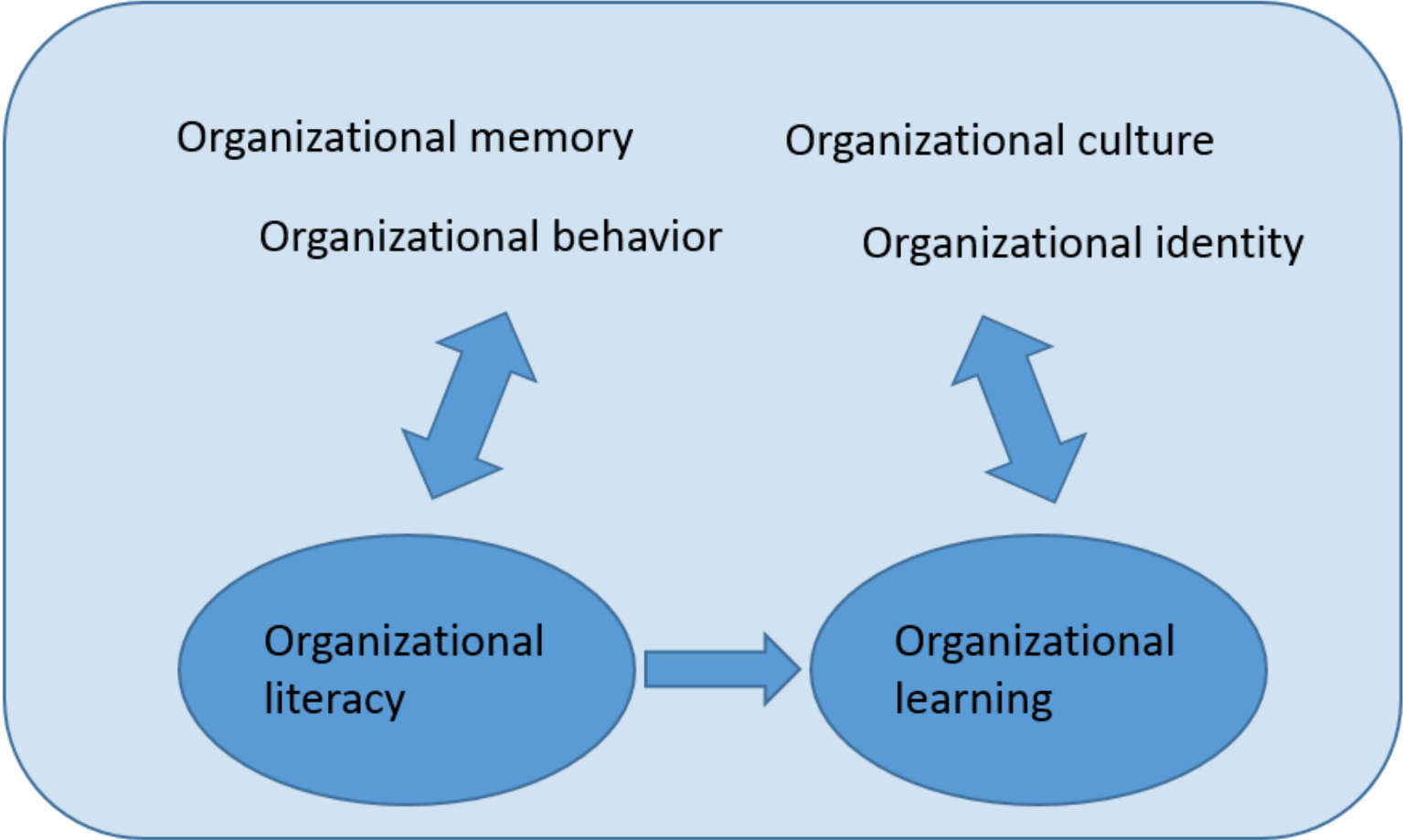
Organizational Learning

Organizational Literacy

- can be considered as a concept that is a set of skills and competencies evolved in individuals according to organizational identity, memory and organizational culture

- contains all activities related to meeting the information needs, accessing to information, developing strategies for ingestion and capturing of information, sharing and dissemination of information in the context of organizational benefits

- as a concept that affects organizational learning and there is an interaction between the organizational culture, identity, behavior and memory

Organizational Literacy

Organizational Literacy

- Skills and competencies of organizational literacy:

    - taking the systems perspective,

    - focusing on the organizational task & the processes that support the task,

    - understanding roles determined in the organization,

    - understanding individual differences,

    - taking a self-reflective & adaptive stance,

    - understanding of unconscious/covert processes,

    - personal vision & proactive stance,

    - interpersonal competencies,

    - personal mastery,

    - Self-authorization & leadership

Organizational Literacy

- competencies of organizational literacy:

  - reading,

  - observation,

  - evaluation,

  - understanding and interpreting skills

  Individual skills are insufficient by themselves and organizations should develop their organizational literacy structures according to their organizational identity and cultures, values and norms

Conclusion and Discussion

- The organizational literacy concept provides several advantages for organizational practices

- Usage of information systems is described as strategic component of organizational development and it is strongly related to information literacy skills of employees.

- The use of information systems also increase organizational literacy level of organization in the wider sense.

Conclusion and Discussion

- Organizational literacy processes include the basic information management process.

- Factors that are influential for the effect of developing literacy skills both individual and organizational sense:

  - The creation and revision of the literacy strategy

  - Making investments in employees' education in order to improve their levels and adapt to changing circumstances processes

  - Increase investments for information systems

  - Planning of training programs or encouragement of participation in such programs that will enables to individuals of the organizations basic literacy skills and lifelong learning skills.

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