

Topic: Examination of Organizational Culture of IT Service Providers

Start: Immediately (duration approx. 5-6 months)

Location: Flexible

Supervisors: Camilla Reis

PROBLEM DEFINITION/GOAL:

Organizational culture is considered to be a major force in shaping the dynamics, practices and outcomes within companies across industries. Organizational culture has been researched for many decades. While well-known models exist to understand and explain organizational culture (Schein 1985, Hatch 1993, Allaire and Firsirotu 1984), models able to explain the complexity companies face today are missing.

The IT service industry is among the fastest-growing industries and IT Service Providers (ITSP) are critical to the modern IT infrastructure as they facilitate digital transformation and enable organizations to leverage technology to achieve their strategic objectives. To ensure a thriving culture of collaboration and innovation, understanding what influences and shapes their organizational culture is crucial. By analyzing extant literature and gathering real-world data, the aim is to comprehend the influencing factors and aspects of organizational culture within ITSP. Furthermore, the findings are summarized to a first conceptual framework to grasp this complex domain. The implications stretch beyond academia, with the potential to guide industry leaders and managing practitioners in cultivating an environment favoring innovation and collaboration.

TASKS:

- In-depth exploration of organizational culture in the context of IT service providers
- Systematic literature review to understand the theoretical background of the topic
- Gather and analyze empirical data with interviews, surveys, or similar
- Summarize and synthesize the findings into a conceptual framework
- Written master thesis to present the final results and connection to literature

REQUIREMENTS: General Management and Organisation and/or Technology Management desired but not mandatory

FIELD OF STUDY: preferably Software Engineering Management, Mechanical Engineering and Business Economics, or Production Science and Management

Please apply with your detailed application (CV & Transcript of Records) via e-mail to camilla.reis@tugraz.at. We are looking forward to your application!