



MEDICAL LABORATORY SCIENCE COUNCIL OF NIGERIA (MLSCN)



ORGANIZATIONAL CULTURE

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NATIONAL ANTHEM

Arise O compatriots
Nigeria's call obey
To serve our fatherland
With love and strength and faith
The labour of our heroes past
Shall never be in vain
To serve with heart and might
One national bound in freedom
Peace and unity.

Oh God of creation
Direct our noble cause;
Guide our leaders right;
Help our youth the truth to know
In love and honesty to grow
And living just and true
Great lofty heights attain
To build a nation where peace
And justice reign

NATIONAL PLEDGE

I pledge to Nigeria my country
To be faithful, loyal and honest
To serve Nigeria with all my strength
To defend her unity and uphold
Her honour and glory
So help me God

MLSCN VISION

To be a world acclaimed regulatory agency driving the culture of Quality and Efficient health laboratory care to the public and ensuring high academic standards in training institutions.

MISSION

Strengthening health laboratory systems and professional practice for quality service through strategic REGULATION and ACCREDITATION.

CORE VALUES (PIECE-T)

- Professionalism
- Integrity
- Excellence
- Commitment
- Efficiency
- Teamwork

ORGANIZATIONAL CULTURE

Background

Organizational culture is the shared values, beliefs, principles or perceptions held by employees within an organization. Such values, beliefs and norms are used by employees to define situations that they encounter while working in the organization. They also define the character of the organization. Thus, the organizational culture of the MLSCN can influence the attitudes and behaviour of its staff and regular clients.

The importance of organizational culture in the MLSCN cannot be over emphasized, as it plays a large role as to whether Council is a happy and healthy workplace; or it is seemingly an environment laced with landmines where employees work and walk with the tip of their toes. Moreover, where the organizational ethos is communicated to the employees, their ability to assimilate, and identify with, it can influence their work behavior and attitudes. When the interaction between Council Management and employees is positive and open, employees are more likely to be driven towards collaborative efforts such as in projects and programmes, and will work harder to achieve the mission and vision of the Council. This should eventually lead to greater job satisfaction. The following elements define the MLSCN organizational culture.

Internal Collaboration & Mentoring

Council emphasizes internal collaboration and mentoring of the junior officers by the more experienced ones. Acting more like a family unit than a convergence of strangers, Council is concerned with teamwork and morale, which promotes employee satisfaction. Here, it is believed that no one can do it alone; and with greater synergy among the organs of Council, the likelihood of achieving its strategic goals is higher. This culture encourages loyalty and focuses on shared vision among employees.

Hierarchy Culture

Given that Council adheres to formal rules, regulations and bureaucracy, it follows a culture of hierarchy. Thus it has several traditional layers of management following a chain of command as illustrated in the Organogram. Consequently, employees are encouraged to follow the official hierarchy in their communication. A situation where an employee for whatever sentimental or convenient reasons prefers to circumvent the chain of command is frowned upon

Due Process

Being a Federal Statutory Agency, Council's operations are underpinned by strict adherence to due process. In other words, Council follows the right channels, which engender transparency and accountability in the award of contracts,

procurement of other materials and services as well as in matters relating to staff recruitment, promotion and discipline.

Openness

Council appreciates the importance of openness in fostering better relationship among employees and between Management and staff. Moreover, a culture of openness in communication and interaction would discourage speculation, gossip, rumour mongering as well as reduce conflict. Except where a matter is considered sensitive with implications for the overall interest of the majority, the Management encourages free flow of information within the Council

Collective Responsibility

Once Council decides on an issue that becomes the collective position of the organization, for any officer to turn around and canvass a position that contradicts that position would be considered an act of insubordination and may attract sanctions.

Dress Code

While Council does not enforce any particular dress code, employees are encouraged to always bear in mind the corporate nature of the organization and, therefore, not dress in a manner that negates the corporate image of Council.

In addition, Council has provided proper identity cards, which should be worn at all times while employees are on the premises of the Council.

Moreover, front office employees are to ensure that visitors properly wear the Visitor's tag while on the premises rather than putting it in the wallet or elsewhere. These are important issues and employees are encouraged to adhere to them.

Use of Official Email Address

It is mandatory that staff use their official email address when treating official mails which must be properly signed off with name of the officer, designation, Council address and logo.

Use of Council Property

Staff are urged to use Council property in their care as if it was theirs personally e.g. stationeries and so on. The use of Council equipment or materials to photocopy unofficial materials brought in from outside or from the internet is prohibited. Wastages in any form are not tolerated.

Confidentiality

The issue of confidentiality is very important in any responsible corporate organization, more so a Statutory Regulatory Agency such as Council. Therefore, employees are urged to respect the right of other staff as well as clients to confidentiality at all times. Staff should always remember that classified official information is Protected Information that should, under no circumstances, be divulged to any unauthorized party.

Client Satisfaction

While Council enjoins staff to work continually towards improved productivity, such improvement should also be linked to customer satisfaction. Being able to go the extra mile to satisfy a client should be the norm.

Continuous Quality Improvement

Perhaps no other subject epitomizes the re-engineering of the Council as CQI. Keying into CQI also has the added benefit of aiding Council achieving its vision of being a modern, globally acclaimed regulatory agency. Employees are, therefore, urged to continue to work towards the achievement of higher benchmarks without resting on their oars.

Ambassadors of the Council

When called to represent the Council outside, staff should always remember the high demands of their office and should epitomize professionalism, fairness and integrity inline with Council's core values.