

Abstract

mgr Aneta Kaczmarek

Organizational culture and the maturity of information security management systems in provincial administrative courts

The subject of the maturity of information security management systems (ISMS) is important in view of the growing risk of losing the security of information processed in organizations. Stakeholders expect organizations to have information available at a time and place convenient to them while maintaining its confidentiality and integrity. The digital transformation that an organization undergoes affects not only the adoption of new technical solutions, but also the entire organization, its management, processes, people and organizational culture. In the literature, especially with regard to public sector organizations, there are not many researches presented on the maturity of information security management systems - with regard to the context of organizational culture. The research conducted for the dissertation covered a selected group of public sector organizations - all provincial administrative courts. The limitation to one group of organizations was due to the intention to analyse in depth the phenomenon of research interest, using both qualitative and quantitative methods.

Answering the following research questions posed in the dissertation:

1. What is the level of maturity of information security management systems in provincial administrative courts?
2. What is the dominant profile of organizational culture in provincial administrative courts in the opinion of employees?
3. Are there characteristics of organizational culture that have a potential relationship with the maturity of information security management systems?

made it possible to achieve the main goal of the dissertation, i.e. to diagnose the maturity of information security management systems in provincial administrative courts with the context of organizational culture.

At the initial stage of the research proceedings, an analysis of the literature was conducted - concerning the problems of assessing the maturity of information security management systems and perspectives on understanding and studying cultural processes occurring in organizations. The next subject analysed was the relationship of organizational culture to the maturity of information security management systems. This analysis was conducted after a systematic literature review.

The answer to the first research question was obtained on the basis of diagnostic methods, i.e. interviews with directors, and analysis of documents containing security policies of individual courts. A tool was created to assess the maturity of the ISMS, which can be used as a model in studies of other organizations. Five provincial courts achieved the first level of maturity, seven the second level, three the third level and one court the highest level, the fifth.

A diagnostic poll method and research techniques - an interview and a survey - were used to obtain information to answer the second research problem. Hierarchical culture traits were diagnosed as dominant in fifteen courts out of the sixteen studied, and market culture traits were dominant in one court.

In two dimensions of organizational culture concerning leadership styles and ways of managing employees, discrepancies were noted among the studied courts. In the first mentioned dimension, in half of the studied courts, respondents identified as dominant characteristics of market culture. In one of the courts, the dominant characteristics were clan culture, and in the others - hierarchical culture. In turn, in the dimension of culture concerning employee management, in one of the courts the profile of market culture dominated, while in another court, in addition to the characteristics of hierarchical culture, characteristics of clan culture were equally important, and traits of hierarchical culture were dominant in the others.

The differences in the culture dimensions of organizational leadership and employee management noted in the research, as well as the differences in ISMS maturity levels in the studied organizations, made it possible to identify organizational culture characteristics with a potential relationship to ISMS maturity, so the answer to the last question of the research problem is affirmative. In the provincial administrative court, which obtained the highest, fifth level of maturity of the ISMS in the dimensions "leadership style" and "employee management style" in the opinion of respondents, in addition to the features of hierarchical culture, the intensity of clan culture characteristics was the highest among the studied courts. The perceived coincidence between the characteristics of organizational culture and the maturity of the ISMS was the basis for the formulation of recommendations for the development of information security culture in the organization.

Keywords: information security management systems, management systems maturity assessment, organizational culture, information security culture.