The Impact of Employees' Attitudes and Behaviors on Organizational Productivity

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I. EMPLOYEES' ATTITUDES AND BEHAVIOURS

1.1 Introduction

Every organization has some employees who negatively influence others. It is difficult to recognize such people despite the fact that they cause significant damage to the company. In most instances, these individuals do not make huge errors which calls for attention. However, their small mistakes can ultimately lead to organization closure in the long run. Example of such people include individuals who persistently complains about working conditions, exaggerates co-workers' faults and talks behind their backs, and employees who undermine managers authority with criticisms. It is thus essential for a manager to devise strategies for dealing with workers negative behaviours and attitude which negatively affects the organization's productivity. A manager usually observes the employee's behavior to determine their productivity and contribution to the business. In most instances, an individual's behavior is affected by his/her attitude. Understanding the relationship between employees' attitude and behavior and their impact on business help the manager to solve diverse business challenges including negative team morale, reduced efficacy and stagnant growth.

1.2 Background Information

In the modern world, the labor market is expanding and changing swiftly. Al Mamun and Hasan (2017) study shows that organizations are faced with workers leaving jobs to join other companies. Also, according to McCrea (2001), contemporary employees change jobs often and lack the company loyalty which existed many years ago. In addition, a study by Horn (2017) showed that employee's loyalty to employers in the 21st century is fading and thus, organizations must raise productivity through managing talents better. As such, the managers have an obligation of adopting to these transformations in order to be capable of making the company profitable. To accomplish this goal, it is essential to satisfy the organization employees because they are the major determinants of the company's productivity.

1.3 Problem Statement

Workers job satisfaction is paramount to any organization because it affects the overall company productivity. Satisfied workers produce superior quality products within an optimal time, which has positive impact on company's growth and profit. The vice versa is true. Furthermore, contented employees have a higher probability of being creative and innovative. They normally come up with initiatives that enables an organization to compete effectively and transform positively within a shorter period. Despite these benefits, in the modern days, employee satisfaction has become a major issue for most companies. Diverse factors such as competition, manager-workers relationship, differences in employee's expectations, and high cost of hiring have made it complex to satisfy employees. Managers need for tactical efforts directed at satisfying modern workers is urgent than ever before to promote positive behavior and attitude, which ultimately leads to increased productivity.

1.4 Purpose

Employees' attitudes and behaviors are major issue affecting the productivity of companies in the contemporary world. The purpose of this report involves analyzing and discussing the implications of negative employees' attitude and behavior on management practices. Later, the recommendations for promoting positive workers' attitude and behavior are provided.

II. FACTORS AFFECTING EMPLOYEE'S BEHAVIOR AND ATTITUDES

Employee's attitudes and behaviors are affected by numerous factors. First, leadership plays critical factor in influencing the behavior of workers. Dictatorial leadership negatively affects employee's morale. Secondly, employees must feel comfortable to remain positive and happy at an organization. Having complicated reporting system discourages them from performing better. Thirdly, overburdening workers can affect their attitude (Arifin, 2020). Employees should be given tasks that they can accomplish without difficulties. Fourthly, ineffective communication causes conflict between workers and the managers. The moment workers feel left out lose interest in job. Fifthly, personal issues such as family conflicts make employees to lose work morale. Lastly, job dissatisfaction such as low salary and poor working conditions make workers to lose interests in their jobs.

III. IMPLICATIONS OF EMPLOYEES' ATTITUDES AND BEHAVIOURS

The manner in which people conduct themselves at workplace depends significantly on how they feel about being there. Thus, making sense of how individuals act depends on considering their job attitudes. At organization, employees work attitude is significantly influenced by job satisfaction. A satisfied employee will behave well and vice versa. Organizations believe that tracking workers attitudes is essential since it helps to predict company performance. In short, satisfied employees will imply better expected outcomes in terms of performance and overall productivity.

Attitude and behavioral assessment are critical in making better hiring decisions. Understanding important factors such as how a person will behave in certain situation and what motivates an individual allows a manager to anticipate how he/she can resolve conflict with an employee before it even arises (Arifin, 2020). Nevertheless, the attitude and behavioral issues managers experience in modern days are intensified by increasing difficulty of managing remote workers, talents shortage because of increased competition, swift technological changes, and business complexity requiring diversified employees. Generally, manager's ability to effectively manage employees depends on his capability to influence their behaviors positively.

IV. THEORIES OF EMPLOYEE'S ATTITUDES AND BEHAVIORS

Some theories can help in understanding employee's attitudes and behavior in the organization. Firstly, Hawthorne's effects indicated that individual's job performance depends on two major factors including job satisfaction and social issues. Based on these studies, concrete incentives such as financial rewards and better working environment are less crucial in enhancing workers performance as compared to intangible incentives such as involving employee in decision making (Albarracín, Johnson, & Zanna, 2014). Secondly, according to cognitive consistency theories, individuals tend to match their attitudes and behaviors so that they can appear cogent and consistent. Therefore, these theories clearly explain why a person's attitude directly affects their behavior.

V. RECOMMENDATIONS

A manager can use diverse interventions to overcome the challenges resulting from negative employee's attitude and behavior. First, leading through example will prevent the employees from making mistakes. Also, this leadership style motivates and inspires workers to follow the suit. Secondly, being keen during the interview prevent the manager from hiring substandard employee. The effects of making poor decision may take a substantial toll on productivity and morale of the whole team. Thirdly, effective communication through giving precise instructions prevent the workers from making mistakes. Advising employees instead of criticizing them helps to boost their morale. Fourthly, employee's development is a major step of promoting their positive attitudes and behaviors. Giving workers opportunities that helps them to grow significantly motivates them. Lastly, matching employees to their job potential is a great way to retain them and make them feel encouraged. Giving workers work that do not match their skills can really kill their morale.

VI. CONCLUSION

Employees' attitudes and behavior are significant factors that affect organizations productivity. Understanding the link between employees' attitude and behavior and their impact on business help the manager handle business challenges including negative team morale, reduced efficacy and stagnant growth. To improve organization productivity in modern world, managers should engage in activities that boost positive workers attitudes and behaviors including leading by example, proper employee's selection, effective communication, performance management, avoiding overburdening workers, and employee's development.

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