

FACTOR AFFECTING BEHAVIOUR OF EMPLOYEE IN WORK ENVIRONMENT

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ABSTRACT

Human behavior is full of complexity and it is extremely difficult to comprehend it. A large number of factors join hands together to determine a peculiar pattern of employee behavior in every organization. An employee may be sweet or sour. Soft hearted or stone hearted, Apathetic or Empathetic, Decisive or indecisive, Ready to lend a hand or unsupportive. Thus, the reasons are multifarious in nature constituting behavior outline of employees in organizations. It is imperative to study, analyze and understand their behavior, which plays a vital role to determine the relative success of organization in a competition. There are many variables that affect the performance of employees at work place. These variables include manager's attitude, organizational culture, personal problems, job content and financial rewards. All of these variables have positive impact on the performance of the employees except personal problems of the employees that hinders the performance of the employees. The effective studies of human behavior calls for involvement of highly trained experts in the same field who can comprehend entire gamut of challenges that workplace bring. This research mainly focuses to find out the relationship between job satisfactions of employees and how it contributes factors leading to work stress and its impact on employee performance from India is selected as the organization under study.

Index Term- Employee Behavior, Work Environment, Job Culture

INTRODUCTION

Working environment plays a critical role in firm and towards employee. The physical aspect of workplace environment creates direct impact on productivity, health and safety, job satisfaction

and moral of people within. The quality and quantity work generated by employee is influenced by work environment. If there is poor work environment then this will lead to inefficient work productivity, which will in turn lead to financial well-being of the organization.

In organization, individual behave in a particular situation. No two individuals behave in similar ways. There are individuals who find it difficult to handle stress whereas there are certain individuals who have the ability to face unforeseen circumstances with a smile. Employee need to behave sensible at workplace so as to gain appreciation and respect from others and also maintain a healthy work culture.

Organization put lot of time, effort and investment to gain employee and fail to retain them. This happen because organization doesn't apply strategies to retain them. There are list of various strategies

- Create an environment that makes your employees feel like an asset to your company.
- Create an open and honest work environment.
- Make expectation and goal of company clear.
- Provide opportunities to grow and learn, and let your employee know there is room for advancement.
- Recognize and reward for good work

Employees differ in their personalities and these differences influence the way they react to the external and internal pressures that exist in any organization. Most employees spend more than 50% of their waking hours at the workplace and its environment greatly influences their performance and mental framework. It has been observed that this mental framework has a direct impact on their individual performance which ultimately affects the organization as a whole.

An employee's behavior depends on a mixture of internal and external factors, some of which are more prominent than others. Internal factors are those within the company's direct control, such as policies, workflows and office culture. External factors, meanwhile, are the ones that aren't directly in the company's control, like the economy and your employees' personal life circumstances.

Review of Literature

(Spector, 2000). Job satisfaction is also a psychological concept that refers to job related attitudes and characteristics such as pay and reward, policies, leadership practices, management styles, and relations with coworkers (Amponsah-Tawiah, & Darteh-Baah, 2010).

Arti Chandani Mita Mehta, Akanksha Mall and Vashwee Khokhar (2001). Employee engagement: A Review paper on factors affecting employee engagement. The objective of this article is to clarify what is meant by employee engagement and why it is important (particularly with respect to its effect on employee retention and performance), as well as to identify factors that are critical to its effective implementation.

Razi Afif Aqel Aqe (2007) Identifying non-monetary factors that affect employee performance in the Palestinian telecommunications sector. Simply put job satisfaction is how people feel about their jobs and different parts of their jobs. It is the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs

Armstrong (2010) points out that job satisfaction relates to the attitudes and feelings people experience about their work.

Sanjeev Kumar Mathur and Sunil Kumar Gupta (Feb 2012) study Outside Factors Influencing Behavior of Employees in Organizations. The study shows the quality of work in an organization has a direct impact on the comparative success of an organization at market place.

Rutchapong Chatchawan Kanon Trichandhara and Idsarrat Rinthaisong (2017) research on Factors Affecting Innovative Work Behavior of Employees in Local Administrative Organizations in the South of Thailand. This study aimed to develop a conceptual framework of factors affecting innovative work behavior of employees in local administrative organizations. The study was conducted through a review of literature and document analysis.

Research Objective

- The main purpose of this study was to examine a research framework that can enhance the understanding of the uncertainty about the influence of individual factors of employee in working environment.

- To understand various strategies so as to retain employee and how to keep them happy in working environment.

Analyses of the Data

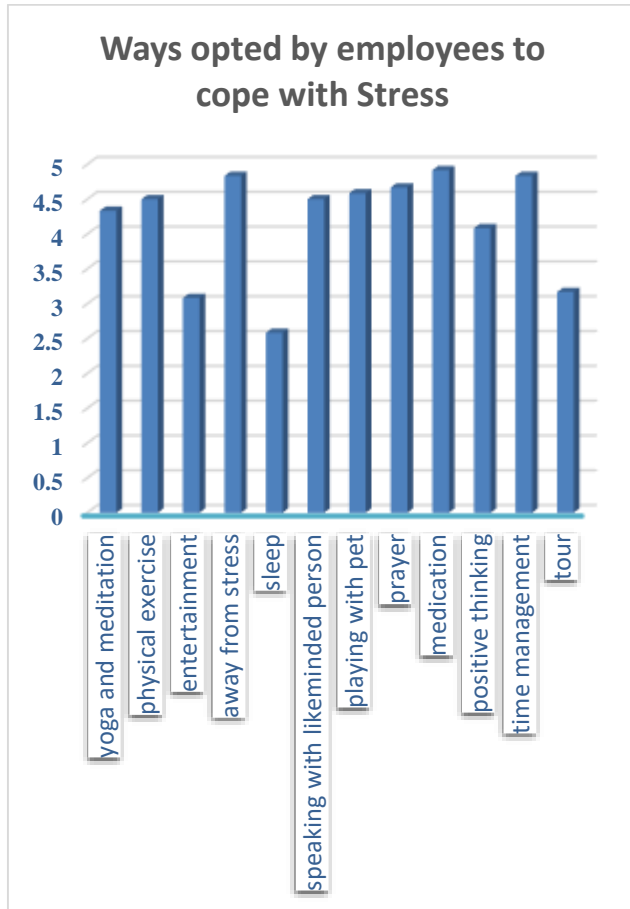
1. Customer Profiling

Variable	Category	Frequency	Percentage
Age	<25	13	43.3
	26-35	15	50.0
	36-45	2	6.7
	45<	0	0
Gender	Male	28	93.3
	Female	2	6.7
Income Level	<10000	2	6.7
	10001-20000	16	53.3
	20001-30000	10	33.3
	30001-40000	1	3.3
	40001<	1	3.3
Occupation	Executive	14	46.7
	Jr. Manager	2	6.7
	Sr. Manager	4	13.3
	Other	10	33.3
Education	High School	1	3.3
	Under Graduate	10	33.3
	Graduate	11	36.7
	Post Graduate	8	26.7
Family Type	Bachelor	15	50.0
	Recently Married	4	13.3
	Couple with less than 6 year age children	7	23.3
	Couple with more than 6 year age children	3	10.0
	Long married couple without children	1	3.3

Interpretation:

It can be interpreted that age group 26-35 have maximum contributed their opinion in survey report and male candidate are being interested more in research report. The report also interprets that graduate students are more in number in carrying out survey and even the occupation of people is maximum in percentage that is 46.7%.

2. Ways Opted by Employee to cope with Stress



Interpretation

The graph shows how employee cope with stress. Every employee is diffirentiate from other employee. He/she have diffirent attributes to cope with the stress. In the above figure individual show diffirent oping stragetiegs against there job stress. If we look over it many people run away from the stress away environment and the same percentage of people do medication and time management also also. So the graph of medication ,away from stress environment& time managment is more than any other coping stragetiegs. The rating of away from stress environment , medication & time management is 4.8 , 4.9 &4.9 respectively. On the other hand the rating of yoga and meditation , playing with pet & prayer is 4.3, 4.58& 4.6respectively. Employee of such kind of stress have faith in themselves and they face the problem. Employee coping stress with physical exercise and speaking with like kind have similar

rate that is 4.5. This kind of people enjoy there own company or like to be with love one. And some percentage of people like go on tour ,do entertainment ativities or they think postiviely and take postive action over the stress. The rating for respective are 3.16, 3.08 & 4.08 respectively. And the least rating is people sleep when they are stress.

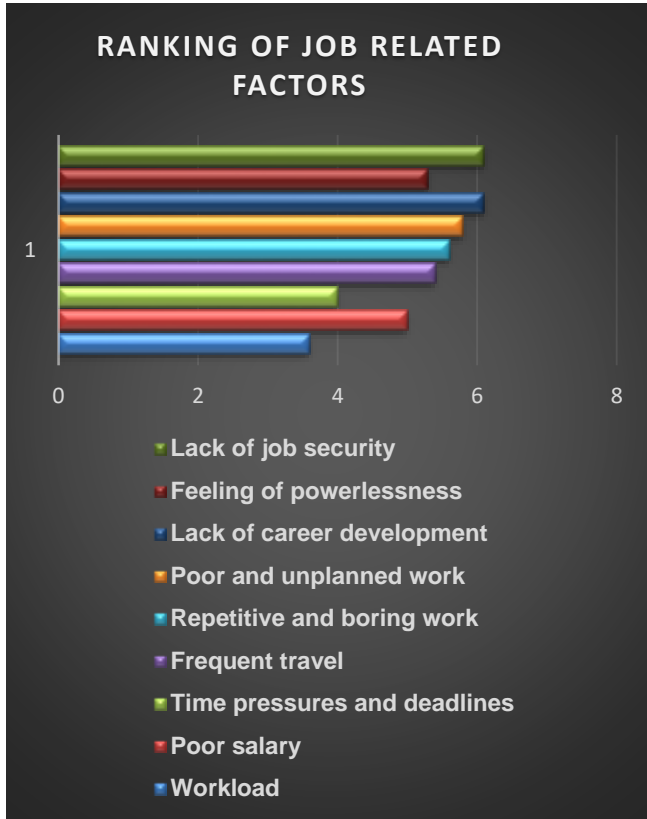
3. Ill Effect on Job Performance



Interpretation

Every action has its own reaction and it bounces back. Similarly stress has its own action and effect on every situation. The above figure shows the effect on Job performance. If we look above figure the rating of Increased Absenteeism, loss goodwill & reduce work effectiveness is 6.25, 6.75 & 6.62 which are quite similar and have decimal difference rate. The other bar diagram like decreased in productivity, wasted potential and skill & premature retirement plan have rating 5.37, 5.87 & 5.75 respectively. Stress make employee fatigue and they may lose goodwill on respective job. Other attribute like reduce work effectiveness and low morale have least rating that is 4.25 & 4.8 respectively.

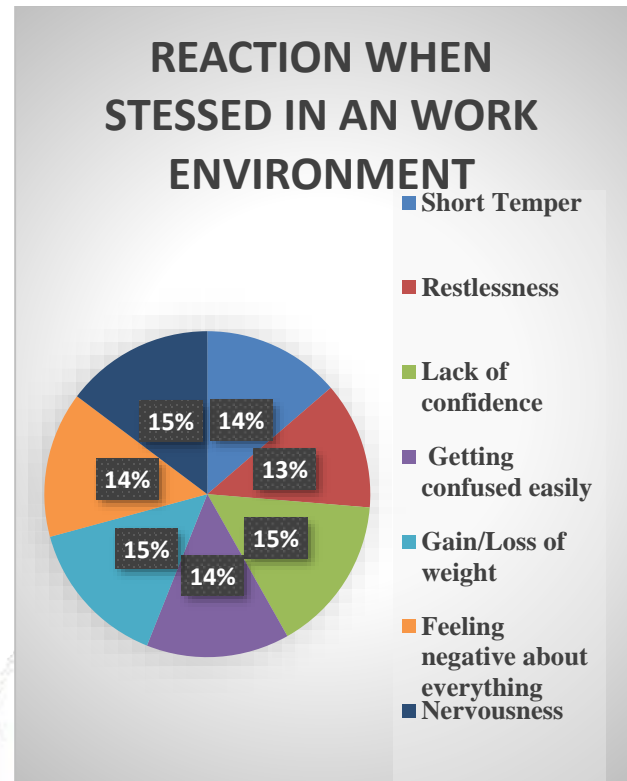
4. Ranking of Job Related Factors



Interpretation

The above figure shows the causes to get stress in job. Employee get stress easily while doing job this can be due to job related factors. In the above figure the attribute like lack of job security and lack of career development have same rating that is 6.1. The other factors like frequent travel, repetitive and boring work, poor unplanned work & feeling of powerlessness have rating 5.4, 5.6, 5.8 & 5.3 respectively. This kind of people get stress as because they same kind of work daily due to which they don't have increment in career life as well as they feel same work boring. The above figure show least rating for workload and time pressure that is 3.6 & 4 respectively.

5. Reaction when Stressed in a Work Environment.



Interpretation

It show individual reaction when they are stressed in work environment this can be due lack of job security, work load or any other factor. Individual react in different form when he/she is stressed. According to the survey report the percentage of lack of confidence, nervousness and gain/ loss or weight is same that is 15%. The percentage rate for feeling negative, getting confused easily and short temper is also same that is 14% and least percentage rate goes with restlessness that is 13%. Employee in organization those who are stressed show all such attributes in job.

6. Findings

- 1) The survey shows that maximum number of run away from the stress and same percentage of people do meditation and yoga.
- 2) The effect of job performance due to stress have increased absenteeism and even there is loss of goodwill, but minimum number is reduced work effectiveness.
- 3) The causes of stress in job related factor is due to lack of job security in organization and lack of career development.

- 4) Employee become short tempered when they are in stress.

7. Conclusion

The human behavior at work place is a function of multi factors that are virtually out of sight and out of reach for the organizations. Apart from internal environment of the organization, other external factors exert tremendous influence on employees to shape up or govern their response and behavior to certain situations. An open analytical mind gets immune to stressful situations and always does correct evaluation of the situation and moves in the right direction. It is for employees to keep “outside the organization” factors under check and not to let them exert control on their activities at work place. This requires subtle changes in the attitude and a strong desire to acquire wisdom to handle tough situations tactfully in future.

8. Recommendation

- 1) Organization should offer some incentives to employee so that they can be retain in organization and feel motivated to working environment.
- 2) Employee should be awarded for their work due this they feel appreciated for the work done they have done. Awarded can be any offer or in a monetary form.
- 3) There should be some physical activities carried out in firm, it can be management games. By carrying out such activities they can cope with work load.
- 4) Organization should also offer employee with insurance policy so that they can get job security.

9. References

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