

Study of Employee Attitude, Motivation and Performance Due to Interpersonal Relations

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Abstract

Introduction: In BPO companies the key growth area for service provider is consulting and integration service. Chemical industries are becoming coveted employer and attracting and retaining best talents. Interpersonal relationship has huge impact on performance of employees.

Purpose: The aim of the paper is to study the impact of interpersonal relationship on employee's performance in organization. The present study objective is also to build a model based on the variables identified based on study of interpersonal relationship on performance in BPO and chemical sector.

Methodology: Secondary research in the form of literature review is done from Ebsco, Proquest and good international management books. The research paper is from 2001 to 2015.

Result: The review of the paper revealed that there are gaps like country languages, internal external environment of the country, bias attitude and leniency effect on interpersonal relationship. Good communication skills, time management and goal setting have huge effect on performance of employees. To overcome this we have developed the model to study the effect of interpersonal relationship on performance of employees.

Keyword: communication skills, time management, goal setting, stress management, job attitude, job motivation

Introduction

Indian BPO industry is fastest growing industry in India. One key growth area for service providers is consulting and integration services. Customers lack domain expertise around these technologies; they may also not find it feasible to develop these skills in house. As such, customers are expecting service providers to design, develop, implement, migrate and maintain the technology roadmaps that will enable them to utilise and take advantage of these technologies. Indian chemical industry has huge effect in growth of India. Fragmented nature of industry makes it difficult for the companies to optimize operational costs, realize economies of scale and adopt least technologies making them uncompetitive globally. The industry should actively move towards investing in new capacities with scale and size matching global standards to achieve world scale of plants and reap economies of scale and adopting cutting edge technologies pursue international joint ventures apart from domestic consolidation, Indian companies could acquire resources in resource rich countries to ensure feedstock supply.

Good communication skills, time management, goal setting has huge impact on employees and management worker relationship in BPO and chemical sector in India. Good stress management, good job

attitude and good job motivation create good interpersonal relation in employees and create positive performance and reduce attrition in the organization.

Need for study

The need for the organization that there should be reduction in conflicts and attrition rate in the organization and create good positive performance and high performance work system in the organization. The important aspect which will improve better quality of performance need to study in the organization and necessary communication skills, good time management should adopted to work in the organization in profitable way. The important of interpersonal relationship and attitude and motivation will unveil some interesting part about the employee performance. There is need to study the good goal setting, good stress management, result in good innovative performance and help in reduce turnover of employees, it is helpful in creating positive atmosphere in organization. It is also helpful in employees to create good balance network which will create positive impact on employees. There is need to set the proper goals in the organization and reduce stress in organization to create innovative performance and good work environment will boost the organization performance in profitable way and create good high innovative performance work system in the organization. Good interpersonal relation between manager and employee boost the good internal and external environment and create innovative performance.

Objective

To study the impact of interpersonal relationship and how it is affect the performance in organization and creation of good working organization and the present study is to build a model based on the variables based on the study of interpersonal relation in organization. To identify the relationship in various variables in the model will improve the interpersonal relations and performance in the organization.

Literature review

Good interpersonal relationship creates good working organization and performance. It is also helpful in improving communication skills and good time management in employees of organization.

Importance of interpersonal relationship

Effective communication makes people comfortable and generates positive emotions. Ineffective communication makes people uncomfortable; generate negative emotions and leads to conflict. (Bambinas, 2009)

Time management is life management and ensure that is use optimally. Good time management is all about using time wisely and is productive manner. Being aware of goals of organization to which you belong can help you understand why management makes the decision or takes the action that it does. (Dalton,2001)work stress is a condition arising from the interaction of people and their work and characteristics by changes within people that force them to deviate from their normal functioning. Handling stress of employees result in positive performance. (Barki, 2005) Job satisfaction reflects the extent to which employees find gratification or fulfilment in their work , job satisfaction closely related to an employee's performance.(Beatrice,2010) Motivation is the process that account for an individual's intensity, direction and persistent of effort towards attaining a goal. (Robbins, 2007) According to Kurt Lewis individual behaviour is a function of the person and the environment. The behaviour of a person may change due to variety of reasons because of individual differences and environmental factors. (Pandya, 2013)Good interpersonal relation creates good performance inn employees.

Interpersonal relation dimension in organization

Communication is transference and understanding of meaning. Good communication process in employees and manager result in the transference and understanding of meaning (Robbins, 2007). Transaction analysis is a theory of personality and interpersonal communication. It is useful tool for helping people to understand and improve their interactions with others, both work and in their private lives. (Robbins, 2010) Time management skills are important in the organization to run the organization in consistent and profitable way. Goal setting help in indicating what has to be done and how much effort should be exerted. They help in focusing attention on tasks and activities of importance. (Prabhu, 2010) Stress has individual stressors like life and career changes, personality type. They have organization stressors like organization policies conflict, people cohesiveness in organization. (Prasad, 2010) job satisfaction is a positive feeling about one's job resulting from an evaluation of its characteristics. Good job satisfaction creates psychological empowerment. Factors such as company policy and administration supervision, and salary that when adequate in a job, placate workers when this factors are adequate, people will not be dissatisfied. (Robbins, 2007) Good individual behaviour has ability like an individual's capacity to perform the various tasks in job. It is very helpful in performing good job function in organization. (Robbins, 2007)

Body of paper

Good attitude, motivation and interpersonal relation helpful in creating positive performance in the organization and also help to create good working organization.

Identification of variable and developing theoretical construct

Proposed model for emerging organization



Good formal channels established by an organization to transmit messages related to the professional activities of members. (Berger,2005)(Jiang,2003)The grapevine the organizations informal communication network creates bad impact on organization performance. (Robbins, 2007) Barrier to communication like filtering means a senders' manipulation of information so the receiver create bad impact on employee's performance.(Johanson,2015) it is important to reduce time wastage factors like searching for things that they have misplaced , interruptions at not knowing and listening priorities in the organization.(Prabhu,2010) Effective SMART goals like specific goals is a clearly defined goals , measurable goals , good achieve able goals, realistic goals, good achievable goals which help in lot in employees and organization to work as profitable organization.(Prabhu,2010)stress management strategies like physical exercise, relaxation, work home transition , networking helps to reduces stress.(Bibi,2012) Organization coping strategies like organization role policy, and career planning and counselling helps lot to employees in the organization. (Collet ,2010)cognitive, affective and behavioural component of an attitude play important role in organization , job involvement is the degree to which a person identifies with job ,actively participate in it and considers performance important to self worth. Good job attitude boost performance of employees. Job rotation, job enrichment, job enlargement, flexitime and job sharing helps to build well in individual behaviour of employee's abilities and skills factors act which are the important factors which boost the morale of the employees and which create positive performance in organization. (Pandya, 2013)

Good performance and good working organization= (good communication skills+ good time management+ goal setting+ good stress management+ good time management+ good job attitude good job motivation)

Good performance in working organization includes good time management, good goal setting, good stress management, good job attitude and good job motivation Overcoming bias attitude , internal and external environment of the organization , reducing halo effect , language barrier create bad impact on employees performance to overcome this we have develop the model which create good performance in employees and good working condition.

Gaps

There are gaps like first impression, halo effect, leniency effect, stereotyping and internal and external environment which create problem in organization .there are problem like bad interpersonal relation and bias attitude between employee and manager.

Methodology

The study is secondary analysis of research paper reviewed from Ebsco, ProQuest and management books. The research paper is from 2001 to 2015.

Result

The important result is to build a good working organization and for this good manager and employees interpersonal relation and good communication skills required in the organization. Good interpersonal relation create good healthy and positive organization ,culture and environment, good time management , good goal setting and stress management result in good performance. Good attitude and motivation of employees result in good environment and positive environment of employees and management. It also

helps to reduce the gaps like culture of the organization, leniency, bias attitude, language barriers, internal and external environment of the country.

Findings

The review of the paper revealed that there are gaps like culture of the organization and country languages, bias attitude, leniency effect, stereotyping, horn effect and conflict, dispute and stress problem between employees and management. To overcome the model to study effect of interpersonal relation, good attitude and motivation result in good performance and good working organization.

Conclusion and managerial implication

Interpersonal relationship is important function in organization .it is important to utilize good interpersonal relationship to improve good performance , good working organization and reduce conflict and attrition .it is helpful in developing human relation by which good communication skills, good time management , good attitude and motivation of employees is created. It is focus on good goal setting and stress management result in good organization culture and climate.

It is helpful for manager to build good performance and create good working organization and try to reduce conflict and turnover in the organization. Creating good time management, goal setting and proper stress management result in improving the good performance of employees. It is also helpful to develop interpersonal relations and create good working culture by overcoming gaps like bias attitude, horn effect and leniency. It is helpful in creating good working organization.

Scope of research paper

It is important and highly important impactful research in the organization where employee is acted as a human asset result in good performance and high performance work system organization. It is helpful in reduce stress and conflict in the organization. The scope of research paper helpful in to overcoming the difference functional problem like bias attitude, halo effect and leniency effect result in good transparent organization.

The model will help the organization good working culture, creating positive impact on employee's performance and high performance work system in organization.

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