

A Pragmatic Study of an Employee's Attitude at workplace

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Abstract - Attitude is a psychological state, a mental and emotional entity that inheres in, or exemplifies a person. It expresses an individual's positive or negative feelings about something or someone. It is a persistent tendency to feel and behave in a favorable or unfavorable way. Through the various attitudinal changes the employee's behavioral intention or inclination to act in a certain way gets affected. This effect can be in positive or negative and may results in as employee performance, employee's turnover, non attendances, unpunctuality, violence and many other factor. Keeping these aspects as contextual, this research paper studies the employee attitude and its resultant. An employee with positive attitude can well refrain to organizational objective and contribute in the performance and productivity of the organization.

Key words: Attitude, Job, Positive, psychology, job satisfaction

I. INTRODUCTION

The significance of attitudes in understanding psychological occurrence was given ceremonial recognition early in the history of social psychology. Since long, interest in attitude has been strong and growing. Till now the researchers have developed a structured theoretical framework formulating the psychological process underlying attitude change and the direct application of the study of attitude to contemporary social problems.

- An attitude is a position of mind.
- It reflects one's feeling consistent favorable or unfavorable towards person, object or event.
- It is a tendency to feel and behave in a particular way towards anything.
- It is our feelings, thoughts and behavioral tendencies toward a specific object or situation.
- It is respond to a certain set of facts.

Attitude is a psychosomatic paradigm, a mental and expressive object which inheres in, or characterizes a person. It expresses an individual's positive or negative feelings about something. It is a persistent tendency to feel and behave in a favorable or unfavorable way towards something.

It is assumed that attitude have three components that are as:-

Cognition: have the outlook or belief segment of an attitude.

Affective: have the emotional or feeling segment of an attitude.

Behavioral: have the intention to behave in a certain way towards someone.

Through the various attitude changes the employee's behavioral intention or inclination to act in a certain way gets affected. This effect can be in positive or negative form but both have some points that are as employee performance, employees turnover, absences, tardiness, violence and many other factor that get effected by employees attitude. Attitudes enhance the competitive environment in the workplace either negative or positive whereas positive attitude can be a motivator that may influence employees to improve their performance and productivity.

Types of Attitude:

- Job Satisfaction –a collection of positive feeling that an individual holds towards his or her job.
- Job Involvement –active participation in job and considering performance to self worth.
- Organizational Commitment– Organizational goals, etc.

II. LITERATURE REVIEW

John Milliman, Andrew J Czaplewski, Jeffery Ferguson have prepared a research paper on "Workplace spirituality and employee work attitudes: An exploratory empirical assessment", this state that workplace spirituality concerns the relationship of employee work attitudes. This study attempts to make a rigorous empirical examination of the relationship between workplace spirituality and the employee's job attitudinal variables. This study has the objective of employee's attitude that attempts to provide some of the first empirical support that there is a positive connotation between spirituality at work and employee job outcomes (1).

Sue Cox, Tom Cox have prepared a research paper on "The structure of employee attitudes to safety: A European example", which state that this paper concerns about organizational safety culture. By this the attitude may change with the objective of 5 factor that are personal skepticism, individual responsibility, the safeness of the work environment, the effectiveness of arrangements for safety, and personal immunity(2).

Badrinarayan Shankar Pawar have prepared a research paper on "Individual spirituality, workplace spirituality and work attitudes: Based on an empirical test of direct and interaction effects", the results of the test provided substantial support for the relationships between workplace spirituality aspect and work attitudes. The paper intend to study the undeviating effects of three workplace spirituality aspects – meaning in work, community at work, and positive organizational purpose – and individual spirituality on three attitudes related to work – job involvement, job satisfaction and organizational commitment(3).

Barry M Staw, Robert I Sutton, Lisa H Pelled have prepared a research paper on "Employee positive emotion and favorable outcomes at the workplace", which draws on writings in psychology, sociology and organizational behavior to develop a conceptual framework that specifies how positive emotion helps employees to obtain favorable attitude at work. This study propose that the feeling and expressing positive emotions on the job have favorable consequences on employees and their relationships with others , reactions of others to employees, and reactions of employees to others (4).

Abraham Carmeli has prepared a research paper on "The relationship between emotional intelligence and work attitudes, behavior and outcomes: An examination among senior managers was done" which states that managerial skills in general along with emotional intelligence plays a significant role in the achievement of senior managers at workplace. The main objective of this study is to attempt to narrow this gap by examining the extent to which senior managers with high emotional intelligence employees can develop positive work attitudes (5).

Stephen Robbins states that, "Worker's attitude and job satisfaction deals with how an organization behaves in a particular way. It involves, the management directing employees into refining organizational and personal effectiveness. Employee's enjoy their work, they will self motivated and need not external motivation from management rather the satisfaction they attain from completing their work will motivate them. He also emphasizes Job dissatisfaction may also cause an employee to quit their job (6).

Persona distinctions between an entrepreneurs, non founder CEOs/ leaders, and inventor, an employees have received limited attention, particularly in innovative

settings where they are working together as said by Sari Pekkala Kerr, William R. Kerr and Margaret Dalton in proceeding of National Academy of Science (7).

A research paper on the Employees Attitude towards organizational Change was written by Akankshi et. Al, Organizational changes mainly focus on two factors namely.

- Organizational factors/External factors
- Individual factors/Internal factors

The external environmental factors occur outside the organization and cause changes within the organization. External environmental factors like social condition, availability of resources, financial system, technology, political and business scenario may influences organizational change.

Individual/Internal Factors The internal environment of an organization refers to the organization structure, systems, people and positive attitude (8).

Objective

- To study the attitude of an employees at workplace.
- To identify the relationship amongst employee's attitude and job performance.

III. METHODOLOGY

The purpose of ideal impact to be created in any research work, the data collected plays a very important role as far as research analysis is concern.

The study is based on secondary source of data and it has been collected from various sources like research papers, books, magazines, article, websites, thesis, and dissertations, etc. The discussion was done based on the latest available research paper on the topic.

In this study an attempt was made to summaries the recent literature on employee's attitude that finds its close association with workplace performance. This study is not exhaustive in itself as the study included the research papers whose study was conducted in a different environment/industry, region with different measurement tools.

IV. DISCUSSION AND FINDINGS

The findings of the literature are analyzed and summarized in a conceptual framework. Looking at the various literatures, we can assimilate that Attitudes create a purpose to behave in a definite way and may conjecture actual behavior under certain conditions. An affirmative work attitude is a result of their personality.

Another point that was most prominent in the literature was work attitude, job satisfaction, commitment. There are discussions indicates how positive emotions help employees to obtain positive attitude at workplace. In this

paper, also we have reviewed papers that focused on favorable emotion, commitment, satisfaction, and motivation as there is a dearth of knowledge available on the concept of employee's attitude. Majority of the study was conducted to establish a relationship between employees' attitude and their positive contribution.

When people have more positive work attitudes, they may have the inclination to perform better and this result in organizational benefit in the form of higher safety, better service, as well as higher performance. Employee's attitudes can affect the situation they may be in. Attitudes may influence the input and outcome. Employee attitude at workplace can be beneficial as it offers important information about what an employee feels about the working environment, culture, and about the employer. A good attitude employee may have job satisfaction and organizational commitment, and more likely to stay in job. Bad attitudes, on the other hand, are likely to increase likelihood of leaving the job. The following are the reasons identified explain why job attitude have an impact at workplace.

- To keep the employee happy at workplace, the managers and employer should take care the employees and their attitude towards work.
- The attitudes of employees at the workplace can have a significant result on the business as a whole.
- Employee attitudes tend to have a strong impact on the output both directly and indirectly.

V. CONCLUSION

While studying we have come to a conclusion that attitude creates a positive environment, helps to achieve goals and reduce stress as well. Every employee and employer must be aware of employee attitude towards work and work place. These studies can be helpful and give long-lasting and valuable results. The attitudes of an employee always make a workplace better and will affect the work and growth.

The duty of management and the employee in improving workers attitude is still contentious because some people argue that it is up to the employee to ensure and attain job satisfaction from their work, as they are the ones who have the control over their attitude and performance. On the other hand side it is also being said that the responsibility lies with the managements. The management holds the power to control employee salary, leaves, appraisal and promotion. External factors such as the environment, social situations, and culture also affect worker attitude and job satisfaction level.

By this study, the suggestion will go that a workplace should be positive environment which will keep the employees motivated and happy. It also reduces the gap between the employees and employer as well as of top

level management. We can celebrate achievements to make our employees happy at workplace.

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