



## A STUDY OF EMPLOYEE'S ATTITUDE IN TRIBHUWAN UNIVERSITY NEPAL – AN OVERVIEW

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### ABSTRACT

*Attitude refers how an individual employee feels regarding his assigned job and shows his commitment towards job. Employees attitude are the way of thinking which shape how employees relate their self to the job in the organization. It denotes feelings, opinion and belief regarding different aspects of job environment. In the present paper focus has been given on various aspects of attitude and motivation of employees. Every employees have their own attitude when they are in service regarding different aspects of jobs, careers and organizations, where he is employed and providing service. It has been found that most significant part of employees positive attitude is job satisfaction. Poor working condition, unfavourable climate and situation has been the main cause of employees attitude. Apart from this organizational culture have great impact on the attitude of employees. In an organization employees attitude can be measured by interviewing its manpower, carrying out surveys of employees and by conducting focus groups.*



**KEYWORDS:** Employee's Attitude, Employee's Motivation, Employee's Satisfaction.

### INTRODUCTION

Employees attitude is the form of expression of self. It is apparent that the positive attitude is essential for proper completion of assigned goal and ultimately organizational objectives. A positive attitude with proper thinking in the organization reflect how employees perform for making them more productive. A good and positive attitude employee can improve their self change for further promotion and to get more payment and become role model for other employees in the organization. Positive attitude and good thinking help people to maintain better psychological wellbeing and help them to handle stress of the organization. A employees having positive attitude can influence their co-worker at work place.

### ATTITUDE

Happy and pleasant employee may be more productive employees. Attitude help employees to maintain organized, meaningful and stable work climate and culture. Negative attitude of employees can have profound effect on moral and motivation of work place. Hence it is important to avoid such employees in the work place having negative attitude and negative work ethics, because this trend can influence the attitude of other people of the organization<sup>1</sup>. The performance of employees is depend on the relation that he shares with stakeholders of the organization because in organizational success

attitude perform influencing role. A negative attitude employee of an organization can create declining picture of any organization. Against this back ground Tribhuwan University, (T.U.) Nepal is giving more focus on transforming its organizational culture and ethics. A positive attitude at the place of employment can making working culture more healthy and friendly. A positive attitude give focus on

- Proper Management of time
- Creative act and thinking
- Stakeholders satisfaction
- Effective leadership style
- Ethical activities.
- Resolve dispute
- Increase organizational productivity
- Proper management in social engineering.

Broadly speaking organizational attitudes are the ways which the employees in an organization respond regarding their eco-system positively or negatively.

### Importance of Employees Attitude

Positive attitude is essential for proper and successful completion of organizational assigned goal. Positive thinking with positive attitude in an organization give focus on what employee do, which highlight them more productive and result oriented employee. Whenever a employee show a positive and proper attitude, this can enhance chance of his promotion and they will be provided enhanced pay structure. If any employee can become positive role model not only he can various chances of upliftment rather he will get respect from employer, co-worker and other stakeholders. The people of **Tribhuwan University (T.U.) Nepal** are not performing his job well due to fear of job. Work force study shows that the employees witnessing big change in the organization, in which they are employed, have less positive view relating to below stated aspects of their job are

- Image of the organization
- Effective leadership of the company
- Career development
- Performance evaluation
- Competiveness
- Communication

Proper thinking and positive attitude help better employees psychological wellness which help them to cope under stressful situation in organization. If employee of the organization shows a positive attitude their fellow worker will be influenced and it can easy to communicate. Broadly speaking employees in the organization with sound character, positive attitude and good values can not only influence his co-workers, and clients rather can influence their employer. Several measurement scale has been used to evaluate, examine and measure one's attitude but it is difficult to measure attitude. Attitude cannot be measured directly. In one hand explicit measure may be used to measure the straight forward attribution of characteristics to nominate group in the other side implicit measures are not consciously directed and it may automatic which make implicit measures more reliable than that of explicit measures. The management of Tribhuwan University (TU) Nepal is facing major difficulty in measuring the extent of attitude of the employees.

### Attitude at Work place

Work attitudes are the feelings towards the various aspects of job environment the prime key attitudes are namely job satisfaction and organizational commitment. In Tribhuwan University, Nepal most of the employees are lacking positive attitude, in spite of that positive attitude plays significant role in making the organization best in class organization. A positive attitude have great benefit for both employees and employer, which lead pleasant work culture and more productivity. By positive outlook

employer should promote and encourage positive outlook. Positive attitude to work is the right and proper way that an employee carries out work with the objective of helping himself and organization. Attitude to work is the manner in which employees of an organization carry out organizational work. In an organization at various points and positions everyone has encountered fellow co-workers having not positive attitude. These works show unprofessional and negative attitude. Mostly workers have various complaints regarding job assignment, working conditions, pay, work culture of the organization, superior and work schedule. Although employees dislike their job assigned, displaying positive and professional attitude is of prime significance because this highlights the image of superior, peer and other stakeholders. In order to make an organization performing one employees must have to create a positive and productive work climate. Employees' attitude at work determines the level and quality of professional relationship which largely affect productivity and determine success of the organization. When we talk about organizational success we should consider that attitude is the most deciding force at the place of employment. Hence it is significant to highlight always a positive and professional attitude. Whenever employees display negative attitude it will halt the functioning of organization and will highlight the negative picture of the organization in the business world. It has been witnessed that skill and experience are the most significant character of an employee but attitude plays a vital role in attainment of goal and hence professional skill has no meaning without attitude. A helping attitude at work is very important. A sound positive attitude with positive thinking reflects what makes an employee a productive employee. Employees' attitude is a form of expression of their outlook. It is up to them either choose to be optimistic or choose to be pessimistic. A positive attitude helps good in making employees psychologically well-being and also helps in countering stressful conditions. For getting co-operation of fellow workers the need of positive attitude has been recognized.

A positive attitude changes the negative atmosphere of the organization. For making proper change in unpleasant and unhappy situations of an organization the need of positive attitude is accepted by all. Respect at work place is essential for the employees to show their interaction with the management. Employees should have a respectful attitude while interacting with clients and stakeholders. The attitude of people employed in Tribhuvan University, Nepal is not proper. Most of the employees are facing problems from their supervisors related to employment, career development, promotion and pay.

### Components of Attitude

Employees' attitude contains both internal as well as external components. The internal component involves mostly the way the employees view the work on the other hand the external components involve the way the employees display the view to another person. At the working organization a professional attitude consists of various main components. The professional attitude may be

1. Focus on customer satisfaction
2. Effective management of conflict
3. Proper time management
4. Act in ethical ways.
5. Display effective leadership
6. Creative act and thinking
7. Emotional intelligence displays

Employees' negative attitude have profound impact on organizational motivation and moral. The attitude of employees plays significant role in determining success of an organization. The attitude consists of following major components namely (1) evaluative component (2) cognitive component (3) behavioural component.

Attitude has a big deal to do with how people about something. The evaluative or affective components contains feelings sentiments and emotions a person have towards individual object or situation. Cognitive component is what we know and Behaviour component of an attitude is the way an employee is inclined towards individual situation and object. The evaluative component of attitude

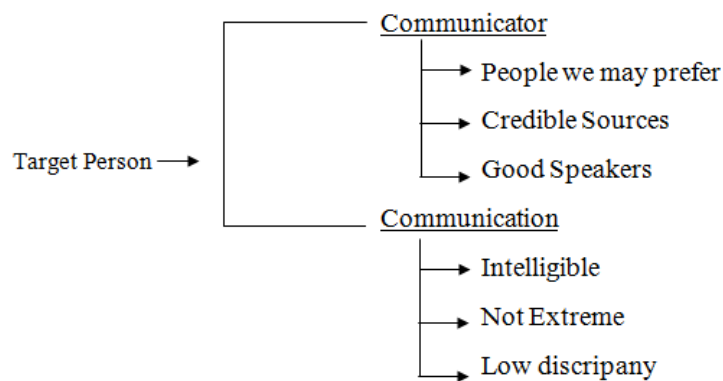
represents to employees feeling of like and dislike towards specific object, event or person. Further it is clear that attitude involves more from feeling, it also involves the knowledge, that what employee feel regarding object of attitude. The benefit either completely right or wrong forms cognitive component of the attitude. Attitude have also a behavioural component such as predisposition to act in a specific way. The thing employees believe regarding something and such a way that employee feel about this can have few impact on the way the employee predispose to behave. Further in another words attitude have a behavioural component too that is predisposition to act in a particular way. Considering different components, attitude can be as relatively a stable cluster of belief, filing and behavioural dispositions towards few definite objects. When employee says regarding work related attitudes, it is about those lasting beliefs, feelings and behavioural tendencies towards different aspects of the employment. Work concerned are associated with several significant aspects of organization

**Changing own Attitude**

In may cases employees dislike inconsistencies when employee say one thing and do another job, and when employees discover one attitude they hold inconsistent with other, the unhappy condition is termed as cognitive dissonance. Normally employee find unhappy regarding inconsistencies, believe and other attitudes and are motivated to change their attitude in resolving the dissonance. To show how employee avoid cognitive dissonance, which can be involved in changing their own attitude. The behavior of employees can be dissonant with their attitude, prompting to change their attitude towards protecting the environment. By shifting employees attitude in right manner his behavior cannot be inconsistent with owns attitude. And in this way cognitive dissonance can be resolved. The work force of the Tribhuwan University are not trying to change their attitude.

**Changing others attitude**

In many cases employees change their own attitude in order to make it consistent with another. There is such situation which compel one to change others attitude purposely. In various situation people may be more interested to enhance others job related attitude, this is due to their negative attitude may e associated with undesirable behavior. Further, employee may be more interested in changing attitude for his own job for attaining positive feeling that may generate positive outcome, but employees as well as management personnel are not in a position to change the attitude of other workers



**Attitude and Behaviour**

What is the extent when attitude predict behavior. Research focuses that employees behavior has been consistent with their own attitude. Further, it has been accepted that normally a direct link between attitude and behaviour do not also exist. There are following principles by which accuracy of prediction of behavior from attitude can be enhanced. These are

1. Normally general attitude predict general behavior
2. Thereafter particular attitude can predict specific behavior
3. There may be less time between attitude measurement and behavior, the high consistent relation between attitude and behavior.

**Work Attitude:** The significance of the attitude – behavior relation can examined by demonstrating by

**Key work attitude:** (a) Job satisfaction  
(b) Organizational Commitment

### Job Satisfaction

The attitude of most interest has been the employees general attitude towards job, which is termed as job satisfaction. As far as sources of job satisfaction is concerned it must be located for improvement. The employees may be satisfied or may not be with their job. It is actually collection of specific job attitude. Which may be concerned with different aspects of work. Normally an employee can be satisfied with few aspects of the work and on the another side he may be dissatisfied with the another aspects of work. The most common measure of job satisfaction is job description, which measure satisfaction in terms of specific aspects of employees job, such as pay structure, promotion trend, supervisors role, job itself and co-worked attitude: We have witnessed that the sources of job satisfaction may differ from employees to employees. For various employees it include the challenges related to work, the degree of interest which a employee hold for a person, the working condition and the required extent of physical activity.

Technology, Globalization and changing environment coupled with the global economy has accelerated the need of change of Tribhuwan University (TU) Nepal. World class competition drives **Tribhuwan Univeristy (TU), Nepal** to take action for adopting change or remain behind. The basic forces as far as employees attitude is concerned is job satisfaction. If employees are happy with their job and feel confident and comfortable in their potential and performance to get success in their role assigned, they are more than have a positive attitude in the employment. Normally employees having strong attitude have strong performer in comparison to employees having poor attitude who shows below than required performance. Hence attitude towards a particular change consists of a employees cognitions regarding that change, proper reactions to that change and behavioural trend for the change. Major portion of employees of Tribhuwan Univeristy (TU) are not showing proper attitude towards their supervisions. They feel their jobs are not se cured due to introduction of modern technology.

### CONCLUSION

Employees are in the centre of organizational dynamics. The organization is seen by the people and known for its people. The success of an organization depend on the quality of employees working there in. Employees positive attitude at work place makes work place ore pleasant destination. Employee attitude refers how an individual feels regarding assigned work and shows his commitment towards job. A pleasant employee may be more productive and performing employees. Positive attitude help employees to maintain meaningful and stable work culture and climate. Negative attitude of employees can have profound impact on moral and motivation of employees. Positive attitude is essential for proper and successful completion of organizational assigned goal. Proper thinking and positive attitude help better Psychological wellness which help employees to negate stressful situation.

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