A STUDY ON IMPACT OF BEHAVIOURAL CHARACTERISTICS ON THE JOB ASPECTS OF EMPLOYEES

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Abstract

The managerial staff should try to develop their own various behavioural characteristics so that they can manage their motivation and satisfaction level. Authorities should evaluate the performance of each employee from time to time and ensure that if, the employee is motivated, satisfied and productive, than, he or she should be properly rewarded. Training should be organized either in-house or outside from time to time to make employees learn how to do their job well. Development and growth opportunities should be provided to employees on regular basis so that they should keep themselves motivated and feel satisfied. Employees should be trained in such a way so that they can develop their behavioural characteristics and in turn increase their satisfaction and motivation level. one can conclude that work satisfaction and behavioural characters are connected, this would also lead to the assumption that the work ethic and attitude of the person involved greatly influences his/her satisfaction level at work place. Furthermore, if a person is of the right attitude, de-motivating factors for such a person are limited.

Key Words: Motivation, Employees, Characteristics, Satisfaction and Performance.

Introduction

Every employer's dream would most likely be to have employees with glowing behaviours, making management of employees an easy task. Employee behaviour is defined as an employee's reaction to a particular situation at workplace. Employees need to be having sensibly at work place not only to gain appreciation and respect from others but also to maintain a healthy work culture.

Employees need to be aware of the importance of working well with their co-workers when changing employment or trying to establish them in an existing organisation. The whole company benefits as a result, as it increases productivity in the workplace. Management sets the tone for workplace harmony and unity. When employees are treated fairly, given meaningful work assignments, and know what is expected of them, they will more than likely perform competently and help their co-

workers meet job expectations as well. To conclude with the researcher has discussed behavioural characteristics for an employee since it not only affects his/her work life but also his/her personal life.

Behaviours are:

- The actions or reactions of a person or animal in response to external or internal stimuli.
- The actions displayed by an organism in response to its environment.
- The manner in which something functions or operates.

Characteristics

The primary characteristics of each group:

Behavioural Characteristics of different groups

Promoter	Supporter
● High energy	● Dedicated and committed
● Enjoyable to be around	● Loyal team member
● Creative imagination	● Good listener
● Initiates relationships	● Patient
● Motivating	● Good at reconciling factions
● Competitive spirit	● Cause-oriented
● Goal oriented	● Dependable
Controller	**Analyzer**
● Task accomplisher	● Objective
● Bottom-line results	● Conscientious
● Self-motivated	● Defines, clarifies
● Forward looking	● Concerned with accuracy
● Fast decision-maker	● Gathers needed data/information
● Initiates activities	● Tests data
● Disciplined	● Maintains standards
● Likes to control others	

Finally one must be aware of extremes and persons with these "double whammies" should recognize their tendencies to extremes and counteract:

Extremes	
Promoter/Promoter	**Supporter/Supporter**
Aimless	Self-Denying
Agitated	Self-Deprecated

Lack Of Conviction	Obligated
Melodramatic	Over Protective
Deluding	Easily Influenced
Inconsistent	Over Committed
Manipulative	Passive

Controller/Controller	Analyzer/Analyzer
Domineering	Uncreative
Distorts	Data Bound
Coercive	Elaborate
Gambling	Plodding
Impatient	Nit-Picking
Contentious	Critical
High Pressure	Stingy

Behavioural & Personality Traits

There are two key dimensions of an individual's personality that are most responsible for how they will perform at work - "traits" and "behaviours." Personality traits are "persisting" characteristics that are consistently demonstrated in spite of changing circumstances or environment. Because personality traits define habitual patterns of behaviour, thought and emotion, they provide a foundation for predicting behaviour. Behaviours, on the other hand, are about the way one conduct himself - what one say and do, and how one says and does it. Personality traits don't change over time but one can alter behaviour traits to a degree.

Behaviours vs. Traits

A good example is, a person may be very methodical by personality trait and yet have an occasional urge to demonstrate impulsive behaviour - pausing only slightly to plan that impulsive move. Or, to illustrate the same point in another way: extroversion is a trait; an extrovert sitting quietly in a meeting is a type of behaviour. Another useful distinction when discussing personality is the difference between personality traits and types. Personality types are considered to be behavioural combinations measured independently, whereas traits are measured on scales. Trait-based measurements provide a sense of relative strength and "dimension" to one's personality.

Job Profiles

A job profile is a list that a person might use for general tasks, or functions, and responsibilities of a position. It may often include to whom the position reports, specifications such as the qualifications

or skills needed by the person in the job, or a salary range. Job profiles are usually narrative, but some may instead comprise a simple list of competencies; for instance, strategic human resource planning methodologies may be used to develop competency architecture for an organization, from which job descriptions are built.

Creating a job profile

A job description is usually developed by conducting a job analysis, which includes examining the tasks and sequences of tasks necessary to perform the job. The analysis considers the areas of knowledge and skills needed for the job. A job usually includes several roles. The job description might be broadened to form a person specification or may be known as Terms of Reference. The person/job specification can be presented as a standalone document though in practice, it is usually included within the job description.

Roles and responsibilities

A job description may include relationships with other people in the organization: Supervisory level, managerial requirements, and relationships with other colleagues.

Goals

A job description need not be limited to explaining the current situation, or work that is currently expected; it may also set out goals for what might be achieved in the future.

Limitations

Prescriptive job descriptions may be seen as a hindrance in certain circumstances:

● Job descriptions may not be suitable for some senior managers as they should have the

freedom to take the initiative and find fruitful new directions;

● Job descriptions may be too inflexible in a rapidly-changing organization, for instance in an area subject to rapid technological change;

● Other changes in job content may lead to the job description being out of date;

● The process that an organization uses to create job descriptions may not be optimal.

An Employee: Job Profile

Employee job descriptions are written statements that describe the duties, responsibilities, required qualifications and reporting relationships of a particular job. They are based on objective information obtained through job analysis, an understanding of the competencies and skills required to accomplish needed tasks, and the needs of the organisation to produce work. Employee job descriptions identify and spell out the responsibilities of a specific job. They also include information about working

conditions, tools, equipments used, knowledge and skills needed, and relationships with other positions including the immediate boss.

Effectively developed, employee job descriptions are communication tools that are significant to the organisation's success. Poorly-written employee job descriptions, on the other hand, add to workplace confusion, miscommunication, and make people feel they do not know what is expected from them.

Typical Work Activities of an Employee

The role varies according to the type of employer, the size of the organisation and the management structure, but activities typically include:

- ✓ Employees get to know each other better
- ✓ Start a mentorship
- ✓ Focus on collaboration
- ✓ Encourage health and wellness
- ✓ Be clear about responsibilities and goals
- ✓ Evaluate employee's on-boarding process
- ✓ Increase individual market value
- ✓ Redecorate
- ✓ Encourage networking
- ✓ Serve the community
- ✓ Give employee visibility
- ✓ Celebrate accomplishments
- ✓ Ask for employee engagement ideas
- ✓ Act on employee feedback
- ✓ Try cross-training
- ✓ Hire a motivational speaker

Conclusion

A person is of the right attitude; de-motivating factors for such a person are limited. The attitude and work ethic works in both ways, influencing the person himself as well as those around him. This could be one of the factors why Self- Motivated people are preferred by the industry; and why HR department is focussed on keeping the morale high. It concluded that work satisfaction and behavioural characters are connected, this would also lead to the work ethic and attitude of the person involved greatly influences his/her satisfaction level at work place.

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