NAME: **POTOT, RICA F.**

SUBJECT: Human Relations

CODE: GS 360 (SAT. 8:00-12:00 am)

PROFFESOR: Dr. Emily C. Rosal

1. **Define human relations.**

=Human relation is an area of management practice which concerned with the integration of people into a work situation in a way that motivates them to work productively, cooperatively and with economic, psychological and social satisfaction (*Keith Davis*). Basically, human relations are relationship between human beings that are greatly affected by many factors and helps in the accomplishments of an organization. It is the study of ways on how human being deals to each other and its other factors, how they communicate their ideas, and their sensitivity skills towards circumstances.

1. **(a) What is a formal and informal organization?**

=**Formal organization** is when the two or more than two persons come together to accomplish a common objective, and they follow a formal relationship, rules, and policies *(Surbhi S., 2017).* In formal organization there exists a system of authority that will let them accomplish to something or common goal.

=**Informal organization** is formed under the formal organization as a system of social relationship *(Surbhi S., 2017).* This exists when people in an organization meet, interact, and associate with each other having the same goals or interests.

**(b) Features of a formal and informal organization; and**

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| Formal Organization | Informal Organization |
| 1. Structure is laid down by the top management
2. Prescribes the relationships amongst the people working in the organization
3. Structure is designed to enables the people to work for accomplishing the common goal
4. Concentrates on the jobs to be performed and not the individuals who are to perform jobs
5. Bound by rules, regulations and procedures
6. Position, authority and accountability of each other are clearly defined
7. Deliberately impersonal
8. Authority and responsibility are to be honored by everyone
9. Coordination proceeds to the prescribed pattern
10. Organization structure is based on division of labor
 | 1. Not established by any formal authority
2. Reflect human relationships
3. Natural process
4. Inter-relation amongst people
5. Cut across formal channels and communicate amongst themselves
6. Voluntary membership
7. Overlapping of members
8. Commonly based on taste, problem, language religion, culture, etc.
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**(c ) Give its advantages and disadvantages.**

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| FORMAL ORGANIZATION | INFORMAL ORGANIZATION |
| ADVANTAGE/S | DISADVANTAGE/S | ADVANTAGE/S | DISADVANTAGE/S |
| 1. Easier to track responsibilities
2. An established chain of command
3. No ambiguity or confusion in individual roles whatsoever. No duplication of efforts
4. Clear definition of rules and procedures
5. Systematic and well thought out work cultures and relationships
 | 1. Decision making is slow
2. Very rigid in nature
3. Does not take account the social nature of human as it talks about inly structure and work
 | 1. Communication does not need to follow the defined chain
2. Ensures that there is socialization with the enterprise
3. Getting true feedback and reactions Is not easy
 | 1. Random and can cause in the spread of rumors
2. This can work in both ways, for growth or decline of enterprise
3. Disruption of the organization causes by different behaviors
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1. **Define attitude and cite its three functions.**

=According to psychology, attitude is relatively enduring organization of beliefs, feelings, and behavioral tendencies towards socially significant objects, groups, events or symbols (Hogg & Vaughan 2005, p. 150). This refers to the evaluations people make about objects, ideas, events, or other people.

=**Function of attitudes**

 -Knowledge

: Attitudes provide meaning for life. This refers to our need for a world which is consistent and relatively stable. Knowing a person’s attitude helps us predict their behavior.

 -Self/Ego- expressive

: The attitudes we express help communicate who are and make us feel good because we have asserted our identity.

 -Adaptive

: If a person holds and/or expresses socially acceptable attitudes, other people will reward them with approval and social acceptance. People seek out others who share their attitudes, and develop similar attitudes to those they like.

 -Ego/Defensive

: This function refers to holding attitudes that protect our self-esteem or that justify actions that make us feel guilty.

1. Give three main components of social attitudes. Explain each.
2. Affective component. This involves a person’s feelings/emotions about the attitude object.
3. Behavioral component. The way the attitude we have influence on how we act or behave.
4. Cognitive component. This involves a person’s belief/ knowledge about an attitude object.
5. What is constructive criticism?

=Constructive criticism is the process of offering valid and well-reasoned opinions about the work of others, usually involving positive and negative comments. This should be done in an objective manner. This will help in improving one’s work/attitude.

1. Cite ten ways great speakers capture people’s attention.
2. Start with the unexpected. Start with a bang, not a whimper.
3. Make it about them. Increase your You-to-me-ratio.
4. Keep it concrete at the start. Use language that appeals to the senses.
5. Keep it moving. Make sure that every new bit of information you provide builds on what came before.
6. Get to the point. One of the great pleasures the audience has is quickly grasping what you’re getting at.
7. Arouse emotion. Humor is inherently persuasive.
8. Keep it interactive.
9. Write clear headlines. Write headlines of your slides that express a point of view.
10. Keep it short. Stop talking before they stop listening.
11. Let there be you.
12. Differentiate between needs, wants, desires.

=Need is something you ought to have for survival. This refer to the functional need like the basics, food, water, clothing, etc.

=Want is something that you desire to improve on your self-actualization. This refer to the physical benefit.

=Desire refers to the emotional satisfaction. This is something that we want for ourselves. Desires are endless, and we are never satisfied fully.

1. What are man’s level of needs? Describe each level.

=Physiological Needs, the most basic of Maslow’s hierarchy, the need for air, food, and water. When you are hungry, for example, all your behavior may be motivated by the need to find food.

=Safety Needs. They will be motivated to direct their behavior toward obtaining shelter and protection in order to satisfy this need.

=Love/Belonging Needs. This include the needs to bond with other human beings, the need to be loved, and the need to form lasting attachments.

=Esteem Needs. Refers to the desire to be respected by one’s peers, to feel important, and to be appreciated. People will often look for ways to achieve a sense of mastery in their field/life. They may seek validation and praise from the others.

=Self-Actualization. The highest level of the hierarchy. Refers to achieving one’s full potential. This can be seen in acquiring new skills, taking on new challenges and behaving in a way that will help you to achieve your life goals and be satisfied.

1. Ten keys to leading and motivating people.
2. They lead by example. Great leaders demonstrate the desired behaviors they expect from their team.
3. They ask a ton of questions. Other people might get shy or discourage by just asking one question. Leaders want to get to the truth and questions are the best way to get there.
4. They encourage personal and professional growth.
5. They reward integrity.
6. They instill hope, not fear.
7. They support and encourage you to share your new ideas.
8. They create healthy competition.
9. They set reasonable expectations.
10. They challenge their employees. Leaders look for potentials and nudge their team members to push their own limits.
11. They reward with more than money. Leaders are well versed in all types of rewards and get creative about making rewards personal and meaningful.
12. Tips to get employees to tell you their best ideas.
13. Show interest. The best way to get feedback from your team is to create a culture of open and honest communication.
14. Pays attention to non-verbals.
15. Ask for feedback from others. Ask your team for their insights.
16. Avoid defensiveness. One poor response can shut down all your effort to build rpport and get feedback.
17. Own your mistake. Admitting to your shortcomings and saying “Sorry:, will gain your employees trust.

B.

 A problematic employee is causing trouble in the office. She is a gossiper, source of intrigues and is not performing well her official functions. She comes late and incurs a lot of absences. If you are the supervisor, how would you deal with the problem?

 =If I am the supervisor, I would like to follow 3 procedures. First, a one on one talk. I will personally talk to my subordinate with regards to the matter. I will ask her how she is doing so far with her work. What are the problems or difficulties she encountered? Is there a time that she needs help but no one is there? What hinders her for not performing well in her field? There is always a reason why such behaves in that way. And it is really better to be honest with your employee. On the other hand, the matter on gossiping, she needs to be reminded to act professionally in dealing with her colleagues. Letting her realized how her colleagues feel about her gossiping about them. And that gossiping around is not a good habit. It only shows how unprofessional you are towards your colleagues. Might as well mind your own business.

Second, pause and reflect. I believe she needs to be reminded again of the rules, regulations and policies of the company. I see that human beings tend to forget rules and policies sometimes, that’s why a reminder must be given from time to time. I will talk to her concerning all the lates and lot of absences. A little pause for a while and reflect of the past actions she has done. Is it ethical? Is it the right thing to do? What must be done instead? With this matter, it concerns about her attendance then, a notice to explain will be given to her due to this matter. I believe there are certain number of lates that we can consider however, if that exceeds then the employee must write her reason to defend herself.

Third, bring to the right person, if cases like this worsen I will bring this up to the human resource management to further discuss the action of the employee. Furthermore, as a supervisor, I am only following the protocols, rules, and policies of the company. Having such established rules and policies, we will be able to handle this matter.