"A research study on Managers initiatives to curb workplace negativity."

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Abstract: - This paper aims to consider workplace negativity from the manager's point of view. It underlines the upfront and hidden causes of workplace negativity and suggests some ways to deal with it. Findings - It highlights the crucial role which a manager can play in ensuring that workplace negativity is properly investigated and that a fair and proper outcome is achieved. Negativity drain workplace energy and it is reflected in the form of increased customer complaints, high labour turnover ratio at the same lack of creativity and innovation amongst the workers, loss of motivation and morale, increased absenteeism and ultimately loss of loyalty towards the organization. It was found that miscommunication, inequitable treatment, ethical weakness and work life imbalances are the major workplace negativity triggers in all the groups. Workplace negativity can kill your productivity and hurt your motivation, concentration and engagement. People with negative emotions have a much greater chance of experiencing negative stress and are more likely to experience dissatisfaction with their lives and jobs. Some people appear to be born with a genetic tendency toward negativity while others appear to become negative as a result of their environment circumstances. People who chronically express negative thoughts, feelings, and behaviors increase the likelihood of engaging in destructive actions. Workplace negativity is rapidly "emerging as a disease of the 21st century corporate world," and like any other chronic illness, it could undermine corporate operations and cripple long-term growth. Thus the studies at hand analyze the attempts made by the managers to curb negativity in employees in the corporate world.

Keywords: Workplace Negativity, NEGAHOLIC, Reduced efficiency and effectiveness /productivity, Negativity cycle, breaking the negativity cycle

I. Introduction: These days's workplace environment is playing an extremely important role in the normal functioning of the company as well as in the life of each employee working at the company. In this respect, it is noteworthy that mutual understanding from the part of employees and employers is vitally important for the higher efficiency and effectiveness of employees and for the success of the company at large that is one of the main goals of employers. If the power of positive thinking can perform miracles, the power o f negative thinking can cause disastrous results; this power of negative thinking is known as "NEGAHOLIC".A negaholic is someone who suffers from Negaholism, is addicted to negativity.

Workplace negativity is always high in organizations that fail -- and can be nearly nonexistent in companies that succeed! Workplace negativity goes far beyond the walls of the office or cubicle. It permeates attitudes, and attitudes drive behaviors, and behaviors drive outcomes.

Workplace negativity affects customer relationships, follow-through, urgency, peaked awareness, energy and motivation. There is no way to achieve a competitive advantage when your employees' negative attitudes infiltrate all they do.
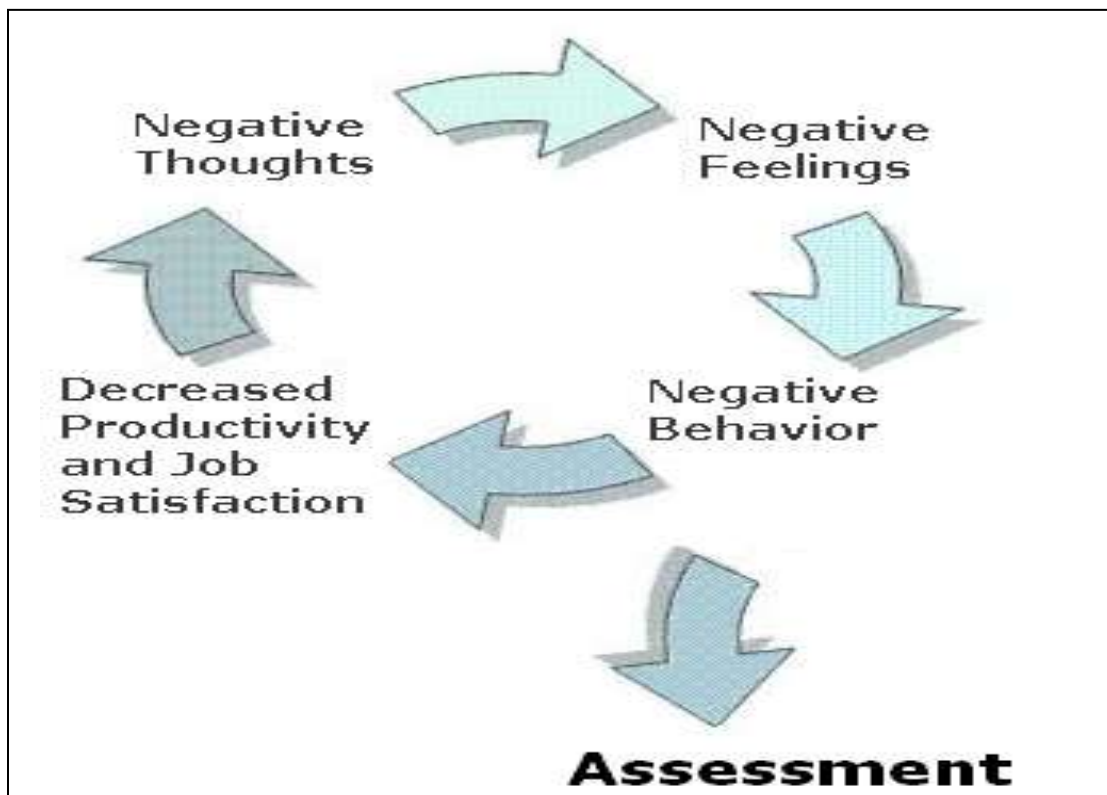
Negativity Cycle.
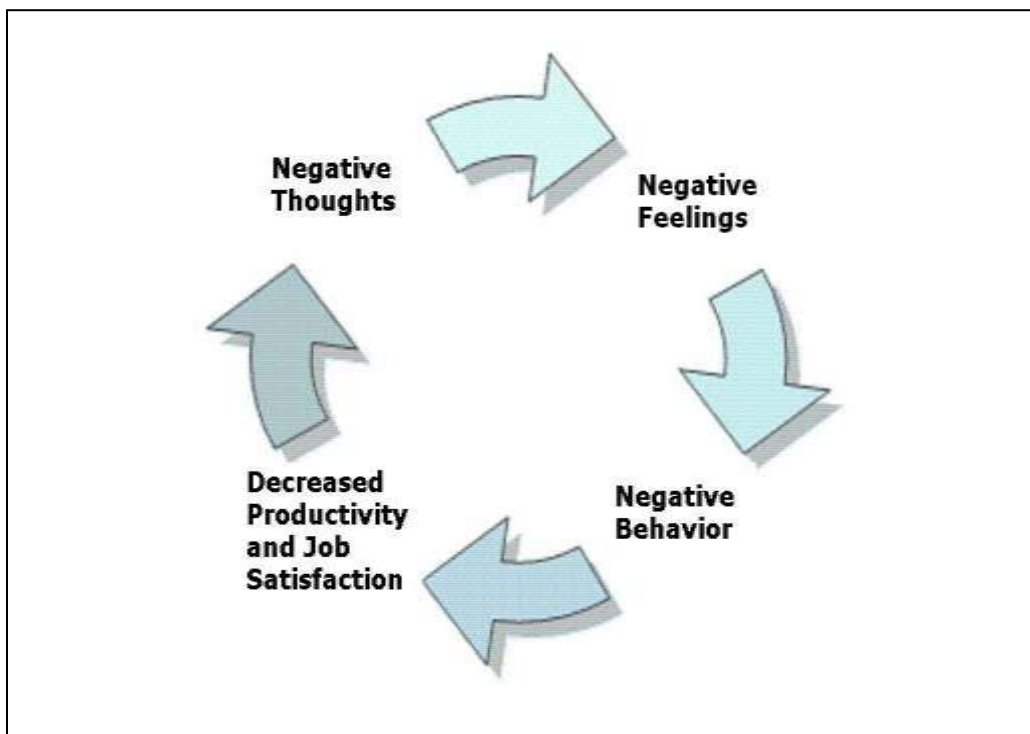
We see how negative thinking can lead to negative behavior, which can wear down individuals. Negative staff members can steal the joy of their coworkers. Negative employees can drain the energy of those around them. They can leave others feeling dissatisfied and unhappy with their situation, even though the situation may be otherwise pleasant. A work team's plans and goals can be sabotaged if the team

members start believing what the negative coworker says about expected failure. Even modest goals can be hampered by a negative mindset. Team members can start second guessing themselves, or stop trying altogether. They no longer feel good about themselves, their coworkers, or their employers and quality of work can suffer. Time is wasted when individuals start dwelling on perceived problems. Time is also wasted when negative gossip starts ad hoc "gripe sessions" that do nothing other than intensify negativity.Staff members who are sensitive to negative criticism may start to hold back their own creative ideas out of fear of ridicule. Other employees with marketable skills may decide it's in their best interest to leave the situation entirely. The employees that are left behind continued to lose morale and their sense of loyalty to the organization is diminished. The loss of productive employees, low morale of remaining employees, and hindered creativity will result in decreased productivity and loss of service to the customer base. As we have stated already, managers cannot control another person's thoughts, but they can intervene to break away from the

"Negativity Cycle"…Break away from the cycle

At this point the manager should step in and begin assessing the negative behavior and address that behavior to break the cycle….

Personality conflicts, interpersonal friction, bad attitudes ... normal, everyday, run-of-the-mill negativity with which just about every manager must contend. But for such a prevalent problem, many managers are not equipped with the solutions to handle or avoid negativity that may seep into their departments.

A negative attitude that starts with just one employee can easily infect a department, even an entire company, if not reined in quickly. When it becomes this prevalent, you may experience any or all of the following.

1. Negativity is a barrier to positive change.

2. Negativity blocks productivity.

3. Negativity kills morale, which further reduces productivity.

4. Negative thoughts are generally self-fulfilling; therefore, the chances of failure occurring in a department or company steeped in negativity are greater.

Your managerial goal isn't to banish all negative thoughts from the workplace. There is a difference between "good" negativity and "bad" negativity. The negativity you want to get rid of is the kind which merely forecasts doom and gloom, but does nothing to help you avoid it or get rid of it. On the other hand, having someone play "devil's advocate" can open your eyes to potential problems or new ideas. You can use negative analysis to identify problems and find solutions.

II Research Methodology: For the purpose of the study convenience sampling was adopted for collection of the data and the sample size was 10 number of mangers from the private sector.

III Objectives of the study:
    To analyze causes of negativity in employees working in the private sector
    To analyze the steps taken by the managers to curb workplace negativity.

IV Hypothesis: The research at hand took into consideration the following hypothesis
    H 1: Managers are not aware of negativity at workplace in the private sector
    Ho: Managers are aware of negativity at workplace in the private sector

    H2: Managers have not taken up some initiatives to deal with workplace negativity.
    Ho: Managers have taken up some initiatives to deal with workplace negativity

    VI Data Analysis: Chi-square testing is used for data analysis. Any other option is not taken into account for analysis but is discussed in the suggestion and conclusion.
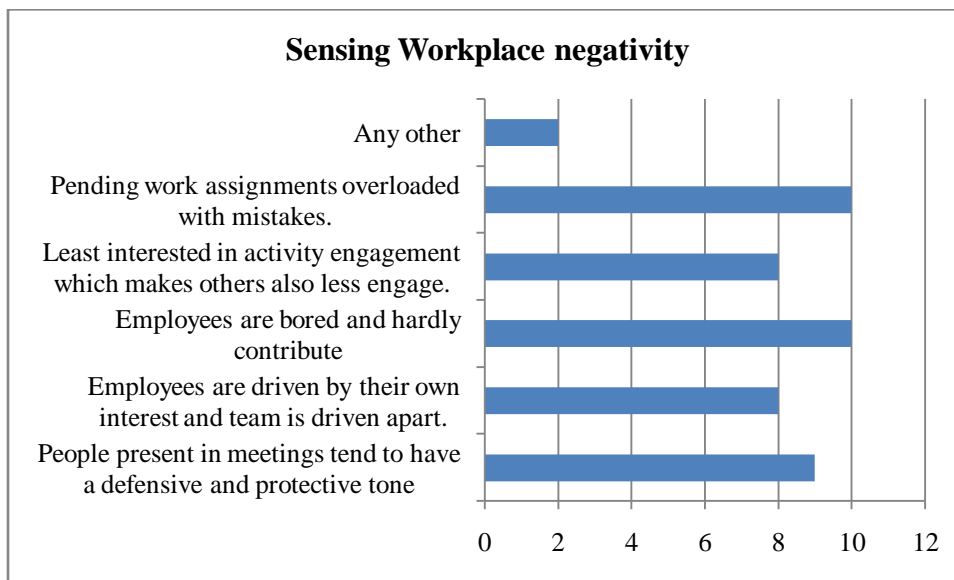
   ❖ **Familiarity of the manager with the term workplace negativity**

Options	Total
Yes	10
No	-

Interpretation: Almost all the mangers are familiar with the existence of workplace negativity in the private sector.

- ❖ **Sensing workplace negativity**

Options	Total
People present in meetings tend to have a defensive and protective tone	9
Employees are driven by their own interest and team is driven apart.	8
Employees are bored and hardly contribute	10
Least interested in activity engagement which makes others also less engage.	8
Pending work assignments overloaded with mistakes.	10
Any other	2

Sensing Workplace negativity

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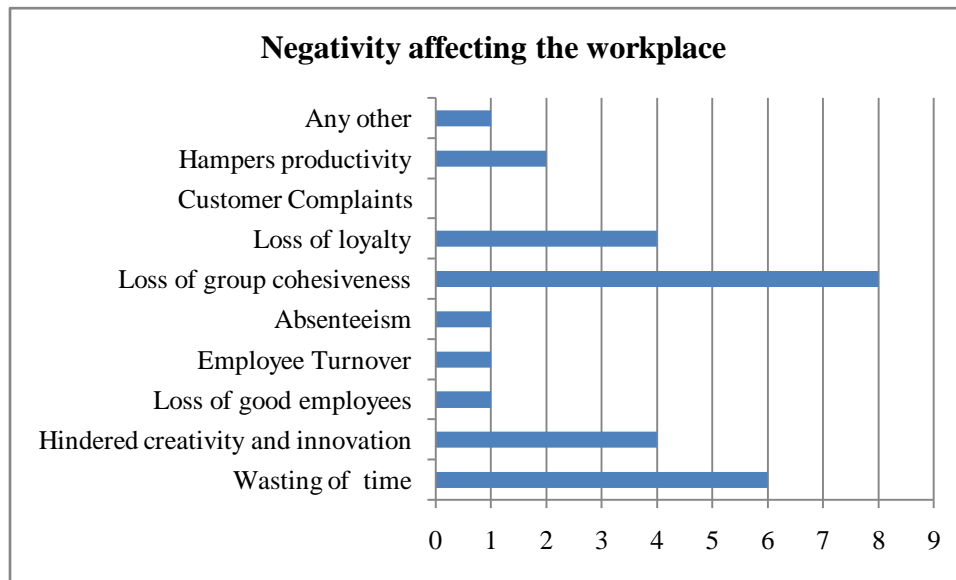http://www.ijmr.net.in email id- irjmss@gmail.com   Page 523

Interpretation: The above analysis indicates that boredom and very little or less contribution towards the work assigned by the employees along with other such instances indicate the presence of work place negativity.

Results of Chi square Testing: As indicated in the above table the researcher tested 5 categorical responses. Applying chi square test for observed data and considering 90 % confidence level, the null hypothesis got accepted as chi square score is less than critical value. (0.6 < 7.78 *)

(*7.78 is a critical value for 90% confidence level)

❖ **Negativity affecting the workplace**

Options	Total
Wasting of time	6
Hindered creativity and innovation	4
Loss of good employees	1
Employee Turnover	1
Absenteeism	1
Loss of group cohesiveness	8
Loss of loyalty	4
Customer Complaints	-
Hampers productivity	2
Any other	1

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Negativity affecting the workplace

Interpretation: The impact of workplace negativity shows that it impacts the organization adversely but at the same a small 10% of the sample indicates that, it has positive effect indicating speedy completion of the task to avoid getting pinpointed by the NEGAHOLIC as well as grapevine creators
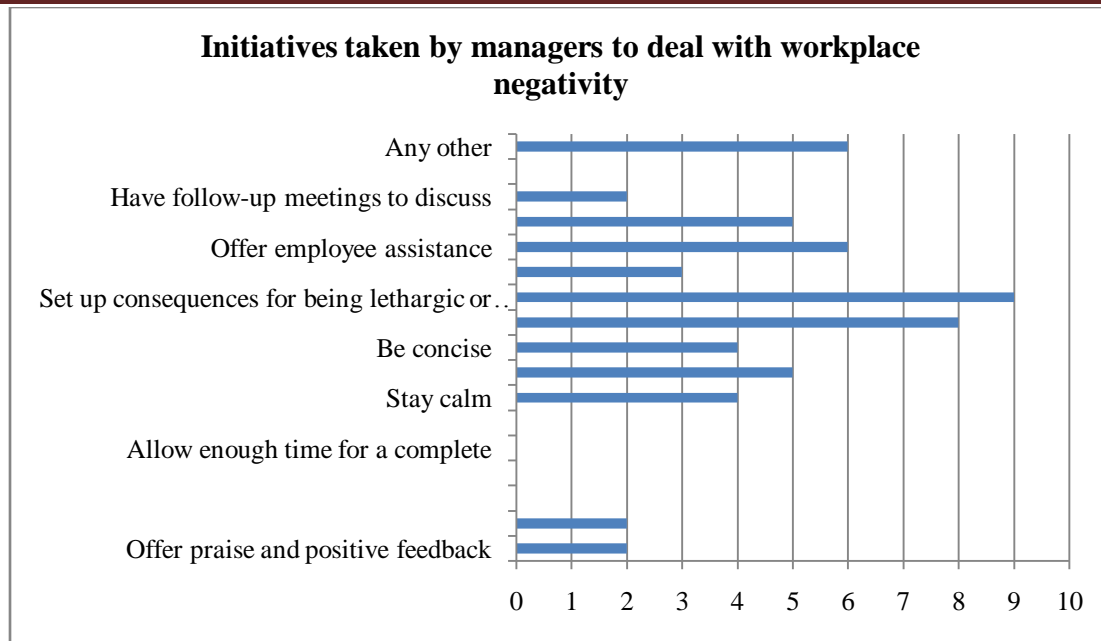
❖ **Causes of workplace negativity**

Options	Total
Excessive work load	5
Lack of challenge in their work	3
Insufficient recognition for the level of contribution and efforts provided.	2
Frustration	5
A Few Bad Apples	8
Stress	4
Poor Communication	4
Confusion regarding the work itself	3
Difficulty in achieving the targets	1
Any other	-

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Causes of workplace negativity

Category	Value
Any other	0
Difficulty in achieving the targets	1
Confusion regarding the work itself	3
Poor Communication	4
Stress	4
A Few Bad Apples	8
Frustration	5
Insufficient recognition for the level of…	2
Lack of challenge in their work	3
Excessive work load	5

Interpretation: From the above analysis it is very much clear that, a few bad apples i.e. NEGAHOLIC are the ones who induce workplace negativity in the workplace. Apart from them frustration and workload are real reasons which bring about workplace negativity

❖ **Initiatives taken by mangers to deal with workplace negativity**

Options	Total
Offer praise and positive feedback	2
Do not confront/criticize in public	2
Choose to be neutral	-
Allow enough time for a complete discussion	-
Stay calm	4
Be firm and assertive (not aggressive!)	5
Be concise	4
Do not be violent	8
Set up consequences for being lethargic or irresponsible	9
Stick to issues you can control	3
Offer employee assistance	6
Create harmony	5
Have follow-up meetings to discuss improvements/progress on objectives	2
Any other	6

Initiatives taken by managers to deal with workplace negativity

Interpretation: The above analysis indicates the initiatives taken on part of the manager's when it comes to handling the workplace negativity, which cannot be ignored. Making the employees aware of the consequences on being lethargic and irresponsible helps curb the workplace negativity. Apart from this not being violent while handling the NEGAHOLIC and offering assistance to employees when ever required are some of the ways used to fight back the negativity at the workplace.

Results of Chi square Testing: Considering 5 most effective responses categories from   above table and applying chi square test with 90% confidence level, chi square score is less than critical value. (7.1< 7.78) Hence again null hypothesis get accepted.

VII Conclusion: The study about the negativity at workplace concludes that managers are aware of the workplace negativity. Negativity is harmful for the organization as well as the employees, therefore some methods or ways are to definitely adopted in order to overcome the negative impact .Theses are some of the suggested strategies for overcoming workplace negativity that can be applied in private companies

Extend Care to the employees, the key to this one is to get your team engaged by finding out what matters to them. This can also be supported through a bonus mechanism (awards for most sales, an employee going beyond the call of duty, etc.).
Idea Generation opportunity to be given and awarded at regular intervalsGet your team committed to the company mission: What good are a vision, mission, values and goals if nobody sticks to them?
Adopt a "No one succeeds until everyone succeeds" culture.

Collaboration should stem up from top management.

Sturdy leader(manager) who works as a catalysts, a problem solver, a co-coordinator, a counselor, a talent care taker, ready to face disagreement, instills deeper interest into the work for the employees by strategizing the jobs, Charismatic convincer(do so by getting into the shoes of the employees).

Takes the initiative to come up with new ventures and accepts and effectively percolates change, thus instilling among workers passion for work and space for creativity.

Willingness to accept the view point of others and give fair judgment.

VIII) Suggestions For the managers in effective handling of the workplace negativity-

- Helping people identify exactly what they feel negativity about is the first step in solving the problem.

- Set up an internal communication system or a blog where staff can put forth their views. Allow employees to maintain anonymity, so that they come up with their grievances and suppressed thoughts ,which otherwise they would not say in public meeting in the office .

- Welcome unpleasant things also with a smile .At the same do not sideline the employee who brings to the periphery unwanted things.

- If employees are sending negative messages on an Intranet, they are actually saying these things to each other do not ignore nor suppress.

- Try not to get angry about negativity. Rather find the root cause. Employees who feel "powerless" in situations often try to regain power by making other staff member's negative – or getting them to "take sides".

- If a staff member is known to be unhappy, call him into your office and talk generally about what is happening in their department, or their lives. Tell them they are valued by the company, and ask if there is anything in particular making them unhappy.

- Be an example. If you talk in negative terms – "the economy is bad for business", "this product will never work" – you can"t e xpect your staff membe rs to be positive.

- "Positive" can spread as quickly as "negative" – and have an inversely proportionate effect on your company. Encourage positive talk, use it yourself, and give recognition

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