

The Atmosphere at the Workplace, an Asset for Higher Productivity

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Abstract

The main concern of the people was to strive for human resources or money that are spent in every work unit, to ensure the greatest possible increase in the volume and quality of production, to obtain greater quantities of materials, goods and services, at a quality as satisfactory as possible. In this way, many organizations are especially interested in the atmosphere at work.

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1. Introduction

The benefits of increasing productivity in the workplace are more than enough to make it part of your company's objective on a month to month basis. Most companies out there are producing half of what they are capable of. This is mainly due to lack of organization, inefficient procedures, and lack of employee motivation. In many situations, workplace productivity can be improved with just a few minor changes. Many owners and managers think that a whole company restructuring would need to take place in order to bring productivity to a high level. Although this may be true for in some cases, in general, a few simple changes is all that is needed to make this happen.

2. Productivity in the workplace

The evolution of any organization and hence of each company depends to a decisive extent on the efficiency of how the human, natural, informational and financial resources available to the firm in certain circumstances are used. The main concern of the people was to strive for, human resources or money that are spent in every work unit, to ensure the greatest possible increase in the volume and quality of production, to obtain greater quantities of materials, goods and services, at a quality as satisfactory as possible, because only such a basis can be achieved a strong economic growth, creating an advanced economy and conditions to raise the material and spiritual welfare of the population.

3. Economic and extra- economic circumstances that influence productivity at workplace

The level and productivity developments depend on more economic and extra-economic circumstances:

- the quality of the production factors used;
- the quality of economic activity organizing and managing;
- economic motivation to owners of production factors and the extent to which this is achieved;
- natural conditions (cold);
- the social climate;
- the psychological climate;
- the atmosphere at the workplace.

Labour productivity is a basic synthetic indicator that illustrates the efficiency of work. Accelerating the growth of the labor productivity is related to understanding the content and its meaning, the priority factors of influence and how to exploit. Increase of labor productivity, the systematically reduce of the manpower costs, which directly contributes to lower costs and increase work efficiency performed.

Factors influencing the level of labor productivity growth are: technical progress, improvement of organization management, production and employment, qualifications, professional development and skill growth performers.

Workforce - performers - and its rational use is a key factor in increasing fertility work and obviously a labor productivity.

In this way, many organizations assign special interest on the atmosphere at work. The environment where the employer works has a great influence on his results. In addition to effective management, the employee also needs a pleasant working space that will inspire him in his daily activities and facilitate his efforts towards realizing the objectives.

Many managers at prestigious organizations in our country and abroad have received more revenue, an increase in labor productivity due to a pleasant working atmosphere among employees. Therefore it was concluded that small investment of time and money could change the offices, the organization building into a more productive space.

4. Elements that determine a greater productivity at workplace

The main elements that determine a more productive work environment are:

- **Open space** or enclosed space- partitioned offices limit collaboration among colleagues and slow response time needs of customers. To create a favorable space communication of any kind, you must give up barriers between offices and to dedicate spaces to be allocated for special meetings between employees, both for lunch and to work together.
- **Flexibility** - flexible spaces are the most productive, even if the most common office companies are those with fixed space. Creating flexible spaces for office

requires a workspace of an average size that has interchangeable components to meet the needs of each employee. The "flexible" offices eliminate the corporate frustrations due to position removals or promotions. A universal space will always be suitable for employees who do not work in an office daily or perform field work.

- **Sustainability**- Sustainability of a comfortable working environment is reflected by the limited energy systems, include increasingly more natural light and maintain recycling programs. All this make the employees feel proud to work in an environment as eco as possible and to keep promoting it.
- **Heat and light.** Temperature is the main reason why employees are unhappy; that is why temperature can be controlled by those who are in the office. If staff is hard to please in terms of temperature, light is more easily controlled. The process starts by selecting and arranging the workspace. All employees should work in daylight and if they do not have individual offices, there must be a common area well lit. All employers should consider that lighting does not affect workers' eye health. For example, an accountant who works all day with the papers will be given more daylight than a director who spends most time in conference calls or management activities. The ergonomic design-specialists have conducted many studies regarding the impact of office chairs, desk height, keyboard or use of phone they have, the comfort and health of employees. Companies should consider their findings and analyze more carefully their choice of furniture design to meet the needs and habits of employees. Advice of a consultant specializing in ergonomic design could reduce the number of days for sick leave and will help maintain and even increase productivity, usually wasted because of discomfort.
- **Personality**, expressed through the decor in an ideal situation, the office space reflects the personality and culture. Wall color, decoration and comfortable environment can improve brand image and increase productivity of employees who spend more time in this place than at home during the week.
- **Technical equipment** - technical equipment should not miss in the office space, where you want the most flexible arrangement of space for employees. Another important aspect in creating a flexible space that few organizations take into account is that the technology used in the office can be accessed from home by each employee, whether that happens occasionally or regularly.

But the most important factor influencing the level of productivity and the atmosphere at the workplace is **communication**. Increase of labor productivity is a complex phenomenon that cannot be exhausted in a single study. Interpersonal communication is in limited circumstances, if any, considered as a factor in a direct increase or decrease of labor productivity in an organization.

In terms of communication and working climate, most employees say their supervisor's requests are expressed by taking into account the time and opportunities for workplace, which shows a concern for managers to achieve a reasonable work environment. The way we communicate with those around us in the professional activity, but not only, has an impact on results.

Numerous studies have shown that the most productive teams were those composed of employees compatible in terms of communication. Communication among employees leads to better knowledge and thus discovers strengths and weaknesses of each component of the team. So they will know who is the right man for a certain task in the projects they are involved. This will increase productivity.

Also, a good communication at the workplace leads to the elimination of tensions, conflicts, daily stress and create a pleasant, harmonious, efficient collaboration at the workplace.

The quality of managerial communication depends on how human resource is used and particularly the labor productivity obtained by it. Each individual has a certain style of communication formed by education, skills, beliefs and personal goals. It does not always ensure effective and efficient communication. Competent managers must not communicate at random and at will, but according to communication styles and strategies to support implementation of organizational strategy. Communication styles used by managers generate specific communication climate of the organization, and this environment depends on the performance and employee productivity.

5. Four key skills for creating a positive work environment

Thousands of books have been written on the subject of managing and motivating people, and as many training seminars are conducted on this subject around the world every day.

Creating a positive work environment is based on four key skills. They are: 1. Tell people what you expect of them; 2. Show interest in your team members; 3. Create an encouraging environment; 4. Recognize and reward good performance.

Skill 1: State your expectations

Telling people what you expect of them means doing the following:

- Communicating expectations clearly;
- Having a specific job description;
- Identifying specific performance standards;
- Specifying deadlines;
- Setting goals.

Skill 2: Show interest in your team

To show interest to your employees means:

- Making eye contact;
- Calling you by name;
- Asking your opinion;
- Smiling;
- Complimenting your work;
- Taking your suggestions.

Skill 3: Create an encouraging environment

Most people would agree that an encouraging work environment is one where:

- Your ideas are valued;
- Creativity is encouraged;

- Risks are encouraged;
- Fun and laughter are valued;
- New ideas are rewarded;
- You feel appreciated;
- People thank you for your contributions;
- Flexibility is valued;
- You feel like part of the team.

Creating such an environment results in the following benefits to employees. You contribute more ideas, feel more committed, look forward to coming to work, are more productive and you have increased self-esteem. Creating such an environment results in the following benefits to managers and business owners:

- Less turnover;
- Less sabotage;
- Greater loyalty;
- Easier to find employees due to good reputation;
- Higher productivity;

Skill 4: Recognize and reward good performance

A reinforcer is anything that happens, after a behavior, that tends to increase the chances that the behavior will be repeated. Included are such things as:

- Compliments;
- Smiles;
- Thumbs-up gesture;
- Saying "Thank you";
- Public announcement of your achievement;
- Positive letter in your personnel file;
- Promotion;
- Time off;
- Special parking space;
- First choice on schedule;
- Dinner with the boss;
- Tickets to an event;
- Extra employee discount;
- Picture on the bulletin board;
- Applause at a meeting.

Conclusions:

It is believed that managers should have an overview of all key factors which improve employee's labor productivity. One such key factor is the use of managerial communication in order to increase this indicator. Following investigations, it can highlight the importance of initiating development programs at all levels of hierarchical communication in organizations. As a result, participants in these programs will own methods and communication techniques such as: active listening, using feedback

technique to ask questions, empathic and assertive communication, which, when used correctly, will help at work effect and will increase employee productivity.

The conclusion is that an effective and efficient communication at the workplace leads to increased labor productivity.

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