
Employee's Behaviour

Employee behaviour is defined as an employee's reaction to a certain situation in the organization. Employees need to behave sensibly at organization not only to gain appreciation and respect from others but also to maintain a healthy work culture. An employee needs to adhere to the rules and regulations of workplace. Workplace isn't the place where you can shout on fellow workers, spread rumours, and criticize your manager. You should not be rude with your group members. Be humble. Do not forget that you are not the only one working; there are other people around as well.

Management of Sri Lanka Telecom Mobitel

Managers play an important role in influencing the behaviour of individuals at the organization. It is the responsibility of leaders to set a direction for team members. In majority of the cases, it has been observed that employees do not feel like going to work when they have strict managers. You need to stand by your employees always. Guide them and help them in their day to day operations and help them acquire new skills and upgrade their knowledge. Make them feel important. As a leader, you need to be a strong source of inspiration for your subordinates. If you do not reach office on time, how can you expect your team members to adhere to the rules and regulations of organization? Employees should be asked to do what best they can perform. Do not overburden employees. Encourage them to upgrade their skills from time to time.

We introduced regional managers to extend our reach to all employees; especially those in more dispersed areas. We conduct a Provincial Employee meetings that aggregates all employees and relevant management executives from a particular region to discuss and resolve any issues that may be present. Through these awareness programmes, we witness that our outstation employees have very few HR-related problems, and much of their concerns lie on technical and material grounds (such as service-quality matters, contractors etc.). (SLT, 2016)

Benefits

Employees need to feel comfortable at work for them to stay positive and happy. Rules and regulations should be same for every employee. Making simple reporting systems. Transparency at every levels is essential. We offer a range of benefits to our employees. These include initiatives to raise awareness on work-life balance, events such as financial health camps, book sales, and e-sales, and a flood-relief fund to provide assistance in case of

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hardship.

Some of the additional services that SLT extends to its employees are detailed below:

- Medical insurance
- Front-line staff uniforms
- Concessionary rates on phones and mobile packages
- Dongle and data connection
- Concessions on the purchase of desktop and laptop computers
- Gift vouchers for new-born babies
- Birthday vouchers and cards
- Death relief fund
- Funeral wreath
- Job Responsibilities(SLT, 2016)

Relevant Communication to employees

Managers need to communicate effectively with employees. The moment, employees feel left out, they lose interest in working background. They need to have a word in organization's major decisions. Let them express their views and express their problems. Grievances need to be addressed immediately. We possess comprehensive mechanisms for the handling and resolving of any and all employee grievances. Any issues can be reported to supervisors or line managers, which will consequently be brought to the notice of the HR department. If a supervisor or manager is related to the matter, the employee can directly contact the HR department. The HR department will then take appropriate measures to correct the issue under concern, to the benefit of all invested parties. (SLT, 2016)

Personal Life of employees

Personal life fights with your family members in the morning, you feel stressed the whole day. It has been observed that individual employees with a troubled background or problematic family tend to behave irrationally at work. Employees who have strained relationships with family members like to sit till late at work and spoil the work culture. Individuals from very poor families have a instinct of stealing office stationery and taking them home. Conflicts in personal life lead to stress and irrational behaviour. Also, employees should try not to bring their personal problems to work. Try to keep your personal and professional life separate.

Relationship of the employee towards SLT Mobitel

It is necessary to have friends at the workplace. You need people around to talk to, discuss and

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share experiences. It is really not possible to work in isolation. Not allowing employees to interact with fellow workers leads to frustration and stress at workplace. Avoid arguing with team members. Throughout the year, we organised a range of social and sporting activities, as well as voluntary initiatives. Some of these included the Telecom Games Provincial Meets, the Telecom Games Inter-Provincial Meet and Regional Awareness Programmes designed to improve the relationships amongst regional staff. SLT possesses holiday bungalows in numerous locations throughout Sri Lanka. We aim to operate additional units at new locations, as well as improve the conditions of existing ones. We further grant funds for any annual divisional trips that may take place. (SLT, 2016)

Leadership style used in SLT Mobitel Negombo branch

At Mobitel, the previous CEO Mr. Suren Amarasekara initiated the transformational leadership at Mobitel. He totally changed the established culture at Mobitel to give shared authority and responsibility to the employees. This encouraged the followers also to contribute to decision making and become leaders when necessary. This change along with some prudent investment decisions, contributed Mobitel to become a profit making company from a loss making company within a very short period of time. The CEO Mr. Lalith de Silva to present CEO MR. Nalin Perera continued the same concept even further by segmenting non routine tasks to projects and appointing project managers giving total authority and responsibility to them. With this initiative, a manager in one project is a follower in a different project.

The study on the leadership style of Negombo branch, Sri Lanka Telecom Mobitel that was cleared that it used the Transformational leadership style. The term "transformational leadership" was first coined by J.V. Downton in Rebel Leadership: Commitment and Charisma in a Revolutionary Process (1973). Transformational Leadership, proposed by Burns and extended by Bass and associates, has been conceived as a more complete model of leadership than that advocated by the trait, style, contingency, or exchange theorists.

A transformational leader is a charismatic manager who believes he has a vision for the future of the organization that will bring success to the entire staff. He motivates by getting employees enthusiastically on board with his ideas for the future and then continually uses the vision of a brighter future as the incentive for employees to be more effective. The transformational leader creates a comprehensive plan for success that he delivers to employees and explains how each employee will have a role in the organization's success.

Transformational leadership style as observed by employees at mobitel are found to be positively co-related and highly significant with the Employees Commitment towards SLT Mobitel.

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A successful leader in an organization often expresses the following attributes

- An attitude of positivity, reliability and pro-activeness
- Clear vision of business goals
- A firm commitment towards meeting defined goals
- An ability to effectively communicate their vision
- Commitment to their team and to their organisation
- Skilfulness in planning and developing strategies
- A focus on motivation and setting clear directions
- The adaptability to engage with the views and needs of team members
- An ability to inspire employees to meet goals
- An commitment to the happiness and wellbeing of their team
- Honesty and openness with their team

There is also a structural linkage of Transformational Leadership to Maslow's hierarchy of Needs. Transformational Leadership would fit into the higher levels, as it requires a high level of authenticity, self-esteem and self actualization to successfully be a Transformational Leader. Ideals are higher in Maslow's Hierarchy, which does implement that lower concerns such as health must be reasonably safe before people will pay serious attention to the higher ones.

How leadership style motivates employees to achieve objectives

Various blogs and websites defines motivation in their unique words whilst explaining the leadership theory. Motivation may can be defined as: desire to do the work, aim, motives and needs etc. The exact word motivation is extracted from Latin word group "To Move". Motivation is a process of driving the force that is present in human to obtain the desired goals or endeavour that is set in one's mind. Accordingly there is three basic elements; Needs, Drives and Incentives. Anyhow, when there is imbalance that human nature the need of anything is created. To accomplish the needs and wants there is a force that encourages achieving the required satisfaction, so this force is motivation.

It has been studied and stated by various people that transformational leadership has positive and significant impact on employee motivation. Transformational leader act as role model for the followers by accepting challenges have to face in future by motivating their workers to accomplish optimum results. They make aware their followers about the vision of organization. They encourage the subordinates for work and stimulates them for being paid more. Followers when encouraged for express some new ideas they freely elaborate their interior feeling and distinctive ideas as they believe that their ideas will be supported.

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