

The influence of Good or Negative Attitude Person's on Performance at Workplace

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Abstract: Attitude is a very important factor in the workplaces. Because attitude affects work continuity, a good attitude will improve communication efficiency and better collaboration during work. This research was carried out using the literature review method. The articles reviewed were collected using workplace attitudes keywords and 100 articles were produced. After going through the elimination stages, looking at subjective factors resulted in 30 articles. From this research it was found that attitude is a very important factor in the world of work. A good attitude is respect for others, commitment to the job, Helpfulness with Others. Meanwhile, a negative attitude is always complaining, making the same mistake many times and delaying work. Attitude towards work is influenced by internal and external factors. Internal factors are factors that come from within, such as emotional and psychological, intimacy with colleagues, and the comfort of creating yourself. External factors are factors that come from outside or the environment such as workplace atmosphere, rest time, length of work, wages and incentives. Even though attitude is not inborn, one's attitude and character are very difficult to change, especially if the change you want is a significant change. that's why with a good attitude will be able to create a new atmosphere in the work environment that is more comfortable. Someone with a positive attitude encourages colleagues to work harder, stay focused and push to achieve their goals. A positive will lead to more positives, while a widespread negative attitude can have a negative impact on performance, causing employees to become apathetic and discouraged. If a customer or client encounters a bad attitude from an employee, they won't come back.

Keywords: attitudes, workplace, good, negative.

Introduction

The workplace is a place where employees carry out their work activities. The workplace is said to be conducive and good if the people in it feel comfortable working there so that employees have good performance, comfort in work can be formed one of them by maintaining the attitude of employees in the workplace, therefore it is important for us to study the attitudes of employees to maintain comfort in working together.

Attitude is a learned tendency to respond in a consistently favorable or unfavorable way with respect to a particular object. Attitude is a tendency to respond positively or negatively to someone or something in their environment. Attitude will appear when we say we like or dislike something

or someone. Work attitudes contain positive or negative evaluations that a person has about aspects of their work environment. In the science of human resource management, most of the research on work attitudes is focused on three attitudes, namely job satisfaction, job involvement and organizational commitment (Robbins, 2006).

Commitment to organizational satisfaction, and work involvement are significant and positive on employee performance at PT. Duta Marga Silima in Jakarta. Thus the hypothesis states that job satisfaction, organizational commitment, and work involvement have a significant effect and positive impact on employee performance at PT. Duta Marga Silima in Jakarta is stated to be correct and acceptable (Margaretha & Natalia, 2012). If the employee has a positive attitude towards work,

then the employee himself will work longer and harder for his business. Attitudes encourage employees to act in specific ways in specific contexts. In other words, the attitude possessed by employees will determine the performance of the employees themselves so that later they can determine whether the vision and mission of the company are achieved or not. However, if negative attitudes possessed by employees are brought to the workplace, then these employees will indirectly be able to influence the atmosphere at work as well so that they can hinder the achievement of the company's goals.

Awareness training has a strong impact on knowledge and attitudes Employee security Employees with higher security knowledge also have better attitudes towards security. Therefore it is important that every workplace provides training for all employees to increase knowledge and awareness about safety.

There were significant differences between the attitudes and performance of male and female teachers. Female teachers were victims of their colleagues. and their heads they show a more aggressive attitude and lower performance. Male teachers exhibit more violent behavior than female teachers. From this point of view, we have to equate gender where men and women both need equality in terms of protection from bullying.

Based on this background,a formulation of the problem emerged regarding whether employee attitudes at work affect the performance of these employees and other employees in achieving company goals. So that it can be seen how important attitude is in the workplace of an employee so that training is needed to maintain good attitudes and correct bad attitudes.This research is useful for superiors to always maintain the attitude of their employees and for employees to understand more and more how important attitude is for comfort with fellow employees at work.

Materials and Methods

This research was carried out using the literature review method. The articles reviewed were

collected using workplace attitudes keywords and 100 articles were produced. After going through the elimination stages, looking at subjective factors resulted in 30 articles. Articles were searched through the official Elsevier website via sciencedirect.com by filtering them through the year of publication ranging from 2018 to 2023, and also focusing on the scope of management, business and social sciences.

Result and Discussion

Negative attitudes toward stuttering by people in their work roles have been previously reported. These attitudes could differ depending on whether or not someone knows a person or has been in contact with a person who stutters. In the past, many investigations have reported negative impact on PWS at their work. Specifically, PWS have had negative experiences in employment, including the negative attitudes of employers and co-workers, which they felt negatively affected their job performance and chances of promotion. In addition to the literature focusing on PWS, various studies have investigated public attitudes toward and the social impact of stuttering. Negative public attitudes toward stuttering could influence PWS negatively, especially in school or the workplace. Thus, it is important to examine ways of changing their attitudes and investigating what factors might improve public attitudes. For example, fluency therapy reducing stuttering severity can improve levels of employment. Good eye contact and fluency can lead to improved listener attitudes. Contact experience, that is, acquaintance with PWS and familiarity with stuttering, can also improve their negative attitudes, although we admit that some studies were not consistent with these findings. There is lack of investigations of the associations between contact experience and attitudes to stuttering at work. However, when keeping in mind that working people who do not stutter could often encounter PWS at their workplace, contact experience could be associated with the public's attitudes at work. In addition, there is considerable previous literature and elaboration about contact experience for PWS.

However, there are no clear conclusions and there might be cultural differences (Daichi & Shoko, 2021)

The theory acknowledges that attitudes, social norms, and perceived behavioural control may mutually influence each other. Attitude changes can first of all lead to travel behaviour changes, expressed in the number of trips and kilometres travelled by mode. Secondly people might change their residential location and their destinations because, due to their attitude changes, they developed other preferences for living, working, or doing other activities in specific environments. Third, the overall (dis)like for spending time on travel might change due to attitude changes. For example, a person who experienced cycling after moving to a cycling friendly environment might enjoy it, and prefer to cycle for half an hour to work, whereas she did not like to drive for half an hour. Fourth, the time of day of travel could change, for example due to a change in attitude due to experiencing changes in the discomfort of congestion or crowded public transport during the rush hours. Fifth, attitudes could change the way people drive vehicles (driving speed, aggressive driving or not). Sixth, attitudes towards specific vehicle types can change. For example, a person moving from a low density suburb to a high density compact residential area might shift preferences towards smaller cars because of the fact that that area might have more narrow streets, or smaller parking places. Finally, the dimensions can interact in multiple ways. For example, a person might prefer a smaller car after moving to a high density area, and subsequently might dislike long distance trips or driving under congestion conditions because the car is less comfortable, or might prefer to drive slower (Wee & Kroesen, 2022)

Examined the interconnectedness between the three dimensions of security awareness. To measure the relationships between employees' security knowledge, attitudes and behaviour, three hypotheses were proposed: (i) more knowledge about security procedures and policy leads to a better attitude towards security, (ii) a better attitude towards security leads to more secure self-reported behaviour, (iii) more knowledge about security procedures and policy leads to more

secure self-reported behaviour (Sas, Reniers, Ponnet, & Hardyns, 2021). Attitude toward the behavior, as determined by "behavioral beliefs" about outcomes of engaging in an action, and the positive/negative evaluations of these outcomes; (2) subjective norms, determined by a person's "normative beliefs" about whether important people (such as friends, parents, teachers, co-workers) approve or disapprove of a particular behavior, and the person's willingness to comply with other important people's appraisals of the behavior; and (3) perceived behavioral control, the perceived ease or difficulty of engaging in an action/activity (Guerin & Toland, 2020).

The attitudes of employers finds that most employers express positive attitudes and consider employees with disabilities as valuable and productive members of the workforce. There are also some employers that express negative attitudes and are concerned about for instance accommodation costs, litigation, work performance and the qualifications of persons with disabilities (Bredgaard & Rasmussen, 2020). The negative attitude towards PwDs is pervasive across all sectors including economic, social, political and hospitality/tourism. In terms of economic life, PwDs are mostly construed as lacking the necessary ability, and skills to be economically engaged and thus perceived as being unproductive. In most societies, PwDs lack access to structural power to enable them participate in decision making (Adam, 2019).

In addition to being affected by the skills and attitudes of supervisors, the work climate is also influenced by the relationships between workers. Interactions between colleagues are considered the most important factor for job satisfaction in collectivist cultures (Caron, Asselin, & Beaudoin, 2019). While we know already a lot about the different personal characteristics associated with top managers' attitudes towards downsizing, there is a conspicuous absence of studies examining social class as a potentially important explanatory factor for these attitudes (Aaken, Rost, & Seidl, 2022). In high intrinsic motivation conditions, the indirect positive effect of servant leadership through servant attitude would be strengthened, whereas in low intrinsic motivation conditions, this

mediating role of servant attitude would be reduced (Ruiz-Palomino & Zoghbi-Manrique-de-Lara, 2020)

Narcissistic admiration and narcissistic rivalry diverged in terms of the exact role that was played by these job-related attitudes. The positive association between narcissistic admiration and job commitment was at least partially explained by the tendency for individuals with higher levels of narcissistic admiration to report relatively high levels of job satisfaction, job investment, and organizational pride. In contrast, the negative association between narcissistic rivalry and job commitment was due, at least in part, to the tendency for individuals with high levels of narcissistic rivalry to report relatively low levels of job satisfaction, job investment, and organizational pride (Lehtman & Zeigler-Hill, 2020)

At the company, when employee start acting like owners, they will have more positive attitudes. These positive attitudes higher job satisfaction, which is the extent to which employees like their jobs or aspects of their jobs. It includes more job engagement, which is the extent to which employees are enthusiastic about and involved in their jobs. It includes higher commitment, which is the extent to which employees feel attached to their organizations. It includes organization-based self-esteem, which is the extent to which employees perceive themselves as valuable members of their organizations. It even includes intentions to stay with the organization. However, the beneficial effects of employee ownership feelings can also turn into problematic effects that challenge organizations. These include territorial behaviors, knowledge hiding, and burnout. Each is discussed below. (Renz & Posthuma, 2021)

A small amount of work has focused on the relationship between negative attitudes toward computers and work-related attitudes. Employees who were involved with their jobs and committed to their organization reported lower levels of anxiety over using computers than those with low job involvement and low organizational commitment (Murrell & Sprinkle, 1993). Employees' sensemaking of the quality of relationships and interactions they encounter within their employing organization influences

their work attitudes and job outcomes (Brandes et al., 2004). According to the tenets of social exchange theory (SET), a precursor for the development of positive employment relationships is that parties abide by certain rules of reciprocity-based exchanges (Manolopoulos, Peitzika, Mamakou, & Myloni, 2022)

Improving work characteristics in the form of increased resources and reduced demands were associated with increased employees' EWB and that, in turn, was associated with better job attitudes (more job satisfaction and commitment, less turnover intentions). The positive associations between EWB and job attitudes, such as job satisfaction, turnover intentions, and commitment, indicate that EWB is important not only on an employee but also on an employer level as well (Brokmeier, Bosle, Fischer, & Herr, 2022)

Having a health and well-being policy at the workplace in companies that incorporates menopause might help to change social norms regarding the taboo and might help menopause being recognized as a potential occupational health issue. This could help women cope better with their bothersome symptoms. A program needs to be developed to raise awareness about menopause and to change the attitude of women themselves (Geukesa, Oosterhof, Aalst, & Anema, 2020)

Job characteristics should pay attention to mental well-being and work involvement. Work resources were stronger with higher EWB (OR range = 1.22 – 1.61) than job demands (OR range = 0.79 – 0.96). Psychological job demands showed a negative association with increased EWB (OR = 0.79) (Brokmeier, Bosle, Fischer, & Herr, 2022). This is proved by 695 elderly care service managers in Denmark and 393 responded, and 382 respondents were included in the analysis (54.7%). 89.8% of respondents believe WHPP will improve health, 89.6% improve welfare and 87.6% believe WHPP improves work ability. 87.7% expressed willingness to implement WHPP (Christensen, Larsen, & Kolind, 2020). One example of an attitude reaction to work is shown by proposed two kinds of interactive feedback integrated with the thermostat interface. Office workers set higher temperature due to interactive feedback. Interfaces with interactive feedback are preferred over

traditional ones. Interactive feedback changes user decision making from habitual to intentional. Feedback from energy efficiency and health levels influences behavior on different routes (Xiangling & Changxu, 2019). Other research on psychological contracts, and Affective Event Theory (AET) to develop frameworks linking memory of generational events to attitudes and behavior in the workplace. First, we argue that memory about generational events is a function of the degree and nature of significance that individuals attach to key historical events identified in research of past collective memory. Second, we determine the antecedents and outcomes of generational memory in diverse and contemporary organizations (Dencker, Joshi, & Martocchio, 2008)

Several different empirical tests have consistently demonstrated the existence of a systematic, branch-specific component of employee attitudes. The results of empirical tests of the determinants of employee attitudes and the determinants of branch sales are consistent with the interpretation that workplace-specific factors provide better outcomes for employees and banks, and that these factors are more likely to be multiple aspects. the branch's internal operations rather than some of the branch's external market characteristics (Bartel, Freeman, Ichniowski, & Kleiner, 2011). This also affects the eligibility of the brand where stronger brands have both positive and negative effects on employee attitudes, depending on the organizational hierarchy. This paper further details the extent to which the congruence between the attitudes of upper and middle level executives influences the attitudes of lower level employees. Because corporate management of the impact of BE on employee attitudes has important implications. Given that such investments are less profitable under certain circumstances, this research provides useful guidelines for increasing their leverage (Ertza, Rouziès, & Sarigöllü, 2022). Real evidence of the success of workers in applying this good attitude is show that HPWS is not designed or implemented to support driver safety. Drivers report safer driving behavior if they have a positive attitude toward safe driving. Driver behavior can be improved by incorporating clear goals relevant to

safe driving (Warmerdam, et al., 2018). The next factor that gives the impression of the importance of this attitude that Honesty–Humility, Extraversion, Openness, and cognitive (especially verbal) abilities predicted more positive attitudes towards diversity in the workplace. Higher values for strength, security, and tradition, and less for universalism were associated with more negative attitudes toward workplace diversity (Anglima, Sojo, Ashford, Newman, & Marty, 2019). Men who report being sexually harassed are seen as unfavorable. The type of abuse and the sex of the perpetrator influence the perception of the victim. Male victims of sexual harassment are seen as suffering less than female victims. The findings of this study have strong implications for workplace policy and practice (Cesario, 2020).

Results indicated that individuals' collective memory of their formative years influenced their work value, with altruistic, social, and intrinsic work values having a positive impact on employees' brand attitudes and behaviors, while extrinsic work and leisure values had no significant impact. Generational differences are evident, but not always in a way that is consistent with prior literature (King, Murillo, & Lee, 2017). With the fact that the survey data from 135 refugees in employment in Australia, climate diversity was found to positively influence refugee employees' affective organizational commitment through increasing their psychological capital. The effect of climate diversity on affective organizational commitment and turnover intention through psychological capital was also found to be stronger when employees identified more with their ethnic group (ethnic identity) (Newman, Nielsen, Smyth, Hirst, & Kennedy, 2018). Influence is also felt for the marketing division where the structural equation modeling show that management's commitment to internal marketing is related to internal marketing practices which include formal and informal internal communication, while formal internal communication facilitates informal internal communication. In addition, management's commitment to internal marketing and informal internal communication influences employee work attitudes (To, Martin Jr., & Yu, 2015). Results from Study 1 (N = 173) indicate that

organizational attractiveness mediates the relationship between perceptions of interpersonally equal treatment and intention to pursue a job. In addition, the results from Study 2 (N = 222) suggest that affective commitment can help explain the effect of both perceptions of equal and preferential family member treatment on switching intentions (Waterwall & Alipour, 2021). Things to watch out for as the main pointer are effectivity for new employee orientation reduces role ambiguity and role conflict in employees. Barrier stressors are negatively related to attitudes and job performance. Role ambiguity is negatively related to task performance. Role conflict predicts work attitudes; This relationship is completely mediated by relationship conflict. Results are based on a survey of 156 hospitality interns with a longitudinal component (Rau, Borzillo, Perretten, & Schmitt, 2021). Another fact is shown by employers' attitudes toward hiring more than 65 knowledge workers are positive in most cases. Employees 65 plus have the potential for significant intellectual and social capital. A positive entrepreneurial attitude towards employees 65 plus increases their sense of security and confidence in their employer. Restoring the intellectual potential of knowledge workers aged 65 and over will take enormous time and money. Research was conducted on 93 entrepreneurs in two time periods, in 2014 and 2019 (Bartkowiak, Krugielka, Dachowski, Gałek, & Kostrzewa-Demczuk, 2021).

Conclusion

The attitude of a worker is very influential in the performance of the worker besides that it can also affect other workers in the same workplace, where attitude is influenced by individual differences, past experience, values and cognitive abilities besides that it is also influenced by external factors such as rest time, atmosphere environment and wages or salaries. therefore it is very important that we maintain an attitude at work by always being committed, respecting time, accepting criticism and respecting other workers so that our workplace becomes a comfortable environment and we can

work well there, besides that a good attitude will also affect the performance of an employee will also be better and can encourage the career of the worker. If the employee has a positive attitude towards work, then the employee himself will work longer and harder for his business. Attitudes encourage employees to act in specific ways in specific contexts.

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