



# WORK ETHICS: COMMITMENT



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# What is Work Ethic?

## Work Ethic...

- ❖ a standard of conduct and values for job performance
- ❖ a set of values that advocate hard work and diligence

# Five Characteristics of a Good Work Ethic

- ❖ Commitment / Dedication
- ❖ Reliability
- ❖ Productivity
- ❖ Cooperation
- ❖ Character



# What is Commitment?



- ❖ The state of being bound emotionally or intellectually to a course of action or to another person or persons.
- ❖ It is an act or a statement, a pledge or promise which creates an obligation.

# Organizational Commitment

“an identification with the goal’s and values of the organization, a desire to belong to the organization and a willingness to display effort on behalf of the organization.”

❖ It is recognized as the key factor in employee-employer relationship

# Types of Commitment (Mayer & Allen Theory)

## Affective commitment :

❖ Employees who feel a sense of affective commitment identify with the organization, accept that organization's goals and values, and are more willing to exert extra effort on behalf of the organization.

## Continuance commitment :

- ❖ Continuance commitment exists when there is a profit associated with staying and a cost associated with leaving.
- ❖ Tends to create a more passive form of loyalty.

## Normative commitment :

- ❖ The sense that people *should* stay with their current employers may result from personal work philosophies or more general codes of right and wrong developed over the course of their lives.
- ❖ Build a sense of obligation-based commitment among employees.



### **Continuance Commitment**

Continue working for an organization because you cannot afford to leave.

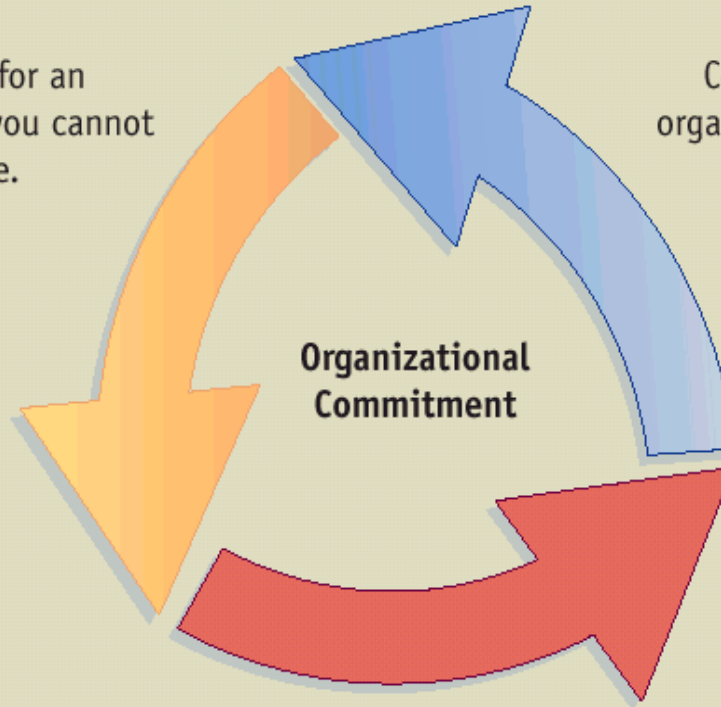
### **Normative Commitment**

Continue working for an organization because you face pressure from others to remain.

### **Organizational Commitment**




### **Affective Commitment**

Continue working for an organization because you agree with it and desire to remain there.





## Three Types of Organizational Commitment

What Makes Someone Want to Stay with their Current Organization?		
EMOTION-BASED REASONS	COST-BASED REASONS	OBLIGATION-BASED REASONS
Some of my best friends work in my office ... I'd miss them if I left.	I'm due for a promotion soon ... will I advance as quickly at the new company?	My boss has invested so much time in me, mentoring me, training me, showing me "the ropes."
I really like the atmosphere at my current job ... it's fun and relaxed.	My salary and benefits get us a nice house in our town ... the cost of living is higher in this new area.	My organization gave me my start ... they hired me when others thought I wasn't qualified.
My current job duties are very rewarding ... I enjoy coming to work each morning.	The school system is good here, my spouse has a good job ... we've really "put down roots" where we are.	My employer has helped me out of a jam on a number of occasions ... how could I leave now?
		
Staying because you <i>want</i> to.	Staying because you <i>need</i> to.	Staying because you <i>ought</i> to.



# Expectations for Employees

- ❖ **What does an employer want?**
- ❖ **What are the traits of a Committed Employee?**



# Top 10 Work Ethics

## Traits of a Committed Employee:

- ❖ Attendance
- ❖ Character
- ❖ Team Work
- ❖ Appearance
- ❖ Attitude
- ❖ Productivity
- ❖ Organizational Skills
- ❖ Communication
- ❖ Cooperation
- ❖ Respect



# **ATTENDANCE** – *Be On TIME ...Don't Be ABSCENT*



## **Traits of a Committed Employee**

### ❖ **Limit Absences :**

- Be at work every day possible
- Plan your absences
- Don't abuse leave time

### ❖ **Come to work on time**

- Be punctual every day

# CHARACTER - *Honest ...Dependable ...Loyal*

“Be more concerned with your character than with your reputation. Your character is what you really are, while your reputation is merely what others think you are.” – **John Wooden**



## Traits of a Committed Employee

- ❖ **Be honest** - “Honesty is the single most important factor having a direct bearing on the final success of an individual, corporation, or product.” *Ed McMahon*
- ❖ **Be dependable** - Complete assigned tasks correctly and promptly
- ❖ **Be loyal** - speak positively about the company
- ❖ **Be willing to learn** - Look to improve your skills

# TEAM WORK - *Working toward a goal requires cooperation and respect*



## Traits of a Committed Employee

- ❖ **Be a Team player** - The ability to get along with others – including those you don't necessarily like.
- ❖ **Leadership abilities** - The ability to be led and/or to become the leader.
- ❖ **Be a contributing member** - The ability to carry your own weight and help others who are struggling.
- ❖ **Accept compromise** - Recognize when to speak up with an idea and when to compromise by blend ideas together.

# APPEARANCE - *Clothing ... Hygiene ....Manners*

## Traits of a Committed Employee

### ❖ Dress Appropriately -

- Dress for Success!
- Set your best foot forward

### ❖ Personal hygiene

### ❖ Good manners

### ❖ Hand shake

### ❖ Eye contact

Remember that the first impression of who you are can last a lifetime



# ATTITUDE — *Be Positive .... You Can Do It.*

Positive thoughts generate positive feelings and attract positive life experiences.



## Traits of a Committed Employee

### ❖ Have a good attitude

- Listen to suggestions
- Be positive

### ❖ Accept responsibility for ones work

- If you make a mistake, admit it.



# PRODUCTIVITY — *Make Good Use of Your Time*



## Traits of a Committed Employee

- ❖ **Do the work correctly** - Quality and timeliness are prized
- ❖ **Get along with co-workers** - Cooperation is the key to productivity
- ❖ **Help out whenever asked** - Do “extras” without being asked
- ❖ **Take pride in your work** - Do things the best you know how



# ORGANIZATIONAL SKILLS – *The KEY to getting your task done on time*



## Traits of a Committed Employee

- ❖ **Make an effort to improve** - Learn ways to better yourself
- ❖ **Time Management** - Utilize time and resources to get the most out of both



# COMMUNICATION — *Written ... Verbal ... Visual*



## Traits of a Committed Employee

- ❖ **Written Communications** - Being able to correctly write reports and memos
- ❖ **Verbal Communications** - Being able to communicate one on one or to a group



# COOPERATION — *Working Together to Achieve More.*



## Traits of a Committed Employee

- ❖ **Follow company rules and policies -** Learn and follow expectations
- ❖ **Get along with co-workers -** Cooperation is the key to productivity
- ❖ **Appreciate privileges and don't abuse them -** Privileges are favors and benefits

# RESPECT — *Be Sensitive to Racial, Ethnical and Cultural Difference*



## Traits of a Committed Employee

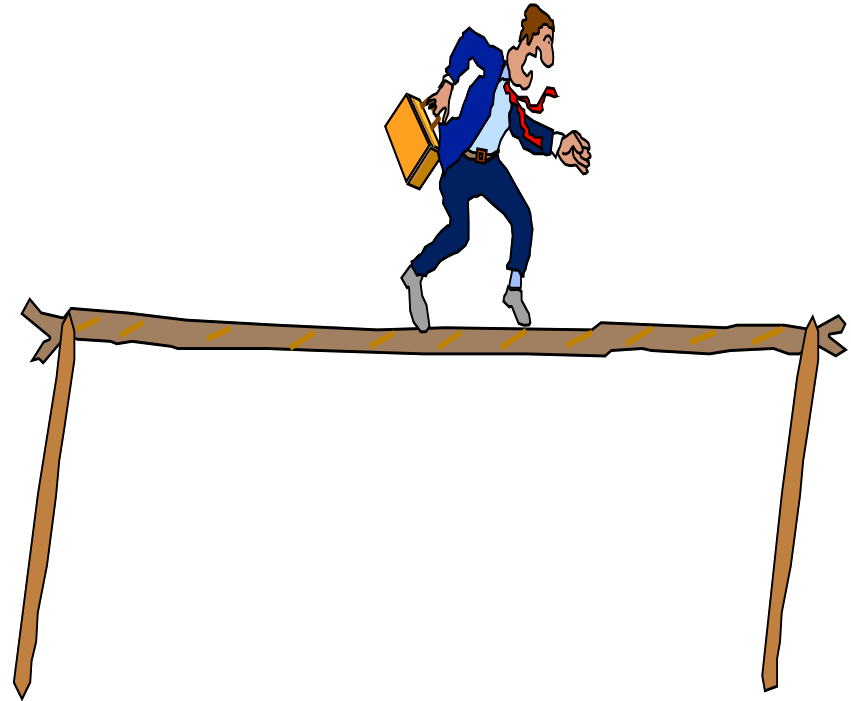
- ❖ **Work hard** - Work to the best of your ability
- ❖ **Carry out orders** - Do what's asked the first time
- ❖ **Show respect** - Accept and acknowledge an individuals talents and knowledge

# What Happens When You Are Not Committed?



# Problems in low work Commitment Environment

- ↓ Organizational Performance
- ↑ Absenteeism
- ↑ Unsatisfied Customers
- ↓ Quality Products / Services
- ↑ Theft
- ↑ Job dissatisfaction
- ↓ Willingness to be relocated

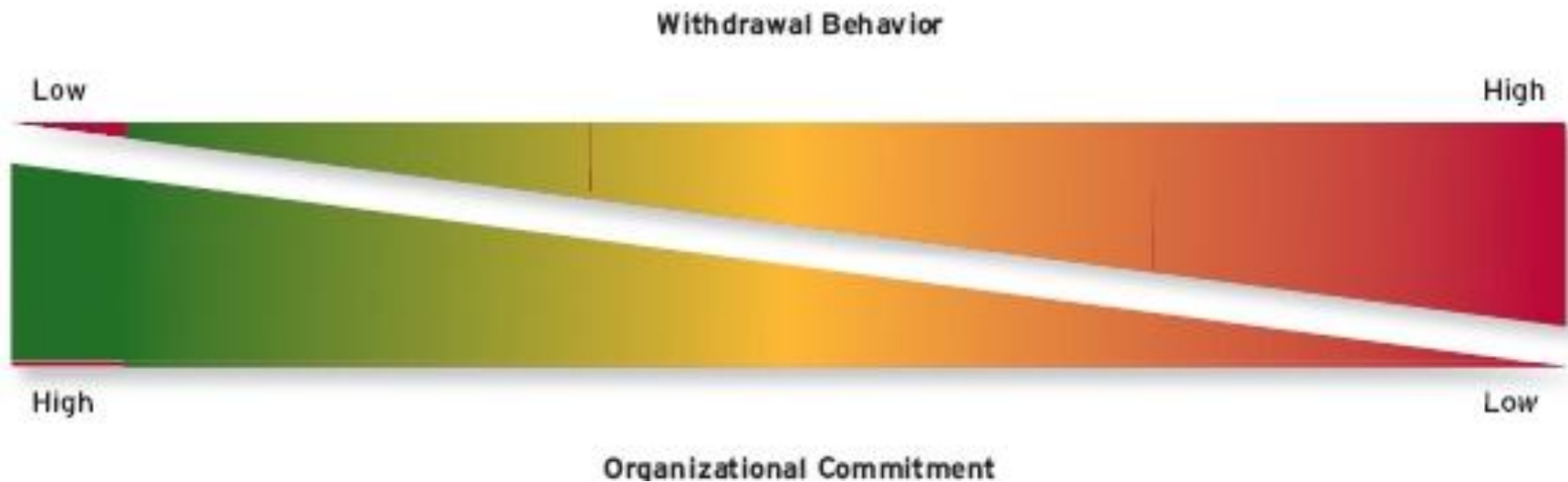


↓ : Reduce / Low  
↑ : Increase / High

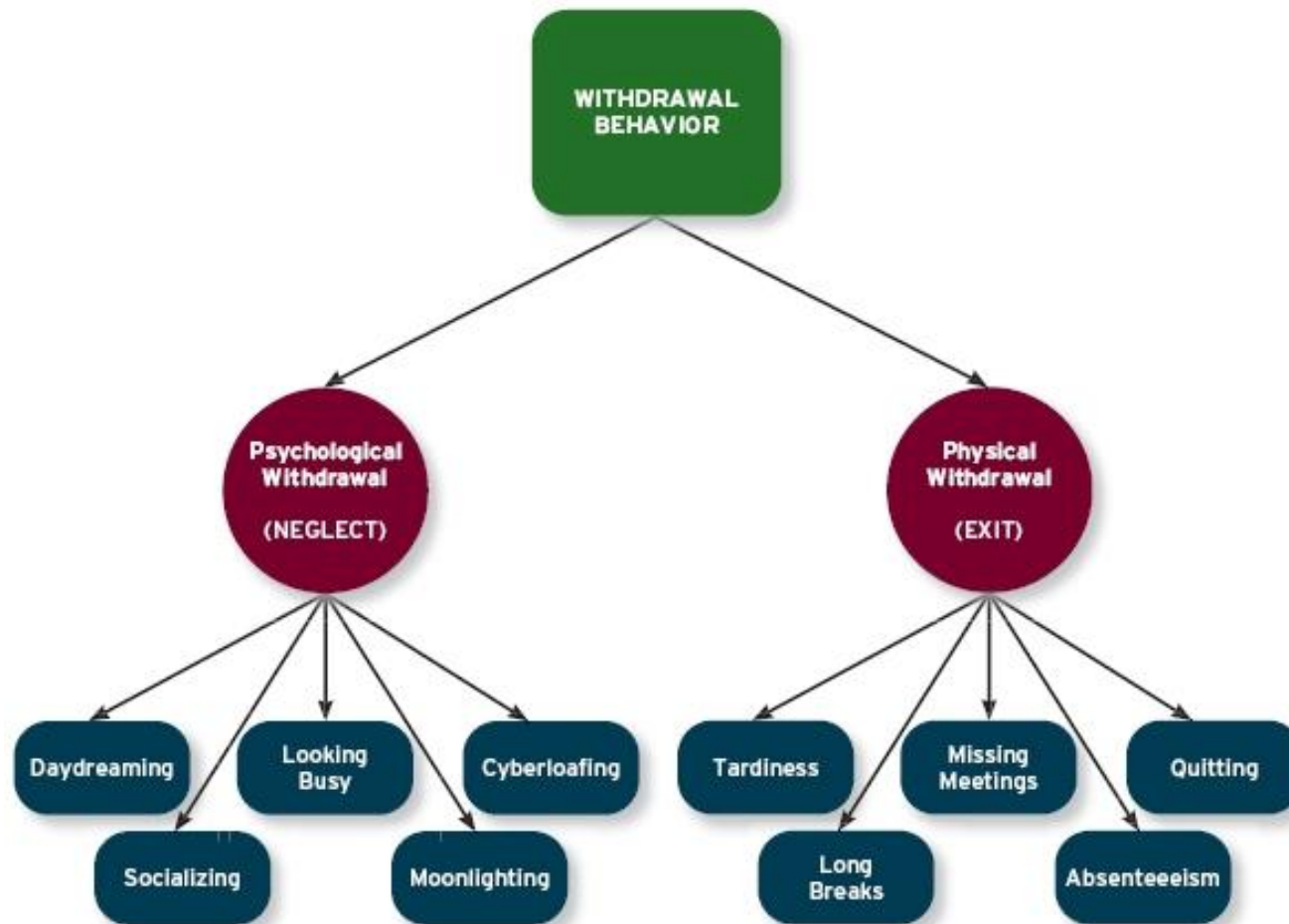


## Problems in low work Commitment Environment [CONTD]

Employees who are not committed to their organizations engage in withdrawal behavior

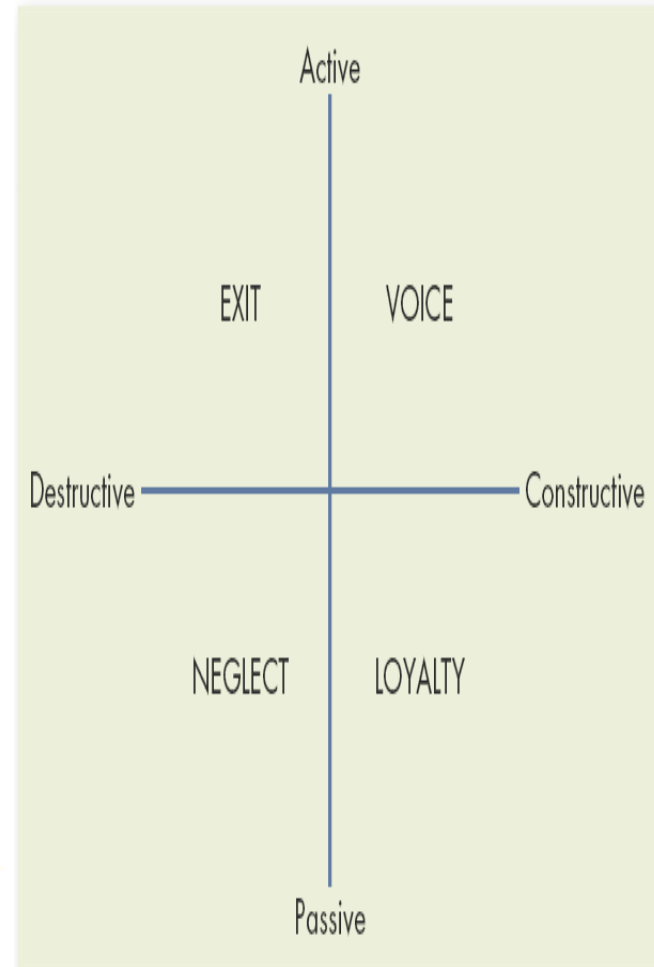


# Psychological and Physical Withdrawal



# Withdrawal Behaviors

- **Exit** : Exit is a form of physical withdrawal in which the employee either ends or restricts organizational membership.
- **Voice** : Voice is an active and constructive response by which employees attempt to improve the situation.
- **Loyalty** : Loyalty is passive and constructive; employees remain supportive while hoping the situation improves on its own.
- **Neglect** : Neglect is a form of psychological withdrawal in which interest and effort in the job decreases



# Discussion / Questions

❖ Which type of organizational commitment (affective, continuance, or normative) do you think is most important to the majority of employees?

❖ Which do you think is most important to you?



# CONCLUSION

## People with work ethic

- ❖ Better positions
- ❖ Prosperous future
- ❖ A good sense of responsibility



## People without work ethic

- ❖ unmotivated
- ❖ poorly trained or managed
- ❖ Minor position



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