



Mains Marathon

Day 27: Case Study-1

The atmosphere we live in all the time is called culture. The values, beliefs, attitudes, and presumptions that everyone at a workplace has in common are referred to as the workplace culture. Upbringing, social setting, and cultural milieu all influence this. The management, organizational strategy, and leadership at a workplace, however, have a significant impact on the workplace culture. The effectiveness of teams, morale, productivity, and efficiency all rise when there is a healthy workplace culture. The quality of work and job satisfaction improved. The most crucial benefit of all is that happy workers experience less stress.

How would you make sure that your employees are satisfied at work, assuming you are a manager in a Public Sector Undertaking (PSU)? (250 Words)

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Approach / Explanation / Answer

- Define happiness and its importance, especially in the case of an organization.
- Briefly explain the importance of a manager in an organization.
- Illustrate the qualities you would like to follow as a manager to ensure happiness overall.

Answer:

An objective definition of happiness is quite difficult to come up with. Its definition varies according to the circumstance, time, and the place, but in general, it is the sensation of pleasure and contentment. The extremely well-known phrase that happiness is often the biggest aim that people aspire to achieve. When many people with various mentalities collaborate for a shared goal in an organization, achieving the same becomes much more difficult. Since higher productivity and better team performance at work are closely connected, it is crucial to bring harmony among the divergent viewpoints and ensure workplace satisfaction.

You have the duty to manage a group of people and employees in the best interest of your organization as the Manager of a Public Sector Undertaking (PSU). You are also a friend, a philosopher, and a mentor. To ensure satisfaction among the workers and colleagues and to attempt to encourage them to be their best oneself while performing their duties, I will endeavor to practice the following behaviors as the manager of the PSU.

- **Build good interpersonal relations:**
 - The social nature of humans is well known. They become more prone to stress when working alone, and they become bored with their work. Interpersonal interactions therefore

allow employees the possibility to create close friendships with other coworkers, fostering in them a sense of joy and fulfillment and inspiring them to support the achievement of the organizational goals.

▪ **Directing and Initiating Action:**

- Without the right guidance, other activities inside the organisation lose their effectiveness. For action to be taken and to make the best use of both human and non-human resources, direction is required. By doing this, the organisation is able to accomplish its goal in the desired way. To prevent any misunderstanding, everything needs to be really explicit and precise. Even before the task itself begins, leadership must exist from the very beginning. A leader is someone who takes the initiative themselves and leads by example in addition to planning and explaining the policies to the followers.

▪ **Providing Motivation:**

- By providing both financial and non-financial incentives, a leader may effectively encourage their team members and get the job done. An individual's motivation is what propels them forward in life. Small tokens of recognition and awards may boost workplace engagement, which is closely related to tenacity, drive, excitement, and pride.

▪ **Providing guidance and feedback:**

- In addition to supervising his team members, a leader also mentors them. To prevent their efforts from being ineffective, he gives them instructions on how to carry out their task properly. According to studies, supervisors or employers that routinely provide feedback and recognise efforts are more successful in maintaining a happy staff.

▪ **Creating confidence:**

- Each employee contributes significantly to the organisation, and motivating employees by giving them a sense of belonging. Coworkers can feel much better about themselves and be happier at work if they receive small acts of kindness, statements of thanks, and support through difficult times.

▪ **Democratic decision making:**

- The point of view of the employees is always taken into consideration by a good leader, and in the event of a dispute, he resolves it by constructive discussion and the appropriate clarifications. When disagreements arise, he skillfully manages them to prevent a negative impact on the entity.

Nobody thinks or behaves precisely the same as another person. For this reason, there is always a chance for miscommunication and conflict when we bring a group of individuals together. But when properly handled, these disparities help people, groups, and organizations function better. Consequently, this is where a strong leader can contribute significantly to the development of his company and the promotion of a positive workplace culture.

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