

# **STUDY OF FACTORS AFFECTING EMPLOYEE PROFESSIONALISM AND INTERPERSONAL SKILLS AT THE WORKPLACE.**

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## **Abstract-**

The most important thing to understand when considering employee skills is that there are many factors that affect the efficiency of employees. Staff interaction skills are influenced by the professionalism of the job, the characteristics of the manager and work style. In addition, research shows that in order to maintain a high level of staff Interpersonal skills and professionalism in the workplace are essential to understand the needs of the staff member.

Project report “A study of human resource issues and interpersonal skills on the job” is designed to identify the various factors that contribute to the provision of the necessary skills to interact with others. Factors affecting the level of interpersonal skills and staff expertise analyzed in this project report financial gain, work Relationships with management and colleagues, recognition and respect in the workplace, a desire for prominence and personal goals etc. A list of questions and interviews was made to collect Information from Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy. Percentage analysis was used to analyze data and provide a logical conclusion.

## **Introduction-**

Employers want new employees to be responsible, to behave responsibly and to be part of a team, and to have strong communication skills, interpersonal skills, and problem solving skills. So, those skills put it all together and have a work ethic. Professionalism is the way you carry yourself, your attitude and the way you speak to others. As a result, being an expert can bring a good idea, very good interaction relationships and outstanding dignity in your organization.

During my research, the main purpose was to develop an employee's mind Professionalism. But craftsmanship is not just one factor; it is a combination of a few different qualities.

First and foremost, the most effective way to show professionalism is to show that you are invested enough to pay attention. I have learned to improve my commitment in various ways. For example, this may mean taking notes during meetings, asking appropriate questions or even using responsive body language. In addition, to show your commitment and commitment in your organization is to pay attention, respond and take action to improve the company. However, this requires identifying concerns or points of pain. Make sure you pair your own grievances with solutions.

Second, understanding the work culture is important. As a General Professional Work culture will often change from company to company. That is why it is so important to read As much as you can about cultural practices .For example, pay attention to others in your area Work clothes. I have learned that common sense may tell you to wear a certain type of clothes but you really need to look around to follow the company culture. In addition, according to my research another important factor in professional success Consistency. Commitment and dedication creates stability and daily improvement function. You may encounter all other aspects of professionalism, but only if you do not respect your own Commitment and get your work done, nothing will matter. Therefore, honouring your commitment to the workplace produces solid craftsmanship.

In addition, research has taught me the most effective and efficient way to achieve a goal. He understands the power of teamwork. “ I AM NOT IN THE GROUP ”. The culture of motivation and encouraging colleagues and learning from each other will increase productivity.

Finally, as a Human Resource student, I am constantly exposed to different people and ideas. So, it is my responsibility to understand the case at all times; the ability to communicate is an important aspect of the process. The purpose and importance of the internship is improving confidence and communication skills.

### • **Staff interaction skills.**

Developing interpersonal skills is one of the most important job skills. There are certain sets of skills necessary for professionals to be able to exercise in their work Nature. Here are some skills that you can use to improve your work Practical and efficient workplace.

First, self-awareness plays a key role in developing the ability to interact with staff. It helps the employee to assess their strengths, weaknesses, opportunities and threats. So, they will be more productive. It can understand the feelings and emotions of the employee and can help be aware of the messages you pass on to others either by your words or by your speech means of communication.

Second, mutual respect is the key to successful staff skills. It creates a good work environment that leads to the harvest of the result. For example;

- Demonstrate appreciation for staff efforts and time.
- Listening to what others are saying rather than listening just to respond;
- Demonstrate gratitude and respect
- Respect the opinions and opinions of others even if they are different from yours.
- Appreciating the work of others and supporting the work of another person.
- Avoid self-defence instead of common sense and openness.

Another result that I have found during my research time is that engaging in active listening can improve employee interaction skills and have a very positive impact on the profession 's professional skills. It is important to listen carefully to the messages of others rather than to listen quietly. Over time, improving chemistry with colleagues is important; so production will expand and create a beautiful working environment. As a result, actively listening and taking notes While others who spread their message are insane. Finally, everyone has their ups and downs. However,

a good worker understands the truth that accepting feedback and developing yourself to be a better person is very important. Moreover, giving the right answer, not criticizing is one of the skills I have learned in my time.

## **Literature Review-**

Work skills are known as employee performance in the workplace. At work, professionalism encompasses various aspects of work such as how they represent you, communication skills, creativity, confidence and attitude. “Even if you are preparing for an interview, you start your first day on the job or career advancement, professionalism and work ethic are always important. ”Explains Katy Curameng, director of project and project development at the University of Massachusetts Global.

According to a US study, In the Department of Labour, there are few things employers value most: there are employees who perform their duties in a professional manner. In fact, high-level employees the level of expertise is often seen as the most reliable and trustworthy co-workers. In addition, the Mastering etiquette of the workplace can also give young employees an edge when they begin their careers. To the most diverse staff we have ever faced, Craftsmanship over the years.

Even if the industry is a low-skilled job like providing customers with such high-quality workmanship CEO or CFO – all jobs require expertise. Staff expertise does not mean Carrying suits and carrying a paper bag. However; it is more than that. So; it is a combination of many ‘factors’ such as integrity, responsibility, thinking ability Out of the box, being problem solver and accountable.

On the other hand, research emphasizes interpersonal skills. To fully work in the workplace as a professional, one has to develop one’s interpersonal skills. According to a study by the University of Addis Ababa, the ability of employees to interact with people with skills as well as Conduct required for the employee to communicate with other employees. Plus, this strategy works well with others. This set of skills can vary from speaking and listening to attitude as well as the door.

According to my main source it is a variety of factors that affect the efficiency of employees and the ability to interact with people in the workplace. . Factors affecting employee quality

Interpersonal skills and staff skills are analyzed in this project to report financial benefits, working relationships with management and colleagues, recognition and respect in Workplace, ambition and personal goals etc.

## **Research Methodology-**

### **Sample design**

- Universe- Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy.
- Sample Size- 40
- Sample Unit – Staff of Agumentik Consultancy Private Limited and its sister, AdwaBusiness Plc, Harosoyoma consultancy Plc, Target Business Consultancy.
- Companies, J. P. Nagar, Bengaluru, Karnataka, 560078

### **Sample Method**

The sample method used here is Convenience Sampling which is a non-probability sample way.

Non-random sampling involves random selection based on recovery or otherwise Conditions, which allow you to easily collect data. It was adopted by researchers in their collection of Market research data from an easily accessible group of respondents. It is the most common use of the sampling method as it is incredibly fast, simple, and economical. It means Hypotheses you can do about the number of people are weaker than the probability samples, too your conclusions may be limited. This method is commonly used in testing and testing Research. It develops an initial understanding of a small or poorly researched population.

### **• Data source**

#### **1. Primary data.**

primary data is a type of data collected by researchers directly from the primary Sources through interviews, surveys, surveys, etc. This type of data is usually collected from the original source. Opportunity for bias or opportunity Disrespect is low. It is the best kind of data collection method.

In this type of data collection, I personally make sure that the basic data meets Quality standards.

## **2. Second data**

The second data is data already collected from the beginning resources are also easily made available for researchers to use on their own Research. This method of data collection is based on the data it contains.

It is a species that has been collected in the past by some researchers for a future indicator. Secondary data sources include books, personal Sources, journals, newspapers, websites, government records etc. It requires very little research and requires staff to use these resources. Both primary and secondary data sources were used for this study. The first data sources were a list of questions, and interviews from Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy. Second-party data sources used in research are online articles, journals, books, company menus and publications.

### **• Data Collection Tools**

The most important tool used in data collection was the survey using a list of questions and interviews with Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy. The survey is to collect statistical data about Attributes, attitudes, or actions from a predefined group of people by a set of Questions to get all the necessary information.

The main reason for using survey surveys is to provide all participants in Employees Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy with common motives. With Such high fidelity obtained, the researcher bias is removed.Procedure for interviewing Employees of Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy for information on questionnaires and interviews, which were available online. As a result, the survey was distributed with the help of such media outlets Email and Instagram video calls.

### • Questionnaire and Discussion

Prepared for research purposes. Questionnaire and interview Contain multiple choice questions and lists of interview questions. From research conducted at home it was really difficult to reach all the Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy. As I said earlier the research which is a list of questions and interviews is done via email and instagram video call Respectively. Initially, 60 employees at Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy have been invited to take part in the study. However, because of some personal problems, I was Only to operate with only 40 employees at Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy .

A questionnaire was designed while commemorating the Likert Scale. The Likert Scale is a type of rating scale used to measure attitudes or ideas. On this scale, Respondents were asked to rate items at the contract level. Questions at the questionnaire contains an average rating of 5 points-

- Firmly agree
- Agree
- Neutrality
- Do not agree
- I totally disagree
- Mathematical Analysis

The data analysis method used in this study is to analyze percentages. A tool used to simplify this analysis by MS Excel. Data collected from respondents was rescheduled included in MS Excel spreadsheet. Every answer was given a number. For example,

- 1. Agree firmly
- 2. Acknowledge
- 3. Neutrality

- 4. I do not agree
- 5. You do not agree at all

After I have collected my data I use percentages as my Statistical Analysis.

## **Findings-**

According to my research, I took my main source as an Interview and a questionnaire Employees of 4 different consulting companies namely Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy and mine. Secondary data sources used in research online articles, journals, books, company Menu and publications. So; I've finished it with five big points.

1. **Financial Benefit:** According to the analysis from a sample of financial income as a bonus, Wage growth has a significant impact on employee well-being and interpersonal skills. Based on the data collected, more than 60% of the staff sample is highly consistent financial gain affects the motivation of employees' professionalism and interpersonal skills.
2. **Occupational Relationships:** As mentioned in the relationship work analysis with older adults and colleagues it greatly affects the ability to be active and efficient employee interpersonal skills. According to my research, about half of the sample is strong Supports having excellent working relationships with colleagues or supervisors as well Building a good workplace can lead employees to become more empowered Technology and to promote their interpersonal skills.
3. **Recognition:** Employees are encouraged to be respected and respected in the workplace. Provides for the development of interpersonal and professional skills. As mentioned by analysis, it clearly shows that recognition is one of the most important things employees should know Develop their skills and develop interpersonal skills. I personally believe that Respect does not play a major role in promoting professionalism and human interaction Skills compared to other features. According to the data, only 25% strongly believe Recognition can be a factor. However; most of the samples agree with the reason to test skills and abilities.
4. **Personal aspect:** personal characteristics such as ambition and personal goals help to provide Motivation to improve performance and develop a diverse workforce Social skills and technology. As mentioned earlier in my analysis and later collecting my main source for such a discussion and a list of questions for four different employees of a consulting company, it emphasizes that the personal aspect is most encouraging

Employees to be more creative and think outside the box. In addition; it requires staff to be problem solvers and have a world-class mind. The most personal aspect pushes the professionalism of employees and enhances interpersonal skills. The 62% respondents agree with this statement and believe that such wishes help them to be always motivated in their work. These results are also based on the fact that I Young workers who have just started their careers have a desire for excellence in comparison to a group of adults who have achieved a lot and are living a stable life.

5. Job Satisfaction: Based on the overall level of satisfaction of employees about Work skills and human resource development skills. 20% of Respondents are very satisfied with their Professional work and are progressing well Consultancy Company Employee Skills while 40% specifically satisfied. Large number of employees i.e 30% are dissatisfied or dissatisfied while 11% are dissatisfied. As a result, employees' emotional satisfaction may be different aspects of professional development and interpersonal skills. For example, rewarding such a monthly employee etc can create total satisfaction. This leads to the theme of success and achievement in increasing human interaction. Highly productive skills and professionals to meet the company's mission and mission.

## **Suggestions-**

- A company may be able to conduct its own studies to determine the characteristics of its incentives staff and work to strengthen those elements within the organization.

- From time to time meetings and events can be arranged to maintain a high level of motivation

Employees to be more professional in their field and to develop their interpersonal skills

- A detailed study of each of the organisation's activities can help determine what

Features are very important for any employee, and develop a helpful system Maintain

a high level of motivation, as per employee.

## Conclusions-

The paper introduces the elements into the professional staff and features that encourage staff to improve their interpersonal skills in Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy. By using collected analysis Data, financial benefits such as salary and bonus contribute to motivating employees to work more efficiently Craftsmanship. In addition, staff members showed great interest in what was more in addition to part of the study that finance is a key component of the professional performance of employees.

In addition, managers play a key role in training staff. Efficiency Relationships can bring a lot to the table in terms of staff professionalism. Existing managers Seriously at the level of motivation employees can take other steps deliberately to build to promote graduation work.

In addition, work skills are another part of research. So, according to the result, the respect and respect in the workplace led the staff to become stronger interpersonal skills. Research shows that almost half of the research agrees in some way with this vision.

Additionally, personal factors such as ambition and personal goals are key factors Develop interpersonal skills.

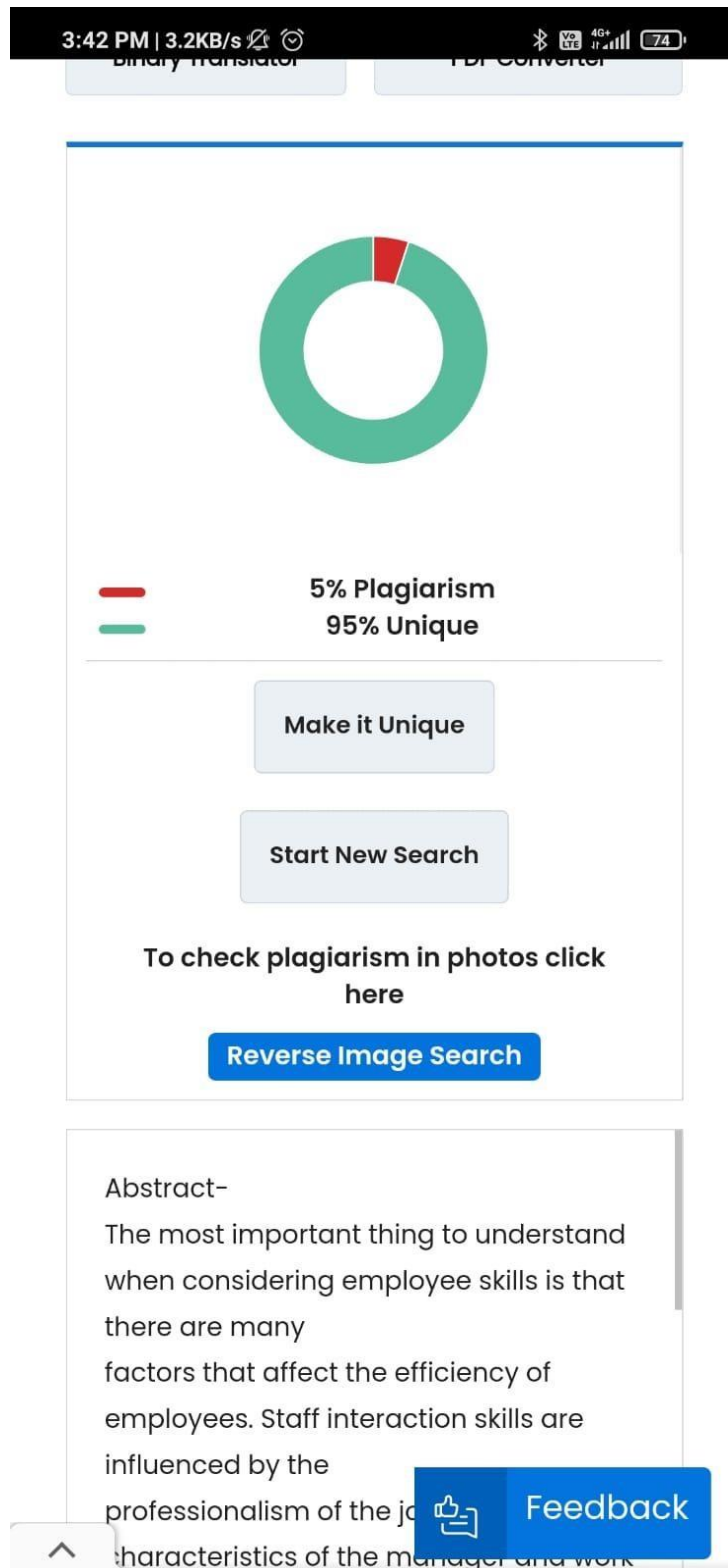
## Limitations-

- Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy In the first stage, which is why it is difficult to collect a large sample size due to the low costStaff.
- As this study was conducted during the epidemic and applied to local situations, Proper face-to-face interaction with staff was impossible. So we were forced to do an instagram video call which leads to difficulties about data accuracy.
- A certain percentage of the data collected can be misleading as sometimes for a variety of reasons, Employees doubt or provide false information
- Initially Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy Staff expected to conduct research. However; a few employees who did not participate In the study, its inclusion is likely to give different results.

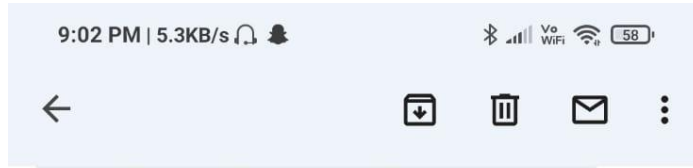
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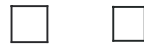
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