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The Importance of Analysing the Employees' Mood

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Abstract: Studies show that work performance is linked to employees' moods. Thus in addition to the protection and safety of employees, lately, companies have been given attention to improving their employees' mood. Health status generally depends on genetic factors but also the working conditions and environment in which employees operate. While the staff's mood and morale are variables in time, they depend on both internal factors and external factors, factors that cannot always be controlled or fully managed by the organization board. Paying a greater attention to good moods and minimizing the negative thoughts can have a significant impact on productivity and quality of work.

Keywords: employer-employee relationship, the mood of employees, employee morale, satisfaction at work

Introduction

Researches show that moods or emotions at work place, generally, register as positive and negative emotions. Positive moods or emotions can lead an individual favourably attain the goals of the organization, while negative moods or emotions are destructive for the organization. Positive moods or emotions increase creativity, encourage helping behaviour and cooperation and reduce aggression both against the organization and against people. It is demonstrated that positive people have better cognitive abilities and tend to do better a better job. We all know that emotions and moods directly influence behaviour. People have to manage emotions and moods while at work. Some jobs simply cannot be done if emotions and moods are not dealt with first. In many circumstances the task of an employee is to deal with customers. Imagine how this work can be effectively done if the person feels bad or miserable while being at work. Managers have to build up strategies in order to support their employees, make them feel good when being at work, encourage them to adopt a positive way of thinking and also a positive attitude towards themselves and when reporting to others.

Mood and morale of employees have a great influence upon the success and the organization performances, labour productivity, quality of products / works / services offered to customers. They also influence the production costs, the organization's image, and the relationship with customers, suppliers, authorities, public institutions and the society as a whole. "All moods can affect judgment, perception, and physical and emotional well-being. Long-term exposure to negative moods or stressful environments can lead to illnesses such as heart disease, diabetes, and ulcers. The decision-making effects of any kind of bad mood can hinder a person's job performance and lead to poor decisions that affect the company. In contrast, a positive mood can enhance creativity and problem solving. However, positive moods can also create false optimism and negatively influence decision making". [1]

The mood varies from individual to individual. It is variable at the same individual and it differs from one department to another within the organization. What's more, mood has a clear impact on individual performance - both how much work employees do and how well they do it.

1. The Employees' mood and its Influence upon the Performance of the Organization

Mood includes all faculties of the soul. The spiritual, emotional tribal division is a temporary mood closely related to power, desire, and firmness to withstand dangers, fatigue, difficulties, stress, courage, and fortitude, items belonging to psyche, spirit, and intellect.

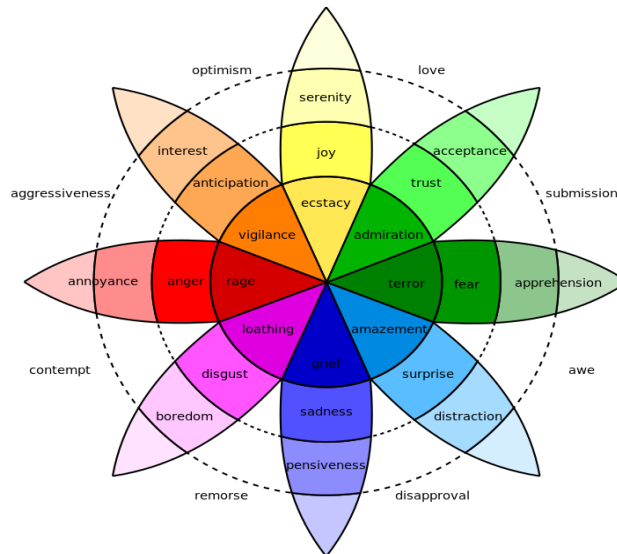


Figure no. 1 Plutchik Wheel [2]

Emotions are complex and move in various directions. Modelling emotional feelings and considering their behavioural implications are useful in preventing emotions from having a negative effect on the workplace. [1]

Investigating and improving the morale of the employees support the organization and help it become more prosperous through the contribution of each employee to achieve the objectives, stimulates positive attitude of employees towards the organization and working within an organization, increases work productivity, maintaining and developing relationships with the organization partners. All studies in the field state that if a person is satisfied at work, that condition may reduce levels of stress and help influence motivation and disposition. It is well known that job satisfaction can affect a person's mood and emotional state. Among the most important ways to improve the mood of the employees are: boosting permanent provision of continuous training, provision of employees of all material resources necessary for carrying on the work, providing decent working conditions etc.

2. Methods of Investigation or Surveillance of Employees' Mood

The main methods that managers can use to identify the mood of the employees are:

1. Personal discussions, friendly, informal, unorganized with employees in which information is requested and opinions about the work done within the organization, business improvement suggestions, issues about personal life. Often, influenced by the communist past, the national cultural specificities (high distance towards power) and the style of management, Romanian employees are intimidated, shy and scared in discussion with the manager, they do not express opinions, they approve manager even if they do not agree with his/her ideas, preferring to express opinions anonymously, which leads to a failure of the purpose of the manager or incorrect conclusions on the mood of employees.
2. Formal, collective discussions, meeting with employees performing similar work in the same department or organization having, ensuring them with similar working conditions and trying to satisfy their needs equally. It is recommended that the number of participating employees is not very high as it can be difficult and too many problems can affected all categories of employees who are willing and yet talk about personal problems. They should be conducted them only in a limited framework.
3. Investigating mood by the questionnaire. It is used in large and very large organizations; the contact employee-manager is more difficult to be done. Usually, questionnaire is drafted on general issues that concern all employees on specific topics that relate to a specific department or to find solutions to a given problem already identified. Completed questionnaires anonymously are recommended. It begins with questions about general

problems of organization and continues with questions about personal issues that concern the employee causes that made them possible solutions.

Surveys on the mood of the employees must be repeated periodically to not let problems to worsen and reach organizational difficulties or conflicts between employees and management.

The main reasons that require investigation mood of the employees are:

- poor communication, difficulty between employees in the same department, between subordinates and bosses directly between employees and senior management;
- increasing the professional level of employees involving the need to increase labor rewards;
- innovations in work involving new tasks for employees, adapting to new requirements, using new techniques, methods, procedures etc.;
- changes in the portfolio of products / works / services provided by the organization;
- difficult periods related to the financial aspect of the organization, staff turnover, absenteeism, changing the location of the organization etc.

3. Proposed Model of Questionnaire Regarding the Analysis of the Employees' Mood (general questionnaire, applicable to all employees within the framework of the same organisation)

Filling in this questionnaire you will contribute in designing a case study concerning the analysis of the employees' mood of our organisation. Your responses will help us to identify the problems you are facing (professional or personal ones) of their causes and in finding the best solutions to rise up the morale of the staff in order to become more competitive within the economic environment, to stimulate the positive attitude towards the organisation and towards work in general.

1. What is your age?

- ☐ under 30 years
- ☐ between 30 and 40 years
- ☐ between 40 and 50 years
- ☐ over 50 years

2. Gender:

- ☐ F
- ☐ M

3. Work seniority?

- ☐ less 1 year
- ☐ between 1 and 3 years
- ☐ between 3 and 10 years
- ☐ between 10 and 20 years
- ☐ over 20 years

4. How long have you been working for the present organisation?

- ☐ less 1 year
- ☐ between 1 and 3 years
- ☐ between 3 and 10 years
- ☐ between 10 and 20 years
- ☐ over 20 years

5. You are occupying a position of:

- ☐ management, superior level
- ☐ management, medium level
- ☐ execution

6. Mark the statements you think are available for your organisation:

- ☐ I am willing to express my opinion in an official way, because I am encouraged by everything that happens in the organisation
- ☐ My family is satisfied with my professional achievements inside the organisation
- ☐ I have the freedom to put into practice ideas
- ☐ Within the organisation I feel like at home
- ☐ I am not afraid to express my disapproval towards my colleagues
- ☐ My relationships with colleagues are good
- ☐ I consider that the managers are receptive towards my proposals
- ☐ I appreciate my colleagues' activity
- ☐ I have the support of my colleagues in order to train myself from a professional point of view
- ☐ There is a perfect match between what my colleagues say and do
- ☐ My relationships with the managers are good
- ☐ There is a perfect match between what the managers say and do
- ☐ The organisation gives importance to the programs aiming the career planning and management
- ☐ I have an attitude of indifference towards the organisation

7. From a psychological point of view, the change can trigger confusion and uncertainty to the people in the organisation. How could you be helped to overpass these problems? Give marks from 1 to 4 (1 – without importance; 2 – less important; 3 – important; 4 – very important):

.... Internal, open and clear communication

.... I want to know the risks and benefits of the change

.... I prefer to be encouraged to express what I feel towards change

.... I want to take part at the meetings with the managers in order to discuss the problems that might occur during the process of change

.... Others. Which ones?

8. Choose the option that fit the organisation climate in which you are working:

- ☐ I manifest positive attitude towards all my colleagues
- ☐ The results of the success belong to all the employees
- ☐ I have a bad communication with my colleagues in other departments
- ☐ I have a bad communication with colleague in the department where I am working
- ☐ I say what I think and I act according to what I say
- ☐ We share success and I do not let anyone (among us) to suffer a failure
- ☐ I work in a team
- ☐ I am satisfied that the organisation supports me to train myself from a professional point of view
- ☐ I consider that at my work place I am subject of a greater enough stress
- ☐ I feel discomfort or embarrassment when I have to contradict my superiors
- ☐ I think changing my work place in the near future

9. Lately: 1 – the situation has getting bad; 2 – the situation has remained as bad as before; 3 – the situation has remained as good as before; 4 – the situation has improved:

.... Dedicated time for the family

.... Freedom to put into practice the ideas

.... The level of gain (money compensation or of other kind)

.... Relations with colleagues

.... Freedom to express opinions

.... Taking part in making decisions

.... My hierarchic position

.... Support from the part of the colleagues

.... Working climate

10. Do you like the climate of your organisation?

☐ Yes. Why?

☐ No. What would you change?

- 11.** Are you affected when you hear negative opinions about the organisation you are working for?
- ☐ Yes
 - ☐ Not much
 - ☐ No

- 12.** What would determine you to work better, to be more responsible and involved at your work place?
- ☐ A higher salary
 - ☐ Periodic incentives
 - ☐ Promotion without change in the salary
 - ☐ Promotion with enlarging my salary
 - ☐ Awarding of benefits. Enumerate.....
 - ☐ Superiors' praise
 - ☐ Superiors' critics
 - ☐ Others. Specify
 - ☐ Nothing

- 13.** What would discourage you the most?
- ☐ Colleagues' disregards
 - ☐ Superiors' disregards
 - ☐ The promotion of another colleague in my place
 - ☐ Salary penalties
 - ☐ Losing the position
 - ☐ Ignorance of my work results
 - ☐ A lower salary compared to my colleagues that are doing the same work
 - ☐ A lower salary compared to the employees of other organisations having the same activity profile
 - ☐ Others. Specify
 - ☐ Nothing

14. Generally, how happy you feel at your present job? Give a mark from 1 to 5, under 5 means very happy and 1 unhappy.

15. Are you satisfied with your salary? Give a mark from 1 to 5, under 5 meaning very happy, and 1 – totally dissatisfied.

16. What is your mood within the organisation? Give mark from 1 to 5, where 5 means marvellous, and 1 awful.

- 17.** Why are coming to work every day?
- ☐ I have to
 - ☐ I want
 - ☐ I have not won in the lottery
 - ☐ By pleasure
 - ☐ Other reasons:

- 18.** How the organisation you are working for is compared to other organisations you worked before?
- ☐ Better
 - ☐ The same
 - ☐ Worse

19. What do you enjoy most at the organisation you are working for?

20. What you do not like to your organisation?

21. What would you change if you were the manager of the organisation?

22. Message for the manger:

23. Message for the colleagues:

Thank you!

Conclusions

Of the three forms submitted for the investigation of the mood, the clearest and most effective results offered the investigation by the questionnaire because the employee is not under pressure, fill in the questionnaire, mainly anonymous and they have time to think, to answer honestly, and to submit ideas and proposals for improving mood. Managers can make analysis, statistics, compare the responses of employees in the same department, identify common problems of the employees and the worst ones etc.

Lately, more and more international and multinational organizations have become concerned with investigating the mood of employees because studies have highlighted the link between mood and organizational success.

Employees need a pleasant working environment, appropriate to their goals, in order to help them focus and manage stress.

As methods of lifting employee morale and maintaining a high mood we may include: arranging workspace by integrating natural light from the sunlight, (increasing by 15% to focus on a particular activity), the existence of the plants in the workspace (employees react 12% faster to process involving computer work, lowers blood pressure), development of open space sites, quite rooms within the organization, careful choice of color space and furniture, decorations desktop for the employee operating best (blue stimulates rational thinking, black and red induces a feeling of power and control, yellow and orange induces a state of joy and positive emotion).

References

- [1] Boundless, *How Emotion and Mood Influence Behaviour*. Boundless Management, 26 May, 2016. Retrieved 05 Jun. 2016 from <https://www.boundless.com/management/textbooks/boundless-management-textbook/organizational-behavior-5/drivers-of-behavior-44/how-emotion-and-mood-influence-behavior-233-7047/>
- [2] Plutchik, Robert, (1980), *Emotion: Theory, research, and experience: Vol. 1. Theories of emotion 1*, New York: Academic

Supplementary recommended readings

- <http://www.forbes.com/sites/martinzwilling/2014/12/02/how-to-squeeze-productivity-from-employee-happiness/#76c2ae221de5>
- <http://catalogue.pearsoned.co.uk/samplechapter/0132431564.pdf>
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- <http://www.corporaterewards.co.uk/news-ideas/can-an-employees-bad-mood-hinder-performance/>