



Interpersonal Relationship and Organizational Effectiveness

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Abstract

In contemporary organizational environments, interpersonal relationships are pivotal, recognizing employees as indispensable assets. In the current dynamic and competitive landscape, the recruitment and retention of talent present formidable challenges for organizations. Consequently, companies are committed not only to retaining their workforce but also to enhancing their efficiency. This endeavor revolves around optimizing productivity, striving for maximum output with minimal input.

Conducting a study on interpersonal relationships and organizational effectiveness provides valuable insights into addressing various employee concerns. These concerns encompass attraction, retention, development, motivation, and communication within the organizational context. The objective of the present study is to illuminate these facets and discern their contributions to organizational success.

Keywords: Human Relations, Interpersonal Relationship, Organizational Effectiveness.

1. INTRODUCTION

Interpersonal relationships are integral components of human connections, encompassing associations between two or more individuals that span from brief encounters to enduring bonds. These relationships can be rooted in various factors, including mutual affection, solidarity, routine business interactions, or other forms of social commitment. Context plays a crucial role in shaping interpersonal relationships, with influences ranging from social and cultural factors to personal dynamics.

Such relationships can manifest within various contexts, including familial or kinship ties, friendships, marital unions, affiliations with organizations, work environments, clubs, neighborhoods, and religious institutions. They may be governed by legal statutes, societal norms, or mutual agreements, serving as the foundation of social groups and broader societal structures.

Interpersonal relationships typically entail a degree of interdependence, wherein individuals influence one another, share thoughts and emotions, and engage in joint activities. This interdependency implies that changes or impacts affecting one member of the relationship are likely to reverberate to some extent onto the other member.

2. HUMAN RELATION

Human relation broadly implies the interactions and cooperation of people in groups which operate in different fields such as business, schools, clubs, homes and the government. However, in industrial and business settings the term 'Human Relation' has a different connotation altogether for persons in managerial positions.

In this context, it means the integration of people into a work situation which motivates them to work together effectively, providing them social, psychological and economic satisfaction. Defined this way, observes Davies, "Human Relations are motivating people in organizational settings to develop teamwork which accomplishes individual as well as organizational goals effectively".

2.1 Need for Human Relations

'Human relations' can be broadly applied to society as well as to organizations. A human relation is required for trainings and their needs, resolving management conflicts and workplace culture. In these way of human relations creates costs effectiveness, Good contacts among the people and competitiveness in the working environment.

3. WHY INTERPERSONAL RELATIONSHIP AT WORKPLACE

Let us go through the importance of interpersonal relationship at workplace.

- An individual spends around eight to nine hours in his organization and it is practically not possible for him to work all alone. Human beings are not machines who can work at a stretch. We need people to talk to and share our feelings.

Imagine yourself working in an organization with no friends around!!!!!!We are social animals and we need friends around. An individual working in isolation is more prone to stress and anxiety. They hardly enjoy their work and attend office just for the sake of it. Individuals working alone find their job monotonous. It is essential to have trustworthy fellow workers around with whom one can share all his secrets without the fear of them getting leaked. We must have friends at the workplace who can give us honest feedback.

- A single brain alone can't take all decisions alone. We need people to discuss various issues, evaluate pros and cons and reach to solutions benefiting not only the employees but also the organization on the whole. Employees can brainstorm together and reach to better ideas and strategies. Strategies must be discussed on an open platform where every individual has the liberty to express his/her views. Employees must be called for meetings at least once in a week to promote open communication. Interaction on a regular basis is important for healthy relationship.
- Interpersonal relationship has a direct effect on the organization culture. Misunderstandings and confusions lead to negativity at the workplace. Conflicts lead you nowhere and in turn spoil the work environment.
- We need people around who can appreciate our hard work and motivate us from time to time. It is essential to have some trustworthy co workers at the workplace who not only appreciate us when we do some good work but also tell us our mistakes. A pat on the back goes a long way in extracting the best out of individuals. One needs to have people at the workplace who are more like mentors than mere colleagues.
- It always pays to have individuals around who really care for us. We need colleagues to fall back on at the times of crisis. If you do not talk to anyone at the workplace, no one would come to your help when you actually need them.
- An individual needs to get along with fellow workers to complete assignments within the stipulated time frame. An Individual working all alone is overburdened and never finishes tasks within deadlines. Support of fellow workers is important. You just can't do everything on your own. Roles and responsibilities must be delegated as per specialization, educational qualification and interests of employees. An individual needs help of his fellow workers to complete assignments on time and for better results.

4. HOW TO IMPROVE INTERPERSONAL RELATIONSHIPS IN ORGANIZATIONS

If you have ever missed a meeting because you did not get the memo, or, perhaps worse, prepared the wrong set of slides for a presentation thanks to misinformation in an email, you know the havoc that poor communication can wreak in an organization. One of the best antidotes for poor communication in your organization is to create strong relationships. Focus on improving interpersonal relationships among your employees and you will soon notice a more positive work environment, clearer communication and increased levels of productivity.

Step 1

Distribute a set of email etiquette guidelines to all employees. According to the career experts at MindTools.com, a good email accurately reflects the subject line and clearly outlines the call to action required of the recipient. Encourage employees to communicate as clearly and concisely as possible to avoid confusion. Ask them to include the original message in each reply email for ease of reference and to avoid the "Caps Lock" key, which can give the appearance of shouting. Keep employees accountable by reminding them that no office emails are ever really private and that they must show respect for their colleagues in all email correspondence. When an employee senses respect for him in the email messages he receives, he is more likely to form a stronger relationship with the person behind the "Send" button.

Step 2

Schedule team-building events on a regular basis. You can hire a team-building consultant to conduct an annual workshop for your employees on your premises or at an off-site location, or you can include a quick team-building game before or after a weekly meeting. Try something as light as an ice-breaker game or something more complicated like holding a group discussion to solve a hypothetical workplace scenario. Effective team building should allow participants to learn how their colleagues' minds work, how they communicate and how their personalities influence their work styles. Give team members self-assessment questionnaires after problemsolving activities to help them learn even more about what helps their communication and what hinders it.

Step 3

Streamline your business meetings. If you need a model to emulate, Bloomberg Business week recommends following Google executive Marissa Mayer's advice to stick to an agenda and watch the clock closely. By adhering to agenda items only, you minimize the risk of conversational rabbit-trails that can take professionalism down a notch in workplace relationships or can frustrate dedicated colleagues who have deadlines to meet. Assign someone to take notes and distribute those notes afterwards to help keep everyone at the same level of communication and to help those who missed the meeting feel included in the plans.

Step 4

Create a conflict management plan. While you may not be able to prevent conflict at work, you can quickly resolve it with the right plan, which includes using self-assessment tools and teaching team members how and when to confront or avoid confrontation, and when to force a position or when to compromise.

Step 5

Create an open-door policy. Even if work demands and schedule availability prohibit you from having communication lines open all day, every day, you can still benefit from an open-door policy. Schedule a certain time -- even if only for 30 minutes -- during each day when your employees can come in to discuss work conflicts and ask your advice for problem solving. Truly listen to their frustrations and take necessary actions immediately to let them know you appreciate and support their work.

5. ORGANIZATIONAL EFFECTIVENESS

Organizational effectiveness is the concept of how effective an organization is in achieving the outcomes the organization intends to produce. The idea of organizational effectiveness is especially important for non-profit organizations as most people who donate money to nonprofit organizations and charities are interested in knowing whether the organization is effective in accomplishing its goals. So the organization must exemplify respect, honesty, integrity and equity to allow communicative competence, members in that particular group can finally achieve their intended goals.

6. LIBRARIANSHIP

As Dr. Shera stated Librarianship extends to all things and knowledge, to all kinds of knower, to all the modes of knowledge and all the methods of knowing". If Librarianship is taken as a means of communication between knowledge as contained in the books and other reading materials on one hand, and the readers on the other, the work of the librarian is termed very technical and essential.

7. ROLE OF LIBRARIAN IN THE SOCIETY:

Progress in science and technology has caused considerable change and deterioration in the traditional cultural values. At this juncture librarians may help in creating consciousness and right thinking to adjust with the dynamic forces of progressive culture through the new technological information services. The success of libraries as cultural agencies depends upon the degree of enlightenment of the community and quality of resources and services offered by the librarians

CONCLUSION

Interpersonal relationship has an impact on organizational effectiveness. Human beings are made for and made of relationship. Work place is where people spend nearly one third of their lives. If they do not have smooth relationship, it affects their attitude and overall behavior also.

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