

CHAPTER 1

WORK CULTURE

Attendance	Absenteeism
Being at work or school every day.	Not going to work

a) Punctuality = Being on time.

- Failure to report promptly at the starting time of work or leaving before the scheduled quitting time without the specific approval of the supervisor.
- It is important for employees to attend work regularly or to arrive at work on time, because failure to do so affects employee morale and productivity.

b) Deadlines

- Employees should be able to meet the deadlines at work. E.g. submission of report, minutes of meeting, paper work.
- To meet datelines, one is required to develop well-planned skills and proper time management.

Tips for Meeting Office Deadlines or Goals

- Freedom to choose your own times and deadlines wherever possible.
- Always build in extra time where possible.
- Break your goals down into smaller, more manageable units.
- Keep a calendar.
- Prioritize your goals.
- Make a to-do list every day.
- Once you have your to-do list and you have prioritized it, set a time to work on the things that you absolutely have to accomplish.

c) Positive attitude

- Right attitude in order to achieve organisation's goal.
- Open minded and be positive in facing the challenge at workplace.
- Such as diligence, helpful, skills of care, co-operative.

d) Confidentiality

- Employees may have access to confidential information. Example of confidential information: verbal, written, faxed, e-mail, photographic.

- All confidential information should be maintained in a manner that ensures its privacy and safety.
- It should not be discussed in open areas such as in elevators, hallways, lobbies, or food areas.

e) Protocol

- Code of behaviour: etiquette as practiced on formal/diplomatic occasion
- To practice proper protocol; respect and high courtesy
- E.g. how to address someone with high rank positions, seating arrangements,

f) Interpersonal relationship

- Built up relationship among employees; from different departments and levels
- Narrow down the gap between employees. E.g. relationship after working hours
- Help to provide a conducive working environment; increase productivity, avoid conflict and built networking

