

# THE IMPACT OF SENTIMENTS AT ORGANIZATION

**Mr. Ranjith Prakash**  
**Assistant Professor, Metas Adventist College**

**Abstract:** Sentiments in Organization add entanglement at organization. Organization cannot work without humans & human cannot live without reflecting their sentiments which ultimately affects the organization both in a negative and in positive manner.

Employee take their humanity everywhere at organization wherever they go i.e. their pleasure, joy, solicitude, laughter, worry, anger, sadness and each and every motion, they bring themselves completely to the organization i.e. the professional side. But at the same time organization demands us to mask our feelings especially a negative sentiments, our frustrations, impatience whatever we feel we need to mask it with smile & patience on your body & face.

This paper has made an attempt to investigate the impact of sentiments at organization and suggest the tactics that help us in reducing the negative impact of sentiments i.e. instead of eliminating sentiments from our organization we need to align our sentiments with work in a positive manner so that we can maintain healthy environment at organization.

**Keywords:** Sentiments, Rational, change, organization.

1. **INTRODUCTION** Organization main resources are human resources they come in form of professionals in organization but carry their rational and emotional behavior with them. Both rational & emotional behaviors are the characteristics of human being. Sentiments shape an individual's belief about the value of a job, a company, or a team and motivates person to take action. Sentiments also affect behaviors at organization are a state of feeling that results in physical and psychological changes that influence our behavior. Rational thinking and

sentiments are mutually exclusive. Sentiments can be classified as positive and negative, positive sentiments results in feeling of love, desire, understanding, happiness whereas negative sentiments leads to the feeling of sadness, fear, anxiety, insecurity etc. Genders also have different impact in positive and negative sentiments. A woman in positive sentiments reflects warmth, cheerfulness, compassion, admiration, whereas man reflects pride & confidence in his behavior. But when it comes to negative sentiments women tends to behave and respond in form of jealousy, insecurity, worry, shame, envy whereas man reflects in form of anger, resolve and stubbornness. And there is a strong requirement to manage these sentiments at organization because it affects the workplace environment as these emotions are communicable from person to person and affects workplace environment.

Both positive and negative sentiments comprises of both qualitative and quantitative components. A quantitative component helps us in identifying intensity whereas qualitative components help us in judging the response in terms of feeling. It's necessary to understand qualitative and quantitative components in order to understand the impact.

## **2. IMPACT OF SENTIMENTS AT ORGANIZATION**

Sentiment is a mental state that occur as a result of a sudden impulse rather than through conscious effort and is often accompanied by physiological changes. It results in a strong feeling of joy, sorrow, fear, anger, anxiety, sadness and many more. Sentiments play vital role at workplace because human asset i.e. people are not isolated emotional islands they bring all of them to their workplace including their moods, traits & experiences. Sentiments affect the decision making, productivity & behavior of an individual at their workplace. So

in order to minimize the negative impact of sentiments at workplace we need to align our sentiments with our work strategically by using various techniques. Before implementing techniques it is necessary for one to understand sentiments are only the ones own feeling they are not facts only a feeling & feelings can be changed if person chooses to change & then one can celebrate success & achievements with peace. Change begins when you own a negative sentiment. But change is always attached to resistance and in order to overcome resistance & bring balance in sentiments at organization one has to work on two-sides one is physco-spiritual side & other is handling tactics or positive approach towards work. Physco-spiritual activities includes deep- breathing , meditation practice, prayers , visualization and including certain physical activities like exercise, yoga etc in routine. In order to balance sentiments one should not ignore one's own feeling one should give attention why such feelings & sentiments arise and why they are affecting workplace? And efforts should be made to align sentiments with the work through tactics and alignment would help to manage motions in a positive manner and it can be aligned like:- Giving focused attention to those aspects of job which you like: concentrating on those areas of job where one can show his/her potential or which motivates himself is a best way to get self motivated. By working on social skill i.e. relationship improvement from 360 degree angle : by maintaining day to day habit of maintaining healthy & friendly relationship with senior, subordinate & different levels of workplace employee may help to bring emotional balance at workplace by better understanding.

Being less impulsive : impulsiveness can be distressing or even dangerous so we should try to control our impulses by walking away from things which drives us to be impulsive and we

should take deep breath, talk to a good thoughtful friend and practice calming strategies like relaxation and cardiovascular exercise like jogging etc...to be less impulsive and control anxiety. By learning to laugh at one's own mistake: it's very essential for us to learn from our own mistake which help us in keeping our temperament low whenever we commit silly mistakes and feel bad and depressed when pointed out by others By recognizing one's own value in your work: we should leave the habit of underestimating self value and always made efforts to recognize own value in work too boost our morale whenever negative emotions hits. Each of us should adopt the attitude of showing gratitude: attitude of gratitude means developing a habit of thankfulness and appreciation in all parts of life on a frequent basis for big small things. It is necessary to acknowledge people for their help and support. Practice self talk: positive motivational and instructional self talk is supportive and affirming through which one can replace negative influences with positive ones and can confront one's own fear in an effective manner. Use jealousy as motivation and anxiety as energy. Smile even if you don't want: wearing smile on face humanize people and make them appear more approachable.

### **3. CONCLUSION**

Sentiments are short lived feelings and are part of being human and also a part of how we work but at the same time it affects the workplace environment but it becomes challenging to have control over sentiments. Sentiments especially at workplace where we spend maximum productive time get transferred from one employee to another employee and impact the workplace environment. So through practicing two sided approach as discussed above we can minimize the impact of negative emotions or exercise control over such sentiments.

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