

PROTIPS

Accountability: How to be a Responsible Worker by Marlene Legaspi-Munar

Magandang umaga sa ating mga tagapakinig na manggagawa! Sa mga karterong maghahatid ng mga sulat, sa mga med reps na bibisita sa mga hospitals and clinics, sa mga merchandizers na magdidisplay ng kanilang mga produkto sa grocery shelves, at sa mga clerks na maghahapong haharap sa santambak na paperworks. Simulan natin ang araw na ito nang may ngiti sa labi at determinsayong magtrabaho. Yes, there may be people and situations in your workplace that make it difficult for you to work. Pero gaano man kahirap ang iyong sitwasyon, may habilin sa atin ang Efeso 6:5-8: *Mga alipin, sundin ninyo ang inyong mga panginoon dito sa lupa nang buong galang, takot at katapatan na parang si Cristo ang inyong pinaglilingkuran. May nakakakita man o wala, ganyan ang gawin ninyo, hindi upang magbigay-lugod sa mga tao kundi dahil sa kayo'y lingkod ni Cristo at kusang-loob na gumaganap ng kalooban ng Diyos. Maglingkod kayo ng may mabuting kalooban na parang sa Panginoon kayo naglilingkod at hindi sa mga tao lamang. sapagkat alam ninyong gagantihin ng Panginoon ang bawat mabubuting gawa ninuman, alipin man o malaya.* So based on that Scripture, here are tips on how you can be a responsible worker, a worker who is accountable to his employer:

First, **keep in mind that you are serving Christ.** Ano man ang iyong trabaho at sino man ang iyong pinagtatrabahuan, tandaan mo na si Cristo ang iyong pinaglilingkuran. Ang Diyos ang nagbigay sa iyo ng iyong trabaho. Gumamit lamang Siya ng mga human instruments tulad ng iyong amo para magkaroon ka ng trabaho. Kaya ipakita mong kinikilala mo ngang Panginoon si JesuCristo sa pamamagitan ng iyong work attitude.

Speaking of attitude, our second tip tells us the right attitude: **obey those who are over you with respect.** Maaaring sinusunod mo nga ang lahat ng SOP, memo at rules and regulations ng inyong kumpanya, pero sa loob-loob mo, panay naman ang maktol mo. O di kaya nilalagyan mo ng sungay ang picture ng iyong boss. You are not obeying with respect. Although we may not agree with our employers all the time, or although they may not be pleasant most of the time, we should still treat them with respect.

Remember, sa Diyos tayo unang accountable kung paano natin tratuhin ang ating amo. And God commands us to obey our earthly masters with respect so we can have a good employer-employee relationship.

Third, **do your best even when the boss is not around.** Kahit wala ang iyong bisor, o kahit walang sipsip na magsusumbong o closed-circuit TV na magrerecord ng bawat kilos mo, dapat gampanan mo pa rin ang iyong tungkulin ng buong puso. Sipagan mo lalo. Magsipag ka dahil una, pinaglilingkuran mo ang Diyos; pangalawa, ginagawa mo yun for the good of the company and your clients; at pangatlo, para lalo kang maging mahusay at mapagkakatiwalaang empleyado.

Fourth and finally, **remember that the Lord will pay you for each good thing you do.** God will make sure you are recognized and compensated for your work. Pero higit sa lahat we should look forward to that day when God will say to us, "Well done, good and faithful servant."

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Accountability: Motivating Employees to be Accountable by Marlene Legaspi-Munar

Good morning, good morning to all supervisors, managers, church and industry leaders! Yesterday we encouraged your employees to be responsible workers. But as a manager, how can you better motivate your employees to be accountable for their actions? There are some managers who closely check the behavior and work of their employees. Kaya may mga opisina na may electronic surveillance equipments tulad ng closed-circuit TV. Ang mga smaller companies naman which can't afford a camera, o kung saan impractical namang maglagay ng mga camera sa bawat sulok ng ng opisina, may mga "spy" ika nga. But is this strategy effective? Studies have shown that close monitoring of employees only drives them more to hide and less likely to ask for help for fear of being seen as incompetent.

To make employees accountable for their actions, **accountability must be part of the workplace culture.** Accountability must be an important element of the company's

value system. Kailangang ipaalam natin sa ating mga empleyado na ang pagiging accountable sa ating mga kilos at gawa ay isang positibong bagay.

We should remind our employees that they are accountable for their mistakes. Ang taong nagkamali ang siyang dapat managot sa kanyang pagkakamali. Discourage blaming and passing the buck. Refusing to accept responsibility for a mistake, accident and important decision and passing it instead to someone else is like lying already.

Encourage your employees to admit or report their mistakes the soonest time possible. Kung mairereport agad ang isang pagkakamali, mas malaki ang tsansang magawan ito agad ng solusyon. Convince also your employees that admitting their mistake is a demonstration of other admirable qualities, like honesty and humility. Hindi natin kinukunsinti ang kanilang pagkakamali, but we are commending their honesty and humility in admitting their mistake.

Praise your employees for dealing successfully with their failures. Accountability means not just ownership of your actions, but it also means willingness to repair the damage that has been done. Challenge your workers to correct their mistakes. If they can not do it on their own, they must be given support by others. At kapag naayos nila ang nagawa nilang mali, purihin natin sila. We can make them an example so that others will be accountable too. This way, people will be encouraged to ask for help not only after they've made a mistake, but even while they're still encountering a difficult or potential problem.

Instituting teamwork is also another way to motivate your workers to be accountable. Kapag mas maraming tao ang involved sa isang project, mababawasan ang pagkakataon ng isang tao na magtago ng kanyang kapalpakan. Mas madali ring masolve ang problem because there are many minds collaborating. If the team members feel responsible for the project, they are likely to finish the project.

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Accountability: Collaborate with Your Employees by Marlene Legaspi-Munar

According to Daniel Robin in his article "Recognition and Accountability in the New Workplace", employees in today's workplace are collaborators, suggesting that employees and employers work together toward mutual benefit. Sa dating sistema, managers give out the rules and the subordinates are obliged to follow to the letter, or else pay the price for not following the boss.

Sa ngayon may mga kumpanyang nagbibigay ng malawak na kalayaan sa kanilang mga empleyado in terms of doing their jobs. Hewlett Packard for instance gives broad operating guidelines to their workers and allows them to flourish or hang themselves in the process. Pero hindi uubra ang ganitong sistema sa lahat ng opisina. Kailangan mong balansehin ang pagsasabi sa mga tao ng dapat nilang gawin, at ang hindi pagbibigay ng anumang direksyon.

In the new workplace, leaders tend to get out of the way. May mga empleyado na mas gusto nila ang ganitong set-up but there are still workers who can not work well in this situation. They prefer being watched over and having someone to turn to every step of the way sa takot na magkamali sila. Whichever the case, both kinds of workers need to be encouraged to be accountable. If you are in management, how do you encourage your workers to collaborate with you?

Daniel Robin suggests **focusing on recognition and praise in balance with any corrective measures and "feedback"**. Ayon sa kanya, it is ideal to give 80% recognition and 20% feedback and constructive criticism. People thrive on praise and recognition. So recognize workers for every job that's well done. Pero kung ang isang empleyado ay hindi pa rin nakikipag-cooperate sa kabila ng ilang beses na pagpapaalala, then dapat na ipaliwanag sa kanya na kailangan na siyang bigyan ng written warning or disciplinary action.

With regards to giving constructive criticism, make sure you are no longer angry or outraged before discussing with the employee who made the big mistake. If the

employee senses your anger, he or she might feel more fearful or defensive. This will not help you correct the problem in an open and collaborative way. Siguro naman ay masama na ang pakiramdam ng empleyadong ito dahil sa mali niyang nagawa. Mas makakatulong kung bibigyan mo siya ng pagkakataong makapag-isip ng paraan para malutas ang problema at hindi na ito maulit.

Robin says that it is better to motivate, persuade and negotiate with people rather than just rely on reward or criticism to get a desired result. Show the people the things they will gain when they do a specific thing. Persuade them to let go of their negative thoughts about themselves and their negative perception of others, including you, their boss. Encourage them to be the best and appreciate them for their contribution to the company. Create a safe atmosphere in the workplace where employees can collaborate with you.