Handle Problems People: A Case of Office Management

Asst. Prof. Dr. Kevin Wongleedee

Suan Sunandha Rajabhat University, Bangkok, Thailand

*E-mail: *kevin.wo@ssru.ac.th*

ABSTRACT

In fact, problems people, in a manager perspective, was difficult to handle for organizations because of its complexity. However, the majority of business which are the driving force of economy in Thailand are facing with this problems people in office. Therefore, it is imperative to investigate this problem in a small scale and for small business management. The aims of this research were to understand problems people in small business and small firms as well as to offer suggestions for proper handle problems people for small business and small firms.

In order to find the answers for this research objectives, a qualitative research study was conducted which was conducted by using an in-depth interviewing with 12 informants. Six of them were managers of small business and other six were from academic and policy makers who involved with the work of small business and government policy. They were asked to provide information on how to handle problems people in small business. Contextual analysis and both primary data and secondary data from focus group and findings of many researches were also used for data analysis and findings. The result of this study revealed that problems people affected the success of small business as well as affected the key success of small business. However, key success of small business often related to the composited characteristic traits of the small business. Problems people affected the effectiveness of leadership, communication, productivity, people skills, and teamwork. The suggestions from this study to handle difficult people in office included be calm and realize that it can't be change, build rapport, treat a person with respect, focus on what can be done, and be positive and create positive environment.

Keyword: Small Business, Productivity, Office Management, Problems People

Introduction

Since the purpose of this study is to trigger action with difficult people in the office, it is very important to focus on those areas most relevant to your immediate development. People with negative attitude often blame the world, blame other employees, blame the management policy, and blame the organizations. These negative people criticize no matter what. They often create unnecessary chaos, complexity, strife, and stressful situation.

It is important to understand the professional ways to handle the most difficult situation in the office with the most difficult people. In fact, in the modern world of business, difficult people are everywhere. They might be customers, co-workers, family members, boss, and so on. These difficult defy logic and have many negative consequents and negative impacts to have them around. In many situations, these people seem to have high satisfaction from creating chaos from their behavior and keep repeating their negative behaviors.

Many studies and many findings suggested that to remain calm and positive thinking are among the best way to manage situation as well as to manage our own emotion from difficult people in office. Managing ourselves in times of high stress situation is one of the best leadership qualities or one of the key success of the modern world of business.

Research Methodology

There are five important steps of conducting this study: define research problems, set up research purposes or aims, use the qualitative method, obtain results and discussion, and finally offer suggestions. In order to obtain the findings and answers to this research objectives, a qualitative research study was chosen for the purposes. The study was conducted by utilizing an in-depth interviewing with 12 informants who have some experiences dealing with difficult people in the office. Six of them were managers of small business, whereas, the other six were from academic and policy makers who involved with the works of small business and government policy. The sample group were asked to provide information on the characteristics of difficult people and the actions they did that causes the problem as well as how to handle problems people in small business. Contextual analysis and both primary data and secondary data from focus group and findings of many researches were also complying for data analysis and to reach the findings and discussion.

Research problems	Research purposes	Qualitative method	Results and discussion	Suggestions
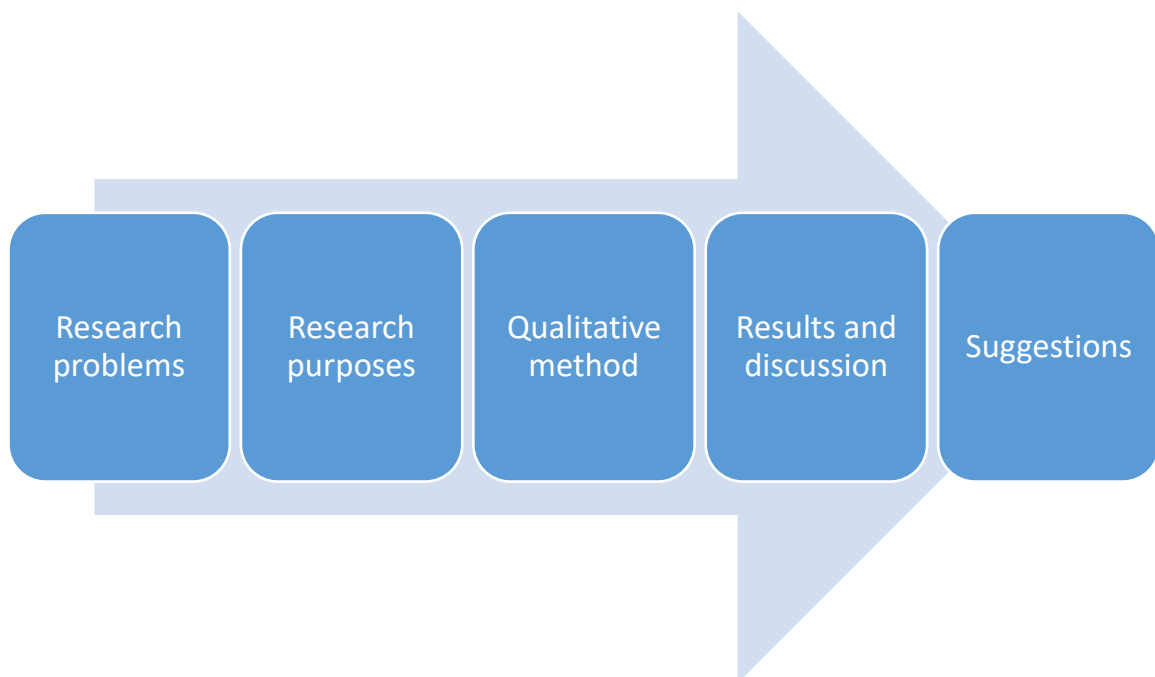
Findings

By using the method of in-depth interview, the findings of this study can be reported that problems people directly and indirectly affected the success of small business as well as affected the key success of small business such as teamwork, job satisfaction, work environment and in turn, affected the productivity, performance, and profitability. However, key success of small business often related to the composited characteristic traits of the small business. Problems people in the office can affect the issues of the effectiveness of leadership, communication, productivity, people skills, and teamwork.

From the focus group discussion, it can be reported from the experiences of the focus group that there are some of the most frequent actions taken by problematic employees in the small office.

1. Being rude and disrespect others
2. Always having bad attitudes
3. Know it all and never listen
4. Inappropriate and negative comments
5. Communicate with angry or hostile tones
6. Shouting, throwing things, and slamming the doors
7. Giving insensitive remarks
8. Verbally abusive towards others
9. Physically abusive towards others
10. Threatening unreasonable litigation

Suggestions

The suggestions from this study to handle difficult people in office included be calm and realize that it can't be change, build rapport, treat a person with respect, focus on what can be done, and be positive and create positive environment.

The suggestions in the office that the supervisors should take effective ways to handle the difficult situation from difficult people. The first step is to identify problem. Write it down what happen and what is the damage? Who are involved in the situation? Then, there must a constructive discussion aims to solve the problem, not to blame and allow the difficult person to react to the discussion meeting. Second, it is vital to document the discussion and if possible video tape the situation, the meeting, and the discussion. Finally, the last step is to follow up with the difficult person. The situation may continue and need to monitor and feedback and discussion. Patience is the key of success.

Acknowledgement

References

Carlsmith, J. & Aronson, E. (1963). "Some Hedonic Consequences of the Confirmation and Disconfirmation of Expectations", Journal of Abnormal and Social Psychology, 66(2), pp.151-156.

Choi, T.Y. & Chu, R. (2001). Determinants of Hotel Guests' Satisfaction and Repeat Patronage in the Hong Kong Hotel Industry. International Journal of Hospitality Management. 20: pp. 277-297.

Dawes, R., D. Singer & Lemons, P. (1972), "An experimental Analysis of the Contrast Effect and its Implications for Intergroup Communication and Indirect Assessment of Attitude." Journal of Personality and Social Psychology, 21(3), 281-295.

Edvardsson, B., A. Gustafsson, et al. (2000). New Service Development and Innovation in the New Economy. Lund, Studentlitteratur.

Ekinci Y. & Sirakaya E. (2004). 'An Examination of the Antecedents and Consequences of Customer Satisfaction'. In: Crouch G.I., Perdue R.R., Timmermans H.J.P., & Uysal M. Consumer Psychology of Tourism, Hospitality and Leisure. Cambridge, MA: CABI Publishing, pp. 189-202.

Halil Nadiri and Kashif Hussain (2005), "Diagnosing the Zone of Tolerance for Hotel Services", Managing Service Quality, Vol.15, 3, p.261.

Teery G. Vavra (1997). Improving your measurement of customer satisfaction: a guide to creating, conducting, analyzing, and reporting customer satisfaction measurement programs. American Society for Qualit. p.47.

Wongleedee, Kevin (2017). "Customer Satisfaction in the Airline Industry: Comparison Between Low-cost and Full Service Airlines" Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal. No 1 (187) 2017.

Wongleedee, Kevin (2016). "Factors Influencing Revisit Intentions of International Tourists: A Case Of Bangkok, Thailand" Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal. No 6 (182) 2016.

Wongleedee, Kevin (2016). "Customer Satisfaction as a Factor of Airlines' Loyalty programs Development: the Case of Thai Airways-Domestic" Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal. No 1 (175) 2016.

Wongleedee, Kevin (2016). "Important Motivation Factors For Foreign Reinvestment in Thailand" Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal. No 6 (180) 2016.

Wongleedee, Kevin (2016). "Customer Satisfaction as a Factor of Airlines' Loyalty programs Development: the Case of Thai Airways-Domestic" Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal. No 1 (175) 2016.