

06

Let's Enter the World of Work

Introduction

At present, education has become a principal factor that influences a person's life. The reason is that, it is expected to enrich a person's competencies and prepare him/her for a future profession through education.

After studying this chapter, you will be able to understand the following:

- Various definitions regarding the world of work
- Importance of working with dignity of labour
- Value of skilled labour
- Characteristics of a good worker
- That every employment is important for the social upliftment

"I like to do the job I wish to. I do not expect money alone from the job. I like to serve the society and learn new things in doing jobs. Today, education is one of the principal factors that influences a person's life. "

Given above is the answer given by a student of grade 8 when he was asked about the job he likes. What does it mean? There are three objectives to be fulfilled from a job. Can you identify them?

What would be your answer if I asked you the job you expect to do in future?

Some answers given in common can be compiled as follows:



Ask your friends about the jobs they prefer and list them as shown above. You will notice that very few friends have chosen laborious jobs like farming, labouring, technical work etc. But, these, too, are important jobs providing services to the society.

Although there are various professions in the society, majority prefer employment with high social recognition. Yet, every employment is equally important to the society. The most important thing is the service rendered to the society regardless of income earned or social recognition. Let's learn more about the occupations from which we could serve the society, from this lesson "The World of Work".

World of work and its variations

Man has to work for a living. Teichler (1999) has defined the world of work as the relationship among the real activities a person performs daily relevant to his profession.

The following are some definitions about the world of work.

"The world of work is the chances of those who are already occupied or expect to be occupied"

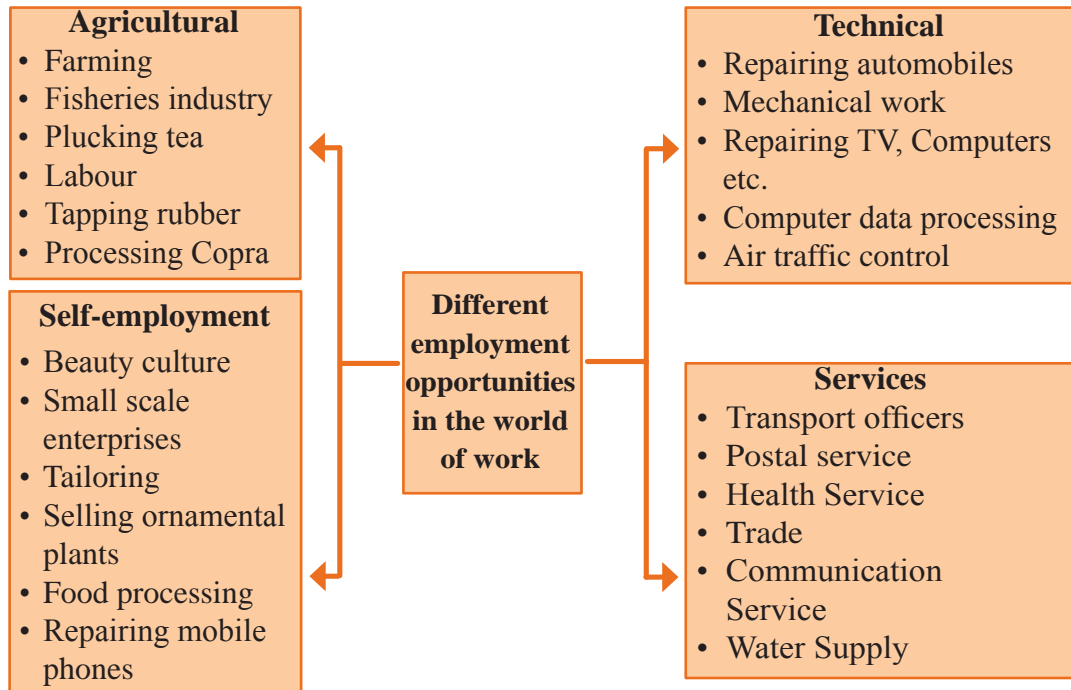
(Rooney, 2001)

"Employment opportunities available or people can join in relevant fields in farms and industries"

(Soanes, 2004)

It is clear from the above ideas that all employment opportunities present in the society can be taken as the world of work. Can you prepare a list of different fields of employment and employment opportunities that existing in society?

Observe the following chart as an example. See whether you can extend it further. You will need to search for different jobs present in the society.



It will be clear to you that, there are many occupations as well as many occupants in the above fields. Even when we consider one institute, we can see that there may be many job opportunities in it.

In a garment factory, many are employed as: managers, clerks, technicians security personnel, canteen workers, electricians, plumbers, foremen, drivers, transport helpers and quality controllers in addition to the machine operators.



Machine operators in a garment factory

To provide a better service from an institution, all workers must work efficiently.

It is clear that there is variety in "the world of work." Let's identify the factors which contribute to these variations.

➤ Differences at regional level and resources

Some occupations in Sri Lanka are identified as special to particular regions.

- Nuwara Eliya - Vegetable and Flower cultivation
- Galle, Matara - Fishing Industry
- Anuradhapura - Paddy Cultivation
- Weweldeniya - Rattan Industry
- Kajugama - Trade in Cashew
- Rathnapura - Gem Industry



Rattan Industry

- Traditional occupations also exist in the world of work

Traditional occupations

- Pilimatalawe - Brass industry
- Ambalangoda - Masks and puppets
- Molagoda - Clay products



Masks

➤ **Field of occupation**

Occupations in the current world of work can be divided into three main fields as:

- I Government and Semi Government sector
- II Private sector
- III Self employment

➤ **According to the amount of labour employed**

There is another classification of occupations in the world of work based on the type of labour employed.

- I Occupations that require more mental labour
(Doctors, Engineers, Teachers, Administrators)



Engineers

- II Occupations that require more physical labour
(Farmers, Labourers, Sanitary workers, Carpenters, Masons, porters etc.)

According to the above examples, it is clear that the world of work refers to all sectors that supply services and work necessary for our existence. It is clear that there are differences in the world of work and that these differences are carefully considered when selecting a job.



Farmers

The following conversation helps you learn more about the world of work.

- Sunil - If a payment is done for something we are doing, I think, we can call it a job.
- Namali - But, there are jobs that are not paid, aren't there? See the work a mother does at home. She is not paid for it.
- Menali - Yeah, The learning we do in school. It is also not paid for. My grandfather is a retired teacher. He is working in an Elders' Home now for no pay. It is called voluntary service.
- Namali - There are various jobs. They can be named as employment and self employment.
- Sunil - Some people talk about blue collar jobs and white collar jobs. What are they?
- Menali - They are classified according to the occupation done. Working in factories and masonry etc. are called blue collar jobs.
- Namali - Yes, I too have heard about it. White collar workers are found in offices or in administration. They do white collar jobs.
- Sunil - The workers that perform manual labour are called blue collar jobs, aren't they? They work in production.
- Menali - Yeah, but occupations can also be categorized as mental and physical jobs too.

Activity

- List out the occupations available in your area and rearrange them according to your preference.

Let us work with dignity of labour

Labour is mainly divided as physical labour and mental labour. It is important to perform the duty entrusted to you efficiently with dedication. Performance of one's duty with willingness and happiness is dignity of labour. In simple terms, having a self-pride regarding the job one engages in is the dignity of labour. Due to the success of the task done with dignity of labour, both the worker and his job can be admired by the society.



Farmers busy in the field

Can we live if the city cleaners do not do their work properly? Then the environment would not be suitable for living. Think about it. Dignity of labour can be seen in every occupation like engineers, doctors, drivers, city cleaners, workers in technical fields, farmers etc. Look at the following picture and explain the importance of that job.

If you think with dignity of labour in mind, social service occurs on these two occasions. Whatever employment you engage in, it contributes to the upliftment of the nation. There is a sense of pride as well. Therefore, it is better to be proud of that job. But, some professions require special knowledge and training. It should be understood that such jobs cannot be done by untrained people. When choosing a job, one should consider not only the nature of the job, uniform and the salary, but also one's ability and the service that could be rendered to the society.



Labourers cleaning a city

Unemployment is depicted as a major problem existing in Sri Lanka at present. But, in reality, there are large numbers of occupations in the world of work. The problem is due to the weaknesses with dignity of labour, there is an unwillingness on the part of some people to select some jobs. Most of the people expect jobs in government offices. You will see in the newspapers that there are lots of vacancies in the field of industry as well.

Activity

- Collect a weekend newspaper from the nearest library. Classify and write the vacancies advertised in it into government sector, private sector and service sector.

The answer given by John Foster and Simo Foster in 2014 is important to understand the question 'Why do people work?' It helps to understand the importance of the dignity of labour.

Working with others helps earn money, to get experience, to gather qualifications, to give benefits to the society, to do something desired, and for time management.

(John Foster and Simo Foster 2014)

Enjoying dignity of labour with the job you do, you can engage in a job with happiness and contentment. Several benefits from working with dignity of labour can be identified.

Benefits that can be gained from working with dignity of labour

To employer

- * Raising reputation of the organisation
- * Promoting public appreciation towards the organisation
- * Ability to work with other competitive organisations
- * Increasing motivation among employees
- * Increasing profit to the organisation

To customers

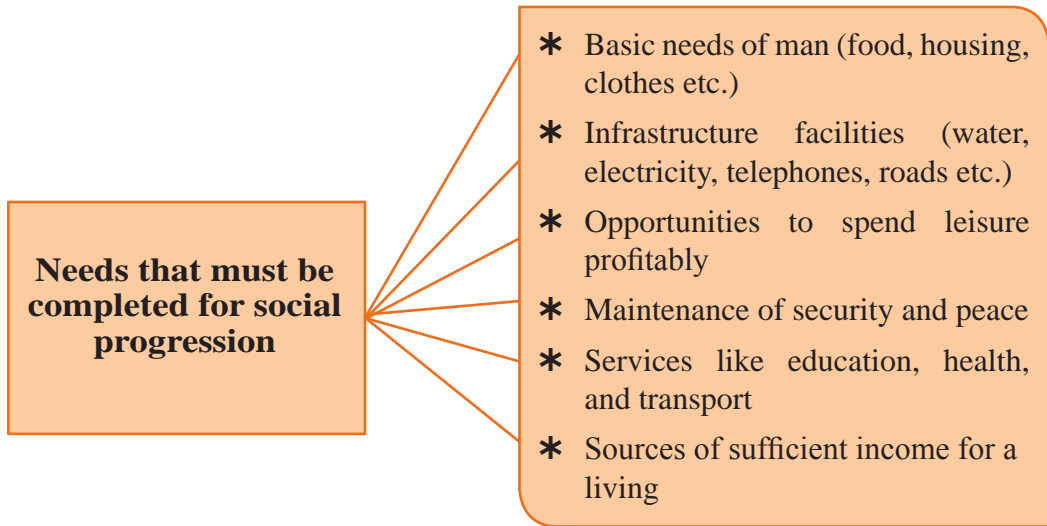
- * Ability to fulfil their requirements easily
- * Witnessing of social efficiency
- * Balancing emotions
- * Cultivating loyalty towards the organisation
- * Building up credibility

To employee

- * Dignity about their occupation
- * Desire to learn more about the occupation
- * Job satisfaction and contentment
- * Working with affection for the organisation
- * Motivation to perform their duties at their best

Every occupation contributes towards social improvement

Equal development in every field is needed for the development of a country. Employment in industry, agriculture and service sectors, contribute towards social development. Social progression is the development of the society. It cannot be achieved by one or two occupations. The following chart shows several needs that must be fulfilled for the development of the society.



Different persons contribute to supply the above mentioned needs. When there is no cooperation among all these groups, it disturbs the existence as well as the progression of the society.

Various groups, from the higher officers, contribute their labour towards social progress. These groups contribute equally to maintain services efficiently. Hence, without any difference, appreciation of the services rendered by all contribute towards the upliftment of the society. Choosing an occupation according to one's willingness, qualifications and potential, one can direct one's job for the benefit of society.

What will be the condition in a city if the cleaners do not report to work in a day? Can we say that their service is not important? The value of their service is at a higher level, isn't it?

Activity

- Select several jobs present in your area and list out their services to the society.

Importance of skilled labour

Labour is a factor towards production. Benefit received for one's labour is called the salary. Contributions provided by people to complete any work qualitatively is termed as labour. Knowledge, attitude and skills we achieve through education affect labour. Productivity of labour occurs according to the levels of knowledge, attitude and skills of the labourer.

Labour can be divided in to two parts;

Physical labour

- Occupations that require more physical energy.
- Driving, Farming, lifting heavy loads, tea plucking and occupations in the industrial field

Mental labour

- Professions that require more brain (mind) work.
- Jobs in the fields of medical, legal, engineering, planning, teaching, administration etc.

Labour can be divided into two parts such as skilled labour and unskilled labour. Labourers with special training or have special skills are skilled labourers.

The level of skilled labour cannot be attained merely by the knowledge acquired through education. Following a special training relevant to the particular profession is necessary to become a skilled labourer.

A training can be defined as providing professional knowledge and competencies relevant to a particular occupation.

Consider the following examples

- Giving a special practical training under a specialist to the House Officer (Medical graduate under training)

- Prior to the granting of driving licence, drivers must get a special training and pass a practical test.

- Giving all the teachers a special training relevant to teaching and frequent in-service training

Many people believe that no training is needed to perform physical labour, but, even in a factory, by giving a special training regarding the operation of the machinery, the efficiency of the workers can be increased.

Training workers for employment can be conducted in two ways

1. Pre Service Training - Training given prior to recruitment
 - e.g. Training given in Technical Colleges on house wiring, teacher training given at Colleges of Education
2. In-service Training - Training given after recruitment
 - e.g. Setting to work under a trainer in repairing automobile, special training given to professionals like physicians, teachers, etc. from time to time while in service

Some occupations in the world of work require specific training. Experience, duration of service, as well as training are required for trained (skilled) labour. e.g. Flying aircraft, space voyages, surgical operations, use of high technological equipment in factories etc.

Special attention is paid to trained workers for the occupations present in the world of work. Trained workers are offered higher salaries as they can work more efficiently than unskilled workers. Training is essential to a worker and it makes him/her an outstanding person in the field of work. In Sri Lanka, there are a number of different institutes and courses that offer training to win the world of work.

National Vocational Qualification (NVQ) for technical field is graded from level 3 to level 7. Anyone can start achieving this qualification even at the period of schooling.

Institutes that offer vocational training

- * Vocational Training Authority
- * National Apprenticeship Board
- * National Youth Council
- * Technical Colleges
- * Higher Technical Institute
- * Vidatha Centres
- * Nenasala
- * Hotel Schools

Courses offered

- * Electrical Technician
- * Plumber
- * Woodworker
- * Draftsmanship
- * Computer
- * English and other languages
- * Food and Culinary
- * Home Decoration
- * Beauty Culture

In addition to the few government institutions mentioned above, vocational training courses are provided by the private sector too.

- e.g.:
- Private Technical Colleges
 - Institutions providing courses on manoeuvring heavy vehicles
 - Institutions providing courses on beauty culture, food processing
 - Computer training institutions
 - English language training Institutions
 - Secretarial and receptionist training institutes



Some advertisements on vocational training

Activity

1. What are the vocational training centre in your area?
2. What are the courses provided by them?
3. Read newspaper articles on vocational training institutes and list out the names and courses provided by them.

Qualities of a good worker

The development of a country rests heavily on its labour force. Hence, presence of a labour force, with better characteristics is an asset to a country. Due to the development of better qualities in a worker, attitude, dedication, and contribution towards labour can be maintained at a higher level.

There are different ideas about the qualities of a good worker. The followings are several important facts out of them



Some other characteristics that a worker must possess are given below:

Reporting to service on time, staying the whole period on duty at the place of work, dedication, working with job satisfaction, fulfilling duties and responsibilities, cooperation, collectiveness, development of the profession, respecting leadership, honouring rules, regulations, and traditions of the institution, not linking the private and political life with the job.

Activity

- According to you, what are the good qualities of a good employee? List them out.

Expectations of the place of work

The place of work can be introduced as the place where the world of work becomes active or it is the place where employees perform their duties.

e.g. Physician - Hospital

Teacher - School

Technician - Factory

The employer expects from his employees a good profit for the organisation while enhancing good will and customer satisfaction.

Craig D. Jerald has lined up several competencies expected from the employee according to their importance.

1. Critical thinking and problem solving
2. Using information technology
3. Group activities and cooperation
4. Creativity and directing towards new production
5. Working according to variations
6. Developing leadership
7. Developing oral communication
8. Following working etiquette
9. Working with courtesy
10. Development of written communication
11. Self orientation/lifelong learning
12. Training in foreign languages

(Craig D. Jerald, 2009)

Here, the necessity for change in both mind and behaviour of the employee is pointed out.

In the same way, several expectations in the place of work are also shown below:

Maintain the appearance of the work place properly, arrival on time, work on time, dedication towards development of the work place, efficiency, providing maximum service for the salary taken.

You can collect more information about this by meeting the head of a private or government institute in your area.

Rights and responsibilities of workers

The quality of goods or services depend on the personal satisfaction and the completion of personal needs. If personal satisfaction is needed, it is necessary to provide employees' right. If the personal needs are fulfilled, a better product can be expected.

Rights of employees mean the provisions received by the employee to proceed with his employment. Several regulations are imposed in order to protect the rights of the employees in Sri Lanka. Some of them are given below:

- Act of Employee's Provident Fund.
- Act of employing women, youths and children
- Act of employing women in the mine industry
- Salary control board, ordinance of maternity leave, ordinance of trade union
- Act of shop and office employees
- Act of Sri Lanka foreign service (employment)

Special regulations have been set for the protection of workers' rights by the above mentioned Acts.

On most occasions, workers can be seen protesting to win their rights. Workers must not only focus their attention on their rights but to their duties and responsibilities also. It should not be forgotten that if the duties and responsibilities are regularly fulfilled, the rights too will be received in equal proportion. Several such duties and responsibilities could be indicated as follows:

Rights

- Working with dignity
- Fulfilling basic needs
- Safety in the place of work
- Clean and pleasant place of work
- Obtaining necessary tools and equipment needed for the job
- Training relevant to the job
- Privilege to obtain leave
- Trade union activities
- Granting promotion on qualifications

Duties

- Reporting to work on time
- Maintaining personal appearance to match the occupation
- Keeping a good behaviour
- Working hard
- Working as a team member
- Performing service needs without delay
- Protection of property in the workplace
- Safeguarding the prestige of the workplace
- Working with team responsibilities

Activity

- Write an article to a wallpaper on the importance of performing one's employees their duties effectively.

Improving personal professional qualities

It is important to work in unison in the world of work. It is also important to keep one's personal performance level high. Performance of task means to put one's skills into practice at the maximum level. There, the most important thing is the choosing of an occupation that matches with one's skills, capabilities and choice.

At present, it is important to use modern technology rather than traditional methods to maintain a higher performance level. Improvement of the professional qualities by the employees is important. To work for the recognition of the employment skills expected by the world of work and the skills possessed by oneself is also an important factor.

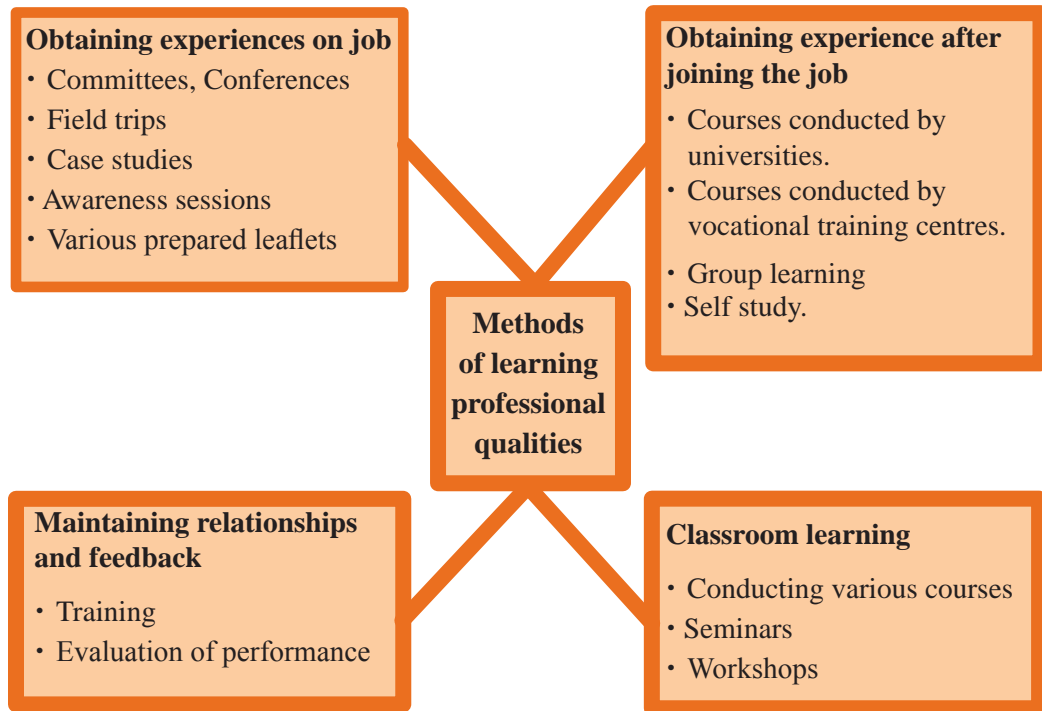
Characteristics to be improved by the employee himself

- • **Working in group sense**
- • **Working in different languages**
- • **Improvement of leadership qualities**
- • **Skills in analyzing**
- • **Maintenance of good inter- personal relationship**
- • **Maintenance of higher personality**
- • **Taking decisions and solving problems**
- • **Using modern technical equipment**



A group working with computers

There are many various ways of learning to improve personal professional qualities;



The above learning methods presented by University of South Florida (2014) can also be utilized to train personal professional qualities of the employees in Sri Lanka.

Strategies that satisfy customers

Customer is the person who obtains service from an institute. Satisfaction of the customer about the service obtained leads to the development of an institute. Especially, private institutions pay special attention to the satisfaction of the customers, to keep them cling with them, which would, on the other hand, be helpful for their progression.

Look at the customers of a telephone company. Though the price increases, customers do not give up as they are satisfied with the service they are given.

This is the certificate of customer's satisfaction. Furthermore, receiving the letters of commend, organizing the functions of appreciation, giving publicity to that institute etc. are the certificates of customers' satisfaction.

Jerry Gregoire 2013 has shown 9 strategies of making customers satisfied.

01. Treat customers as your boss
02. Evaluate the customer's satisfaction
03. Build confidence in customers
04. Forget mistakes committed by customers
05. List out the expectations of customers
06. Observe and identify the customers correctly
07. Do the business through e mails
08. Communicate with customers through social websites
09. Avoid giving false information to customers

(Jerry Gregoire, 2013)

Some other strategies that satisfy customers could be identified.

Maintaining frequent accountability, holding live discussions, quick response, offering positive experiences, offering personal help, thinking at customers, point of view, listening to the customers, thinking how would be satisfied by receiving a particular service and treat your customer in the same way.

You may have seen displayed sayings for admiring the customers in some institutions. They too are some methods of making customers satisfied.

Activity

- If you are the employer, list out the strategies that you will follow to make your customers satisfied.
- Collect sayings that have been exhibited in different institutions admiring the customers and create a similar saying by yourself.

Earning income and the life style

When we study the world of work, we find that most of the people prefer engaging in professions like practising medicine and engineering as higher income and social recognition could be obtained through them. Accordingly, income is one of the principal factors in the world of work. Even when applying for a job, it is the salary, that is considered first because ability to earn a good income helps to improve the standard of living and lead a good life style.

Advantages and disadvantages that affect an institution according to the employee's income.

Advantages -

Increase the efficiency of the employee, satisfaction of the employee, minimizing the wastage or destruction of resources, decrease the corruption and theft of the workers, become loyal to the institute

Disadvantages -

Increase in taking leave, delay of work, occurrence of various struggles, leaking the institutional information to outsiders, Motivation towards theft, vacate the service after short terms, no enthusiasm for the improvement of the institute.

Receiving a higher income, employees tend to work in friendly manner towards the institute and try to maintain their personal professional qualities, like conduct and personality, at higher level. On the other hand, if sufficient salary is not received, he will damage the institute as well as his life by engaging in various corruptions, taking briberies, and stealing etc. The institute too must pay attention to increase the income of the employees by making sufficient for living. The employees too must adjust their lifestyle to suit their income.

Summary

- ⇒ There is a variation in the world of work.
- ⇒ All the employments are important to the society.
- ⇒ There is no difference as high or low among occupations.
- ⇒ Working with labour dignity causes job satisfaction.
- ⇒ All employments cause social progress.
- ⇒ While labour is important for occupations, there is a higher demand for skilled labour.
- ⇒ Good qualities must be improved as a labour.
- ⇒ It is necessary to be attentive to the expectations of the workplace.
- ⇒ It is important to be aware of the workers' duties and responsibilities.
- ⇒ Improvement of personal task is important to the institution as well as to the worker himself.
- ⇒ Keeping the customers satisfied is the responsibility of the employee.
- ⇒ Income earned from the employment influences to shape the life pattern of the employee.

Assignment

1. Choose a field of employment you hope to engage in future according to your future professional expectations.
2. After discussing with the teacher in charge of career guidance in your school, prepare a list including the professional skills that you will have to improve.
3. Prepare an article to the wallpaper including the service you are going to render to the society through it.