STUDY OF FACTORS AFFECTING EMPLOYEE PROFESSIONALISM AND INTERPERSONAL SKILLS AT THE WORKPLACE.

Project Report submitted in partial

Fulfillment for the award of the degree of

BACHELORS OF BUSINESS ADMINISTRATION

Submitted by

Kirubel Tekalign -19GSOB1010458

Khushi Srivastava- 19GSOB1010015

Kanishka Vishnoi - 19GSOB1010300

IN

HUMAN RESOURCE

SCHOOL OF BUSINESS

Under the Supervision of

DR. Isha Srivastava

(Professor)

GALGOTIAS UNIVERSITY
UNIVERSITY
(Established under Galgotias University Uttar Pradesh Act No. 14 of 2011)

<u>Declaration</u>

I hereby declare that this project report tittled " STUDY OF FACTORS AFFECTING EMPLOYEE PROFESSIONALISM AND INTERPERSONAL SKILLS AT THE WORKPLACE".Submitted by me and my group of members to the school of business, Galgotias university, is a bonafide work undertaken by me and it is not submitted to any other university or institution for the award of any degree or diploma certificate or published any time before.

Submitted by :   Signature

     Kirubel Tekalign -19GSOB1010458

     Khushi Srivastava- 19GSOB1010015

     Kanishka Vishnoi - 19GSOB1010300

Acknowledgement

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__Abstract__

The most crucial thing to understand when considering Employee interpersonal skills is that there are many factors that influence employee professionalism. Employee interpersonal skills are influenced by employee professionalism characteristics, the manager's characteristics and the style of work. Moreover, the study shows in order to maintain a high level of Employee interpersonal skills and Employee professionalism in the work environment it's important to understand the needs of the employee of the workforce.

The project report "Study of factors affecting Employee professionalism and Interpersonal skills at the workplace" is prepared to identify the different factors that assists in providing the necessary interpersonal skills. The factors that affect the level of Employee interpersonal skills and Employee professionalism that are analyzed in this project report are financial gain, work relations with management and colleagues, recognition and respect in the workplace, ambition and personal goals etc. A questionnaire and an interview were conducted to collect the information from the employees of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy. Percentage analysis has been used to analyze the data and provide a meaningful conclusion.

Chapter I

Introduction

Employee Professionalism

Employers want new workers to be responsible, ethical, and team oriented, and to possess strong communication, interpersonal, and problem solving skills. Hence, those skills add up all together and you've got professionalism

Professionalism is the way you carry yourself, your attitude and the ways you communicate with others. As a result, being professional can bring a positive impression, excellent interpersonal relationships and outstanding reputation within your organization.

During the time of my research, the objective was mainly to develop the concept of employee Professionalism. But professionalism isn't just one trait; it's a combination of a few different qualities.

First and foremost, the most effective way to display professionalism is to show that you're invested enough to pay attention. I have learned to develop my dedication through different ways. For example, this might mean taking notes during meetings, asking relevant questions or even just using responsive body language. Moreover, to reflect your dedication and commitment to your organization is by being attentive, responsive and proactive about improving the company. However, this requires identifying concerns or pain points. Make sure to pair your complaints with solutions.

Secondarily, understanding the work culture is crucial. As employee Professionalism the general work culture will often change from company to company. That's why it's important to learn as much as you can about the cultural norms .For instance, pay attention to how others in your workplace dress. I have learned that conventional wisdom may tell you to wear a certain type of clothing but you really need to look around in order to follow company culture.

Furthermore, according to my research the other key element to the success of professionalism is Consistency. Commitment and dedication creates Consistency and improvement in the daily

task. You can meet every other facet of professionalism, but if you don't honor your commitments and get your job done, none of it will matter. Hence, honoring your commitment at the workplace produces a strong professionalism.

Moreover; the research taught me the most effective and efficient way to accomplish the goal is to understand the power of teamwork. ''THERE IS NO I IN TEAM''. The culture of motivating and inspiring our fellow co workers and learning from one another will elevate productivity. Finally, as a Human resource student, I am always exposed to different people and opinions. Hence, it's my responsibility to understand the case every time; which communication skill is the vital element of the process. The purpose and significance of the internship is developing confidence and communication skills.

● **Employee Interpersonal skills.**

Developing interpersonal skills is one of the significance of employee professionalism. There are certain skill sets that are crucial for professionals to be able to exercise in their work environment. Here are some interpersonal skills that an employee must develop in order to gain effective and efficient professionalism at the workplace.

Firstly, exercising self awareness has a big role in developing an employee's interpersonal skills. It helps an employee explore their strength, weakness, opportunity and threat. Hence, they will become more productive. It is able to understand employee's feelings and emotions and it can help to be cognizant of the messages you convey to others whether through your words or non-verbal forms of communication.

In the second place, being respectful to one another is another essential feature in the success of employee interpersonal skills. It creates a positive work environment which leads to a favorable outcome. For instance;

- ● Showing appreciation for employees' efforts and time.
- ● Listening to what others have to say rather than listening only to respond;
- ● Showing gratitude and courtesy
- ● Being respectful to others ideas and opinions even when it differs from yours.

- Acknowledging the work of others and being supportive to someone else's work.
- Avoiding being defensive rather than being rational and open.

The other result I obtained during my time of research is engaging in active listening can boost employee interpersonal skills which influences highly employee professionalism characteristics'. It is important to be actively listening to others' messages rather than being passive listening. In the long run, developing chemistry with your co-workers is important; hence productivity will increase and create a positive work environment. As a result, listening actively and taking notes while others spreading their message are no brainer.

Lastly, everyone has drawbacks and failures. However, a good employee understands the fact that accepting the feedback and improving himself to be a better person is massively important. On top of that, giving the right feedback, not criticism is one of the skills I learned during my time.

__The advantage of developing interpersonal skills.__

- It creates a strong working relationship with each other and with their clients.
- It contributes to increasing team and organizational productivity.
- It enables to create an overall positive work environment.

● <u>**Objective of the study.**</u>

● To determine the components needed for the employees of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy to be outstanding professional employees. Hence, for the employees of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy can be more productive and effective.

● To identify the factors for the employees of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy to develop their interpersonal skills.

● To determine the overall level of satisfaction of the employees of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy.

● The factors that affect the level of Employee interpersonal skills and Employee professionalism that are analyzed in this project report are financial gain, work relations with management and colleagues, recognition and respect in the workplace, ambition and personal goals etc. Hence:

1. Does financial gain affect the level of Employee interpersonal skills and Employee professionalism?

2. Does work relation with management and colleagues the level of Employee interpersonal skills and Employee professionalism?

3. Does recognition and respect at workplace affect the level of Employee interpersonal skills and Employee professionalism?

4. Does ambition and personal goals affect the level of Employee interpersonal skills and Employee professionalism?

Chapter II

Literature Review.

Employee professionalism is known as an employee's performance at work. In the working environment, employee professionalism includes various aspects of function such as the way you represent yourself, communication skills, creativity, confidence skill and your attitude.

"**Whether you're preparing for an interview, starting your first day on the job or advancing in your career, professionalism and workplace etiquette are always important,"** **explains** Katy Curameng**, director of career planning and development at University of Massachusetts Global.**

According to a study of USDepartment of Labor, there are few things employers value more than employees who fulfill their duties in a professional manner. In fact, employees with a high degree of professionalism are frequently perceived as being more credible and reliable than their coworkers. Moreover, Mastering workplace etiquette can also give young workers an edge as they begin their careers. In the most generationally diverse workforce we've ever experienced, professionalism transcends age.

No matter the industry which is a low skill job such as customer service to a high level skill job such as CEO or CFO – all the jobs need professionalism. Employee professionalism does not mean walking with suits and carrying briefcases full of paper. However; it is beyond that. Hence; it is a combination of multiple characteristics' such as integrity, responsibility, the ability to think out of the box, being problem solver and accountability.

On the other hand, the research emphasizes employee interpersonal skills. In order to fully operate at the work as a professional, an individual must develop their interpersonal skills. According to the study of Addis Ababa university, Employee interpersonal skill is the skills and behavior needed for an employee to interact with other co- workers. Moreover, it is the tactic to work well with others. This skill set can vary from communication and listening to attitude and department.

According to my primary source there are various factors that affect Employee professionalism and interpersonal skill at the workplace.The factors that affect the level of Employee interpersonal skills and Employee professionalism that are analyzed in this project report are financial gain, work relations with management and colleagues, recognition and respect in the workplace, ambition and personal goals etc

Employee professionalism

Employee professionalism issues are a problem that still remains a major concern in organizational life because Employee professionalism is an achievement by someone, a group, an organization that ultimately as an indicator to measure the achievement of goals of an organization itself. At the most basic level, Borman and Motowidlo " Employee professionalism refers to the individual's proficiency with which he or she performs activities which contribute to the organization" (Sonnentag and Frese, 2002: 6). While according to Wibowo (2012: 81), " Employee professionalism is a process of how work takes place to achieve work results". Furthermore, Employee professionalism is a result of work achieved by someone in carrying out the tasks assigned to him based on skills, experience and sincerity and time (Hasibuan, 2009: 73). From the opinion of the experts, it can be synthesized that Employee professionalism is an accomplishment of work achieved by an individual which is a manifestation of motivation, ability and can be measured or judged by the results achieved. Therefore, a standard and method of measuring or evaluating Employee professionalism are needed. Performance appraisal is a step to find out the extent to which Employee professionalism is produced by an individual in carrying out the tasks assigned to him. " Employee professionalism measurement is the process of definition, monitoring, and using objective indicators of organizations and programs on a regular basis-of-vital concern for managers in government and non-profit sectors" (Poister, 2003: 3). Six primary criteria that can be used to measure Employee professionalism (Bernadin and Russel, 1997: 109):

a. Quality is the degree to which the process or results of the implementation of activities approach perfection or approach the expected goals.

b. Quantity is the amount generated, for example, the number of rupiahs, number of units, and number of cycles of activities completed.

c. Timeliness is the degree to which an activity is completed at the desired time, taking into account the coordination of other outputs and the time available for other activities.

D. Interpersonal Impact is the degree to which employees/employees maintain self-esteem, good name, and cooperation between coworkers and subordinates. In the environment of civil servants (PNS) the Government has issued Government Regulation Number 46 of 2011 concerning the Assessment of Civil Servants' Civil Servant Performance. The aim is to improve the performance and performance of civil servants. This PP is a refinement of Government Regulation Number 10 of 1979 concerning the Assessment of Civil Servants' Work which is deemed no longer in line with the development of legal conditions and needs. The work performance appraisal of civil servants aims to ensure the objectivity of PNS development based on the work performance system and career system which is focused on the work performance system. Civil servant work performance will be assessed based on 2 (two) elements of assessment, according to the Government Regulation of the Republic of Indonesia Number 46 of 2011 concerning Assessment of Civil Servants' Work Performance. Article 4 as follows:

1. SKP (Employee Work Objectives), namely: work plan and targets to be achieved by civil servants.

2. Work behavior, namely: every behavior, attitude or action taken by civil servants or not doing something that should be done in accordance with the provisions of the legislation. From the viewpoint of experts and applicable laws and regulations relating to employee performance in a government organization, it can be synthesized that performance is a performance achieved by a person in a certain period of time and can be measured by indicators: quality of work, quantity of work, timeliness in work and ability to cooperate.

E. Cost-effectiveness is the extent to which the use of organizational power (human, financial, technological, material) is maximized to achieve the highest results or a reduction in losses from each unit of resource use.

F. Need for supervision is the degree to which an official can carry out a job function without requiring the supervision of a supervisor to prevent undesirable actions.

<u>Employee Interpersonal Skills</u>

In an organization, many resources are needed, but human resources are a key resource in achieving organizational goals. One step that can be done in overcoming employee problems in an organization is through education, training, and coaching. Hogan and Warrenfelz "Defined interpersonal skills as competencies and behaviors that involve direct communication such as communicating and building relationships with others" (Kanthasamy, 2009: 21). In essence "Interpersonal ability is a skill to socialize with others" (Putra and Pratiwi, 2005: 232). From some expert understanding and opinions above, it can be synthesized that interpersonal skills or interpersonal skills are a skill to recognize and respond appropriately to the feelings, attitudes and behaviors, motivations and desires of others. How we can build harmonious relationships by understanding and respond to humans or other people is part of interpersonal skills. Given the interpersonal skills (interpersonal skills) possessed by a person is not an innate skill, but is a skill that is trained and studied, through the process of education, training, coaching, and experience. Therefore, interpersonal skills really need to be developed in an organization in an effort to achieve organizational goals that have been set. Furthermore, the scope of interpersonal skills according to Mariepazh (2012: 20): "An individual's interpersonal skills also determine one's ability to initiate, develop and maintain caring as well as productive relationships. These skills are categorized in four areas, namely: disclosing oneself to and trusting each other, accurately communicating with each other, resolving conflict and relationship problems constructively, and encouraging as well as appreciating diversity".

1. Communicate

Communication in the Large Dictionary of Indonesian Language is "Delivery and reception of messages or news between two or more people so that the message in question can be understood; relationship; contact (KBBI, 2013). Next Deborah (2006: 386) defines: "Communication is the transmission of meaning from one person to another or to many people, whether verbally or nonverbally. Communication from one person to another is commonly depicted as a simple triangle consisting of the context, the sender, the message, and the receiver". Can be synthesized communication is the process of sending and receiving messages that are verbal or nonverbal between two or more people, in other words in communication there are main elements, namely the sender (sender), recipient of the message (receiver) and message content (context) in the form language. Humans as social beings as well as individual beings will continue to make relations with other people because it is not possible for someone not to make connections or communicate with other people during his life. In communicating not all people have the ability to listen well or want to be a good listener. Therefore, so that interpersonal communication can run well, then someone in addition to having the skills in delivering messages must also have listening skills.

2. Motivation

Edwin B Flippo in Saidi and Halim (2007: 94) suggested: "Motivation it is a skill in aligning employees, want simultaneously with the attachment of organizational objectives. This means that motivation is expertise in directing employees and organizations to want to work successfully so that the desires of employees are achieved while achieving organizational goals". In another section Robbins (2006: 213) defines motivation as a process that determines the intensity, direction, and perseverance of individuals in trying to achieve goals. It can be concluded that motivation is a psychological condition that encourages a person to carry out a business or activity to achieve organizational goals and individual goals. This also means motivation is an impulse that arises in a person that causes him to do certain actions to meet the needs in accordance with the tasks and functions in the organization and personal goals. Even though outwardly humans have the natural ability to negotiate, but to be able to negotiate well,

these basic abilities need to be developed into a better ability, especially for people who work or are members of an organization. The word negotiation comes from the word negotiate, in English which means negotiating, discussing, discussing or overcoming problems. Furthermore, Margaret and Bazerman in Luthans (2006: 463) suggest negotiation is a common mechanism for solving the problem of differences and allocating resources. Luthan further stated, negotiation was more than just a conflict resolution. Negotiation becomes managerial expertise for the success of individuals and organizations. Can be synthesized that a negotiation is a step or completion that is done both between individuals, and organizations in overcoming or avoiding conflicts that occur in an organization.

3. **Negotiation/Resolving Conflict.**

In a work organization in the present, there is a lot of cultural integration among fellow workers because workers have different cultural backgrounds. In the beginning, of course, cultural differences would create a new problem if workers were never trained or directed to understand each other's differences. Therefore, the problem of the ability of employees or workers to respect differences among fellow colleagues is very important. Because the issue of respecting differences will lead to disharmony in the work environment and impact on organizational performance. Luthans (2006: 80) suggests that the characteristics of diversity can take the form of age, gender, ethnicity, education. Therefore diversity in a work organization cannot be avoided; then it is very important how an organization to manage diversity that occurs within the organization. Can be synthesized that Interpersonal skills or interpersonal skills are a skill to recognize and respond appropriately to feelings, attitudes and behaviors, motivations and desires of others with indicators of convincing others, communicating, motivating and resolving conflicts and respecting differences.

4. **Appreciating Differences.**

In a work organization in the present, there is a lot of cultural integration among fellow workers because workers have different cultural backgrounds. In the beginning, of course, cultural differences would create a new problem if workers were never trained or directed to

understand each other's differences. Therefore, the problem of the ability of employees or workers to respect differences among fellow colleagues is very important. Because the issue of respecting differences will lead to disharmony in the work environment and impact on organizational performance. Luthans (2006: 80) suggests that the characteristics of diversity can take the form of age, gender, ethnicity, education. Therefore diversity in a work organization cannot be avoided; then it is very important how an organization to manage diversity that occurs within the organization

CHAPTER III

The Industry.

List of consultancy companies of India and Ethiopia.

I.   Agumentik Consultancy Private Limited

Fig.1 Agumentik Consultancy Private Limited

Company Name- Agumentik Consultancy Private Limited

Registered State- Muzaffarpur, Bihar

At Agumentik consultancy, we strive for a better and new tomorrow for all those who are ever wanting just one opportunity to be a better version of themselves. We are here to give wings to your Business with our experts' advice in almost all fields.

Agumentik are the fastest growing Consultancy Company in India. Agumentik Consultancy Private Limited is emerging as a leader for its excellent performance in its field and is becoming popular on Global Level. Their mission revolves around their customers and it's not only to give service to them rather it's about higher satisfaction. So, it will help them take their career or

business to the next level and Agumentik are watching the result all around by getting customers from all over the globe.

Agumentik Consultancy has a big vision, taking very small but smart steps to get toward success. They are humble, visionary, and gigantic as well in terms of aspiration. In the Consultancy Industry, "It's not about a splendid innovation, it's about a bunch of little innovations & Satisfaction every day, every month and so on for carrying out something slightly better and efficient.

Agumentik produces highly innovative and cost-effective services. The 9 companies are devoted to serving excellent services to their clients. If you demand quality and cost effective services experience, Agumentik Consultancy is where you'll encounter it.

Agumentik are a squad of young, energetic, and dynamic designers and experts fixated on bringing need-of-the hour-based consultancy service.

- ## **Company Mission**

We aim to develop a collaborative partnership for research and consulting related needs with People and companies to offer best-in-class services to meet their dream requirements and goals.

- ## **Company Vision**

To be one of the most reliable and admired research & consulting companies distinguished by our quality of work and impact that we bring in our clients for their high sustainable & advanced profitability.

- ## **History**

Agumentik Consultancy Pvt. Ltd. Is a Muzaffarpur, Bihar based company registered on 2021-05- 17.

Agumentik Consultancy Private Limited which has registered location is Madhusudan Bhawan, Nh-527c, Unsar, Muzaffarpur, Bihar-843103 In which carries out Other Business Activities. Agumentik Consultancy has the CIN no of U74999BR2021PTC052048 and it is a Non-govt Company which is Company Limited by Shares.

Agumentik Consultancy Pvt. Ltd. Registration Information

- Corporate identification number :U74999BR2021PTC052048

- Date of registration to mca: 17 May 21 (Mon)

- Company age: 3 Months, 3 Weeks

- Company legal name :Agumentik Consultancy Pvt. Ltd.

- Agumentik consultancy class: Private

- Agumentik consultancy category : Company Limited by Shares

- Agumentik consultancy sub category: Non-govt Company

- Registered state: Bihar

- Authorized cap: 100000

- Paidup capital :100000

- Industrial class :0

- Principal business activity as per cin :Other Business Activities

- Registered office address: Madhusudan Bhawan, Nh-527c, Unsar, Muzaffarpur Muzaffarpur Br 843103 In

- Registrar of companies RoC – Patna

- Email address :info@agumentikconsultancy.com

Agumentik Consultancy Pvt. Ltd. Board Information

Agumentik Consultancy company is registered by KRISHN KUMAR MISHRA as well as Agumentik Consultancy Private Limited has total 3 of board

DIRECTOR NAME	APPOINTMENT DATE	DIN
KRISHN KUMAR MISHRA	17/05/2021	08303940
SONI KUMARI	17/05/2021	08994237
KESHAV KUMAR MISHRA	17/05/2021	09155822

SWOT Analysis of Agumentik Consultancy Private Limited

● **Strengths**

 1. Agumentik has highly qualified employees who are recruited from various different streams.

2. Agumentik provides a broad range of services from financial consulting to operations and HR consulting and many more.

● **Weaknesses**

1. Tough competition from big industry consultants as well as other knowledge consulting agencies 17

2. As a new business consulting firm, it might take some time for the organization to break into the market.

- **Opportunities**

1. The world is going digital and hence business dynamics are also changing to the digital economy. Agumentik can take advantage of this by providing digital solutions.

2. Expansion of the services to more areas in India and also other countries.

- **Threats**

1. Expansion of existing industry experts can reduce Agumentik's business

II.   Harosoyoma Consultancy PLC.

Fig.2. **Harosoyoma Consultancy PLC**

Company Name- Harosoyoma consultancy Plc

Registered State- Oromo,Ethiopia

It is a consulting Business Company focused on two areas. First, we aim to elevate the operations of Ethiopian businesses to match those in the developed world - one that is driven by data, based on technology, and focused on the customer. Second, we want to guide foreign companies who wish to do business in Ethiopia. We understand the Ethiopian business environment and what the pain points are for outside companies.

Harosoyoma Consultancy PLC was started in 2008 E.C. by four management and IT consulting professionals. Trained in Ethiopia and the United States, and with a combined experience of more than 35 years, Gasha Consulting made an immediate impression in the consulting industry by its professionalism and practical, working solutions. Owned privately by five partners, Gasha Consulting has continued to rapidly grow to count more than 25 companies as its clients.

III.   SWOT ANALYSIS Harosoyoma Consultancy PLC.

● **Strengths**

1, High service quality provided to clientele that brings repeated business.

2. Highly professional and qualified staff having good networks in the industry.

- **Weaknesses**

  1. Lack of sufficient brand awareness and equity due to the company being new.

  2. I came across that some employees lack experience.

  - **Opportunities**

1. Expansion of the services to more areas in Europe, USA and also other countries.

 2. Rapidly growing demand for Indian consultancy services from foreign countries can be leveraged.

  - **Threats**

1. Slow economic growth can lead to hindrances in organizational growth.

III. Adwa Business PLC

Company Name- Adwa Business Plc

Registered State- Addis Ababa, Ethiopia

Adwa Business Plc is a development-oriented consulting firm experienced in conducting social development research for over one decade, since its establishment in April 2006. As Development Consultant, ADWA works in partnership with its Clients to nurture and support the spirit of innovation, trust and interdependence that enable organizations to create meaningful and abundant results for their owners, employees, customers, and the communities they serve.

They are dedicated to advancing sustainable prosperity to Clients through our professional consulting services – provision of accurate assessments, development of appropriate and customized solutions, and management of implementations of solutions for all aspects of development problems.

ADWA, as a total solutions provider, offers an array of consulting services in development science and management. It offers every level of help to make the consultation a gain rather than an expense for its Clients.

COMPANY MISSION

Adwa Business PLC, as Development Consultant, works in partnership with its Clients to nurture and support the spirit of innovation, trust and interdependence that enable organizations to create meaningful and abundant results for their owners, employees, customers, and the communities they serve.

COMPANY VISION

Adwa Business PLC, as Development Consultant, is a total solutions provider dedicated to the success of your organizational objectives. Our primary vision is, therefore, to make your vision happen! And to be recognized as one of the best and most reputed development consultants in East africa.

SWOT Analysis of **Adwa Business Plc**

● **Strength**

1. They treat all individuals with fairness, dignity, and respect

2. They are open and honest, and demonstrate integrity in everything we do

3. They work to know our Clients and treat them as partners

4. They make and keep our commitments – get the job done

5. We are flexible, innovative, practical and proactive

● **Weaknesses**

1. Tough competition from big industry consultants as well as other knowledge consulting agencies 17

2. As a new business consulting firm, it might take some time for the organization to break into the market.

● **Opportunities**

1. The world is going digital and hence business dynamics are also changing to the digital economy. Hence; Adwa can take advantage of this by providing digital solutions.

● **Threats**

1. The Ethiopian IT industry is subjected to a high attrition rate which increases cost in providing skills and leadership development to new hires and also impacts the image of the company.

IV.   Target Business Consultancy.

● Company Name- Target Business Consultancy.

● Registered State- Addis Ababa,Ethiopia

Fig.3. Target business consultants

TARGET BUSINESS CONSULTANTS Pvt. Ltd. Co., is a portfolio of professionals with diverse qualifications including business, taxation, IT and financial management. It was founded in 2004 and registered as a private limited company.

Target Business Consultants Plc. served organizations of more than 150 in numbers, including NGOs, governmental and business organizations. The business is operating on a full-time basis with 15 permanent staff and more than 40 freelancers during peak operational periods. Currently it provides services in business consulting, financial management services including IFRS / IPSAS Implementation, Business outsourcing and financial and ERP software training and implementation.

SWOT Analysis of Target Business Consultancy.

● **Strengths**

1. Target has highly qualified employees who are recruited from various different streams.

2. Target provides a broad range of services from financial consulting to operations and HR consulting and many more.

● **Weaknesses**

1. Tough competition from big industry consultants as well as other knowledge consulting agencies.

2. As a new business consulting firm, it might take some time for the organization to break into the market.

3. Lack of sufficient brand awareness and equity due to the company being new.

● **Opportunities**

1. Expansion of the services to more areas in India and also other countries.

2. Rapidly growing demand for Ethiopia consultancy services from foreign countries can be leveraged.

● **Threats**

1. Expansion of existing industry experts can reduce Target's business

2. Slow economic growth can lead to hindrances in organizational growth.

Chapter IV

Research Methodology.

Sampling Design

- ***Universe- Agumentik Group of Companies,*** **Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy.**

- **Sample Size- 40**

- **Sampling Unit- Employees of Agumentik Consultancy Private Limited and sister, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy.**

- **companies ,J. P. Nagar, Bengaluru, Karnataka ,560078**

Sampling Method

The sampling method used here is Convenience Sampling which is a non-probability sampling method.

Non-probability sampling involves non-random selection based on convenience or other criteria, allowing you to easily collect data . It is adopted by researchers where they collect market research data from a conveniently available pool of respondents. It is the most commonly used sampling technique as it's incredibly prompt, uncomplicated, and economical. That means the inferences you can make about the population are weaker than with probability samples, and your conclusions may be more limited. This method is often used in exploratory and qualitative research. It develops an initial understanding of a small or under-researched population.

- **Source of data**

1. **Primary data.**

Primary data is a type of data that is collected by researchers directly from main sources through interviews, surveys, experiments, etc. This type of data is usually collected from the origin source. The possibility of getting biased or the chance of irrelevance is low. It is the best kind of data collection method.

In this form of data collection, I personally ensure that primary data meets the standards of quality.

2. **Secondary Data**

Secondary data is the data that has already been collected through primary sources and made readily available for researchers to use for their own research. This method of data collection is based on the data which has been collected earlier.

It is the type of which was collected in the past by other researchers for future reference. Sources of secondary data include books, personal sources, journals, newspapers, websites, government records etc. It requires very little research and needs manpower to use these sources.

Both the primary as well as secondary data sources have been used for this study. The primary sources of data were the questionnaire and interview from the employees of Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy. The secondary data sources that were used in the study are online articles, journals, books, company menu and publications.

● **Tools for Data Collection**

The most important tool that was used for the collection of the data was a survey through a questionnaire and interview from the employees of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy The survey is for gathering statistical information about the attributes, attitudes, or actions from a predefined group of population by a structured set of questions to gain all necessary information.

The main reason for using surveys in research is to provide all the participants in the employees of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy with a standardized stimulus. With such high reliability obtained, the researcher's own biases are eliminated.

The process of asking the individuals in the employees of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy for information through a questionnaire and an interview, which was conducted online. As a result, the survey was distributed with the help of social Media such as Email and Instagram video calls.

● **Questionnaire and Interview**

It was prepared according to the objectives of the study. The questionnaire and the interview contain multiple choice questions and lists of questions for the interview. Since the survey was conducted from home it was really hard to reach every employee of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy. As I mentioned earlier the survey which is the questionnaire and interview was conducted through email and instagram video call respectively. Initially, 60 employees of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy were invited to be part of the survey. However, due to some personal issues, I was only to conduct with only 40 employees in Agumentik Consultancy Private Limited and sister companies.

The questionnaire was designed while keeping the Likert Scale in mind.

A Likert Scale is a type of rating scale used to measure attitudes or opinions. With this scale, respondents are asked to rate items on a level of agreement. The questions in the questionnaire contain a 5-point rating scale-

• Strongly Agree

 • Agree

• Neutral

• Disagree

 • Strongly Disagree

● **Statistical Analysis**

 The method for analysis of data used in this study is percentage analysis. The tool used for facilitating this analysis is MS Excel. The data collected from the respondents was organized and fed into the MS Excel spreadsheet. Every answer was assigned a number. For example,

 • 1.Strongly Agree

• 2.Agree

• 3. Neutral

• 4. Disagree

• 5.Strongly Disagree

After I have collected my data I have used percentage as my Statistical Analysis.

CHAPTER V

Analysis.

Data analysis is the process of collecting, transforming, cleaning and modeling data with the goal of discovering the required information. The results are obtained through various methods such as interviews and questionnaires. Based on the experiments of those directing the analysis, the data necessary as inputs to the analysis is identified (e.g., population of people).

The following analysis is done on the basis of responses of 40 of Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy.

Classification of Respondents

Gender	No. of respondents
Male	19
Female	21
Total	40

Table1. Gender-wise Classification

Age	NO.of Respondents
Below 25 years	6
25-30 years	13
31-35 years	11
36-40 years	4
40-45 years	3
Above 45 years	3
Total	40

Table2. Age wise Classification

Q1. Do financial gain affect in motivating you to be an excellent professional employee?

1. Highly agree

2. Somewhat agree

3. Neutral

4. Somewhat disagree

5. Highly disagree

Financial Incentives	No. of Respondents	Percentage
Highly Agree	22	57%
Somewhat Agree	13	33%
Neutral	2	6%
Somewhat Disagree	2	4%
Highly Disagree	1	2%
Total	40	100%

Table. 3 Financial incentives
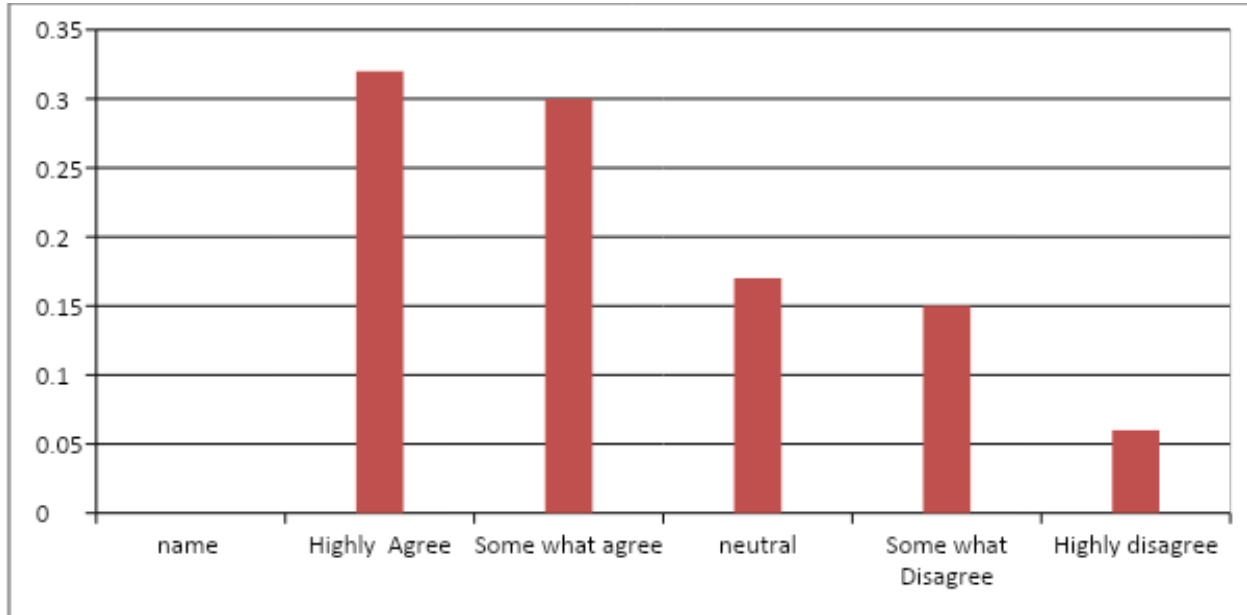
Fig.4. financial incentives.

According to my study, More than half of the respondents i.e., 57% of the respondents highly agree that financial incentives play a major role in motivating you to be an excellent professional employee. 33% respondents somewhat agreed with the statement while the respondents that disagreed attributed to a total of 6% only. This suggests that monetary incentives like bonuses, salaries, etc., act as strong motivators for employees in an organization

2. Do good working relations with seniors and colleagues help in providing motivation for better performance as a professional employee?

 1. Highly agree

 2. Somewhat agree

3. Neutral

 4. Somewhat disagree

 5. Highly disagree

36

Working relation	No. of Respondents	Percentage
Highly Agree	11	28%
Somewhat Agree	17	43%
Neutral	6	14%
Somewhat Disagree	3	7%
Highly Disagree	2	6%
Total	40	100%

Table.4. Work relation
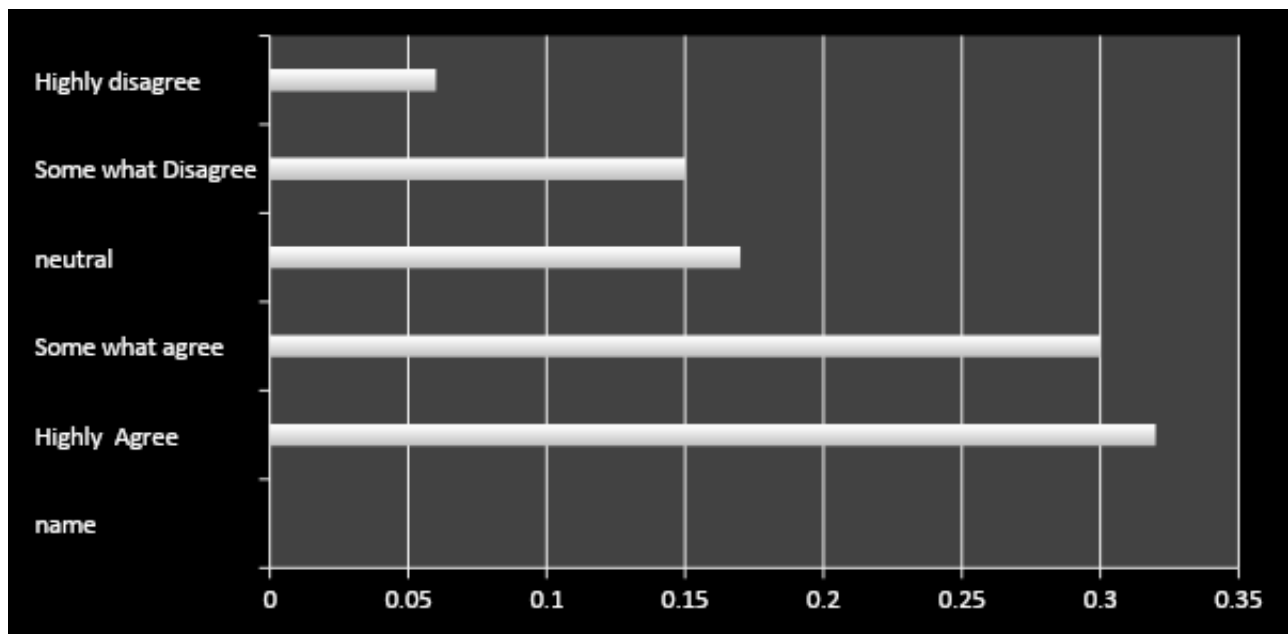
Fig.5.Work relation

Based on my research, 43% respondents feel that it helps them to stay motivated while 28% strongly agree with the statement. However, 14% of respondents feel that there is no relation between good working relations with colleagues and the level of motivation for better performance as a professional employee.

3. Do recognition and respect in the workplace provide to develop Employee Interpersonal skills?

1. Highly agree

2. Somewhat agree

3. Neutral

4. Somewhat disagree

 5. Highly disagree

Recognition	No. of Respondents	Percentage
Highly Agree	*10*	*25%*
Somewhat Agree	*16*	*41%*
Neutral	*6*	*15%*
Somewhat Disagree	*5*	*13%*
Highly Disagree	*2*	*5%*
Total	*40*	*100%*

Table 5. Recognition
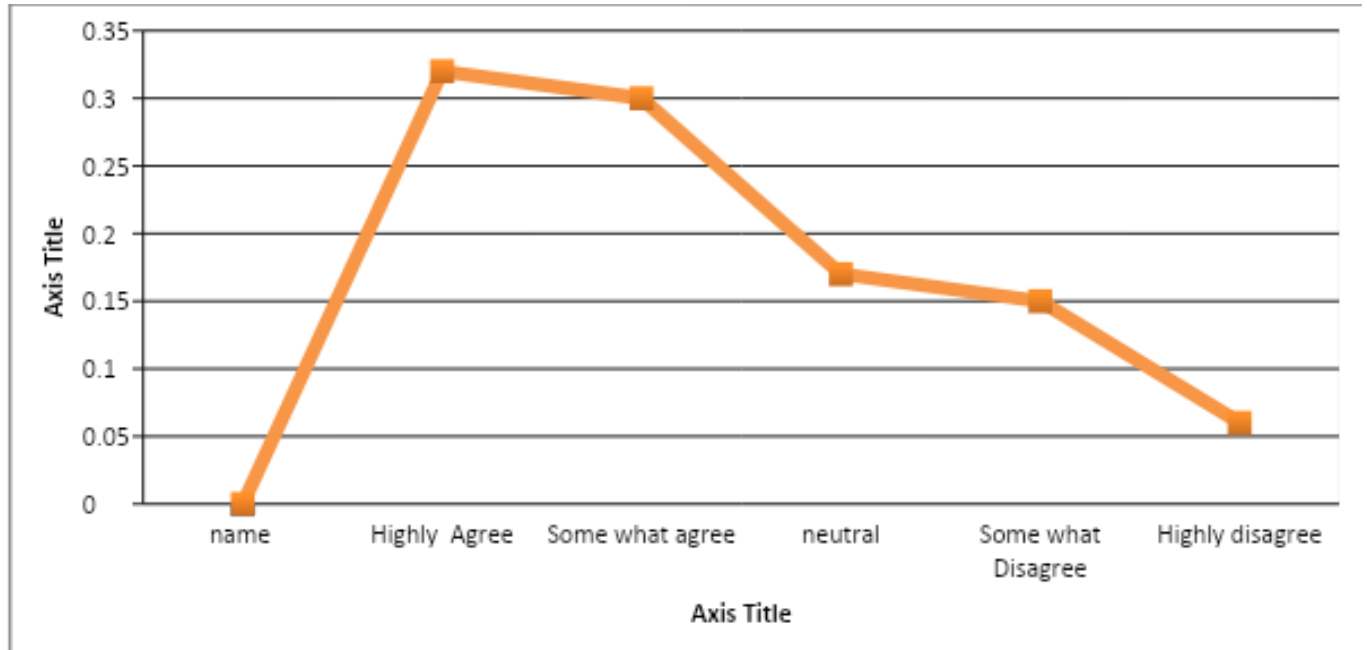
Fig.6 Recognition

The above question tried to determine whether recognition and respect in the workplace contribute to motivating an employee or not. A total of 66% respondents agree that these two factors play an important role in providing motivation to them to perform better at their work. However, 15% neither agree nor disagree and a total of 18% respondents feel that there is no relation between respect and recognition and their motivation levels.

Q4. Do personal factors like ambition and personal goals help to provide motivation for performance improvement and Ameliorate different Employee Interpersonal skills?

1. Highly agree

2. Somewhat agree

3. Neutral

 4. Somewhat disagree

5. Highly disagree

Personal Factors	No. of Respondents	Percentage
Highly Agree	13	32%
Somewhat Agree	12	30%
Neutral	7	17%
Somewhat Disagree	6	15%
Highly Disagree	3	6%
Total	40	100%

Table.6. Personal Factor
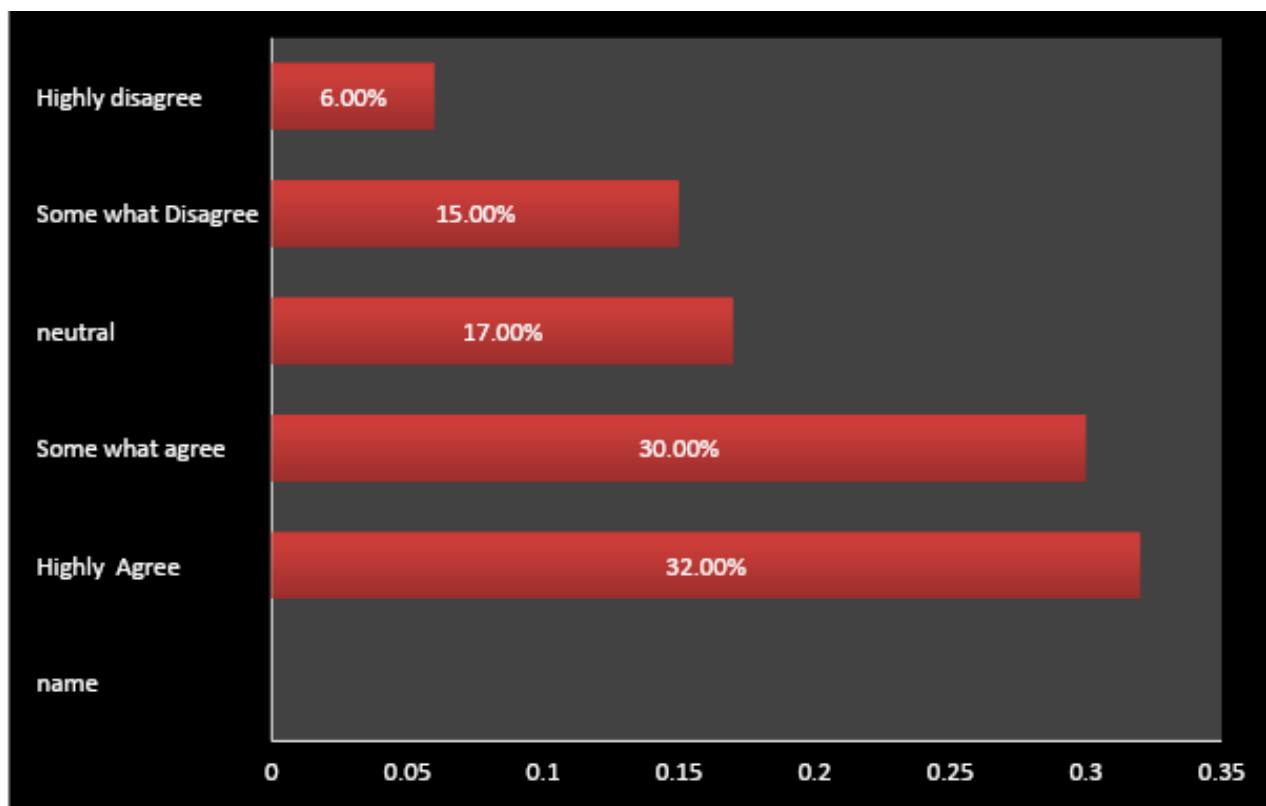
Fig.7 . Personal factor

A total of 62% respondents agreed with the statement and believe that such desires help them stay motivated at their workplace. A total of 21% of respondents disagreed. These results are also supported by the fact that the younger employees who have just started their careers are more ambitious as compared to the older age group who have already achieved a lot and live a more settled life.

Q5. How satisfied are you with working with of Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy regarding employee Professionalism and develop Employee Interpersonal skills?

1. Highly Satisfied

2. Somewhat Satisfied

3. Neutral

4. Somewhat dissatisfied

5. Highly Dissatisfied

Overall Satisfaction	No. of Respondents	Percentage
Highly Agree	*8*	*20%*
Somewhat Agree	*16*	*40%*
Neutral	*12*	*30%*
Somewhat Disagree	*2*	*4%*
Highly Disagree	*3*	*7%*
Total	*40*	*100%*

Table 7. Overall Satisfaction
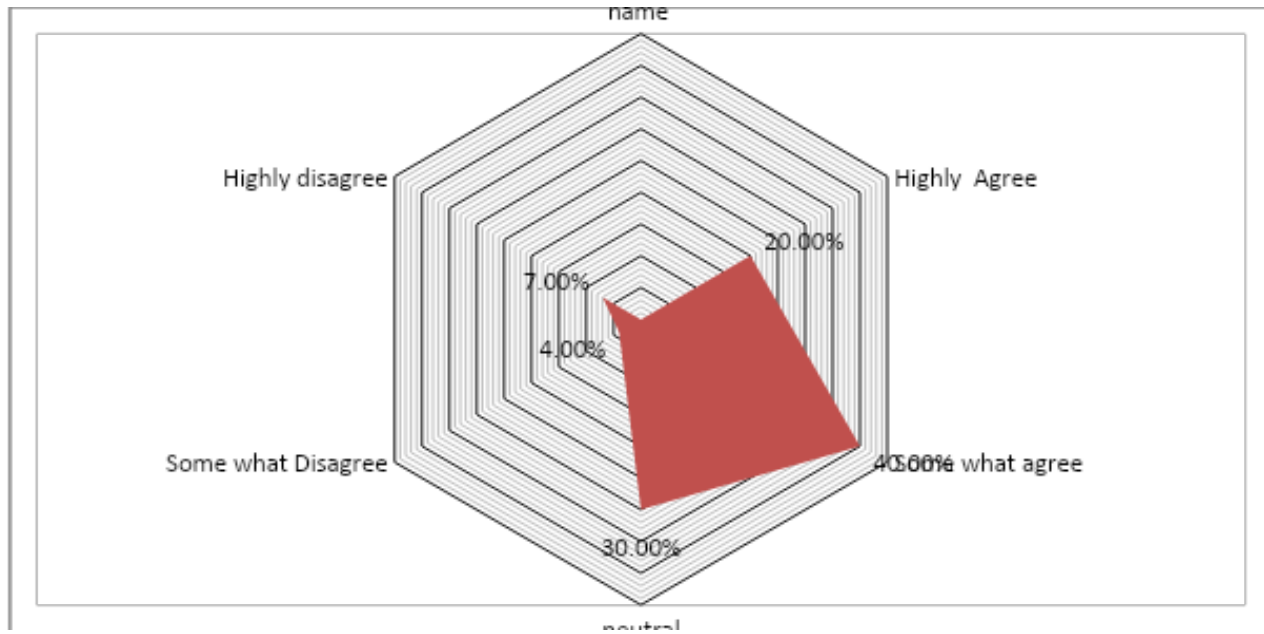
Fig.8. Overall Satisfaction

The above question aimed at determining the overall satisfaction level of the employees regarding employee Professionalism and developing Employee Interpersonal skills. 20% of the respondents are highly satisfied with their employee Professionalism and develop Employee Interpersonal skills at Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy while 40% are somewhat satisfied. A large number of employees i.e., 30% are neither satisfied nor dissatisfied whereas 11% are dissatisfied.

CHAPTER VI.

Finding.

According to my research, I took my primary source such as Interview and questionnaire from employees of 4 different consultancy companies which are Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy and my secondary data sources that were used in the study are online articles, journals, books, company menu and publications. Hence; I have concluded my findings into five major points.

1. Financial gain: According to the analysis from the sample financial gain such as bonus, growth in salary has a huge impact on employee professionalism and interpersonal skills. Based on data collected, more than 60% of the sample of employees highly agrees with financial gain effects for the motive of employee professionalism and interpersonal skills.

2. Work Relation: As claimed by the analysis work relationship with seniors and co-workers highly affects the potential of being productive professional employees and develop interpersonal skills. According to my research, almost half of the sample strongly supports having an excellent work relation with your colleagues or management and developing a positive work environment can lead the employees to have a strong professionalism and catalyze their interpersonal skills.

3. Recognition: Employees get motivated by recognition and respect in the workplace provides to develop Employee Interpersonal skills and professionalism. As stated by the analysis, it clearly shows that recognition is one of the key factors for the employees to advance their professionalism and grow interpersonal skills. I personally believe that recognition does not play a big role in advancing professionalism and interpersonal skills compared to other factors. According to the data, only 25% strongly believe recognition can be a factor. However; majority of the sample agree with factors being the reason for exploring professionalism and skills.

4. Personal factor: personal factors like ambition and personal goals help to provide motivation for performance improvement and Ameliorate different Employee Interpersonal skills and professionalism. As stated earlier in my analysis and after

collecting my primary source such as interviews and questionnaires from four different consultancy company employees; it emphasizes that personal factors highly motivate the employees to be more creative and think outside the box. Moreover; it initiates the employees to be problem solvers and be world class minds. Personal factors are majorly the pushing factor for employees' professionalism and expand the interpersonal skill. A total of 62% respondents agreed with the statement and believe that such desires help them stay motivated at their workplace. These results are also supported by the fact that the younger employees who have just started their careers are more ambitious as compared to the older age group who have already achieved a lot and live a more settled life.

5. Work satisfaction: Based on overall satisfaction level of the employees regarding employee Professionalism and developing Employee Interpersonal skills. 20% of the respondents are highly satisfied with their employee Professionalism and develop Employee Interpersonal skills at Consultancy Company while 40% are somewhat satisfied. A large number of employees i.e., 30% are neither satisfied nor dissatisfied whereas 11% are dissatisfied. As a result, employee emotional satisfaction can be one of the elements for the development of professionalism and interpersonal skills. For instance, rewards such as employee of the month etc can create an overall satisfaction which leads to the motive of being more effective and efficient towards growing the interpersonal skills and most productive professionals to meet the goal and objective of the company.

Chapter VII

Conclusion.

The paper presents the components to be outstanding professional employees and factors that motivate the employees to develop their interpersonal skills of employees of Agumentik consultancy services falling under Agumentik Group of Companies**,** Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy. Through analysis of collected data, financial gains such as salary and bonus affects in motivating the employees to be excellent professionalism. Moreover, the employees have highly shown interest regarding which is more than half of the survey that financial is the main component in employee professionalism.

On top of that, managers have a big role in employees' professionalism. Good working relationships can bring a lot to the table regarding employee professionalism. Managers who are serious about the motivation level of workers can also take the other deliberate steps to create a stimulating work enthronement.

Furthermore, an employee's interpersonal skills are another aspect of the study. Hence, according to the outcome, recognition and respect in the workplace led the workers to strengthen their interpersonal skills. The study shows that nearly half of the survey somewhat agree with the perspective.

 In addition, personal factors such as ambition and personal goals are the main components to boost the employees' interpersonal skills.

Chapter VIII

Suggestion.

- The company can conduct its own studies to determine the factors of motivation for its employees and work on strengthening those factors inside the organization.

- Time to time meetings and events can be organized to keep a high level of motivation of employees to be more professional in their sector and develop their interpersonal skills

- A detailed study of each employee of the organization can help to determine, which factors are more important for which employee, and develop a system which helps to keep high level of motivation, as per the preferences of each individual employee

Chapter IX

Limitations

- The Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy is in its initial stage, hence it's difficult to collect a large sample size due to the low number of employees.

- Since this study was conducted during a pandemic and work from home conditions, proper face to face interactions with the employees were not possible. Hence we were forced to conduct the interview through instagram video call which leads us to difficulties regarding preciseness of the data.

- A certain percentage of data collected can be misleading as sometimes due to various reasons, employees either hesitate or give false information

- Initially 60 of Agumentik consultancy services falling under Agumentik Group of Companies, Adwa Business Plc, Harosoyoma consultancy Plc, Target Business Consultancy employees expected to give the survey. However; several employees who did not participate in the study, whose inclusion may have provided different results.

- ## **Reference.**

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Appendices

Questionnaire

Name

Gender

1. Male

2. Female

Age

1. Below 25 years

2. 26-30 years

** 3. 31-35 years**

** 4. 36-40 years.**

** 5. Above 40 years**

Q1. Do financial gain affects in motivating you to be an excellent professional employee?

1. Highly agree

** 2. Somewhat agree**

** 3. Neutral**

4. Somewhat disagree

5. Highly disagree

2. Do good working relations with seniors and colleagues help in providing motivation for better performance as a professional employee?

 1. Highly agree

 2. Somewhat agree

3. Neutral

 4. Somewhat disagree

 5. Highly disagree

3. Do recognition and respect in the workplace provide to develop Employee Interpersonal skills?

1. Highly agree

2. Somewhat agree

3. Neutral

4. Somewhat disagree

 5. Highly disagree

Q4. Do personal factors like ambition and personal goals help to provide motivation for performance improvement and Ameliorate different Employee Interpersonal skills?

1. Highly agree

2. Somewhat agree

3. Neutral

4. Somewhat disagree

5. Highly disagree

Q5. How satisfied are you with working with the companies regarding employee Professionalism and develop Employee Interpersonal skills?
1. Highly Satisfied

2. Somewhat Satisfied

3. Neutral

4. Somewhat dissatisfied

5. Highly Dissatisfied

PLAGIARISM REPORT.