

Worker Indiscipline

Every workplace is expected to function based on rules, regulations, standards and procedures. Embodied in these are values and ethics which employers and management personnel are required to observe. Employees do not only have the responsibility to follow the rules, regulations, standards and operation procedures, but also to be disciplined, so as not to commit breaches of disorderly conduct and acts of insubordination.

It is a requirement that employees understand the nature and expectations of the job. In all cases, the issues of respect and delivery of good service are tied to service standards, service excellence and effective communication. These are fundamental principles which are expected to be observed. If these are followed, it can be concluded that employees are upholding the good tenants and practice of a discipline worker.

Employers have a responsibility to promote and to ensure that their employees meet the work standards and follow the established rules and procedures. The employer must be held accountable where braches are allow to happen, and moreover, to continue unabated without instituting strong measures to curb acts of indiscipline or insubordination. Employers who are guilty of such actions, cannot be considered as a model employer. Where the actions of employers reflect a failure to exercise control and discipline within their organization or business enterprise, this tends to convey that there is a high level of unprofessionalism associated with the leadership or management.

Rules and regulations are meant to be enforced. If it is that an employer or management fails to get compliance from their employees, then it means that the 'tail is wagging the dog.' This is not only a sign of indifference, but identifies a lack of control and incompetency. For owners and managers of the business enterprises, it ought to be known that control of the enterprise is a key management principle on which a business is established and operates.

Where there is evidence of weak leadership or poor management, it is quite possible that some employees will cash in on this. Employers whose interest is primarily in the bottom line and who pay little or no attention to the conduct and actions of their employees, are contributors to the acts of lawlessness, indifference, disregard and disrespect shown by any employee in the execution of their duties. Members of the public as the users, are made to suffer at the hands of the callous behaviour of those service providers and their employers, who flout the law and regulations with impunity. The fact that this continues in the absence of strategic calculated interventions by the Government as the law maker, strong enforcement measures by the regulatory state agencies and action by law enforcement and the judiciary, can place the public in a state of inconvenience, undeniable stress, risks and danger.

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In every line of business, good business practices, customer service and the safety of customers are paramount. It should be a matter of concern to any employer who receives repeated complaints about these matters. In the interest of the sector of the public which utilizes a service, it would be expected that something would be done about it. In the Public Service, inept behaviour is generally not tolerated, as efforts are known to institute the Code of Discipline. It would appear that there is some difficulty in regulating and managing those business interests who operate as self-employed persons or entrepreneurs. Whereas some of these business operators are members of sector organizations, this in no way seemingly impacts on how they function, based on the respect shown and practice in following the rules and regulations governing their operation; as set out by the law.

When it comes to the point that the umbrella organization of any sector group makes a public appeal to the national authority to step in so as to bring order to a public service, and do so in the interest of the national good, this brings us to the point that a state of anarchy is prevailing. Any sector business activity which finds itself in this position, ought not to be lifted up as a model and example to be followed. The fact that there is no regard for the law, regulations, standards and operational procedure is basically disgusting.

Employers may wish to take note of the root causes for worker indiscipline. These are, inadequate or ineffective orientation of employees, absence of proper or definite rules and regulations, failure to adhere or enforce the rules properly, nepotism, favouritism and casteism. (Accountlearning.com). Based on this revelation, it is inappropriate for employers to resort to shifting the blame for their failure, directly unto the shoulders of their employees.