



Positive Work Attitude for the Quezon City Government Employees

conducted by

Rene SL Resurreccion

"Passion for Perfection"

**QUEZON CITY INVENTORY & APPRAISAL
COMMITTEE ON MOVABLE ASSETS**

Personnel Office

Nº 14- 0026553

Positive Work Attitude Seminar for Quezon City Government Employee

a joint project of

**The Rotary Club of Quezon City
and The Quezon City Personnel Office**

3rd Flr. Bulwagan, Quezon City Hall
December 2, 2004 · 8:00 am - 5:00 pm

PROGRAM

- Registration
Invocation
Singing of the National Anthem
Welcome Remarks
Message Atty. PAQUITO N. OCHOA, JR.
City Administrator
Introductory Activities..... Mr. REX RESURRECCION
Director, Vocational Service Committee
Rotary Club of Q.C.
The Need for
Positive Work Attitude Today..... Mr. REX RESURRECCION
· Work Ethics for the Filipinos
· Concept of Work
· Role of the Workplace in Formation
of Workers' Attitude
· The Qualities of an Effective Employee
· Reflections on Attitudes towards Work
· Reflections on Attitudes towards Change
· Success Adores the Positive
Awarding of Certificates
Closing Remarks..... Atty. VICTORIA L. LOANZON
Special Assistant to the City Mayor

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POSITIVE WORK ATTITUDE

Based on: "Passion for Perfection" by: Rene SL Resurreccion

Principles of Positive Work Attitude

1. Schema
 - a. Work is irritating > _____ > _____
 - b. Work is a blessing > _____ > _____
2. Our organization's vision is to become world class company. To be able to do this, we need excellent, professional employees. These are people with _____.
3. Three domains of human development:
 - a. _____: to know < Lecture
 - b. _____: to do < OJT
 - c. _____: to desire < _____
4. Four reasons why the Philippines became poor and decadent:
 - a. _____ >
 - b. _____ >
 - c. _____ >
 - d. _____ >
5. Five social institutions responsible for molding the attitude:
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
6. Quotations:
 - a. "Kung may tiyaga, may _____."
 - b. "Daig ng maagap ang _____."
 - c. "Sa taman at tiyaga ang _____ ng adhika"
 - d. "Ang _____ nasusugatan, nag - libayo ang tapang"
 - e. "Walang ligaya sa lupa na di dinilig ng _____"
 - f. "Ang anumang hirap, may _____ katapat"
 - g. "Kapag _____ sa loob, nagiging madali ang pagluhog."
 - h. "Pagkahawi ng ulap, lilitaw ang _____"
 - i. "Ang hipong natutulog, tinatangay ng _____"
 - j. "Ang ibinabait ng palaking bata, nasa _____ na nag - aalaga"
7. Definition of Terms
 - a. Positive Work Attitude means _____ for work evidenced by action, not by words
 - b. Ten evidences of positive work attitude:
 - i. P _____

- ii. Care for _____
- iii. Good _____
- iv. Polite to _____
- v. Obey the _____
- vi. Walk the _____ mile
- vii. I _____
- viii. C _____
- ix. Pleasant _____
- x. Concentrate at _____

8. Ten objects of positive attitude:

- > _____ - Love Him above all; worship Him alone; fellow-ship with Him
- > _____ - Follow the law, practice sacrifice and discipline
- > _____ - Love him / her; be faithful to him / her; be his / her best friend
- > _____ - Care for them; support them; spend time with them
- > _____ - Practice loyalty and honesty; follow rules and regulations
- > _____ - Love it; do it with industry and high productivity
- > _____ - Treat him with importance; practice courtesy; serve him
- > _____ - Help him, support him, teach him how to succeed
- > _____ - Save money; manage them well; keep in good condition
- > _____ - Maintain good health; rest and exercise; keep clean

Benefits of Positive Work Attitude

1. Profitable _____
2. Stable and progressive _____ and _____
3. Better quality of life for the _____
4. Better service by the _____
5. Modern, industrialized _____

Conclusion

Definition of Terms

Work

Continued physical or mental exertion directed to some purpose

One's profession, occupation, business or trade
An undertaking or task, often a part of one's job or occupation

Attitude

Position of the body, suggesting some thoughts, feelings, or action

State of mind, behavior, or conduct indicating one's feeling, opinion, or purpose

Ethics

The study and philosophy of human conduct, with emphasis on the determination of right and wrong

Basic principles of right action especially with reference to a particular person or profession

Work Ethics for the Filipino

1. Lahat ng ari – arian kasama na ang iyong trabaho ay regalo lamang ng Diyos sa iyo. Kaya dapat mong ingatana, pagbutihin, at paramihin ang lahat ng ito.
2. Sa lahat ng iyong ginagawa ibigay mo ang iyong buong puso, buong lakas, buong talino, at buong galing. Maging laging mataas ang iyong gawain.
3. Alagaan mong mabuti ang iyong oras. Ang panahong nawala ay di na kailanman babalik. Gamitin mo ang iyong oras sa pag – aaral at paggawa bukod sa ilan pang mabubuting paraan.
4. Anuman ang iyong ari – arian o gawain, ialay mo ito sa Panginoon hindi sa tao. Lahat ay nanggaling sa kanya at dapat lamang na ialay ang lahat sa kanya.
5. Alagaan mong mabuti ang lahat ng iyong kita o pera. Maging matipid ka. Tiyakin mong mayroon kang naiipon sa pamumuhunan sa kinabukasan.
6. Magkaroon ka ng disiplinadong buhay. Magkaroon ka ng lakas upang gawin ang dapat gawin hindi ang ibig mo o masarap gawin. Maging matindi ang iyong pagkapit at pagtalima sa mga dapat hindi at sa mga mali.
7. Maging lagi kang malinis at maayos sa iyong sarili, ari – arian, at kapaligiran. Lagyan at gamitan mo ng sistema, kaayusan, balangkas o metodo ang lahat ng iyong ginagawa.
8. Mamuhay ka ng isang simpleng buhay. Huwag mong ibigin ang mabongga o mayabang na pamumuhay. Naisin mo lang ang komportable at praktikal na pamumuhay.
9. Kung ibig mong makatulong sa iyong kapwang nangangailangan, dalawa lamang ang tumpak na paraan. Una: turuan mo siyang magtrabaho at kumita. Pangalawa: bigyan mo siya ng trabaho o hanapbuhay. Hindi matatag na pagtulong ang pagbibigay ng limos.
10. Maging iba ka sa mga taong bulagsak ang pamumuhay. Mamuhay kang tulad ng isang taong may pag – asa, may kaunlarang hinahangad, at may direksyon sa buhay. Huwag kang tutuladsa ibang magulo ang buhay. Bagkus ay turuan mo sila ng maunlad na pamumuhay.
11. Kung gagawin mo ang lahat ng ito nang buong katapatan, tinitiyak kong liligaya ka at uunlad ka sa iyong buhay, ikaw, ang iyong pamilya, lipunan, at bayan.

Concept of Work

"The man who knows how will find a job; A man who knows why will be the boss; But he who knows how and why will be the boss of his own."

Elmer Letterman

"Work is a vocation and this is not only so in regards to religious and sacred work, but to all work, including secular work, so that one looks at one work as a calling to be fulfilled with the greatest diligence, discipline, and thrift."

Protestant Reformer

God created man to work.

"God created man His image, in the image of God, He created them. Be fruitful and multiply; fill the earth and subdue it. Have dominion over the fish of the sea, the birds of the air, the cattle and all animals that crawl on earth."

Genesis 1:27-28

The Lord God took the man and placed him in the Garden of Eden to till and keep it. – "With the sweat of your brow shall you eat bread."

Genesis 3:19

"Work is very much related to man and his nature."

Kliatchko

Concept of Work

Attitude Towards Work

"Refer to worker's regard for and disposition towards his work, which is in agreement with the nature of man and his ultimate end."

Kliatchko

"Attitudes formed during person's adulthood are brought to the workplace and becomes work attitude."

C. Rodas, AIM Faculty

Factors Affecting the Filipino's Attitude Towards Work

- Filipinos are indolent. According to *Dr. Jose Rizal*, this indolence is caused by balmy breeze of the tropics that lulls them to lethargy, and the invading aliens who taught us the "siesta"
- Effect of the agricultural workplace. Farming requires hard work only during the planting and harvesting seasons, hence when these workers transfer to factory work, they find it hard to adjust to routine schedules in production.
- Filipino workers are more productive in foreign countries because of the rigid selection process, attractive compensation package, and conducive work environment.

The Role of the Workplace in the Formulation of Workers' Attitude Towards Work

Definition of the Workplace

Simply the place where the worker performs his work.

The immediate environment of the workers enhancing or broadening his qualities.

The expanded meaning of the workplace should include the tangible and the intangible environments of the worker.

The Filipino Worker

- Friendly
- Easy to get along with
- Helpful, but helpful and kind only to those who are amiable to him and not to those who are civil to him
- Convivial, liked by his friends, loved by his family, and accepted by people in general
- Negative sometimes
- Backslider
- "Ningas kugon"
- He makes do with what is available to him
- He uses "Filipino time"
- He passes the work to someone else

The Filipino Manager

- He works like an ant
- Idealist who practices management by the book
- Opportunist and practices management by putting off problems and taking shortcuts
- Reconciler and practices comprehensive depth and thoroughness

The Role of the Workplace in the Formulation of Workers' Attitude Towards Work

Examination of the Physical Aspects of the Workplace

- Is it a convenient workplace — pleasant, interesting, and satisfying to work in?
- Are the working areas safe, helpful, aesthetic, and spacious?
- Are there recreational and athletic facilities? If there are, is there variety of these facilities?
- If lodging are provided, are they comfortable?
- Are there enough and right kind of medicine, equipment, and tools?
- If food is provided, are there nourishing and plentiful meals and snacks?

Examination of the Psychological Aspects of the Workplace

- What is the organization's image?
- What do the employees and the general public say about the organization?
- Are the workers proud of belonging to the organization?
- What is the organization's mission?
Does it include social or people – oriented objectives?
Does it recognize the primacy of the dignity of workers on and off the job?
Is the organization willing to listen and understand people?
- What is the management's style?
Does it require strict adherence to policies, rules, and regulations?
Are employees prompt?

The Role of the Workplace in the Formulation of Workers' Attitude Towards Work

(Continuation... Examination of the Psychological Aspects of the Workplace)

Are workers given the chance to participate in policy formulation or in decision making and problem solving?

- What are the leader's traits?

Are they worth emulating and following?

Do they lead, motivate, train, and develop people?

Do what degree do these aspects of the workplace – physical and psychological exist?

The Qualities of an Effective Employee

Attitude Towards...

Change

- Decisive / responsive to the challenges of change
- Adaptable / resourceful
- Optimistic, confident, committed

Work

- Professional / ethical
- Task and service – oriented
- Respectful / cooperative with supervisors, subordinates
- Competent, responsible, dynamic

Man (Self – Concept)

- Appreciative of personal total development and womanhood / manhood
- Self – disciplined / confident / loyal
- Personally committed

People

- Respectful of personal freedom, rights, and talents of others
- Cooperative / helpful in interpersonal relationships
- Effective / communicative in group work

Family

- Understanding of role / responsibilities in family
- Eager to harmonize professional work with family life
- Highly motivated as provider

Reflections on Attitudes Towards Work

- "Just as birds are born to fly, so is man born to work." *Job 5:7*
- "No man is born into the world whose work is not born with him: there is always work, and tools to work with, for those who will; And blessed are the hands of toil."

"There is only one thing which will really train the human mind, and that is the voluntary use of the mind by the man himself. You may aid him, you may guide him, you may suggest to him, and above all you may inspire him, but the only thing worth having is that which he gets by his own exertions: and what he gets is proportionate to the effort he puts into it."

A. Laurence Lowell
- "I never did anything worth doing by accident, nor did any of my inventions come by accident. They came by work."
Thomas Edison
- "Few men are lacking in capacity, but they fail because they are lacking in application."
Calvin Coolidge
- "Blessed is he who has found his work; let him ask no other blessedness."
- "...any honest and worthwhile work can be converted into a divine occupation. In God's service there are no second-class jobs; all of them are important."
- "Work all work, bears witness to the dignity of man, to his domination over creation. It is an opportunity to develop one's

Reflections on Attitudes Towards Work

- personality. It is a bond of union with others, the way to support one's family, a means of aiding in the improvement of the society in which we live in the progress of all humanity."
- And so, as the motto of our work, I can give this one:
if you want to be useful, serve. For, in the first place, in order to do things properly, you must *know* how to do them. I cannot see the integrity of a person who does not strive to attain professional skills and to carry out properly the task entrusted to his care. It's not enough to want to do good; we must know how to do it. And if our desire is real, it will show itself in the effort we make to use the right methods, finishing things well, achieving human perfection."
- "Sanctity for the vast majority of men implies sanctifying their work, sanctifying themselves in it, and sanctifying others through it." *Monsignor Escriva de Balanguer*
- "Every industrious man, in every lawful calling, is a useful man. And one principal reason why men are so often useless is that they neglect their profession or calling, and divide and shift their attention among a multiplicity of objects and pursuits."
Emmons
 - "Laziness grows in people; it begins in cobwebs and ends in iron chains. The more business a man has to do so the more he is able to accomplish, for he learns to economize his time."
Sir M. Hale
 - "Six days you may labor and do all your work..."
Third Commandment
 - "How is it that you are standing here, and have done nothing all the day?"
Matthew 20:6

Reflections on Attitudes Towards Change

"God grant the serenity to accept the things I cannot change,
Courage to change the things I can and Wisdom to know
the difference."
Anonymous

"Readjusting is a painful process, but most of us need it at one
time or another."
A.C. Benson

"It's the most unhappy people who most fear change."
Mignon McLaughlin

"The art of progress is to preserve order amid change and to
preserve change amid order."
Alfred North Whitehead

"To change and to improve are two different things."
German Proverb

"Just because everything is different doesn't mean anything
has changed."
Irene Peter

"They must often change who would be constant in happiness
or wisdom."
Confucius

"We live in a moment of history where change is so sped up
that we begin to see the present only when it is already disap-
pearing."
R.D. Laing

"You cannot change the world of man without changing his
mind, and you cannot change his mind unless you change his
heart, and you cannot change his heart without the inspiration
of God's spirit."
Anonymous

Reflections on Attitudes Towards Change

"Already it is high time for us to awake out of our sleep."
Romans 8:11

"If you cry because of losing the sun, the tears will not allow
you to see the stars."
Tagore

"Virtue unites man with God."
A Latin Proverb

"If you struggle to practice human virtues,
you will change and develop the following:
against falsehood, **Truth**,
against meanness, **Nobility**,
against hypocrisy, **Sincerity**,
against superficial piety, **Real Piety**,
against weakness, **Strength**,
against affection, **Manliness**,
against narrow mindedness, **Daringness**,
against impotence, **Virility**,
against cowardice, **Courage**,
against treachery, **Loyalty**,
against downheartedness, **Cheerfulness**,
against pessimism, **Optimism**,
against insipidity, **Personality**,
against laziness, **Hard Work**,
against disorder, **Order**,
against miserliness, **Generosity**,
against verbosity, **Silence**,
against showmanship, **Discretion**,
against mediocrity, **Sanctity**"

J. Urtega

Success Adores the Positive

For many years, it has been part of my business to indulge in the analysis of businesses and the personalities who operate them.

Without one single exception, successful business result from the power released by the positive attitude of mind.

With scarcely a single exception the failures analyzed have been dominated by the negative attitude.

I have yet to find an outstanding successful individual who has a negative outlook.

I have yet to find a failure who had positive qualities overweighing the negative.

I have yet to find even one top executive, man or woman, who doesn't agree with these findings.

Success adores the positive.

Douglas Lurton

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NOTES

Success Adores the Positive

For many years, it has been part of my business to indulge in the analysis of businesses and the personalities who operate them. Without one single exception, successful business men find the power released by the positive attitude of mind. With scarcely a single exception the failures analyzed have been dominated by negative attitudes. I have yet to find a successful individual who has a negative attitude. I have yet to find a failure who finds positive thoughts overpowering the negative. I have yet to find even one top executive, man or woman, who doesn't agree with these findings.

Success adores the positive

Douglas Lunan

Rules
Results
Relationship

Remembering
Celebrating
Rejoicing

Accessibility
Accountability

Love & Joy
Health & Life
Peace & Protection

STICKY Rules

1. Stick to BASICS
2. Stick you neck out for things you BELIEVE IN.
3. Stick to IT.

Valentine Rabbit

"Once you are BEAT, you cannot be UGLY & you are UGLY to those who do not understand you."