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MANAGING PEOPLE: REALITY AND CHALLENGES

By: Nor Haniza Hasan

Managing people is never easy. That is an undying truth. The most difficult task is to change human's habit and attitude. In an academic setting for example, there are people who are being lackadaisical in their critical routines like being tardy to work, careless in marking assessments, and consistently forgetful. This attitude will lead to conflicts in an organisation which can decrease productivity, loss of creativity and create a tensed atmosphere. As such, it is vital to address the elements in managing people at workplace.

First and foremost, as mentioned earlier, human's habit and attitude are known to be the most difficult challenge. This is because human beings by nature are unique. Their existence does not only base on their physical form which comprises the bones and muscles but in its real essence, it is the good heart that mainly determines the attitude of oneself that drives them to have good conscience indirectly. In fact, in all human religions mention the importance of having this element which is a good heart. Thus, the success of one to change his or her attitude will depend on his or her conscience.

Another element that is necessary to be considered is colleagues. This element influences the development of a person as

they may provide support or play the role as antagonist towards each other. As such, colleagues can influence one's attitudes. For instance, if you work with someone who mistreats fellow colleagues, you may be reluctant coming to work due to the toxic behaviour. Bear in mind that behaviour can be contagious whereby either consciously or unconsciously, you may imitate your colleagues' actions and attitudes. Thus, the choice of working with the right circle lays in one's hand to make differences and changes in an organisation.

In addition, communication plays an important element that contributes to the success of organisation's management. It is undeniable that communication is the key in human relationship. There are many ways to achieve effective communication. For an example, inexperienced fellow members in a department must express their misunderstanding on a task instruction to their superiors for effective solutions. Hence, work assigned to the members of the department can be executed flawlessly when they get the clear image of the requirements. This shows that individual's ignorance can lead to attitudinal barriers in communication which bring a futile result in work done.

To conclude, one's moral sense, fellow workers' conduct and communication are essential items in managing individuals at work settings. Managing people can be

tedious but if the items stated earlier are implemented in the way they should be, a harmonious working environment can be created throughout the office walls.



BANK TRADISIONAL VS BANK MAYA

*Ditulis oleh: Noor Azillah Mohamad Ali dan
Rozihanim Shekh Zain*

Industri perbankan di Malaysia akan juga akan terkesan seiring ledakan perubahan teknologi kewangan. Berdasarkan kajian yang dilakukan oleh Rolang Berger, syarikat perunding Eropah yang membuat kajian bertajuk Branching out-the Future of Retail Banking Networks mengatakan bilangan bank yang akan ditutup dalam tempoh 10 tahun adalah sebanyak 600 cawangan. Hasil kajiannya ini sememangnya menjadi satu tamparan kepada pemain industri dan menjadi igauan kepada semua pekerja di dalam industri perbankan. Jika dilihat dari awal perancangan Bank Negara Malaysia melalui konteks pembangunan kewangan di Malaysia sememang industri kewangan telah terarah kepada kewangan digital. Penulisan dari perunding telah mengatakan bahawa penutupan yang bakal berlaku ini adalah selaras dengan kemajuan teknologi kewangan (Fintech) yang mana kebanyakan pelanggan telah mula beralih kepada perkhidmatan digital.

Pandemik Covid 19 adalah pemangkin perubahan drastik ini berlaku. Perubahan pelan kerajaan juga melonjakkan lagi perkhidmatan digital ini di dalam sektor perbankan. Persoalannya kini adakah teknologi kewangan(Fintech) ini akan mempercepatkan lagi penutupan cawangan