

EXCESS MANAGEMENT, MANAGED AND MODERATOR

Amin Zehra Rizvi

Abstract

The objective of this paper is to surface the observations made through the psyche of a humanist on a spatial and a lateral relationship existing between the two societies __ the managed and the management in today's upcoming organizations. It also propounds the necessity of bridging these two societies with a moderator who is more a humanist than a skilled leader. He has also cut upon the facets of management and the managed to remold them anew. Therefore it can be comfortably said that it is not a research paper but a paper like research to scan the possibility of how a pure technically professional environment can be adjusted with humanistic concepts to make it a more interesting existence different from the environment of the automatons.

Key Words: Efficiency and Effectiveness; Excess; Resistance; Task and not Duty; Balanced View and Commitment

The Moderator

In upcoming management moderation is possible through a moderator who is a conservative humanitarian.

Moderation is a means to rehabilitate a balance in an imbalanced human situation. In management, when demands supercede the tolerance level between employer and employees then a moderator is required to restore a balance for rescoring a normalcy in the organization and management.

There are a few prerequisite for the moderator: He should not become a reclam ant of the demands of the management and a critic of the employees' resistance and visa versa.; he should indulge in a conscious conscience to resolve the crisis on the basis of justice and human understanding with a purity of purpose; he should be a partial envoy of reason , respect and courtesy to reinstate an environment in which all workers are able to grow, share, contribute and participate without any injunction of discrimination or ego and the management is able to carry on the quest of its new ventures where the employees become its hidden strength ;he should be able to assure the worker that the environment is a committed, lawful human resource in all respect of working including evaluation, discipline, work, career development, promotion and even termination; he will not allow any unlawful discrimination either on the side-of the employees or employer, he will also look into the perpetual growth and enhancement of the skills and knowledge of the employees and make a conscious effort to make every employee rise...this can be done through training programs, he therefore accepts full responsibility for the choices that he makes and the results that follow.

Thus a moderator in moderation must make sure that he saves humanity for man as man rather than an employer to employee. This endeavor will kindle a sense of integrity and radiate to become a binding force. It will eject a natural sense of responsibility for promoting a good, unbiased and apolitical working environment.

The moderator helps in naturalizing a conducive environment where employees instead of finding faults in each other's work will quietly retrieve the mistakes without making them an issue. This kind of activity will also mellow the attitude of the staunchest of the employer and make him enjoy the participation with willingness of his employees in a healthy manner. In such an environment he will not feel the inhibition of sharing with his team the reasonable input of the assets received in bulk by the

organization.

The development of trust is a reciprocal attitude. Trust is neither infused nor is it taught. It is a sensitivity which is activated instinctively within a human sphere in human situation. Here the genius of a moderator becomes a challenge. A moderator has to assume the task of a watchdog of attitudes. Attitudes cast spell of lucid stillness which unconsciously gives way to a negative taste of ego. Apparently such attitudes may not be visible but their silence become killing and create fissures which end up in demise. The role of a moderator is to monitor the dark pits and dye them with the glory of sunshine in solidarity with both management and the managed. This way an effective moderator can help create a popular employer and a productive employee.

Management

Indeed Guy Clapper, a management observer rightly said," A happy employee is a productive employee." What he wanted to signify was probably that an employer should try to keep a balance between work and a satisfactory existence of his employee within the organization.

Today the work is understood as on ordeal. Which means burden, load and a saddle imposed by the organization In other words work is a piece of duty which involves difficulty, efforts and usually affords no pleasure. (Webster's Thesaurus-'1988). It is looked upon as a drudge and monotony because it is contrary to the employee's personal values and interests. There is also little understanding on the part of the employer to look into the intricacies of demands resting in the sensitivities of human nature .Feelings are replaced by mechanical skills; laughter is veiled by the grey vacation of isolation where each one stands alone in a crowd of directionless shadows adorned with whiffs of mystic beauty. The shortcoming existing in most of the organizations today, baffled and dazed, can be thus explained by "an indifference to a systematic misconception" (Camus,'1962). It means building up fancies which are alien to reality and its meaning.

A time will not be far away when it would trigger off into a riot of resentment, drabness and disinterestedness. It would further deteriorate into an accelerated movement of indiscipline rising to an invigorating fall of the autumn like beginning. Nothing can stop it then from reaching the final fate of destruction" (Camas', 1962). Management must not overlook the silence of the workers and manifest it with their helplessness in need. It also happens when management fails to have a system to which

the workers can refer to in the absence of an approachable leadership. On the contrary it is observed that management enjoys toying with their emotions with words of infinite hollowness and offence. This attitude empties the sensual with deprivation but can be cleansed by a moderator humanist who can look into the priorities of the organization and navigate it through the route of the Organizational programmers.

If an organization wants to enjoy sustenance it must delve in to the cryptic sources of human nature and draw inspirations from their silent loyalties, their undeterred faith in the growth of the organization, their passionate desires to see it expand with an appropriate yearning for an excessive sharing and excessive acknowledgement rather than give ceaseless calls and reminders of callous productivity and commitment which hurts the sensitivities of the employees. This kind of an attitude positively develops a sense of insecurity to converge into the sorrows of inadequate knowledge leading to turmoil of reactions. Any point or action which transcends limits becomes an ugly and a discolored conflict gnawing into the soul of the organization and makes its foundation feeble and crippled... A Chinese proverb says, "Not the cry but the flight of the wild duck leads the flock to fly and follow" Let this job be done by the instincts of humanism available in the creative impulses of a moderator.

THE MANAGEMENT CREATORS

History is a live testimony to the rise and fall of many systems, organizations, dynasties, empires and regimes. We should draw our experiences from the events that happened and the creators of those events as well. What is significant to note is that who was responsible for the events and how he evolved those events in what situations? Fredrick the Great of Prussia was a great general and a wise statesman with an infinite vision of an administrator. Under his leadership Prussia rose from struggles into a dominating powerful state of Europe. Besides introducing many economic reforms he abolished torture in the state saying, "only a ruler with strong faculties and a powerful mind could improve society." (World History Encyclopedia)

He gave people faith and trust in the state .He borrowed the wisdom from the Athenians and also imbibed from his father in heritage but his success rested in his visionary outlook of a positive creativity from the potentials of a human being rather than a leader of a state.

On the other hand the same history is a rich reservoir of rebellions which is synonymous to resistance, reactance, civil war, civil disobedience, revolts, insurrection and uprising. A few of such synonyms which come to mind are those of the city states and empires in the ancient world where people formed and pulled down organizations when it did not suit their interests; the Peasant Uprising in Germany in the 15th century Germany; the rebellion led by Cromwell in the 17th century England; the American and the French Revolution in the 18th Century ; the Russian and the Spanish Revolution in the 20th century; the Gandhi's non-violence (Resistance) in India in the 20th century and there are many more such examples. What should be seen here is that any movement which takes place for a change does it under some kind of leadership in a situation in which people can invest their faith and trust for some kind of improvement and a respite from the threats of uncertainty, injustice and excesses on the part of a few for their own ulterior motives and intentions. All such movements are definitely dependent on either a full fledged crisis or controlled by the intelligence of a

creative moderator who can irrespective of the size of the organization is able to manipulate events to suit the situation. Reactance and Resistance might appear like 'a pendulum of a clock' (Camas', 1962) which moves to and fro seeking to befit a tempo. But we should not forget that the pendulum is indebted for its existence to the pivot that it is attached to. It also suggests that its swinging is a measure of the time of a clock and thus it becomes an indispensable means of their mutual existence.

PRACTICAL BEARING ON EVENTS

A little survey conducted in infant organizations of various small schools in Sharjah reveal the following feedback which can be measured as a preliminary mixed reaction of a pendulum movement to some kind of dissatisfaction and discomfort on the side of the managed and a benign indifference on the part of the employer.(The references are concealed on request) The survey results are as follow:

Out of the total number of people who were interviewed 30% employees work more time than they are paid and their working days equated to seven days a week. 30% admitted to having little energy left on weekday's evenings due to heavy work schedule.15% admitted that their family commitments were either ignored or completely overlooked. "Relaxation in timings sound good but it does not help the way it should" said 10% of people. For instance many said that they could not shut off the work for a complete home comfort because of the nature of the work and the required dead line to deliver it. Such moments deterred them from enjoying the relaxed timings. These feedbacks may sound ignoble nevertheless they are not ignorable. They are a part and parcel of unspoken demands for adherence of action.

Some demands are indicted in the conscience of the psyche of the individual. Who formed 10% of the bulk? These are faxes, phones and meetings to be concluded and responses given on the courtesy basis, the workers become fatigued with overwork and indulge in unfocussed meaningless and unproductive responses. This later becomes the cause of tension between the management and the workers at the time of appraisal. What if a moderator is there to wade through the rough waters and weed out the tension even before it begins to show cracks!

The interesting fragment of this survey of work demand is that of some 5% of the employees. They get so engrossed and wound up in their work practices that they cease to have a life of their own and then their families raise their fingers at the organization and its callous demands. Even such employees need to be counseled by an intelligent moderator. Any imbalanced performance brings negative repercussions.

CONFLICTS INTERPRETED

Every conflict whether it is for good or bad has certain doctrines and these doctrines are fundamentals of ideologies, justified by various degrees of human endurance and its fulfillment or resentment. The best study of analyzing these problems is to study mankind and this can be studied only by Man. It is the only rudimentary study in which the ' knower and the known are one' (Encyclopedia Britannica). in which the object of the study is the subject who studies it. Thus any action done in a human situation contrary to man becomes a subject of opposition. The clue of its successful working lies in the hands of 'MODERATOR who can give a new dimension by diffusing the confusion by the lucidity of humanity and understanding.

Moderation at any level does not appraise resistance, resentment or rebellion. This does not stamp the fact that moderation in its present conventional and traditional form is the path finder of righteousness. Because resentment, resistance is born when tolerance is transgressed and endurance is fatigued. It is then the Individual capacity for imbibing more exhausts and he submits to a status where he gets up and bellows, "No, stop it no more." It applies here that a resistance of this nature is a gift of intelligence, a reflection of a creative mind, an act of self justice, an attempt to segregate from the manacles of frenzied injustice, a freedom from the scourge of human deprivation, a desire to assert human dignity and a means to justify the meaning of life and purpose to live

THE ACTUAL MODERATION.

This is why moderation today has been monopolized to become a critic of resistance and resentment because it hampers the right of a few to exercise their right to indulge in human degradation for their own survival. Definitely we should condemn such criticisms of a healthy check for human justice and its credibility. Moderation should be exercised within the limits and conditions of a democratic and secular dimension then only it can assist the growth of an organization.

Protests, resentment and resistance should be understood as a natural guidance for a healthy development. The organizations should derive their hope of improvements and take resistance as means of betterment. They should be termed as eye openers rather than become the prerogatives of prejudice, bias, vengeance, betrayals and prestige rockers. At this point moderation can begin by sieving liberty into the soul of worker. Allow him to rise from the dinginess of drudgery and turn him into a man of substance who can think for himself and can help others think for themselves, who can enjoy the freedom to grow and let others grow. He can not exist on his own for else he will be an outsider alien to the norms and procedures of the working of the organization.

A moderator should be a man of modest quality. His ability should lie in his efficiency to make a reluctant worker perform a task and feel gratified with its results. Initiate a task and tell the worker, 'I am confident you will do it' Not only give him confi-

dence but give him determination and resolution in work outcome. His enthusiasm should become a "motivating" factor to inspire the employees (Adair, 2002) His sense of humor should nip any crisis in the bud. His sense of justice should create loyalties even in the most diverse situations. His conscious efforts to understand and analyze disagreement will give a righteous direction to the employees. His deadlines and planning will then follow suit. His free discussions and interaction with employees will give him an insight into the minds of the most coy and inhibited workers. He should accept and acknowledge employees contributions His explanations should be clear and should not betray the understanding of either the employees or the employer. His human content will then give a sense of solidarity and identity to the employees because he will be able to identify their requirements and mould them to suit the requirements of the organization. He will be a moderator of people and not automatons. It is then his will, will become the enjoyment of the workers.

CONCLUSION

The humanist aptitude for a moderator is an imperative for establishing a professional code for the governance of an organization both for the management and the managed. The moderator with his democratic and secular mind is able to change the beliefs and rights of people in any sphere in order to build up a conducive forum where humankind is able to develop liberally with his dual intellectual leads and moral code.

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Dr. Amin Zehra Rizvi
Assistant Professor
Department of General Education
Skyline College,
Sharjah, UAE.
Tel.: 00971 6 5439444
e-mail: arizvi@skylinecollege.info