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Human Relations. Self Esteem and Human Relations

Essay

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1.   Introduction

This essay seeks to explain the meaning of the term Human Relations, how personal life influences each other, self-esteem behaviour and challenges faced in human relations. Relationships have many forces that influence the behaviour of other people at all levels. Human relations involve mainly communication, self-awareness, acceptance, motivation, trust, disclosure, and conflict management. These are the pillars in human relations with personal growth and satisfaction. I will therefore make strategic suggestions for solutions to challenges faced in human relations and conclusion that can lead to an improvement. The inclusive good relationship environment motivates and influences good human relationship and team work where peace and flexibility persists. My guiding contributions towards understanding on human relations will elaborate on challenges and resolutions for good human relations.

2.   Human Relations

This is a study of group behaviour for the purpose of improving interpersonal relationships. It's also the art and practice of using systematic knowledge about human behaviour to improve effectiveness. Teamwork often influences each other in several ways within organisations or companies. The quality of relationships with people in personal life influences each other for example the way we speak, demonstrate, and behave etc. like musicians, film actors, politicians, religious leaders, footballers, mention but few. Therefore to have good human relationship means one has to understand him/herself first. Methods for gaining self-understanding are to:-

Acquire general information about human behaviour and apply it. Once a person understand how other people are that make them smile, happy as the bible describes it in the second commandment that 'Love your neighbour as you love yourself (Mathew 22:39)'. Therefore it implies that one has to analyse him/herself and compare with other's behaviours so as to make adjustments to suit each other to ensure peaceful neighbourhood/relationship.

Obtain feedback from other people. There are different ways of obtaining feedback from other people about one's personality. Other people can use one on one feedback; others use gossip method, others through social media like Facebook, whatsapp, Black Berry Messenger etc while others use demotions or promotions at place of work depending on feedback. Therefore one should be able to obtain feedback from other people in order to understand him/herself.

Get feedback from self-examination exercise where by an important aspect of self-understanding is the self-concept, or the way a person thinks about himself or herself in an overall sense. The self-concept is based largely on what others have said about you. A strong self-concept leads to self-confidence which is a basic requirement for being successful in good relationships. The above self-examination strategies play a role in understanding the effective human relationships.

3.   Types of Human Relations

Human Relations occur at several levels. Individuals interact in a variety of settings as peers, subordinates, and supervisors (Highland, Patrick J. 1996). Informal groups have more power in either situation; important human relationships are taking place.

Employees relate to their fellow workmates, other formal groups, and informal groups. The norms set by a group can greatly influence a person's behaviour and relationship. Dress and language are two examples. Considering the number of groups in the complex settings of the twenty-first century, the influence is unlimited.

Employee-Employer relations; the organization provides an opportunity for individual satisfaction. To achieve such satisfaction, and to continue as a successful member in the organization, the individual has to comply with organizational policies, procedures, and rules. The organization requires certain behaviours from its employees for them to attain maximum good relationship. The rewards for such behaviours are demonstrated in the form of pay raise, promotions, and continued employment. When the organization promotes an employee, it is relating to the individual in good way.

Organisation-formal groups; Complex organizations depend on dividing the work among many formalized groups such as in departments, sectors, programs. Informal groups will also emerge, either positively or negatively affecting organizational outcomes. The relationship between organizations and groups are considered when standards are established. The acceptance or rejection of such standards illustrates the interaction between the organization and the group.

Managers-supervisors relationship; this is achieved through people which therefore the organizations with diverse management require managers and supervisors to display a concern for people. Effective balance between people and productivity has to recognize human relations as the key ingredient transforming organizational plans into organizational results. Although it is often misunderstood, effective human relations will lead to success.

4.   Personality

A strong sense of character grows out of personal standards of behaviour. It is based on internal values and judgment of what is right and what is wrong. Value systems serve as the foundation for their attitudes, preferences, opinions, and behaviours. This process includes: thinking, feeling, communicating, choosing, and acting that are oriented toward ideas, people, or things. Internal value conflicts involve choices between strongly held values. Value conflicts always base on age, race, religious, gender, or ethnic differences.

The social dimension of behaviour is determined by a person's personality, attitudes, needs, and wants. An individual's personality is the totality of diverse characteristics including behaviour and emotional tendencies, personal and social traits, self-concept, and social skills (Elton Mayo, 1880–1949). A person's personality has a major impact on human relations.

Shared values like in traditional cultures where unity among people was significant in a community by providing guidelines for behaviour and decisions where elderly persons played a big role in giving guidance to young people. Communities choose their values that best suit their needs by ensuring that their individual values are compatible with the values of others though there are some individuals especially young generation that have sold off their traditional values in favour of different values which are not welcomed in a different setting like in Christianity. This is being exercised through language used, dressing codes, and makeups etc. which are not accepted in Christianity.

5.   Self-Esteem

Self-esteem refers to feeling competent and being worthy of happiness. People with high self-esteem develop a positive self-confidence. Self-esteem has self-efficacy component which is a task-related feeling of competence and self-respect component. People who have high self-respect focus mainly on the needs of others happiness. Self-esteem develops from a variety of early life experiences where one may be exposed to a number of occurrences in life that strengthens or weakens values.

Good mental health leads to high self-esteem. The links of good mental health and self-esteem is that high self-esteem prevents many stressful moments. People with high self-esteem develop and maintain favourable positive attitudes and perform well. Low self-esteem is poor mental health. People with low self-esteem often develop and maintain unfavourable attitudes and perform below expectations.

Self-esteem can be enhanced in many ways.

Accomplishing an activity is a major contributor to self-esteem in both children and adults. People develop self-esteem out of the accomplished activity. Given an example of exercise given to a pupil at school and after completing and acquires good grades, pupil develops high self-esteem that he can manage more than others but when pupil doesn't complete exercise and fails, he/she develops low self-esteem. Therefore completing tasks contributes to self-esteem.

Appreciation of strengths and accomplishment is another self-esteem builder. Self-esteem is built through appreciation of work done. Whether complete or not but appreciation contributes to self-esteem. Appreciation always contributes to high self-esteem where one

appreciated feels better that he/she can do well. This recognition influences confidence as a feedback.

Frequent Socialization with people boosts self-esteem. Exaggerated self-esteem can sometimes lead to intolerance of people who are different. Mixing with other people contributes highly to self-esteem because the relationship with other people influences personality traits. Example is at work place, school, public gatherings etc.

Despite the importance of self-understanding, guard against becoming too caught up in the self. Too much attention to the self can lead a person to be self-centred, self-conscious, and uninterested in other people and the outside world.

6.   Challenges faced in effective Human Relations

Prejudice and discrimination are major barriers to effective human relations. Prejudice is an attitude based partly on observation of other's differences and partly on ignorance, fear, and cultural conditioning. I felt discriminated when each community I reached had an impression that Africans are very poor, malnourished, and aggressive because of warring nature in African according to community impression etc. In family visitations that I carried out, most people kept hiding away from me. Children cry while running away from me since that was their first time to come in physical contact with black person. However, I gave them some light about African continent that cleared the bad image they had about African continent in areas I was working. Groups under prejudice and discrimination mainly include women, people of colour, elderly and People with disabilities.

Communication styles are the patterns of behaviours that are observable to others which affect human relations in most cases. Biasness in communication is a common

challenge in human relationships and is a major barrier to good human relations. This can be affiliated to traditional way of expressing or passing information using gestures which gestures may be offensive in way of prejudice and discrimination in different cultural setting. My practical example was during my first workshops that I facilitated in rural South Rupununi of Guyana, some of my gestures and accent offended some people who for the first time come face to face and interact with person who come from Africa. Practice can guide a person to learn to identify other people's communication styles. One can adjust his/her own style to meet the needs of others.

Personal problems contribute to bad human relations that have always broken good relationships, terminations from jobs. Personal problems like psychological, health, physical, economic and social that leads to procrastination where people avoid doing tasks that needs to be accomplished hence if it's in a job setting creates conflicts that affect relationship. Procrastination categorised as feelings of guilt, inadequacy, depression and self- doubt among. It has a high potential for painful consequences and interferes with the ability to work effectively. Personal problems contribute to uncertainties of priorities, goals and objectives which lead to being overwhelmed with the tasks. Person may have difficulty concentrating and organizing due to personal challenges that pause effects to relationship with management or superiors at work or with others. Confusion can be realised when one procrastinates. At the end one remains in bad relationship with others.

Corruption is one of the destructive weapons that has created a gap in human relations where public support is diverted to individual benefit causing grievance among those who may have not benefited while those few who benefit smile. As the gap between those who have and those who don't have widens, good relationship narrows. Many people have always been subjected to begging due to corrupt political leaders, managers, administrators,

employees etc who hold positions at different levels take the advantage of those who don't have for their personal benefits through violating laws, policies, agreements to benefit more than others. That's why most elected leaders lose getting back to their political positions after first term in office; employees are terminated or reach disagreements with intended beneficiaries. Through all these, relationships turn upside down.

Cultural values and believes. Different individuals, groups, societies seek to defend their personalities, groups, cultures from others by not getting diluted with other cultures. For example the language they speak, foods they eat, social values, religion they believe in, resources they possess. All the above contribute to challenges in human relations. For example Muslims and Christians seek to defend their religions and believe that has always sustained historical conflicts between Muslims and Christians. Israel defends Christianity and Palestine defends Muslims as evidence of historical conflict. Each time an Israelis see Palestinian, they view him/her as bad person and vise versa. Different people believe in different cultures and norms that contradict with each other that affect relationships. Some cultures like Muslims don't believe in intermarriages with Christians which affects their relationship with Christians. Therefore cultural values and believes contribute to challenges in human relations.

Social influence impact on human relations where influence from peer groups with different attitude, character, motives, and behaviour drive away good social behaviour of another which affects personal relationship of an individual whose conduct has been with good social profile. For example when thieves socialise with person of good character and drive away his/her good social relationship, ends up creating negative attitude from other persons while creating positive attention from his/her influencers. They are mostly carried

away by luxury conduct through drinking, smoking creating social relation's gap between public and them as they fall in main categories of criminals.

Economic status influence effects of human relations through access, control and ownership of resources in any setting. The families that are positioned in rich class don't commonly associate/relate with families who are poor. This is evident in that even children who come from rich families study in expensive schools while children from poor families study in public schools that don't perform well academically. The ways both children are treated differ that creates their relationship to differ as well. Even when it comes to marriage, rich people prefer their children to get married to rich families while the children from poor families also prefer marriages between poor families.

Racism has played a big role in human relations effects that has led to loss of lives with high level of discrimination. People are segregated by colour, race, religion, ethnic groups, age, categories, nationality etc that has contributed to human relations effects. With racism it has created bad relationship between people from different origins, colours, religion, nationalities etc. for example apartheid in South Africa and racism in United States between whites and blacks. Christians against Muslims, etc. all these discriminatory practices are categorised as racism acts.

Political affiliations where political parties are involved contribute to challenging human relations. People may be identified politically with colours, signs, talk, positions and activities that others from the opposition side of the party may not be part of. Their relationship always has problems. For example in Uganda, National Resistance Movement (NRM) which is a ruling party for 30 years now are not in good terms with opposition parties like Forum for Democratic Change (FDC), Uganda People's Congress (UPC), Democratic Party (DP) and other Independent bodies because of over staying in power under one

person's rule after erasing term limits in constitution for his favour to stay in power and still contesting without allowing anyone within the party to take chance of leading with claim that he is the only visionary leader in the whole country. That has spoilt his relations within and outside NRM party that made his former Prime Minister John Patrick Amama Mbabazi to come out of the party and challenge him as Independent Candidate for February 2016 Presidential elections. Political affiliations therefore contribute to challenges in Human Relations that affect performance and production.

7.   Solutions to Human Relations Challenges

Challenges in human relations are not new dilemma among people. This has ever existed from time immemorial. Despite challenges, there are some control measures to existing challenges that have affected human relations. They include;

Proper Communication; The single most important aspect of human relations in any environment is link to effective communication with multiple people from different cultures. Good communication is the most significant component of sound human relations. Many challenges faced erupt from poor communication or lack of proper communication that give way to have doubt and lack of trust. Therefore to have effective human relations, there should be a good link for proper communication between people at all levels where harmony and understanding and respect for one another are highly practiced that can control insults and abuse. To reduce poor communication among individuals can reduce conflicts confusions and this can improve production at all levels and encourages unity against perpetrators. In short, an effective human relation is founded on proper good communication.

True love for one another recognises the importance of one another in a society. Be it poor or rich, young or old, woman or man, educated or not educated, Christian/Muslim or not all people will be important once true love prevails among individuals. The biblical teaching encourages each one to pursue true love for one another implying the only weapon for peace to prevail is True Love (Mathew 22:39). Through true love, no one will feel hurt in one way or another because there is general concern and need for one another's happiness. People would have shared feelings of solving each one's problems. Human relations would have positive practices that encourage unity and peace. Any problem that erupts can be handled amicably between the conflicting parties/persons without following or prolong it. Therefore True Love plays big role in controlling challenges in human relations.

Ethics play a role in interpersonal relations. Ethics are moral rules or values governing the character/conduct of a person or group. Individual's adherence to values related to what is morally right determines the respect that others hold for that person where a person can be given due respect in terms of how he/she conducts him/herself before others. Disrespect for one individual by another is likely to lead to poor human relations between the two. Therefore good personal ethics where person has to follow guiding rules and values in either organisation, tradition, tribe, position, area or any setting depending on where the person is located or positioned. Good morals and values bring in more respect and integrity which is vital in human relations.

Diversity in culture is strategy to deal with other stereotype moods in other environments. Individuals can enhance cultural diversity by letting go of their stereotypes and learning to monitor their prejudiced attitudes as they work and socialize with people who are from different cultures, environments and of different ethnicity. There is need to develop sensitivity to differences and use language appropriately. Other people use inappropriate

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terms that don't fit some category of people like 'fuck-you', 'mother scorn' is not commonly used by Christians or true traditional society. When visiting such communities, such words shouldn't be used or wearing indecent attire like mini-skirts, sleeveless shirts in offices is not appropriate. Cultural Diversity therefore controls effects of bad human relations.

Motivation is major components of human relations since it gives a positive commitment and understanding to people in the way they do their things. In a work setting, it is what makes people be committed to work. People are motivated by different needs and wants. Maslow's hierarchy of needs theory (1970s) states that psychological needs will come first, followed by safety and security, social, esteem, and then self & actualization needs. In this perspective of human relations, motivation can either be verbal or non-verbal or materialistic gifts/incentives. For example Thank you phrase, well done, payment, raise of pay, certificate awards, recognition in any way are forms of motivations that influence good human relations. People usually feel good when their accomplishments are recognized and conversely become upset when work well done is ignored.

Teamwork building improves human relations and perfects the job efficiently. Successful teamwork can often make the difference between the profitable and the non-profitable operation of the system. This is effective because it suit the need of most of current generation. Effective work team tends to be informal and relaxed, with no obvious tensions. People are involved, interested, and anxious to participate in solving problems as a team whereby they develop an understanding of each other at all levels right from Individual to bigger group or organisation. Every individual has a role to play at all levels in teamwork. This enhances good human relations especially in a group setting. Therefore teamwork is of great importance in human relations.

Education and exposure enhances wider knowledge on different strategies to effective human relations. When young children come to formal learning environments where they mix up with children from different cultural environments, they get to understand each other and create good relationship in social gatherings where they start forming small social groups/clubs like debate clubs, football clubs, netball, volleyball, and athletics etc which bond them to good relationship. Education is light to sustainable good human relationship. Therefore it's vital to use education as a best solution to challenges in bad human relationship.

Intermarriages contribute towards positive human relations that reduce conflicts between tribes, ethnic groups, communities etc. especially between Muslims and Christians, whites, Chinese and other races. There will be limited conflicts between the above if intermarriages are allowed. Through intermarriages, there will be limited chances of conflicts with relatives instead good relationship prevails. This will prevent conflicts as people will have close relationships as relatives, in-laws etc which each one will feel offended to have bad relationship with relatives though it may not be erased but minimised. This is a proven fact that there will be limited conflicts between relatives hence improves human relationships.

8.   Conclusion

Human relations are well understood in how people have needs and motives propelling them toward achieving certain goals through understanding each other and maintain focus. Important human relationship icons are; power, affiliation, recognition, and order. Some methods of understanding human relations include; acquire general information

about human behaviour, gaining feedback from other people, getting feedback from self-examination where types of human relations consist of employee relation with fellow workmates, organisation to formal group/department, manager to supervisor, individual self-relations. Self-esteem refers to feeling competent and being worthy of happiness where people with good health develop high self-esteem and self-confidence while people with poor health develop low self-esteem. The negative evaluation may lead to escapist behaviour, such as alcoholism, smoking etc. challenges in human relations include prejudice and discrimination, social influence, communication styles, personal problems, corruption, racism, cultural values and believes, economic status, political differences/affiliations. Solutions to above problems include; proper communication, true love, ethics, education, diversity, motivation and teamwork strategies can control and improve human relations at all levels. Good relationships must be built among individuals and within groups and organizations. This may not be easy task; success without good human relations is not possible. Every individual must be prepared to meet the challenge and overcome them.

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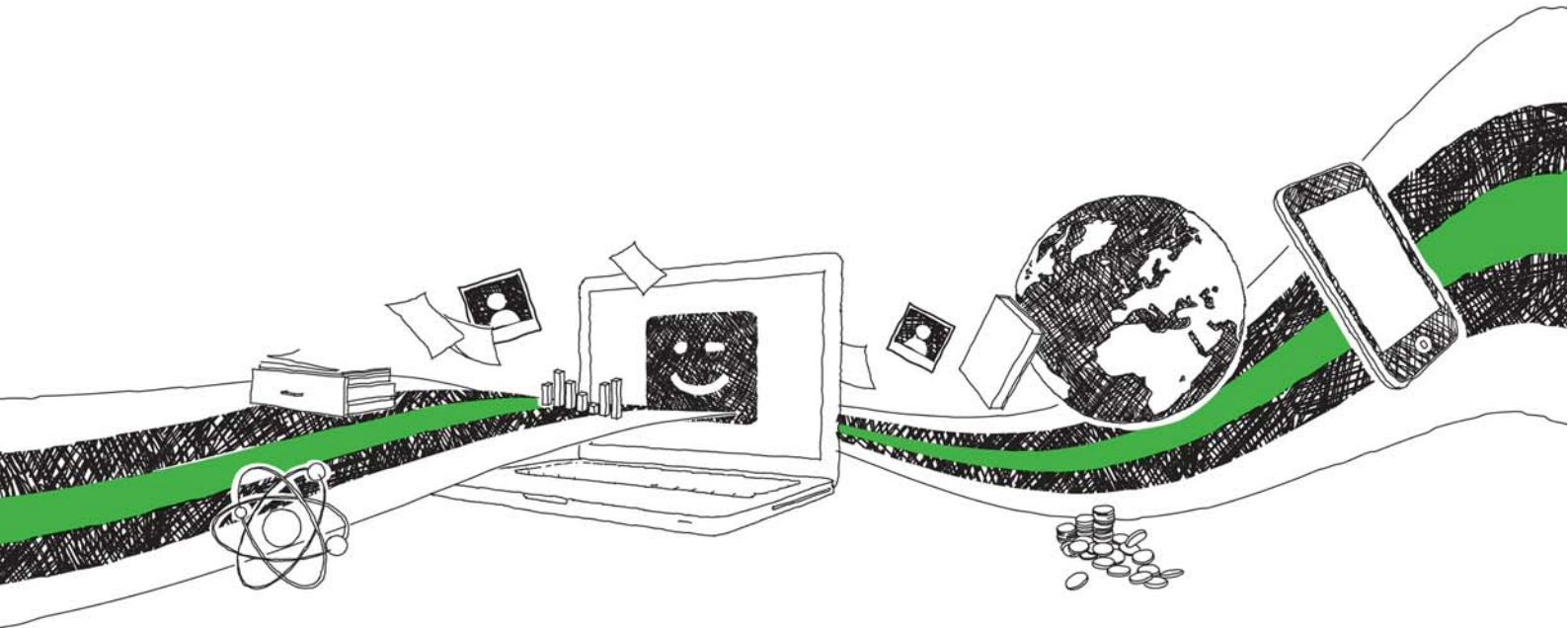AIU online library, Self-Esteem and Human Relationships theories.

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