

Improved productivity must, therefore, take into account effectiveness as well as efficiency. Productivity improvements in the service sector are possible and a number of ways of improving service productivity are suggested.

Is it enough to simply have a job, an office or organization to work in, and get a get a cheque and the end of the week? A workplace however large or small has to be driven by efficiency and achievement that manifests itself in the form of tangible results for the organization, and is rewarding for the employee. Less productive inputs and lower efficiency levels are bound to affect the business and jeopardize its sustainability and survival. Employee productivity is a major concern for employers and lower productivity cannot be blamed on the employee entirely. A lot of it has to do with the environment at the work place, and the work conditions along with a series of factors that define the work culture. Employers have to implement wide spread changes in their setup to improve the productivity of their work force. Employee talent is a valuable asset for a company or organization, and it needs to be tapped to its fullest by keeping the employees motivated to perform and deliver the results they are qualified for and capable of. Employers may often believe that once they have recruited the best talent in the field, the results will inevitably follow. Not necessarily, if you look beneath the surface to see the environment this talent works in. A few factors that can help to improve the employee productivity at the workplace are:

Accountability Every employee needs to be well aware that he is accountable for his actions and decisions, and he can neither pass the buck or pass the blame to someone else. This will help him work more meticulously , Take cautious rather than reckless decisions, and not take advantage of his place, position or relationship with his superiors. Follow up Employers often set targets and feel their job is done. No, every target or milestone set needs to be followed up as well, to see if the progress is sufficient and if not, whether any interim measures can be taken before it is too late to salvage a situation.

Manage the work force but avoid micromanagement It is well known that a large pool of employees does need to be managed, provided direction and given assistance. But with this they must also be trusted, given freedom to operate in their style and adopt measures which they think are the best to deliver results. This freedom to act as they deem fit helps to keep them encouraged, motivated and happy in the belief that they are trusted. Employees need to think for themselves, analyze the consequences of every decision or action to be able to give their best to their jobs. And the employers must make it possible for their workers to do so. Encourage, motivate, reward and recognize The employer must ensure that on his part he always has words of encouragement for his staff. Encouraging them helps them move forward and do even better, and makes the worker feel happy. Innovative ways of motivating them spurs them even more. For example, holidays or conferences paid for by the company have been found to motivate employees immensely. Rewarding the hard work put in by employees makes them continue to work in the same fashion, and if the employee feels that his work is not appreciated in words or in material terms, he may gradually stop doing so, since he may feel that others working less are given the same too, so he need not work more. Rewards, and other ways of keeping employees happy makes them feel that their effort is being recognized and that they are needed by the company. Without these, they may soon start looking for greener pastures and new jobs. Reach out to employees by seeking them out Every employee loves to feel he has the ears of the management who will recognize him and listen to what he says. Display of inter personal skills in which the boss appears humane and one of them, rather than a larger than life, distant figure, helps to have employees warm up to him and feel happy working for him. A bit of effort to reach out helps them all do better. If this extends beyond the work place it may prove to be even more encouraging to increase employee productivity. Demand realistic targets Employers need to set realistic goals that are within the limits of achievement. While an aggressive employer may want his people to outstretch themselves to achieve farfetched goals, it may also burn them out. Rewarding poor performers

“ are you guilty? Team work Team work always helps in increasing workplace productivity since there is more input in the form of more ideas and minds at work. Working alone is not always the happiest situation either, especially in the field. Successful team building and working together is bound to bring out the best out of the employees who may also then compete with each other ensuring the

business is the winner. Ensure that people enjoy their work The best performing employee is the happy employee, and the employer has to find ways of making his people happy. Besides working conditions and the work culture implemented, he has to devise ways of making the work seem challenging and interesting rather than mundane and boring. This monotony can be broken with rotation and giving people new tasks and exposure to other divisions. This adds their learning and helps them get a holistic view of the business. Courses and improvement options Employees are delighted when they can enhance their skills and get additional learning opportunities sponsored by the employer. This helps them learn, feel indebted for the money being spent on them, which also adds to their resume, and are obliged to perform better by applying all the knowledge gained in these courses. Spend less time on meetings and more on action The current trend to have more meetings and discussion rather than spending more time working to achieve results, leads to precious productive time loss. Meetings for reviews and sharing of ideas can be limited and kept short. Employees should have more time to show results. Tools and equipment to raise productivity Finally, the workplace must have the best machinery, devices and equipment that yield error free results in the minimum possible time. Efficient electronic equipment with no connectivity issues and breakdowns will help to save precious time. They should take the place of paper work, and yield fast results. Some of these include: The devices help to reduce the response time, improve customer service and cutting costs, all imperative for workplace productivity. What are your thoughts?

Chapter 2 : 7 Ways to Improve Productivity of Services – Explained!

Examining productivity in service industries, this study provides management with learning points on how some of the world's companies have kept ahead of their competition.

Higher productivity means an increase in units of activity per hour without a significant increase in effort per unit or per hour. Increased productivity helps businesses compete with other companies, innovate and keep operational costs low. Meeting a productivity goal often requires increased work ethics, innovation and labor creativity. Talk to employees and other supervisors about where they think productivity improvements could be made. Potential areas for improvement may include tasks that require many people to complete, expensive material, expensive labor, excessive scrap and excessive waste. Identify a measurable variable to use in the goal setting. The number of employees involved in a task, monetary cost, work hours and the amount of scrap are all measurable variables. List your productivity goal for each variable. Calculate the difference between the current variable and the desired variable. Choose the most important productivity variables. These might be the ones with the biggest discrepancy between current and desired measurements, or the variables that lose the most money. You might want to list from most to least important and set goals in the order of the list. Set a date for the goal completion. Divide the number of days, or weeks, until goal completion by the difference in the variables. This gives daily or weekly productivity goals. Analyze tasks related to the variables to determine how to increase productivity. For example, one person might be able to do a task that normally takes two people, less expensive material could be used to produce a product, or scrap could be repurposed. Try out the productivity improvement methods to determine whether the methods actually improve productivity. For example, repurposing scrap may end up costing more and taking more time than previously calculated. Adjust goals to match actuality. Continue to calculate variable improvements until the goals are met. Evaluate the results of the productivity improvement goal setting and plan for the next round of improvements.

Chapter 3 : Empower your employees to be more productive

Achieving service productivity: lessons from the best in the world / edited by Erik HÅrnell & Per Hjelm ; in association with Linsey J. Caton.

Some of the ways to improve productivity of services: Introducing Systems and Technology 3. Reducing Service Levels 4. Substituting Products for Services 5. Introducing New Services 6. Reduce the Mismatch between Supply and Demand. Output increases faster than input. Output remains unchanged with fewer inputs. Output increases from the same inputs. Input decreases more than output. Maximum increase in the ratio through an ideal combination of outputs and inputs. Whatever method is selected the true test will be the effect on the quality of service delivered. Improved productivity must, therefore, take into account effectiveness as well as efficiency. Productivity improvements in the service sector are possible and a number of ways of improving service productivity are suggested. One way is through improving the knowledge, skills, attitudes and behaviour of existing and new staff involved in service delivery and performance through better systems of recruitment, training, development and motivation. Thus staff in contact with customers handling the visible elements of the service can be trained in handling queries and complaints, in product knowledge, in the operations of internal systems. In other words staff can be encouraged to work harder and more skillfully. Introducing Systems and Technology: Service organisations can reap productivity improvements if they become more systems and technology oriented. The systems approach looks at the task as a whole. The systems approach to service can be applied in three ways: The systems may involve some technology, but their basic characteristic is the system itself which is designed for optimal results e. The approach to service activities can have important effects upon productivity. The systems approach, like the marketing approach, is as much about attitude and outlook as it is about tools, techniques and hardware or engineering. The effects of this kind of thinking when applied to services are reflected in features like: Attention is focused on how improvements can be made in the ways of doing the present job, what new methods can be employed to do jobs differently, and how the jobs and tasks themselves can be changed. Economies of operation through chain operation or franchising may be sought; d Specialization of effort of markets to make labour more productive. There are dangers in these approaches particularly where a service organization has promised to deliver a higher level of service in the past. Also competitors can differentiate their services by broadening and upgrading their service quantity and quality. Substituting Products for Services: Productivity can be improved by providing a product substitute for the service e. It is possible to design a more effective service that eliminates or reduces the need for the less effective service. For example, transatlantic travel by air has largely replaced transatlantic travel by sea; the credit card has replaced the former system for obtaining overdrafts. It is possible to change the way in which customers interact with service providers. Ways have to be found to hardness consumers or to change the behaviour through education and persuasion for the benefit of service delivery. Consumers are involved in service delivery anyway, whether actively or passively. To improve the useful, active role of the customer in service delivery may mean new managerial approaches, changed organizations or organizational structures, the employment of para professionals and perhaps a changed role for the professional service manager. In other words more consumer- intensive designs have to be developed to maximize the contribution of the customer to service performance and delivery. Reduce the Mismatch between Supply and Demand: A significant feature of many service organizations is the mismatch that often exists between supply of the service and demand for it. A major goal in marketing services is to get greater control over supply and demand and to obtain a better balance between the two. If more people want to use an airplane than there are seats available then business may be lost to competitors; unsold seats for a theatrical performance mean revenue lost forever. Service marketer may therefore face problems of:

Chapter 4 : Quality seed, key in achieving agricultural productivity :: Kenya - The Standard

Improving Productivity in Service Companies highlights the lessons learnt, analyses the key success factors, identifies the ways in which these have altered as technology and consumer requirements have changed, and will give you information on how to be more efficient.

Productivity is probably suffering as a result. Getty Images The need to ensure and enhance employee productivity is a reality no business can ignore. Obviously, you will need to mitigate these productivity-killers. The first thing to do is identify these factors, so you can consciously prevent them from emerging or aggravating. You should also be able to suppress them if they already exist. However, avoidance is not enough. A proactive stance is always preferable. Get Rid of Motivation Killers As mentioned earlier, there is a need to identify motivation killers in the workplace. A good manager will find ways to carefully observe the work environment in search of problem areas that adversely affect employee motivation. Typical motivation killers include toxic people, abrasive personalities, lack of organizational vision, absence of opportunities for professional development, poor communication systems, autocratic management styles, and the feeling of lack of appreciation. Addressing each of these requires a variety of approaches but there are ways to kill these motivation-killers. Motivate through Gamification Motivation is a very important factor in ensuring productivity. Unmotivated employees get bored especially when they are dealing with monotonous routines. Likewise, employees who lack motivation may not have the enthusiasm to complete challenging tasks. One effective way of motivating employees is through the use of gamification techniques. Tasks like completing reports or contributing ideas for projects and policy changes can be gamified to make them more appealing, exciting, or interesting. Gamification involves the use of badges, rewards, leader boards or rankings, points, challenges, and other game elements to make repetitive and quantifiable tasks more engaging. Enterprise gamification platforms like GameEffective can be integrated with existing ERP, CRM or other enterprise applications, making it easier for employees to use these and get ahead in the game. These can be readily deployed to add a "play" dimension to various aspects of a business operation, like sales and customer service. Set Clear Goals and Provide Feedback Employees or personnel will be more motivated if they know what they are expected to achieve. Clearly stating goals or having a company vision provides guidance for everyone. Short-term goals, in particular, are effective in encouraging employees to properly manage their speed in doing tasks to meet targets. Additionally, it is important to provide feedback or show that employees are being supervised. Accomplishments should be acknowledged, while errors or failures in meeting targets should be promptly addressed. Good management practices can enhance and help maintain employee productivity. Use Technology Responsibly Refusing to leverage technology could be considered a grave mistake for any business. There are many technologies that significantly increase productivity in a workplace. To emphasize, using technology is not just about having computers and an Internet connection in the office. Collaborative applications like Asana can be very effective in making employees more productive, especially for organizations with geographically-distributed setups. Some employees do better if they are allowed to work in locations they find more comfortable, such as their homes. In other cases, travel is simply too expensive or time-consuming, and telecommuting, remote working or even co-working are viable options. Increased mobility can break down barriers to productivity. Mobile devices enable access to communication and collaboration tools, as well as work-related documents and information. It is important, however, to prevent overly thinning the line between personal and professional lives. Work-life balance should be respected. Set Standards and Provide Skills Development In every business, it is important to establish standards. Employees should be familiar with what the company expects from them. They need to know what they should be doing as well as their assigned roles. Without clear or explicit expectations, people tend to find excuses when they fail to achieve targets. Be clear at the outset: Moreover, address the aspirational needs of employees by providing opportunities for developing skills or advancing professionally. Management should expect every employee to seek challenges, and to not want to be stagnant. Let your employees realize that there are other things they can do, so that they can progress to higher positions. Communicate Effectively and Efficiently

Communication, without a doubt, is a crucial aspect of business operations. Without an effective system of communication in place, you will have difficulty in achieving goals and even in functioning properly. Communication here, by the way, is not just the simple use of devices, such as phones or verbal and written exchanges of information. It is about designing and using communication systems that are appropriate for the needs of a business or company. Effective and efficient communication means that employees should know the hierarchy and expertise within the company. They should know who to reach out to regarding their concerns. In terms of tools, take advantage of modern platforms and applications available. Enterprise social networking tools such as Yammer make it easier for employees to contribute to institutional knowledge and help colleagues with onboarding. Cloud-based office suites like Office help contribute to a culture of sharing and helping across the enterprise. Maintaining and enhancing productivity in the workplace is not always very easy to accomplish but it can also be boiled down to some simple concepts. Here are three key things to remember: If you thoughtfully execute plans with those concepts in mind, you are on the right track. Mar 10, More from Inc.

Chapter 5 : Achieving an Optimal Level of Productivity Every Work Day

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The ability to pick up the phone to consult with a business partner, help another employee, or approve a project, means less time wasted trying to get your message across. WUN Systems brings you those business tools needed to overcome your competitors and work at an optimal level of productivity. Most businesses have or should have a business plan that outlines how they are going to achieve certain benchmarks to be considered successful for that year; your business is surely structured and planned to be the same way. One of the biggest challenges that a business has is communicating in a streamlined manner. The second challenge is finding a system that is user-friendly enough for all employees to use. Technology is great, but only when it is able to accommodate the entire spectrum of the learning curve. For older employees, leaving them out of the loop is not going to help them get much done if they are constantly troubleshooting their business telephone systems. Doral, as the name suggests, it helps your employees all become one, unified voice of your company when communicating with clients. A World Without Communication Business transactions began many years ago with face to face meetings and formal communication via written letters. Fast forward years later, the internet and telephones have sped up this communication and given nearly everyone the opportunity to become a global citizen. This almost means being a global business person too, even if you are just communicating with partners, clients, employees and customers from within the U. Accessing someone within minutes has become the expected norm. A few companies and high level executives decide to go to the minimalist route, and opt out of having a business telephone. But for most other companies, without a business telephone system, their companies would completely shut down. Many businesses are completely reliant on providing telephone service to their customers, such as call centers, help desks, and other forms of support. Simply put, if your business does not have deliberate and enterprising modes of communication constantly flowing, then you will not achieve an optimal level of productivity each day. Our solution to this problem is to give equal opportunity to both the smallest startup to the largest company the ability to have affordable, fast telephone connection. We do not limit our client base to simply the larger corporations, because small businesses are also optimal to the health of the economy. WUN Systems believes that you should have the chance to access the same technology as everyone else, at the same low price. However, this may create some push-back on older generations or those who have a hard time adjusting to new office equipment. Office technology may fascinate everyone, but there is undoubtedly a learning curve due to age and lack of consistent immersion in adapting to new technology. Older employees may not have the transferable skills of younger employees that makes figuring out a new telephone system much harder for them. WUN Systems has made a feature rich, yet simple business telephone solution to include everyone in your workforce. Our latest hardware and custom packages have been created with every skill set in mind. To further eliminate push-back from employees about using our business telephone systems to their full potential, we have also amped up our customer service to bridge the product knowledge gap immediately. Bridging the Product Knowledge Gap Acquiring our business telephone systems has now bridged the gap between your customers to an employee, or an employee to an employee. Now, it is important to us that our clients have an understanding about how the systems works, to bridge the gap once more and show that our products will serve everyone in your office. In order to give our new clients and their employees proper training, we have implemented an Unlimited Onsite Support and Unlimited Onsite Training. Our Unlimited Onsite Training was created so that at one point, you will learn hands on and be able to troubleshoot basic problems without having to ask how to do it. We offer online instructional webinars and a knowledge base to answer any questions possible. If you are more comfortable being taught in person, a Business Telephone Systems specialist Doral will come to you and your employees to show them the ropes – all free of charge. Our Unlimited Onsite Support deals with the technical challenges that your business telephone system may encounter from time to time. This is also a service that is free of charge, and would cost you thousands from other companies. WUN Systems, One Big Difference We have committed our employees to being experts in the business productivity field and to share

this knowledge by providing business telephone solutions Doral. Our commitment alone to providing the most logical and user-friendly services symbolizes that WUN Systems should be considered your go-to Business Telephone Systems company Doral.

Chapter 6 : The Importance of Productivity in the Workplace

The current study aims to offer insight into the role of various resources that encourage frontline employees (FLEs) to become engaged in the pursuit of achieving organisational goals, ultimately enhancing service productivity and customer satisfaction.

Chapter 7 : Customer Service - Productivity Enhancement Practice

Productivity in the Services Sector many years ago, that productivity improvements in services are harder to achieve than in goods producing industries. on service sector output and.

Chapter 8 : Library Resource Finder: Location & Availability for: Achieving service productivity : lessons

Webinar: Achieving Digital Transformation of the Workforce for Better Safety & Productivity A November 13 EHS Today-hosted webinar, sponsored by Corvex Connected Safety and MCR Safety Date: Tuesday, November 13,

Chapter 9 : How to Set Goals for Productivity in the Workplace | blog.quintoapp.com

Though measuring service productivity can be more challenging than measuring product output, accurate measurements can still be created. Some service businesses measure productivity by counting the number of tasks performed or the number of customers served in a day or an hour.