



# **INFORMATION TECHNOLOGY SUPPORT SERVICE Level I**

## **LEARNING GUIDE # 32**

**Unit of Competence : Demonstrate work values**  
**Module Title : Demonstrating work values**  
**LG Code : ICT ITS1 M10 L02 32**  
**TTLM Code : ICT ITS1 TTLM10 1019v1**

### **LO 2: Apply work values/ethics**



## Instruction Sheet

## Learning Guide # 32

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- **Work values/ethics/concepts** are classified and reaffirmed in accordance with the transparent company ethical standards, policies and guidelines.
- **Work practices** are undertaken in compliance with industry work ethical standards, organizational policy and guidelines
- Personal behavior and relationships with co-workers and/or clients are conducted in accordance with ethical standards, policy and guidelines.
- **Company resources** are used in accordance with transparent company ethical standard, policies and guidelines.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Classify and reaffirm **work values/ethics/concepts** in accordance with the transparent company ethical standards, policies and guidelines.
- Undertake **work practices** in compliance with industry work ethical standards, organizational policy and guidelines
- Conduct personal behavior and relationships with co-workers and/or clients in accordance with ethical standards, policy and guidelines.
- Use **company resources** in accordance with transparent company ethical standard, policies and guidelines.

### Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the "Information Sheets 1" in pages 3-6.
3. Accomplish the "Self-check" in page 7.

Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to the next topic.



<b>Information Sheet 1</b>	<b>Work Ethics</b>
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### 1.1. WORK ETHICS

**Work ethics** is a set of values based on hard work and diligence. It is also a belief in the moral benefit of work and its ability to enhance character. An example would be the Protestant work ethic. A work ethic may include being reliable, having initiative, or pursuing new skills.

Workers exhibiting a good work ethic in theory should be selected for better positions, more responsibility and ultimately promotion. Workers who fail to exhibit a good work ethic may be regarded as failing to provide fair value for the wage the employer is paying them and should not be promoted or placed in positions of greater responsibility.

Work ethics include not only how one feels about their job, career or vocation, but also how one does his/her job or responsibilities. This involves attitude, behavior, respect, communication, and interaction; how one gets along with others. Work ethics demonstrate many things about whom and how a person is.

### 1.2. Importance of work values .

If you are interested in turning your internship into a job offer, it's important to know exactly what employers look for when hiring full-time employees. In addition to relevant skills, employers seek employees who have the personal values, characteristics, and personality traits that spell success. Good personal values are what makes the foundation for a good employee. Internships are an excellent time to show employers that you have the personal traits that they value in their employees. Do not make the mistake of missing the opportunity to show your supervisors at your internship that you have what it takes to be successful on the job as well as possessing the personal characteristics they value. An internship is an opportunity to learn the skills and behaviors along with the work values that are required for success in the workplace.

- Facilitates operations, acts as lubricant
- Companies with effective values attract, retain, motivate collaborators regarded as a knowledge based human capital critical for success and survival
- Increases customers' loyalty insurance
- Collaborators & suppliers when treated with respect to source of ideas, valuable information, multipliers of creative capacity

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- Renders teamwork more effective
- Enhances quality through motivated collaborators

### 1.2.1. **Strong Work Ethic**

Employers value employees who understand and possess a willingness to work hard. In addition to working hard it is also important to work smart. This means learning the most efficient way to complete tasks and finding ways to save time while completing daily assignments. It's also important to care about your job and complete all projects while maintaining a positive attitude. Doing more than is expected on the job is a good way to show management that you utilize good time management skills and don't waste valuable company time attending to personal issues not related to the job. Downsizing in today's job market is

quite common so it's important to recognize the personal values and attributes employers want to improve your chances of job security should a layoff occur.

### 1.2.2. **Dependability and Responsibility**

Employers value employees who come to work on time, are there when they are suppose to be, and are responsible for their actions and behavior. It's important to keep supervisors abreast of changes in your schedule or if you are going to be late for any reason. This also means keeping your supervisor informed on where you are on all projects you have been assigned. Being dependable and responsible as an employee shows your employer that you value your job and that you are responsible in keeping up with projects and keeping them informed of the things that they should know about.

### 1.2.3. **Possessing a Positive Attitude.**

Employers seek employees who take the initiative and have the motivation to get the job done in a reasonable period of time. A positive attitude gets the work done and motivates others to do the same without dwelling on the challenges that inevitably come up in any job. It is the enthusiastic employee who creates an environment of good will and who provides a positive role model for others. A positive attitude is something that is most valued by supervisors and co-workers and that also makes the job more pleasant and fun to go to each day.

### 1.2.4. **Adaptability**

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Employers seek employees who are adaptable and maintain flexibility in completing tasks in an ever changing workplace. Being open to change and improvements provides an opportunity to complete work assignments in a more efficient manner while offering additional benefits to the corporation, the customer, and even the employee. While oftentimes employees complain that changes in the workplace don't make sense or makes their work harder, oftentimes these complaints are due to a lack of flexibility.

Adaptability also means adapting to the personality and work habits of co-workers and supervisors. Each person possesses their own set of strengths and adapting personal behaviors to accommodate others is part of what it takes to work effectively as a team. By viewing change as an opportunity to complete work assignments in a more efficient manner, adapting to change can be a positive experience. New strategies, ideas, priorities, and work habits can foster a belief among workers that management and staff are both committed to making the workplace a better place to work.

#### 1.2.5. **Honesty and Integrity**

Employers value employees who maintain a sense of honesty and integrity above all else. Good relationships are built on trust. When working for an employer they want to know that they can trust what you say and what you do. Successful businesses work to gain the trust of customers and maintain the attitude that "the customer is always right". It is the responsibility of each person to use their own individual sense of moral and ethical behavior when working with and serving others within the scope of their job.

#### 1.2.6. **Self – Motivated**

Employers look for employees who require little supervision and direction to get the work done in a timely and professional manner. Supervisors who hire self-motivated employees do themselves an immense favor. For self-motivated employees require very little direction from their supervisors. Once a self-motivated employee understands his/her responsibility on the job, they will do it without any prodding from others. Employers can do their part by offering a safe, supportive, work environment that offers employees an opportunity to learn and grow. Working in a supportive work environment and taking the initiative to be self-directive will provide employees with a better sense of accomplishment and increased self-esteem.

#### 1.2.7. **Motivated to Grow & Learn**

In an ever-changing workplace, employers seek employees who are interested in keeping up with new developments and knowledge in the field. It has been noted that one of the top reasons employees leave their employers is the lack of opportunity for career development

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within the organization. Learning new skills, techniques, methods, and/or theories through professional development helps keep the organization at the top of its field and makes the employee's job more interesting and exciting. Keeping up with current changes in the field is vital for success and increased job security.

### 1.2.8. **Strong Self – Confidence**

Self-confidence has been recognized as the key ingredient between someone who is successful and someone who is not. A self – confident person is someone who inspires others. A self-confident person is not afraid to ask questions on topics where they feel they need more knowledge. They feel little need to have to impress others with what they know since they feel comfortable with themselves and don't feel they need to know everything.

The self-confident person does what he/she feels is right and is willing to take risks. Self-confident people can also admit their mistakes. They recognize their strengths as well as their weaknesses and are willing to work on the latter. Self-confident people have faith in themselves and their abilities which is manifested in their positive attitude and outlook on life.

### 1.2.9. **Professionalism**

Employers value employees who exhibit professional behavior at all times. Professional behavior includes learning every aspect of a job and doing it to the best of one's ability. Professionals look, speak, and dress accordingly to maintain an image of someone who takes pride in their behavior and appearance. Professionals complete projects as soon as possible and avoid letting uncompleted projects pile up. Professionals complete high quality work and are detail oriented. Professional behavior includes all of the behavior above in addition to providing a positive role model for others. Professionals are enthusiastic about their work and optimistic about the organization and its future. To become a professional you must feel like a professional and following these tips is a great start to getting to where you want to go

### 1.2.10. **Loyalty**

Employers value employees they can trust and who exhibit their loyalty to the company. Loyalty in the workforce has taken on a new meaning. Gone are the days when employees plan on starting out and retiring with the same company. It is said that most people will hold between 8 – 12 jobs throughout their career. What does this mean in terms of loyalty in today's workforce?

Companies offering employee growth and opportunity will ultimately gain a sense of loyalty from their employees. Employees today want to feel a sense of satisfaction in their jobs and will do a good job when they feel that the employer is fair and wants to see them succeed.



Although this may mean only staying for five or ten years in a position, employees can offer loyalty and make an important contribution during their time with the company.

More companies today encourage employee feedback and offer employees an opportunity to lead in their area of expertise. This gives employees a greater sense of satisfaction and a sense of control over their job. Empowerment encourages employees to do their best work since companies are displaying a trust and expectation that they believe in their employees to do a good job.

Offering jobs that encourage learning and the development of new skills also gives employees a sense of empowerment in the workplace. Aligning an employee's values with the goals of the organization will foster loyalty and a bond between employer and employee. Fostering good relationships within an organization and offering constructive ways to handle conflict provides a win – win situation for both employer and employee. Creating an organization that values loyalty within the organization can also work to its benefit by using the same techniques and strategies to establish loyalty with customers; and loyalty from customers ultimately makes for a successful business.



<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. what is work Ethics?
2. What is the value of work?

**Note: Satisfactory rating - 3 and 5 points**

**Unsatisfactory - below 3 and 5 points**

You can ask you teacher for the copy of the correct answers.

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_





## Experts

The development of this Learning Guide for the TVET Program Information technology support service Level I.

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