



Case Study: HR

A supervisor was annoyed with one of his workers. He went to the shop floor and scolded him in public. The worker felt humiliated and complained to the Manager. The Manager called the supervisor and advised him that criticism ought to be levied in private and praise in public. The supervisor did not agree with this view and argued that if criticism was offered only in private, then, only the worker would know about it and since the others would not be aware, they would think that the misdeed had gone unpunished. Therefore, unless admonition is given in public, it will not have an effect on others, which is the maxim of discipline and punishment in an industry. On the other hand, the Manager said that if criticism was offered in public, it would demoralise the employee and demotivate him. Further, a controversy might arise about the quantum of admonition given to the worker and a comparison may be made between him and another person.

(a). What whom do you agree and why?

(b). What action would you take if you were a teacher and caught a student misbehaving?

(C). Due to the labour laws prevalent in India, the worker in the above case cannot be

dismissed. Enumerate the steps, which could be taken to increase motivation and

reduce misdeeds in the future.