



Word count: 4000

HOW BELIEFS, VALUES AND ATTITUDES IMPACT WORKPLACE BEHAVIOUR

BMSK5001

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Introduction

The purpose of this report is to get an in-depth view of my personal beliefs and the values that I have as a person. This will provide an insight to my behaviour every day whether it's inside the workplace or around my friends and family. The definition of beliefs, values and attitudes will be analysed, the impact this has on organisations and core values on workplace behaviour using a known case study provided by my lecturer. Emotional Intelligence management theory by Daniel Goleman will be thoroughly examined to provide both the weaknesses and its strong points to see if it still has relevancy in current times. The effects of Brexit will be discussed using the Toulmin model to see what the advantages and disadvantages it has in the United Kingdom, thus allowing me to weigh each point and provide a FOR and AGAINST argument, giving an in-depth view on the affects it has on the economic environment and the influences it has on residential businesses. The workplace that will be evaluated is the NHS.

Brief introduction to the NHS

The National Health Service (NHS) is a health care system funded by the government and is primarily based in the UK. It is made up of different organisations that have various roles and responsibilities. Even though there are different services within the NHS, its main goal is to support carers and patients (NHS, 2016). This system is connected to all health clinics, such as hospitals, doctors and pharmacies. Ambulances play a huge role as well. Everyone in the UK has access to the NHS and do not have to pay to use the service.

The NHS has different services such as being able to go to the doctors, getting treatment at a hospital if you are medically injured. If you are pregnant, you can get help from a midwife when you require it. Getting professional advice from the suicide prevent team or if you need help with depression. Life-threatening injuries or health problems (heart attack, stroke etc) can provide transportation in an ambulance to the nearest hospital (Team, 2017). Even though the NHS is a government funded organisation, the money mainly comes from the public due to the residents paying tax. The National Health Service began officially on the 5th of July 1948 by the Minister of Health Aneurin Bevan and was in Manchester. A few reasons why the NHS was created was to unite everyone rather than just having the sick pay directly and mainly because of there being too many health care systems. This created a divide amongst people and not everyone was able to get the fair level of care.

Defining Beliefs

Belief is a perception of view. For example, being religious. Even though there is no actual evidence of God, people still hold it to be true. This enables people to shape their lifestyle in the way that they want because even though not all factors of religion are true, there are elements of it which helps people in their day to day life, such as the bible.

Defining Values

Values are defined as qualities that help in determining actions. This can be shared between other people and different cultures. Values have a huge influence on the way a person would act or behave, this is due to the motivating factor behind it. For example, valuing wealth. People wouldn't work for free. They do so because of the money they would earn, without it they wouldn't be able to get the necessities in life. Food, water, shelter and care would be unavailable without money. Then there are other factors such as paying rent and bills. Money can be a huge motivating factor because the more money you have, the better lifestyle one can potentially get (BusinessDictionary, 2016).

Defining Attitudes

Attitude can refer to several things, such as behaviours towards people and objects. It can be altered depending on the different types of experience one has. An example of this would be two individuals who don't get along being forced to work together. The result in this would be sever because not only would work not get done, there would be constant fighting amongst each other.

There are three types of components in within attitude: Affective, Behavioural and Cognitive. Affective component is to do with what a person is feeling and being emotional about certain events. Behavioural component has influences on the way we act and behave. For example, I am happier working alone and I would put in the best effort I can. However, if I was forced into working with a group of people I wasn't comfortable around, I would give minimal effort and shy away from discussing things between the group.

Then there is the cognitive component, which involves a person's belief although, it doesn't have be a religious belief. You can have different viewpoints on various things. An example of this would be scientists. Even though they work in the same field, they would have different philosophies (McLeod, 2018).

Task 1 – Beliefs, Values and Attitudes

My Beliefs

Religion is integral to an individual because it helps shape their core beliefs that impacts their way of life. It is stated that there are 4,200 religions in the world, and each different religion have various narratives on the meaning of life. As someone from the Islamic faith, it teaches equality and honesty. Which I believe is paramount and reflects who I am. I demonstrate these attributes by treating everyone in different religions equally without judgement and respect. I believe everyone is entitled to their own set of beliefs and should have the freedom to practice it. These religious attributes help provide a moral compass to do right.

My Values

One of the things that I value is life. This is because as a Nurse, the main goal is to help people when they are sick or injured. This heavily ties in with my religion because life is considered a gift and should be cherished. It is said that going against this right or showing any forms of aggression towards this would result in angering God and would be a crime. Due to the strict nature of Islam, disrespecting the Quran in any shape of form can lead to harsh punishments such as death (Al-Missriyyah, 2014). Another major value in my life is honesty and equality. I believe it is right to treat everyone fairly, despite what religion they follow. Sometimes, people are brought up following a certain belief because of their parents and I think it is unfair how others will mistreat people because of that.

My Attitude

My attitude in general is quite easygoing and respectful. Depending on the situation, I can easily adapt to what is needed. For example, in the working environment I can make quick-thinking decisions and change the pacing of my work. This allows me to produce the best quality of work without overexerting myself. Money is a huge influence because I view it as a motivator that allows me to work hard, knowing that there is a reward for it. Without money, I would not be able to pay for my expenses, such as bills, food and rent. Money would also enable me to go on holidays, buy video games, clothing, go to cinemas with my friends and family. Another aspect of following Islam is donating to charity. As a follower of this religion, I am expected to pay 2.5% of my wages to charities. Theft is something I would never do as this goes against what I believe is right and goes against the principles I was brought up with. This ties in with gambling as it is a concept that should not be practiced alongside drinking alcohol. Islam prohibits gambling because it is viewed as a “social disease” (Huda, 2018) and can potentially destroy one’s life due to it being addictive, this can also apply to alcohol consumption.

The concept of Beliefs, Values and Attitudes can provide a beneficial guide in the workplace and in general. These can be viewed as a moral compass, which helps dictate the right choices from wrong. For example, in one situation you might feel what you believe is the correct way of thinking but there is no definitive answer. Personal belief might get in the way of the values of the workplace.

The impact this has on my professional character is huge because it helps me in making meaningful decisions. It makes me live by following a certain code, such as prioritising higher tasks in the level of importance. Money is a huge factor to me and because of that, it drives me physically and emotionally in the right direction. In the past, I have worked in retail and the pay from those jobs were minimum wage. I wasn’t motivated to stay with the company because of how hard they worked the staff and I believed it wasn’t worth the hassle. However, it isn’t just the money that attracts me to a job. There are other things to consider, such as the people you are working with and if you are happy with the position that you are in. Currently, I am happy being a Nurse because of the people I meet and the friends I have made here. The money is great and helps me gain confidence in the workplace without feeling insecure. It is because of this I am happy to go to work every day.

Task 2 – NHS beliefs and values

Beliefs of the NHS include the equality between all patients in-terms of meeting their needs and allowing them access to all services provided by the NHS. In this organisation, they promote diversity and equality by making use of the Equality Act 2010. The purpose of the Equality Act was to remove all forms of direct and indirect discrimination such as victimisation, harassment and racism. This can also apply to gender, age and sexual orientation (NHS, 2017).

A key value of the NHS is respect and dignity. This means treating everyone nicely without discriminating, being humble about their goals, understanding that not everyone is the same and don't possess the same skillsets. Commitment to the quality of care is another core value because they prioritise data protection. With the trust of their patients, they make sure everything spoken and documented is strictly off-limits and isn't passed on to anyone. The NHS is open to receiving feedback as this would help them make any necessary changes while learning from past mistakes, ultimately helping them build on their success. As everyone is human, the NHS responds with kindness and compassion regardless of the condition one is in. For example, clinically diagnosed depression. They would be treated just as importantly to meet their needs without dismissing the person because they aren't physically injured (NHS Essex Partnership University, 2019).

This ties in with my values and beliefs because of my religion. As a Muslim, it is fundamental to help everyone and to treat them fairly. The NHS has a comparable connection to this and allows me to follow this type of working environment comfortably. I believe everyone must have the same level of care because we are all human, created by the same God. There shouldn't be any boundaries such as the colour of someone's skin or age

Task 3 – Daniel Goleman’s Emotional Intelligence Management Theory

In 1998, Daniel Goleman created a model that was named “Emotional Intelligence” (EI) and focused primarily on skills that would enhance one’s leadership skills. Emotional intelligence is defined as managing personal emotions and the influence it has on others. This is predominant when under pressure because it gives a better work ethic and enables you to manage your time efficiently (Learning-theories, 2018). To ensure better control of emotional intelligence, it is advised to give feedback and to be able to receive it. This includes meeting time gated deadlines, dealing with difficult relationships such as disputes between staff and management. Another solution is dealing with setbacks and failure as this would indicate changes would need to be made. An example of this would be lack of communication between the employees and employers. Daniel Goleman’s model covered 5 different sections: Self-awareness, Self-regulation, Social skills, Empathy and Motivation (Ihhp, 2019).

Self-awareness

Self-awareness is the ability to be able to be mindful of an individual’s surroundings and the actions they make. This includes how a person thinks, past experiences and abilities they possess. In 1972, a theory of self-awareness was developed by two psychologists: Shelley Duval and Robert Wicklund. They stated that the more we focus on ourselves, the more likely we are to compare our values to what we are trying to achieve resulting in a connection to self-control. In a book created by Daniel Goleman named “Emotional Intelligence”, he states that being self-aware doesn’t necessarily mean being conscious of our own actions, but it allows us to monitor our surroundings as well as the inner world. He expands on this by expressing the importance of being open hearted, as this would make room for a broader mindset (Jessie Zhu, 2020).

Self-regulation

Self-regulation can be defined as control of oneself. According to (Courtney E. Ackerman, 2019) self-regulation is a vital skill that allows you to refrain from acting on impulse actions. An example they used was why we don't eat cake for breakfast. Even though the idea of it seems appealing, it can have negative effects. The key to this would be to eat something "less-delicious" instead. Self-regulation can be used in various ways, such as organisational and in a more psychological approach. It is said that most goals of therapy are to help people gain a better sense of control over their behaviour. Depending on the psychologists, this can be viewed as behavioral or emotional self-regulation. The difference between the two is one of them consists of thinking a certain way but the way you act on those thoughts is completely different and the other involves talking to yourself. This can be extremely helpful if you are in a bad mood as it helps calm your emotions, effectively known as emotional self-regulation.

Social skills

Social skills are a skill we use to interact with people. This can be either verbally or non-verbally, one example of this could be body language and posture. When going for an interview, it is advised to wear something appropriate like a shirt and tie. Men should be wearing a button-downed suit and women should wear blouse and trousers, or a smart dress. According to (The Balance Careers, 2020) wearing something flashy or too bright can be reduce the chances of you getting the selected job as it can detour the interviewer. Although attire is important, it is vital to maintain a professional look. This means looking neat and tidy, one can be wearing a shirt and tie but still be considered unprofessional because it's not neatly done or because they simply look scruffy.

A few benefits to having good social skills is that it helps build better relations with others. An example of this is being charismatic, most people enjoy the company of someone who isn't afraid to tell jokes and just generally converse. Having a better social life can potentially make one happier as it creates connections with other people and thus giving someone a better outlook on life.

Better communication is another benefit of social skills. A way to improve on this would be to work in a large group where everyone must contribute as this would give everyone the chance to say their bit without feeling discouraged. With the help of others, one could work with people they are most comfortable around as opposed to working with ones they dislike, thus improving efficiency in the workplace. One of the most vital benefits from developing social skills is the doors it can open from a career standpoint. For example, the better one is socially, they could investigate different places of work, such as social care where they would be communicating with others frequently (SKILLSYOUNEED, 2015).

Empathy

Empathy is described as having the ability to understand what someone may be feeling and is said that most researchers associate the word with sensing people's emotions alongside what they might be thinking (Greatergood Berkeley, 2020). There are three types of Empathy: Emotional, Compassionate and Cognitive Empathy.

Emotional Empathy is being able to understand what someone might be feeling even though they aren't going through the same thing. An example of this would be seeing a friend or a loved one going through a rough time in their life, it can make one feel unhappy as if they were going through it alongside them.

Compassionate Empathy is the most common and appropriate type of empathy. As stated by (Skillsyouneed, 2017), people that want your empathy don't just want you to be understanding but to offer some sort of comfort rather than bursting into tears beside them, this is the key difference between compassionate empathy and emotional empathy.

Motivation

The word motivation is derived from "motive" which drives a person to do something. It is mainly used as a way of encouraging people to perform actions and to keep themselves engaged if they feel like giving up on their goals. Motivation in the workplace can consist of different factors such as financial gain, being successful, being well recognised, having good teamwork skills and overall job satisfaction. According to (Juneja, 2015), the fundamental roles of Management is to create opportunities for the employees so they can always have something to strive for. The motivational process is made up of 3 components: The drive to do something, having an interest and the satisfaction of accomplishing their goals.

Task 4 – Evaluating modern-day relevance and weakness of management theory

the 21st century, Daniel Goleman's Emotional Intelligence theory still holds a relevance as he states that the body of research evolves with the workplace. Daniel Goleman states that emotional intelligence can pave the way for a happier and fulfilled life by simply understanding the sort of responses we should give on beliefs about emotion. He goes on to say that individuals with higher EI will operate better in teams and being able to manage their levels of stress, permitting them focus on the task at hand (Elaine Houston, 2020).

Most businesses today heavily require teamwork in-order to achieve success. A few reasons why teamwork is required is because it allows room for fresh ideas. An example of this would be brainstorming. Brainstorming allows individuals to note down ideas they might think of and rule out some of the ones that may not be viable. However, with multiple people involved it becomes much easier to bring innovative ideas because of everyone's unique mindset. It can help generate concepts one normally wouldn't have thought of. One of the most fundamental parts of teamworking is the support that's available between the members of that group. Deadlines can be met earlier if everyone helps one another and delegate tasks that's suitable for that individual, this will result in work getting done quicker. While many people work in teams to get the work done at a faster rate, one of the main attractions of it is the boost in morale it can provide. This is simply because most people prefer working with others as it prevents them from feeling isolated (YTI Career Institute, 2019).

Even though teamwork is relevant today, there will always be some organisations that solely require on individual work. This can be an unfair disadvantage to those who are more suited to working with other people opposed to working alone. An example of this would be working as a nurse, it consists of teamwork from everyone in that department. One nurse wouldn't be able to focus on an entire ward and would need the other nurses to assist them. However, if they were to become self-employed, they would have to work on their own.

Task 5 – The effects of Brexit

In this section, I will be utilising the Toulmin model to break down my argument. The Toulmin model was developed by Philosopher Stephen E. Toulmin and was designed to break down an argument into six different components, **claim**, **grounds**, **warrant**, **qualifier**, **rebuttal** and **backing**. However, Toulmin considers the three fundamental parts as the claim, grounds and the warrant (Purdue University, 2019).

Claim is the main argument, a point someone is trying to make.

Grounds consists of the evidence which backs up the claim that made.

Warrant is the assumption which can link the evidence to the claim.

Brexit stands for “British exit” and originates from the leaving the European Union. In June 2016, a referendum was held to dictate whether the United Kingdom should remain in the EU, with 52% of the votes choosing to opt out while 48% chose to remain. The EU is a political union that consists of 28 European countries and allows trade free of charge without having to pay any additional fees. On the 31st of January 2020 the UK officially left the EU however, negotiations are still yet to be made (BBC News, 2020).

The effects this has on business can either be both good and bad. A few benefits the UK gain from Brexit is having more control of the regulations and laws, resulting in them ruling out counterintuitive policies being compulsory. The security within Britain can profit from them having tighter management on border controls, which is something that wouldn't be possible had the UK remained. Since leaving, the Pound has risen due to not having to contribute towards the yearly EU membership fees. Major trading deals with India, Japan and the United States of America were severely limited because of the current deals that were already in play.

Although there are some benefits of leaving the EU, it brings some disadvantages to the table alongside it. Such as the financial support from European businesses and the better influences on foreign affairs because of how well-known the UK is. Due to the reduced barriers, the UK had room to expand its market in other countries, bringing in more profit each year while gaining better publicity. One of the major issues of leaving the EU was exports. Businesses will now have to pay extra to get certain items and vegetables into the country, which will result in the increase of prices. This can impact businesses in a negative way because of the customers they can potentially lose, which can kill off small business (IG, 2020).

Conclusion

In conclusion, beliefs, values and attitudes have been analysed to discover the importance this has on the professional character within the NHS. The National Health Service (NHS) was inspected to see what the core values they possessed: being respect and dignity, committing to the quality of care that they offer, open to receiving feedback and the data protection act. Which prohibits them from passing on information to the public. Daniel Goleman's Emotional Intelligence management theory was broken down to find the relevancy it has on current times and the weaknesses that should be kept in mind. EI involves of 5 important factors: Self-awareness, Self-regulation, Social skills, Empathy and Motivation. After researching on Brexit, a debate was created using the Toulmin model to expose both the advantages and disadvantages it has in the United Kingdom and on local businesses.

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Appendices

Task 1

Read the passage below and state the major claim that is being made. *Identify and evaluate the evidence that is presented for the claim.*

Employee job satisfaction is bad for business. According to Professor Max at the University of Warwick, grumpy employees are more productive and recent empirical data does not support the notion of job satisfaction leads to improved productivity. Happy and co-operative employees, Professor Jing points out, are productive in stable business environments where routine tasks predominate. However, modern business environments are volatile and require a great deal of day-to-day adjustments. Happy people get in a rut and don't think well enough to handle complex tasks and respond to highly competitive environments.

Professor Max's 2007 survey of 149 employees revealed that the most dissatisfied employees were also the most creative. It appears that dissatisfaction engages the process of creativity as people try to find a way to relieve their dissatisfaction. On the other hand, when people are happy, they become complacent, and this stifles creativity. This is because happy people do not see problems and consequently, make no effort to solve them. Unfortunately, most organisations tend to reward employees who agree with organisational management, the "Yes" men and women. On the other hand, disgruntled employees are reprimanded or ignored. When this happens, dissatisfied employees tend to react by pretending nothing is wrong, effectively stifling their ability to solve organisational problems.

Does this mean that managers should foster discontent among employees? The answer is not that simple, says Professor Max. Rather, managers should focus on problems to be solved, encourage people to identify issues and voice their opinions. It is also important to understand that to harness issues and voice their opinions. It is also important to understand that to harness the creative advantages of dissatisfied employees, organisations must retain them. This is counter-intuitive since dissatisfied employees are often encouraged to leave or leave with encouragement. Therefore, managers should create a context where employees would find it difficult to leave the organisation. Such conditions would encourage employees to work towards improving the organisations since the cost of leaving the organisation would be prohibitive.

Professor Max asserts that her rigorous research provides strong evidence that it's time to turn conventional wisdom on its head and harness the creative zeal of discontented employees.

Task 2

Task 2: Identify the claim and evaluate the Evidence

Bottled water is a 15 billion business in Europe, according to an article by the newspaper *The Guardian*, with a per capita consumption of about 20 gallons. Sales are dropping, however, because of an increasing wave of criticism by environmentalists.

A report by the EU Natural Resource Defence Council (NRDC) revealed that 25% of bottled water comes from municipal sources. Since bottlers are not required to list the source on the bottle, many people would be surprised to learn that they are drinking glorified tap water, purchased at high prices. Some sources estimate that the price of bottled water is in fact as high as the price of gasoline. Although some consumers may be willing to pay high prices for higher safety, the NRDC warns that while regulations are in place to safeguard bottled water, these are not applied universally and bottlers are not required to let consumers know that their products may be contaminated. The NRDC tested more than 100 brands of bottled water and found evidence of contamination in at least a third of the brands that the agency tested.

Aside from the water itself, the plastic containers are sources of pollution and may contribute to contaminating the water they contain. Dr. Todd Jarvis, the associate director of the Institute for Water and Watershed at Warwick University, calculated that 72 billion gallons of water were needed to produce the plastic water bottles worldwide in a single year. The Container Recycling Institute estimates that less than 20% of these containers are recycled. The environmental cost of bottled water is thus high, especially when considering the carbon emissions cost of transporting bottled water over long distances.

Task 3

29/01/2020

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main claim: Employee Job Satisfaction is bad for business.

Evidence: Professor Max's 2007 survey of 149 employees showed that the most dissatisfied employees were the most creative.

Evidence (B): Professor Jing states that co-operative employees are better suited to stable environments where routine tasks are more predominate.

The issues with evidence A is that the sample size is small. This wouldn't give an accurate answer and thus wouldn't be credible. Max also did not provide a reference, which wouldn't back up what he had said. The survey that Max provided was taken from 2007, which means it is outdated, reading from 2020.

The issues with evidence B is that he (Jing) has no reference. He states that employees are better suited to stable environments where tasks are more predominate but there is nothing there to support that claim.

Even though the main claim is Employee Job Satisfaction is bad for business, if employees weren't satisfied or happy, they would end up leaving. This is a major contradictory to what was stated by Max. As a whole, the text Max has written entirely relevant due to the limited sample size and the lack of references.

Shir - Chyorce - 29/01/2020

Task 4

Momin

Claim: Sales are decreasing due to the increase of criticism by environmentalists.

Evidence: 100 brands of bottled water was tested and **33%** came back as contaminated. This would instantly cause a massive decline in profits as people would not want to buy anything contaminated.

A

B What affects this even further is that the plastic containers which contain the water contribute to global warming. Since people are conscious about their surroundings and the earth, people would want to reduce the pollution, which means more people wouldn't want to buy in huge quantity.

The claim of sales decreasing is because of a number of factors. Environmentalists wouldn't buy due to the pollution and global warming, and due to 33% of the water being contaminated, many people would be staying away from it.

Summary

Momin