



Student name: Izabella Iliusi

Student number: 2024055

Report title: Developing workplace critical thinking

Module code: BMSW5101

February 2022 – Term 1, Group 1 (WEEKDAYS)

Lecturer: Gregory Cowan

Table of contents

Task 1: Individual Business Report:

1. Introduction
2. Discriminates between - and analyzes the difference between - beliefs, attitudes, and values within a workplace context
3. Critically assesses organisation's own beliefs, attitudes and value systems and their impact on workplace behaviour
4. Applies the critical assessment of an appropriate management theory to evaluate how someone with different beliefs, attitudes and values might interpret the theory differently
5. Conclusion

1. Introduction

According to the functional aspects associated with the organisation in the market, organisation behaviour requires positive attitudes, values and beliefs to remain competitive in the market. Moreover, a positive attitude plays an important part for the individual to get them engaged and motivated in performing tasks (Castaneda and Durán, 2018). Attitudes come out of beliefs and values to hold internally. However, within the respective segment beliefs include convictions and assumptions based on past experience. On the contrary, values include the ideas associated with people, things and concepts. The respective factors highly influence ability in organising and learning the skills and knowledge. For the part of influencing performance in organisation or learning context it is vital to remain more aware regarding the core differences between the constructs. However, the paper will give important focus on conducting brief reflection on the attitudes, values and beliefs in the workplace.

2. Discriminates between - and analyses the difference between - beliefs, attitudes, and values within a workplace context.

Based on my level of learning in the module, I have identified that organisational beliefs on an accurate basis directs the future and present actions within the internal environment of the business organisation. Here, I can justify that, organisational beliefs highly impact individual performance and are considered to be the core element for shaping the organisational behaviour (Durrah et al. 2019). During week 1, I was taught about certain theoretical aspects along with the application of the same for the beneficial part for the organisation in the current and future perspectives. Moreover, It included “scientific management theory” of Taylor for which I was given a separate session in understanding the operational aspects of the same on organisational functioning. I have learned that the respective theoretical aspects encourage the organisation in developing and designing an effective mode of working environment. Some of the advantages of the same include boosting the organisational productivity and optimising the workplace resources through an increasingly strong system of collaboration among the employees and managers. It will benefit the organisation in designing systematic organisational culture along with achieving the objectives and goal within the desired timeframe.

I have learned that the respective theoretical aspects give important focus on two core major areas such as maximising the efficiency theory along with employee behaviour or beliefs. The highlighting part of the learning made from my part was that scientific theory is the supportive part for the organisation in increasing their internal functioning. It also enables the organisation to remain sustainable for the upcoming future without facing any mode of complications. Along with this during the sessions for week 1 to 10 I have learned that the theory offers a scientific method for managing the organisational beliefs. It also increases the overall productivity of the employees in the organisation through adaptive training and encourages the employees and managers participation in achieving the goals and working together (Sharif et al. 2018). In the module, the other session that I have learned is about the importance of organisational attitude. According to my learning I have evaluated that organisational attitude includes the technique

through which individuals respond to the organisation environment. However, in this the individual response can be both positive and negative at certain instances.

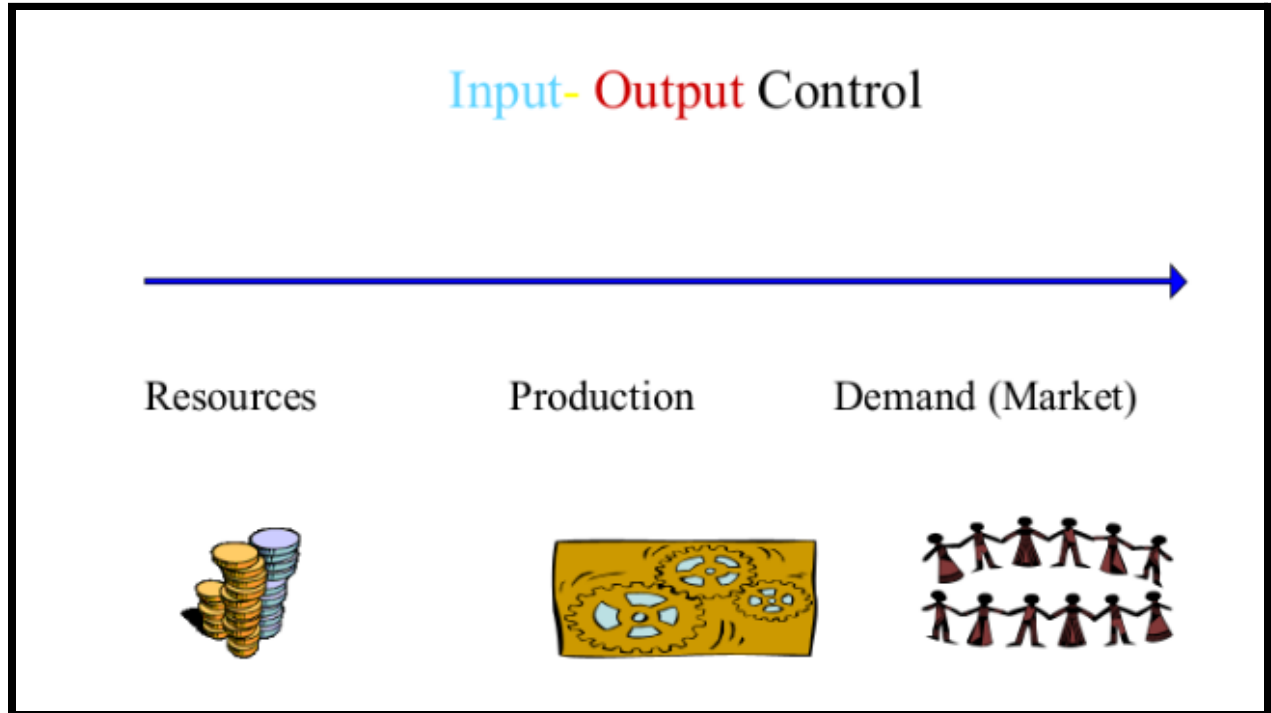


Figure 1: Max Weber Bureaucracy Theory

(Source: Nymberg et al. 2019)

I have evaluated that, the organisational attitude remains to be both external and internal. Moreover, the internal attitude of the organisation relies among organisation employees. On the other hand, it is the understandable part that external attitude is among employees and consumers. During week 2, I was taught about three major attitude components that include behavioural, cognitive and effective. Moreover, within the respective segment the overall intensity associated with attitude can highly affect the complete behavioural aspects of the humans. In this module, I was also taught about congruity theory, balance theory and cognitive dissonance (Aithal and Aithal, 2019). However, the three core theoretical aspects are the core segments of theories related to organisation attitude. In this, it is the understandable part that the organisation may highly benefit from attitudes for the part of managing stress, teamwork, interpersonal relations and motivation.

The other major areas include decision-making, productivity and leadership aspects. During week 2, I have learned that apart from organisational attitude and beliefs, organisational values include the principles guiding the organisation through providing direction and purpose for managing the interaction between the consumers and employees. The module has also taught me regarding the function and role of system approach within the organisational theories. The respective approach enables the organisation in the area of improving the organisational behaviour to render efficient management. According to me I would like to state that the organisational values are formed in activities and networks that enable in delivering and producing their values and service (Fishman et al. 2021). Moreover, value systems within the internal environment of the organisation workplace include workplace behaviour, capabilities, identity, values and environment. On the contrary, applications on models associated with value systems can benefit the organisation in reducing negative interactions along with improving the value systems within the organisation.

3. Critically assesses organisation's own beliefs, attitudes and value systems and their impact on workplace behaviour.

According to the above mentioned information, I would like to conclude that in week 1 and week 2 we were given an accurate idea regarding the importance of organisational beliefs, attitudes and values. It provides me a brief understanding regarding the importance and application of the same in the area of maintaining effective workplace management. Now the other part of the module that is week 3, 4, 5 and 6 was based on certain theoretical aspects along with the role of the same is developing and designing a sustainable organisational environment (Fauzi et al. 2021). However, the highlighting part is that in the module I was given an example of the organisation Mencap for which the learned theories were aligned with the organisation functioning. Mencap is the charity organisation that gives importance to the lives of individuals facing the complication of learning disability. Moreover, the organisation in the market operates with the society, community and individuals for the part of increasing their extent of campaigns, projects and services.

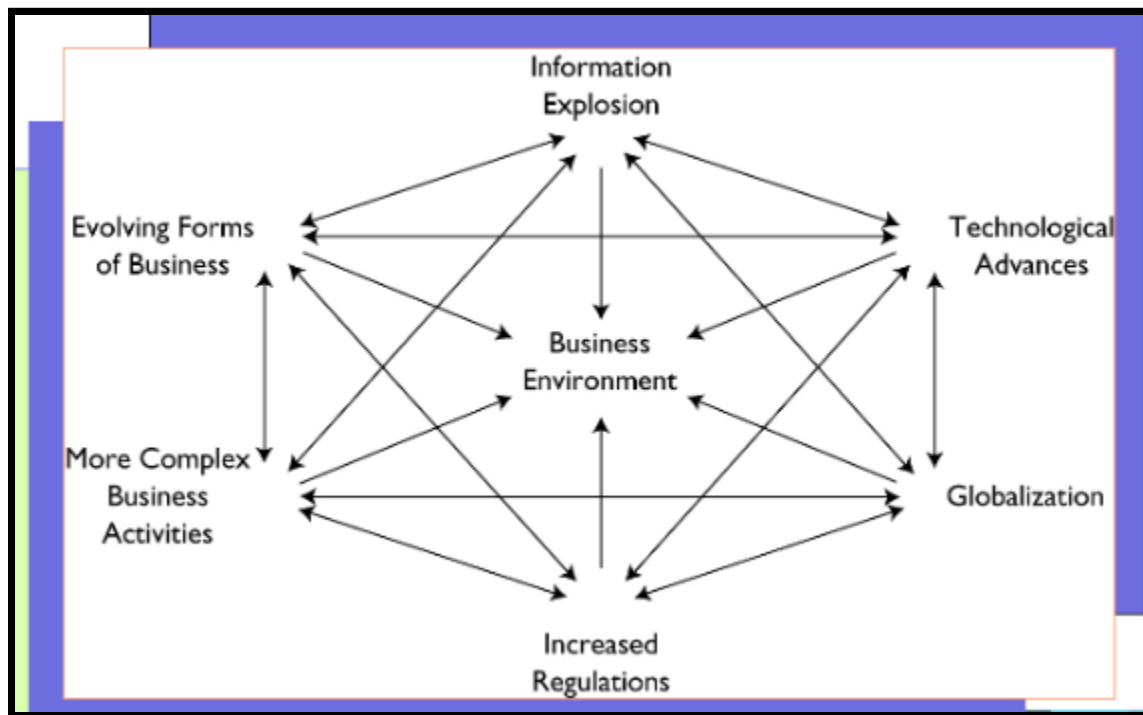


Figure 2: Changing Organisational Environment

(Source: Fauzi et al. 2021)

According to my learning the core objective of the organisation is associated with changing the world through increasing people's inclusion on learning disabilities. It also includes the process of offering a better system of support on the outcome of healthcare along with enhancing a better system of connectivity with people having learning disabilities. It also plays an important part in offering them a better system of employment opportunities through rendering increased levels of support in the current and future perspectives. However, I would like to state that the application of effective theory of organisational belief may encourage people to contribute to the aims and objectives of the organisation Mencap (Nwanzu and Babalola, 2019). On the contrary, it can be performed through the approach of breaking their work to similar tasks and activities along with promoting a strong system of collaboration and inclusion among the employees, individuals and managers. It can be performed through the process of encouraging them in participating with the services and campaigns offered by the organization. I have learned that the respective theoretical

aspects may offer a supportive part for the organisation in managing their individual capabilities associated with the participants and employees in becoming effective within the workplace.

On the other hand, I have also learned that attitude will also benefit the organisation in certain areas of their functioning. It will offer a supportive part for the company Mencap in considering different major components related to attitude along with providing the employees job satisfaction, engagement and involvement within the internal environment of the organisation. However, along with having certain major benefits it will help the organisation in the area of increasing their organisational productivity along with improving their motivation and leadership in the area of charity (Tan and Ho, 2019). Moreover, in this the most interesting part I have learned is about the application of organisational values in workplace management. Moreover, organisational values enable the company Mencap in operating on their faced complications along with offering strong influence to the individuals having learning disabilities in building and developing careers. It is identified that the values system associated with the organisation gives important focus on inclusivity and support that offers better facilities, employment, education and social care for the people having disabilities. On the contrary, throughout learning made in the module I have identified that the core values associated with the company Mencap highlights their mission and vision. It also has offered supportive parts for the organisation in the area of developing their leadership operation through designing an effective and efficient workplace environment.

4. Applies the critical assessment of an appropriate management theory to evaluate how someone with different beliefs, attitudes and values might interpret the theory differently.

According to the made perceptions under different managerial theoretical aspects, the interpretation of the same in the area of values, beliefs and attitudes are overviewed differently. However, the real opinion of the same may differ from the opinion of researchers at the same point of time. It was learned during the last four modules during week 7, 8, 9 and 10. It is the

understandable part that Taylor's scientific management theory of Taylor gives important focus in the area of motivating the workplace that will benefit the organisation in increasing their productivity and profitability in the market (Chen, 2021). In this, Taylor has advocated an appropriate and suitable mode of approach for the part of bringing a better system of management within the workplace. On the other hand, the other major criticism made by the theory is related to rewards for motivating the employees along with enabling the management in controlling their employees for ensuring effective work completion based on their expectations.

I have learned that, within the respective segment there have been increased levels of changes in the people's attitude during the pandemic situation. Moreover, the core changes under the attitude of individuals are evaluated with the application of temporary measures and technology that were used in the time of pandemic (Porto, 2020). At the same point of time, throughout the module I have learned that different people both under the internal and external environment of the organisation may have differentiated interpretations regarding the system of attitude theories. Moreover, the complete aspects associated with the same can be related with individuals having learning disabilities. The major barriers that are present within the respective segment may bring complication for the healthcare individuals in offering service to the people having the problem of learning disabilities.

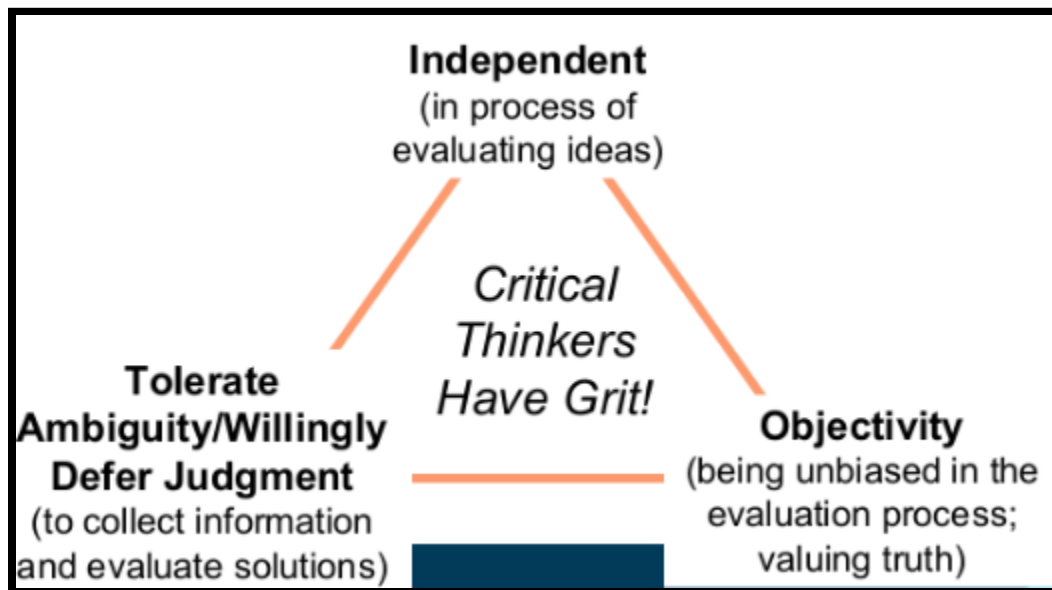


Figure 3: Individual Perceptions and behaviour in organization

(Source: Li et al. 2019)

Under this, perceptions within the respective segment can be the results associated with complex interaction based on sense and feelings that influences the behaviour, attitude and formation. On the contrary, due to the factor of having certain complex modes of interactions, the association and observation of the individuals may influence and differentiate conditioned responses, habit patterns and personality (Li et al. 2019). Moreover, the complete aspects associated with the same are completely identical with the made interpretations under organisational belief and attitude theories. It is stated that there are differentiated interpretations related to organisational values by the individuals.

5. Conclusion

It can be concluded that, approach enables the organisation in the area of improving the organisational behaviour to render efficient management. Moreover, organisational values are formed in activities and networks that enable in delivering and producing their values and service. However, it will offer a supportive part for the company Mencap in considering different major components related to attitude along with providing the employees job satisfaction, engagement and involvement. In this, organisational attitude and beliefs organisational values include the principles guiding the organisation through providing direction and purpose for managing the interaction between the consumers and employees. On the contrary, organisational values enable the company Mencap in operating on their faced complications. It also offers strong influence to the individuals having learning disabilities in building and developing careers. Besides this, value systems within the internal environment of the organisation workplace include workplace behaviour, capabilities, identity, values and environment. I have learnt that Taylor has advocated an appropriate and suitable mode of approach for the part of bringing a better system of management within the workplace. Thus, the organisation may highly benefit from attitudes for the part of managing the stress, teamwork, interpersonal relations and motivation.

Task 2: Reflective Journal

1. Introduction
2. Overview of the company
3. Introduce the key management theory or theories that will underpin organisational beliefs, attitudes, and value systems that affect the workplace
4. Organisational beliefs
5. Organisational attitudes
6. Organisational value systems
7. Application of theories in selected workplace management
8. Critical evaluation of the theory/theories to assess how someone with different beliefs, attitudes and values might interpret the theory differently
9. Challenges of the workplace in the post-lockdown scenario influence business beliefs, attitudes, and values for resilience business
10. Space access for management and limited exposure
11. Maintaining confidentiality of employees
12. Effective and consistent communication
13. Recommendations for tackling the challenges the workplace faces now and creating more resiliency for them in the future
14. Resize the organisational creativity footprint
15. Motivating employees and communication management:
16. Recommendations with valid justifications for the post-COVID mindset in terms of beliefs, attitudes, and value systems in the workplace change
17. Redesigning the workplace for supporting priorities
18. Vibrant workplace culture
19. Conclusion

1. Introduction

Organisational or workplace behaviour is the systematic study and implementation of knowledge about how people and groups act in the workplace. There are numerous changes in organisational attitudes, value systems, and beliefs that affect workplace behaviour. The report is based on **Mencap**, a charity based in the United Kingdom that works with people with learning disabilities. The report discusses the changes in workplace scenarios post-Covid to tackle the present challenges in the organisation to create more resilience in the businesses for the future. The report discusses organisational behaviour theories and management theories such as Taylor's theory for analysing the effect of organisational belief, value systems, and attitudes on workplace behaviour.

2. Overview of the company

The "Royal Mencap society", or Mencap, is a charity founded in 1946 by Judy Fryd that operates in the UK (Mencap, 2022). The charity is headquartered in London, and it is one of the 15 organisations that is a member of "The Learning Disability Coalition". The charity helps individuals with learning disabilities, promotes their inclusion, and interests in society. The vision of Mencap is to support people with learning disabilities by working with individuals, communities, and society with various campaigns, solutions, and support to implement change in society and provide people with learning disabilities with a happy and healthy life. With a network spanning more than 300 local groups, Mencap works across Northern Ireland, Wales and England to improve the lives of individuals with learning disabilities and provide them with a better future (Mencap, 2022).



Figure 1: A representational image of the Mencap logo

(Source: Mencap, 2022)

3. Introduce the key management theory or theories that will underpin organisational beliefs, attitudes, and value systems that affect the workplace

4. Organisational beliefs

Organisational belief directs the present and future actions of business organisations. Organisational belief impacts the performance of individuals, and it is a core element that shapes organisational behaviour. “**Taylor's scientific management theory**”, developed in 1909, is an effective Management Theory that encourages optimising resources and boosting productivity by breaking work into simpler tasks and encouraging collaboration between managers and employees to work together and achieve goals. The theory focuses on two major aspects: employee beliefs or behaviour and maximising efficiency-based theory (Dahlgard-Park, Reyes, and Chen, 2018). The theory provides a scientific way to manage organisational beliefs and productivity of employees by providing effective training and encouraging the participation of managers and employees to work together and achieve goals.

Taylor's Scientific Management

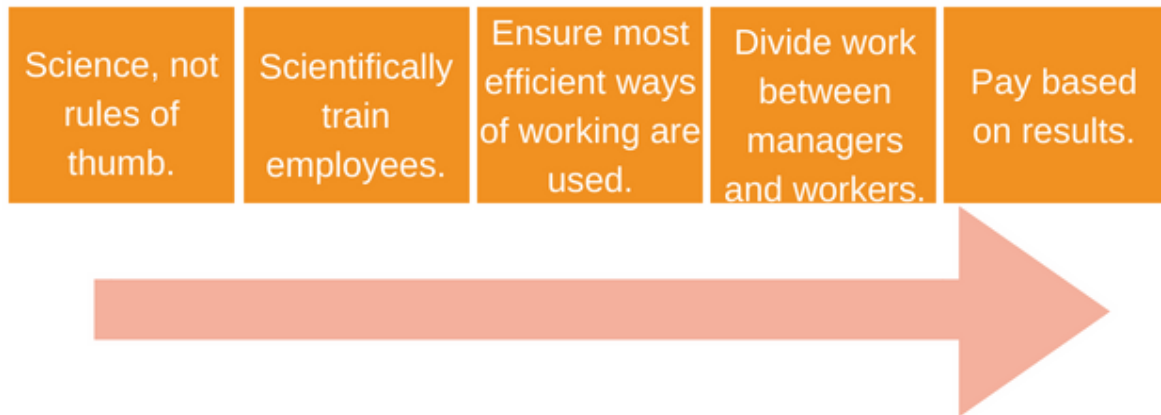


Figure 2: Taylor's management theory

(Source: Dahlgaard-Park, Reyes, and Chen, 2018)

5. Organisational attitudes

Organisational attitude is the way by which individuals in an organisation respond positively or negatively to the environment. The organisational attitude can be internal or external. The internal organisational attitude is among the employees of the company, and the external organisational attitude is between the consumers and the employees. The three major components of attitude are cognitive, affective, and behavioural. The intensity of attitude can affect human behaviour (Bundy, Vogel, and Zachary, 2018). Balance theory, cognitive dissonance, and congruity theory are the major organisational attitude theories. The organisation

can benefit from an attitude to manage stress, motivation, interpersonal relations, teamwork, leadership, productivity, and decision-making aspects.

6. Organisational value systems

Organisational values are the principles that guide an organisation by providing it with a purpose and direction to manage interaction with employees and consumers. According to Galvão et al. (2020), using the system approach of organisational theories, an organisation can improve organisational behaviour for efficient management. Organisational values systems form in networks and activities that enable it to produce and deliver its services and create values. Value systems at the workplace include workplace environment, behaviour, capabilities, values, and identity (Safa et al. 2020). The value system models in an organisation can help to reduce negative interactions, and It can help to improve value systems in the organisation.

Organizational Value System Model for shaping Business Principles

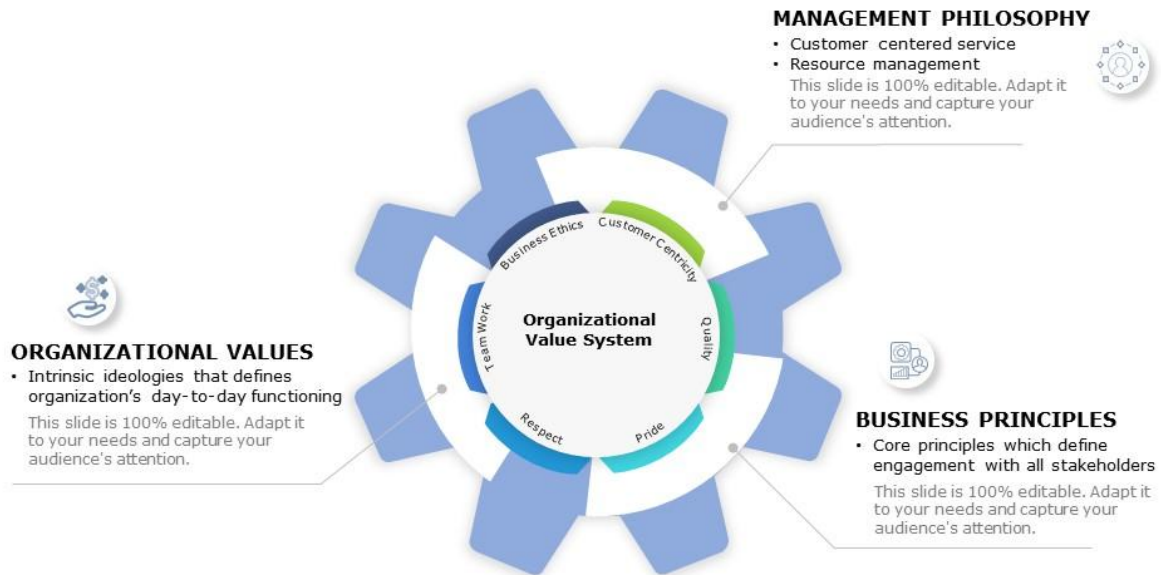


Figure 3: Organisational value system model

(Source: Galvão et al. 2020)

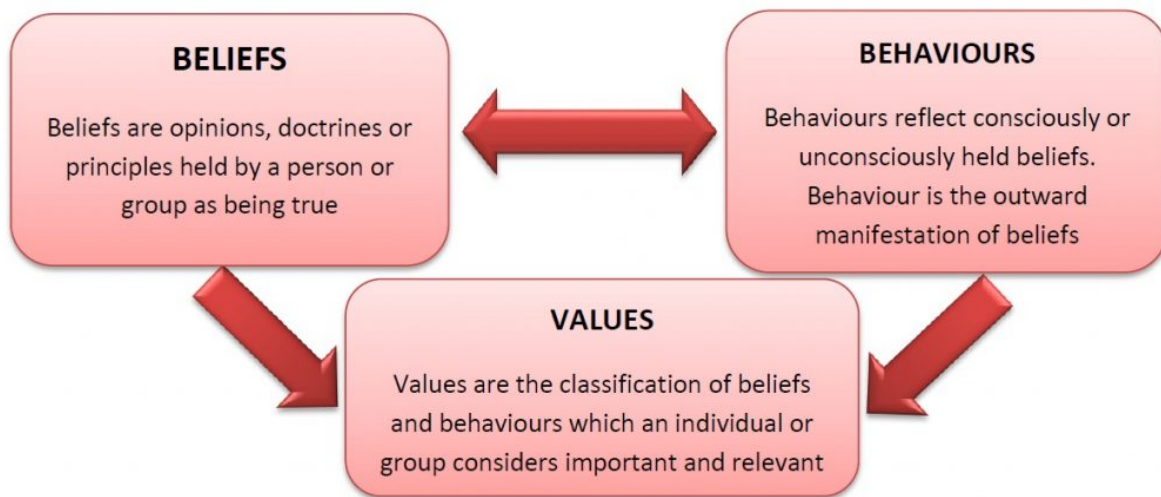


Figure 4: Managing beliefs, attitudes and values in an organisation

(Source: Bundy, Vogel, and Zachary, 2018)

7. Application of theories in selected workplace management

Mencap is a charity that works to improve the lives of individuals with learning disabilities. The company closely works with individuals, communities, and society to increase the extent of its projects, services, and campaigns. The objective of the company is to change the world by increasing the inclusion of people with learning disabilities and providing support to healthcare outcomes, enhancing connectivity between people with learning disabilities and promoting employment with proper support.

The application of **organisational belief theory** will encourage people to contribute more to the objectives and aims of Mencap by breaking the work into similar activities and tasks to promote inclusion and collaboration between the managers, employees, and individuals participating in the campaigns and services offered by the company (Dalcher, 2018). The use of this theory helps Mencap to manage the individual capabilities of the employees and participants to be more effective in the workplace.

Our projects

All Move >

All In Award >

Mencap Sport >

The Gateway Award >

Get Arty! >

Local groups >

SafeSurfing >

The Disability Partnership's
Pharmacy Project >

The Right Place >

Community impact projects in
London >

Figure 5: Projects of Mencap

(Source: Mencap, 2022)

The application of **attitude** concepts and theories will enable Mencap to consider the different components of attitude and provide employees with more involvement, organisational commitment and job satisfaction at the workplace (Ee, Stenfert Kroese, and Rose, 2021). The application of organisational attitude will help to increase productivity and improve leadership and motivation in charity.

The use of **value system** concepts and models enables Mencap to work on the key issues that influence individuals with learning disabilities and their carers and families. The value system of the company focuses on support and inclusivity and provides better health facilities, support, education, employment, housing, friendship, social care, relationship and benefits to people with learning disabilities (Galvão et al., 2020). The values of Mencap represent its vision and mission, along with its leadership to direct the company. With its values, the charity company organises events and campaigns for the inclusion of people with learning disabilities in society.

8. Critical evaluation of the theory/theories to assess how someone with different beliefs, attitudes and values might interpret the theory differently

Researchers have mixed opinions on the effectiveness of “**Taylor's scientific management theory**” to boost the efficiency and productivity of an organisation by motivating collaboration and breaking work into simpler activities and tasks to deliver better performance. According to Dalcher (2018), the application of the theory can be monotonous, and it provides more benefits to the company. The theory focuses on motivating employees to increase productivity, and Taylor advocated using a scientific approach to manage work. Other criticisms of the theories state it as demanding as it advocates the use of rewards to motivate employees and enables the management control over the employees to ensure the completion of work.

There have been changes in the attitude of people as a result of the covid-19 pandemic. The changes in attitude can be observed through the use of technology and temporary measures used during the pandemic. According to Ee, Stenfert Kroese, and Rose (2021), different people have different interpretations of attitude theories related to individuals with learning disabilities. There can be barriers that hinder the understanding of individuals and Healthcare facilitating service to individuals with learning disabilities. Perception is a result of complex interactions of feelings, hearing, and other senses that influence behaviour formation and attitude. Due to these complex interactions, the observation and association of individuals can differ and influence personality traits, conditioned responses, and habit patterns.

Identical to the interpretation of organisational attitudes and belief theories, there are different interpretations of organisational values by individuals. According to BBC UK (2014), people can have positive or negative interpretations of the values of charities. Some criticisms of value theories related to charities state that charity can act as a substitute for justice, and it can even reduce the consequences of injustice inbuilt in the structures and values of society. While Bundy, Vogel, and Zachary (2018) state that the values can provide positive results and can help to solve issues and effectively manage resources.

9. Challenges of the workplace in the post-lockdown scenario influence business beliefs, attitudes, and values for resilience business

Covid 19 hits hard on the global industrial market no matter the industrial functions and deliverables rather influence drastically that experienced highly during post-Covid management. Although due to emergencies health care industries and the pharmaceutical industry accelerate well rather in some specific aspects companies' resilience is disrupted. Specifically, the organisations dealing with special treatment and wellbeing criteria are stuck in a critical situation as well as a global lockdown situation. With immediate identification of the spread speed of coronavirus, governments regulate viable precautions and lockdown for restricting social gathering or similar activities. In earlier 2021, the post-lockdown period initiated whilst

organisations experienced risks and challenges as inconvenienced for business growth and flexibilities (Sharma, Banstola and Parajuli, 2021). In addition, as the present organisation is serving learning disabilities, and neurological complexity, it has employed staff and teachers for management. Thereby, facing issues as other workplace organisations do in the contemporary situation. Business organisations are going through the landscape of uncertainty in the post-lockdown situation, as workplace culture may be expected to have three diverse risks: political aspects, societal aspects and technological aspects.

In addition, considering the organisational beliefs, attitudes, and value that encourages workplace stability and business resilience is hindered by the challenges. The challenges can be measured as follows:

10. Space access for management and limited exposure

Amidst the post-Covid challenges in workplace and business management, limited exposure and space might exaggerate as an issue that is also imperative over employee beliefs and attitudes. In fact, the UK government is highly concerned regarding the measurements of Covid 19. The organisations are highly prohibited with congestion in workplace and order for continuous cleaning. In fact, as per the report of Sundaram (2022), organisations are restricted from using employees' logs while maintaining check-in digitally so to manage the workplace values for further development in the workplace. Most importantly, employees are unwilling to have in-house operations instead of remote working which might impact the productivity and capacity of workflow. The current organisation MenCap is the organisation dealing with especially able children where employees conflict with organisers that might disrupt business values also.

11. Maintaining confidentiality of employees

Due to the Covid epidemic, managing equality and inclusion in an organisational workplace that contributes to business value and ethics along with denoting employees' attitudes is been an issue. In fact, certainly, the medical and health check-up records that must be confidential in

pre-pandemic time are creating controversies in the contemporary scenario. In the current situation, employers need to be concerned about employee wellness and colleagues are liable to get the information of others (De Vito et al. 2020). Although the organisations accept their prior set values and ethics, separating files rather in the current situation must be acknowledged for making the overall employees safe. Most importantly, in case the employee is not vaccinated for Covid 19, it may generate conflicts in the workplace while working together can be medical risks.

12. Effective and consistent communication

During the pandemic situation, social communication breakdown has been effectively measured as communications have mostly participated through digitalised systems. Regardless, even in a post-pandemic situation, employers are struggling with issues regarding communication and team collaboration. Due to highly health concerns, organisational people are unwilling to have face-to-face contact which creates multiple issues in various ways that even a hindrance to organisational productivity (Sundaram, 2022). In fact, employees are extremely confused regarding their colleague's safety or vaccination which creates hesitation in communication and influences communications. Such typical communication barriers hindering back organisational productivity. Therefore, MenCap may also struggle with such typical communication an issue that also affects their services.

13. Recommendations for tackling the challenges the workplace faces now and creating more resiliency for them in the future

As per the aforementioned assessment, the selected organisation, MenCap must anticipate typical strategies and processes that might determine the future role of the office. On basis of the challenges, the recommendation can be measured as follows:

14. Resize the organisational creativity footprint:

Mencap must carry out the concern regarding resizing their creativity footprint. The organisation may introduce a transformational approach as reinventing is absolutely necessary for adjusting existing footprint. The organisation needs to foster their desired outcome by managing collaboration, culture and productivity. MenCap in that case might transform their working criteria by digitalisation while employees might feel encouraged to work.

15. Motivating employees and communication management:

Despite this, communication and motivation are the impartial aspects of contemporary workplace culture. The employees are felt to be less motivated in productivity and communication whilst both are important for the resilience of a company. In this connection, MenCap might engage new organisational leaders for monitoring employees' motivation and encouragement for collaboration whether through digital platforms or applications.

16. Recommendations with valid justifications for the post-COVID mindset in terms of beliefs, attitudes, and value systems in the workplace change

Apart from managing the organisational environment based on the issues raised in the post-pandemic scenario, the organisation must deal with employees' mindsets for making organisational beliefs, attitudes and values systems.

17. Redesigning the workplace for supporting priorities

The organisation needs to look typically upon the restructuring of workplace supporting tools for developing the priorities. MenCap also needs to verify its organisational assets and priorities to uphold workplace values and attitudes. In fact, due to the Covid pandemic employees hesitate to come up to the office for space while it might have rotational shifts or alternative remote works to manage their employee priorities. Formally, employee safety is the major concern for a workplace whilst MenCap can have effective participation in it.

18. Vibrant workplace culture

Workplace culture is a combined term used by employers and employees, consisting of values and ethics, beliefs, and attitudes that must be maintained in vibrant ways. In this connection, the organisation must have empathy for their employees and encouragement for managing employee engagement. It has incorporated safety performances along with policies of privacy and transparency to strengthen employee trust for moving ahead together whilst at a time it might help in managing the workplace beliefs and values.

19. Conclusion

It can be concluded that, the post-lockdown period initiated whilst organisations experienced risks and challenges as inconvenienced for business growth and flexibilities. Moreover, organisations are restricted from using employees' logs while maintaining check-in digitally to manage the workplace values for further development in the workplace. However, employers need to be concerned about employee wellness and colleagues are liable to get the information of others. Moreover, due to highly health concerns, organisational people are unwilling to have face-to-face contact which creates multiple issues in various ways that even en a hindrance to organisational productivity. Under this, as the present organisation is serving learning disabilities, and neurological complexity. Thus, it has employed staff and teachers for management. Moreover, business organisations are going through the landscape of uncertainty in the post-lockdown situation, as workplace culture may be expected to have three diverse risks. It includes political aspects, societal aspects and technological aspects.

References list

Aithal, P.S. and Aithal, S., (2019). “A New Attitude-Behaviour (AB) Theory for Organizational Leadership”. International Journal of Management, Technology, and Social Sciences (IJMTS),(2019), 4(1), pp.83-97.

Castaneda, D.I. and Durán, W.F., (2018). “Knowledge sharing in organizations: Roles of beliefs, training, and perceived organizational support”. Knowledge Management & E-Learning: An International Journal, 10(2), pp.148-162.

Chen, S.C., (2021). “A dualistic model of air technician safety behavior: Application of the reformulation of attitude theory”. Research in Transportation Business & Management, 41, p.100632.

Durrah, O., Chaudhary, M. and Gharib, M., (2019). “Organizational cynicism and its impact on organizational pride in industrial organizations”. International journal of environmental research and public health, 16(7), p.1203.

Fauzi, A., Anindita, R. and Kusumapradja, R., (2021). “Theory Organizational Behaviour untuk Menganalisa Pengaruh Psychological Well-Being dan Job Attitude terhadap Perawat Klinis”. Jurnal Health Sains, 2(11), pp.1408-1422.

Fishman, J., Yang, C. and Mandell, D., (2021). “Attitude theory and measurement in implementation science: a secondary review of empirical studies and opportunities for advancement”. Implementation Science, 16(1), pp.1-10.

Li, Y., Lu, Y., Cui, Q. and Han, Y., (2019). “Organizational behavior in megaprojects: Integrative review and directions for future research”. Journal of management in engineering, 35(4), p.04019009.

Nwanzu, C.L. and Babalola, S.S., (2019). “Examining psychological capital of optimism, self-efficacy and self-monitoring as predictors of attitude towards organizational change”. *International Journal of Engineering Business Management*, 11, p.1847979019827149.

Nymberg, V.M., Bolmsjö, B.B., Wolff, M., Calling, S., Gerward, S. and Sandberg, M., (2019). ““Having to learn this so late in our lives...’Swedish elderly patients’ beliefs, experiences, attitudes and expectations of e-health in primary health care”. *Scandinavian journal of primary health care*, 37(1), pp.41-52.

Porto, A.E., (2020). “Adopting e-learning technologies in higher educational institutions: The role of organizational culture, technology acceptance and attitude”. *Review of Social Sciences*, 5(1), pp.01-11.

Sharif, S.M., Nizam, N.Z., Rashid, N.A., Masrom, N.R., Bakri, M.H. and dan Teknousahawanan, F.P.T., (2018). “Role of values and competencies in university intellectual property commercialization: A critical review”. *The Turkish Online Journal of Design, Art and Communication*, pp.887-904.

Tan, Y. and Ho, C.W., (2019). “Influence of Taiwan Military's Facebook Community and Organizational Identification on Members' Attitude toward Joining the Military”. *International Journal of Business and Economics*, 18(1), pp.79-95.

BBC UK, (2014). ‘BBC - Ethics - Charity: Arguments against charity’. [online] Bbc.co.uk. Available at: <https://www.bbc.co.uk/ethics/charity/against_1.shtml> [Accessed 5 April 2022].

Bundy, J., Vogel, R.M. and Zachary, M.A., (2018). ‘Organization–stakeholder fit: A dynamic theory of cooperation, compromise, and conflict between an organization and its stakeholders’. *Strategic Management Journal*, 39(2), pp.476-501.

Dahlgaard-Park, S.M., Reyes, L. and Chen, C.K., (2018). ‘The evolution and convergence of total quality management and management theories’. *Total Quality Management & Business Excellence*, 29(9-10), pp.1108-1128.

Dalcher, D., (2018). ‘What has Taylor ever done for us? Scientific and humane management reconsidered’. In *Managing Projects in a World of People, Strategy and Change* (pp. 29-38). Routledge.

De Vito, L., Barnes, J., Longhurst, J., Williams, B. and Hayes, E., (2020). “The legacy of COVID-19: lessons and challenges for city-scale air quality management in the UK.” *Cities & health*, pp.1-4.

Ee, J., Stenfert Kroese, B. and Rose, J., (2021). ‘A systematic review of the knowledge, attitudes and perceptions of health and social care professionals towards people with learning disabilities and mental health problems’. *British Journal of Learning Disabilities*.

Galvão, G.D.A., Homrich, A.S., Geissdoerfer, M., Evans, S., Scoleze Ferrer, P.S. and Carvalho, M.M., (2020). ‘Towards a value stream perspective of circular business models’. *Resources, conservation and recycling*, 162, p.105060.

Mencap, (2022). ‘Learning Disability - Autism - Down's Syndrome’. [online] Mencap. Available at: <<https://www.mencap.org.uk/>> [Accessed 5 April 2022].

Safa, N.S., Maple, C., Watson, T. and Von Solms, R., (2018). ‘Motivation and opportunity based model to reduce information security insider threats in organisations’. *Journal of information security and applications*, 40, pp.247-257.

Sharma, K., Banstola, A. and Parajuli, R.R., (2021). “Assessment of COVID-19 pandemic in Nepal: A lockdown scenario analysis.” *Frontiers in Public Health*, 9.

Sundaram, V., (2022). “Council Post: Five Challenges Organizations Face With A Return To The Office (And The Solutions).” [online] Forbes. Available at: <<https://www.forbes.com/sites/forbesbusinessdevelopmentcouncil/2020/09/24/five-challenges-organizations-face-with-a-return-to-the-office-and-the-solutions/?sh=1a5feb3a181a>> [Accessed 5 April 2022].