ORGANIZATIONAL SUPPORT: EMPLOYEES NEED IN THE NEW NORMAL

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For the last two years, COVID 19 dramatically changed the landscape of humans' way of life. One of the aspects that was really affected by the pandemic is the education sector were schools need to be closed, learners were diverse to home schooling and other alternative delivery modalities appropriate to their context. Teachers and other school personnel opted to deliver teaching and learning process to ensure that education must continue and assures that no child is left behind.

According to Oli Mihalache, the Associate Professor of Digital Transformation, Faculty of Business, Athabasca University (2021) in his article entitled "Organizational support: The key to employee commitment and well-being during the pandemic", workers are worrying about their own safety, particularly of their health and of their loved ones. Learning new things and having new possible opportunities would somehow can guarantee their future.

Having said that, employees experienced pressures that contributed to their dissatisfaction and somewhat "burn-out" in their work, making them less happy and even unproductive sometimes.

Since most of the services were rendered remotely through the use of online video conferencing and among others, employees experienced less attachments with their fellow workers in their workplace, thus, possible negative effects were recorded and observed between and among the employees in the workplace. So, what can the organization do reduce these effects of pandemic on their employees?

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According to Mihalache, Organizational support can reduce pandemic's damage by implementing support measures. These support measures vary from each Organization' gravity to provide such, especially if the employees were mostly affected by the pandemic, particularly, if many of them were gone and some of their family members too.

When support system is apparent in an organization, there will be the possibilities of improved employee and employer relationships. Employees are working even though they are afraid for their safety, hence, when the organization provides them with the support measures such as salaries and job security, they will perform much better what they are expected of them.

This uncertain times is a testimony that even employees try to measures if they can really depends on their organization in this very critical situations. Thus, when the latter continuously provide necessary support to its workers, employees are much more likely to remain committed and dedicated to their organization.

Another point that Mihalache added is that "Organization support not (only) about money". An organization can ensure employees productivity and enjoy their assigned duties and responsibilities well by providing equipment for communication, ensuring alternative work arrangement schedule based on the alert level of their workplace and providing assistance on how they can carry out their duties whether remotely or on-site duties.

Perhaps, one of the best ways on how the organization can show that they care of their employees is by religiously acknowledging the extra effort rendered by the employees during the pandemic. It is a common knowledge then that working in times of pandemic calls for "tibay ng dibdib" because they are balancing multiple work and personal life responsibilities.

Personal attachment between the Organization and the employees is deemed significant. If both parties would have the regular chance to talk, employees can fully understand their roles and expectations in the workplace. Each of them would serve as support system for better workplace environment.

To top it all, designing a mechanism to mitigate negative impacts brought about by the pandemic is essential to help their employees to cope with the increased demands of work in the new normal environment. It is evident to conclude that organizational support can help increase employee commitment and dedication for the better service and customers satisfactions.

References:

Mihalache, Oli, (2021) . "Organizational support: The key to employee commitment and well-being during the pandemic" retrieved from https://theconversation.com/organizational-support-the-key-to-employee-commitment-and-well-being-during-the-pandemic-173135