FEDERAL UNIVERSITY OF TECHNOLOGY, OWERRI

IMPROVEMENT TRAINING COURSE FOR FUTO MESSENGERS/CLEANERS

TUESDAY, 3RD MARCH 1987.

TITLE OF LECTURE: WORK ETHICS, ATTITUDES, AND HUMAN/PUBLIC RELATIONS.

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What is the purpose of this lecture?

What does a lecture of this kind wish to achieve?

How and in what way can a messenger/cleaner gain from this type of lecture?

One way to answer these questions is to take the topics one after the other. Another way is to define the two words Messenger and Cleaner in an office or workplace.

What is the meaning of

a) WORK/ETHICS: standards of conduct or code of conduct or behaviour (ethics of the messengers profession).

b) ATTITUDE TO WORK: manner of thinking, acting, or feeling: hostile or friendly.

c) HUMAN RELATIONS: association between two or more people. The position of a person with respect to another.

d) PUBLIC RELATIONS: act, process or method of promoting goodwill for an individual or an organization.

What is the meaning of Work:

Anything that one does in order to earn his/her daily bread and to acquire the necessities of life: occupation: trade.
Ethics: The way the work you do must be carried out in order to give it dignity, honour and make it respectful.

Attitude: The behaviour of a person towards his work, and also the way a person take his work e.g. punctuality to work; staying at your duty post; showing interest in your work; having regard for your work; integrity to reliability; initiative; motivation to industry; ability to communicate, confidentiality, prompt despatch of mails even at 3.25 p.m.; playing truancy; eye service; quarrelling or fighting on the job; refusing to obey instructions; smartness or sluggishness on the job. Always complaining of the work, etc.

Human Relations: Work men (or women) at work, the way each person works in contact with the other. The way each talks to the other while performing his/her duty. The attitude of one person towards the other. Dealings with one another. Emotional, interaction of a person with the other group relations.
Public Relations: The way an individual relates to the public with whom he comes into contact in the performance of his/her duty. Also the way an institution or office projects or shows itself to other people.

Who is a Messenger/Cleaner at PUTO?

He/she is the one charged with the following responsibilities:

1. Moving of Files from officers' tables.
2. Carrying and delivering letters, articles and messages.
3. Opening, cleaning and closing offices and surrounding areas.

How can a Messenger/Cleaner successfully carry out all of the above duties set apart for him to perform?

a) By a clear understanding of the importance of his job.
b) By clearly understanding the rules guiding and governing his work.
c) By clearly understanding what attitude is expected of him in connection with his job.
d) By a clear understanding and putting into practice of good human relations and
e) By a clear understanding of what damage he can cause to the Institution if his public relations is poor or bad completely.

To summarize — The Messenger/Cleaner is so important in the organization that he must come to work before others and close from work after all others. As he has the office keys under his control, almost always performing like Moses or Mohammed, very conscious of their work ethics or attitudes, but always very mindful of their human as well as public relations. A good Messenger/Cleaner is a source of joy and encouragement to his Master.