

PATIENCE IN RESPONSE OF VERBAL ABUSE *

By

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Abstract.

The increasing competition in Pakistan's sugar industry has put pressure on enhancing the productivity of 04Ms (man, machine, money & method). Earlier, few decades before, the industry was lavish to more extant but in new scenario there is a pressure to meet the challenges of international market and competition. In this regard serious attempt were made to lower the cost of production by increasing plant efficiencies, improved agricultural practices, product diversification etc, as well as to increase the productivity of manpower. In our industrial society the importance of man is usually not realized properly as compare to other Ms. While in the developed societies most of the importance is given to human resource. Without proper training and education, when the pressure is increased on human resource, the complexity of matters and problems obviously arises/increase and sometimes become out of controls. At the end, the people come to a conflict and it results in verbal abuse. Besides working pressure, there are some other reasons like social back ground, superiority/inferiority complexes, less education, jokes etc. In this paper the demerits of verbal abuse are highlighted and discussed in detail. A proper survey was carried out to point out the causes and consequences of the problem. The remedial suggestions are also discussed in detail. The main purpose of this paper is to draw the proper attention for this most important factor which plays a pivotal role in shaking of the productivity.

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Introduction

At a first glance this topic feels astonishing in society like Pakistan. In Pakistani society, particular circumstances, made the people intolerant and narrow-minded. In every walk of life, as a nation, people are bigoted ones. Some time it feels that everyone is always ready to quarrel here. It is obvious that intolerance, grudge or mental stress affect the productivity of people. Same is the case with Pakistan's industrial society. Among the lower staff verbal abuse is in plenty. There will be a number of test cases to prove the affect of verbal abuse on their productivity. So there is a lot of need to improve the environment of the society and proper training to the workers. A proper care of them is needed from every aspect.

Verbal abuse

Generally only name-calling is considered as verbal abuse but it is a wide ranged word which is used in so many senses. Mistreatment, insult or to be violent towards someone is also a verbal abuse. Following are the verbal abuses. If someone;

1. Calling you names and putting you down.
2. Yelling or screaming on you.
3. Intentionally embarrassing/ stalking you.
4. Preventing seeing and talking with other fellows.
5. Compelling what to do/ doing a robotic job.
6. Blaming your action for their abusive and unhealthy behavior.
7. Threatening your job or other benefits.
8. Threatening to harm you or your love ones.
9. Threat you to expose your secrets.
10. Start rumors against you.
11. Intentionally doing whatever you don't like.

Non verbal abuse

It includes everything which you dislike and undesirably appear before you. Or everything which off your mood or enhance your blood pressure or grudge. Following are the non verbal abuse. If you

1. Watch an undesired program, pictures etc.
2. Listen of undesired news, speeches etc.
3. See an undesired poster, sign boards etc.
4. See advertisements of unwanted products.
5. See or watch of undesired political leader, player etc.

Anger

“Control anger before it controls you”

The ultimate result of verbal abuse is anger, Particularly in Pakistani society where tolerance level is sizably low. Due to anger one has to bear a lot of physical and mental problem which will be discussed in later chapter. It is a reflection of social norms and tolerance of any society. Anger can be defined as under.

- A strong feeling of displeasure, hostility and belligerence aroused by a wrong-wrath.
- A strong feeling that upset or annoyed you because of something wrong or bad. The feelings that make someone want to hurt other people, to shout etc.
- A feeling of great annoyance or antagonism as a result of some real or supposed grievances, rag or wrath.

Consequences

Anger never has been appreciated in any society and in any era. Always it treated as negative and dangerous. Following are the some of the consequences of anger

- Mental Stress
- Emotional pain
- Stress related illness
- Clinical Depression
- Loss of relations

Causes of verbal abuse

In a society like Pakistan there are lots of causes from smallest social unit, house to state level. If one wants to curb the curses of verbal abuse, it is necessary to bring a change in the society from grass root level. A proper heed is to be paid to this problem. Here are some of the causes, indicating, for rectification.

- Encouraging of quarrel by parents in their childhood.
- Quarrelsome nature of mentors.
- Mutual disputes of heads.
- Lack of impartial behavior in superiors.
- Discussion of their mutual disputes before workers.
- Lack of regular reminding of patience.
- Produce biased views and behavior in subordinates.
- Undue favor to someone's in staff.
- No recognition or praise one's work.
- Workers politics.
- Extremism in politics.
- Denial of other's rights.
- UN availability of indoor games for passing leisure time.
- Calling friends with mocking names.
- Lacking of helping the week fellows.
- Lack of real or technical education.
- Organizational responsibility.
- Lack of religious education.

Remedial actions

As it is a severe problem of the society, it is essential to remedy it as early as possible. Two types of remedial actions are prescribed, personnel as well as organizational efforts. Both are being discussed as under.

1. Personnel efforts

a. Patience

The first step in remedy of anger, wrong or wrath is patience. It is a cheap and urgent prescription to nib the anger in the bud. All the moral sayings and theologian teaching supports this kind of first aid remedy. One has to improve his power of patience to overcome anger.

- An ability or willingness to suppress restlessness or annoyance when confronted with delay or bad situation.
- The capacity to accept or tolerate delay, problems or suffering without becoming annoyed or anxious.
- The capacity to endure hardship, difficulty or inconvenience without complain.
- The quality of waiting calmly without complaining.

b. Psychiatrist

It is a most important and ignored one discipline in Pakistani society. The visitor to a psychiatrist is considered a chronic mental patient here. Generally people think that, he should be visited in the last stage of the problem. The Actual role of a psychiatrist is like a friend and a technical advisor. He should be visited regularly even in minor matters. It is not necessary that at first visit you are treated as a chronic patient and electrically shocked. Actually, in a first step your problem is monitored, some charts and performa's are filled carefully to asses one's problem. Firstly, some kinds of therapies are prescribed to the patient for themselves overcoming the problem, and in the last stage, pills are suggested.

- Therapy
- Charts
- Pills

c. Anger management.

Firstly you are advised to manage your anger by yourself through different kinds of practices. Some of are following

- Take a time out. 10, 09, 08...
- Once you are calm express your views.
- Get some exercise.
- Think before speak.
- Identify possible solutions.

- Use “I” or “we” statement.
- Don’t hold a grudge.
- Use humor to be relaxed.
- Practice relaxation skills.
- Know when to seek help.

2. Organizational responsibilities

The above were the responsibilities of an individual. An organization which deals with their employees also has some of the variety of responsibilities for proper caring of them. H.R should have a vision about and do the due.

- Establishment of H.R department
- Separation of H.R from administration department.
- H.R should pay proper heed to this problem.
- Proper training, awareness of employs
- Availability of indoor games in break time.
- Regular visit of psychiatrist.
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Devine guidance

The guidance about this problem is highlighted in about all the religions. Islam emphasized on it particularly. There are a number of Quranic verses and hadith about anger and patience. Some of them are here for our proper guidance and handling;

- a. Quranic perception and Prophet Muhammad (peace be upon him) sayings;

غصہ

- ☆ یہ وہ لوگ ہیں جو فراخی اور تنگی خرچ کرتے ہیں اور غصہ ضبط کرنے والے ہیں۔ اور لوگوں سے درگزر کرنے والے ہیں اور اللہ احسان کرنے والوں سے محبت فرماتا ہے۔ (القران)
- ☆ اور اللہ نے کافروں کو ان کے غصہ کے سبب واپس لوٹا دیا کہ وہ کوئی کامیابی نہ پاسکے۔ (القران)
- ☆ کوئی ثالث دو آدمیوں کے درمیان اس وقت فیصلہ نہ کرے جب وہ غصہ کی حالت میں ہو۔ (الحدیث)
- ☆ پہلوان وہ نہیں جو کشتی لڑنے میں غالب ہو جائے بلکہ اصلی پہلوان وہ ہے جو غصہ کی حالت میں اپنے آپ پر قابو پالے۔ (الحدیث)

صبر

- ☆ اور آپ ان پر صبر کریں جو کچھ وہ کہتے ہیں اور نہایت خوبصورتی کے ساتھ ان سے کنارہ کش ہو جائیں۔ (القران)
- ☆ یہ وہ لوگ ہیں جنہیں ان کا اجر دو بار دیا جائے۔ بایں وجہ کہ انہوں نے صبر سے کام لیا اور برائی کو بھلائی کے ذریعے سے دفع کرتے ہیں اور اس عطا میں سے جو ہم نے انہیں بخشی خرچ کرتے ہیں۔ (القران)
- ☆ کیا ہی عمدہ اجر ہے عمل کرنے والوں کے لئے۔ ان لوگوں نے جنہوں نے صبر کیا ہے اور جو اپنے رب پر بھروسہ کرتے ہیں۔ (القران)
- ☆ اللہ کا ثواب بہتر ہے اس شخص کے لئے جو ایمان لائے اور نیک عمل کرے اور یہ دولت نہیں ملتی مگر صبر والوں کو۔ (القران)
- ☆ اور جو اپنے اوپر زور ڈال کر صبر کرتا ہے تو اللہ تعالیٰ بھی اسے صبر و استقلال دے دیتا ہے اور کسی کو بھی صبر سے زیادہ بہتر اور اس سے زیادہ بے پایاں چیز نہیں ملی۔ (الحدیث)

Conclusion

As a matter of fact, in our industrial society, this problem is paid a little heed. While if the productivity is to be increased one must emphasis on man. As it is obvious that among all four Ms (machine, money, method and man), the last one is at the core. The management should realize the key role of H.R department in the upgrading of the human behavior to boost the productivity and establish a proper H.R department. The adequate remedial actions must be taken as prescribed by the H.R scholars.

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