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## Research Article

### Janitor's Attitudes: Their Effect on Performance at La Consolacion University Phippines SY 2020-2021

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#### ABSTRACT

The purpose of this research project was to evaluate attitudes of the janitorial workforce in La Consolacion University Philippines of S.Y. 2020-2021 in order to ascertain whether there is a direct relation to their performance.

An attitude is a psychological state of mind. It is the way a person thinks about situations, and it ultimately determines a person's behavior. In the workplace, employees can have either a positive or negative attitude about specific work tasks, products or services, co-workers or management, or the company as a whole. Positive attitudes among employees make workdays more enjoyable. Tasks are performed to a higher standard and without complaint. An example of a positive employee attitude occurs when an employee views a negative customer service call as an opportunity to change the narrative for the customer from a bad experience to a good one. However, bad attitudes result in apathy to daily tasks. Employees are easily agitated by minor problems. Tasks are completed at substandard levels (Leonard, 2018).

Job attitudes such as satisfaction and involvement are criterion for establishing the health of an organization; rendering effective services largely depends on the human resource. Job satisfaction experienced by employees will induce the people to give their best to the organization. Both the attitudes required to enhance the performance of employees. Current study is based on the effect of attitude on employee performance. This study include the attitude related factors (behaviors of employees and leaders, job satisfaction, job commitment, motivation and training) to investigate their impact on employee performance.

This study utilized descriptive method of research. An instrument was developed by the researcher with 8 statements to measure the perceived level of satisfaction, involvement, and performance and then distributed among the respondents with the five- point Likert scale

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In the totality, respondents rated majority of the janitors with an approval rating of VERY GOOD to the four janitors and GOOD to the Five Janitors while three of the Janitors got an average rating of FAIR. Result shows that all attitude related factors positively affect the employee performance. Motivation and job commitment has highly significant impact of performance of employees. As a result, organizations should value their experienced personnel and devise effective retention policy by giving competitive salary, experienced base pay and experienced based promotion. That will increase the overall performance of the organization.

Janitors have to change their poor attitudes and must exhibit more dedication towards their job. Other employees have to make effort to correct these attitudes that is affecting the work. The following are recommendations to improve values and attitudes and to increase the individual performance:

1. Let the janitors feel the sense of total belongingness and importance not to let them feel that they are categories into the lower level of the organizations, let them be involved and participate in all institutional activities to establish camaraderie.
2. Identifying the negative of bad attitudes of the janitors and provide corresponding trainings and seminars to correct their attitudes resulting to poor performance at work.
3. Motivating employees to achieve the high level of satisfaction and performance by giving appropriate awards and incentives.
4. Ensure feedback is specific – Don't just tell the employee their poor attitude needs to improve. Point out exactly what negative traits they have and the impact each has on their performance and monitor their action periodically for expected change to positive attitude towards work performance.

Generally, workers with good attitudes have stronger performance, and workers with poor attitudes exhibit less-than-superior performance. It is up to managers to monitor employee attitudes and address attitude problems such as negativity and laziness.

**Keywords:** Attitudes, performance, job satisfaction.

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## Introduction

Attitudes are the feelings and beliefs that largely determine how employees will perceive their environment, commit themselves to intended actions, and ultimately behave.

Attitudes form a mental set that affects how we view something else. It has an impact on how we view and judge our surroundings at work. Managers of organizational behavior is vitally interested in the nature of the attitudes of their employees toward their Jobs, toward their careers, and toward the organization itself. Job attitudes of the employees are most im-

portant to achieve the individual and organizational objectives through their performance. Hence the present study is intended on job attitudes such as job involvement and satisfaction, and employee performance.

Employee involvement refers to the process of engaging employees in their work and increasing their participation in decision-making. In particular, employee involvement ensures that employees who are closet to the work have the power to control work methods, and are able to use their knowledge and skills to improve work process (Lowler,1992) This

approach also attempts to move information and power downward in the organization, so that employees can work autonomously and regulate their own behaviors (Cummings and Worley, 1993). As a consequence, organizations that use this approach typically experience a flattening of the organizational hierarchy. Although there is no one theoretical basis for employee involvement, it is derived from a number of key human relation's assumptions (Argyris, 1957).

Specifically, it is assumed that when employees are given challenging work, and allowed to participate in decision-making, they will (a) become more motivated and willing to control their own behavior (b) become more involved in their work, (c) increase their commitment to organizational goals, and (d) use their skills and abilities to make valuable contributions to organizational goals. Job satisfaction is a set of favorable or unfavorable feelings and emotions with which employees view their work. It is an affective attitude - a feeling of relative like or dislike toward some thing (Newstrom, and Davis, 2001) Job satisfaction studies focus on the various parts that are believed to be important, since these Job - related attitudes predispose an employee to behave in certain way (Hoppock, 1935, Hertzberg, 1957, Hulin and Smith, 1964).

Attitudes such as involvement and satisfaction contribute to increase the performance of the employees which is proved by various existing studies (Vroom, 1964, Lawler and Porter, 1967, Velnampy, 2006). Although various research has studied the issue of performance and satisfaction, and explored many facts there is no sufficient studies as a multiple focusing on the public sector organization in the district of Jaffna. In order to fill this gap this study tries to identify the relationship between attitudes and performance.

### **Statement of the problem**

The following research questions were considered:

1. What are the effects of the attitude of the janitors in their performance at La Consolacion University Philippines?
2. Are the behaviors of co-employees and leaders, job satisfaction, job commitment,

motivation and training have impact on janitors' performance?

### **Objectives of the study**

The main object of the study is to examine the relationship between attitudes and performance and the specific objectives are;

1. To determine the impact of attitudes on employees' performance.
2. To suggest the strategies and motivation approach in the LCUP Administration to increase the performance of employees.

### **Methods**

This study makes use of the descriptive survey method to obtain data and information needed in determining the Support Services Satisfaction Survey. This survey was devised based upon the criteria formulated by the researcher. Questionnaires were also utilized to gather relevant and pertinent data and information needed to answer the questions of the study. The satisfaction survey was perceived and expressed by the respondents using a five-point likert scale.

### **Methods and Techniques Used**

The first step of this research paper was to review the literature on various aspects of values and attitudes and its effect to performance.

The second step was the administration of surveys. This study makes use of the descriptive survey method to obtain data and information needed in determining Survey. This survey was devised based upon the criteria formulated by the researcher. Questionnaires were also utilized to gather relevant and pertinent data and information needed to answer the questions of the study.

### **Population and Sample of the Study**

The researcher decided to conduct the survey to the janitors, administrators, regular teaching and non-teaching personnel at LCUP SY. 2020-2021. The researcher involved selected janitorial workforce and administrators, faculty and non-teaching personnel as respondents representing administrators, regular teaching and non-teaching personnel population drawn using the random sampling method.

### Construction of the Instrument

The construction of the instrument of the University Buildings and Maintenance Services Unit Satisfaction Survey was based on the following criteria to wit:

1. Values and Attitudes towards performance
2. Values and Attitudes perception

An instrument was developed by the researcher with 8 statements to measure the perceived level of satisfaction, involvement, and performance and then distributed among the respondents with the five- point Likert scale interpreted as follows:

<u>Point Scale</u>	<u>Interpretation</u>
1 -----	Poor
2 -----	Fair
3 -----	Good
4 -----	Very Good
5 -----	Excellent

After the questionnaires were gathered, they were sorted, tabulated and treated in the following manner.

Mean Scores were computed to describe the level of satisfaction of the respondents on the services provided by the University Buildings and Campus Grounds Maintenance Unit.

### Presentation of Data

Research demonstrates that interrelationships and complexities underlie what would seem to be the simply defined term job attitudes. (Judge and Muller 2012). "Attitudes are evaluative statements—either favorable or unfavorable—concerning objects, people, or events. They reflect how one feels about something" (Robbins and Judge 2013). Typically researches have assumed that attitudes have three components: cognition, affect and behavior (Robbins and Judge 2007). These components are closely related.

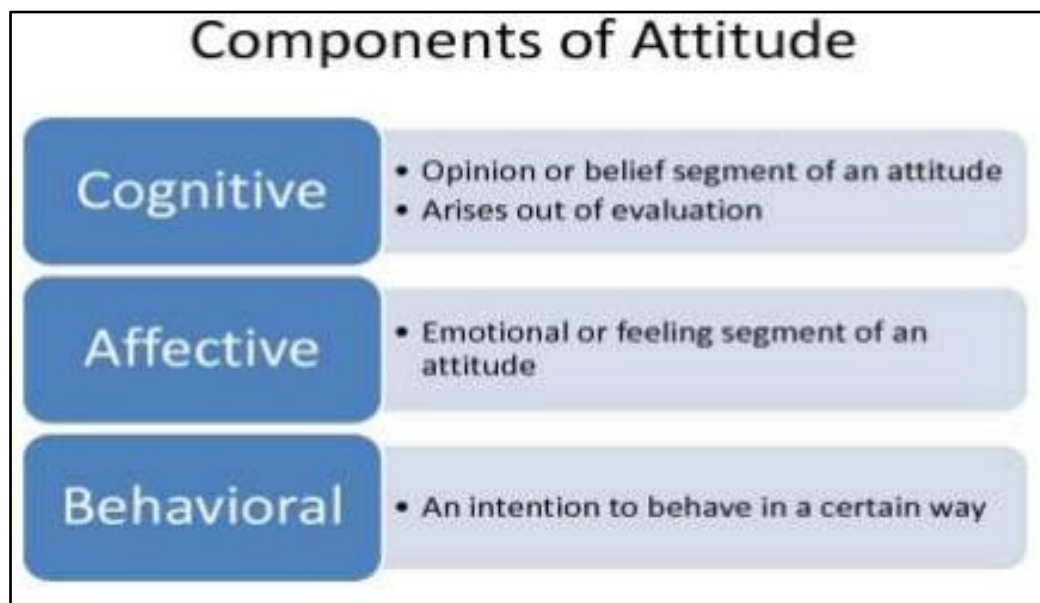


Figure 1 - Components of Attitude, adapted from Robbins and Judge (2007)

Most organizational behavior researches have been concerned with job satisfaction as one of the major work-related attitudes. Job satisfaction means what are the feelings of different employees about the different dimensions of their jobs (Robbins, 2003). Mullins

(2010) "A person with a high level of job satisfaction holds positive feelings about the job, while a person who is dissatisfied holds negative feelings about the job".

**Presentation of Data**

Table 1.

Janitor 1					
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Total (N=31)	Interpretation
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	7	14	10.5	<i>Very Good</i>
2	<i>Always visible cleaning the assigned area.</i>	8	11	9.5	<i>Very Good</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	6	7	6.5	<i>Good</i>
4	<i>Always offers help or assistance.</i>	6	4	5	<i>Fair</i>
5	<i>Approachable and always pleasant to talk with.</i>	6	8	7	<i>Good</i>
6	<i>Looks presentable, neat and tidy.</i>	9	12	10.5	<i>Very Good</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	3	4	3.5	<i>Fair</i>
8	<i>Shows care to the university properties.</i>	8	7	7.5	<i>Good</i>
<i>average</i>		6.63	8	7.5	<i>Good</i>

Majority of the respondents are satisfied with the values and attitudes towards work performance as expressed by the GOOD rating. On the other hand, Janitor No. 1 must develop

to offers help or assistance and to show good example of being Augustinian and Marian servant as these two get FAIR ratings.

Table 2.

Janitor 2					
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Total (N=31)	Interpretation
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	11	16	13.5	<i>Excellent</i>
2	<i>Always visible cleaning the assigned area.</i>	7	16	11.5	<i>Very Good</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	6	12	9	<i>Good</i>
4	<i>Always offers help or assistance.</i>	6	10	8	<i>Good</i>
5	<i>Approachable and always pleasant to talk with.</i>	7	14	10.5	<i>Very Good</i>
6	<i>Looks presentable, neat and tidy.</i>	11	15	13	<i>Excellent</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	6	11	8.5	<i>Good</i>
8	<i>Shows care to the university properties.</i>	9	11	10	<i>Very Good</i>
<i>average</i>		7.88	13	10.5	<i>Very Good</i>

Janitor No. 2 was rated by the respondents VERY GOOD by her visibility in the assigned area, being pleasing and approachable, and by showing good example of Augustinian and Marian Servant.

Table 3.

		Janitor 3			Interpretation
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Total (N=31)	
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	6	9	7.5	<i>Good</i>
2	<i>Always visible cleaning the assigned area.</i>	11	10	10.5	<i>Very Good</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	9	7	8	<i>Good</i>
4	<i>Always offers help or assistance.</i>	8	5	6.5	<i>Good</i>
5	<i>Approachable and always pleasant to talk with.</i>	10	5	7.5	<i>Good</i>
6	<i>Looks presentable, neat and tidy.</i>	10	10	10	<i>Very Good</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	4	4	4	<i>Fair</i>
8	<i>Shows care to the university properties.</i>	9	7	8	<i>Good</i>
<i>average</i>		8.38	7	7.75	<i>Good</i>

Repondents rated Janitor No. 3 with GOOD, being a new employee of having less than a year as janitor, Janitor No. 3 get VER GOOD by being visible in the assigned area, and by being presentable. To show good example of being Augustinian and Marian servant needs further improvement.

Table 4.

		Janitor 4			Interpretation
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Average	
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	11	14	12.5	<i>Excellent</i>
2	<i>Always visible cleaning the assigned area.</i>	9	14	11.5	<i>Very Good</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	9	9	9	<i>Good</i>
4	<i>Always offers help or assistance.</i>	9	6	7.5	<i>Good</i>
5	<i>Approachable and always pleasant to talk with.</i>	11	11	11	<i>Very Good</i>
6	<i>Looks presentable, neat and tidy.</i>	3	3	3	<i>Poor</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	7	10	8.5	<i>Good</i>
8	<i>Shows care to the university properties.</i>	10	10	10	<i>Very Good</i>
<i>average</i>		8.63	10	9.13	<i>Good</i>

Respondents find Janitor No. 4 as a polite employee as he was rated EXCELLENT. Janitor No. 4 is always visible cleaning the assigned area and always approachable expressed by the rating VERY GOOD.

Generally, respondent rated Janitor No. 4 GOOD and he should exert more effort in being neat and presentable as this indicator rated POOR.

Table 5.

Janitor 5					
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Total (N=31)	Interpretation
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	9	17	13	<i>Excellent</i>
2	<i>Always visible cleaning the assigned area.</i>	10	12	11	<i>Very Good</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	10	11	10.5	<i>Very Good</i>
4	<i>Always offers help or assistance.</i>	8	13	10.5	<i>Very Good</i>
5	<i>Approachable and always pleasant to talk with.</i>	11	12	11.5	<i>Very Good</i>
6	<i>Looks presentable, neat and tidy.</i>	10	10	10	<i>Very Good</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	9	10	9.5	<i>Very Good</i>
8	<i>Shows care to the university properties.</i>	10	12	11	<i>Very Good</i>
<i>average</i>		9.63	12	10.88	<i>Very Good</i>

Generally respondents are very satisfied with the values and attitudes manifested by the work performance of Janitor No. 5 as expressed

in all indicators and by the total of VERY GOOD rating.

Table 6.

Janitor 6					
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Total (N=31)	Interpretation
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	7	14	10.5	<i>Very Good</i>
2	<i>Always visible cleaning the assigned area.</i>	7	7	7	<i>Good</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	6	4	5	<i>Fair</i>
4	<i>Always offers help or assistance.</i>	4	2	3	<i>Poor</i>
5	<i>Approachable and always pleasant to talk with.</i>	7	6	6.5	<i>Good</i>
6	<i>Looks presentable, neat and tidy.</i>	4	6	5	<i>Fair</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	3	7	5	<i>Fair</i>
8	<i>Shows care to the university properties.</i>	8	10	9	<i>Good</i>
<i>average</i>		5.75	7	6.38	<i>Fair</i>

Janitor No. 6 needs further self-evaluation to correct his values and attitudes as the respondents rated the following indicators: Looks presentable, neat and tidy/ Shows good

example of being Augustinian and Marian servant./ Enthusiastic and full of energy doing his/ her work were all rated FAIR. and by the general average of FAIR rating.

Table 7.

Janitor 7					
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Average	Interpretation
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	7	15	11	<i>Very Good</i>
2	<i>Always visible cleaning the assigned area.</i>	7	7	7	<i>Good</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	10	5	7.5	<i>Good</i>
4	<i>Always offers help or assistance.</i>	9	3	6	<i>Fair</i>
5	<i>Approachable and always pleasant to talk with.</i>	8	7	7.5	<i>Good</i>
6	<i>Looks presentable, neat and tidy.</i>	11	8	9.5	<i>Very Good</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	4	6	5	<i>Fair</i>
8	<i>Shows care to the university properties.</i>	11	9	10	<i>Very Good</i>
<i>average</i>		8.38	8	7.94	<i>Good</i>

Respondents are not satisfied to the values and attitudes of Janitor No. 7 as the following indicators: Always offers help or assistance/ Shows good example of being Augustinian and

Marian servant were rated FAIR. Janitor No. 7 needs to reflect and do his action to correct and prevent same rating in the next evaluation.

Table 8.

Janitor 8					
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Average	Interpretation
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	10	18	14	<i>Excellent</i>
2	<i>Always visible cleaning the assigned area.</i>	11	15	13	<i>Excellent</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	9	13	11	<i>Very Good</i>
4	<i>Always offers help or assistance.</i>	8	13	10.5	<i>Very Good</i>
5	<i>Approachable and always pleasant to talk with.</i>	10	12	11	<i>Very Good</i>
6	<i>Looks presentable, neat and tidy.</i>	8	13	10.5	<i>Very Good</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	9	12	10.5	<i>Very Good</i>
8	<i>Shows care to the university properties.</i>	10	14	12	<i>Very Good</i>
<i>average</i>		9.38	14	11.57	<i>Very Good</i>

Generally respondents are very satisfied with the values and attitudes manifested by the work performance of Janitor No. 8 as expressed in all indicators and by the total of VERY GOOD rating.

Table 9.

Janitor 9					
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Total (N=31)	Interpretation
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	11	18	14.5	<i>Excellent</i>
2	<i>Always visible cleaning the assigned area.</i>	10	14	12	<i>Very good</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	9	10	9.5	
4	<i>Always offers help or assistance.</i>	9	13	11	<i>Very good</i>
5	<i>Approachable and always pleasant to talk with.</i>	10	15	12.5	<i>Excellent</i>
6	<i>Looks presentable, neat and tidy.</i>	10	10	10	<i>Very good</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	10	11	10.5	<i>Very good</i>
8	<i>Shows care to the university properties.</i>	11	12	11.5	<i>Very good</i>
<i>average</i>		10	13	11.44	<i>Very good</i>

Respondents are very satisfied with the values and attitudes manifested by the work performance of Janitor No .9 as expressed in all indicators garnered the ratings of two EXCELLENT and VERY GOOD on the rest of the indicators.

Table 10.

Janitor 10					
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Total (N=31)	Interpretation
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	4	13	8.5	<i>Good</i>
2	<i>Always visible cleaning the assigned area.</i>	4	10	7	<i>Good</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	1	6	3.5	<i>Fair</i>
4	<i>Always offers help or assistance.</i>	7	5	6	<i>Fair</i>
5	<i>Approachable and always pleasant to talk with.</i>	5	5	5	<i>Fair</i>
6	<i>Looks presentable, neat and tidy.</i>	2	5	3.5	<i>Fair</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	1	7	4	<i>Fair</i>
8	<i>Shows care to the university properties.</i>	3	8	5.5	<i>Fair</i>
<i>average</i>		3.38	7	5.38	<i>Fair</i>

Respondents are not satisfied with the values and attitudes that reflect on the performance of Janitor No. 10 as the most of the indi-

cators were rated FAIR. Janitor No. 10 must undergo into the seminars that will help him develop positive attitudes.

Table 11.

Janitor 11					
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Total (N=31)	Interpretation
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	9	12	10.5	<i>Very good</i>
2	<i>Always visible cleaning the assigned area.</i>	8	11	9.5	<i>Good</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	7	10	8.5	<i>Good</i>
4	<i>Always offers help or assistance.</i>	4	9	6.5	<i>Good</i>
5	<i>Approachable and always pleasant to talk with.</i>	7	8	7.5	<i>Good</i>
6	<i>Looks presentable, neat and tidy.</i>	3	7	5	Fair
7	<i>Shows good example of being Augustinian and Marian servant.</i>	4	9	6.5	Fair
8	<i>Shows care to the university properties.</i>	8	10	9	<i>Good</i>
<i>average</i>		6.25	10	7.88	<i>Good</i>

Janitor No. 11 needs further self-evaluation to correct his values and attitudes as the respondents rated the following indicators: Looks presentable, neat and tidy/ Shows good

example of being Augustinian and Marian servant./ Enthusiastic and full of energy doing his/ her work were all rated FAIR.

Table 12.

Janitor 12					
Item	Values/ Attitudes	Peer (N=12)	Employees (N=19)	Total (N=31)	Interpretation
1	<i>Greets teachers, parents, students good morning or good afternoon with a smile</i>	9	12	10.5	<i>Very good</i>
2	<i>Always visible cleaning the assigned area.</i>	4	8	6	<i>Fair</i>
3	<i>Enthusiastic and full of energy doing his/ her work.</i>	2	9	5.5	<i>Fair</i>
4	<i>Always offers help or assistance.</i>	3	8	5.5	<i>Fair</i>
5	<i>Approachable and always pleasant to talk with.</i>	6	10	8	<i>Good</i>
6	<i>Looks presentable, neat and tidy.</i>	7	9	8	<i>Good</i>
7	<i>Shows good example of being Augustinian and Marian servant.</i>	1	7	4	<i>Fair</i>
8	<i>Shows care to the university properties.</i>	4	7	5.5	<i>Fair</i>
<i>average</i>		4.5	9	6.63	<i>Fair</i>

Most of the Respondents are not satisfied with the values and attitudes that reflect on the

performance of Janitor No. 12 as the most of the indicators were rated FAIR. Janitor No. 12 must

undergo into the seminars that will help him develop positive attitudes. General average of FAIR rating is alarming and corrective actions must be done by Janitor No. 12.

### **Result, Analysis and Discussion**

Research demonstrates that interrelationships and complexities underlie what would seem to be the simply defined term job attitudes. (Judge and Muller 2012). "Attitudes are evaluative statements—either favorable or unfavorable—concerning objects, people, or events. They reflect how one feels about something" (Robbins and Judge 2013). Typically researches have assumed that attitudes have three components: cognition, affect and behavior (Robbins and Judge 2007).

This chapter reports the result of the research from the Janitor's Attitudes and their effect on Performance at La Consolacion University Philippines SY. 2020-2021

In the totality, respondents rated majority of the janitors with an approval rating of VERY GOOD to the four janitors and GOOD to the Five Janitors while three of the Janitors got an average rating of FAIR.

Majority of the respondents are satisfied with the values and attitudes towards work performance as expressed by the GOOD rating. On the other hand, Janitor No. 1 must develop to offers help or assistance and to show good example of being Augustinian and Marian servant as these two get FAIR ratings.

Janitor No. 2 was rated by the respondents VERY GOOD by his visibility in the assigned area, being pleasing and approachable, and by showing good example of Augustinian and Marian Servant.

Respondents rated Janitor No. 3 with GOOD, being a new employee of having less than a year as janitor, Janitor No. 3 get VER GOOD by being visible in the assigned area, and by being presentable. To show good example of being Augustinian and Marian servant needs further improvement.

Respondents were very satisfied with the values and attitudes manifested by the work performance of Janitor No. 4, Janitor No. 5 and Janitor No. 6 were rated EXCELLENT in some of the indicators and with a gerenal average rating of VERY GOOD.

Janitor No. 7 needs further self-evaluation to correct his values and attitudes as the respondents rated the following indicators: Looks presentable, neat and tidy/ Shows good example of being Augustinian and Marian servant/ Enthusiastic and full of energy doing his/ her work were all rated FAIR. and by the general average of FAIR rating.

Respondents are not satisfied to the values and attitudes of Janitor No. 8 as the following indicators: Always offers help or assistance/ Shows good example of being Augustinian and Marian servant were rated FAIR. Janitor No. 8 needs to reflect and do his action to correct and prevent same rating in the next evaluation.

Respondents are not satisfied with the values and attitudes that reflect on the performance of Janitor No. 9 as well as Janitor No. 10 as the most of the indicators were rated FAIR. The three janitors must undergo into the seminars that will help him develop positive attitudes.

Janitor No. 11 needs further self-evaluation to correct his values and attitudes as the respondents rated the following indicators: Looks presentable, neat and tidy/ Shows good example of being Augustinian and Marian servant/ Enthusiastic and full of energy doing his/ her work were all rated FAIR.

### **Conclusion**

When an employee reports to work, his attitude affects his work performance and can have an impact on the employee morale around him. Generally, workers with good attitudes have stronger performance, and workers with poor attitudes exhibit less-than-superior performance.

The values and attitudes of some employees have to change" This is supported by the facts that respondents were giving POOR and FAIR ratings in some indicators.

Majority of the janitors have good attitudes the attitudinal values are the ones that need to be addressed. If these attitudes are having negative effect on the performance, then management is going to have to address a solution.

Janitors, administrators, faculty and non-teaching force of the University must realize that the attitude that they exhibit is just a reflection on how they treat one another, and it

will also influence the new employees as the new employees may mirror the prevailing conditions in terms of values and attitudes in the work place. It is everybody's effort to exhibit positive attitude that will enhance the work place.

A bad attitude typically begins with an expectation of yourself or others. You want to please yourself or others, so you establish unrealistic expectations. When you fail to meet an unrealistic expectation, it will create a bad attitude and a negative environment. You need to accept that there's no perfect condition.

### Recommendation

Janitors have to change their poor attitudes and must exhibit more dedication towards their job. Other employees have to make effort to correct these attitudes that is affecting the work. The following are recommendations to improve values and attitudes and to increase the individual performance:

1. Let the janitors feel the sense of total belongingness and importance not to let them feel that they are categories into the lower level of the organizations, let them be involved and participate in all institutional activities to establish camaraderie.
2. Identifying the negative of bad attitudes of the janitors and provide corresponding trainings and seminars to correct their attitudes resulting to poor performance at work.
3. Motivating employees to achieve the high level of satisfaction and performance by giving appropriate awards and incentives.
4. Ensure feedback is specific – Don't just tell the employee their poor attitude needs to improve. Point out exactly what negative traits they have and the impact each has on their performance and monitor their action periodically for expected change to positive attitude towards work performance.

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