

Why Apathy?

Why does an employee become apathetic? What makes him stop caring about his work and the people with whom he works? How can he be helped?

These questions were recently considered by eleven housekeeping supervisors during a course on "The Art of Motivating People."

The 16-hour course, which included discussions, lectures and films, was taught by an instructor from the Durham Technical Institute as a part of the institute's program on "Supervisory Development Training."

Many people think that an increase in pay is the answer to the problem of the apathetic employee. But is it?

In a recent issue of *Washington Report* the results of a survey on "What Motivates Workers" were published, showing some interesting findings.

The survey was conducted among foremen and other supervisors in 24 industrial plants employing a large number of people. They were asked how they thought their employees would rank ten suggested morale factors in order of importance. Employees in the same plants were also asked to rank these factors.

The first five factors listed by each are as follow:

Supervisors Said Employees Wanted

1. Good wages
2. Job security
3. Promotion and growth in the company
4. Good working conditions
5. Work that keeps you interested

Employees Said They Wanted

1. Full appreciation of work done
2. Feeling "in" on things
3. Sympathetic help on personnel problems
4. Job security
5. Good wages

As is revealed in the results of this employee-poll, "appreciation of work done" is important. However, Mrs. Ann Bengtson, instructor for the course, noted that "praise should be given sincerely and when deserved and appropriate."

An employee's personal life may also effect his work. "You cannot separate the personal life of an employee from his on-the-job life," said Mrs. Bengtson. "Work is not just a work place; it is a social organization. You are working with other people and they bring to their work part of their personal lives."

It was brought out that most of the clues to workers with personal problems are non-verbal. Appearance, attitudes and apathy are indicative of problems off the job as well as on the job.

If a man is unhappy outside his work, chances are it will show up in the quality of his work, his attitude or his disposition, Mrs. Bengtson said.

In her review of the course, Mrs. Bengtson commented that she had found the housekeeping supervisors to be an exceptional group. "With this group there was already a tremendous empathy with people," she said. "They also had respect for each other, so cooperation was already present—and, in addition, they had excellent senses of humor, which are essential."



School bells have been ringing for eleven of the housekeeping supervisors. Shown above "in class" are: (seated, from left) Mrs. Rosa Matthews, Mrs. Hazel Leathers, Mrs. Kathleen K. Gonsalves, Mrs. Dorothy Adams, Mrs. Estelle Blackwelder and (standing from left) Mrs. Mildred Cheek, Mrs. Gladys Pickard, Mrs. Ruth May, Mrs. Ann Bengtson, instructor, Mrs. Hilda Sears, Mrs. Pattie Wray and Mrs. Lela Dubois.



ORGAN MUSIC PLAYED ON CAMPBELL. Cleo Bell, R.N. on Campbell Ward, is shown with the choir and organist scene which was part of the award-winning Christmas decorations on Campbell. Also declared winners in the annual hospital Christmas decorations contest were McDowell Ward and the Outpatient Pediatric Clinic. The three areas were considered the most outstanding in imaginative decorating by the judges. Boxes of candy were presented to the winners by Mr. Charles H. Frenzel, Administrative Director of the hospital.

In all, 19 wards and 12 clinics participated in the competition. Each ward and clinic was allotted \$5 with which to purchase the materials for the decorations. Paper plates, tinfoil, toothpicks, clothes pins, drawings and even soapsuds were used to create a variety of Yule effects.

PROFESSIONAL NEWS

(Continued from page 2)



DR. JAMES H. SEMANS, Professor of Urology, served during December as a consultant in post-graduate medicine at Evangelismos Hospital in Athens, Greece.

MRS. VIRGINIA IRONS, Research Dietitian on Rankin Ward, recently spent a week participating in a Metabolic Conference, which was sponsored by the National Institute of Health in Bethesda, Maryland.

DR. ROY T. PARKER, Chairman of the Department of Obstetrics and Gynecology, participated in the Hahnemann Symposium at Hahnemann Medical College in Philadelphia, Pennsylvania, December 8. He presented a paper on "Non-hormonal Chemotherapy of Recurrent Endometrial Cancer."

Also in attendance were Dr. Zack Newton and Dr. George Wilbanks.

DR. CHARLES H. PEETE, JR., Associate Professor of Obstetrics and Gynecology, presented a paper on "Carcinoma of the Breast in Pregnancy" at a meeting of the Robert A. Ross Obstetrical and Gynecological Society in Chapel Hill, December 4.

DR. WALTER B. CHERNY, Associate Professor of Obstetrics and Gynecology, presented a paper on "Clinical Implication of the Vascular Alterations in Pregnancy Toxemia" at a meeting of the Pittsburgh Obstetrical and Gynecological Society, held in Pittsburgh, Pennsylvania, December 6.

DR. C. D. CHRISTIAN, Director of the Endocrine Division of Obstetrics and Gynecology, was a participating panelist on a panel discussing "Use of Estrogens in Gynecology." Excerpta Medica Foundation sponsored the panel discussion which was filmed December 13-14 in New York City.

DR. PHILIP HANDLER, James B. Duke Professor of Biochemistry and chairman of the department, was chairman of a discussion group at the Third Institute on administration—the Medical Center and the University, held December 12-15 at Bal Harbour, Florida and sponsored by the Association of American Medical Colleges. Also in attendance was University President, Dr. Douglas M. Knight.

Dr. Handler was honored as Guest of Honor at the annual dinner of the City College Chemistry Alumni Association in New York City. Dr. Handler is the first to be so honored.

