

## INFLUENCE OF TEMPERAMENT TYPES ON THE ACTIVITIES OF EMPLOYEES OF THE ENTERPRISE

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### Abstract:

To achieve the greatest efficiency and results of employees' work, it is important to know and take into account the characteristics of the activities, communication and relationships in accordance with the temperament of each specialist. Based on these observations and knowledge of temperament, create comfortable conditions in the workplace, a psychological climate for the fruitful activity of personnel, find suitable ways to influence subordinates, while strictly observing the personal type of temperament. Also skillful communication with clients, partners, Be able to choose the forms of communication necessary to build mutually beneficial and advantageous relationships and avoid conflicts. The relevance of this article is the study of temperament in conjunction with the activities of personnel and their psychological qualities.

**Keywords:** Temperament, melancholic, phlegmatic, choleric, sanguine, team, personnel, personality, type.

## ВЛИЯНИЕ ТИПОВ ТЕМПЕРАМЕНТОВ НА ПРОЦЕСС ДЕЯТЕЛЬНОСТИ СОТРУДНИКОВ ПРЕДПРИЯТИИ

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### Аннотация:

для достижения наибольшей эффективности и результата работы сотрудников, важно знать и учитывать особенности деятельности, общения и взаимоотношения в соответствии с темпераментом каждого специалиста. На основе этих наблюдении и знании о темпераменте создавать комфортные условия на рабочих местах, психологический климат для плодотворной деятельности персонала, находить подходящие способы воздействия на подчинённых, при этом неукоснительно соблюдая личностный тип темперамента. Также умелое общение с клиентами, партнёрами, Уметь выбирать формы общения, необходимые для того, чтобы строить обоюдно полезные и выгодные взаимоотношения и избегать конфликтов. Актуальностью данной статьи является исследование темперамента в совокупности с деятельностью персонала и их психологических качеств.

**Ключевые слова:** Темперамент, меланхолик, флегматик, холерик, сангвинник, коллектив, персонал, личность, тип.



**Objectives:** comprehensive author's study of the problem of insufficient demand for quality and productivity of employees of the enterprise. Development of a new view in the selection of employees and management personnel for certain positions and specialties.

**Methodology:** In the process of studying this issue, insufficient definition in the conscious attitude to the selection of personnel and the influence of types of temperaments on labor productivity were revealed.

**Conclusions:** As a result of the study, the following conclusions were made, which must be communicated to all levels of managers of the enterprise and organization and their personnel, about the need for urgent implementation in educational institutions, for better study and teaching of subjects related to types of temperaments.

## Introduction

The human factor and its potential are the most important resource in the development of any enterprise. Competent selection of personnel and employees is often one of the main, basic potentials of the enterprise. Competent behavior and business relations of employees in a team are the basis for the successful activity of any company. When working with personnel, it is necessary to remember that there are no absolutely identical personalities and that each employee is unique and inimitable. And it should be remembered that each individual, i.e. employee, has his own worldview, his own stable character, and an individually unique mental structure of thoughts and behavior. And if we summarize these human qualities, we will see in each employee a temperament inherent only to him. And what is this concept of "temperament"? Temperament is a set of psychological qualities of an individual, expressing the speed of thinking and physical speed. The speed of decisions made and their implementation, the level of reaction to any situation, also affecting life activity or passivity. The modern approach to explaining the essence of the theory of temperament connects it with the activity of the higher central nervous system. Physiologist I. I. Pavlov identified three main properties of nervous processes occurring in the human body: strength, balance and mobility. And various combinations of these three properties form four types of nervous activity, which underlie the four types of temperaments. The strong type of people is divided into balanced and unbalanced.

Balanced is divided into mobile (sanguine) and inert (phlegmatic) and weak type - melancholic, unbalanced - choleric. According to the physiologist Pavlov, it is those aspects of behavior in which the properties of nerve cells are manifested that constitute the concept of temperament. It should be said that each individual type has its own characteristic features. But it should be noted that the following types of temperaments in their pure form do not exist, only in combination and in the influence of different types on each other, it is also necessary to take into account that living conditions in different natural conditions can also affect the types of temperaments.



Now let's take a closer look at the types of temperaments:

**Choleric** - a person with a temperament type that includes an increased level of excitement and emotional instability. Such individuals react violently even to minor irritants, make rash decisions and rarely know how to control themselves, are too harsh in speech and impudent in behavior. When they start to perform a task, they work with full dedication, but the potential of Choleric fades away extremely quickly, causing changes in behavior and mood, and ultimately leading to a general decline in strength. But, despite these negative qualities, they are quite stress-resistant and, with a quick replenishment of strength, are ready to continue working. This type of temperament is suitable for leaders, since they make active, purposeful, strict and very competent managers. It is necessary to understand, and this is very important when working in a team, so that the boss, the manager do not compete with each other if they have the same type of temperament. Choleric are suitable for such professions as a diplomat, director, surgeon, where concentration on the task at hand and confidence in its implementation are necessary. **Melancholic** is a type of human personality where the weakness of the nervous system prevails. Melancholic is often confused and touchy, and increased sensitivity leads to exhaustion of nervous forces and a slow reaction to situations. This type of people has a tendency to depression, oppression, self-digging. Therefore, it is easier for Melancholics to work alone than in a team or group. Melancholics need peace, the choice of a profession associated with constant communication with various people will be ineffective for their activities in this field. Their sphere of work, if it is connected with art, music, literature and painting, they will achieve great results. And such professions as an accountant, illustrator or programmer will allow this type of personality to feel more comfortable and safer.

**Phlegmatic** - This personality type cannot make decisions quickly, but, on the other hand, calmly considering a problem situation and finding the most correct solution is an advantage of this type of people. The main disadvantage of Phlegmatic people lies in the speed of reaction to a particular situation. If an employee is Phlegmatic, then he is usually lacking initiative, and will not do more than he is assigned. Such an employee is conservative, taciturn and uncommunicative, but patient and restrained. With a Phlegmatic type of temperament, it is unlikely that you can become a leader, since such qualities as efficiency and creativity in decision-making, which are inherent in every manager, they do not have. They cope well with monotonous and monotonous work, such as a seller, driver, electrician or welder, where only the set requirements should be met. **Sanguine** - a person with a high speed of reaction to ongoing processes in various situations. Moreover, he has a balanced nervous system. People with this temperament are characterized by mood swings, quick adaptation to the external environment, sociability and friendliness. Sanguine people easily find a common language, have many friends and acquaintances. In the work sphere, he is disciplined, literate, he knows exactly what he needs to do and how to do it. If a conflict situation arises in a team, a sanguine person will try to resolve the problem, if necessary, protecting not only himself, but also the common cause and others. A sanguine leader and a sanguine subordinate will not compete with each other, because they both observe and adhere to the principle of subordination. From a scientific point of view, a Sanguine person is an excellent and calculating leader who can organize productive



work in a team, listening to each employee. This type of personality succeeds in professions with a creative beginning and communication with people, such as a journalist, economist, teacher, lawyer or judge. If desired, they can also effectively help others, giving themselves and receiving emotional feedback and satisfaction.

In modern society, in a work collective it is necessary to take into account and be able to competently resolve various types of situations related to the process of quality of work activity of employees, which are directly related to work obligations set by the head of the team. Science knows four types of human behavior when a stressful situation arises, these are:

- 1 - rivalry,
- 2 - cooperation,
- 3 - compromise,
- 4 - avoidance

I would add a fifth type of behavior,

- 5 - Adaptation.

These five types of behavior directly affect the quality and quantity of products manufactured by the team. Therefore, the need to take into account the temperament of employees when hiring is the cornerstone, the basis, the foundation and the basis of high-quality, fruitful work in a team.

Cooperation in a team or outside the team is more pronounced in Sanguine types, because communication and communication with people is an excellent way to agree on beneficial interaction. The Phlegmatic, in turn, is distinguished by the stable implementation of work processes, then the Choleric - who often does not know how to find a common language and, finally, the Melancholic. Compromise in a team and in contracts is inherent to Melancholics and Phlegmatics, to a lesser extent - Sanguine and Choleric. This is explained by the fact that this form of communication does not satisfy either party completely.

4 - type - Avoidance as a compromise, expressed in phlegmatics and melancholics, then in sanguine and choleric

5 - type - Adaptation - attracts only melancholics, since they are not ready for another type of conflict resolution due to their depressiveness, slowness and passivity of interest in life.

Thus, based on the types of temperament, the process of employee activity in the team, you can safely reach higher levels of activity.

The activities of employees directly depend on the choice and justification of their need for the desired work based on the types of temperament.

Therefore, the Sanguine is most suitable for the role of leader, he can dispose workers and employees to himself, conduct negotiations correctly and, with the help of prudence, draw up the necessary strategies for solving the economic problems set by the team. Choleric is also suitable for the role of a leader, but his aggressiveness in some cases, as well as intolerance and irascibility, can interfere with business communication, thereby bringing inconvenience and possibly losses to the team. Phlegmatic and Melancholic people are not suitable for management positions, since their sluggishness, measuredness, indecisiveness, lack of creativity will act as a brake on the general activity of all employees and personnel, and the



development of the team or company. Irrational distribution of employee responsibilities and inadequate control over the performance of work by personnel and employees will not bring the expected results for the company or the team, but on the contrary, can lead to bankruptcy or liquidation due to the unprofitability of the enterprise.

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