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Neuro-linguistic programming (NLP): An approach for improved administration of the organization

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Abstract

Globalization has led the business to foster its environment with its typically escalated growth and in which humanoid participation is irreplaceable for their curiosity, creativity, and emotional intelligence, to enhance and control them there is a need for a technique or approach in the work environment. Consequently, some corporations prefer using interventions such as neuro-linguistic programming (NLP) to improve employee mental health and wellbeing. This language-based development methodology has been the subject of debate in terms of the quality of the underlying empirical evidence. However, a perspective missing from this debate is an evidence-based understanding of the first-hand experiences of employees or management staff that have undertaken NLP training. Hence the purpose of this study was to review the effects of neuro-linguistic programming as an approach for improved administration of the organization. The results of this review showed that there is a mutually reinforcing relationship between Neuro-linguistic programming and administration, has also shown that virtual reality provides the ideal environment for the application of subconscious training techniques like those of NLP can support and improve administration.

Keywords: Neuro-linguistic programming, administration, organization, positive psychology, communication, presentation, leadership, employee, executives

Introduction

The administration is a process of planning, decision making, organizing, leading, motivating, and controlling the human resources, financial, physical, and information resources of an organization to reach its goals efficiently and effectively. One of the major resources is human beings who spend most of their lives in organizational environments, and work is an experience that most people gain, again our society is strongly dependent on the effective and efficient performance of its organizations. It is, therefore, necessary to have an evoked force and any effort for administering the human force requires discovering basic needs, understanding the behaviors of individuals, and reactions of a different group of the workforce, identifying one in an organization, and understanding the basics of his/ her behavior consequently, motivating him/her is the most vital and most difficult tasks of managers in an organization. NLP incorporates models and theories from disciplines such as psychology, linguistics, anthropology, mathematics, cognitive theory, and verbal and non-verbal communication which was standard, Bandler and John Grinder, 1973. NLP stresses that people's interpretation of the world and their view of behavior values, and behavior are shaped by socialization, upbringing, education, and the culture in which we live. Having an understanding and awareness of this can enable you to deal with others' behavior inconsistent with your ideals. NLP strikes at the very core of the process of communication i.e., the mind, which acts as the processing unit, language, a tool to convey and receive any information a, and repetitive behavioral patterns mainly responsible for any perception that we form or any notions that we convey (O'Connor and McDermott, 2001) this holds a tight knot for future scope of adoption. Thus it can be considered for better administration of an organization with a good insight into the past success and present-day requirements.

Literature Selection

It is important to emphasize that the emphasize searching for appropriate literature continues once the searching is completed. Consequently, the list of references from the searching strategies undertaken is the methodology-PRISMA TECHNIQUE to determine the relevance of the literature to this review to ensure that inappropriate literature is not included within the review. Identification of articles embraces keywords, search criteria, databases, and databases

extracted are followed by screening where inclusion and exclusion criteria to minimize ambiguity then the most important phase is looking for eligibility of the papers through quality assessment and finally the inclusion of papers both qualitatively and quantitatively for review after adopting PCC

framework as remaining studies are difficult to pool them to a specific study, it in the figure below.

NLP Protocol-Prisma Technique

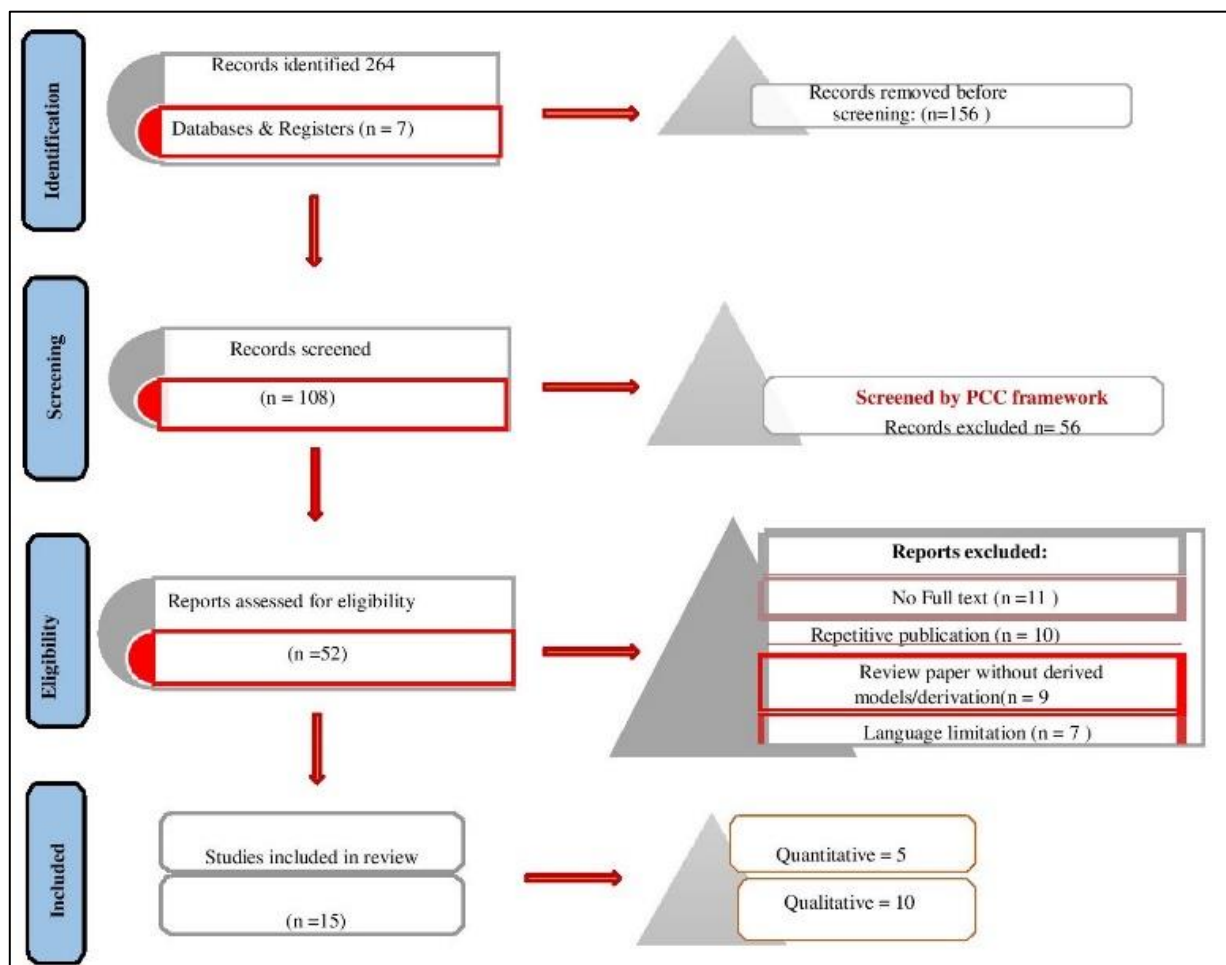


Fig 1: NLP Protocol-Prisma Technique

The following data was extracted were each publication: Date of review, Title, Reference, Database, Practices/Solutions: Neuro-linguistic programming (NLP) on improved administration of the organization, methodology, Target Population, Sample Population, Publication Quality Description, and Country/location of the Analysis Year. All articles were tested with critical appraisal tools. The data synthesis phase was done by the primary reviewer (the primary author) with the help of secondary raw were there (the co-author). We have identified practices/solutions from the sample of 15 papers for addressing neuro-linguistic programming as an approach for improved administration organization are explained distinctly.

The qualitative backing for the administration approach

In this paper, we attempt to systematically summarize NLP as an approach for better administration of the organization through research results and to integrate the different diplomats and contraptions seen proposed by various researchers which are relevant to my review. This should both help promote additional theory development and provide a guide for more systematic research on the topic. An exploratory study, The Importance of Neuro-Linguistic Programming Skills as a Communication Tool in the

Workplace (Mona Mostafa Elashry, 2021) [16] relies on two qualitative methods to explore the importance of NLP skills as a communication tool in administration in general and in the workplace specific by concentrating on reviewing literature and conducting semi-structured interviews with seven NLP practitioners/ experts who have a background in business, from different regions in the world, to examine the importance of NLP in management in general and in the workplace, in particular, confirming companies that use neuro-linguistic programming skills in communicating with customers, achieve greater profits and excellent customer service. The Effect of Affect in Organizational Settings explains the Workplace effect and Workplace Creativity (Jacob Eisenberg, 2015) [12] reviewed and gave a preliminary model by acknowledging thorough an understanding of the affect-creativity relationship in organizations requires simultaneous consideration of individualism, type of task worked on and the organizational setting, to aid model building and testing the relevant 381 factors into three general categories under the NLP propositions (Understanding NLP; principles and practice, 2d ed., 2005). Programming (NLP) is emerging as an effective tool to influence employees and, develop working relationships, and competitiveness (Nahar, 2018). Applying NLP techniques in

an organization will lead the staff to higher working enthusiasm; higher points of capability at all levels of the organization, higher consumer satisfaction, and strong positive corporate culture in the firm (Patrick, 2005), people are the most important yet most difficult to manage assets in any organization. NLP is one of the ways that can teach contemporary and effective skills for an exceptional manager to lead and influence the staff to work together and achieve the organization's goals and objectives.

Managers can use reframing, anchoring, rapport, pacing, and leading as techniques to impact change and influence outcomes. NLP is an important skill for the exceptional manager as it can improve communication skills, stress management, personal development, leadership skills, and negotiation skills. These skills are vital for a manager to succeed in a business place. Can Neuro-Linguistic Programming (NLP) be used as a contemporary and effective skill for an exceptional manager in an organization? (Lim Joey & Rashad Yazdanifard, 2015) ^[14] confers that developing the rapport technique with yourself and then with others. A person must be sure of what he or she wants to achieve because without realizing what you want, you definitely cannot succeed (Understanding NLP; principles and practice, 2d ed., 2005). After the main principles, it is time to transform the behavior stage to develop NLP skills and to practice the skill it needs to take a lot of messages is reaching the capability level the last stage is to persist in using the skills until the person can apply the skills unintentionally (O'Connor & McDermott, 2013) helps to manage better. Neuro-Linguistic Programming and Managerial Communication, (Miroslav Frankovský, Zuzana Birknerová, Eva Benková* and Ladislav Suhányi, 2018) ^[6] the results of the research favoring the effects of NLP techniques from the point of view of improving the communication with oneself as well as from the point of view of communication with other people. Leadership is the most important skill every manager should possess to influence and the participation of the employee, this was explained in (Qualitative Analysis of Neuro-linguistic programming concepts leaders might apply to improve employee engagement, 2020) as the method of improving the leadership skills through NLP to help employees generate more engagement and operate organization effectively by creating more success from employee engagement. Qualitatively, the work is certainly not the definitive guide for either future research or for understanding existing knowledge about the relationship effect and development in the management of organizations by NLP, but it does represent a trivial, albeit important step towards a comprehensive theory of influences on management/administration.

Quantitative backing management approach

The purpose of quantitative research is to attain greater knowledge and understanding of the social world in this regard. Researchers use quantitative methods to observe situations or events that affect people. Quantitative research produces objective data that come through statistics and numbers in a systematic scientific way so the studies can be replicated by someone else. Implementing the Concept of Neurolinguistic Programming Related to Sustainable Human Capital Development Miroslav Frankovský, Zuzana Birknerová, Róbert Štefko, and Eva Benková, 2019) ^[15]. It analyzed the connections between the selected NLP attributes—NLP-communication (NLP-C) body language

active listening, assertiveness, asking questions, and NLP-techniques (NLP-T) representational system, leading rapport, and the indicators of sustainable human capital development as uniqueness revealed by NLP using met programs that can be developed also at a subconscious level, then the feature of positivity was identified as another indicator, research confirmed that NLP has a positive effect on individuals who completed an NLP course within an experimental course of personality development compared to a control group who did not attend any NLP course.

The results of correlation analysis confirmed statistically significant correlation coefficients. The findings support the sustainability of NLP results in terms of sustainable life quality. This approach has a long-term effect, it is not a one-time but continual process, and can expect the positive effect of NLP in various areas of organizations such as human resources management, etc. Linguistic Programming and Managerial Communication (Miroslav Frankovský, Zuzana Birknerová, Eva Benková, and Ladislav, Suhány, 2018) ^[6] NLP was studied in the context of communication skills based on the comparison of the answers of the managers who attended NLP training and the ones who did not attend any NLP training. cs-communication skills methodology which contains 17 items for each selected NLPT factor, representational system, leading, and rapport by factor analysis. The managers were considering each item of CS methodology at a six-point scale of disagreement or agreement after attending NLP training, the managers assessed communication skills more positively not only at a level of the examined factors but also from the point of view of individual items, which describe particular aspects of communication skills.

Identification of attributes of neuro-linguistic programming (NLP) structure with the focus on communication and techniques of its implementation in managerial work, Budiman A., Frankovský M., Birknerová Z., Benková E., Rajiani I, 2018 ^[6]. Two original methodologies that are NLPC-Neuro Linguistic Programming Communication and NLPT-Neuro-Linguistic Programming Techniques were administered to the managers. Both methodologies contained 10 items, which the respondents assessed on a 6-point Likert-type scale (0-no and 5-yes). By the definition of any area of knowledge, it is inevitable to pay attention to the conceptualization and operationalization of a given issue. The presented study contributes to the enrichment of knowledge at both levels, but mainly in the context of operationalization of NLP issues. Based on the research results, two NLP methodologies were verified:

NLPC-Neuro-Linguistic Programming Communication and NLPT-Neuro-Linguistic Programming Techniques. By the means of factor analysis, the factors Representational Systems and Rapport were extracted within the first methodology. Within the second methodology, the factors of Leading and Pacing were extracted. A statistically highly significant value of a correlation coefficient between the attributes. Leading and Pacing confirm the fact that these phenomena are closely connected, and similarly to the operational systems and Rapport. The research aimed to identify the attributes of the structures of Neuro-Linguistic Programming (NLP) with a focus on effective communication and the techniques of conducting managerial work as well as verifying the methodologies, which enable to specify the factors of assessing NLP in managerial work was accomplished, has been supported to establish a better organization.

The Impact of Neuro-Linguistic Programming on Employees' Performance

An Experimental Study in Al-Hussein Bin Abdullah II Industrial Estate-Jordan. (Asaad Hameed O.Al-ali Basma Salem Shama Alih, 2015) ^[1]. Appraisal quantitative Wieand is based on collecting data in numerical form to measure and analyze self-efficacy, communication, problem-solving skills, and productivity to the unbiased results that can be generalized to some larger population by applying the experimental methodology, which is set up to examine possible cause and effect relationships between variables.

Pre-test and post-experimental and control group design is adopted in this study. The sample consists of all employees in the administration of Al-Hussein Bin Abdullah II Industrial Estates in Karak. Employees are divided into an experimental group (23 participants) and a control group (21 participants), where members of each group are selected randomly, taking into account that all departments were represented. The NLP-qualified training program is designed by both the researchers and the trainer to include all the research variables based on previous literature in NLP. The participants were 23 employees from seven different departments and were holding different positions. None of the participants had previously attended any NLP workshops. The trainer is an NLP master practitioner and specialized in releasing individuals' capabilities and improving performance by focusing on the areas of training NLP concept, The origin of NLP, and NLP's LP role in our personal and professional lives, Presuppositions of NLP, Motives, Problem-solving through the concept of "flexibility, Outcome Frame (negative and positive recognition), Positive thinking, Modelling, Priorities management. To test the sub hypotheses of the study which examine if there is a significant statistical difference between the mean of employees' (self-efficacy, communication skills, problem-solving skills, and productivity) pre-andpost-applying NLP program and examining the differences in experimental group's performance after applying for the program according to each variable, the researchers used T-test (Independent Samples Statistics) and T-test (Paired Samples Statistics).Independent-samples T-test for differences in means between groups in post-test of communication skills variable, paired-samples T-test for differences in means within the experimental group in pre-test & post-test of communication skills variable. Results of data analysis in this study indicate that NLP has a significant employee'' productivity and accuracy. These results are compatible with the findings of Nicoleta, *et al.* (2011) who concluded that applying NLP affects the employees' productivity within the car dealers and real estate agents. The results of this study confirm that NLP helps employees to acquire knowledge that may lead to unintuitive better use of time and resources. Impact of Neuro-Linguistic Programming and Coaching on Employee Learning. Faisal Akhtar, Sabah Rehman, Nasr Hameed, Mara Rizwan Bokhari, Hafiz M. Kashif Saleem, Zomer Sardar, Ayesha Mehmood Malik, Muhammad Awais, Syed Rizwan Bokhari, 2019 ^[10]. The study was conducted to measure the NLP among the managers, and supervisors within the organization. The data collection for the research purpose was taken from both primary and secondary sources. Primary data was collected by a survey method using a structured questionnaire on NLP and its impact on employee learning. Secondary data was collected from various journals/articles, blogs, and websites like Human Capital, nlp.com,

neurolinguisticprogramming.com, nlp.com, and NLP pakistan.com. In a 15 items questionnaire, NLP Coaching was measured using 13 items whereas 2 items were used to measure Employee Learning. The respondents were asked to evaluate their ability to maximize performance with NLP depending on their experiences. A scale of 1-4 was used for that. Where one meant never, and four meant always. 2 & 3 referred to occasionally and frequently, respectively. Employee learning was measured on a scale of one (strongly disagree) to five (strongly agree). The scales also demonstrated excellent reliability as evidenced by the high Cronbach's alphas of 0.82 for NLP coaching and 0.70 for the employee learning scale. Correlation and regression analyses were undertaken to measure the significance between NLP Coaching and employee learning. Correlation analysis is conducted to see the combined movement in the data about two entities. It is obtained by dividing the covariance of the two variables by the product of their standard deviations. The correlated correlation between Coaching and Employee Performance is .325 which shows that the relationship between NLP Coaching and Employee Performance is positive and is moderately strong. It shows that as the value in the NLP coaching increase so does the Employee Performance. The significant value presented here as the p-value is highly significant. Regression is used in the analysis to assess the causality of the independent variable on the dependent variable. Causation through regression is differentiated from correlation by the ability to assess the direction of causality from independent variables. Regression analysis results are significant and positive, which is reflected by the significance level of 1 percent. T-value is also quite good at 2.91. This regression result points toward the fact that NLP coaching significantly and positively influences Employee Performance Customer's perception of Neuro-Linguistic Programming (NLP) techniques in sales communication Emil Olsson & Johan Rexmyr, 2017 ^[9]. This paper researched notice and attitude, based on customers' past experiences or predictions. It focused on mirroring and verbal rapport-building techniques in face-to-face sales. There is some information that would direct complement the primary data collected in this study such as: How often customers are exposed to techniques, how good they are at noticing the techniques, communication skills of the salesperson, and customers' trust of salespeople in general. This study suggests that customers do not often but neither very rarely perceive and notice scenarios of NLP techniques when communicating with in-store salespeople themselves. The findings further provide salespeople with more profound insights into the importance of psychology when interacting with customers. Normally, social sciences phenomena cannot be standardized, as such, due to their complexity, this review was also explainable with little empirical evidence due to its social & psychological intricacy,

Discussion

The major purpose of this paper was to determine whether NLP could be an effective approach for improved administration of the organization. This finding is important because the world has become more competitive and administrating the assets are the main assets of an organization is important for sustenance. By gaining loyalty and trust from the workers, an organization can use NLP as one of the approaches to building and maintaining relationships with the staff. For instance, a talented employee

needs a great manager because how long the employee stays as well as how productive they are is determined by their relationship with their manager. NLP helps us to understand how we think and how those thoughts will affect our feelings and behavior. NLP helps in empowering people to develop positive thinking and feeling so it can support their organization's goal. The techniques discussed in this paper can help customer service teams, sales staff, general employees, and managers to perform by improving the quality of their working life. Effective communication is vital and it is described as the heart of business success that is possibly achieved through this.

The manager needs to have communication skills first to lead the employees in the organization. NLP skills are significant for exceptional administration in problem-solving, negotiating for a win-win situation, effective communication, persuasive and influencing skills, stress management, personal development, and resolving conflicts. In a nutshell, when the manager has the method, soft skills, and leadership skills, the manager is close to victory. Managers cannot control people or events, but the manager can manage their response to people and achieve objectives. An organization will provide the managers and staff with increased efficiency in the workplace by understanding and motivating the people, either individually or in groups by applying the principles of NLP in the working environment can develop the NLP skills even further. Hence, it will positively change the patterns of communication and behavior to reach the desired results. Strategies to develop NLP skills for managers is to know the goals to achieve, with a clear understanding of whether you are moving towards the goals and changing behavior if the previous ways do not work. Finally, action is the most crucial part which speaks louder than words. While applying NLP skills, practice and action are important to reaching specific results, empirically it was proven to the extent it can be acceptable but cost to profit for an organization to succeed through NLP as an approach for improved administration is still not under the light. NLP is about thinking, believing, observing, and performing to get what you want in life.

Conclusion

People are the most important yet most difficult to manage assets in any organization. NLP is one of the ways that can teach a contemporary and effective approach for managers to lead and influence the staff to work together and achieve the organization's goals and objectives.

Managers can use reframing, anchoring, rapport, pacing, and leading as techniques to impact change for better administration. NLP is an important approach for the organization as it can improve communication skills, stress management, personal development, leadership skills, and negotiation skills for the people who are involved in management. These skills are vital for a manager to succeed in an organization. Organizations that implement NLP skills as part of the training for their employees will gain a competitive advantage and this will lead to a successful company as well as successful employees. The clarity for adoption by both organization and the administration people is a must without which such approaches are pointless but when considered for betterment it can be one of the ways that can teach modern-day and effective approaches for an organization to lead and influence the staff to work together and achieve the organization's goals and objectives.

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