



*Review Article*

## **How External Environment Changes Personality of People?**

**(With Reference to Client Maruti Suzuki during my tenure at  
IT Source Technology, Gurgaon, 2013)**

***Er. Piyush Pandey***

Assistant Professor, Personality Development  
KIPM College of Engineering and Technology  
GIDA, Gorakhpur, U.P

***Sri Pawan Kumar Pandey***

Assistant Professor, Dept. of Computer Science  
Digvijay Nath P.G College Gorakhpur, U.P

---

### ***Abstract***

*In this paper I am mentioning an incidence that happened with me in an organization. By the mode of that incidence I want to explain that external environment plays a great role in shaping up our language skills and professional personality. External environment has got the power to influence the mindset, physical appearance, behavioral etiquettes and mental make-up of professionals who are working in different corporate environments in the country. This research paper is explaining one such incidence that I saw during my tenure as Polycom Videoconferencing Engineer for my Maruti Suzuki India Limited, Vasant Kunj, New Delhi, on behalf of my parent organization, IT Source Technologies, Gurgaon, Haryana..*

---

**Copyright©2021 Er. Piyush Pandey & Sri Pawan Kumar Pandey** This is an open access article for the issue release and distributed under the NRJP Journals License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

---

### **Introduction:**

In year 2012, I was working with an IT organization as Network Engineer. The name of the organization was IT Source Technologies. On behalf of this organization, I was posted at client location, Maruti Suzuki India Limited, Vasant Kunj, New Delhi as Videoconferencing Engineer. Maruti Suzuki is majorly a collaboration of Indian Company Maruti and Japanese Company Suzuki. Both the countries are jointly involved in the process of car manufacturing.

The national head office of Maruti is at New Delhi and we had to work in collaboration with other major Maruti Suzuki locations of the country like Chennai, Mumbai, Kolkata etc. As a representative of IT Source Technologies, my responsibility was to connect people through videoconferencing device and stay there as long as the conference is going on so that in case of some technical emergency, I am immediately available for help.

The floor where I used to work, there was a Japanese Gentleman over there who also worked on the same floor. I used to watch him daily. Most of the times he was

involved in talking on mobile phone in his Language. Since last many days I was consistently watching that person speaking only Japanese language and no other language. Either he was speaking Japanese or he was busy sending some important official mails to someone.

The official lunch hour was common for all the employees of the organization and the lunch was served free of cost to everyone working in that office (Employees, third party partners, vendors and distributors etc). One day while we were having lunch, that gentleman was serving food in his plate right next to me. Suddenly he asked the canteen owner, "क्या भैया कुछ मीठे में है क्या?".

I was totally shocked after listening to that person speaking Hindi language. Later I met my boss and enquired about that Japanese gentleman. My boss told me that he is Japanese Representative from Suzuki Company and he is Customer Relationship Head for India. He has been living in India since last 16 years. He people here in India are majorly Hindi Speaking, therefore by consistently dealing with Indian customers since last many years, understanding their language, culture and preference on gradual basis, this gentleman has acquired the habit of Hindi Speaking and that also with complete fluency and accuracy.

### **Impact of Listening Skills on Language Ability:-**

This is well evident that the Japanese Gentleman became fluent in Hindi because he was consistently dealing with Hindi Speaking people. Since he was listening Hindi words and sentences so gradually he was able to acquire proficiency over Hindi.

Same is the case of a new born child. A new born child is new in this world, innocent and absolutely unaware of everything around him. Now we know that one day the child will grow up and his parents will send him to school for studies. But this is also true that by time a small kid reaches school for the first time, he is able to speak the language that his parents speak at home. Now the fact is that the child has not yet seen any school in his life nor he has seen any books, so how is he capable of speaking the language which his parents speak at home?

The answer to this question is, he is consistently listening to his parents speaking to each other in their mother tongue and due to this the child acquired the ability of speaking that language much earlier. This is the power of listening skills and this is how external environment shapes up the language proficiency of an individual.

### **Impact of Common Dress Code on Professional Personality**

Maruti Suzuki, like many other great organizations, was having its own specific dress code that every employee of that organization had to follow strictly on daily basis. The new joiners, along with the technical work, were also told the dressing etiquettes that Maruti Suzuki follows. If the employees of the organization follow a common formal dress code, it influences the mindset of employees in many ways:-

1. Employees consider themselves a part of one family
2. Emotional bonding of employees is more
3. They learn the value of collectiveness

4. They learn the value of inclusion
5. They learn to respect each other
6. They learn the basics of togetherness and belonging
7. They learn professional manner and etiquettes

During my tenure in Maruti Suzuki, Vasant Kunj, New Delhi, not even for a single day I saw the employees of that company wearing unprofessional or casual uniform. All the employees used to wear well pressed official uniform as long as they were inside the office premises. This feeling was firmly built up in their minds that if they do not wear official dress code, it is going to harm the image of the organization.

Taking inspiration from the seniors, the new joiners were also having the same level of enthusiasm in their personality related to the dress code of the company. They also felt proud of their professional uniform the young employees disrespecting or not following their official dress code. And this is a kind of legacy extended forward by old generation to the

new generation. When the old employees see that the young employees are respecting the corporate culture of the organization which they have preserved since last many years, they are also ensured that the future of their organization is in right hands.

#### **Conclusion:-**

The above two incidences clearly explain that how the external environment shapes-up the professional personality of people. The first example shows that impact external environment on language proficiency and the next example shows the impact of external environment on professional dressing sense. It clearly indicates that dressing sense and language proficiency, both these things are equally desirable along with your technical proficiency to establish your reputation as a thorough professional in your organization. If any of these 2 things is missing, we will not be considered as great professionals. And the corporate world is full of many such crucial examples that can help young professionals realize the importance of professionalism in life and job world.