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Global Punctuality Index: A Tool to Save Trillion Man Hours, Improving Productivity Growth

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Global Punctuality Index: A Tool to Save Trillion Man Hours

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Introduction:

The 'time' is most precious, important resource but uncontrollable. Hence, one has to use the time effectively to succeed. Attitudes and values are the foundation of every country's culture, and are the building blocks for developing business culture. Cultural influences, attitudes and behaviour vary within and across nations and within and across ethnicities, and are strongly embedded within communities. Some of the cultural distinctions that businesspeople most often face include differences in business styles, attitudes towards the development of business relationships, attitudes toward punctuality and so on. Therefore, there is need to develop Global Punctuality Index for several countries. This index help to know the people & government, how many man hours can be saved by taking appropriate measures. This is a novel concept. We attempt to build ways and means how to measure objective index on the basis of measuring level of punctuality in daily and routine home affairs, social functions, business and government functionality.

Why Global Index?

The time consciousness is very important cultural trait, and along with time punctuality, it influences economic development. Culture is one potential reason for differences in the levels of economic development and for differential economic performance of countries around the world². An especially important cultural dimension with regard to its possible impact on production and economic activity is time punctuality, or time consciousness. The punctuality matters for economic development, innovation, country competitiveness, and the effectiveness of a country's government. Country to country, region to region, village to village, community to community theses traits are different. The index provides opportunity to identify room where the time can be saved by collective actions. World Bank group compile Doing Business every year, the due weightage is given to starting time or licensing time.

The Way Forward

Successful people are most comfortable when they can organise and compartmentalise their world into controllable units. Time, therefore, is managed carefully, and calendars, schedules and agendas must be respected. Trains arrive and leave on time to the minute, projects are carefully scheduled, and organisation charts are meticulously detailed. The importance of time and punctuality is well celebrated. Careful planning, in one's business and personal life, provides a sense of security. Punctuality is one of the cardinal business virtues: always insists it on your subordinates (Don Marquis). Punctuality is the politeness of kings (Louis XVIII) and Punctuality is the soul of business (Thomas C. Haliburton).

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² Time Punctuality and Economic Performance, William Di Pietro, Business Department, Daemen College

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Historical & Demographic Perspective

Indian used transparent pot filled with sand which comes out and refilled to measure the time. The people in ancient time used sun rise & sun set, movement and location of star and moon as tool to measure the time. Indian literature reflects importance of time since time immemorial. All social tasks were to be performed after ascertaining appropriate '*Muhurt*³', a Sanskrit maxim cite "The people who are punctual in their duties like Sun, never become poor".

The Europeans were the first to develop the mechanical clock, and, at the same time, to develop economically. Good time keeping allows one to monitor efficiency, which is measured in terms of output per unit of time, and, thereby, to establish more efficient techniques and practices, and, generally, to become more efficient conscious. It allows for precision, good measurement, and the advancement of science. It is only in time conscious societies that one gets the notion that time is money; with the result that time is considered scarce, always taken into consideration, and used only with much care, diligence, and planning. Time punctuality is a positive force for economic development of a nation, and the lack of time consciousness an impediment to economic development.

The results of William Di Pietro study lend support to the hypothesis that time punctuality matters for overall economic development, and for economic performance in terms of innovation, competitiveness, and the extent of state failure. Punctuality has the theoretically expected sign in all the equations, positive with regard to development, innovation, and competitiveness, and negative with regard to state failure.

Time consciousness and punctuality impacts trust, respect, self control and reflects obedience of a person. Tabellini empirically investigates whether cultural factors have a causal effect on economic development (Tabellini, 2010). Using a sample of sixty-nine regions in eight European countries and employing instrumental variables estimation, he finds that four cultural variables, trust in others, respect for others, the sense of individual control, and obedience, matter for economic development, with the first three positively correlated to development, and the last negatively correlated to development. Williamson and Matters find that, although freedom seems to be more important for economic growth than other cultural factors, culture still seems to matter for economic growth.

William Di Pietro used interesting methodology to measure punctuality. Culture Crossing is an internet site that provides cultural information for travelers and others for different countries (Culture Crossing, 2013). One of its categories is called views of time. Within this category, site contributors generally

³ Sanskrit/Hindi word to denote auspicious time to initiate any function

discuss whether people are punctual or laid-back, whether buses and public transportation typically arrive on time, and whether people are generally expected to be tardy or punctual for business and social engagements. Using the Cross Culture country descriptions for the views of time category, an index of time punctuality is constructed by the author by ranking countries from one to four, assigning higher values to countries with greater time punctuality and lower values to countries with lesser time regard, or smaller time consciousness.

To measure the capacity of the country, 'Failed State index' gives importance to several factors including state legitimacy, government effectiveness, professionalism, democracy, corruption etc. With regard to time considerations, economic development is likely to require the sacrifice of investment of time and energy in personal relationships for greater time punctuality. Countries that place little weight on being on time generally place great value on relationships and personal relationships development, that is, with spending time with people. Unfortunately, this means, for these countries, that if time punctuality really matters for economic development, as indicated by the findings in this paper, something of real value, personal relationships, may have to be sacrificed for sustained economic development.

There is psychological impact of punctuality, a feeling of injustice is observed as the punctual suffers more compared to who arrive late in the function. Also there is social impact, time consciousness is a trait, if injected in culture and used properly, an individual tends to understand value of time. Market efficiency also depends upon customer orientation, buyer satisfaction and other cultural traits. Culturally, customers are more demanding in some country than customers of other country. This is competitive advantage as it forces company to be more innovative and customer oriented. (World Economic Forum, Global Competitive Report)

Social institutions and social competencies play a critical role in advancing capabilities and shaping individual choice. Social institutions (norms and organizations) operate collectively. Social competencies are what social institutions can do or be. As well as an important instrumental role in creating and enhancing particular capabilities, social institutions help shape individual preferences and behaviour so that individuals cannot be assumed to be fully autonomous. Finally, relations among people and institutions determine whether a society is peaceful, cohesive and inclusive.

Individual norms are influenced by standards and norms. One behaves on the basis of expected norms, e.g. cleanliness, punctuality etc. Time is insurmountable. Punctuality is not just limited to arriving at a place at right time, it is also about taking actions at right time. Lord Chesterfield says, "Know the true value of time; snatch, seize, and enjoy every moment of it. No idleness, no delay, no procrastination; never put off till tomorrow what you can do today. I am a believer in punctuality though it makes me very lonely and punished, as the function starts late by hours.

Ecuador launched Campaña Contra la Impuntualidad, in which the population and government synchronized their watches in an attempt to combat lateness after a study showed that lateness had cost the country about \$2.5 billion a year. Germans are extremely punctual and disciplined about keeping strict schedules. Arrivals are expected to the minute. On the other hand, spontaneity becomes a challenge: It is hard to schedule an impromptu meeting because it was not planned for ahead of time.

In South & Middle East Asia, business people may come one hour late to an appointment. A lot of time is spent socializing before getting down to business. In social settings, everything starts late. If the invitation is for 8 p.m., it is not abnormal for the guests to arrive at 10 p.m. In Japan, punctuality governs all aspects of the social and business world here. Lateness is considered a sign of rudeness and arrogance. Relationships hinge on meeting time commitments, and the accuracy of clocks and average walking speed are ranked the highest in the world.

Research Methodology:

The index is intended to rank countries which participate through its citizens on the basis of score obtained on standard scale of 100. Citizens will be asked to be true, fair and reasonable to the extent possible. The score is collection of data for routine daily affairs, social functions, public gatherings, transportation, business & government functioning. The social functions are spread into all aspects of life cycle of man, begins from birth, marriage, death and other occasions. The citizens are asked to rate on scale of 100 for the structured questions and few open ended questions. The collective score is converted on standard scale of 100 by average out. Punctuality is defined as time planned for any task and task initiated & completed. If the difference is zero, full score of 100 is given. For each minute delayed, one point is reduced. Thus, if time to start particular task is 10.00 a.m. and its starts at 10.00, score of 100 is given. If the task starts at 10.05, the assigned score will be 95. If the task starts at 11.05, the assigned score will be 35, If the task starts at 12.20 or thereafter, the assigned score will be 0.

Request:

This is a massive task; the intention is to develop the most objective index, through participation of several citizens and pertaining to different tasks. Suggest the way to collect data, processing and compiling into index and announcing. Please give your feedback on prof_sapovadia@yahoo.co.in

Reference:

Time Punctuality and Economic Performance, William Di Pietro, Business Department, Daemen College

Questionnaire

Name:

Country:

Province/State:

Sex:

Age:

Occupation:

1. What normal time daily you plan to rise in the morning?
2. When you daily rise?
3. What normal time daily you plan to sleep in the night?
4. When you daily sleep?
5. When you are expected to reach your school for studying?
6. When usually you reach to school?
7. When you are expected to reach your work place?
8. When usually you reach to work place?
9. If there is a marriage of your distant relative or friend at 12 pm, when you generally reach?
10. If there is a marriage of your distant relative or friend at 12 pm, when it actually begins?
11. If there is a reception dinner of your distant relative or friend at 9 pm, when you generally reach?
12. If there is a reception dinner of your distant relative or friend at 9 pm, when it generally start?
13. If Public Transport bus as scheduled at 9 am, when do you reach the bus stand?
14. If Public Transport bus as scheduled at 9 am, when the bus actually start?
15. If any private transport bus as scheduled at 9 am, when do you reach the bus stand?
16. If any private transport bus as scheduled at 9 am, when the bus actually start?
17. If any train is scheduled at 9 am, when do you reach the railway station?
18. If any train as scheduled at 9 am, when the train starts?
19. Generally how many minutes the public functions stars late?
20. Does the government office finish the task and deliver its result in time? Yes/No
21. If your answer is No, how many minutes it may be late?
22. If your client is expected to meet you at 8 am, by what time you can meet him?