

Power of We Consulting

Effective solutions for your workplace problems

National Workplace Surveys

From Steven H. Carney, the Workplace Guy:

According to the Small Business Administration (SBA):

- Poor management is the greatest single cause of business failures.
- Up to 70% of businesses are gone within the first 8 years.
- About 110 million people were employed by companies in 1999.

A Survey of American Workers by Integra Realty Resources Indicated:

- 42% of workers (about 46 million) said yelling and verbal abuse were present in their workplace.
- 10% (about 11 million) worked where physical violence has occurred.
- 19% of workers (20 million) had quit their jobs because of stress.
- 12% (about 13 million) called in sick because of workplace stress.

Their stress resulted from things like excessive workloads, unreasonable deadlines, more than 8-hour workdays, skipping lunches to complete work, rudeness of co-workers, etc.

Job Dissatisfaction Can Lead to Turnover. According to Maritz Surveys:

- Only 24% of employees are completely satisfied with their jobs (down to 10% in 2004).
- About 47% are dissatisfied with the way they are managed and communicated with; 23% don't think their company listens to or cares about them.
- Only about 35% of employees were thanked frequently for a job well done.
- Only about 55% of employees thought management's actions and words were completely consistent.

According to the Employment Policy Foundation, Turnover is Costly:

- The average turnover cost is about 25% of compensation, or \$10,000 per \$40,000 of salary and benefits. The costs can be much higher for management/executive positions.

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National Workplace Surveys (Cont.)

- For a company of 100 workers and an average turnover rate of 25%, total turnover would be 25 employees per year. Using an average salary and benefits of \$40,000, the total cost would be \$250,000 annually. For a Fortune 500 company with 40,000 full-time employees, average turnover would cost \$119 million per year to replace everyone who quits!
- According to various studies, the turnover rate averages about 25% but it can run to 80% or more depending on industry (retail, fast food, and technical jobs have the highest rates).

I collaborated with a market research company to handle a national survey of employees and managers regarding their views on teamwork and the workplace:

- Almost 75% had teams in their workplace.
- More than 90% thought teamwork was important or very important for the success of projects.
- More than 90% thought teamwork was important or very important for the workplace overall.
- More than 80% thought it was important or very important to *increase* teamwork in the workplace.
- More than 60% were aware of conflicts ranging from every few months to weekly.
- Almost 80% thought employees/non-managers were better team players than bosses or managers. (About 68% of respondents were employees or contract employees and 22% were managers. The other 10% were consultants/others.)

The survey respondents were from varied industries and areas, including healthcare, education, government, retail, hotel/restaurant, manufacturing, marketing, technology, construction, insurance, legal/accounting, etc.

As the survey indicates, many organizations have teams, and many employees and managers think teamwork is important. At the same time, there is a significant need to *increase* teamwork (only about 10% thought teamwork was sufficient). Conflicts occurred at a high enough rate to disrupt teamwork and team cohesion. A large number of respondents thought employees were better team players compared to bosses and managers.

Do these responses match your ideas and experiences with teamwork? Is your workplace highly functional or does it need more cooperation? Teamwork can help solve many common workplace problems, from low morale to high stress; from low job satisfaction to high turnover. See www.powerofwe.com and The Teamwork Chronicles for more information about teamwork, the workplace and related subjects.