

## Ernst Enterprises Newsletter



### RECORD LOW EMPLOYEE SATISFACTION!

*Are Your Best Employees Looking to Leave?*

In the news last week, the Conference Board reported that employee satisfaction was at the **lowest level they ever recorded**. Only 45% of Americans are satisfied with their work, down from 49% in 2008. Compare this with the first survey conducted by the Conference Board in 1987, when 61% reported that they were happy with their jobs.

While some of the drop in satisfaction can be attributed to the worst recession since the 1930's, worker dissatisfaction has been on the rise for more than two decades.

"It says something troubling about work in America. It is not about the business cycle or one grumpy generation," says Linda Barrington, managing director of human capital at the Conference Board, who helped write the report.

Workers have grown steadily unhappy for a variety of reasons:

- Fewer workers consider their jobs to be interesting.
- Incomes have not kept up with inflation.
- The soaring cost of health insurance has eaten into workers take-home pay.

Other key findings of the survey show only 43% of workers feel secure in their jobs, 56% say they like their co-workers, and only 51% say that they are satisfied with their boss.

The last finding is particularly troubling: the Gallup Company has found in its surveys that the boss has the most significant influence on employee satisfaction. With companies cutting expenses, management training is suffering and the supervisor's influence is falling.



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**HOW WOULD YOU ANSWER THE FOLLOWING QUESTIONS?**

- How satisfied (or dissatisfied) are your top two or three employees?
- What would happen if the most important top two or three employees were to quit as the economy recovers? What impact would that have on your operation?
- How effective are your managers?
- When was the last time your managers attended a training program to develop or enhance their people management skills?
- With revenue down, have raises suffered?
- How are you letting your employees know that they are important and valued?

**TAKE ACTION WITHOUT GIVING LAVISH RAISES OR WALL STREET BONUSES AND LET YOUR EMPLOYEES KNOW THAT THEY ARE VALUED**

Recently we advised one of our clients on an approach to provide unique recognition to two very valuable employees as a way to acknowledge their extra efforts during the past year. We also recommended a financial incentive plan that doesn't increase costs or payoff unless results are achieved.

**OUR ADVICE**

Don't wait until you lose your best employees, or dissatisfaction decreases morale and productivity suffers. At Ernst Enterprises, we have the expertise to diagnose the current level of employee satisfaction and recommend cost-effective programs that improve satisfaction, morale, and managerial effectiveness.

Call today to learn more and obtain that peace of mind we provide.

Our **getHRanswers**® program can provide that help-desk approach to HR issues when needed.

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**Mention this article and receive a one-hour complimentary assessment of your HR policies and practices.**

Sincerely,

A handwritten signature in cursive script that reads 'Mark'.

Mark Ernst  
Ernst Enterprises, LLC



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