

EMPLOYEE CONCERNS

The thing we call work is part of life's experience which the majority of able bodied people endure. It is a necessary evil, for it is the means through which persons earn a living to provide the basic necessities of life, of food, shelter and clothing for themselves and their families. Many may consider work as a labour of love; describing it as not rewarding, often demanding, challenging and frustrating. There is often the cry that the efforts of employees are not recognized, appreciated or rewarded. This creates the problem for the motivation of employees who are of this opinion. Work like any other activity in life is meant to be enjoyed. The moment an employee ceases to enjoy work there is every likelihood of a decline in the individual's productivity, interest and enthusiasm.

This is not a matter to be taken lightly as it is quite possible that the demeanour, work ethic, personal attitudes and cooperation displayed by one employee could easily influence other work colleagues. This ought not to be overlooked by management, as it could most definitely be to the detriment of any enterprise /organization. When work becomes meaningless and work satisfaction becomes an issue, the complaining employee(s), tends to resort to staying away from work, rather than being on the job. Employers and /or management often ignore the symptoms that point to the fact that their employees are disgruntle, dissatisfied and demotivated.

Far too often, attention is directed on getting the job done, without paying attention to the feelings, emotions, frustrations and concerns of employees. Employers who are not in tune with their environment, usually miss the opportunity to take positive

and decisive action. Playing catch up is the then result, and in some cases the delay action or reaction comes when there is a break down in relations between management and employees. Most employees show their disgust, resentment and dissatisfaction at work because of terms and conditions of work and the wages and salaries paid. There is usually concern over the demands of the job, as there are cases where the employers' interpretation of the job description sometimes goes beyond that of the employee. Some might refer to this as employee exploitation. This could have serious implications for employee commitment and possible loyalty.

The turnoff for most disaffected employees comes as a result of their dissatisfaction with the job performance evaluation. The job performance evaluation is a sensitive issue in that for the most part it is based on subjectivity. In the absence of a set of objective criteria, the door is opened up for some unreasonable judgements to be made. Employees who go beyond the call of duty, tend to feel hard done where the evaluation falls below their expectation. The inability of management to justify the rating given, or the offering of what may be determined as a less than plausible excuse, can lead to the dissatisfaction and demotivation of individual employees..

There are two issues that come to the fore that are likely to impact on the employee job evaluation exercise. These are ineffective leadership and workplace relations. The latter is usually about strained employee and supervisor relationship. This relationship can make the decisive difference in the subjective assessment that is given. Albeit this should not be the case. In order to avoid employees being turned off, it is best that the organization has an agreed set evaluation criteria that is known to staff members. Management should insist upon uniformity being followed in the evaluation process. It is therefore

recommended that all supervisory and senior management personnel are trained in carrying out employee job performance evaluations.

Apart from all job dissatisfaction, poor working conditions, feelings of exploitation, job insecurity, poor workplace relations, there is the additional problem of poor or insufficient wages and or salaries. Employees are not amused by the small and sometimes insignificant wage or salary increases, lack of benefits and incentive payments or schemes. These are things that ought not to be glossed over by governments and the business community, as workers must be given every good reason to want to work.

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