

Employees' Expectations

When workers present themselves for work there is the expectation by employers and management that these individuals are there to give of their best. By the same token workers come with the understanding that the job offers them job security, a measure of satisfaction and a comfortable and conducive environment in which to work. It can sometimes be taken for granted that the physical environment of the workplace, conditions of service inclusive of remuneration and benefits, make a difference to the outlook and attitudes of workers. These factors are likely to be a stimulus for those workers who are of the belief that their own expectations of the workplace are being realized.

Where in the public or private sector a category or pocket of workers is of the view that they are not being fairly treated and hence disadvantaged, there is the tendency for a divide to be reflected within the internal walls of the workplace. This is where management is expected to be proactive in addressing the concerns of its employees. In many an instance, it is usual an individual case which is not satisfactorily addressed or is ignored, that lays the basis for discontent and disconnect which follows.

What this does to the workplace, cannot be considered as being healthy. It certainly can undermine the confidence, respect and spirit of good will that may have had previously existed within the organization. The longer a matter is allowed to remain either unattended or unresolved, the greater the chance exists that demotivation of workers would set in. There is the expectation that a good employer –employee relationship would be a distinct feature of the workplace culture. This could be compromised or severely threatened where there is a break down in the level of communication between the management and staff.

Generally, problems of dissatisfaction tend to emerge from a difference of opinion on policy matters and implementation, human resource management issues, workplace relations, occupation safety and health and collective bargaining issues. It is expected that management has a responsibility to fix any problem that surfaces. It would be fool hardy to think that employees will not undertake to pressure management to resolve issues and to have justice served. The point of departure between the two parties often comes when it appears that management is acting in bad faith, by failing to follow established processes and procedures.

A failing system suggests that there governance and management issues at the workplace that need to be corrected. Rectification of these can account for a fundamental difference in workers outlook and attitudes. These results can be seen in a greater level of interest

amongst employees. The fact that they have been inspired comes as a consequence of the building trust.

Workers want nothing more than to be treated fairly and equally. They have an expectation that the employer and management would properly discharge their obligations. This includes paying agreed wages and salary, incentivizing workers, honouring the collective bargaining agreement and following both process and procedures. Since there is recognition that both parties in the relationship have expectations, it would not be unreasonable for workers to abscond on their responsibility to be productive where all the conditions of the collective bargaining agreement are being observed by management, and the workplace environment is conducive to inspire workers to give of their best.