

# THE EXTRA POINT

BY JERRY ROBERTS



## # 1489 Make the New Worker Honeymoon Last Longer

We're going to look at a workplace survey again today, this one focused on front line talent, and in particular, new workers and how they see things. I'm Jerry Roberts and we'll talk about boredom at work, how big an issue is it, and what can be done. That's next, on The Extra Point.

In today's workforce, employees are seeking a balance in their day-to-day job, and their personal priorities. A voice in their workplace would also be nice, but that's not on the front burner for many of them.

Workplace research firm Qualtrics recently conducted a survey involving over 37,000 workers worldwide to gauge their job expectations for 2024. The survey included front-line worker experiences, and the concerns of that category of workers.

One of the areas the survey centered on was the traditional "honeymoon" phase that new workers go through.

Qualtrics characterized this introductory period as one that used to have high job satisfaction and engagement lasting — get this — at least a year. HR folks who listen to this feature on a regular basis, please feel free to chime in and correct me...but I don't think the so-called honeymoon phase lasts anywhere close to a year for the average Guam front-line new hire.

Now, I said that the honeymoon period "used to" be a year. No longer. The Qualtrics survey revealed a different trend.

Employees who had been on the job for six months or less reported the lowest levels of engagement and satisfaction. Surprisingly, 39 percent of new workers said they intended to leave their new jobs within the next 12 months.

Got that? Four in ten new workers already have one foot out the door in their minds.

Qualtrics speculates that employers may be falling short in the eyes of their new workers.

Maybe that honeymoon never really took place. Maybe they were treated like the new kid on the block for a couple of weeks or a month, and then it sort of faded out.

Pay and benefits brought low satisfaction scores. Only 50 percent of front-line workers expressed happiness with their compensation, trailing non-frontline employees by 14 points.

Trust in leadership and the ability to challenge traditional ways of working also appeared lower among front-line workers. We've seen this before, and it's not improving.

The most serious disconnect in the survey came with the question about whether their companies responded to and communicated employee feedback. A whopping 83 percent of senior executives believed that managers proactively listen to and genuinely understand their employees' perspectives. 83 percent.

If the name Bob Uecker and the movie *Major League* are familiar to you, these particular senior leaders are "just a bit outside" of reality on this issue. Why? Because only 43 percent of employees shared their opinion.

The honeymoon phase is a big opportunity for a company to set the tone for front line workers. Establish the relationship. Put in place some kind of plan for their growth and development. Let them know that their observations and opinions are welcome. Make the honeymoon last longer, and maybe the marriage will last longer.

That's the Extra Point. Be responsible and make something good happen today. For 93.3FM, the Ray Gibson Show, and First Hawaiian Bank, I'm Jerry Roberts.

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