

Gallup Study of Employee Attitudes for Improving the Workplace*

The Gallup Organization recently released findings from a multi-year effort analyzing the relationships between employee attitudes and critical business outcomes, including revenue, profitability, customer loyalty, and employee retention. The study based on more than 100,000 employees from 2,500 business units in 12 industries, identified these employee attitudes as paramount in managing and improving the workplace:

"I know what is expected of me at work."

"I have the materials and equipment I need to do my work right."

"At work, I have the opportunity to do what I do best every day."

"In the last seven days, I have received recognition or praise for doing good work."

"My supervisor, or someone at work, seems to care about me as a person."

"There is someone at work who encourages my development."

"In the past six months, someone at work has talked to me about my progress."

"At work, my opinions seem to count."

"The mission and purpose of my company make me feel my job is important."

"My fellow employees are committed to doing quality work."

"I have a best friend at work."

* *Training & Development*, December 1998, pp. 13.