

# One in five workers 'actively disengaged'

Joyce Moullakis

One in five workers is disruptive, unproductive, disloyal and unenthusiased with their job, costing the economy more than \$30 billion a year.

That's the finding of research to be released today that shows the level of "actively disengaged" workers in Australia is second only to France and equal to that in the UK.

The Gallup survey of 1500 employees has found in addition to the one in five "actively disengaged" workers, a further 62 per cent were "not engaged" or committed to their role and employer.

Gallup defines engaged employees as those who consistently perform and are loyal and committed to their organisation.

"As the proportion of actively disengaged workers rises, so productivity, profitability and customer metrics drop," Gallup's senior corporate consultant, Melissa Dunn Lampe, said.

The research found that an employee's performance had much to do with their individual manager.

"Company leadership has a profound effect on worker engagement, and through their people's engagement, an equally profound effect on

profit, productivity, safety, and absenteeism."

Gaby Riddington, executive director of recruiter Hamilton James & Bruce, said companies

**"A further 62 per cent were not committed."**

were increasingly monitoring engagement levels to forecast staff turnover.

"Because of the talent shortage, people are trying to forecast a lot better," Ms Riddington said, noting also that workers were demanding

more of their employers, prompting higher levels of disengaged staff.

Companies, including the largest banks, numerically measure staff engagement and satisfaction levels.

But John Rodwell, associate professor at the Macquarie Graduate School of Management, questioned the correlation between staff morale and employee productivity.

"There is a fairly weak but positive relationship between good morale and performance."

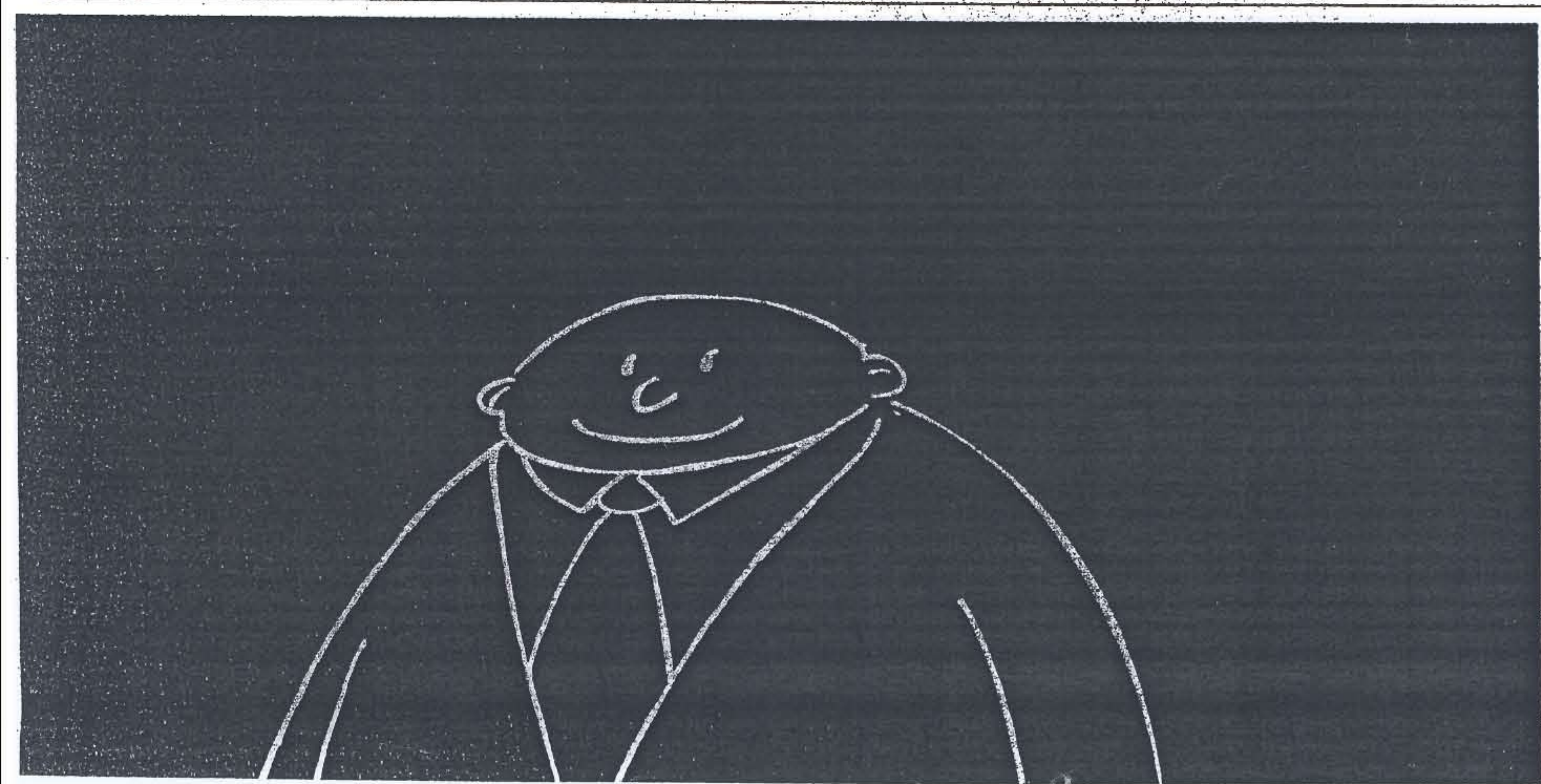
He said the survey findings appeared more relevant to labour turnover, which also provided benefits to the broader economy.

"Other things, such as nature of work, stress and strain, have a large impact in the workplace and have been linked to labour turnover," Professor Rodwell said.

He noted, however, that companies needed to manage and monitor employee morale.

The Gallup research also highlights the fact that most Australian employees are dissatisfied with the level of feedback and frequency of performance reviews from managers.

Less than 20 per cent of respondents say their performance review helps them to do a better job.



## Commerce Qld seeks tax relief

Commerce Queensland has called on the Beattie government to cut payroll tax and stamp duty in the June budget, saying inefficient taxes are damaging the state's competitiveness. It also asked Treasurer Terry Mackenroth to scrap the six taxes up for review this year as part of the GST agreement.

**Mark Ludlow**

## SA car parts factory to close

The Australian Workers Union says the Adelaide plant of automotive components maker Ion Ltd will close on July 31, causing the loss of 400 jobs. The union said it had hoped that administrators McGrath Nicol could have sold the plant as a going concern. About 60 jobs will go immediately after the closure and the rest over a few months.

**AAP**

## Labor takes flak over WA jail break

Another jail break-out in Western Australia overshadowed Labor's bid yesterday to push through its reform of regional representation. The government was on the back foot throughout the first sitting of parliament since the state election, taking flak for the escape overnight of double murderer Brian William Edwards from Karnet prison farm, about 70 kilometres south of Perth.