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## **Most Employees Like The Work They Do, But Dislike Obstacles Management Throws At Them**

PURCHASE, NY – Contrary to popular belief, the great majority of employees like the work they do. What they dislike most about their jobs are obstacles management throws in their way.

76% of employees like the work they do, according to surveys of 3.5 million employees from mostly larger companies conducted by **Sirota Survey Intelligence**, specialists in attitude research and organizational effectiveness. But they dislike obstacles that interfere with their ability to do their jobs – such as excessive bureaucracy, blame-placing, lack of input into and delays in decision-making

### **Key obstacles employees in performing their jobs are:**

<b>Excessive bureaucracy</b>	<b>62%</b>
<b>More attention to placing blame than solving problems</b>	<b>59%</b>
<b>Inconsistent management decisions</b>	<b>57%</b>
<b>Wasted time and effort</b>	<b>56%</b>
<b>Lack of input into decision-making</b>	<b>56%</b>
<b>Delays in making decisions</b>	<b>51%</b>

### **Some qualities employees most like about their jobs are:**

<b>Knowing what's expected of them</b>	<b>83%</b>
<b>Competence of their immediate supervisors</b>	<b>78%</b>
<b>The type of work they do</b>	<b>76%</b>
<b>Cooperation within their departments and teams</b>	<b>74%</b>

“Many companies try to place the blame for poor performance on employees or their immediate supervisors,” said **Jeffrey Saltzman, chief executive officer for Sirota Survey Intelligence**. While unmotivated workers or incompetent supervisors are at times the problem, employees’ most widespread frustrations arise from deficiencies in senior and middle management and staff. “They either are not doing what they should – such as facilitating communications and cooperation among work units – or are doing what they shouldn’t, such as imposing needless and cumbersome bureaucratic procedures to monitor and control workers,” added Saltzman.

People come to work to work, according to **Dr. David Sirota, chairman emeritus of the Sirota organization** and lead author a new book, *The Enthusiastic Employee: How Companies Profit By Giving Workers What They Want* (Wharton School Publishing/Pearson – [www.enthusiasticemployee.com](http://www.enthusiasticemployee.com)). “Unfortunately, they often find conditions that block high performance, such as excessive bureaucracy burying them in paperwork and slowing

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decision-making to a crawl. Or, they work in an atmosphere where management is consumed with finger-pointing, rather than cooperative problem-solving.

“Management doesn’t have to motivate employees to perform – it has to *help* employees perform, which in many cases means getting out of the way,” Sirota added.

Removing obstacles to performance would enormously improve the competitiveness of U.S. companies, according to Sirota. “Performance can be improved by between 20% and 40% at most companies if these obstacles were removed,” he said.

### **About Sirota Survey Intelligence**

Founded in 1972, Sirota Survey Intelligence ([www.sirota.com](http://www.sirota.com)) specializes in attitude research. Headquartered in Purchase, NY, Sirota has conducted thousands of attitude surveys around the world that have helped organizations build strong, productive relationships with their employees, customers, communities, opinion leaders, investors, suppliers, and other publics. The major results of their surveys have recently been summarized in *The Enthusiastic Employee: How Companies Profit by Giving Workers What They Want* (Wharton School Publishing/Pearson – [www.enthusiasticemployee.com](http://www.enthusiasticemployee.com))

Compiled since 1972 and continuously updated, Sirota’s multi-national, multi-industry database comprises data from millions of employees collected through the firm’s employee survey research (predominantly among the Fortune 500). It is possible that the results from the companies in Sirota’s database are more favorable than a national probability sample.