

SPECIAL SURVEY REPORT RESULTS

COMMISSIONED BY

ORCHARD RECRUITMENT

Last year I read some rather disturbing statistics about the high percentage of employees intending to move jobs over the next 12 months. Rather than taking the statistics at face value, I decided to commission my own survey.

The findings made very interesting reading indeed!

The Results -

Our survey established that

- 1. 27% of employees want to leave NOW!**
- 2. 42% of employees intend to leave within SIX months.**
- 3. 63% of employees intend to leave within a year.**

We were stunned to learn that such a high majority of respondents, an amazing 63% intend to move jobs within twelve months, but we were probably more surprised that 27% want to change jobs NOW! These statistics are very worrying; if 63% of employees want to change jobs during the next twelve months, then the concern is that some (if not many) of those people are under-performing right now!

If an organisation has, say 15 staff including, for example 3 directors/owners, then an average of 6 members of staff want to leave within the next twelve months and perhaps 2 or 3 members of staff will want to leave immediately.

The good news; however is that 26% of people said that they NEVER intend to leave.

The conclusion we can make is that the workforce is broadly polarised; a vast majority of people are clearly sufficiently unhappy enough to want to move either immediately or within twelve months. However, a healthy minority intend never to change jobs. When staff are happy, they are really happy!

What category do your staff fall into? Would you like to know the reasons why people want to change jobs?

The Top Three Reasons that people leave work are...

- 1. Location**
- 2. Friendly Colleagues**
- 3. More Money**

A few years ago we conducted a similar survey, the results of which illustrated that money was the top reason for changing jobs. Post recession and I think we'd both agree that UK Plc is in good shape, Brexit or not!

Great news for us all! Employment levels are at their highest levels since 1971 when records began and unemployment is at 5.8% (lower the closer to London) and near to the realistic zero of 3%. Stronger economy, low inflation (or even deflation), low employment!

So, it seems now people are now looking to work closer to home, with friendly colleagues coming second and more money falling to 3rd place.

Other reasons for leaving are (in order of relevance)

1. JOB CONTENT

Many people believe that they could do a more varied job, with greater responsibility if they were only given the chance. Some people had not had any additional duties added to their job for several years. They would be thrilled to take on more duties, often for no more money, simply to make them feel more valued!

2. LACK OF BENEFITS

This is definitely linked to MONEY and it's no surprise that those that want more money want benefits too!

3. POOR LOCATION

Difficult one this! Surely someone knows that a job is difficult to get to before they accept it. HOWEVER in these difficult economic times; people will often take a role further away from home just to be in work. Whilst we applaud the apparent flexibility of some people to travel an hour (plus!) to work, the reality is that these people will often leave if a similar role arises closer to home. We have often been called in to recruit for a very angry manager who has spent time and money training a person who lives over an hour away; only to lose that person within 6 months. Always try to recruit staff who live within 30 minutes travel time of your place of work. More than two busses? We'd give that person a miss!

THE NEXT ONE MIGHT HURT A BIT.....!

4. DIFFICULT BOSS! (TOLD YOU IT'D HURT)

Well that's all of us on occasion! Not a lot we can really do about that.....seriously though; it is always worth carrying out a confidential 360 degree survey to discover exactly what your staff DO feel about you! We did this a few years ago; yes it was painful but we learnt a lot and were able to modify some behaviours and explain others. It is better to know than to remain ignorant.

5. BAD RELATIONSHIP WITH COLLEAGUES

It would appear that bullying still takes place in some organisations. It was not always overt, sometimes sarcasm or inappropriate comments create stress.

6. LACK OF FREE PARKING

This is a tough one. Surely employees know that there is a lack of free parking when they start however it still rankles many that they have to pay for parking.

7. POOR OFFICE ENVIRONMENT

This relates to untidy offices, broken furniture, lack of heating/air conditioning. Sometimes, it was just that offices were dirty!

8. UNPLEASANT COMPANY CULTURE

This echoes many of the comments about relationships with colleagues & bosses but more specifically about ethics and a lack of integrity

9. LONG HOURS

This came out last. Either those who are working long hours are happy to do so because they are simply grateful that they are working or maybe they aren't working long hours in the first place!

We then asked why people STAY in an organisation. Surprisingly they are NOT the same reasons that people leave. The Top Twelve Reasons That People Stay Are...

1. RELATIONSHIP WITH COLLEAGUES

It would appear that those that ARE happy in their jobs state that solid relationships are fundamental. Good and bad relationships are therefore key in the decision as to whether to stay or go! It is warming to know that the #1 reason that people stay at their current organisation is the value they put on their relationships.

2. INTERESTING JOB CONTENT

My father worked for one company for 45 years, man & boy! When asked why, he always said that he enjoyed the variety his role/s provided. Whilst few people can expect such long tenure, many people would prefer not to hop around as long as they are stimulated at work.

3. GREAT BOSS!

No surprise here; if strong relationships with colleagues is #1 then a great boss will be important too. I know of several companies who pay less than market rate but have a low turnover of staff simply because they enjoy working at the company with great colleagues & managers.

4. LOCATION

Yes, of course, most people want to work close to home and with the cost of transport increasing; this is ever more important

5. MONEY

Not quite half way down; but lower than we expected! It is natural that people value pay in their decision to stay in a job BUT it is interesting that good relationships rank higher!

6. CULTURE

Strong ethics, an honest attitude and the ability to have fun are important. Just think how many people love the Virgin brand; they are rarely the best payers in their sector; but people love the idea of working there!

7. OFFICE ENVIRONMENT

A great atmosphere and a tidy, clean workspace are important. Air conditioning increasingly gets the thumbs up too!

8. PROSPECTS

Whilst a lack of prospects are very high in the list of reasons that people move jobs, interestingly it features pretty low down when it comes to why people stay put. Once they are 'happy' with their relationships at work and they are paid an acceptable amount; prospects & promotion do not feature that highly. As does...

9. TRAINING

Very much linked to prospects; training is a significant reason as to why people leave but a minor one in terms of why people stay.

10. PARKING or the lack of it

This is not that high on the agenda when it comes to why people stay put. I assume that people simply take it for granted; but really miss it when it's NOT there!

11. BENEFITS

Way down the list although the variety of benefits quoted was interesting. Free tea & coffee, life insurance, subsidised lunches and even yoga lessons.

12. FAVOURABLE HOURS

The length of the working week seems to have little or no impact on peoples' decision to stay.

We also discovered that...

1. **38% would not recommend their company to a friend**
2. **70% would like more training**
3. **27% of respondents had had no training at all**
4. **19% had only had 1 day's training**
5. **36% did not receive any induction**
6. **95% had interviews of less than 1 hour**
7. **58% had only 1 interview for their current job**
8. **68% had no skills testing prior to being offered their current**

In conclusion, the Orchard Survey provided some interesting and quite alarming results....

- **A massive 67% of employees intend to move jobs this year**
- **A scary 27% want to leave now!**
- **Money is the No.1 reason for people moving**
- **Lack of prospects & training are the No.2 & No.3 reasons for people leaving**
- **70% of people want more training**
- **46% of people have had one day or less training**

AND ON A POSITIVE NOTE...

- **People value relationships very highly**
- **An interesting job can be more important than money**

I really do hope that you found this Orchard Special Survey of interest.

These results have helped my team communicate with our clients what people are really looking for from their job; what drives them to leave or compels them to stay. It has also given our clients an accurate view of how important training is to staff members.

If you are interested in recruiting and retaining better staff than your competitors whilst securing bullet proof guarantees to protect your investment, then contact:

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