



### **Are you and your employees on the same page?**

Many organisational leaders and employers are often disappointed and even deflated by the results they receive from employee satisfaction surveys. In many cases, despite the employer's best efforts to ensure that employees are fairly paid, work reasonable hours, and are as comfortable, safe and secure in the workplace as possible – employee disgruntlement remains.

Employers may be shocked to find that their employees are demotivated, take copious amounts of stress-related sick leave, and would go as far as to take a salary cut if they could work for a different manager.

If your company has recently completed an employee satisfaction survey and as a business leader you feel deflated by the results, the trick is not to become disheartened. There are many factors that contribute to the results of these surveys, including the time of the year, politics between co-workers and even the personal and financial challenges that your employees may be having at home.

Unfortunately, I've heard many examples of employers demonstrating resentment towards their employees following the results of similar surveys. The employer feels that they are providing employment, fair conditions - and that they often are repaid with ingratitude and employees with a sense of entitlement, particularly in a tough economic climate, when employees should perhaps feel more grateful for what they have.

There are however, certain industries and certain positions within a company that simply cannot afford to employ disgruntled and dissatisfied employees. No one wants, for example, to have someone that has an axe to grind with the organisation, working within the finance department. Likewise, the last thing that company needs is potential criminals to be employed within their organisation. This of course brings about the critical importance of background checks and integrity testing.

It's a tough one, and certainly there are two sides to the story. However, I believe that if an employer actually does take the time to invest in an employee satisfaction survey, they certainly must at some level have genuine concern, not only for the well-being of the organisation, but also certainly for the people who work there every day.

About iFacts:

iFacts removes the people risk so that organisations can go about their business with employees they can trust. iFacts has a range of services that extend into every aspect of proactive and reactive security activity, which a company requires for optimum employee performance, loyalty and integrity. From people risk, ethics and integrity to safety and security and employee wellness, iFacts offers a full range of services to both individuals and employees that will ensure your organisation is achieving optimum performance.

Issued by Write Scene on behalf of iFacts

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