

Quality of Work Life Issues are Negatively Impacting Employee Retention in Canadian Municipal Workplaces

According to data from our [Employee Feedback System survey \(EFS\) for Municipal Workers](#), which contains responses from approximately 10,000 employees across Canada, quality of work life issues are leading to low organizational commitment in Canadian cities and regional government workplaces.

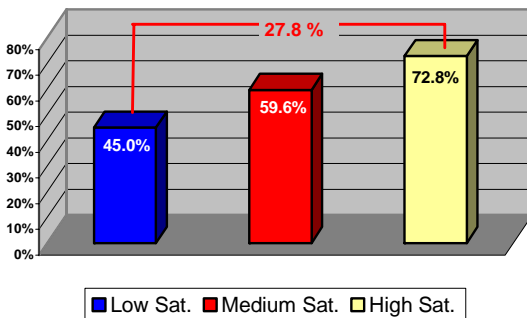
Almost 1 in 2 of Municipal employees tell us that they would leave their organization for a PROMOTION.

Almost 1 in 3 would leave for an EQUIVALENT job.

Municipal Employee Quality of Worklife Issues

Our research indicates that issues such as high workload, low recognition and reward, low employee involvement in decision-making, poor communication, and low satisfaction with strategic leadership are negatively impacting employee morale – and most likely your organization’s performance.

Figure 1: Intentions to Remain By Satisfaction Level with Recognition & Reward



What are the data telling us?

In the examples outlined in Fig. 1 and Fig. 2, there is a 25% improvement (or greater) in intentions to remain scores between those employees reporting low (in blue) vs. high (in yellow) satisfaction with recognition and reward and organizational communications.

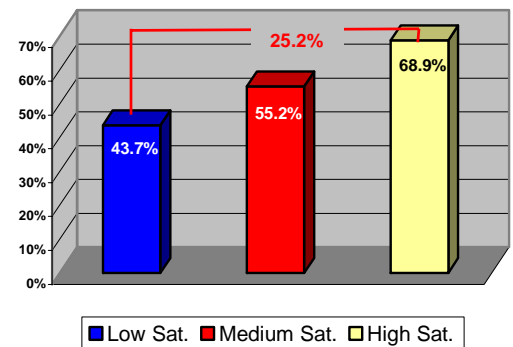
A similar trend exists for several other quality of work life factors, indicating a relationship between quality of work life and intentions to remain.

Why is employee quality of work life important to your organization?

In the Municipal sector, efforts to improve the working life of employees can positively impact important organizational outcomes, such as employee retention. With almost 1 in 3 employees willing to leave their organization for an equivalent job opportunity, paying attention to these issues becomes an important strategy.

We know that organizations that support their employees with effective programs and services can ‘buffer’ some of the negative realities of the modern workplace, and ultimately improve their organization’s performance.

Figure 2: Intentions to Remain Average By Satisfaction Level with Communication



Come and see Dr. John Yardley present more findings of the Municipal Employee Feedback Survey at the upcoming **CAMA Annual Conference** on **May 31st, at 10:30am**. In this session, John will be presenting several case studies of municipal employers and their efforts to measure and manage quality of work life issues in their organizations.

Learn more on our website: www.whru.ca, or call us to find out how to participate in the Employee Feedback Survey for Municipal workers.

