

BACKGROUND ON BUSINESS

American Workforce More Loyal, More Satisfied

(NAPSA)—According to a “Mood of the American Workforce” survey taken in the weeks following the September 11th attacks, U.S. workers were found to be more loyal, more satisfied and generally pleased with their employer’s response to the terrorist attack.

The poll, conducted by Spherion Corporation and Harris Interactive, found that a sizeable number of employers helped their employees cope with their stress and fears after the September 11th attacks. Forty-three percent of workers said their employers did something to help them after the attacks, and of those, 85 percent said their employer did an excellent or good job.

“Our findings indicate that employers did a great job at helping their employees through this confusing time of the terrorist attacks, and this is indicative of the new role that managers and employers have taken on,” said Gary Peck, president of Spherion Corporation’s Staffing Group.

However, the recent economic downturn and volume of layoffs, coupled with the devastating incidents has resulted in noticeably higher worker anxiety.

The number of workers who say it is “very likely” that they will be laid off or fired has doubled from four percent in 1999 to eight percent in October 2001. Overall, 18 percent of workers said it was likely they would be laid off, compared to 11 percent in 1999.

Worker loyalty has jumped dramatically compared to 1999, when 50 percent of workers said it was “very likely” or “somewhat likely” they would choose to change jobs in the next five years. In this most recent poll taken in mid-October, the number dropped to 42 percent.

There were deviations from this trend, particularly among



Employee satisfaction rose from 91 to 94 percent between 1999 and October 2001.

younger workers, who continue to see themselves as free agents.

Out of the 18- to 24-year-olds polled, 60 percent said they were “very likely” or “somewhat likely” to leave their current positions in the next five years, compared to 42 percent of the overall working population.

There has been a sizeable shift in worker satisfaction. A record 94 percent of workers described themselves as satisfied, compared with 91 percent in 1999. The largest shift was among those who described themselves as “very satisfied,” tallying 58 percent in October 2001, compared to 54 percent in 1999.

“The dramatic battle for talent over the last five years has caused employers to recognize the true value of their employees. During that time, employers have sharpened their focus and resources toward employee retention, an effort that has clearly paid off with higher levels of employee loyalty and job satisfaction,” said Peck. “When a stronger market emerges, dissatisfied employees will once again have ample opportunity to find jobs with open-armed competitors.”

Spherion Corporation (NYSE: SFN) provides recruitment, outsourcing and technology services.