

One in four British workers feel failed by their managers

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British businesses are being held back by managers who fail to get the best out of their staff, according to the latest Workers' Index published by MORI and The Work Foundation. Almost one in four employees (24%) say that they are not inspired by their bosses and just over a quarter (27%) say that senior managers fail to provide them with a clear vision. Moreover the situation has deteriorated since the first Workers' Index in February this year. At that time two-thirds (66%) of employees said that their managers had a clear vision for the organisation whereas now fewer than three in five (57%) feel this way.

Furthermore, sixty per cent of those critical of their employer identify improving the quality of management as the top priority for the organisation, while it is mentioned by just 18% of those who would speak highly of their employer.

David Coats, Associate Director - Policy at The Work Foundation said: "There are some hard messages here for many British managers. Big improvements in communication are needed if employers are to unlock the full potential of their staff. The underperformers must learn a simple lesson from world-class British businesses – there is no substitute for genuine employee involvement and engagement."

Gideon Skinner, Research Director at MORI, says, "Our employee research shows that both line managers and senior managers play a key role in successful organisations. Managing day-to-day issues is just the beginning; staff also pick up on the vision (or lack of) for their organisation set out by senior management, and how likely are you to be enthusiastic about your company if your line manager can't be?"