

ARTICLES

MANAGEMENT / HUMAN RESOURCES

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Job attitudes

MALAYSIA, with neighbouring Singapore, Indonesia and Thailand, has one of the world's highest proportions of jaded employees.

A Gallup poll of Malaysians surveyed in 2011/12 finds that:

- ▶ **81% are not engaged** – meaning that they lack motivation and are less likely to invest effort in organisational goals.
- ▶ **8% are actively disengaged** – they are unproductive and potentially hostile to their organisations, and these are the ones who would, for instance, spread negativity to co-workers.
- ▶ **11% are engaged** – that is, being emotionally invested in and focused on creating value for their organisations every day.

The 2011/12 global average for workers who are “not engaged” is 63%, “actively disengaged” is 24%, and “engaged” is 13%.

At the regional level, the United States and Canada have the highest proportion of engaged workers (29%), followed by Australia and New Zealand (24%), while Western Europe is only 14%, and South-East Asia, 12%.

Gallup's State of the Global Workplace report surveyed more than 73,000 respondents in 141 non-US countries, and a further 151,000 respondents from the United States.

Gallup's study also finds that among South-East Asians, the less educated tend to be less engaged. Those with elementary education or less are more than four times as likely as those with a college-level education to be actively disengaged at work.

It follows that those working in industries less likely to require higher levels of formal education – construction and manufacturing, for instance – are least likely to be engaged in their jobs.

