



Job Satisfaction and the Risk of Increased Turnover Quiz Answers

1. **False:** Only 20 percent rank money as the number one factor, and nobody says they get too much
2. **True:** In companies with very low turnover, 40 percent rank self-esteem as the reason they stay. Producing self-esteem costs little but requires managers to give thanks, recognition and positive feedback for good work.
3. **False:** It is the driving force behind a growing trend in "career shifting:" mid-life jump from one career line to a different occupation.
4. **False:** At Hewlett Packard, managers allowed employees to create their own work schedules. Some opted for 3-day, 12-hour weekend shifts with four hours of work on Monday, enabling those employees to be involved in family and school activities during the week. This allowed weekday customer engineers to make weekend plans, knowing that others were covering those shifts. Benefit to HP? Overtime costs fell by 36 percent! Many customer engineers who were thinking of leaving stayed.

