

## **One-in-Three Workers Don't Think Their Bosses Are Getting the Job Done, CareerBuilder.com Survey Reveals**

### **Career Expert Offers Tips for Coping With a Bad Boss**

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While bosses evaluate workers during performance reviews, workers were invited to turn the tables and say what they think of those in charge in a recent CareerBuilder.com survey. The survey, "The Boss: 2004," revealed disappointment in ability, integrity and management style with 32 percent of workers stating they are dissatisfied with their boss's overall work performance. The survey also showed a direct correlation between poor relationships with one's supervisor and smaller raises, less chances to move ahead and higher stress levels. It was conducted from May 14 to May 24, 2004.

Having a good relationship with one's boss can literally pay off. Thirty-four percent of workers who had satisfactory relationships with their bosses reported receiving raises of six percent or more this year versus only 19 percent of workers who had unsatisfactory relationships.

The same relationship factor applies to support for career advancement. Sixty-three percent of workers who had unsatisfactory relationships with their bosses say there is not much opportunity for them to move up the company ladder. Only 26 percent of those who had good relationships felt impediments to career advancement. Almost one-in-four of workers who had poor relationships with their bosses say they were overlooked for a promotion as compared to only 16 percent of workers who are satisfied with their bosses.

The quality of the relationship with one's boss also impacts job security and stress. Thirty-nine percent of workers with unsatisfactory relationships with their bosses do not feel that they have job security compared to only 14 percent of workers with satisfactory relationships. Fifty-six percent of workers with unsatisfactory relationships with their bosses indicate that they work under a great deal of stress versus 44 percent of workers with satisfactory relationships.

"How workers feel about their jobs is often defined by their experience with their direct supervisor," said Rosemary Haefner, Vice President of Human Resources at CareerBuilder.com. "When asked to provide examples of the challenges they faced with their supervisors, surveyed workers cited everything from idea stealing to public belittling to sexual harassment. It is not surprising that 43 percent of workers who are dissatisfied with their bosses plan to change jobs within a year."

Before leaving a company you may enjoy because of a poor supervisor, Haefner recommends the following tips:

- Become a Suggestion Box -- confront a difficult boss diplomatically by placing a positive, "for the greater good" spin on ideas that will help to unburden you. For instance, if your boss keeps piling up more work in your inbox without taking on any himself/herself, suggest that you delegate some responsibilities to more junior workers so they can build up valuable skills and experience and contribute better to the team.
- Keep a "My Boss is a Bozo" log -- in situations where supervisors are verbally abusive, inappropriate in action, or otherwise unprofessional, it is important to document each and every incident with date, time, witnesses and specifics.
- Cut out the Middle Man -- if you have tried speaking to your boss about your work concerns and have not found resolution, talk to his/her supervisor or the Human Resources department.
- Jump Decks, Not Ship -- If you like the company you are working for, but don't like your manager, look into transferring into another department where you can transition your skills and find a more supportive mentor.
- Interview the Next Big Cheese -- if you decide to pursue a position at another company, ask your potential boss questions about his/her management style or how he/she would handle specific incidents to gauge whether or not the position is the right match for you.

#### Survey Methodology

The CareerBuilder.com survey, "The Boss: 2004," was conducted from May 14, 2004 to May 24, 2004 and

included 1,400 respondents. To collect data for the survey, CareerBuilder.com commissioned SurveySite to use an e-mail methodology whereby individuals who are members of the SurveySite Web Panel were randomly selected and approached via e-mail invitation to participate in the online survey. The results of this survey are accurate within +/- 2.62 percentage points (19 times out of 20).

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