



● **productivity** N-COUNT

Productivity is the rate at which goods are produced or work is completed.

The third-quarter results reflect continued improvements in productivity.

His method of obtaining a high level of productivity is demanding.

● **morale** N-UNCOUNT

Morale is the amount of confidence and cheerfulness that a group of people have.

Personnel officers and managers must work together to enhance employee morale and improve organizational performance.

One of your first priorities should be to work with managers to improve staff morale.

Many pilots are suffering from low morale.

Common Collocations

low morale to boost morale
staff morale

*I don't want to be missing out. And that motivates me to get up and do something every day.
...highly motivated employees.
Some boredom and lack of motivation may be the result of heavy schedules and several years in the business.*

Common Collocations

highly motivated self-motivation
lack of motivation
the motivation behind something

● **job satisfaction** N-UNCOUNT

Job satisfaction is the pleasure that you get from doing your job.

I doubt I'll ever get rich, but I get job satisfaction.

Employees can benefit from reduced commuting time, more flexible work hours and increased job satisfaction.

They don't like their working conditions, they feel they are poorly supervised and have a lower level of job satisfaction than in any other European country.

● **absenteeism** N-UNCOUNT

Absenteeism is the fact or habit of frequently being away from work, usually without a good reason.

...the high rate of absenteeism.

Absenteeism among a group of female workers was more tolerated than the same level among males.

● **workplace** (workplaces) N-COUNT

Your **workplace** is the place where you work.

...the difficulties facing women in the workplace.

Their houses were workplaces as well as dwellings.

Workplace canteens are offering healthier foods than ever before.

➔ **corporate culture:** Topic 13.3; **dress code:** Topic 13.3



PRACTISE YOUR VOCABULARY

1 Read the statement and put the three statements below into the right order.

A strong corporate culture often motivates workers in their jobs. This may lead to increased productivity.

a workers are keen to belong to the company b output increases c the company develops a strong identity

2 Use the words in the box to complete the paragraph.

workplace job satisfaction unproductive motivated absenteeism asset productivity

It is often said that the staff are a company's most important _____. A well-_____ worker is more likely to work hard, which helps a company keep its costs low and improve profits. A lack of motivation often leads to an increase in _____ time, increased _____ and consequently a fall in the levels of _____. A business can make the _____ attractive to workers, and increase their motivation in various ways. If workers enjoy a high level of _____, and enjoy their work, then productivity will benefit.

3 Look at the figures and answer the questions.

Sick leave taken in four comparable manufacturing companies – average from 4-year period.

Company	Days sick per worker per year
Oyez Engineering	6
Breakers Inc.	9
Iron & Steel to order	5
Daniel's Motor Co.	3
National average	5

- a Which firms have higher than average absenteeism?
- b Which firm probably has the highest levels of employee morale?
- c Which firm probably has the lowest levels of employee motivation?
- d Which firm probably has the lowest levels of job satisfaction?
- e Which firm probably values its employees the most?

4 Read the statement and answer the questions that follow it.

In a large British grocery chain, stores where staff were more satisfied (because they were better managed and looked after) generated a £200,000 increase in sales per month.

Are the sentences true or false according to the text?

- | | True | False |
|--|--------------------------|--------------------------|
| a Some stores in the same chain did better than others. | <input type="checkbox"/> | <input type="checkbox"/> |
| b In the stores that performed best the staff worked harder because they were paid more. | <input type="checkbox"/> | <input type="checkbox"/> |
| c In the stores that performed best the sales were better because the staff were happier. | <input type="checkbox"/> | <input type="checkbox"/> |
| d The staff were happier because of the attitude of the management of that particular store. | <input type="checkbox"/> | <input type="checkbox"/> |

5 Read the paragraph and use a word or phrase from the text to complete the sentences.

Friday used to be the most common day for employees to call in sick. Nowadays, though, sick leave is at its highest on Monday, with 55% of all time off through ill health occurring then. Fridays are now more attractive, with casual dress codes and early finishes, and employees are more motivated to work at the end of the week.

- a The most common day for people to _____ is the first day of the week.
- b Previously, _____ peaked on the last day of the week.
- c Because companies have introduced _____ and allow employees to finish work early, they like working on a Friday.
- d Productivity is now at its lowest on _____ s.