



# Despite the Proclamations of Doom and Gloom on Economic News, the Kenexa® Research Institute Finds that Workers Have Confidence in Their Organizations and Feel a Sense of Job Security

**A** new study conducted by the Kenexa® Research Institute (KRI) measured workers' confidence. Despite the latest proclamations of doom and gloom in the United States associated with a potential recession, sky-high energy costs and a collapsing housing market, the average worker in the United States has a high level of internal organizational confidence (73%).

Internal organizational confidence is defined as employees having confidence in their organization's future (73%), believing their organizations are managed effectively (65%) and feeling that the products/services are of high quality (80%).

The results from a randomly selected group of more than 5,000 United States workers also indicate that more than seven out of ten employees feel confident that they are not at risk for being laid off. Although most feel they will not lose their jobs, only 60% believe there is a bright future for them at their organizations. Furthermore, employees are even less positive about their current employer helping to prepare them with the necessary skills for the future (56%).

Jeffrey Saltzman, M.A., stated, "In essence, people feel good about the future of their organizations, how they are run and the products they produce. Most feel that they can hang onto their jobs, but should they lose their jobs, there is a bit of gnawing uncertainty regarding their ability to find another. This is especially true when salaries are taken into consideration;

only 59% say they could find another job that paid them the equivalent of what they currently earn."

## Study Details

This study was part of a larger quarterly study that Kenexa undertakes to measure business conditions in major markets. Kenexa has an unequalled database of worldwide employee survey results from workers in Brazil, Canada, China, France, Germany, India, Italy, Japan, Russia, Spain, the United Kingdom and the United States that allows the company to provide exceptional insights to organizations of all sizes on a global basis. This business-critical information enables international organizations to better maximise their overall performance.

The survey questions were designed specifically to evaluate workers' confidence in their organisations—both internally and externally. The questions asked are illustrated in Figure 1 and 2.

Opinion items were rated using a 5-point Likert-like scale. The percent favorable is the percentage of people who chose either of the two most positive answers ("strongly agree" or "agree").

## Survey Results

Internal organizational confidence is defined as employees having confidence in their organization's future, believing their organizations are managed effectively and feeling that the products/services are of high quality.

The Internal Organizational Confidence Index is calculated by averaging the percentage of favorable responses across three items. This results in a single score that reflects the overall strength of an employee’s confidence in the internal success of their organization.

Internal personal confidence is defined as employees having confidence in their future at their organization, believing their organization is helping them to develop skills they will need in the future, and believing that they have job security.

**Figure 1: Internal Organizational Confidence Index Scores**

Internal Organizational Confidence	Organization is Well-Led and Managed	Organization Produces High Quality	Confidence in Future of Organization
73	65	80	73

The Internal Personal Confidence Index is calculated by averaging the percentage of favorable responses across three items. This results in a single score that reflects the overall strength of an employee’s confidence in the external viability of their organization.

**Figure 2: Internal Personal Confidence Index Scores**

Internal Personal Confidence	Will Not Be Laid Off	Promising Future for One’s Self	Organization Develops Needed Skills
73	65	80	73

**About Kenexa**

Kenexa provides business solutions for human resources. We help global organizations multiply business success by identifying the best individuals for every job and fostering optimal work environments for every organization. For more than 20 years, Kenexa has studied human behavior and team dynamics in the workplace, and has developed the software solutions, business processes and expert consulting that help organizations impact positive business outcomes through HR. Kenexa is the only company that offers a comprehensive suite of unified products and services that support the entire employee lifecycle from pre-hire to exit.

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