



## Q02. Materials and Equipment

I have the materials and equipment I need to do my work right.

### Free Me From Unnecessary Stress

Getting people what they need to do their work is important in maximizing efficiency, in demonstrating to employees that their work is valued and in showing that the company is supporting them in what they are asked to do.

On average, only one in three workers strongly agree that they have told their manager the one thing they need most to get their work done and why.

Managers with bottom-quartile performance on this measure average 20% to 40% higher employee attrition than their top-quartile peers. This represents millions of dollars in direct and indirect turnover costs.

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### Three Material and Emotional Needs



**Hardware:** The tangible tools and equipment necessary to do the work.



**Software:** The systems and processes in place (including access to information) that maximize productivity.



**Humanware:** Appropriate staffing and the acceptable handling of equipment requests.