

THE CANADIAN WORKPLACE

Canadians Irked by Incompetent Managers and Co-workers with a Negative Attitude

49% say hypocrisy is one of the things that irritates them at the workplace

[VANCOUVER - Feb. 20, 2008] - Canadians are evidently annoyed by specific traits in their workplace, particularly when assessing the capabilities of their managers, the disposition of some of their peers, and difficulties with intra-office communication, an Angus Reid Strategies poll has found.

In the online survey of a representative national sample, 53 per cent of respondents say incompetent managers are one of the things that irritate them at the workplace.

Dealing with co-workers with a negative attitude is second on the list of least desirable office traits with 52 per cent, followed by hypocrisy with 49 per cent, and co-workers who whine constantly and don't take action to address their problems with 46 per cent.

More than two-in-five respondents (43%) express dissatisfaction with poor office communication, gossip, and attending meetings that they know will lead nowhere.

More than one-in-four respondents expressed frustration over other aspects of daily life in their job, including co-workers with bad breath or body odour (39%), uneven treatment of employees depending on their rank (36%), and potent odours such as perfume, smoke, or food in the workplace (32%).

Three-in-ten respondents do not like messiness in communal spaces, co-workers arriving late to work, and being called on a blunder by a supervisor or boss in front of other peers. Other pet peeves included loud phone-related noises (28%), co-workers who put up with abusive treatment (26%), and co-workers taking several smoking breaks each day (26%).

KEY FINDINGS

- » **More than half of respondents are irritated by incompetent managers and co-workers with a negative attitude**
- » **More than two-in-five annoyed by hypocrisy, co-workers who whine, poor office communication, gossip, and attending meetings that lead nowhere**

Full topline results are at the end of this release.

From February 8 to February 11, 2007, Angus Reid Strategies conducted an online survey among a randomly selected, representative sample of 1,077 adult Canadians. The margin of error for the total sample is +/- 3.0%, 19 times out of 20. The results have been statistically weighted according to the most current education, age, gender and region Census data to ensure a sample representative of the entire adult population of Canada. Discrepancies in or between totals are due to rounding.

One-in-four respondents are irritated by co-workers who dress inappropriately, and a perceived lack of privacy in their workplace. More than one-in-five are upset at co-workers who are not passionate about their job, at their bosses answering their cell phone or checking their blackberries during a meeting, and at co-workers who brag about how much money they make. Sixteen per cent of Canadians do not like commuting to work, co-workers surfing the web for their own amusement, and co-workers who use email as a means of communication within the office and avoid personal contact.

There are some characteristics of the Canadian workplace that do not register highly on the exasperation scale, including co-workers who complain about management making too much money (14%), co-workers chatting through instant messaging systems (13%), co-workers making personal phone calls (11%), co-workers using email as a means of communication within the office and avoiding personal contact (11%), and co-workers who flirt (11%). Fewer than 10 per cent of respondents are annoyed by co-workers sharing pictures of their newborns with the entire office, co-workers who have their meal at their desk, and office parties.

The gender breakdowns showed an obvious divide in four topics. Female respondents are more likely than male respondents to become annoyed by the uneven treatment of employees depending on their rank (29% for men, 43% for women), co-workers who put up with abusive treatment (21% for men, 31% for women), co-workers who dress inappropriately for the work environment (18% for men, 31% for women), and co-workers who flirt (7% for men, 15% for women).

The Canadian Workplace			
Now, we'd like to ask you some questions about work environments. Which of the following irritates you at the workplace? Click all that apply.			
	Total	Gender	
		Male	Female
Incompetent managers	53%	53%	53%
Co-workers with a negative attitude	52%	52%	53%
Hypocrisy	49%	49%	48%
Co-workers who whine constantly and don't take action to address their problems	46%	47%	46%
Poor office communication	43%	40%	46%
Gossip	43%	44%	43%
Attending meetings that you know will lead nowhere	43%	44%	42%
Co-workers with bad breath or body odour	39%	38%	39%
Uneven treatment of employees depending on their rank	36%	29%	43%
Potent odours such as perfume, smoke, or food in the workplace	32%	33%	31%
Messiness in communal spaces (lunge, coffee room)	30%	27%	33%
Co-workers arriving late to work	30%	27%	33%
Being called on a blunder by a supervisor or boss in front of other peers	30%	27%	33%
Loud phone-related noises, such as use of speaker phones, loud ring tones, loud speaking on the phone	28%	23%	33%
Co-workers who put up with abusive treatment	26%	21%	31%
Co-workers taking several smoking breaks each day	26%	27%	25%

The Canadian Workplace			
Now, we'd like to ask you some questions about work environments. Which of the following irritates you at the workplace? Click all that apply.			
	Total	Gender	
		Male	Female
Co-workers who dress inappropriately for the work environment	25%	18%	31%
Lack of privacy	25%	26%	24%
Co-workers who are not passionate about their job	23%	25%	22%
Bosses answering their cell phone or checking their blackberries during a meeting	22%	22%	22%
Co-workers who brag about how much money they make	21%	19%	23%
Commuting to work	16%	15%	17%
Co-workers surfing the web for their own amusement	16%	12%	19%
Co-workers who send mass office emails	16%	17%	15%
Co-workers who complain about management making too much money	14%	13%	14%
Co-workers chatting through instant messaging systems, such as Gmail chat or MSN messenger	13%	11%	14%
Co-workers making personal phone calls	11%	11%	12%
Co-workers who use email as a means of communication within the office and avoid personal contact	11%	12%	11%
Co-workers who flirt	11%	7%	15%
Co-workers sharing pictures of their newborns with the entire office	8%	9%	6%
Co-workers who have their meal at their desk	6%	6%	6%
Office parties	6%	7%	6%

Angus Reid Strategies is a North American full-service polling and market research firm which is a leader in the use of the Internet and rich media technology to collect high-quality, in-depth insights for a wide array of clients. Dr. Angus Reid and the Angus Reid Strategies team are pioneers in online research methodologies, and have been conducting online surveys since 1995. Located in Vancouver, Calgary, Toronto, and Montreal, our team of specialists provides solutions across every type and sector of research.

Angus Reid Strategies polls are conducted using the Angus Reid Forum online panel (www.angusreidforum.com), which is recruited via an industry-leading process that incorporates a randomized, widespread invitation approach and a triple opt-in screening procedure. The panel is maintained through state-of-the-art sampling techniques and frequent verifications of personal identity, contact information, and demographic characteristics. This premier online survey platform presents respondents with highly visual, interactive, and engaging surveys, ensuring that panel members provide thoughtful and reliable responses.

Angus Reid Strategies has been successful in predicting the outcome of the 2007 provincial elections in:

Quebec: <http://www.angusreidstrategies.com/index.cfm?fuseaction=news&newsid=37>

Manitoba: <http://www.angusreidstrategies.com/index.cfm?fuseaction=news&newsid=56>

Ontario: <http://www.angusreidstrategies.com/index.cfm?fuseaction=news&newsid=129>

Saskatchewan: <http://www.angusreidstrategies.com/index.cfm?fuseaction=news&newsid=138>

More information on the way Angus Reid Strategies conducts public opinion research can be found at <http://www.angusreidstrategies.com/uploads/pages/pdfs/ARS.ARF.WP.pdf>

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**For more information, please contact
our spokesperson listed in the footnote.**

**Copies of this poll are available on our website:
www.angusreidstrategies.com**