

Possible Reasons and Solution Report of “Lazy” Gen Z Employees

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Abstract: As Generation Z people is growing up to the working age, how to engage and motivate these new generation people is now attracting attention. This report is written by the end of the pandemic, which analyzes the difficulties of engaging Gen Z employees after the world-wide pandemic and explain the expectation of Gen Z employees for working field. Report first focus on three problems among Gen Z employees: the high turnover rate, the huge gap in value and cognition between employers and employees, and disengaged employees. These obstacles are faced in front of many companies, even outstanding companies, Microsoft, for example. Upon that, the report gives three reasons to explain these scenes based on much research. The report then focuses on five solutions to solve the problems above and those issues are not unrecoverable. Based on the analysis introduced in the report, the “lazy” Gen Z employees are not really lazy, it is the old mode of working place needs time to adopt to these employees who live in the new generation. As for the gap between the different era people, employers, and Gen Z employees, for example, needs to take appropriate coping approach to maximize Gen Z employees’ talents.

Keywords: Gen Z; Employment; Turnover Rate; Pandemic; Human Resource

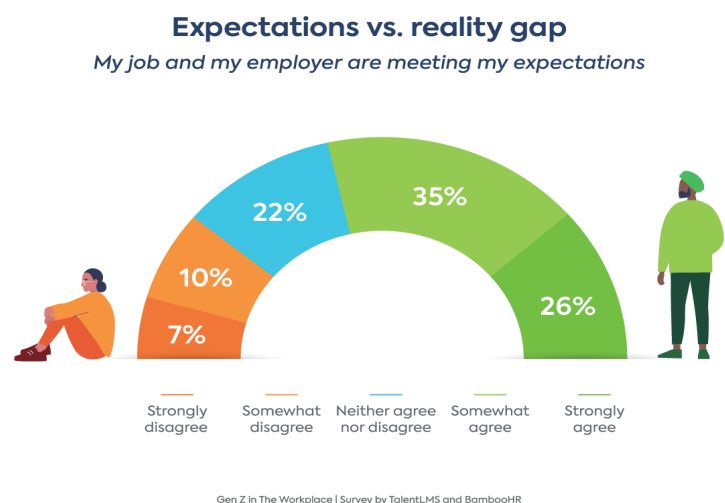
1. Introduction

Gen Z, which comprises people born between 1996 and 2010. This generation’s identity has been shaped by the digital age, climate anxiety, a shifting financial landscape, and COVID-19^[1]. According to CNBC news^[2], Microsoft, one of the biggest companies in the world is facing a Gen Z employees’ issue: a huge number of Gen Z employees have the orientation to resign. There are about 52% of Gen Z polled and said they were likely to consider changing employers this year. 73% of Gen Z said they would stay longer at their jobs if they can get more flexible roles internally. According to Yahoo finance^[3], the gap between Gen Z employees and employers in terms of value and growth environment has led to mutual dissatisfaction on both sides. According to Forbes News^[4], “quiet quitting” is a tag attached on Gen Z employees. Though employers try many ways, such as higher wages and fancy perks, employees aren’t triggered. these problems are challenging employers to find suitable approach to motivate Gen Z employees, but what are Gen Z employees’ intention to behave like issues above still need to be analyzed.

2. Analysis

2.1 Reasons of being “lazy”

According to articles mentioned in the



Note: This figure is chart of the percentage that Gen Z expectation vs. reality gap for job. The highest percentage is “somewhat agree,” which means 35% of Gen Z employees think their job and employer are meeting their expectations. The second and third highest percentage is strongly agree and neither agree nor disagree.

introduction part, employers are facing challenges from Gen Z employees' disengagement from different backgrounds and values, various POVs of work, personal objectives of working, and higher expectations of the job.

2.2 Five Solutions to Motivate Gen Z Employees

2.2.1 Opportunity to Try More Fields

Providing employees with more opportunities to try new things is a nice practice to motivate them. To be more specific, there is a similarity among the above three articles, which refers to "meaningful work". That's to say, more and more Gen Z employees find the "old" style of work is "meaningless." Working on the same routine cannot provide them with chances or the possibility to learn new things. So, properly releasing freedom and rights to employees to do what is good for the company within their control will be very beneficial to employee engagement.

2.2.2 Building A Community with A Sense of Belonging

"Different" is an adjective that is used many times in articles. Employers actually realize they can't catch up with Gen Z employees' logic and ways when they are working together. So, as the leader of a group, it's the employers' responsibility to build a community where everyone can share ideas with a sense of belonging. It can not only provide chances for employers to learn new things from the new generation employees, but also give Gen Z employees the possibility to gain more skills from experienced employees. People in the community can get out of their comfort zone and learn new stuff. In the third article, the employer who is mentioned in the story says he feels like his Gen Z employees are speaking a different language. That's to say, the gap between employers and Gen Z employees is getting bigger and bigger, it's not a positive signal. Such gap will only lead to worse results in the engagement of Gen Z employees.

2.2.3 Be Acting as What You Say

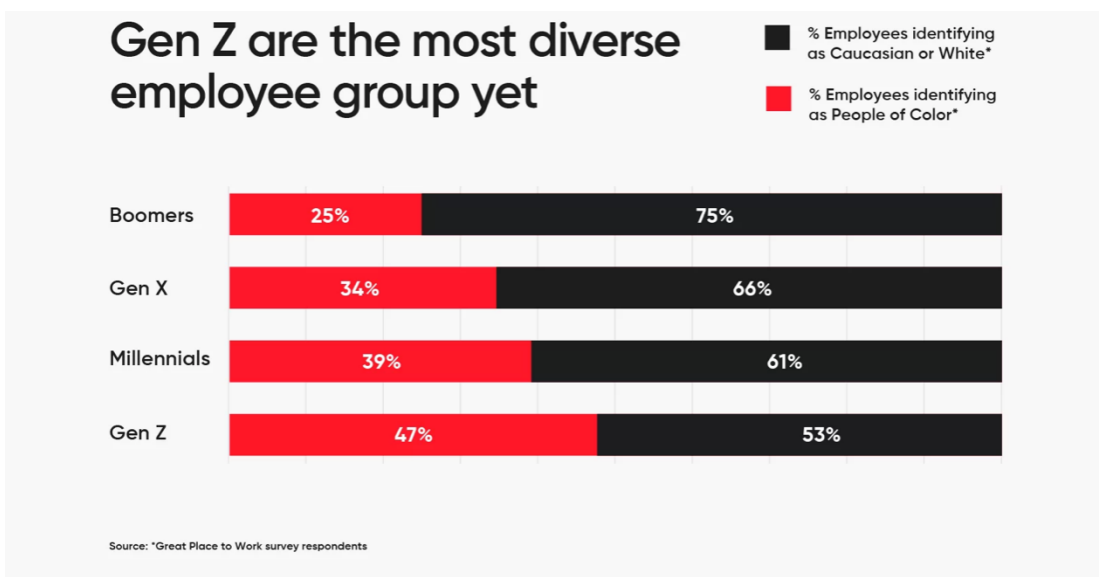
As Yahoo finance^[3] mentions, many Gen Z employees are frustrated that employers are often merely paying lip service to issues. The best practice to convince employees is to be consistent in what they say and do. For example, instead of just complaining about Gen Z employees' lack of experience when they don't do a good job, employers should start with themselves and teach them the right thing to do. This way, Gen Z employees not only have more admiration for their employer's abilities but also learn "meaningful" skills. This also combines with the previous point about providing meaningful work.

2.2.4 Leading Employees with Entrepreneurial Tactics

More and more Gen Z retires because working just as an employee and being paid by others is no longer what Gen Z wants to get. They want to have their own businesses. In this way, entrepreneurs can adopt an entrepreneurial model to guide their employees to work actively. Instead of working for someone else every day, they are working with their employer to accomplish a business.

2.2.5 Allowing and Encouraging Diversity

New things always come from different. Accepting new things, and new thinking are all signs that a company is starting to progress. Employees in such an environment will not be lazy in their work, but will face new things with a positive attitude, and will also be more willing to learn new skills, thus increasing their engagement in their work.



Note: This figure is a column of the diversity percentage for boomers, Gen X, millennials, and Gen Z. the most diverse employee group is Gen Z.

2.3 Case Study of Using Five Approaches in Reality

2.3.1 Netflix

Netflix meets four of my five standards.

The first one, provide more chances to employees. Netflix allows its employees to do whatever if they act in Netflix's best interest. In this way, Netflix employees can use their interests and strengths, as well as devote themselves to what they want to do. Also, because Netflix has some control over these employees' actions to ensure employees' actions are presenting Netflix's interests, Netflix is getting better when employees do what they want. Employees are more motivated and feel that Netflix is a company that allows them to practice and experience multiple areas.

As for building a belonging community, Netflix takes great practice in doing it. To be more specific, Netflix has highlighted ten core values in its community, which are Judgment, Communication, Curiosity, Courage, Passion, Selflessness, Innovation, Inclusion, Integrity, and Impact. Everyone inside the community follows a shared sense of behavior, which leads them to build a common value community to engage more employees. At the same time, the setting of these values is to encourage Gen Z employees to be the best themselves.

Netflix takes good action in leading employees with entrepreneurial tactics as well. To be more precise, Netflix's HR department has a program called "Hire the Best." That's to say, Netflix only hires people who demonstrate exceptional talent, flair, and skill, and will tell employees how many people stand out from the rest when they receive an offer. In this way, Gen Z employees not only feel more confident in themselves but also believe that they are the Best Ones. The company entrusts productivity to its employees and gives them some power to make their own decisions. It is because Netflix believes that employees have the intelligence and ability to make the best decisions with minimal supervision. In this way, Gen Z employees will give more to Netflix.

However, Netflix doesn't match my standard that acting what you say. I admit that Netflix does achieve what he says about accepting diversity to some extent. For example, Netflix welcomes disagreement. Managers and leaders at Netflix consistently inspire employees to generate new ideas and to voice honest opinions about new decisions. Especially when some leaders make some mistakes, employees are encouraged to share their comments and advice. However, diversity does not just mean differences in opinions but also means the diversity of their employees in terms of gender, race, sexual orientation, etc. However, Netflix seems to forget about this part. In the first quarter of 2022, Netflix loses nearly 200,000 net subscribers worldwide. Faced with this problem, Netflix must make layoffs. However, it is unbelievable that this company, which claims to be very inclusive, has laid off LGBTQ employees brutally. At the same time, Netflix decimates its diversity-focused channels in another round of lay-offs. Such inconsistent actions can cause employees to lose trust in Netflix and thus not actively participate in their work. Personally speaking, Netflix should unite its internal employees in the face of a financial crisis.

3. Conclusion

According to the collected data and analysis, Gen Z employees are not "lazy." on the contrary, it is because they are too hardworking. For our generation, a secure job with a steady income is enough, but for them, it's not enough. What they need is a job that enables them to realize their self-worth, a job that enables them to continuously improve themselves. If I don't take active steps to retain them, we're gradually being phased out. So, we need to adapt to Gen Z and keep this group of motivated youth working for us with more attractive measures to catch their attention.

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