

# Q02.

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

# three x three

### 3 Facts

1. Globally, only about 4 in 10 workers strongly agree that they have the materials and equipment to do their jobs right.
2. Even when materials and equipment are essentially the same across units in an organization, ratings on this item fluctuate significantly. The variation lies in the group leader's involvement, judgment, and action.
3. This engagement element is a strong predictor of employee retention, safety, and productivity.

### 3 Material & Emotional Needs

#### Hardware

The tangible tools and equipment necessary to do work.



#### Software

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



#### Humanware

Appropriate staffing and acceptable handling of requests for resources



### 3 Best Practices

1. Instead of saying, "Here's what you get, make the most of it," advocate for your group's needs, make modifications when you can, and be vigilant in looking for new ways for the group to do its best work.
2. Work with your group to come up with organizational alternatives to overcome barriers that get in the way.
3. Provide honest explanations when requests cannot be met.

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