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The Effects of Expectation Violations in the Workplace: Why Do Fresh Graduates and New Employees Leave?

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The Effects of Expectation Violation in the Workplace:

*“Why Fresh Graduates
and New Employees Leave?”*

PART

01

Importance & Theory

1. Significant problems for recent graduates and new employees' career choices;
2. Expectation Violation Theory.



The Importance



Labor Market

Characteristics

“Multigenerational
labor market”
(Nelson &
Braekkan, 2017)

New Employees

Characteristics

High job
expectations;
Low job satisfaction

Workplace

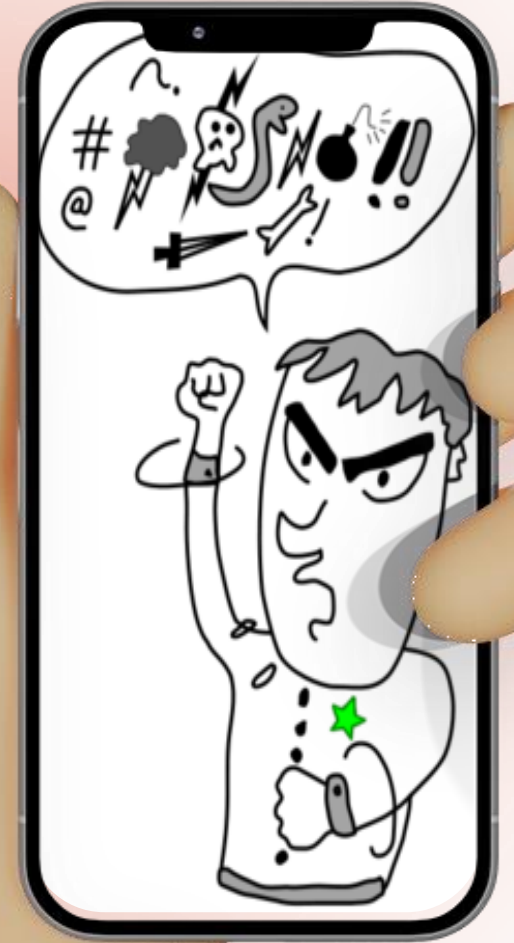
Characteristics

High turnover
rates

Expectancy Violation Theory (EVT)

----Judee K. Burgoon, 1976

-- examining how people respond to unanticipated violations of social norms and expectations.



PART

02



Lit Review

1. Aspects of workplace expectations
2. The Actual Workplace Performance
3. Theory Used Examples

Lit review



Factors of workplace expectancy:



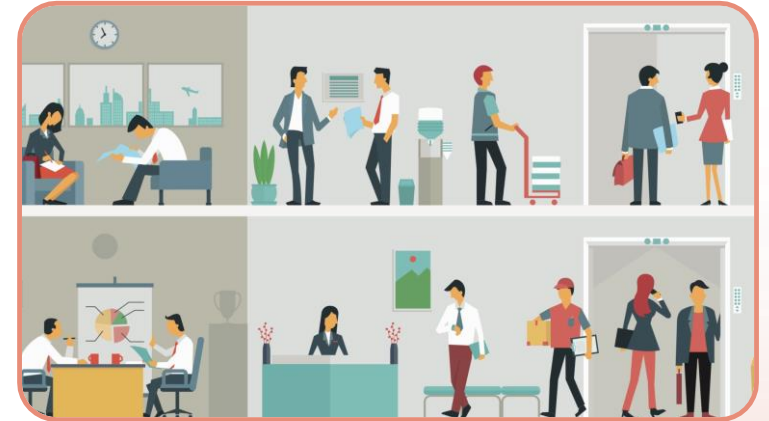
Employers

feeling trusted (Lau et al., 2013 and Baer et al., 2015)



Co-workers

trust asymmetry (Wang, 2018)



Working environment

“internal climate” (Buhai et al., 2008);

Lit review



Factors of workplace expectancy:



Salary and Job security

(Sinha & Kshatriya, 2016)



Economic and environmental sustainability

(Davidescu et al., 2019)

Job's characteristics:



“Repetitive and strenuous work”

Affecting people's performance (Buhai et al., 2008);

PART

03

Method & Analysis

Quantitative Analysis Method

Questionnaires Analysis



Participants overview



10 Factors of workplace expectancy



Travel time to work

Interactions with colleagues

Interactions with employers

Opportunities for promotions

Company culture

More Factors of workplace expectancy



Company atmosphere

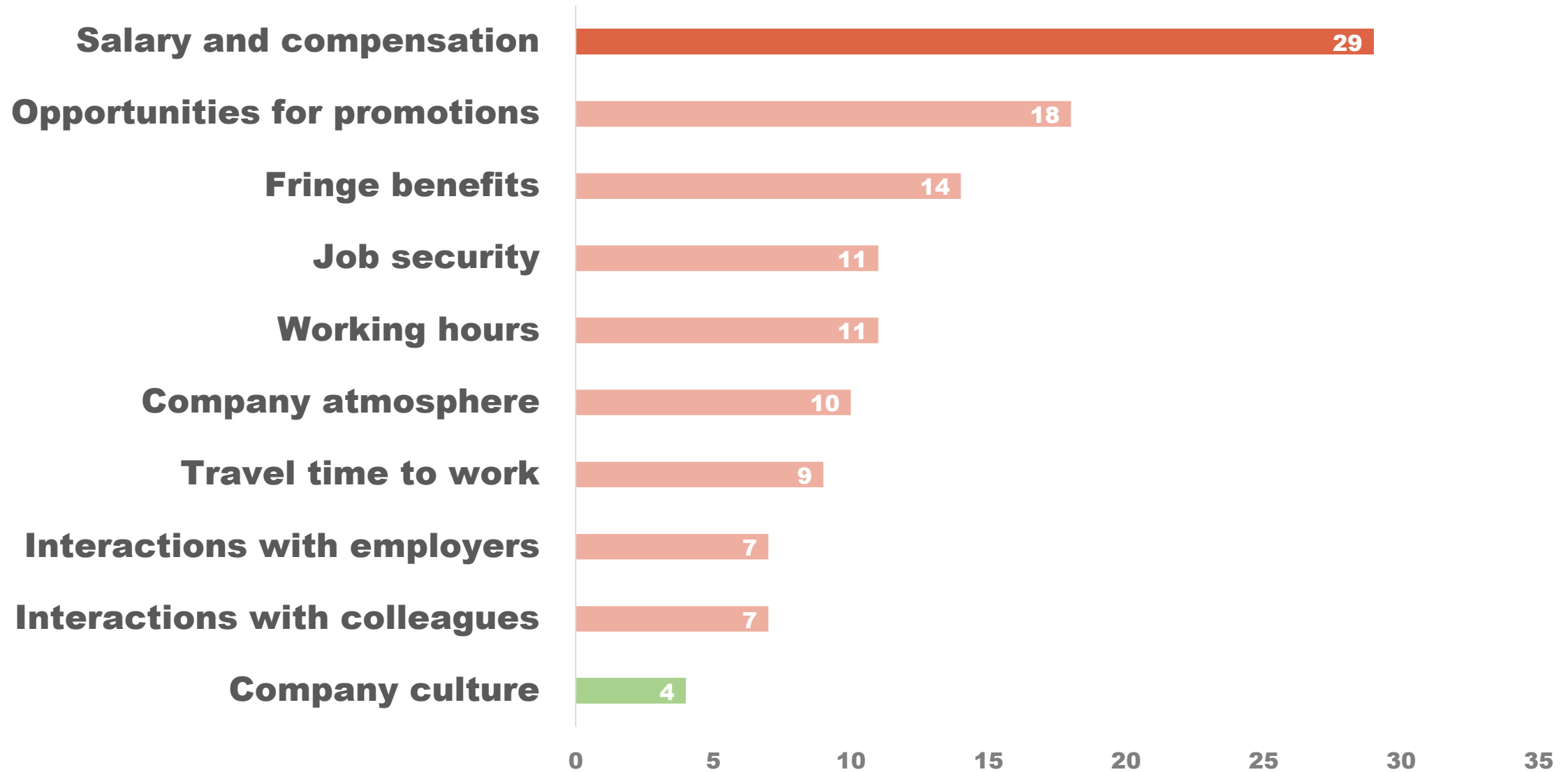
Working hours

Salary and compensation

Company fringe benefits

Job security

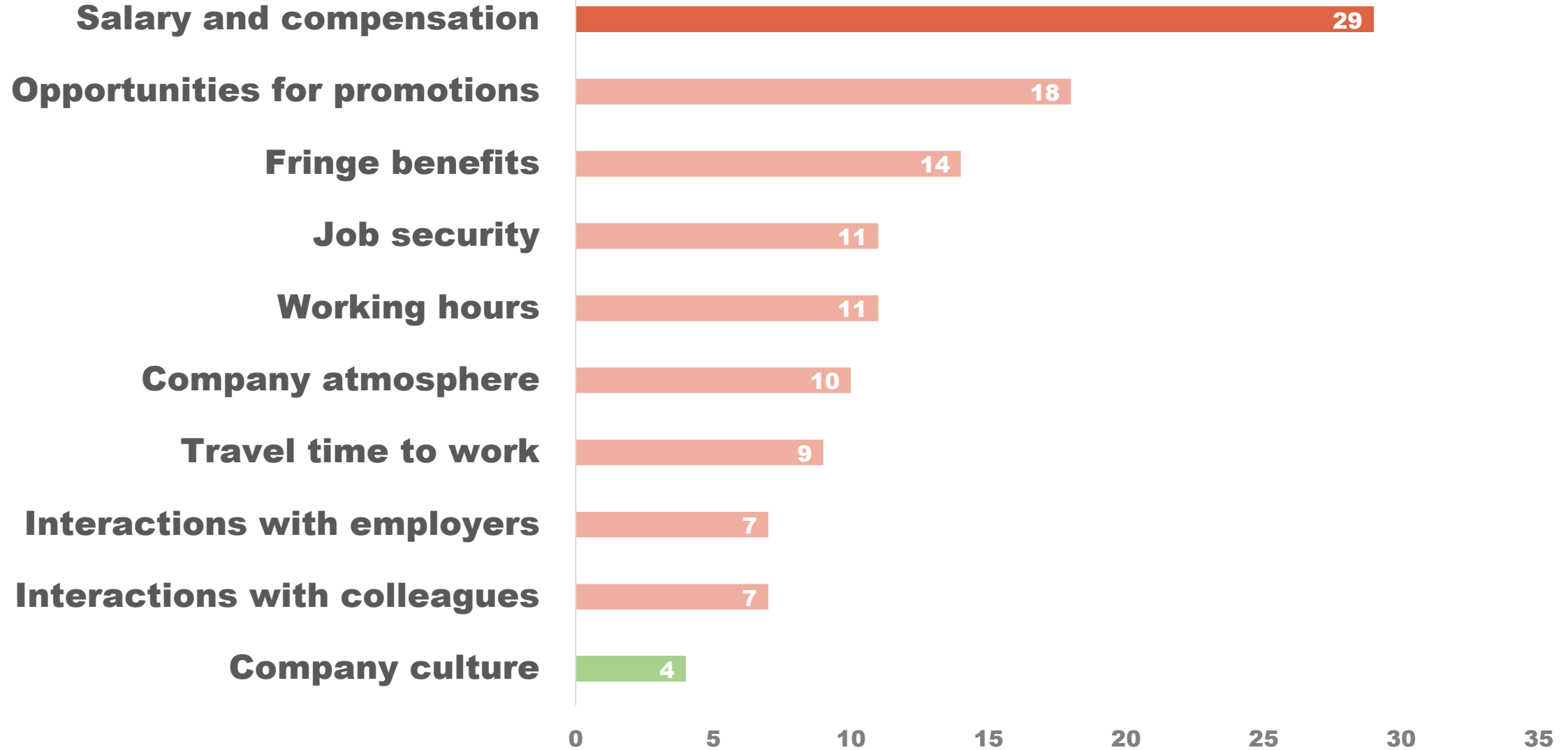
NEW EMPLOYEES' EXPERIENCE





1st: COMPENSATION AND SALARY

NEW EMPLOYEES' EXPERIENCE



■ Opportunities for promotions



- e.g.
- **Salary and status increases;**
- **Reputation enhancement ;**
- **Increased opportunities for further promotions**

3rd:

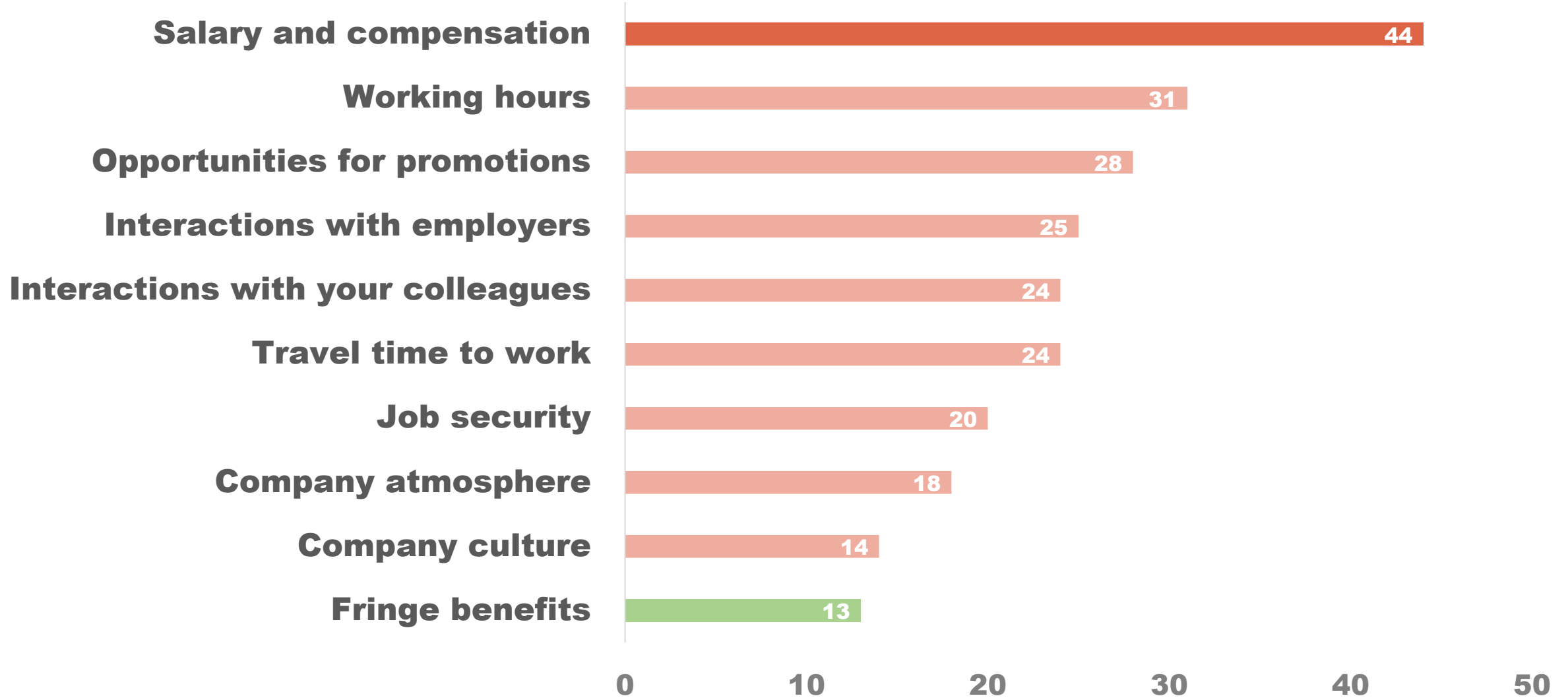


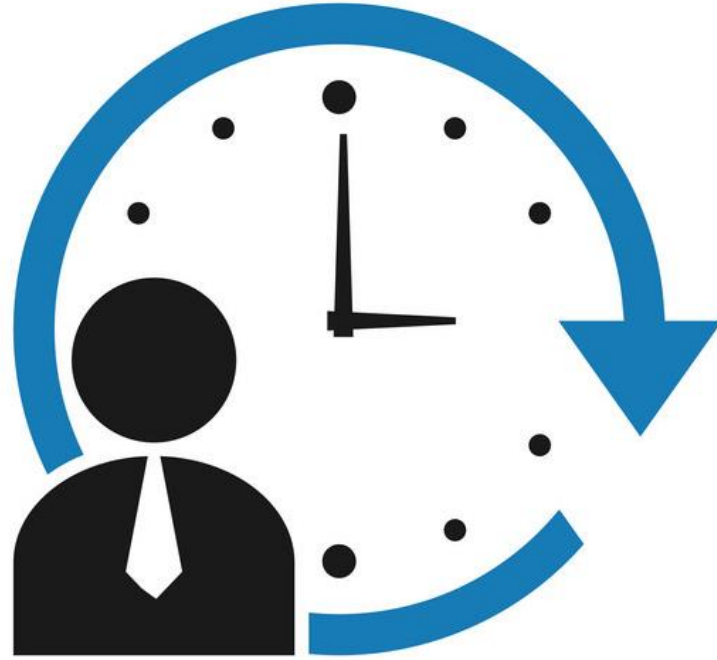
Fringe Benefits



An extra benefit supplementing an employee's salary.

FRESH/ SOON-TO-BE GRADUATES' ASSUMPTION





WORKING HOURS

2ND:

Thinking of leaving the company?

YES 56% : NO 44%



Any actual plans to leave?

YES 30% : NO 70%



PART

04

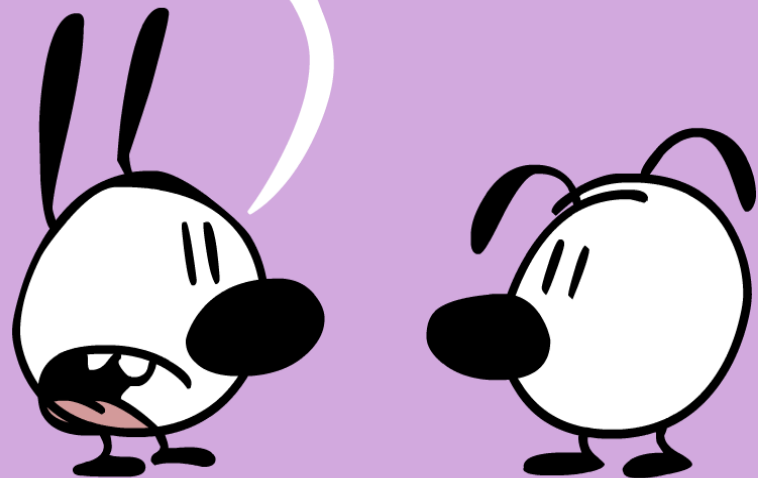


Summary

Youth means a temperamental predominance of courage over timidity, of the appetite for adventure over the love of ease. This often exists in a man of 60 more than a boy of 20.

Thank you!

MY EXPECTATIONS
JUST GET LOWER
AND LOWER.

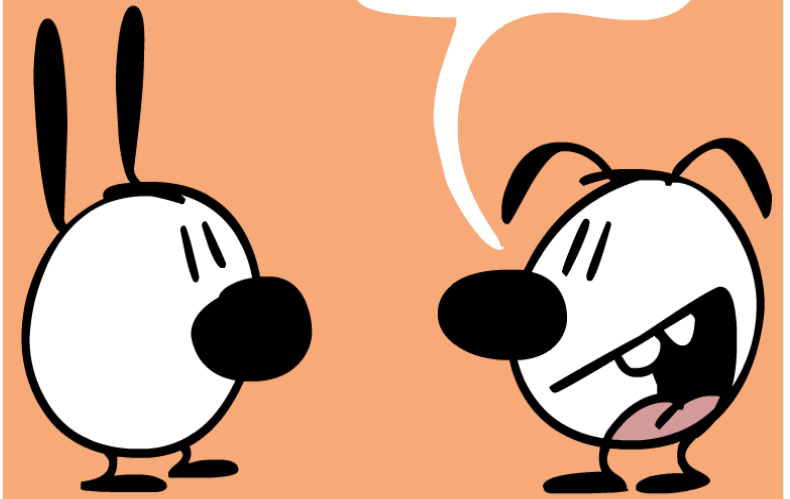


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THAT'S
GREAT!



EVENTUALLY I'LL BE
ABLE TO MEET ALL
OF THEM!



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Questions?

