

Strategies To Tackle Quiet Quitting Challenges In A Firm

Resignation

Whitepaper



Written By:
Nilakshi Garg & Bistriti Poddar

Table of Content



1. What Is Quiet Quitting?
2. Signs Of Quiet Quitting In A Firm
3. Impact Of Quiet Quitting On An Organisational Culture
4. Strategies For Fixing Quiet Quitting Challenges In A Firm
5. What's Next?

Executive Summary



We have written this whitepaper on **“Strategies To Tackle Quiet Quitting Challenges In A Firm”** to understand the 360-degree view of this buzzword in the HR world. It has left many modern-day leaders in confusion. They are unsure how to deal with employees refusing to work extra or give their input when they surely can. The concept of Quiet Quitting is not entirely negative, and we will be learning more about it in detail in this whitepaper.

We also study and identify the impact of the Quiet Quitting concept when it goes undetected and unheard for a long time in the culture. Then, we highlight the signs of Quiet Quitters in a firm for leaders to maintain a checklist if they are overwhelmed with this concept and its emergence.

Interestingly, then we move ahead to suggest strategies in line with the HR automation software like uKnowva HRMS for welcoming more productivity, growth, communication, and collaboration in the workplace from day one.

Understanding these strategies is vital for new-gen leaders and workplaces. Without these strategies, it becomes challenging and impossible to deal with Gen Z and Millennial workers who get impacted and influenced by buzzwords like Quiet Quitting. It takes no longer than some clicks or a few minutes for such concepts to go viral on social media. But it is where the firm and the culture suffer the most.

In the era of hyper-digitised platforms, workplaces need to be agile, flexible, and customisable. uKnowva HRMS brings that flexibility and agility to workplaces. It helps organisations adjust to cultural and workforce trends to ensure that employee engagement and retention do not falter. Rather, the uKnowva HRMS has multiple plugins and integrations for optimising the workforce capabilities at every level.



Problem Statement



Firms are beginning to panic about the concept of Quiet Quitting. Even though it is allegedly an old concept with a new buzzword. But whenever there is a new concept that goes against the pre-existing workplaces and culture, employers panic, and so do employees.

There is a lot of buzz around this word, and many of us are unsure how to deal with it before employee attrition picks up or retention drips below beyond expectations. Most interestingly, Quiet Quitting happens in employees when they do not feel more appreciated, recognised, and valued for their efforts as per their pay grades.

They end up giving extra effort and want to stick to only the job roles and responsibilities mentioned in their job descriptions. Meanwhile, there is nothing negative about the employee wanting to mind their business when at work; they grow disconnected and lack opportunities to relearn and grow more.

Today, we are living in hyperactive and digitised workplaces. Online studies on sites like Muchskills.com and Weforum.org conclude that employees must reskill every 3-6 months. It is because there is a new trend every now and then, like this buzzword. It becomes hard to catch up when you learn things at the very last minute.

However, when companies are already investing in factors like work-life balance, happiness factors, reduction in burnout, and more, they do not get scared by Quiet Quitting. That is when their employees' needs are catered to on time. However, many managing leaders still are not knowledgeable about how to incorporate smarter on-cloud solutions like uKnowva HRMS to automate the workflow and tackle Quiet Quitting like challenges every day. They are not updated with the knowledge and understanding of the software as the ultimate and most customisable workforce management tool in India right now.

The main purpose of this whitepaper is then to define the concept of Quiet Quitting and discern the strategies in line with HR tech like uKnowva HRMS to solve the same and improve business outcomes on the go.

What Is Quiet Quitting?



Every person defines “how much work is too unbearable or too much to handle?” differently. But recently, as the Great Resignation phase after the pandemic started to wane, another one was set on fire. That was, none other than, the Quiet Quitting.

It relates to the fact that employees are selecting to disengage and not work beyond their “pay grade.” That means there might be no active participation from the employees’ end, and they do not want to go the extra mile to meet deliverables with delightful experiences.

Additionally, a survey by Gallup on 15,000 employees resulted that there was a direct causal relationship between Quiet Quitting and Great Resignation. Where, the concept of Quiet Quitting is not entirely negative, but it surely has implications in the long run, which employers must avoid at any cost to retain their top talent on time.

The Quiet Quitting concept went viral on TikTok, Twitter, and Instagram reels with more than 144 million views for the #quietquitting hashtag that became viral and is still trending in the HR world. The idea of Quiet Quitting has nothing to do with employees quitting at first. Employees want a chill and balanced life. They do not want to work long hours without incentives, rewards, or appraisals. That is morally fine. No business should allow employees to work intensively without recognising their genuine and value-adding efforts.

However, the major concerning issue occurs when employees mould the Quiet Quitting concept and start disengaging. If this disengagement is not monitored at the earlier stages, it certainly will lead to higher attrition rates and delayed project deliveries. That eventually starts impacting the organisational culture, even if it is meant to be promoting healthily-sound working hours.



A Too-Old Phenomenon With New Buzzword For Gen Z and Millennials



Quiet Quitting has become the buzzword for Gen Z and the Millennial workforce today. But when you understand that Quiet Quitting is basically not paying attention to tasks beyond one's job roles, and refusing extra projects without incentives has been a trend for decades in the industry.

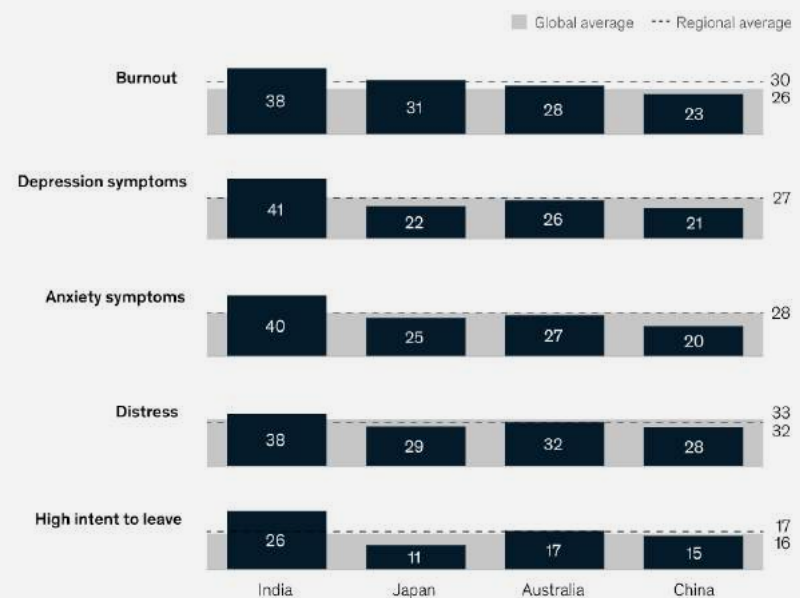
Employees today are more concerned about their mental health. **There has been a sharp rise in unsatisfied and depressed workers in the workplace.**

From the SIDE IMAGE, we can see an infographic from the Feb-April 2022 McKinsey Analysis that Asian workers have burnout, depression, and anxiety the most at workplaces.

We can see that Indian workers have a relatively high score in burnout, depression, anxiety, and distressful emotions at workplaces as compared to other countries like Japan, Australia, and China. This survey was on 15,000 employees and 1,000 HR leaders across 15 nations.

Work-related outcome variables: burnout, depression, and anxiety challenge Asian workers.

% respondents citing outcome



Source: McKinsey analysis

Simultaneously, a study by ASSOCHAM in 2021 showed that 43% of employees in the private sector in India are suffering from mental health issues. The stigma around mental health and searching for professional help scare people at work. They would have worked tirelessly instead of speaking out. But as the pandemic waned down in 2022, there has been another trend where people are really becoming active in giving their mental well-being priority.



Factors like these compel even the top talent to start to Quiet Quitting even if they do want to. There has to be a streamlining culture that runs on autopilot, and smarter technologies like uKnowva HRMS enable CHROs and their teams to refine and redefine the SOPs without compromising the mental health of each deployed resource at work.



Signs Of Quiet Quitting In A Firm



Before we discuss the strategies for organisations to implement to tackle the Quiet Quitting challenges, let's figure out its common and hidden signs. Because many HRs and their teams are still unsure about these signs to watch out for when their staff is following a Quiet Quitting trend in the firm.




- **Disengagement At Work**
- **Lack Of Taking Necessary Initiative**
- **Employee Insubordination**
- **Absence From Decision-Making Meetings & Discussions**
- **Isolating Oneself From The Team Activities**
- **Not Speaking Up In Meetings**
- **Ordinary Performance Scores**





Disengagement At Work

Disengaged employees often lack focus and clarity in communication and coordination. They get work done at the last hour with minimum contact with their teammates or seniors. It becomes harder to track their progress and motivation drivers from micromanaging such staff. Thought-leaders do not have time to discipline such people. And when left unattended, disengaged employees can cause blunders at work.

<i>Engaged</i>	<i>Not Engaged</i>	<i>Actively Disengaged</i>
		
High performer Innovative Efficient Committed Understands role High energy	Minimal effort Little passion Lack of creativity Increased absence Little motivation Checked out	Disruptive Very miserable Bad attitude Often late or absent Wastes time Undermines coworkers



Lack Of Taking Necessary Initiative

Employees who are most likely to follow Quiet Quitting do not have the mindset to take the initiative. They do not have any original ideas, lack a problem-solving mindset, and cannot remain calm in the face of uncertainties. Rather, these employees might throw a tantrum and often walk out or disconnect because the issue is not in their roles and responsibilities to solve or cater to.



Employee Insubordination

The Quiet Quitting concept also makes employees lethargic and forces them to reject leading projects. They are mildly or overly satisfied with their current job roles and responsibilities. They do not want to learn new digital skills and, thus, lack leadership and motivational skills to spearhead projects and get things done. In short, they are not a dependable resource for uncertain and risky projects.



Absence From Decision-Making Meetings & Discussions

Employees are generally expected to take part in the discussions to foster better results. But Quiet Quitting demotivates many of them to take an active part in the meetings. Rather, employers witness their employees taking leave on an important day because of unexplainable excuses or medical emergencies. Once or twice could be tolerable. But if this pattern continues, you will know you have got yourself a Quiet Quitter.

➤ Isolating Oneself From The Team Activities

Quiet Quitters do not want to interact. They keep communication minimal and do not believe in extending their collaboration, whether offline or online. It is hard for other team members to trust such people who do not have an opinion or a mindset of their own. Employers or team leaders find them completing their to-do tasks with a great struggle. Thus, Quiet Quitters have poor communication skills as they are unable to convey their distress and discomfort.

➤ Not Speaking Up In Meetings

Quiet Quitters do not have original ideas or points of discussion or lack memory and span of attention. When asked in the middle of the meeting for an opinion, they might panic and stammer. Or else they might refuse to have an opinion. Again, this could happen to anyone. But if the pattern repeats with the same employee during every meeting, team leaders have to be cautious about the resources they have hired.

➤ Ordinary Performance Scores

Employees who might be following Quiet Quitting are under performance stress. They are unable to achieve higher than what's expected of them.

Their life at work is mostly stressful. Even the TonerBuzz.com report in the **SIDE IMAGE** concludes that **46% of employees are worked up for the amount of work they have to complete**. This stress is common when people are not good at time and performance management. They want to complete the work and rush home. They might not be visionary and lack a sense of belonging to the organisation. As a result, they only give mediocre performances throughout their tenure.

LIVING WITH STRESS

63% of employees report workplace stress has caused problems at home.

50% of employees say they could use help with stress management.

46% of employees are stressed by the amount of work they must complete

26% of employees say they are experiencing burnout at work.

25% say they have cried over work-related stress



Impact Of Quiet Quitting On An Organisational Culture



Quiet Quitting is not directly negative to the organisation. But this concept generally will lead to an adverse impact on the organisational culture when it is left unattended or undetected for a long time. The impact of Quiet Quitting on the culture of a firm is what you explore below for a detailed view of this concept and its aftereffects. At the same time, we want you to know that uKnowva HRMS is helpful at every stage of overcoming these disadvantageous and downgrading impacts of this concept. You will know how as you read each point below.

According to the **SIDE IMAGE** by **iHire**, we get a fair idea of the usual impacts of disengaged employees. For example, there is about a **45% increase in higher attrition**, **17% lower productivity**, and **21% lower profitability** because of disinterested and disengaged employees at workplaces. Let's explore more in detail below.





Lack of Workplace Discipline

Disengaged employees start to take things lightly in a firm. When their disinterest or detachment from the firm is left unaddressed for a long time, they miss their goals and are not disciplined for their performance KPIs anymore. Such employees need more than one coaching session to cross the bridge and get over the Quiet Quitting side effects. There needs to be a smarter solution like uKnowva HRMS in place for the leaders to identify these disengaged employees first.



Lack of Time and Performance Management

Disengaged employees fail to meet their deliverables on time. The disengagement factor starts to bother the time and performance management when the Quiet Quitters are not catered to or heard actively in the organisation. On-cloud solutions like uKnowva HRMS are there in the market for HR leaders to research and implement for setting the time and performance management right.



Low Employee Engagement

Quiet Quitters end up having low engagement rates in the firm. Lower engagement would eventually lead to increased disinterest and detachment from the firm and its culture. Employees would not be serious about the acceptable norms. They can end up in office politics and have negative emotions. Eventually, these employees either leave or spoil the workplace environment. uKnowva HRMS can help detect the lower engagement rate and recommend solutions to overcome the same.



Failed Succession Planning

Leaders face issues in deciding who will succeed with the most deserving hike and promotional stage in their employee life ahead. They are not sure if they can trust the employee if they are Quiet Quitters. Employees fail to show interest in spearheading new projects and learning new skills. Those are two very important factors that determine the best team player for the leader in their hierarchy. uKnowva HRMS offers eLMS, Performance Management System, Goal-setting, and HR analytics to club all the reports and identify which employee is most deserving in the team to sort out this issue.



Disconnected Teammates

Disengaged employees are following the Quiet Quitting trend and taking it to the next level when they do not interact well with their teammates. Because they fail to understand their teammates' strengths and weaknesses, overall performances suffer. Goals are not achieved on time, and eventually the business unit might deliver mediocre profits. Team members leverage uKnowva HRMS and Social Intranet to enhance purposeful and profitable team engagement, bonding, and coordination.

Strategies For Fixing Quiet Quitting Challenges In A Firm



After knowing Quiet Quitting in-depth, let's study the top strategies which uKnowva HRMS helps deploy in firms to tackle its side effects.

- **Purposeful Communication & Collaboration**
- **An Inspiring Work Culture**
- **Encouraging A Fine Work-Life Balance**
- **Support Mental Health At Workplaces**
- **Work On Employee Suggestions And Feedback**





Purposeful Communication & Collaboration

With uKnowva HRMS and its Social Intranet, firms and leaders can boost employee collaboration and coordination. They need to stay in touch and communicate purposefully every day at work. Without discussing their worries, strengths, limitations, concerns, and weaknesses, it's impossible for employees to connect to the firm, its people, and its culture.

According to one Oak Engage stats in 2021, 39% of surveyed employees already believe that their organisation is not giving them enough opportunities for collaboration at workplaces.


39% of employees believe that people in their organisation don't collaborate enough.

Queens University

But, when employees connect and collaborate on streamed channels on uKnowva's Social Intranet, they open up faster than traditional onboarding and orientation strategies. The new hire feels less awkward, especially when hired remotely.

They get to openly share their concerns over chat, polls, and discussion forums. So, there is relatively less fear of judgement and not being heard in the first place. This technology ensures that each employee gets a fair chair to speak up and share their vote.

With this strategy in place, Quiet Quitting can be handled and monitored to an extent. Leaders would know how often employees connect and collaborate. With the first warning signs of less engagement or collaboration, they must indulge in regular team-bonding activities to sort it out.



An Inspiring Work Culture

uKnowva HRMS helps team leaders to set examples for an exemplary working environment or culture. Be it new or existing employees; everyone gets to know the updated company norms. They have access to the company policy. HR leaders must upgrade these documents regularly to keep the standards fresh and up to date.

According to the **SIDE IMAGE** from **Haiilo**, there is about a **25% increase in overall workforce productivity** with better and aligned work cultures.

A well aligned workplace culture can improve productivity by as much as **25%**

LSA Global

Haiilo

Interestingly, uKnowva HRMS has smooth integration with multiple plugins and platforms across the HR world. It enables teams to have a flawless experience at every touchpoint to get their work done. There is immense scope for workflow automation for faster and more accurate delivery of mundane tasks daily.

Quiet Quitters won't miss their deadlines using the automation of workflow. They would rather become excited with new development and changes across the organisation. Because often the novelty of things around workplaces draws employees together to discuss, dissect, and deploy. This gets them talking and engaging again with the firm's culture.

According to **Gallup's Report on Re-Engineering Performance Management**, we can see that there will be about a **56% increase in employee productivity** when managers are able to set the right goals for their teams or employees, given that these goals are aligned with the overall organisational goals to be achieved in a defined period.

Employee productivity increases by 56% when managers are involved in helping their reports **align their goals** with the needs of the organization.

-Gallup's Re-Engineering Performance Management Report





Encouraging A Fine Work-Life Balance

The concept of Quiet Quitting revolves around not working beyond one's pay grade. That belief takes place in employees because of their earlier experiences with unprofessional workplaces and cultures.

People would love to work better and grow more in workplaces where there is equal importance given to work and personal life. That includes giving flexible, hybrid, or even asynchronous work styles to its employees.

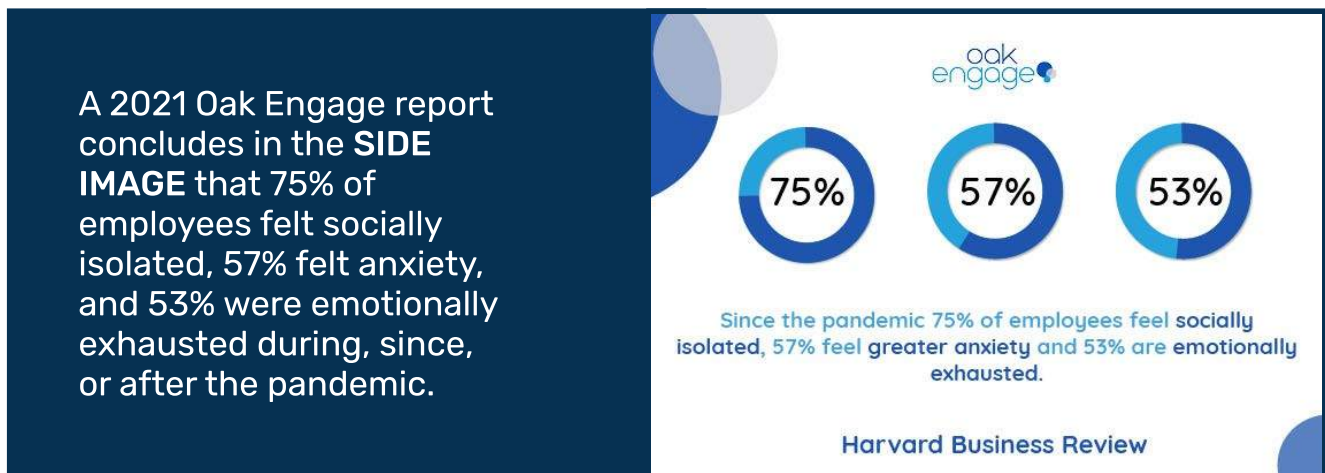
uKnowva HRMS offers multiple work styles to the employees who use it in their daily life. They can log into the uKnowva system from wherever they want and whenever they want. What would matter in the end would be the impact of each worked hour or minute. Such a future-fit system helps employees get more disciplined in their personal and professional lives together. They can build their work life around their personal life and not the other way around. This positive aspect helps them show more of their intellect at work.





Support Mental Health At Workplaces

Most workplaces are discouraging themselves from day one to last because there is a lack of empathy and human touch in the process. That is why employees opt for Quiet Quitting processes and do not get involved after a certain limit. That is alright in general. But the boundaries blur, and Quiet Quitters end up not being serious at all in the long run for their engagement and involvement.



It became the major cause of employees to disconnect at workplaces. Without an automated HRMS, these emotions go undetected, especially if the firm works with a scattered workforce.

But with uKnowva HRMS, workplaces are a lot more different. There is an immense focus on employee mental health. It uses the Virtual Biometrics Systems with the Happiness Metre as an example. With every punch in/out, each employee gets to enter into the system their mood of that hour.

The system generates an algorithmic study at the backend. It highlights the possible cases for an employee to feel burnout, depressed, distressed, or even disengaged. It can be a warning sign or alert for team leaders to refine or finetune their culture and give more boost to mental health.

Because of low mental health, employees would eventually stop sharing their concerns. They head over to the path of Quiet Quitters when their problems are undetected for a long time. But uKnowva HRMS is smart, and it gets better with each data set and interaction.



Work On Employee Suggestions And Feedback

uKnowva HRMS helps install a Suggestion Box and a dedicated Ticketing System. These two plugins help organisations to listen to their employees on time. They never miss an update on what the employee has to suggest or has concerns about. The team at the backend gets to resolve the queries as fast as they can. When queries, complaints, and concerns are addressed on time, employees have more trust in the process of the work culture. This trust leads to increased engagement and evolution and reduces the non-interested attitude of the workers.

Senior management or team leaders must also address that they are working on the suggestions by their employees over uKnowva's live announcements, notice boards, or streamed chat groups. This boosts the ego positively of each employee who is looking forward to contributing impactfully to the organisation from the day they are hired.

According to a Qualtrics report in 2020, 95% of managers already feel dissatisfied with the current Performance Management Systems. Whereas 56% of employees are unable to receive feedback on their work to improve. 90% of surveyed HR heads do not have the right information in their feedback and PMS. uKnowva HRMS solves this issue with real-time statistics and information, shareable with concerned teams and employees to improve on the go. This also includes the feedback, suggestion box, and ticketing systems listed above.



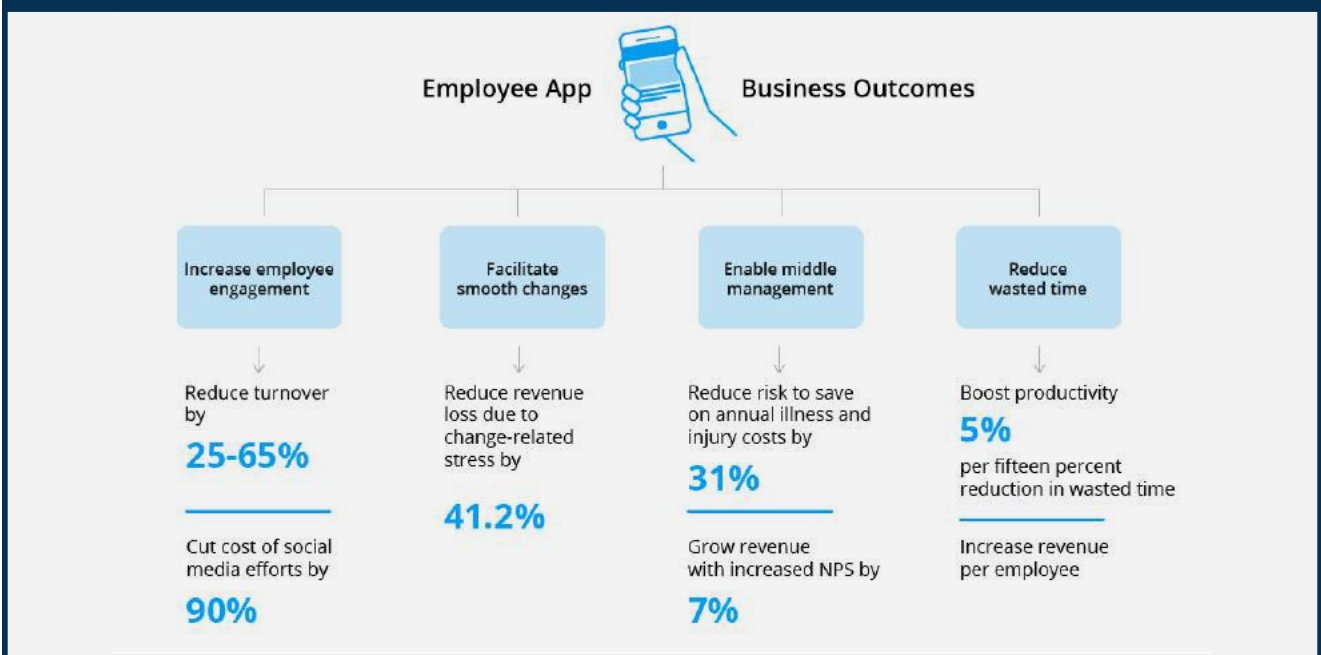
What's Next?



Concepts like Quiet Quitting, Quiet Firing, and others will keep emerging. What makes a great impact on firms' internal reputation and brand management is how they reimagine the work culture with time and trends.

In short, firms need to invest in uKnowva HRMS on-cloud solution for automating hire-to-retain tasks on the go. That's just one basic aspect of the tool. It is highly scalable, configurable, and customisable. So, whatever be the trend, the AI-driven tool is here to stay and lend a virtual helping hand for as long as the firm wants to leverage it for upgrading the work culture and its employees' value-adding contributions.

The **BELOW IMAGE** is from the HBR, and it shows that the need for an Employee or Workforce Management App is the need of the hour. There are stats in the image that show how an app like uKnowva HRMS helps improve business outcomes and results across all touchpoints.



There will be about:

- 25-35% improvement in employee engagement.
- 41.2% reduction in loss of revenue.
- 7% increase in gross revenue.
- 5% boost in employee productivity per 15% percentage of reduction in wastage of time.

uKnowva HRMS is the workforce management solution modern firms need to achieve these milestones and breakthroughs. It helps firms tackle Quiet Quitting and move over to factors like Employee Loyalty, Employee Engagement, and their improved retention scores over a period.





FROST & SULLIVAN



2021 Best Practices
Entrepreneurial Company
of the Year Award



for AI in the Talent Technologies Industry



Support : +91 22-4896 58 20



Sales : +91 22 4897 07 96



info@uknowva.com



www.uknowva.com

[Request a live demo](#)

