

## Job Growth Continues in October

*Little Change in Unemployment Rate*

**JOB GROWTH:** Nonfarm employment rose by 161,000 in October. Over the past three-month period, job gains have averaged 176,000 per month.

**TOP INDUSTRIES:** In October, employment continued to trend up in professional and business services, healthcare and finance. There was little movement in most other industries, although mining and manufacturing continue to sustain losses.

**UNEMPLOYMENT:** There was little change in the unemployment rate. While it had edged up to 5.0 percent in September, October saw it shift down again to 4.9 percent.

**WAGES:** Average hourly earnings rose by 10 cents in October, bringing the annual average increase to 2.8 percent.

**WORK WEEK:** The average work week was unchanged at 34.4 hours in October.

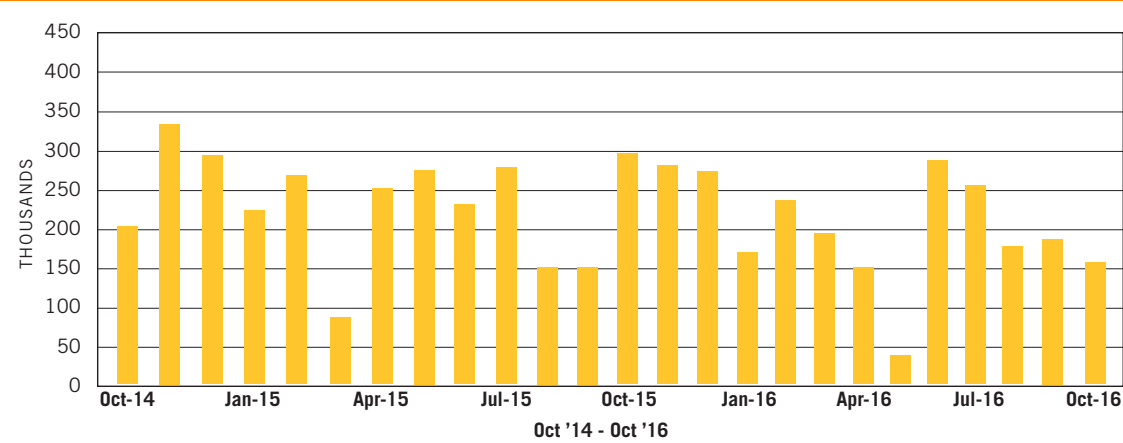
**TEMPORARY JOB TRENDS:** The temporary staffing sector expanded only slightly in October, adding 6,400 jobs.

**SO WHAT DOES IT ALL MEAN?** The October jobs report indicated positive momentum in both jobs and wages, although that momentum was somewhat muted. Job growth was not as strong as it could have been, possibly reflecting an impact from Hurricane Matthew, which kept more people at home than at work. The bigger news in this month's report was the uptick in salary. While the best boost in average hourly wages (on an annual basis) since the recession ended may not be reflected in every paycheck, it is an indicator that employers are upping their game to attract and retain the employees they need to sustain growth. Overall, the labor market keeps chugging along, making positive progress toward a stronger economy but at a somewhat lackluster pace.

Sources: U.S. Bureau of Labor Statistics (BLS), Steinberg Employment Research, Bloomberg, CNBC, Business Insider, Staffing Industry Analysts, The Wall Street Journal, The New York Times, the Conference Board

CHART 1: EMPLOYMENT NUMBERS / SOURCE: BLS

### NONFARM PAYROLL EMPLOYMENT MONTH-OVER-MONTH CHANGE



Employers added 161,000 jobs in October.



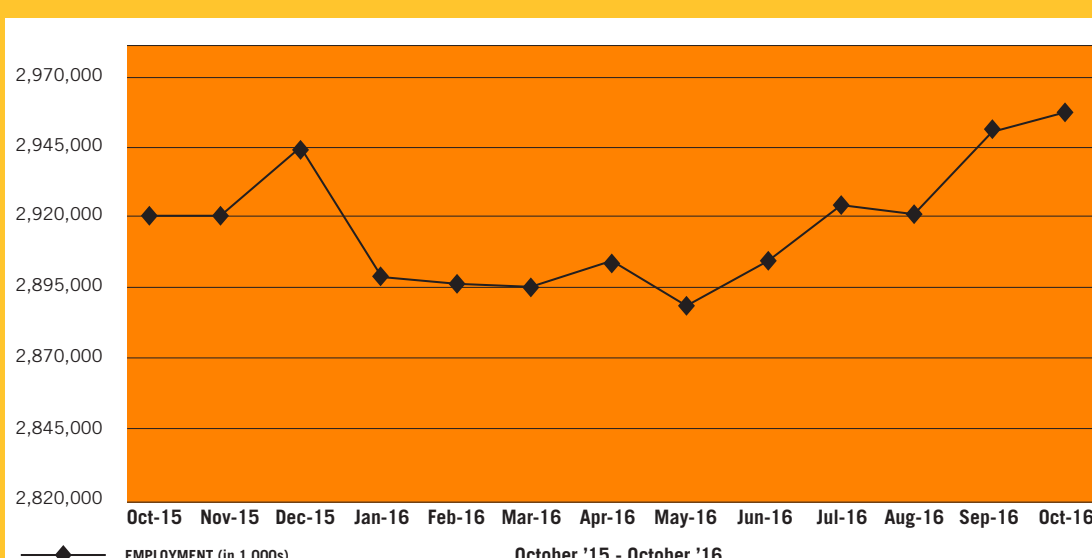
CHART 2: TOP INDUSTRIES / SOURCE: BLS

The total number of non-farm jobs increased by 161,000 in October 2016, indicating continued labor market expansion, albeit at a muted pace.



JOB GAINS	JOB INCREASE
Professional & Business Services	+43,000
Healthcare & Social Assistance	+39,100
Financial Activities	+14,000
Leisure & Hospitality	+10,000
Transportation & Warehousing	+7,500
JOB LOSSES	JOB DECLINE
Retail Trade	-1,100
Manufacturing	-9,000

CHART 3: TEMPORARY WORKFORCE / SOURCE: BLS & STEINBERG EMPLOYMENT RESEARCH



Temporary help services added 6,400 jobs in October 2016.



## Are Customer Service Workers Being Served?

As companies bulk up for the holidays, retail industry payrolls are swelling, with estimated growth in employment of approximately 700,000 new seasonal workers, according to the National Retail Federation. In stores and call centers across the country, new hires will likely look to their more-tenured colleagues for guidance as business spikes. What is the mood of that workforce as the pressure builds?

The 2016 Emerging Workforce® Study by Spherion indicates that engagement and retention continue to be a challenge for employers. This year, for example, 27 percent of call center workers said they are at least somewhat likely to look for a new job. The reasons behind that? One culprit is a perceived lack of effort by employers to engage and retain them (the latter cited by 31 percent of survey respondents). Less-engaged workers also may be less inclined to deliver an outstanding customer experience, which could put a damper on holiday sales.

CHART 4: AN INSIDE LOOK AT CUSTOMER SERVICE / SOURCE: 2016 SPHERION EMERGING WORKFORCE STUDY

### Is "employee service" on a par with "customer service"?



#### ACCORDING TO EMPLOYEES:

- 62% rate customer service to external customers as very good or excellent, but only
- 46% rate how their company treats employees as very good or excellent.

#### ACCORDING TO EMPLOYERS:

- 58% say the level of service provided to employees is equal to or better than what is provided to external customers.

CHART 5: MEASURING CALL CENTER ENGAGEMENT / SOURCE: 2016 SPHERION EMERGING WORKFORCE STUDY

### Call center employers care about engagement.

60% find it difficult to measure employee engagement, yet 70% regularly try

#### WHY?

Employees are comfortable sharing ideas for ways to address engagement challenges.	70%
Employees have strong recommendations to improve team engagement.	72%
Engagement-related feedback from employees drives meaningful change.	77%



CHART 6: CALL CENTER RETENTION DISCONNECTS / 2016 SPHERION EMERGING WORKFORCE STUDY

### Two different views on what drives retention:

#### Call Center Employer View

- Supervisor Relationship
- Culture & Work Environment
- Growth & Earnings Potential
- Benefits
- Financial Compensation
- Management Climate
- Training & Development
- Time & Flexibility



#### Call Center Employee View

- Financial Compensation
- Benefits
- Growth & Earnings Potential
- Management Climate
- Time & Flexibility
- Culture & Work Environment
- Supervisor Relationship
- Training & Development

Learn more about the [Emerging Workforce® Study](#) and how to [subscribe](#) to this newsletter.