

## **PATTERNS OF JOB PERFORMANCE DETERIORATION**

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The key words in relation to job performance problems are continuing and repeated. All employees exhibit some of these problems occasionally. It is a pattern of job performance deterioration over a period of time that you should note and document.

Think about the employees you supervise as you read through the list below. Place an "X" next to each characteristic you have noted in your employees.

### **Absenteeism**

- 1. Unauthorized leave
- 2. Excessive sick leave
- 3. Frequent Monday and/or Friday absences
- 4. Tardiness, especially Monday mornings and after lunch
- 5. Leaving work early
- 6. Improbable excuses for absences

### **On-the-job-absenteeism**

- 1. Prolonged absences from work station
- 2. Frequent trips to bathroom or water fountain
- 3. Long coffee breaks
- 4. Physical illness on job

### **High Accident Rates/Claims**

- 1. Accidents on the job
- 2. Accidents off the job (but affecting job performance)
- 3. Frequent trips to nurse's office

### **Reporting to Work**

- 1. Reports/returns to work in obviously abnormal condition

### **Lowered Job Efficiency**

- 1. Mistakes due to inattention or poor judgement
- 2. Difficulty in recalling instructions or details
- 3. Unreasonable resentments
- 4. Wasted materials
- 5. Alternate periods of high/low productivity
- 6. Increased difficulty in handling complex assignments
- 7. Improbable excuses for poor job performance/blaming

### **Attitude/Relationships**

- 1. Mood swings
- 2. Over-reaction to real or imagined criticism
- 3. Unreasonable resentments
- 4. Borrows money from co-workers
- 5. Complaints from customers or co-workers