

DOCUMENT 1

How to Raise the Wages of Workers

Experts call it an "efficient" wage. It is the wage workers need to earn if they are to help the company reach its goals.

5 The usual idea is to pay workers as little as possible. If you can find someone to take a job for \$7 an hour, why pay \$8? Well, one reason might be that you want the worker to do a good job and not just show up.

Take Walmart, it is a good example. There were reports that customers were not happy with the stores. The shelves were either too crowded or too empty. Service was not prompt and polite. Stores were not clean. Walmart wanted to do something about it.

The company decided to do the following:

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- Increase wages
 - Develop better training programs
 - Provide a path to management positions
 - Do a better job of scheduling shifts

15 They did these things and now are expanding the programs to more of their stores. The results are good. Customer satisfaction is up. Worker satisfaction is up. Revenue is up. And the employees are spending more of their wages in the store. The new effort is reducing worker turnover. That is good for workers, customers, and the company.

The New York Times, October 15, 2016

DOCUMENT 2

Gallup survey about international employee satisfaction:

