

The Expectation Gap

Michael Page Session Keynote – Shiv
30 May 2024, Mumbai

Michael
Page

Audience Poll
Is there a gap?





There is a gap and the earlier we recognize it, the better we will be!

Why does the GAP exist?

1. The perception - Powerful company(owner) vs the powerless employee
2. Social media helps amplify outliers
3. Opportunity cost of staying << benefit of leaving for new job
4. Higher aspiration overall, different for young vs old.
5. Batch syndrome across all functions
6. Inequality in total compensation

**There is a gap in
recruitment
and in retention**



**Statutory
warning**

**There are two
different world
views right now**



**10 gaps in NO
particular
order**



1. **W** IS **T** HE **F** LEXIBILITY

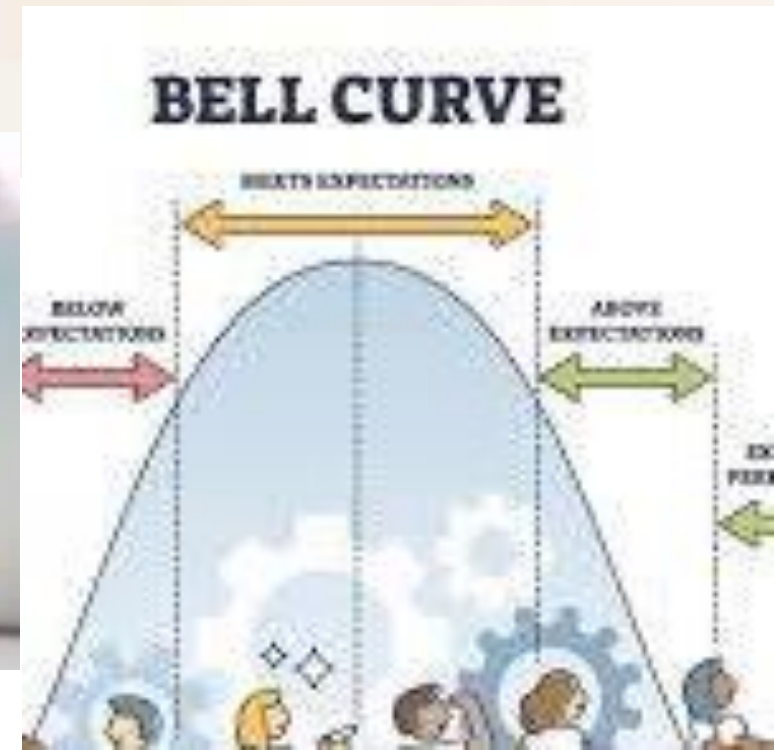
WHAT
WHERE
WHEN

2. Building a personal brand



Shiv @ Michael Page report launch

3. Reasons for leaving



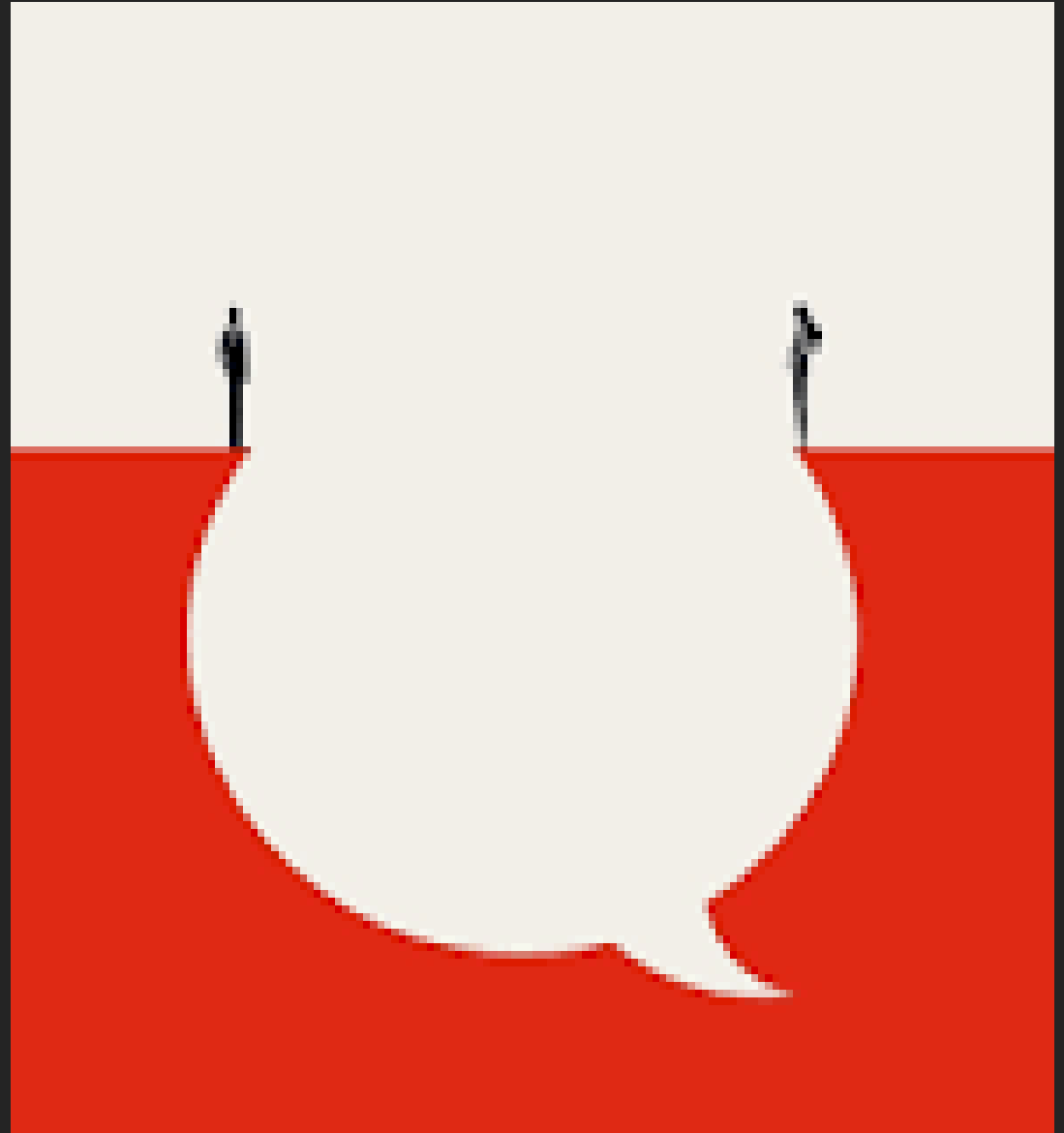
4. **69 %** Indians believe **NO** Inclusion



**5. Responsiveness –
guardian of company
policy or guardian of
people’s emotions?**

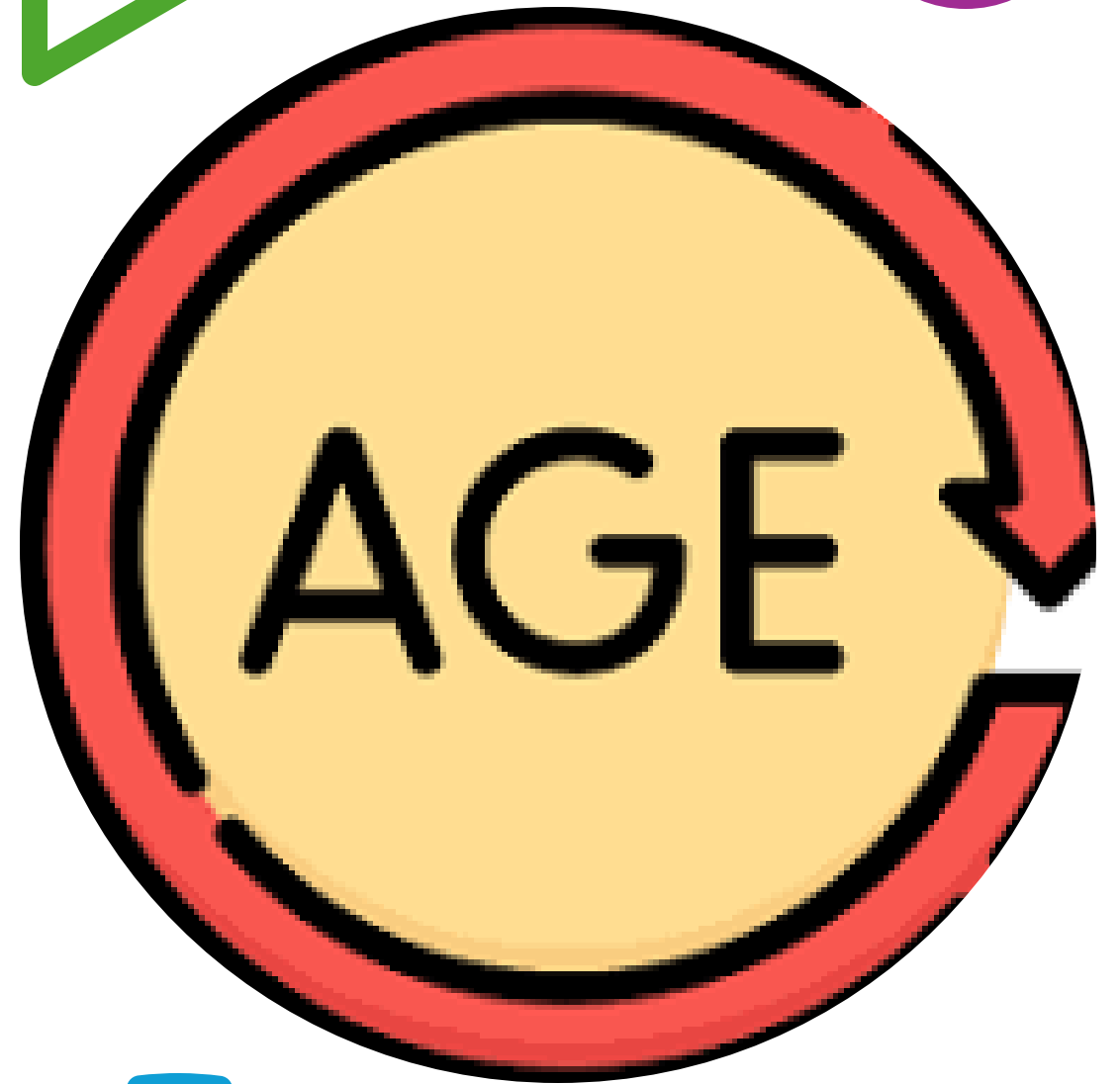
UNRESPONSIVE

6. Discrimination 1 in 2 Indians feel so !



7. Ageism

40 % of Indians feel so



8. **28 %** women unhappy with Paygap





9. Employees want to be judged on **CAPABILITY**, not **LOYALTY**



10. We offer a **Thali , the employee wants a **Buffet****



Bridging the gap

- 1. One size doesn't fit all**
- 2. Explain decisions made**
- 3. Communicate honestly**
- 4. Invest in professional development**
- 5. Variety in Roles**



DO

Thank You



TALENT TRENDS 2024 | INDIA
THE
EXPECTATION

MichaelPage
driven by
PageInsights

TALENT TRENDS 2024 | INDIA
THE
EXPECTATION GAP

CHRO Panel

Tanvi Choksi

Madhavi lall

Chinmay Sharma

Surrender Mehta

Amit Chincholkar

Shiv @ Michael Page report launch