

# Quiet Quitting: The New Corporate Trend

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## Abstract

This research paper aims to examine the impact of quiet quitting in the workplace on both employees and employers. We all are living in a time when individuals are only working to cover their basic requirements and are not passionate about their occupations. Job's genuine meaning has evolved. The research focuses on addressing the causes of quitting and increasing people's engagement in their job duties.

**Keywords:** Passionate; occupation; basic requirements; workplace; employees; workplace.

## Introduction

The act of quiet quitting occurs when employees only perform the minimum necessary and do not utilize their full potential. The emotional connection of these groups of individuals to their organization is not strong. Quiet quitting happens when an employee does not perform below or above expectations, but fulfills their duties. Even though they may be capable of doing so, these employees do not go above and beyond for their employer or the organization. They do not put in any effort to protect their employer's brand and only work during the designated office hours, with no overtime or extra work. These employees are not genuinely part of the organization, in other words, they are only there to get paid. Their presence in the office does not mean they are mentally engaged with the organization. To put it differently, a voluntary resignation may not have a formal period of resignation or specific notice. The typical method of going to the workplace, accomplishing the allotted assignment, putting in extra hours, and heading home late is no longer effective. People are becoming less and less enthusiastic about their professions, which poses a dilemma for both themselves and the organization they are working in.

## Importance of the study

The study would assist in learning about quitting, given that many people today are not familiar with this new trend of quitting.

Secondly, the study would help management and the employees to know the measures to be taken to overcome the issue of quiet quitting and what are the major signs of such employees.

The research would provide organizations with a better understanding of what factors cause low employee engagement and dissatisfaction, and how it impacts the overall growth of the organization.

## Impact Of COVID-19 on Quite Quitting

The term quiet quitting, also known as soft quitting, or similar terms like laying flat, came into notice when it became viral on TikTok and became a corporate trend in the year 2022 post-COVID-19. Quiet quitting is a new concept and does not relate to employee turnover. In quite quitting, people are

emotionally and physically exhausted from their daily work routine just to fulfill their needs and desires. Covid-19 has caused a great social and economic downfall and people have become full of uncertainties in terms of their economic status and physical and mental health. COVID-19 has had a significant impact on individuals, prompting them to reconsider their lifestyle choices and make the necessary adjustments. A maximum number of people in today's time are more willing and have set up their minds to invest more in their physical and mental well-being and just do the work as much as it is required.

## **Signs of Quiet Quitting**

### **1. Less participation or No Participation**

These employees do not deem various team projects or meetings important. Furthermore, they do not willingly contribute their views to the ongoing projects and avoid speaking in team meetings and discussions. They may avoid social interactions in the office and try to keep a distance from other employees in various ways like keeping themselves out of any formal or informal discussions, eating alone during lunch breaks, and even avoiding team outings and team lunches.

### **2. Disregard Employee Responsibility**

These employees tend to ignore the responsibilities that come with their job roles and might lack in producing the desired output because of a lack of interest in work and little or no interaction with others. This group of workers is certainly effective, but they may take longer than the given deadline to finish the task. It's possible that they don't prioritize producing the work before the deadlines or take a longer time to respond to voicemails, telephone queries, or office letters.

### **3. Actively Disengaged Employees**

This refers to employees who don't have a good time at work and consistently complain about their jobs and the organization. They only carry out the tasks assigned to them and do not contribute anything else to their organization. Additionally, these workers spread negativity in the work environment and lack motivation to work. They would freely show their disengaged behavior in the organization without any hesitation.

### **4. Lack of Enthusiasm**

If an employee feels that he is not getting enough opportunities to grow in the organization, there are no rewards for outstanding achievements or no appreciation from superiors or colleagues, then the employee might lose his enthusiasm to perform up to the management's expectation. An employee's productivity can be impacted by a lack of motivation and enthusiasm in terms of showing up late to work.

### **5. Increased Absenteeism**

Taking a day off frequently, not just once or twice, can be a sign of quitting, even if there is no emergency. The employee might deliberately take a day off despite knowing that the meeting is being planned for the particular day and in the long run could definitely reduce or impact the organization's growth and could also make it difficult to handle the teams by the team leader.

## **What Causes Quiet Quitting?**

### **1. Less Compensation**

Employees have established their work boundaries to ensure that their work is equivalent to their compensation. Many employees feel that they are not being compensated adequately for the extra work they put into their job roles. Furthermore, despite requesting compensation, their managers simply ignore or reject it, causing them to quit. Apart from this, this also affects the employee's self-esteem where he

feels that he is not getting the appreciation and respect from others that he deserves for the extraordinary outputs he has produced by putting in extra effort, and might result in a negative organizational image for the employee. An employee may not always receive monetary benefits as compensation, but it can also come in the form of small gestures of acknowledgment, rewards, incentives, and days off.

## **2. Poor Work-Life Balance**

One factor that leads to employees quitting is poor work-life balance. When an employee has trouble maintaining a balance between their work life and their personal life, this is what occurs. The employee keeps on juggling his professional responsibilities and his duties towards his family. The employee finds it hard to make time for his physical and mental well-being, which is further compounded by an improper diet and lack of social interaction.

## **3. Toxic Work Environment**

Quitting due to a toxic environment is a significant reason. If the employee feels that he is continuously being bullied by the other team members or his superiors, he will develop a hatred towards them and will find it even difficult to communicate with them. The employer's favoritism, name-calling, improper communication, and negativity can distinguish toxic environments in the work environment.

## **4. Lack of Proper Communication**

The growth of any relationship, whether it's professional or personal, requires proper communication. Proper communication is crucial in preventing an employee from feeling triggered when he perceives a lack of information or when the manager or other team members intentionally withhold important details. The absence of transparent communication can result in employee dissatisfaction and ultimately impact employee productivity and the growth of an organization. Due to improper conversation, there might be chances that the employee finds it difficult or hesitates to be a part of team discussions and even if he wants to, he cannot share his feelings and emotions with other colleagues.

## **5. Little or No Growth Opportunities**

If an employee gets a prolonged feeling that he is not growing professionally or the organization is not providing any support in terms of career growth, he may start getting less engaged. A lack of proper resources and structure for career advancement can lead an employee to quit if they are only doing what is necessary.

## **Methodology**

Various methods were used to research the new corporate trend of quitting. Starting with the literature study, where an in-depth study was done with the help of previously published articles and research papers on a similar topic by various scholars from different parts of the world, the literature study helped to get a clear insight into what the topic is all about. Furthermore, the literature review assisted in developing preliminary notions about the topic with a deeper comprehension of the concept and systematically arranging thoughts. By having a comprehensive understanding of the topic. Primary data was collected in the form of a questionnaire from the employees to get better clarity on what factors are leading to quite quitting amongst the employees and to understand what aspects of work are satisfying the employees and what are not satisfying them.

## **Impact of Quiet Quitting on Organization**

The negative impact of quitting on organizations is significant due to the direct impact of their employees on their business. The employees who find it less important to complete their work and do not find their

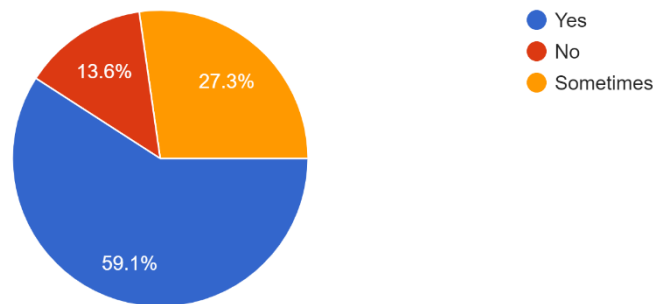
jobs meaningful will add to the low output as compared to the actively engaged employees. This will bring losses to the business in terms of growth and overall productivity level. The disengaged employees might also affect the customer and client relations of the company, which would ultimately lead to client dissatisfaction with the organization's services. Furthermore, the employees who do not get actively involved in their job roles would also provide the customers or the partner organizations with little knowledge of the product or would not greet them with great enthusiasm, this result would lead to negative word of mouth and therefore could destroy the reputation and employer brand.

If an employee quits without notice, it can result in significant expenses during the recruitment and selection process to fill the job opening. This may lead to higher costs in training and onboarding programs for the new candidates also it would affect the other ongoing tasks and projects in the organization due to the extra time being utilized for the overall selection process and then getting the employee familiar with the work culture and teammates. Quiet quitting might create a more challenging and less progressive work culture, where highly motivated employees might find it difficult to trust their co-workers because of the fear they might take the respective project or the task for granted. Progressive culture requires new ideas, innovations, and good problem solvers, but in case the employees just for sake of showing their physical presence and doing what they've been told to do, would not bring creative solutions and innovations to the organization.

## Primary Data Collection- Employee Survey Form

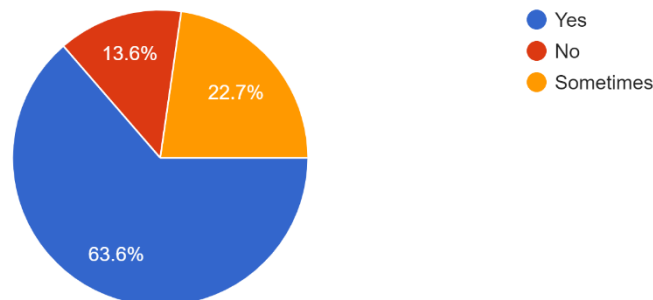
1. Do you feel that your work is getting recognized and you are receiving the appreciation for it ?

22 responses



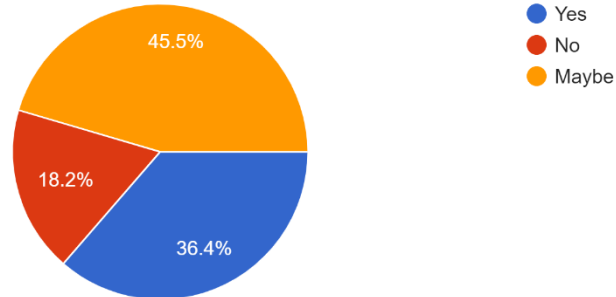
2. Are you satisfied with the amount of work that has been given to you?

22 responses



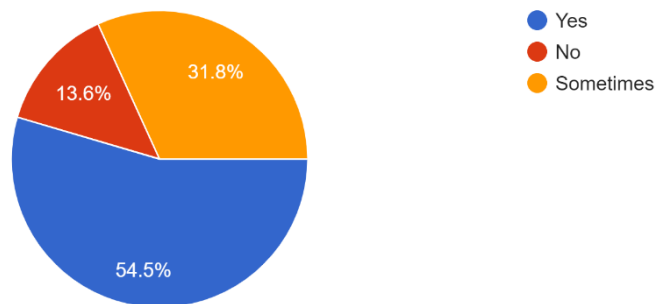
3. Does your current role correspond to your career goal?

22 responses



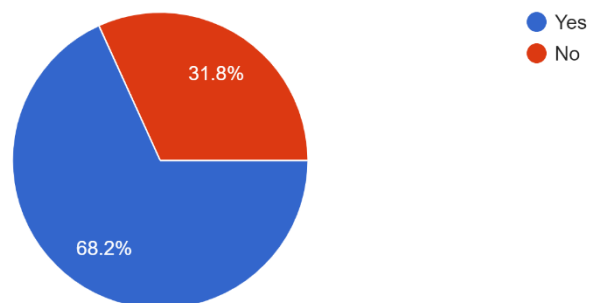
4. Do you have the autonomy to make your own work decisions?

22 responses



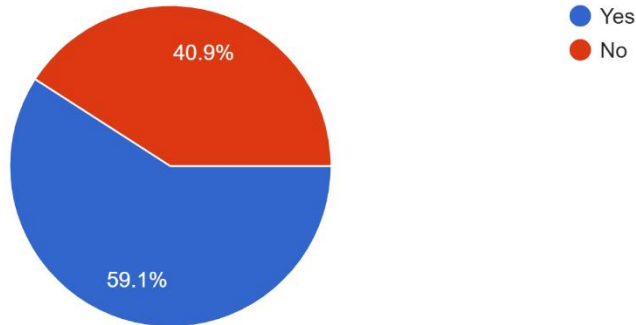
5. Do you feel that your company is providing enough opportunities for growth and development ?

22 responses



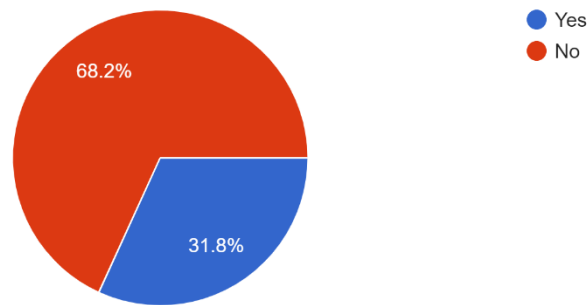
6. Do you juggle when balancing your career and personal life?

22 responses



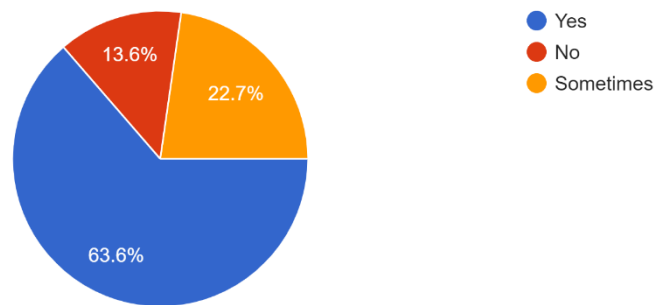
7. Are you satisfied with the present salary and benefits you are receiving from the company?

22 responses



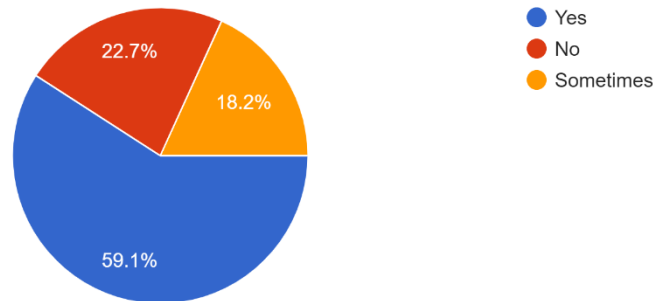
8. Do you voluntarily participate in team-building events while keeping your ideas on the table?

22 responses



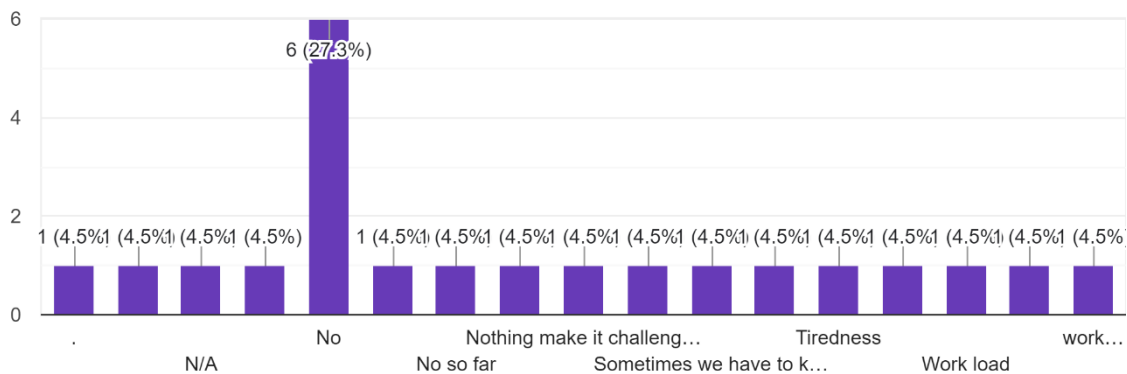
9. Do you receive adequate assistance from your management in terms of work and sharing personal issues?

22 responses



10. Are there any specific aspects of work that make it challenging to balance work and personal commitments?

22 responses



### Data Interpretation

The data has been gathered from corporate employees aged 25 to 55 years. As per the given data, 27.3% of employees feel that their work is getting recognized and are receiving appreciation for it only sometimes, whereas 13.6% refuse to get any kind of work-related appreciation and recognition. The good thing here is that 59.1% of employees i.e., the majority of employees do receive appreciation and recognition for the output produced maximum times. In terms of the amount of work being allocated, maximum employees i.e., 63.6% are satisfied with the level of work that is given to them whereas 13.6% of employees are unsatisfied while 22.7% of them are only satisfied occasionally. In terms of whether the employee's future career goals relate to their current job roles, 18.2% of employees say that their current job role does not relate to their future career goals, in contrast to this, 45.5% do not even have an idea whether they are working in direction of their career goal or not. Only 36.45% of employees have this clarity in mind that their current role somehow corresponds to their future goal. 54.5% of employees have the advantage of making their own work-related decisions whereas 13.6% have to rely on their team leaders or the management, the rest get a chance to make work-related decisions sometimes.

A notable increase is visible when 68.2% of employees say that their companies provide enough opportunities for individual growth and development. Further coming to the difficulties faced by

employees while balancing personal and professional life, it's almost the same with a ten percent difference where 40.9% find it difficult to balance work and life, whereas 59.1% are quite capable of managing both work and personal life. However, most employees are not satisfied with the compensation and benefits they are receiving from the company which accounts for 68.2% of employees. In addition to this 63.6% of employees voluntarily take part in team-building activities and try to build good relations with others whereas 22.7% participate as per their current mood and the rest say a big no. A drastic increase could be seen where 59.1% of employees feel that they are getting proper assistance from their management in terms of any work-related or personal issue. Workload, tiredness, and keeping personal commitments aside to get done the office work are some of the work aspects that few of the employees find challenging when it comes to balancing work and personal life.

## **Measures to Overcome Quiet Quitting**

### **1. Make Work More Fun**

Employers and organizations that make work enjoyable and not stressful are highly valued by employees. By doing this, they become motivated and enthusiastic to work and produce exceptional results. Moreover, the employee comes with innovative ideas and creative solutions to the problem and participates more in team discussions, which in return would boost the employee productivity and the overall growth of the company. The workplace could be made more fun by making each employee feel special on specific occasions such as their birthdays, appreciating and recognizing employees with some gift hampers or some special lunch when produced some great results, happy hour could be included during the office hours where employees and employer or teams and team leaders can come together and chit-chat about some light topics apart from formal communication so that employees feel less stressed and can start fresh, celebrating different festivals and the cultures to promote the diversity in the organization so that the no particular group of people feel left out, if applied these strategies could help reduce the negative mindset of an employee towards its organization and work actively.

### **2. Try to be Considerate and Humble**

It is important for every employee to feel that they are being treated with respect by their colleagues and the leader. A work culture that is considerate and humble makes employees feel comfortable sharing their ideas and opinions, and there is less fear of being judged. This assists in making the task easier and motivates an individual to believe that their views and opinions are important in their workplace. In case the employee could not provide up-to-the-mark results, the team leader and the team members need to stay humble and try to understand what hindered his progress rather than play a blame game.

### **3. Growth Opportunities**

Try to allocate various challenging roles to the employees so that after overcoming those challenges, they get a sense of accomplishment in themselves; this would not only motivate them but would also help in their overall growth. Apart from this, try including various training and development programs as per the employee's choice so that he could learn and gain knowledge of certain aspects that would upskill him. Offer employees enough resources and technology that they believe will be beneficial for their growth. Offering enough resources and technology that employees believe will be beneficial for their growth can enhance the organization's brand value and growth, helping employees get upskilled and increasing brand value. Apart from that, it would attract more potential candidates and aid in keeping the current ones.



#### **4. Offer Compensations and Incentives**

The best way to keep employees engaged and motivated is by offering them compensation and incentives. It is not always required to give compensation in terms of financial benefits but could be like a family holiday package, gift vouchers, food coupons, or tuition compensation for the employees who are studying side by side. The employer can avoid preventing their employee from searching for other work opportunities by doing this.

#### **5. Focus on Work-Life Balance**

People are more focused on maintaining a healthy lifestyle while working since COVID-19. The focus now is not solely on earning and working, but also on savoring various aspects of life. Having a balanced work-life would aid an employee in focusing and working efficiently without any stress. The organization can do this in many ways like prioritizing the employee's physical and mental health by including proper counseling sessions for the employees, including yoga and meditation practices during working hours, providing healthy meals to the employees, and adding gym types of equipment. Provide employees with classes and techniques for managing stress, and instruct them on how to perform chair massages. This can promote a better work-life balance. The leave policies may require modification. Numerous organizations have implemented 'paid time off' as an alternative to separate leaves like medical leave, paid leave, and others. Employees benefit from this new concept, as they can take leave without providing any explanation, while employers demonstrate their appreciation by not requiring employees to disclose how they use their leave time.

Most employees value this leave policy, including not only the gen-z but also others, even though they do not consider it equally important compared to other financial policies for employees' support. Also, avoid using technology effectively as an employer and avoid sending work-related emails or voicemails during non-working hours. In this manner, the employee would experience less stress and pressure about the work that needs to be done.

#### **6. Minimize the Workload**

Quitters tend to be less motivated and engaged in their work. The excessive workload usually causes them to feel burnt out and stressed. The least amount of work is what they prefer to do. To avoid this situation, it would be advisable for the employer to not assign too many tasks in too little time but rather set small achievable goals that the employee tries to complete within the deadline without losing patience and temper.

### **Conclusion**

The act of quitting is a deliberate and direct response by employees to an unhealthy work environment and other factors, such as low compensation and limited development opportunities. Today, people are striving for a lifestyle that encompasses all aspects of making life more enjoyable and healthier. Quiet quitting does not happen overnight. It is the accumulation of various factors that slowly and gradually make the organization less and less desirable for the employee. Despite Gen-Z employees being considered being more quiet quitters than others, it would be unfair to suggest that the trend is solely attributed to Gen-Z. Quiet quitting is all about understanding employees' needs and requirements to provide a suitable working environment that not only focuses on the organization's growth but lays much emphasis on its employee's growth and stability as well. To maintain a trustworthy relationship with their employees, employers, and management must go out of their way to understand them. Quitting has become a worldwide concern that goes beyond just a trend. To cope with the situation of avoiding less

engaged employees, many organizations have moved one step ahead to make the work environment more like a home to their employees. Many organizations have also made alterations to their EAPs. In the absence of this, the organizations might encounter high turnover rates and less growth in the future. People need to pursue their interests to avoid doing work they don't enjoy, which can be detrimental to both themselves and others.

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