WORKERS’ DAILY TASKS AND SMALL FIRMS’ GROWTH IN BELGIUM

Introduction
The main problem this study addresses is the lack of a clear link between:
- Resource allocation per worker
- Daily task reform and firm growth

Objective
The study seeks to establish:
- Relationship between daily tasks and firm growth.
- Employees doing different tasks at once.
- Access to information flow.

Methodology
- Quantitative analysis
- Sample of 320 service SMEs in Belgium.
- Received 121 responses in total.
- 116 responses eligible for analysis.
- 5-point Likert scale questionnaire used.

Results
Combining skills and future potentials
- Workers adapt tasks to save firm money.
- Coordination of activities
- Information sharing
- Setting short-term goal

Conclusion
- Fair treatment of workers boosts firm growth
- Linking current skills and future abilities boosts growth

Managerial implication
Managers should:
- Encourage information sharing
- Make resources available
- Encourage collaboration
- Feedback from customers

Activities that boost firm growth
- Use customer idea(s)
- Access to information flow

The role of firm
- Provide resources
- Willing to take risks
- Introduce new services
- Equal treatment

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