



# Complainer Cost Calculator

## How Much Do Complainers Cost Your Organization?

1. Determine an estimated hourly amount your organization/team pays its people.

**What is your average employee cost per hour? \_\_\_\_\_ (“A”)**

Use these numbers to estimate that cost if you do not know your employee hourly cost.

\$ 36.22 Private Industry

\$ 49.23 State and local Government Workers

\$ 34.19 Civilian Workers including private industry and government workers

(Note: benefits are approximately 30% of these estimated costs.)

**How many employees work in your organization/team? \_\_\_\_\_ (“B”)**

2. Next, multiply your answers for A and B to (“C”).

$$\begin{array}{ccccccc} \underline{\hspace{2cm}} & \times & \underline{\hspace{2cm}} & = & \underline{\hspace{2cm}} & \text{Estimated Hourly Amount Per Person} \\ \mathbf{A} & & \mathbf{B} & & \mathbf{C} & & \end{array}$$

3. Estimate your *weekly* waste due to Complainers and/or Energy Drainers

Multiply your estimated hourly amount above (“C”) by 3 hours (minimum wasted a week) and 79 percent (percentage of people who reported spending between 3 -6 hours a week dealing with complainers and energy drainers) to determine the weekly waste related to chronic complainers and energy drainers.

$$\underline{\hspace{2cm}} \times 3 \times .79 = \underline{\hspace{2cm}} \text{ Minimum Estimated Hours Wasted Weekly}$$

**C**

4. Estimate your *annual* waste due to Complainers and/or Energy Drainers

Multiply your estimated hourly amount above (“C”) by 3 hours (minimum wasted a week) and 78 (percent of people who reported) and 50 (working weeks in a year).

$$\underline{\hspace{2cm}} \times 3 \times .79 \times 50 = \underline{\hspace{2cm}} \text{ Minimum Estimated Hours Wasted Yearly}$$

**C**

## The Responses and Math for Complainer Cost Calculator

In the survey, 45.8% of the respondents reported that Complainers take up 3 to 6 hours of their work week while another 32.5% reported them taking up more than 6 hours per week. 2.1% actually reported that Complainers consume more than 20 hours during their work week. \*In other words, 79% of the survey respondents reported a minimum of 3-6 hours per week being wasted.

According to the U.S. Department of Labor Bureau of Labor Statistics' report, "Employer Costs for Employee Compensation – September 2018" the average cost for a private industry company worker is \$36.22 per hour, for state and local government workers is \$49.23 per hour and the total for civilian workers which includes private industry and government workers is \$34.19 per hour (benefits are approximately 31.7% of these costs). <http://www.bls.gov/news.release/pdf/ecec.pdf>

### How much money do you lose each year due to this wasted time?

Using the figures above, this **unproductive time costs companies \$5,128.50 to \$10,257** per employee per year. ( $\$34.19 * 3 \text{ or } 6 \text{ hours} * 50 \text{ worked weeks per year}$ ). In a company with **100 employees** this equates to a **weekly waste of \$8,103.03 – \$16,206.06** (79% of  $100 * 3 \text{ or } 6 \text{ hours} * \$34.19 \text{ per hour}$ ). Assuming each employee works 50 weeks in the year (2 weeks unpaid vacation) this equates to **\$405,151.50 to \$810,303 per year lost to time wasted with Complainers.**

### The Bottom-line?

Pay your people to deal with these chronic complainers and energy drainers or pay attention to stopping the negative behavior and watch your bottom-line improve.