



The Workplace Happiness podcast

Top tips from The Workplace Happiness Podcast

The Workplace Happiness podcast has included an array of people from different backgrounds who talk candidly about their workplace happiness, their careers, what drives them in their jobs and importantly, their wellbeing at work...

Take a listen to them at our Business Library:

<https://engaging.works/business-library/browse/podcasts>

Martha Lane Fox



'It's absolutely essential that you build diversity of thought in your team.' 'It's quite good to have people around you who are constructively challenging... You have to try and be as self-aware as possible.' I encourage everybody to try and think like an entrepreneur, whatever they are doing... whether you are in a small or big business, you shouldn't lose sight as to who you are trying to serve.'

Lucy Cavendish



'Life is too short to do a job that you don't like and you're miserable in.'

Lucy Kellaway



'The teaching salary is measly... teachers are very underpaid for what they do and how important it is.'

'My reward and recognition has to come from the kids.'

Liz Earle MBE



'My motto in business has always been crawl, walk, run.'

'You can either give up or you can say absolutely not.'



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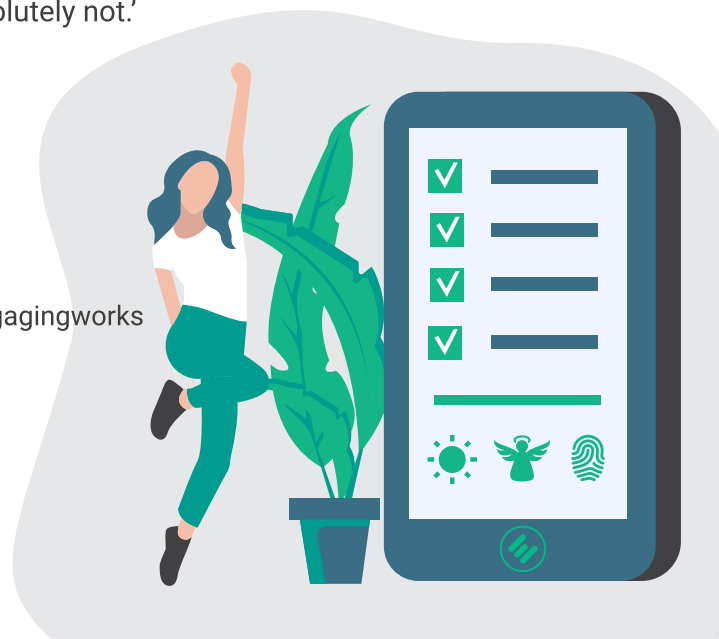
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THE STATE OF WORKPLACE HAPPINESS 2019



EngagingWorks

WELCOME TO THE 2019 WORKPLACE HAPPINESS SURVEY

'This report aims to unveil what makes people happy at work and to reveal the state of workplace happiness both in the UK and around the world.'



Foreword

By Lord Mark Price

Happiness and wellbeing have continued to be the buzz words of 2019, especially in workplace vocabulary. It's virtually impossible for employers today to shy away from the importance of their employees' wellbeing and happiness at work - something which we should of course celebrate. In recent years we have seen growing numbers of organisations, from start-ups to the likes of Facebook and Google focus on employee happiness with trendy offices, ping pong tables and free beers all designed to keep employees relaxed and happy. This is undoubtedly in reaction to a new generation of workers who value happiness more than the numbers on their paycheck.

Wellbeing and satisfaction at work are big drivers for Generation Z and combined with a changing working environment (multiple jobs, temporary positions) it's no wonder that workers today want to know how their employers can keep them happy in the office. This report aims to unveil what makes people happy at work and to reveal the state of workplace happiness both in the UK and around the world. Through the **Engaging Works Workplace Happiness Survey**, we can understand and evaluate what makes employees happy and what lessons employers can learn to keep a happy working environment for all.

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METHODOLOGY

The data used in this report is from Engaging Works Workplace Happiness Survey which gives participants a score based on six key areas. Over 10,000 employees globally have taken the survey since its launch in October 2017.

Regional data has been taken from over 2,000 UK adults in employment.

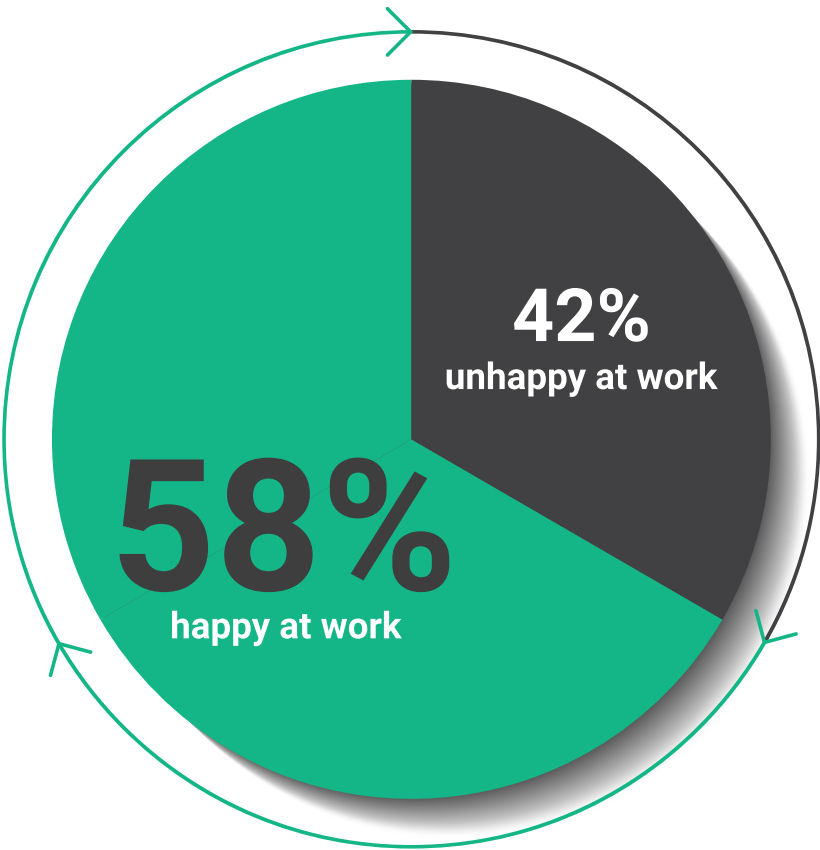
SUMMARY of findings

Looking at the happiness and wellbeing of UK employees shows that 58% are happy at work, a positive figure, but that leaves 42% of the workforce in the UK who don't enjoy their working lives.

This report highlights the regional splits in the UK with employees in Scotland being least happy with one in three saying they are unhappy. The UK has moved from 10th to 8th place in our global ranking of workplace happiness with a slight increase in its average happiness score.

Focusing on age and gender, millennials fall behind the UK average for happiness but we are happy to report that there is no gender workplace happiness gap with both men and women scoring similar. The UK's workforce is primarily made up of **apostles** - a happy and loyal worker who would recommend their employer to others.

When it comes to feeling depressed or anxious at work, one in three UK employees admit to feeling the 'Sunday dread' with those working in healthcare in the UK rating their wellness at work the lowest out of any other industry.

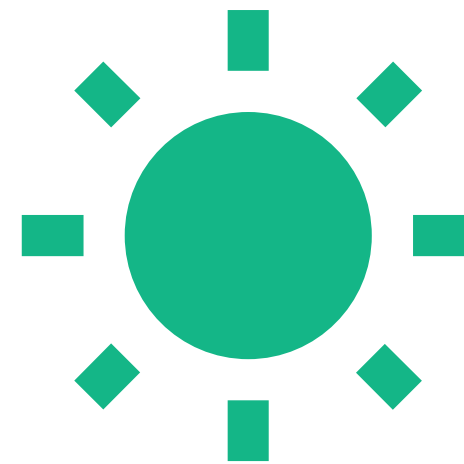
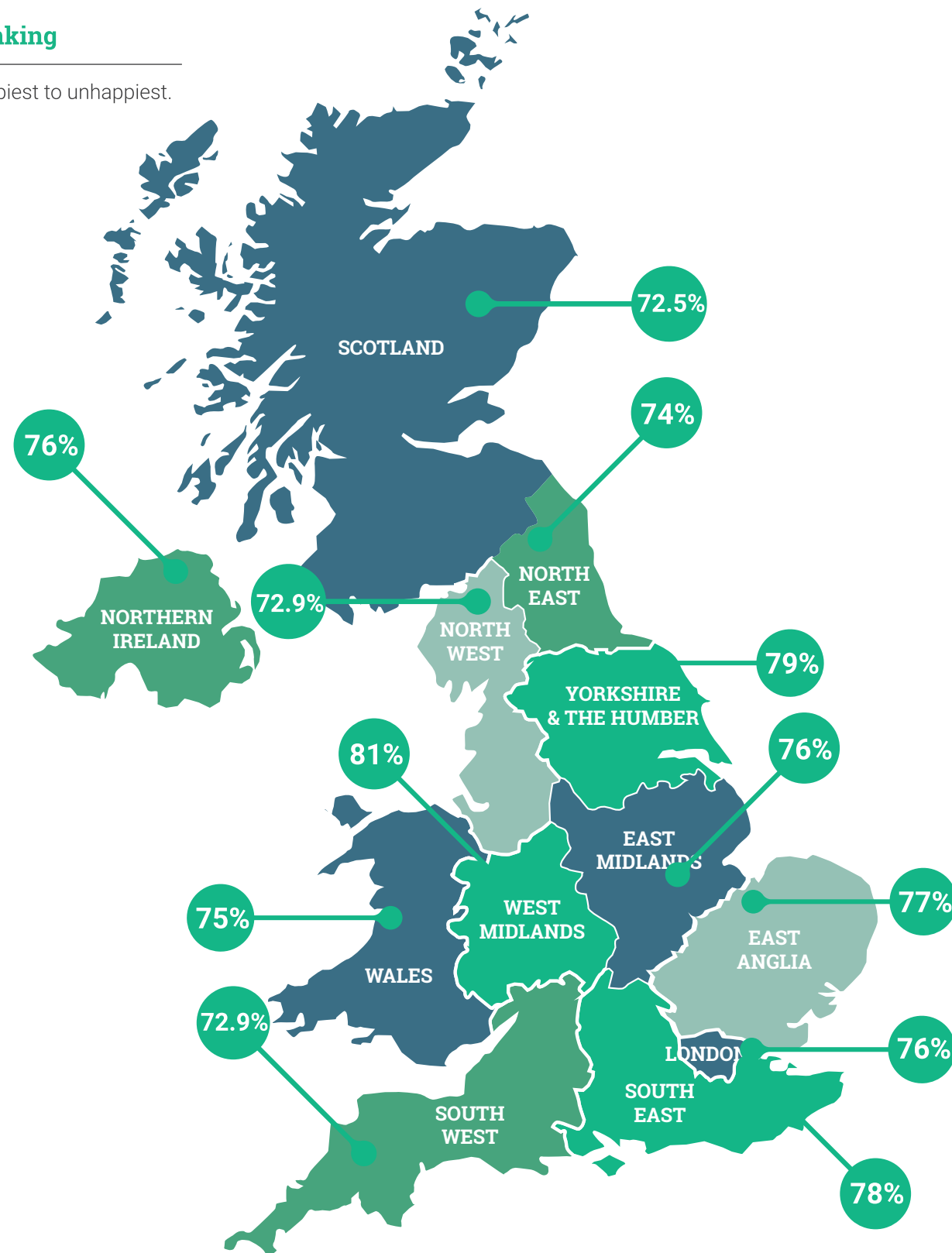


WORKPLACE HAPPINESS MAP OF THE UK

Our Workplace Happiness survey reveals how regions in the UK fair when it comes to being happy at work. Those who work in the West Midlands, East Anglia and York and Humber are most happy at work (81%, 77% and 79% respectively). Employees in Scotland are least happy at work with one in three saying they are unhappy.

Ranking

Happiest to unhappiest.



BETTER PAY IN THE SOUTH WEST

If we delve deeper into the data we can see what changes individuals would choose to make them feel happier at work. Those working in the South West of England believe the most that **more reward** (pay) would make them feel happier at work. The region also has the most amount of people who would like a four day week. One in three (35%) employees would like to feel more appreciated at work.

Whereas the South East has one in ten workers who believe that nothing would make them feel happier at work.

LONDONERS 56% SEEK MORE...

Looking to London almost one quarter of employees are unhappy at work (24%). A key reason for this unhappiness could be that they don't feel empowered in their job. Our data shows that **23% of Londoners would feel happier at work if they felt more empowered**. But money seems to be the deal breaker when it comes to Londoners being happy at work. Our data shows that 56% of Londoners would like better pay to feel happier at work and 30% would prefer a Christmas bonus.

RESPECT COUNTS IN THE NORTH

Heading to the **North of England**, respect is a strong indicator of workplace happiness.

A quarter of people in the North West of England believe that feeling respected more would make them happier in the workplace.

Staying in the North, the east of the region comes top when asked if they had more information at work would they feel happier. With 23% of people saying that this would indeed make them happier.

LONG WEEKENDS IN WALES

In Wales 1 in 3 employees would feel happier at work with a four day working week and coming a close second to London, Wales has the most amount of anxious workers with 39% saying they feel anxious in the workplace.

PERKS FOR THE IRISH

Northern Irish employees would like more perks in order to feel happier at work. 54% of people working in Scotland cite better pay in their current job as a reason to be happy.

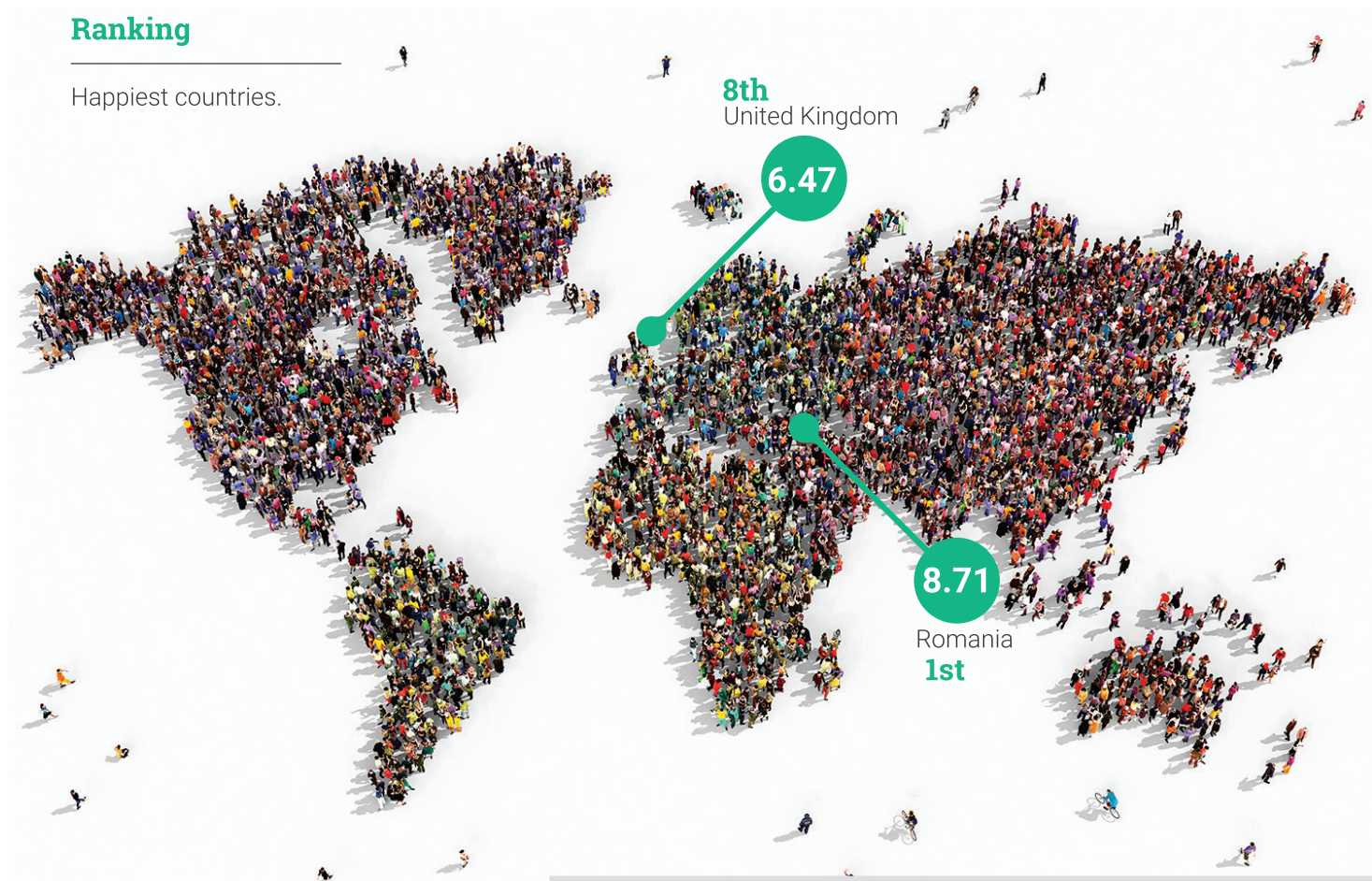
1/3 of people in Northern Ireland would like more holiday to be happier.

GLOBAL: WORKPLACE HAPPINESS MAP OF THE WORLD

2018 saw the UK place 10th in global workplace happiness and this year it has moved to 8th place with a slight increase in its happiness score.

Ranking

Happiest countries.



The Workplace Happiness survey can also be taken by organisations to help them measure, track and improve workplace happiness. Every employee receives their happiness score and personalised feedback to help them improve their happiness at work. Go to: www.engagingbusiness.com for more information.

1	Romania	8.71
2	Belgium	7.76
3	Italy	7.63
4	Austria	7.59
5	The Netherlands	7.00
6	Germany	6.97
7	France	6.95
8	United Kingdom	6.47
9	Jersey	5.67
10	Ireland	5.45

We are using the Engaging Business Workplace Happiness Survey as a key tool in our internal employee engagement work. It has proved invaluable in allowing our people to tell us what really matters to them and enabling us to measure our progress. The ability for individuals to get personal feedback immediately is unique and a real bonus. We also found that the support provided by our consultant was fantastic.

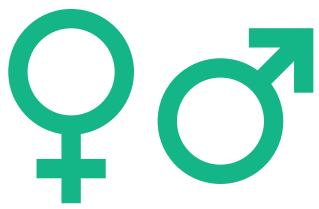
Sandra Knowles,
People & Culture Director, Business in the community BITC

It has been a great insight into our Wellbeing at Work. Thank you so much again.

Liz Earle MBE,
Liz Earle Wellbeing



Photo: Georgia Glynn Smith



A GENDER WORKPLACE HAPPINESS GAP?

Good news on the gender workplace happiness gap which, a couple of years ago, was stark. We are happy to report that there is no gender workplace happiness gap – with both male and female employees scoring roughly the same with, 6.42 and 6.41 respectively. Male managers are, however, happier at work than female managers scoring 7.12 compared with 6.88.

We acknowledge that disparity between pay and career progression continues but it's encouraging to see men and women on equal footing when rating their happiness at work.

WELLBEING TOP 10 INDUSTRIES...



37% of the global workforce feel depressed or anxious at work and in the UK it's one in three employees. Employees working in healthcare in the UK rate their wellbeing at work as poor. Those working in healthcare scored an average of 4.55 out of 10 when asked if they rarely feel depressed/anxious at work. Compare this to other employees in industries such as legal services, who score their wellbeing the highest at an average of 7.41.

The Top 10 industries for wellbeing at work in the UK include:

Legal Services	7.41
Business & Management Services	7.22
Marketing and Advertising	7.09
Real Estate, Renting & Leasing	6.93
Technology	6.79
Non-profit Organisation	6.53
Fast Moving Consumer Goods	6.51
Automotive and Engineering	6.42
Entertainment and Media	6.36



So out of the UK which region feels most anxious?

THE MOST ANXIOUS TO LEAST ANXIOUS AT WORK REGIONS ARE:

London	44%
Wales	39%
Northern Ireland	37%
North West	34%
North East	32%
East Midlands	32%
West Midlands	31%
Yorks & Humber	30%
Scotland	29%
East Anglia	27%
South West	26%
South East	24%

In the South East and West of England 40% of employees go for a walk when they feel stressed. And in the North West of England 22% of workers 'phone a loved one for support.

Londoners meanwhile hit the gym and 14% of them walk the office dog to feel less stressed.

The wellbeing of the capital's workers is poor with almost half of Londoners feeling anxious at work (47%). Londoners are also most likely to use a mindfulness app to feel less stressed at work (11%). And one third of Londoners would like to see a four day working week implemented.



A third of Londoners want a 4 day week



REWARDING HARDWORK

DOES IT LEAD TO INCREASED HAPPINESS?



Reward comes in all shapes and sizes but money comes out as a top factor in whether people are happy at work.

56% of Londoners would like better pay to feel happier at work and 30% would prefer a Christmas bonus.

The amount of holidays employees get is also important as we have seen in the South West of England and East Anglia. These regions had 43% and 41% of people who said that more holiday would make them happier at work. A simple thank you would also go far - here in the UK people are thanked for doing a good job once every four and half months.



THE UK STORY

WHO MAKES UP UK WORKFORCE?

The UK has more apostles than anarchists, with **31%** and **26%** respectively. Two questions in the Engaging Works survey best point to an answer when cross-correlated: "do you feel happy at work?" and "how likely are you to recommend your friends and family to work at your organisation?" If a respondent scores eight out of 10 and above on both questions, they're an **apostle**. If a person scores less than five on both, they're the opposite: an **anarchist**. And they're indifferent when scoring sixes and sevens. It's sales where we see the most anarchists with **21%**. Just **6%** of the UK are **martyrs**. These people are more likely to recommend where they work in spite of being relatively unhappy there themselves.



In surveying how happy the UK is at work we can also see who the workforce is made up of.

Engaging Works identifies key types of people - Apostles, Anarchists, Martyrs and Individualists.

1 Apostles - a happy and loyal worker who would recommend their employer to others - a brand advocate.

2 Anarchists - an unhappy and disengaged employee who is unlikely to advocate the company they work for.

3 Martyrs - those who are likely to recommend where they work in spite of being relatively unhappy there themselves.

4 Individualists - individualists are happy at work but wouldn't recommend the firm to either family or friends.



THE STICKINESS INDEX

Nothing more points to workplace happiness than staying in the job. Employee retention is a big problem in some industries and we can look to the importance of line managers in helping to retain staff. A staggering 83% of people leave a job because of their line manager.

In the Workplace Happiness Survey the answers to two survey questions shone out as key indicators on stickiness:

1. the relationship that an employee has with their line manager ("do you feel that you have a good relationship with your line manager?").
2. Whether they feel fairly paid ("do you feel appropriately rewarded for your work?").

Results for the UK show that 29% are 'enthusiastic remainers'. These people score highly on both questions and clearly are likely to stay in their jobs. A close second are people who are indifferent with 24% and 'reluctant remainers' came a close third with 21%. These people have a good relationship with their line managers but don't feel properly rewarded. Looking at the data by industry shows 25% of 'determined exiters' are in retail – perhaps reflecting the problems in the industry we see today. Employees in education and healthcare also have a high number of determined exiters.

A staggering 83% of people leave a job because of their line manager.

MILLENNIALS

ALL GROWN UP AT WORK



Millennials are now all grown up.

Once commonly cited as the youth of today they have been quickly overtaken by Generation Z. Millennials today range from 38 year olds to the youngest at 23 years old. Millennials encompass people born between 1981 and 1996. Globally, millennials fall below average when asked if they enjoy their job, scoring 6.5 out of ten and similarly scored 6 when asked if their organisations care for their wellbeing, compared to 6.18 for non-millennials.

Millennials are also the age group who are most likely to feel depressed at work, more than those aged over 35. Looking at female millennials we can see that they are happier than female non-millennials scoring 7.12 and 6.78 respectively.

Industry	Millennials	Non-Millennials
Aerospace and Defence	6.50	5.50
Agriculture, Forestry and Fishing	6.17	5.50
Architecture and Engineering	4.00	5.89
Automotive and Engineering	5.30	6.95
Business and Management Services	6.84	7.36
Chemicals	3.50	6.08
Construction and Building Materials	5.09	6.53
Education	5.59	5.97
Energy	6.40	4.88
Entertainment and Media	6.58	6.11
Fast Moving Consumer Goods	6.44	6.58
Financial Services	5.41	5.81
Healthcare	4.77	4.50
Legal Services	7.93	7.17
Marketing and Advertising	6.58	7.53
Non-profit Organisation	6.54	6.53
Other	6.43	6.21
Public Sector	5.70	5.17
Real Estate, Rental and Leasing	6.80	7.00
Retail	5.50	5.96
Technology	7.21	6.27
Telecommunications and Publishing	6.50	4.67
Transportation and Logistics	5.93	5.79
Travel and Leisure	5.82	6.33
Wholesale	6.33	5.29

DOES IT PAY TO MANAGE?



Managers score above the average happiness score, with an overall happiness of 6.53 out of 10. This global data is compared to non-managers who score 6.44. Employees in management roles like their work more than those in non-managerial positions by 10% and it's the latter who are 10% more likely to feel depressed about their job.

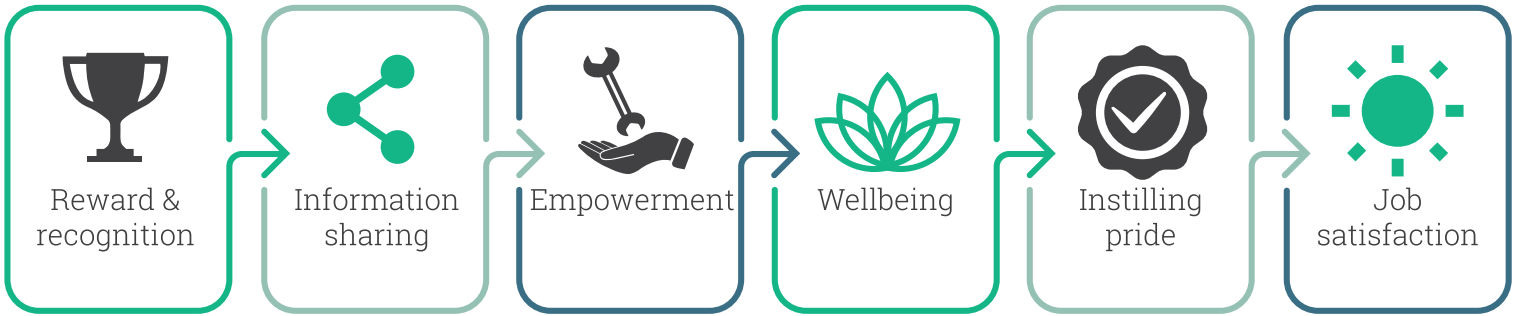
WHAT BREXIT?



With a year dominated by Brexit in both politics and business it seems that employees haven't been impacted by the uncertainty surrounding when Britain will leave the EU. Lord Mark Price says, "our research over the last two years has not indicated a diminution of workplace happiness as a result of Brexit. Although we can see that the UK workplace happiness scores show room for improvement against other countries."

Looking at our global happiness tracker – which tracks in real-time how happy the world is - we have seen the average workplace happiness score for the UK drop by a number of points. At the time of publication the UK sits at 651, two points under the average global workplace.

6 STEPS TO WORKPLACE HAPPINESS



RECRUIT AND RETAIN THE BEST

At Engaging Business we help organisations recruit and retain the best people, improve workplace happiness and so drive business performance. We do that through offering:

- Engagement surveys to measure, track and improve workplace happiness
- Recruitment services to find the best-fit candidates for your organisation
- Improved communication with our business messenger apps

But what makes our survey different?

- Employees receive personal feedback and areas for development
- Managers receive action plans to implement improvements
- Results are instantaneous and anonymous
- Industry and global comparative data
- Survey takes a short time to complete
- Excellent value: our costs are typically half of others offering engagement surveys
- Fully customisable: we can add and remove questions, add branding, filters, data from previous surveys and more

This was our first employee engagement survey and we were delighted at how quick and easy the survey was to set up, manage and get immediate results. It gave us a real insight into how engaged and happy our people are and clear areas for development.

Emma Long - Chief Operating Officer
DWELL <https://dwell.co.uk>

dwell



We've been so impressed at how the survey has given us clear development areas and advice on how to improve them. We haven't measured the happiness and engagement levels of our employees before but we can already see the benefits after just two surveys.

Will Oakley - General Manager
Cobblers Cove Hotel, Barbados

