

A close-up photograph of two hands holding two small, rectangular, cream-colored stickers. Each sticker has a simple red smiley face drawn on it. The hands are positioned in the center-left of the frame, with one hand holding the top edge and the other holding the bottom edge. The background is a blurred office environment with people and desks.

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IT'S TIME WE ALL WORK HAPPY.™

The secrets of the happiest
companies and employees

 Robert Half®

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HAPPY EMPLOYEES ARE BETTER EMPLOYEES

INTRODUCTION

In today's world, workplace happiness can't be viewed as an abstract, touchy-feely, nice-to-have for employers. Rather, there's a powerful business case for making employee happiness one of your top organisational priorities.

At Robert Half, we have long understood this. We've made it our mission to assist professionals in finding jobs where they can thrive while helping companies build happier, more productive teams. We've been making matches designed to foster job satisfaction and productivity for nearly 70 years, and we have consistently found that employee engagement and organisational success are closely connected.

"Most business leaders acknowledge that workplace happiness has a tangible impact on productivity and profitability," says

David Jones, Senior Managing Director at Robert Half Asia Pacific. "Happy employees tend to be more engaged, loyal, creative and productive than their less-satisfied counterparts. Creating a positive culture that engages employees and boosts satisfaction levels, enables companies to remain competitive and directly impacts the bottom line."

To help your company build a happier team and derive the benefits of a more satisfied workforce, Robert Half partnered with [Happiness Works](#) to conduct a research study.

Together, we [evaluated](#) the happiness levels of more than 24,000 working professionals across eight countries who agreed to talk with us about their on-the-job satisfaction. Respondents spanned all age groups, experience levels and industries. We also interviewed leading experts on workplace happiness – including Nic Marks, Daniel Pink, Dr. Christine Carter, Todd Henry and Dr. Aymee Coget — about what businesses with the happiest employees have in common.

The findings, and our analysis of them, provide a detailed look at what really matters to employees, the link between happiness and performance, and specific steps employers can take to increase employee satisfaction.

The good news is that, in general, employees are happy at work. On a happiness scale of 0-100, they score 70.

But there's certainly room for improvement. In our research, some groups of workers fall below that mark. While professionals working in SMEs score more than 70 on the happiness scale, workers at organisations with 10,000 or more employees score just 66. That's concerning.

What can you do to increase employee happiness at your company? This report outlines the steps you can take to create conditions at work that allow happiness and positivity to flourish.



1. Refer to [Page 33](#) for information about these experts.



WHICH EMPLOYEES ARE THE HAPPIEST?

THE HAPPIEST FIELD:
MARKETING
AND CREATIVE

THE HAPPIEST TENURE:
LESS THAN
1 YEAR
AND
6-10 YEARS

THE HAPPIEST ROLE:
SENIOR
EXECUTIVES

THE HAPPIEST COMPANY SIZE:
1-9

THE HAPPIEST AGE: 18-34



Some industries/occupations covered by the research are not included in this graphic.

Source: Survey among more than 23,000 workers in Australia, Belgium, Canada, France, Germany, the Netherlands, United Kingdom and the United States.



WHAT DRIVES HAPPINESS?

Happiness at work means different things to different groups of people. Here are the top three drivers of happiness for the various groups we surveyed.

RANK		# 1	# 2	# 3
COUNTRY				
GLOBAL* 		PRIDE in their organisation	Being treated with FAIRNESS AND RESPECT	FEELING APPRECIATED for the work they do
GENDER				
MEN 		PRIDE in their organisation	Being treated with FAIRNESS AND RESPECT	FEELING APPRECIATED for the work they do
WOMEN 		Being treated with FAIRNESS AND RESPECT	PRIDE in their organisation	FEELING APPRECIATED for the work they do
AGE				
18-34 		PRIDE in their organisation	Being treated with FAIRNESS AND RESPECT	FEELING APPRECIATED for the work they do
35-54 		PRIDE in their organisation	Being treated with FAIRNESS AND RESPECT	FEELING APPRECIATED for the work they do
55+ 		PRIDE in their organisation	Being treated with FAIRNESS AND RESPECT	FEELING APPRECIATED for the work they do

Source: Survey among more than 23,000 workers in Australia, Belgium, Canada, France, Germany, the Netherlands, United Kingdom and the United States.



WHAT DRIVES HAPPINESS?

Rankings by profession

RANK

1

2

3

PROFESSION

ACCOUNTING	Being treated with FAIRNESS AND RESPECT	PRIDE in their organisation	FEELING APPRECIATED for the work they do
FINANCE	FEELING APPRECIATED for the work they do	A sense of ACCOMPLISHMENT from their work	Being treated with FAIRNESS AND RESPECT
FINANCIAL SERVICES	PRIDE in their organisation	FEELING APPRECIATED for the work they do	Being treated with FAIRNESS AND RESPECT
ADMINISTRATIVE	Being treated with FAIRNESS AND RESPECT	PRIDE in their organisation	FEELING APPRECIATED for the work they do
TECHNOLOGY	PRIDE in their organisation	FEELING APPRECIATED for the work they do	A sense of ACCOMPLISHMENT from their work
LEGAL	FEELING APPRECIATED for the work they do	Being treated with FAIRNESS AND RESPECT	PRIDE in their organisation
MARKETING AND CREATIVE	FEELING APPRECIATED for the work they do	Being treated with FAIRNESS AND RESPECT	PRIDE in their organisation

Some industries/occupations covered by the research are not included in this graphic.

Source: Survey among more than 23,000 workers in Australia, Belgium, Canada, France, Germany, the Netherlands, United Kingdom and the United States.



SENIOR EXECUTIVES LEAD THE PACK

Senior executives rank highest in happiness and interest in their jobs. Sales and customer service workers experience the lowest stress levels.

RANK	LEVEL OF HAPPINESS	LEVEL OF INTEREST IN WORK	LOWEST STRESS LEVELS
1	SENIOR Executives	SENIOR Executives	SALES AND CUSTOMER SERVICE Workers
2	MANAGERS	MANAGERS	ADMINISTRATIVE and Secreterial Clerks
3	STAFF-LEVEL Professionals	STAFF-LEVEL Professionals	SENIOR Executives
4	SALES AND CUSTOMER SERVICE Workers	ADMINISTRATIVE and Secreterial Clerks	MANAGERS
5	ADMINISTRATIVE and Secreterial Clerks	SALES AND CUSTOMER SERVICE Workers	STAFF-LEVEL Professionals

Source: Survey among more than 23,000 workers in Australia, Belgium, Canada, France, Germany, the Netherlands, United Kingdom and the United States.



INDUSTRY INSIGHTS

Among the fields surveyed, marketing and creative professionals report the highest levels of on-the-job happiness and interest in the work they do. Those in the technology field feel the least amount of work-related stress.

RANK	LEVEL OF HAPPINESS	LEVEL OF INTEREST IN WORK	LOWEST STRESS LEVELS
1	MARKETING and CREATIVE	MARKETING and CREATIVE	TECHNOLOGY
2	TECHNOLOGY	LEGAL	FINANCE
3	ADMINISTRATIVE	TECHNOLOGY	MARKETING and CREATIVE
4	LEGAL	ADMINISTRATIVE	ACCOUNTING
5	ACCOUNTING	FINANCIAL SERVICES	ADMINISTRATIVE
6	FINANCE	FINANCE	FINANCIAL SERVICES
7	FINANCIAL SERVICES	ACCOUNTING	LEGAL

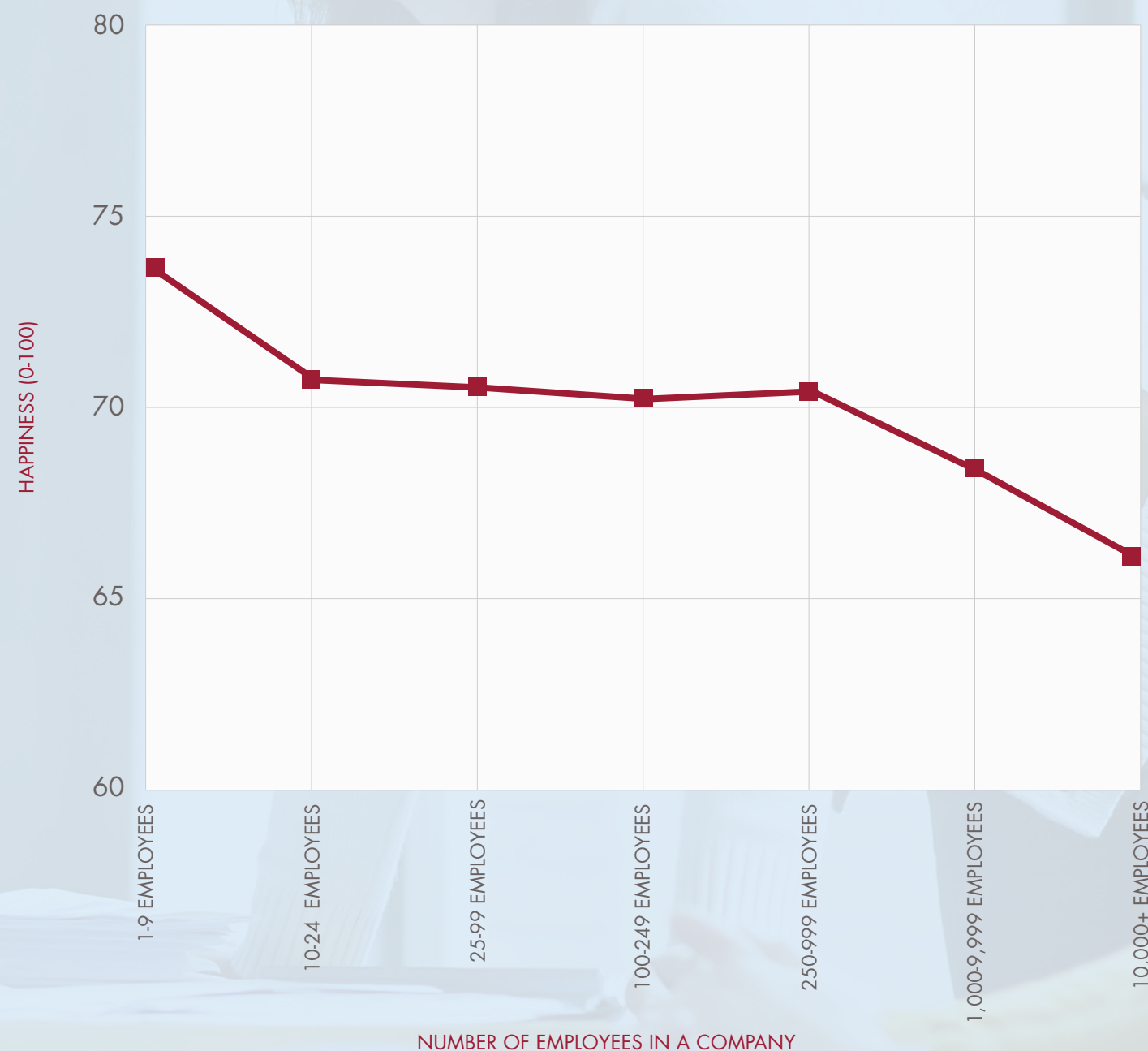
Some industries/occupations covered by the research are not included in this graphic.

Source: Survey among more than 23,000 workers in Australia, Belgium, Canada, France, Germany, the Netherlands, United Kingdom and the United States.



SMALL IS BEAUTIFUL

The happiest employees work at companies with 1-9 employees, with those respondents scoring 73.7 on a happiness scale of 0-100. The least happy workers are at organisations with 10,000 or more employees, where workers scored just 65.9.



Source: Survey among more than 23,000 workers in Australia, Belgium, Canada, France, Germany, the Netherlands, United Kingdom and the United States.

HAPPINESS

DEFINED





HAPPINESS DEFINED

Getting to the root of what happiness means is essential to promoting it among your workforce. But what exactly is happiness?

“Happiness is shorthand for a great experience,” says Nic Marks, one of the world’s leading happiness experts and CEO and founder of Happiness Works. “It’s an emotional word we use to summarise the quality of experiences in our everyday work — essentially, whether we are feeling good and doing well.”

Dr. Christine Carter, author of “The sweet spot: how to find your groove at home and work,” adds that people often conflate happiness with enjoyable-but-fleeting moments of gratification. Happiness at work, however, involves so much more than that.

“When we are talking about happiness — and why happy workers are more productive, engaged and better for your bottom line — we’re using happiness as an umbrella term for something much larger,” explains Carter, senior fellow at the Greater Good Science Centre at the University of

California, Berkeley. “The type of happiness that’s great for the workplace involves the ability to access a wide range of positive emotions.” She notes that these emotions include hope, optimism, confidence, gratitude, inspiration and awe, among others.

For his part, Marks boils happiness at work down to three core positive emotions:

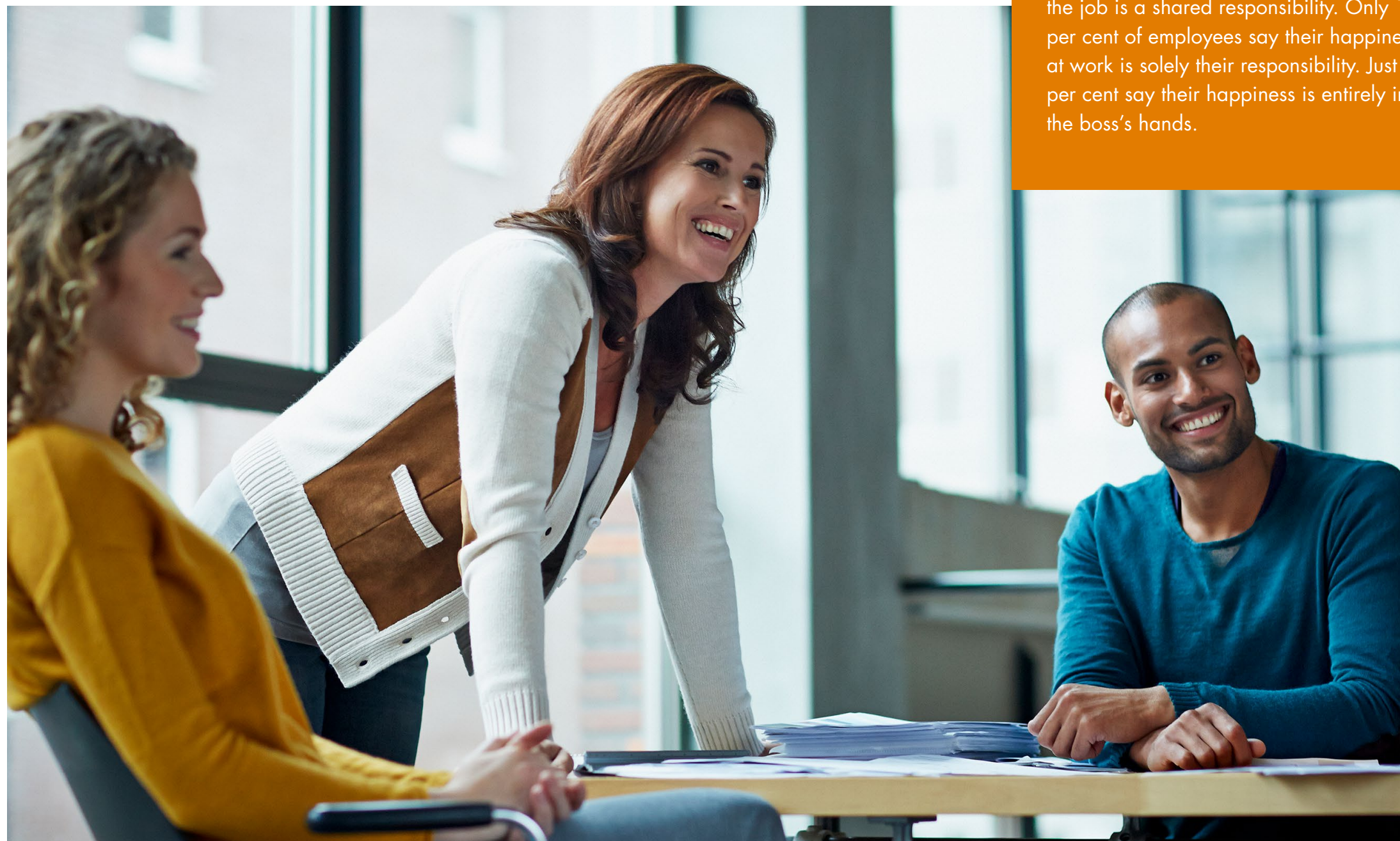
- **Enthusiasm** — Enthusiasm is an intense state that helps people create and seize opportunities. It’s a way to mobilise our efforts, as well as other people’s.
- **Interest** — Interest can be understood as a focusing energy. It helps us commit to tasks that are perhaps challenging in the short term but have medium-term or long-term benefits.
- **Contentment** — Contentment is a reflective, lower-energy emotion. Think of the satisfaction of having achieved something. Contentment helps us reflect on what went well and how the same type of success can be replicated.

Happiness doesn't mean feeling great every moment of the day. We're all aware of how our feelings can fluctuate over the course of the work week or work day. An employee who's frustrated by lack of progress on a current project can still be extremely happy on the job as long as that feeling of dissatisfaction is relatively short-lived.

Happiness, then, is more than a mood. It's a deep feeling of satisfaction and meaning generated by doing a good job, helping a colleague, receiving recognition for your work and other similar everyday actions.

A TEAM EFFORT

Employees realise that being satisfied on the job is a shared responsibility. Only 19 per cent of employees say their happiness at work is solely their responsibility. Just 6 per cent say their happiness is entirely in the boss's hands.



THE BENEFITS OF HAVING HAPPY EMPLOYEES





THE BENEFITS OF HAVING HAPPY EMPLOYEES

Companies do not need to make the choice between a happy, satisfied workforce and a profitable company. In fact, they can have both. Happy employees are an essential component of any thriving business.

How does focusing on employee happiness help your company?

HAPPY EMPLOYEES ARE MORE RESILIENT AND LOYAL

Happy employees stay for the long term. Reduced turnover means you retain more institutional knowledge and spend less time and money on hiring and training. As Marks points out: "Why would someone search for another job when they enjoy the one they have?"

Moreover, we've found time and time again that happy employees are the most vocal and most persuasive advocates for their organisations.



Learn how happy employees can benefit your company's bottom line.



Learn how to connect the dots between the happiness and health of your workers.

Beyond spreading optimism and goodwill within the company, happy employees create a good impression externally and generally deliver better client service. These enthusiastic endorsements enhance your company's reputation and can bolster recruitment efforts.

HAPPY EMPLOYEES DO BETTER WORK

Many studies show that happiness positively impacts the quality and quantity of work at both the individual and team level.

For instance:

- Nearly two-thirds of happy employees report consistently putting in extra effort at work, according to a study by Horizons Workforce Consulting.¹
- Research published in the Journal of Applied Psychology shows that those with high levels of on-the-job-satisfaction also volunteer for operational tasks, help others and are more cooperative compared to unhappy employees.²
- Gallup has found that engaged employees are 21 per cent more productive than their non-engaged counterparts.³

Marks explains: "Happier people tend to care more about their work, so they put in greater effort. This also means they are quicker to notice when things are not going right and take action to prevent negative outcomes."

Also, happier employees tend to be more innovative and creative. Positive emotions, such as enthusiasm and interest, help to broaden their thinking, awareness, and tendency to explore novel pathways and approaches.

HAPPY EMPLOYEES ARE HEALTHIER

Stress is a drain not only on the immune system but also your organisation. Employees who are burned out or chronically frustrated are more prone to illness and absenteeism.

1. Horizons Workforce Consulting, "Employees' Personal Lives Are Critical to Business Success," June 27, 2012, <http://www.brighthouse.com/about-us/press-releases/employees-personal-lives-are-critical-to-business-success/>.

2. Seth Kaplan, Jill C. Bradley-Geist, Joseph Nicholas Luchman and Douglas Haynes, "On the Role of Positive and Negative Affectivity in Job Performance: A Meta-Analytic Investigation," Journal of Applied Psychology, Vol 94(1), February 2009.

3. Gallup, "State of the Global Workplace: Employee Engagement Insights for Business Leaders Worldwide," 2013.

THE SCIENCE OF POSITIVE EMOTIONS

Stress and burnout can inhibit performance at work, while happiness can boost it.

But why is that?

Dr. Christine Carter says that employees who experience a lot of positive emotions have critical resources that unhappy workers don't. "You have greater access to the parts of the brain that you need to innovate, to be creative and to be more empathetic. And you're going to function much better in a team environment because your social intelligence will go way, way up."

She continues: "Managers need to realise that if they want their direct reports to fulfil their potential, it won't be possible if they are stressed. And the way to reverse a stress response is to help induce positive emotions."



HAPPINESS OVER TIME

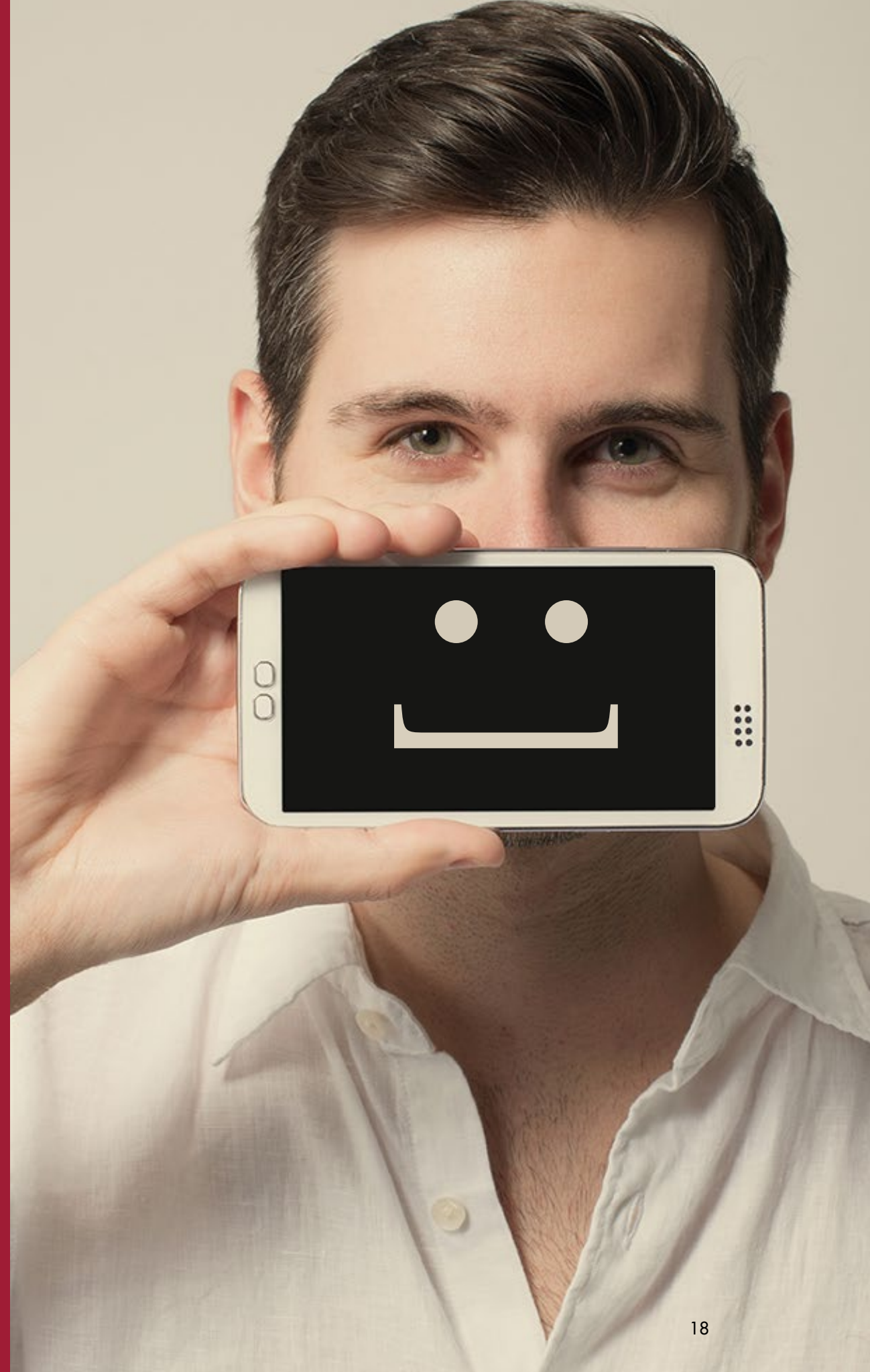
Working professionals aged 18-34 are the happiest and the least stressed in their job. Employees aged 35-54 are the least happy and most stressed and they are also, together with workers aged 18-34, the least interested in their job. Things are likely to turn back around for them as employees over the age of 55 score the highest on the interest scale and second-highest on the happiness scale. Those 55 and up, are also less stressed than employees aged 35-54.



SIX FACTORS THAT INFLUENCE EMPLOYEE HAPPINESS

It's clear that happiness is an individual experience. No two employees have the same needs, goals, preferences and personalities. There are, however, some universal factors that directly affect employee happiness. Understanding those factors and adapting your leadership approach to address them won't just increase employee engagement, it will also boost the quality of your team's work and significantly aid your recruitment and retention efforts.

Review the six key ingredients to job satisfaction below.





RIGHT FIT FOR THE JOB AND COMPANY

Creating conditions for employee happiness begins before you even bring someone on board. When you hire people who mesh well with your workplace culture, they acclimatise with greater ease and begin making substantive contributions quickly.

On the other hand, a poor fit can dampen the morale of the entire team. And when you look for a replacement and still don't get the right fit, you'll have the same problem all over again.

LETTING THEM KNOW WHAT THEY'RE IN FOR

A good fit entails both skills and temperament. In the Robert Half and Happiness Works research, professionals in wellness and healthcare, and marketing and creative are most likely to describe their skillsets and experience as being well-aligned with the requirements of the job. On the other end of the spectrum are finance and hospitality professionals, who say they feel the least well-matched to their work.

Painting an accurate picture of the role and the organisational culture when hiring is a safeguard that can help you avoid skill

alignment issues. When you set expectations by clearly communicating to prospective candidates what an open position entails, you greatly reduce the risk that they end up feeling surprised, unchallenged or disappointed once on the job.

"Practicing diligence in each step of the hiring process — from crafting detailed job postings to conducting in-depth interviews, skills testing candidates, thoroughly checking references and giving them an opportunity to meet different people within the company. This process sets the stage for both employee and employer happiness," says David Jones.

THE SOFTER SIDE OF HIRING

Judging a person's true interest in the job is key to ensuring your new hire will be engaged in the work and likely to stay over the long-term. According to the Robert Half and Happiness Works research, interest in the job is highest among employees who are 55 and up. One reason could be because younger workers may still be figuring out where their professional passions lie. They lack the years of experience in various roles that can be needed to find a job they find genuinely exciting.

FINE-TUNING FIT

As important as it is to hire people who are a good fit with your workplace to begin with, ensuring they remain compatible is just as key. Think of it as “re-recruiting” your employees.

“Career goals are not static,” Jones says. “Check in regularly with employees to talk about the evolution of their objectives and potential avenues to help them get there. By providing constructive feedback and showing an interest, employees will be happier, more productive and far more appreciated.”

Periodically step back to think about fit across your team. Have discussions with your direct reports about their connection to the company. Do they still feel challenged in the role? What do they enjoy most about their job? Do they feel their skills are being fully utilised?

Realise that re-recruiting your employees does not have to be a solo endeavour. Make use of your more tenured staff to help them along. As professionals gain tenure, they feel their learning decreases but their skills more closely match the requirements of the position.

FLIGHT RISKS

Workers who say there is not a good match between them and their employers are the most likely to leave their jobs within a year. Those who lack pride in their organisation are the next most likely.

ONE BAD APPLE CAN SPOIL THE BUNCH

Adding to your team? It pays to be highly involved in the hiring process because nobody understands the job or the people the new employee will work with better than you do.

In terms of evaluating fit, devote particular attention to interpersonal abilities during the interview process.

A candidate who seems perfect on paper won't add to the happiness of your workplace if his or her soft skills are lacking. Attitudes are contagious, and one bad apple can indeed spoil your happy bunch.

“We’ve all had experiences with brilliant jerks,” Marks says. “If someone is brilliant, but they’re going to irritate the people around them, they are likely to cost you more than they add.”



2.



A SENSE OF EMPOWERMENT

Empowering your staff to make decisions on their own, or with minimal direction from you, improves employee happiness in multiple ways:

- Empowerment helps staff develop critical skills they can use to advance their careers and make greater, more meaningful contributions to the company.
- Empowerment makes workers feel more invested in the jobs they do because they are the ones making decisions.
- Letting go of the reins also helps team members build confidence as they realise they are able to make the right decisions.
- Empowered employees feel more comfortable questioning the status quo and suggesting new ideas. Large organisational changes or disruptions, like a staff restructuring, are less likely to knock these workers down.

Unfortunately, many companies miss out on these benefits.

According to our research, a sizable number of workers feel unable to influence important decisions in their jobs. In fact, 23 per cent of respondents say they have little or no control over their work; 27 per cent feel they have few or no opportunities to be creative.

To keep new hires and less-tenured staff from becoming disengaged and dispirited, make a point of seeking their input and feedback

regularly. Beyond making these employees feel valued, your efforts will likely lead to new perspectives and fresh solutions.

OFFER SUPPORT, NOT MICROMANAGEMENT

Considering the weight of their responsibilities, some leaders feel compelled to keep a controlling hand on projects big and small. But doing so comes at a cost. It robs employees of the chance to grow, and it keeps managers from focusing on bigger-picture business objectives.

Jones says that empowerment requires balance. "Create a culture where team members are encouraged to stretch their problem-solving skills by taking smart, strategic risks and provide them with the opportunity to contribute new creative ideas," Jones says. "But also make it known that you are available to offer support and guidance so that they don't find themselves floundering alone."

Marks notes that a sense of autonomy and freedom is a fundamental need for people. "Feeling that we can make our own decisions is a critical part of being human. Respect that employees are going to have their own way of doing things and be willing to offer praise when they come up with something you never thought of."

ISSUES WITH INFLUENCE

Influence is one area where employees across many groups feel unsatisfied. Consider the following:

- Only 45 per cent of women say they exert influence on the job, compared to 53 per cent of men who say the same.
- Workers 55 and up also struggle in this area, with just 45 per cent saying they are able to influence important decisions.
- Just 35 per cent of sales and customer services workers feel they have a say in important decisions.

Unsurprisingly, perhaps, it can be hard to make your mark in large companies. Only 36 per cent of workers at organisations with 10,000 or more employees say they have influence.

TAKE A SMART RISK BY REWARDING SMART RISKS

"Some managers pay lip service to the idea of creative risk-taking but quickly pull an employee back in line whenever the person actually takes a chance," says author Todd Henry, who speaks frequently about productivity, creativity, and passion for work and leadership. "If your words and your actions are out of alignment, it creates dissonance and dissatisfaction. Instead, reward what you say you want. When someone strategically tries something that doesn't work, capture what was learned through the failure and celebrate the risk."

One mistake managers make is not allowing everyone on the team to flex his or her creative muscles. Seventy-one per cent of

the marketing and creative professionals we surveyed say they are frequently able to be creative on the job. But they're the exception. Only 37 per cent of accounting employees and 36 per cent of administrative workers agree.

When brainstorming new ideas and approaches, include your entire workforce, not just those on the creative side of the house. Innovative ideas can come from anyone in any department.





FEELING APPRECIATED

It doesn't have to break the bank to instill loyalty. Establishing a positive working environment can generally make your employees happier. Simply show your staff that you appreciate their hard work and dedication. Offering a sincere thank you for a job well done has much greater motivational impact than many people realise. In fact, professionals in the marketing and technology fields get the most out of feeling appreciated.

"Fostering positive emotions through gratitude is easy and powerful," Carter says. "The science on this is blazingly clear. There are loads of research studies that show how much higher functioning people are when they feel appreciated by their teams and their manager."

THE ELEMENTS OF EFFECTIVE PRAISE

When it comes to offering appreciation, sincerity, specificity and timeliness make all the difference. Attempts at recognising employees can backfire if the praise is vague ("you're such a hard worker") or delivered late ("nice work the other day").

"The key for managers is to express gratitude and to be really specific about the particular effort the employee made," Carter says, "because that's when people feel seen and recognised."

Be careful not to overdo it, though. Praise that is delivered in response to even the smallest achievements quickly loses its impact.

Also remember that your entire team needs to hear from you frequently. The tendency is often to focus feedback on less-experienced workers who may still be learning the ins-and-outs of the job and workplace. Fifty-three per cent of workers between the ages of 18 and 34 say they receive constructive feedback often; just 42 per cent of those aged 55 or above agree.

MANAGERS' MOODS ARE CONTAGIOUS

Marks of Happiness Works says it's important for leaders to remind themselves regularly of the pivotal role they play in how their employees feel. "If your manager says one bad thing to you, it can really dampen your motivation for days, even weeks," he says. "Similarly, when a manager says something great to you, it can expand your positive feelings and make you feel good about yourself for quite a while."

"We're so quick to point out problems, but we need to share when things are going well," Marks continues. "Managers should aim to catch employees doing something right rather than wrong. These positive micro-moments are very important and salient. Believe it or not, a bonus is nice, but a kind word can go even further with employees."

DANIEL PINK ON THE HALLMARKS OF HAPPINESS

Author Daniel Pink knows a thing or two about how to bring out the best in ourselves — and others. We asked him to weigh in on the commonalities of happy workers, the dangers of micromanagement and what managers can do today to elevate their team's happiness.

Are there any common factors you see in the people you meet who are happiest in their jobs?

Daniel Pink: It varies from person to person, but the list includes:

- Having some control over the work you do, when you do it, how you do it and who you do it with.
- Having great colleagues who you both like and trust.
- Feeling like what you're doing makes a difference in the world.
- Being able to make progress on meaningful work.

Why are autonomy and self-direction so intertwined with happiness and job satisfaction for so many people?

DP: One way to think about this is to consider the opposite. The opposite of self-direction is control. Human beings have only two reactions to control. We comply, or we defy. Compliant behaviour doesn't lead to satisfaction; neither does defiant behaviour. The only way humans engage is by having some — not necessarily total, but some — sovereignty over their work.

What is an easy step a manager could take to help his or her employees feel happier?



DP: I can't resist giving more than one suggestion because the particular technique depends on the person, the situation and the goals. So, here are three:

- Have very short (maybe five-minute) weekly one-on-one meetings with each team member to ask these questions: Are you making progress in your work? And, if not, what can I do to help?
- Encourage all employees to collaborate once a week. Have everyone spend one hour, unencumbered from their regular duties, thinking about something new the organisation could be doing, something stupid it should stop doing, a process that needs improvement or simply a better way to run the place.
- This week, have two fewer conversations with your team about how to do a particular task — and two more about why they're doing the task in the first place.



Find out how you can create a culture of happiness at work.

AN HONEST THANKS GOES A LONG WAY

Feeling appreciated is the third-biggest driver of happiness globally. It occupies the top spot for professionals in the finance, legal, marketing and creative sectors.



INTERESTING AND MEANINGFUL WORK

For the vast majority of people, work isn't just about pay. As Confucius once said, "Choose a job you love, and you will never have to work a day in your life."

Employees who say the work they do is worthwhile are 2.6 times more likely to be happy than those who feel the job they do is "just work."

"We are a people driven business and regularly remind our employees that, through our recruiting efforts, we are changing people's lives for the better by helping them find employment," Jones says. "Through this vision, we instil a sense of purpose in our employees and ensure that everyone contributes in some way."

SHARE THE VISION

"Happy workers understand why their tasks matter and how they connect to the overall objective," author Todd Henry says. "When there is a gap in that connection, people tend to drift and have difficulty investing emotionally. Employees who have a strong, through-line, that ties their work together tend to be happy, fulfilled and engaged even when times get tough."

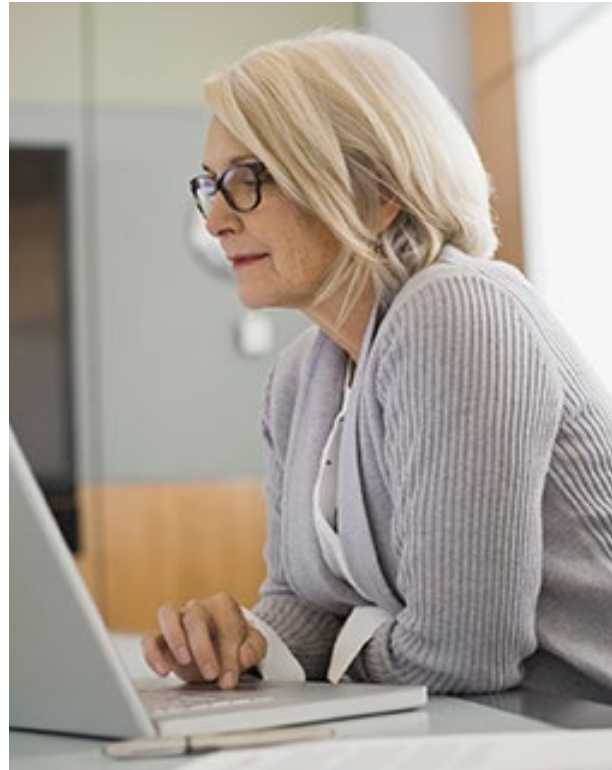
A sense of accomplishment is the fourth-biggest driver of happiness globally, alongside pride, being treated with fairness and respect, and feeling appreciated.

Workers at the largest organisations, those with 10,000 or more employees, feel the lowest sense of accomplishment. That's not necessarily surprising. It can be difficult to ensure the company's vision — and the role employees play in achieving it — reaches each and every person in a large company. For managers, this is a reminder that they can't assume workers have this information. Communication through multiple channels is the key.

LET HAPPINESS FLOW

Flow is the feeling of intense focus and happiness you experience when you are fully absorbed in something. When in a state of flow, a term coined by psychologist Mihaly Csikszentmihalyi, time seems to fade away as you become completely immersed in using your skills to complete a project or solve a problem. You're in the zone.

Dr. Christine Carter of the Greater Good Science Centre says managers should make a concerted effort to provide employees the opportunity to do uninterrupted in-depth work. "There is a really deep sense of fulfilment and meaning that comes when we can dig into a project and do our best work," she says. "And most workplaces make it very hard for that to happen now. The expectation is that employees will be available all the time by phone, email, IM or when someone stops by their desk. Most people's brains today don't trust that they're going to be allowed to focus. So reset the expectation that people can do deep focus work."



A MATTER OF PRIDE

Pride in one's organisation is the strongest driver of happiness for employees globally. Pride also tops the list for men and employees of all age groups. In short, feeling good about the company you work for is a big deal to employees.

What's more, workers who feel proud of their organisations are 2.8 times more likely to be happy at work compared to those who don't.

5.



A SENSE OF FAIRNESS

Fairness matters deeply to employees. So deeply, in fact, that a single instance of unfair treatment — whether actual or perceived — is often enough to turn a happy, satisfied employee into one who is cynical and sceptical of the company.

It's worth noting that fairness and respect are together the strongest determinant of happiness for women while it is the second most important one for men. Yet, according to the Robert Half and Happiness Works survey, only 49 per cent of women say they are paid fairly versus 54 per cent of men.

When we look at various occupations, those in the marketing and creative sector feel best about the level of fairness and respect they experience on the job. Technology professionals are most likely to say they are paid fairly for the work they do.

WHAT IT MEANS TO PLAY FAIR

What can managers do to improve fairness in the workplace? Several simple steps can have a meaningful impact.

- First, strive to be transparent in your decision-making. Be sure policies around pay, promotions and projects are clear. Every member of your team should know what they must do to earn a new title or a higher salary.
- Give employees a chance to alert you when they feel a sense of inequality. Often, employees just want to be heard and know that their concerns are being taken into account.

Keep in mind that, when it comes to fairness, even the smallest infraction can be seen as

a sign that favouritism is at play. Cut an employee off mid-sentence, and he or she may wonder why you let others express their opinions uninterrupted. Forget to invite a member of your team to an important meeting, and that person may feel his or her ideas matter less than those of others in the group.

WHERE FAIRNESS MATTERS MOST

A sense of fairness is crucial when it comes to remuneration. It is important for employees to feel that their pay is equitable compared to others in similar roles.

This is why it's so essential for employers to offer remuneration that is better than or at least on par with that of companies in their region and industry. "Professionals with the right combination of technical and soft skills are in short supply, while demand keeps rising. So employers must get into the habit of regularly benchmarking salaries to ensure that they're offering competitive remuneration," Jones says. "Knowing the market rate is vital to recruiting and retaining top talent, particularly in a candidate-driven market where attractive remuneration packages help keep employees happier and more interested in their jobs."

How can you find out if your salary ranges are keeping pace? Review industry resources such as the [Robert Half Salary Guide](#), connect with recruitment consultants specialising in your industry, and communicate with your employees to see if they are happy with the salary and benefits you provide.

THE BENEFITS OF WORK-LIFE BALANCE



Striking an equitable balance between professional and personal responsibilities is a common struggle. Many employees are trying to keep up with hefty workloads while also managing pressing personal issues. It's a challenging juggling act that can leave staff feeling sapped and stressed.

According to our research, technology professionals report the best levels of work-life balance, with 71 per cent feeling happy about this area of their jobs. Those in the legal, finance, financial services and accounting sectors rank near the bottom; only 65

per cent of respondents in each field are satisfied with their work-life balance. The nature of these roles has traditionally required practitioners to put in long hours, and that is likely one reason for their dissatisfaction in this area. Managers should encourage workers to take advantage of work-life balance options when available and especially during slow periods.

Offering empathy and support goes a long way as well. "If you respect that employees have a life outside of the job, they will respect you much more and become more loyal," Marks says. "If people have bad work-life balance, they might still love their work. But if it's causing them problems at home, they will get jaded over time, they will tire and they will leave you. Supporting work-life balance is about managing risk for the organisation, as well as just being the right thing to do."

It's also important to lead by example. Your employees take their cues from their leaders. So show them it's ok to have a healthy work-life balance. Try to leave the office at a decent hour and avoid the temptation to keep answering emails late into the night.

Take your annual leave, and unplug while you're on holiday. Don't come to work when you're sick. If you set appropriate boundaries and protect your downtime, your employees will follow your lead.

RESPECT THE NEED TO FEEL RESPECTED

Feeling treated with fairness and respect at work is the second most important ingredient for happiness globally.

Twenty-two per cent of workers who say they are treated with little or no respect are likely to leave their job in the next year, compared to only 7 per cent of those who say they experience a high level of fairness and respect.

6.



POSITIVE WORKPLACE RELATIONSHIPS

A sense of camaraderie at work improves employee communication, cooperation and collaboration. Staff cohesion also leads to greater innovation.

Employees across the board say they have good team relationships at work. None of the recipients reported significant dissatisfaction in this area.

This is good news for employers: those who say they have good relationships with others on their team are 2.6 times more likely to be happy on the job than those who do not get along well with colleagues.

THE GLUE OF AN ORGANISATION

Maintaining healthy, supportive workplace relationships is an important source of enjoyment for employees. It also helps them to better manage stress and the demands of the job.

“Good relationships are the glue of an organisation,” Marks says. “For managers, it’s all about encouraging relationships for reasons beyond narrow business needs. When employees have friends at work, it has a broad impact on happiness.”

Managers can promote a positive workplace culture by creating opportunities for employees to forge and strengthen bonds with colleagues. Think across teams as well.

In today’s workplace, your staff will likely have to work with colleagues in many other departments. Our research found employees aged 55+ expressed the highest level of happiness in their inter-team relationships. Enlist their support in helping less experienced workers build bonds throughout the organisation.

DON’T UNDERESTIMATE YOUR INFLUENCE

Dr. Aymee Coget, founder of Happiness for HumanKIND, says those in leadership positions must authentically embrace positivity instead of just promoting it to others. She notes that research shows happiness can impact those up to three degrees of separation away. For instance, Coget states, “When a manager embodies positivity, their influence touches their team, clients and even their clients’ customers.”

She adds a cautionary note about the need to adopt a caring and people-oriented managerial mindset. “If a company decides to take on happiness as a cultural value, it is paramount that leaders embody this principle,” Coget says.

“Relationships make or break any job. And the number-one reason people stay — or quit — is because of their relationship with their colleagues.”



See how good working relationships lead to higher levels of workplace happiness, innovation and collaboration.

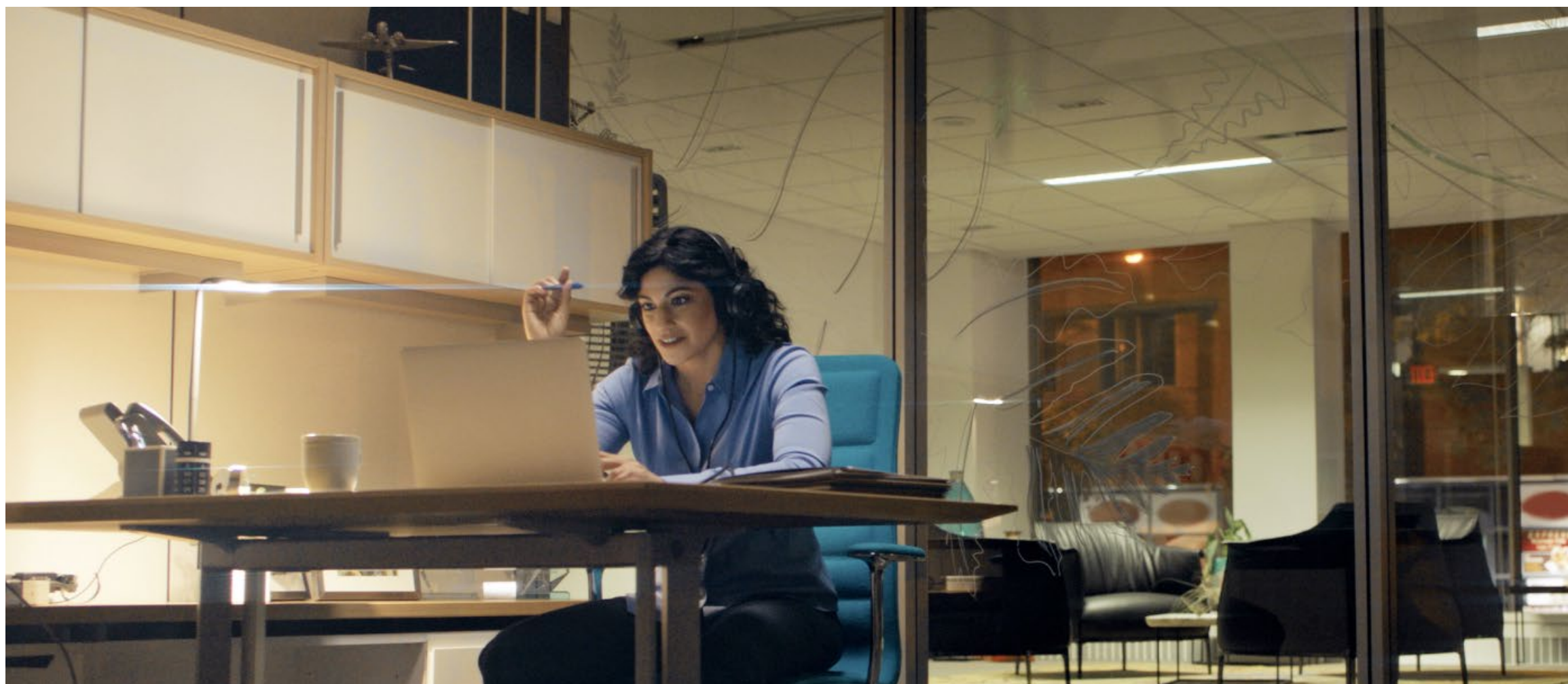
GO TEAM!

According to the research by Robert Half and Happiness Works:

- 86%: Get along with people on their immediate team
- 70%: Feel that teams within their organisation generally work well together
- 62%: Have good friends at work

THE BOTTOM LINE





THE BOTTOM LINE

Is employee happiness pivotal to organisational success? Yes.

Is there a one-size-fits-all approach to fuelling happiness at work? No, as there are simply too many factors that influence each person's happiness for such a guarantee.

But understanding the significant role that satisfaction and engagement levels play in your company's success — and being willing to alter your approach to increase them — is a great start. Your efforts will have an effect. And you're likely to see benefits across several fronts, including productivity, recruitment and retention.

The bottom line is this: workplace happiness truly matters to your employees and to the long-term health of your organisation. And, most important, you have the power to directly influence it.

Good luck on your journey.

ACKNOWLEDGMENTS

Robert Half would like to recognise and thank the following people for their contributions to this report. Your expertise, insights and opinions have been invaluable.

We owe special thanks to Nic Marks, Saamah Abdallah and the entire team at Happiness Works. Nic is one of the world's foremost experts on workplace happiness and was instrumental in guiding Robert Half's research into this area. We've long known the importance that satisfaction and engagement play in the success of people's careers and companies' fortunes. Nic and Saamah helped us quantify this effect and delve into the unique factors that influence happiness among various groups of workers.

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ABOUT ROBERT HALF

Founded in 1948, Robert Half is the world's first and largest specialised staffing company. We believe working happy is the only way to work. We've made it our mission to help people find fulfilling jobs and companies build happy, productive teams.

Our network of talent spans more than 325 locations worldwide and includes millions of highly skilled professionals who are ready and able to make a positive impact on the businesses we serve. Visit roberthalf.co.nz to learn how we can help make your workplace, or job search, a little happier.



ABOUT HAPPINESS WORKS

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Happiness Works provides powerful measurement tools that enable performance-driven organisations to identify, measure and manage employee happiness. The team at Happiness Works is made up of passionate people who believe employee experience data is crucial to effective business decision-making.

Organisations that consider employee happiness as a fundamental performance objective consistently unlock greater innovation and long-term financial success. Founded by Nic Marks, the creator of The Happy Planet Index, the world's first measure of sustainable well-being, Happiness Works is based in London and has a growing global portfolio of forward-thinking clients.



ABOUT THE RESEARCH

Data referenced throughout the report is based on the results of an online survey of more than 23,000 workers in Australia, Belgium, Canada, France, Germany, the Netherlands, United Kingdom and the United States. The survey was conducted in the third quarter of 2016 by an independent research company. Respondents were asked 30 questions about how happy they feel at work and what they attribute those feelings to. To allow comparisons among professional fields, our sampling placed an emphasis on workers employed in professional settings.

Some industries and roles covered by the research are not included in this report.

In analysing the data, a post-sample weighting methodology was used to match respondents by age, gender, education level, occupation/role and job sector. A country-weighting methodology was also used so that the weighted percentages for Australia, Belgium, Canada, France, Germany, the Netherlands, United Kingdom and the United States matched the actual differences in the eight populations.



IT'S TIME WE ALL WORK HAPPY.™

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