

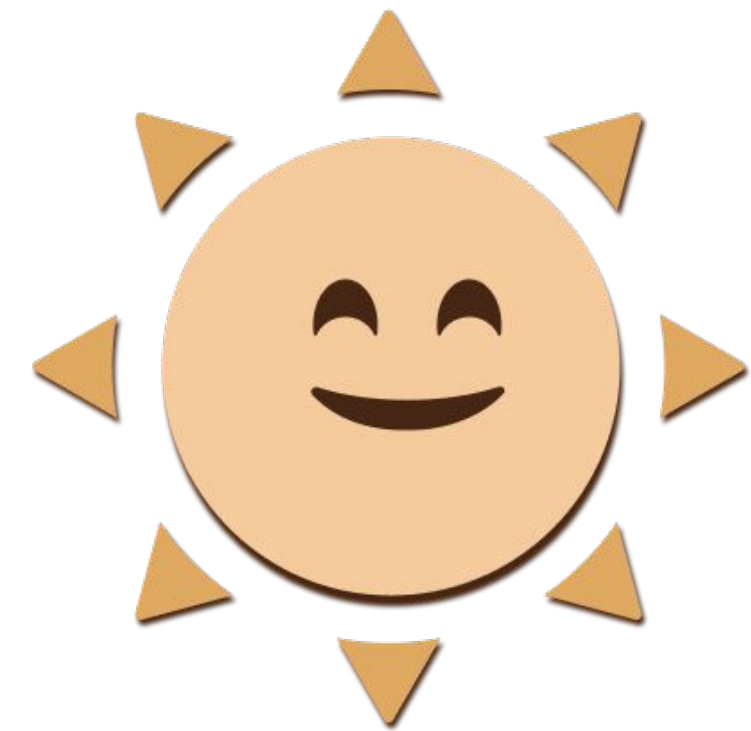


Work Happiness 2021 Report: The Rise of Worker Expectations

Indeed is committed to increasing happiness at work to benefit individuals, businesses, and society.

Earlier this year, we released our [ESG goals](#), which includes a focus on increasing happiness at work.

We want to help people find happier work and inspire companies to create workplaces that help people thrive.



How we feel at work matters.

92%

of people report happiness at work affects their happiness at home.



How people feel at work matters.

This report outlines findings from the world's largest study of work happiness.* Workforce expectations have changed, and understanding what drives happiness at work can help employers attract and retain talent. Indeed's new work happiness data set measures these critical metrics so they can take actionable steps to change and improve their workforce's experience.

Here's what we're learning.

01

There are new expectations at work.

Expectations are rising, as job seekers and workers reconsider their needs. It's not surprise given, there's been a ~10% decline in work happiness from before the pandemic to Spring 2021.**

02

The need for happiness is universal.

Even within industries you see companies that are happier than others.

03

What actually drives happiness at work?

While things like fair pay and flexibility are foundational needs, having a sense of belonging, purpose and feeling energized are critical to our happiness at work.

04

Strategies for employers to take action.

Most companies don't have a strategy in place to improve their employee happiness and well-being at work. Let's change that.

Source: *2021 Indeed.com data, based on number of survey responses globally.

** Indeed data (US)

There are new expectations at work.

Measuring Work Happiness

Indeed now collects and displays work happiness insights on employer profiles across indeed.

And with over **5.5 million happiness surveys** completed and counting, this is the **world's largest study of work happiness.***

Developed with the guidance of leading happiness experts:

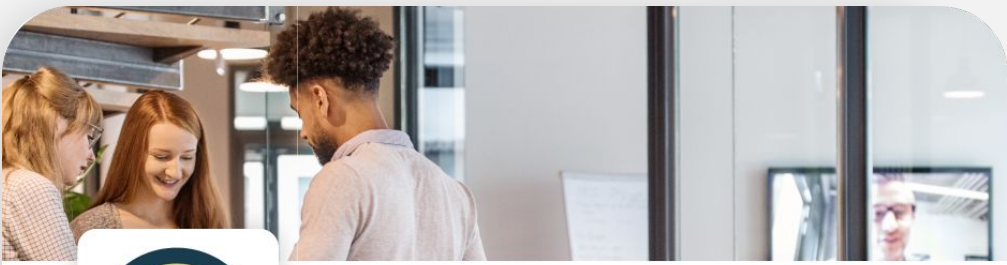



Dr. Sonja Lyubomirsky
Distinguished Professor
of Psychology




Professor Jan-Emmanuel
de Neve, Director of Oxford's
Wellbeing Research Centre

Source: *2021 Indeed.com data, based on number of survey responses globally.





Wavewood

87 | 4.5 

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Snapshot

Why join us


11.2K Reviews

3.3K Salaries

Work happiness

Scores based on about 162 responses to Indeed's survey on work happiness

87



Work Happiness Score

High

Do people feel happy at work most of the time?

80

Flexibility

High

79

Purpose

Average

WHAT WE'RE LEARNING

Happiness declined through the pandemic

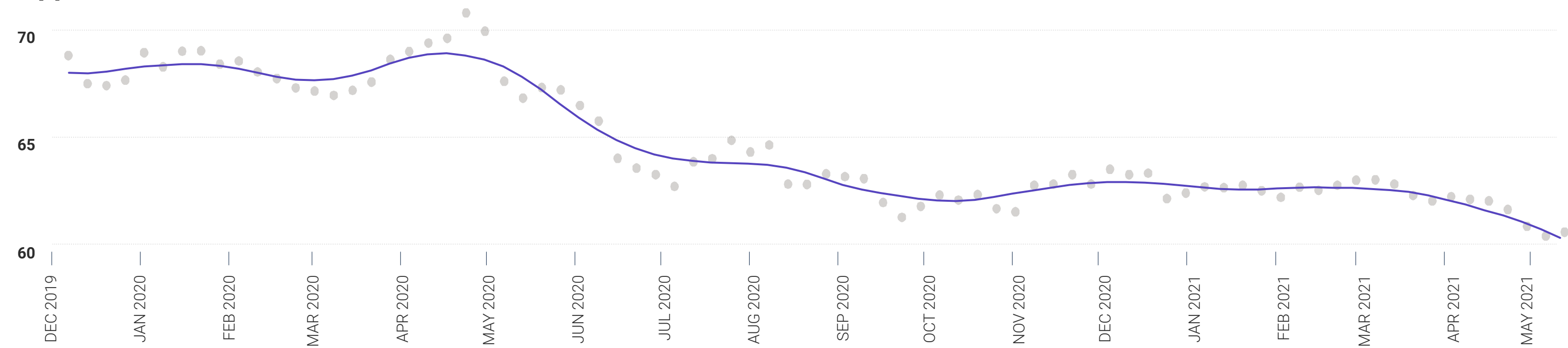
The pandemic, and all the associated stresses that went alongside it, significantly impacted happiness at work.

After the first decline in March 2020, there was a brief increase in happiness, as government assistance programs came into effect and employees leaned on their workplace for critical health and safety information.

The second surge, in June and July, caused a further decline in happiness, which had not been fully reversed through May 2021.

In total, we see a roughly 10% decline in work happiness from before the pandemic to Spring 2021.

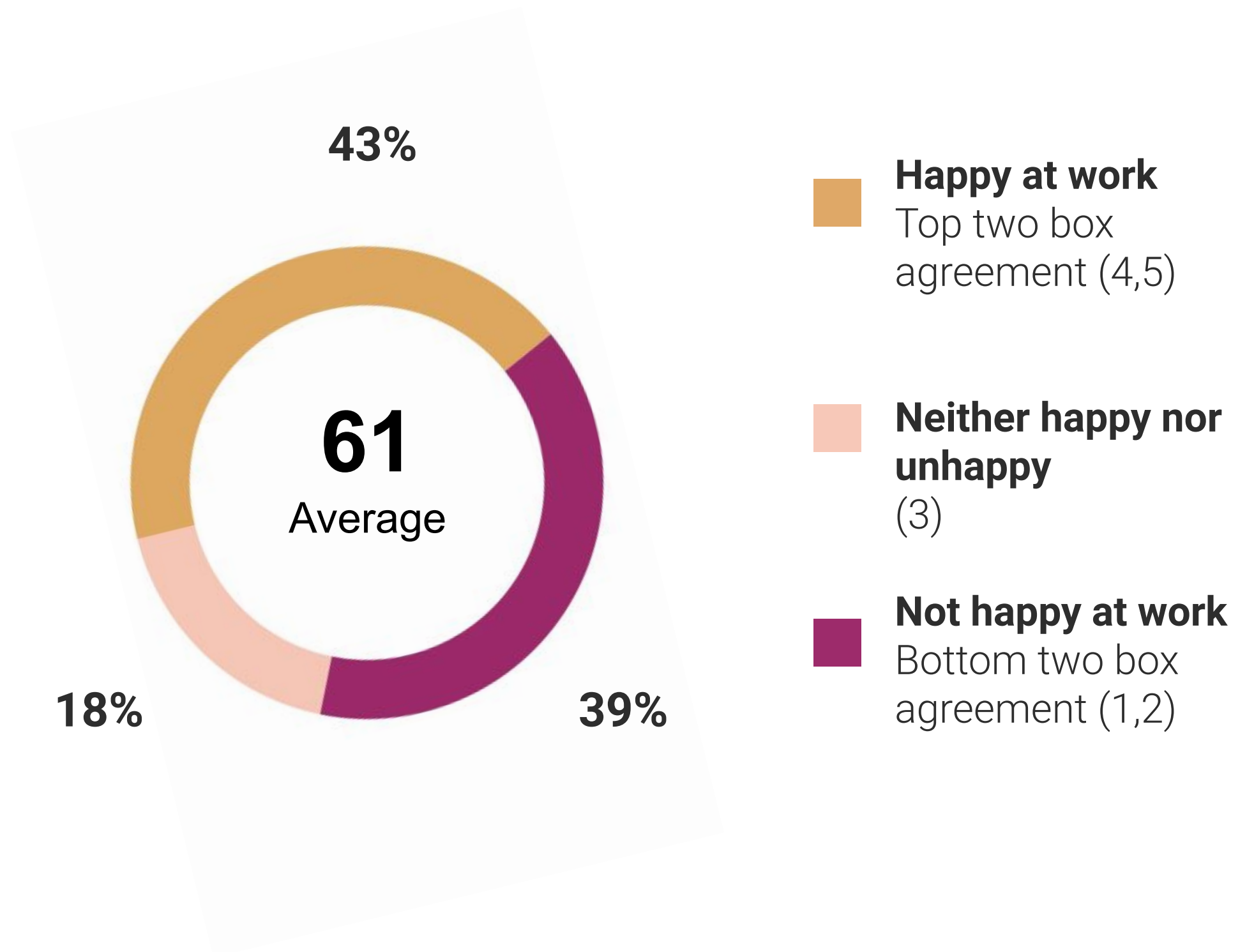
Happiness



Source: Indeed Data (US)

A happiness breakdown for the US. Only 43% of people are happy at work right now.

As of August 2021, our data shows a Work Happiness Score for the US of 61, with the average broken down to the road. This is the response to the leading indicator 'I feel happy at work, *most of the time*.'



Source: Indeed Data (US)
Results from Indeed users' evaluations of companies, in reaction to the statement, 'I feel happy at work, most of the time'. The average happiness is a score of 61, based on responses to the statement above on a scale from 1-5 (where 1 means strongly disagree and 5 means strongly agree). We take the average and assign it points out of 100 to be able to compare companies more granularly.

WHAT WE'RE LEARNING

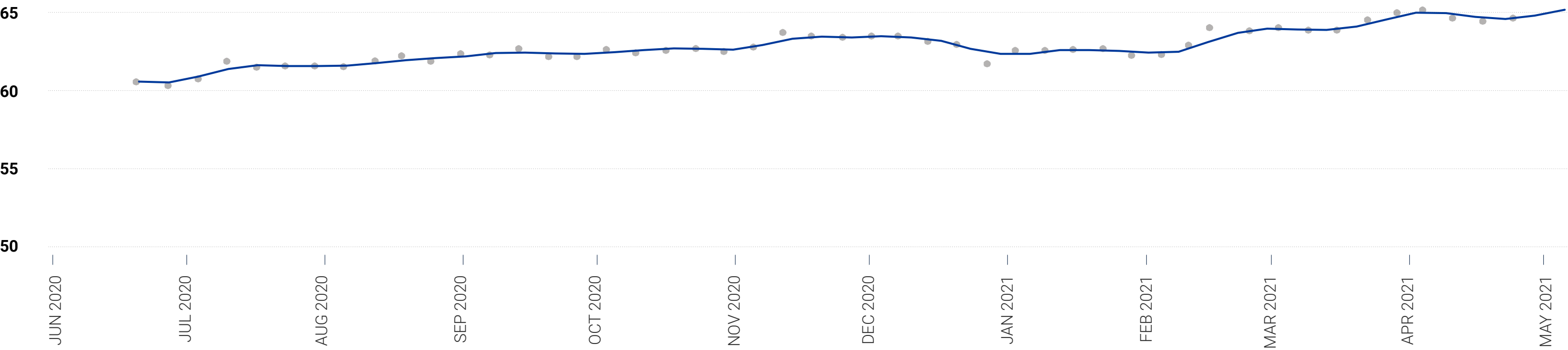
Stress increased through the pandemic

A key component of well-being is the absence of stress.

Stress levels increased roughly 5% through the pandemic.¹

Stress at work impacts how people feel in the rest of their lives - **92% of employees say how they feel at work affects their mood at home.**²
Even the happiest companies need more productive approaches at managing stress.

Stress levels¹



Source: ¹Indeed Work Happiness Data Results from Indeed users' evaluations of companies responding to the statement, 'I feel stressed at work, most of the time'.
²Indeed Workplace Happiness Report, a commissioned study (n=4,033 US adults) conducted by Forrester Consulting on behalf of Indeed, 2021.

40%

of the global workforce is considering leaving their employers this year.**

In April alone, 4M workers resigned.*

76%

of employers say expectations around happiness at work have increased in the last 5 years.

People expect more.

**The need for happiness is universal,
across industries and company size.**

97%

of people believe happiness at work is possible

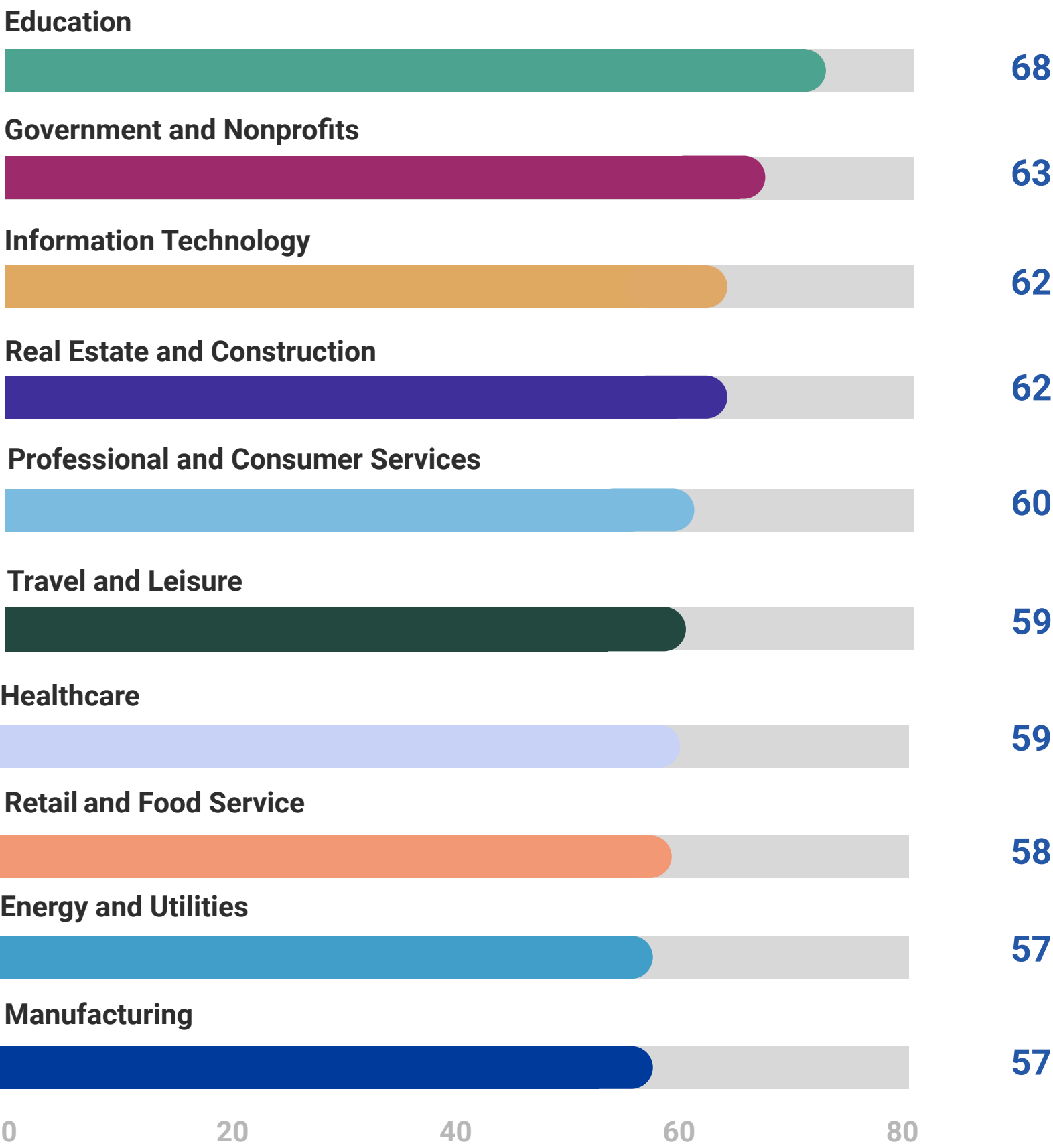
Across all industries, and company sizes.

Some industries are happier, on average¹

Of course, there are happy and unhappy workplaces, and people, in all industries. But overall, we see education, government and nonprofits, and information technology sectors slightly being happier.

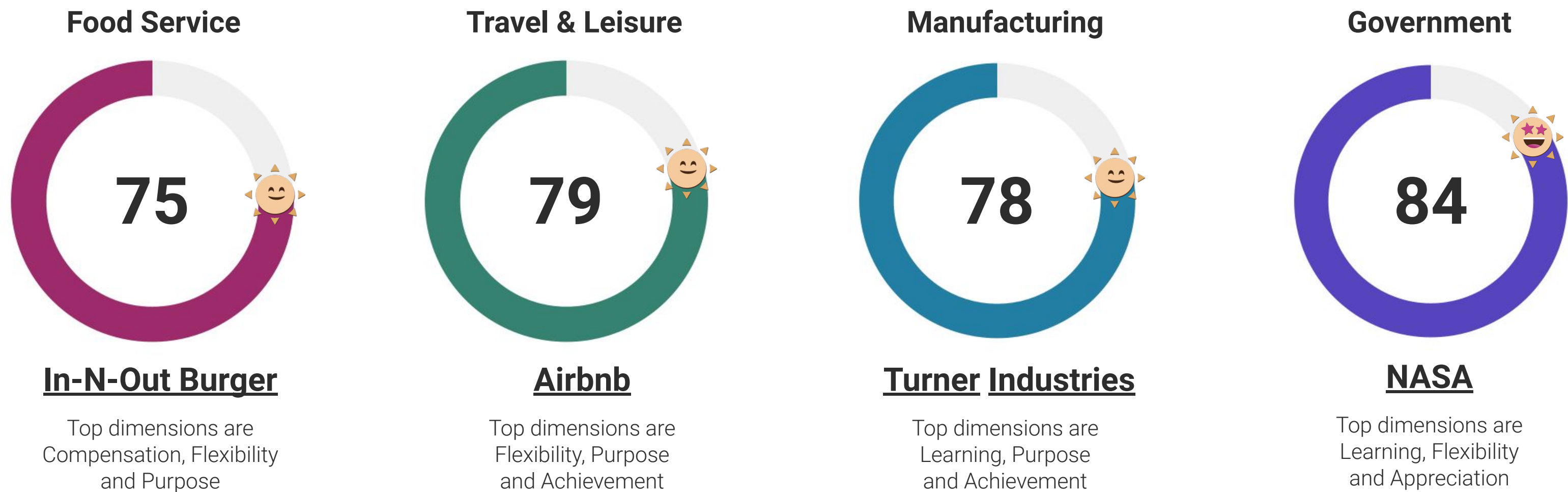
Source: Indeed Data (US)
Results from Indeed users' evaluations of companies responding to the statement, 'I feel happy at work, most of the time'.

¹ Subcategories within industries, when applicable:
Professional and Consumer services: Media & Communications, Financial Services, Insurance, Legal, Management & Consulting, Personal Consumer Services.
Travel and Leisure: Hotel & Travel Accommodation, Travel & Transportation, Arts, Entertainment & Recreation
Healthcare: Healthcare, Pharmaceuticals and Biotechnology
Energy and Utilities: Energy, Mining & Utilities, Telecommunications, Agriculture
Manufacturing: Manufacturing, Aerospace & Defense, Automotive



Happiness is possible across industries

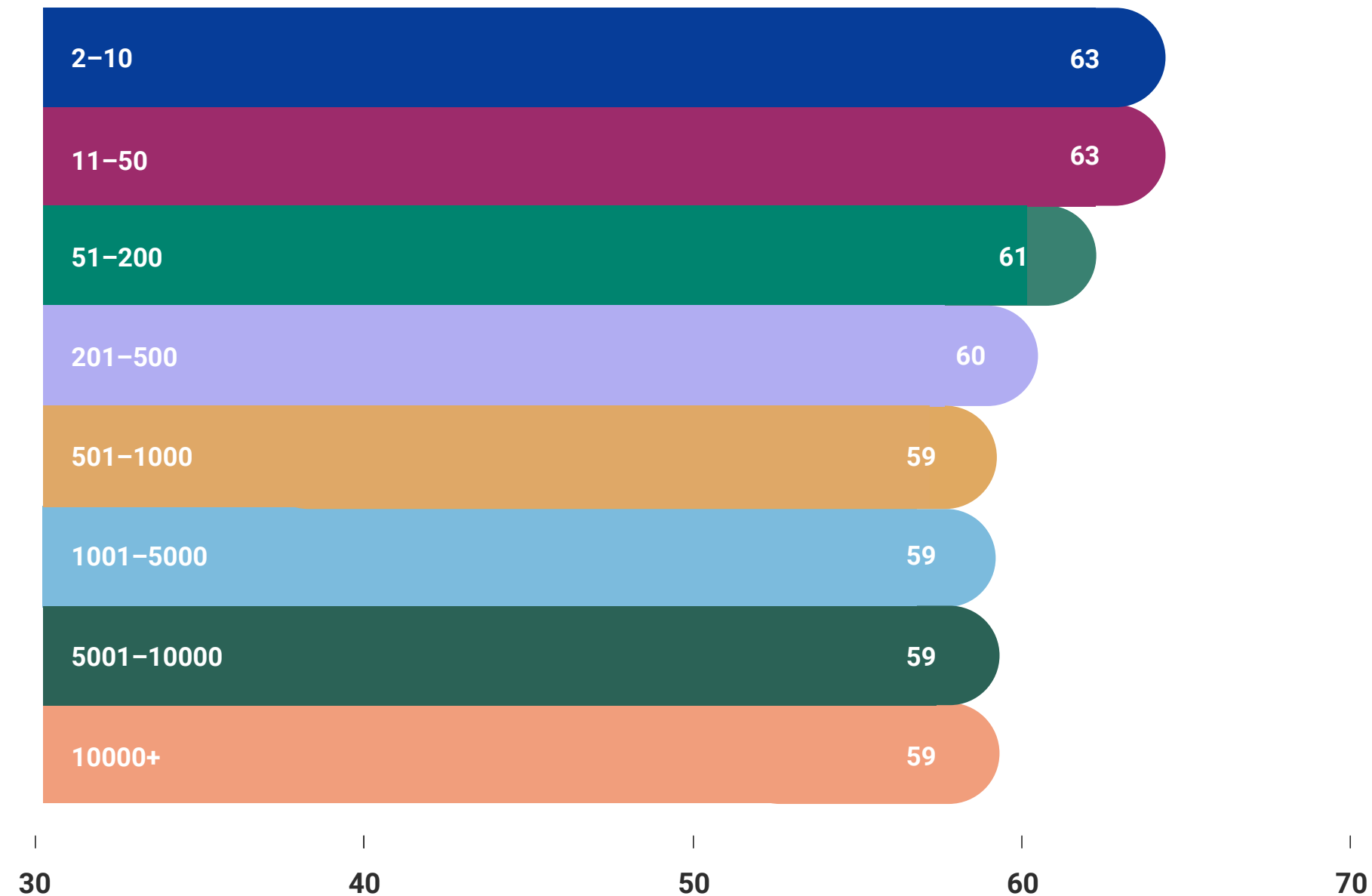
Prevailing industry conditions do not determine company happiness; strategies and practices can be implemented that allows all companies to create happier workplaces



Source: Indeed Data (US) as of August 2021

The Happiness varies by company size

Company Headcount + Work Happiness Average:



Our data shows that, while slight, happiness does vary across small and large companies on average. Overall, stress levels increase as firm size increases.

What else does our data say?

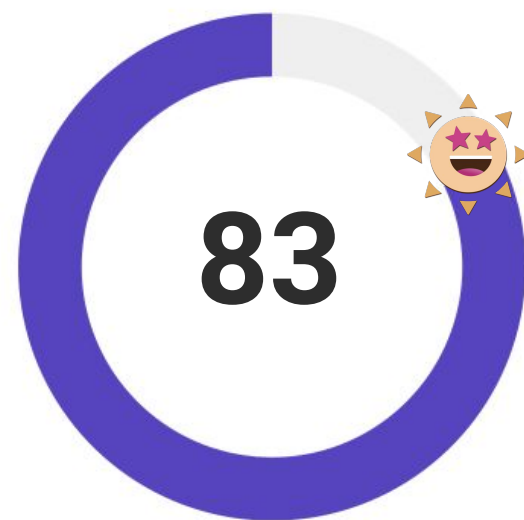
- **Companies under 50** people see higher scores for *flexibility* and *appreciation*, which ultimately drives up their happiness.
- **Companies 1001-5000** see high purpose and achievement scores, which drives their happiness.
- **Firms 10,000+** see *lower belonging and trust*, which could be a good starting point for companies of this size.

Source: Indeed data (US), August 2021
Results from Indeed users' evaluations of companies responding to the statement, 'I feel happy at work, most of the time'.
From August 2020 through August 2021.

Happiness is possible regardless of company size

Prevailing industry conditions do not determine company happiness; strategies and practices can be implemented that allows all companies to create happier workplaces

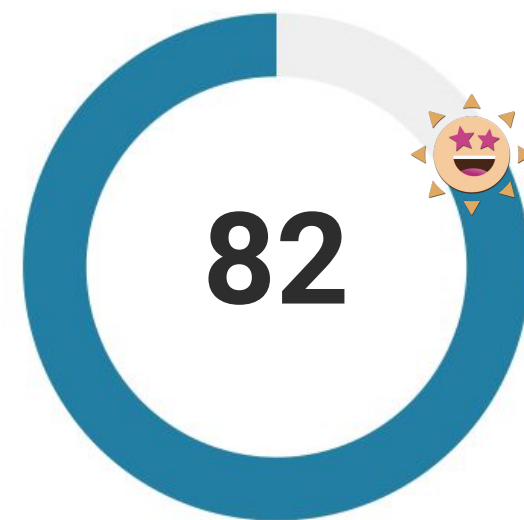
**Less than 200
employees**



Uncommon Goods

Top dimensions are Satisfaction,
Purpose, Achievement
and Compensation

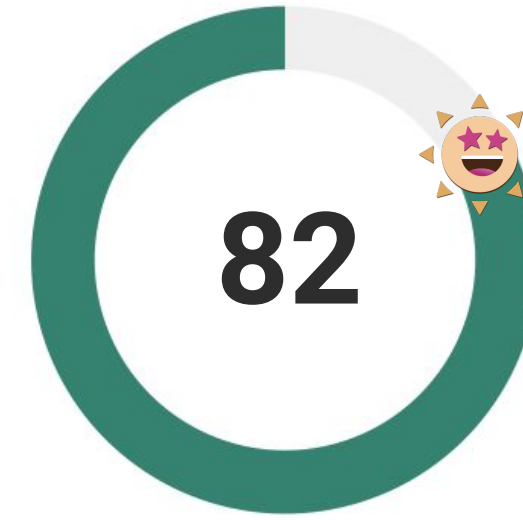
**200-1000
employees**



NYC Dept. of Parks & Recs

Top dimensions are
Purpose, Learning
and Achievement

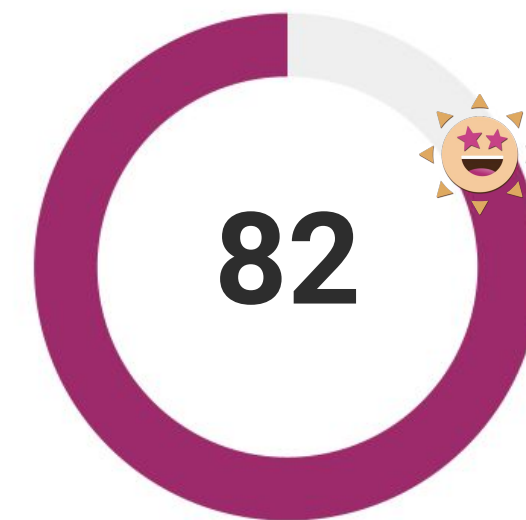
**1000-5000
employees**



AARP

Top dimensions are
Purpose, Appreciation
and Flexibility

**5000+
employees**

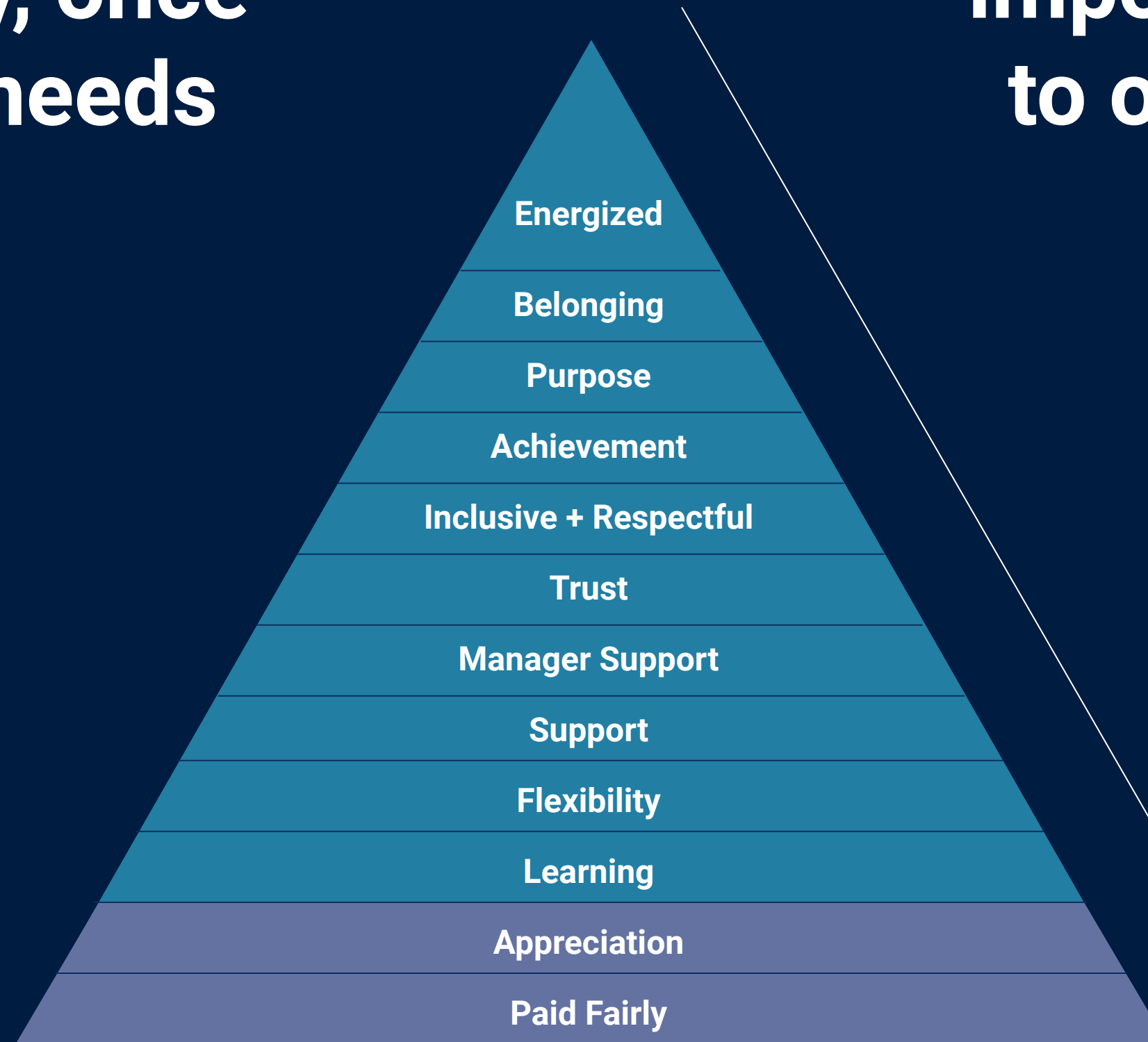


Southwest Airlines

Top dimensions are
Purpose, Satisfaction, Appreciation
and Support

**What actually drives work
happiness?**

Essentially, once
our basic needs
are met...



importance shifts
to our happiness
& well-being

Elevated needs

Lower stated importance,
higher revealed importance

Basic needs

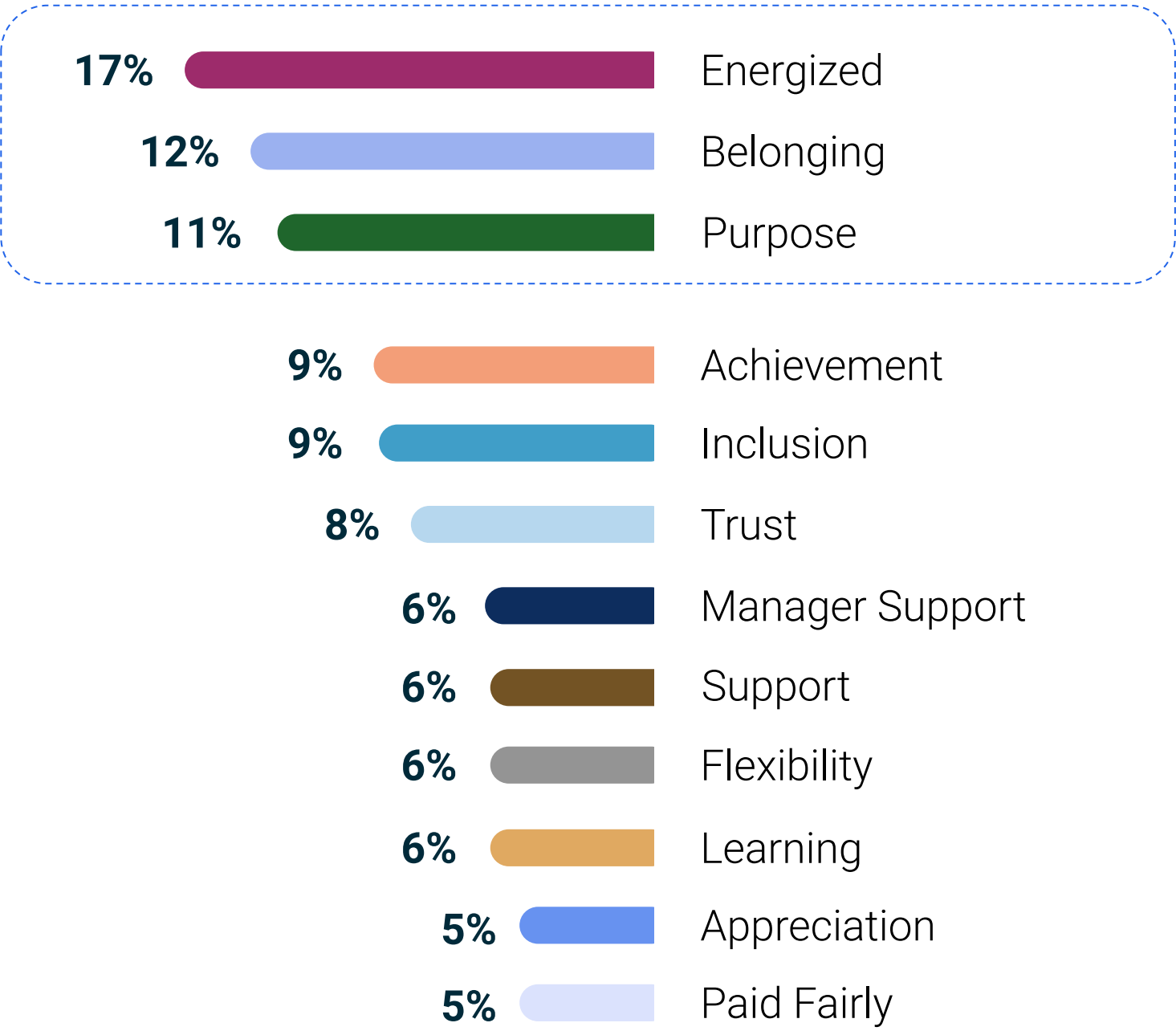
Higher stated importance,
lower revealed importance

What actually makes us happy at work

(revealed importance from Forrester 2021 analysis)

Well-being is critical

Our research shows that — **feeling energized, a sense of belonging and purpose** — are even more important to overall well-being than pay and flexibility.

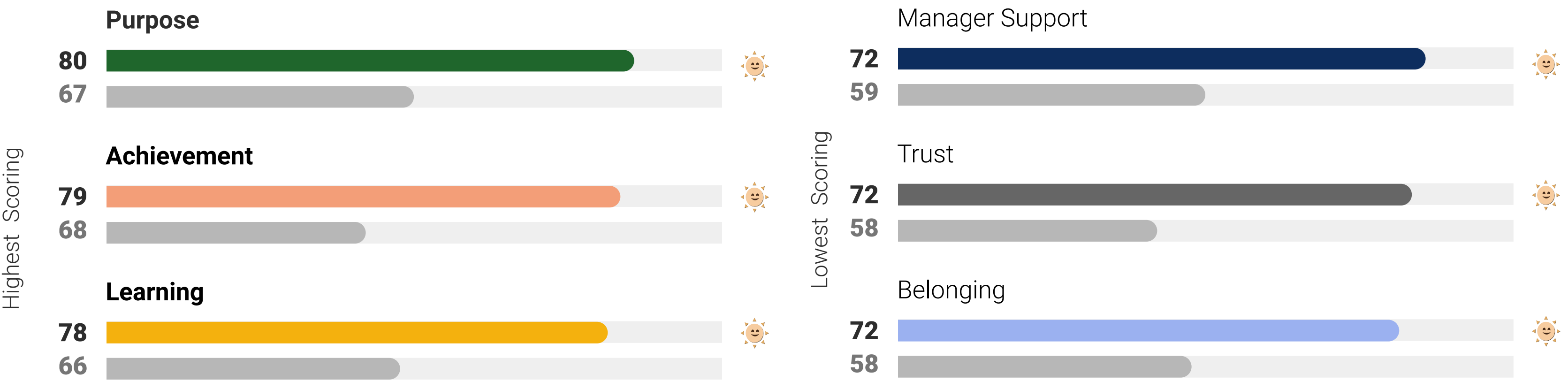


Source: Revealed importance analysis via a Shapley Regression.
Indeed Workplace Happiness Report, a commissioned study (n=4,033 US adults) conducted by Forrester Consulting on behalf of Indeed, 2021.

In general, companies with high happiness also score higher across all dimensions.

Even so, most companies could improve on these three dimensions: manager support, trust, and belonging.

Happier Companies vs. Less Happy Companies



Source: Indeed data (US)

**Strategies for employers
to take action.**

50/50

The *responsibility* for happiness at work is nearly an equal split between employees and employers. Both sides must work together to create change, but employers should lead the charge.

28%

of organizations have a strategy in place for increasing employee happiness.

Let's increase that.

Where to start: Understand, measure, take action. Repeat.

Prioritize work well-being by creating a strategy to improve it. Measure happiness as a key part of your attraction and retention strategy.

Create a strategy for increasing work happiness for your company



Understand

Start by making work happiness a priority and truly understanding what drives it.



Measure

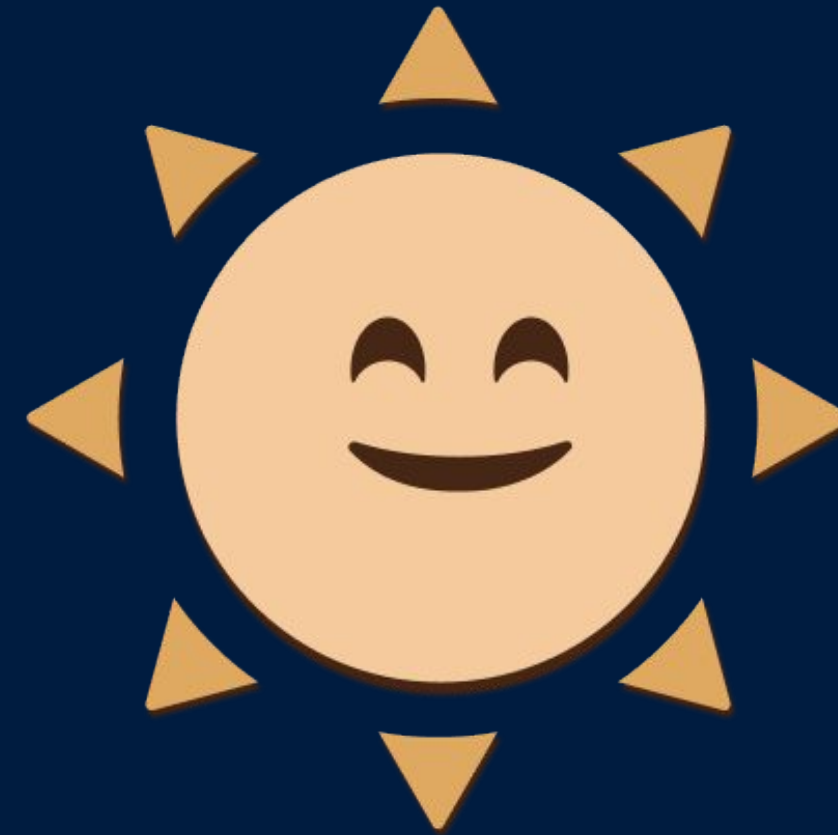
Dig into your Work Happiness Score, or measure work happiness in your workplace.



Test Interventions

Identify the dimensions you want to increase most, and test interventions to create change within your company.

**Learn more about the
Work Happiness Score at:
go.indeed.com/happiness**



Methodology appendix

Indeed is the #1 job site in the world¹ with over 250 million unique visitors² every month.

We worked with Professor Sonja Lyubomirsky and Professor Jan-Emmanuel de Neve to define a new way for employees to review companies that accounts for the key drivers of wellbeing. Since we started collecting data for the Work Happiness Score, over 5.5 million survey responses have been submitted enabling us to provide a Work Happiness Score for thousands of companies. We make these scores freely accessible to users of Indeed.

This data is useful for jobseekers as they evaluate which companies to work for, and it is also useful for companies, giving clarity on how they compare to other companies across a variety of wellbeing dimensions.

In aggregate, this data reveals insights about how happiness at work changes over time (for example, through the pandemic), and what drives happiness. Some of these insights were included in the 2021 edition of the UN World Happiness Report.

In addition to our own data, we commissioned Forrester Research to ask a representative sample of 4,033 Americans about their happiness in March 2021, and how work impacts the rest of their lives. We also worked with HBR to connect with business leaders to understand how they think of employee happiness.



FORRESTER[®]



Source: ¹comScore Total Visits, March 2021

²Google Analytics, Unique Visitors, February 2020