

# THE JOBBIO #WORKHAPPY INDEX

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THE ULTIMATE GUIDE TO WHAT  
MAKES US HAPPY AT WORK

JOBBIO



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Research conducted of more than 4000 people in full time employment in a number of industries across the UK and US—the lead data illustrates UK respondents.

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# YOUR CAREER IS NOT THE MOST IMPORTANT PART OF YOUR LIFE

You shouldn't be defined solely by your job and you certainly shouldn't feel enslaved to it. On the other hand, we spend so much of our lives at work—going to meetings, talking to our colleagues—we shouldn't underplay how crucial work is to our ultimate happiness either.

For this reason, Jobbio has launched the #WorkHappy Index, original research which looks at what makes people truly happy at work, it's an examination of our current workplace behaviours and indications of our future ones.

From barriers to efficiency to office romances, the Jobbio #WorkHappy Index is an in-depth view of what it means to be employed in 2018.



**JOBBIO**

# THE DAILY GRIND

[how we spend our day at work]

HOW LONG IS YOUR DAILY COMMUTE?

SURVEY GROUP

29.9%

26.5%

13.4%

11.6%

5.0%

2.9%

1.6%

1.2%

HOURS

0.25

0.50

0.75

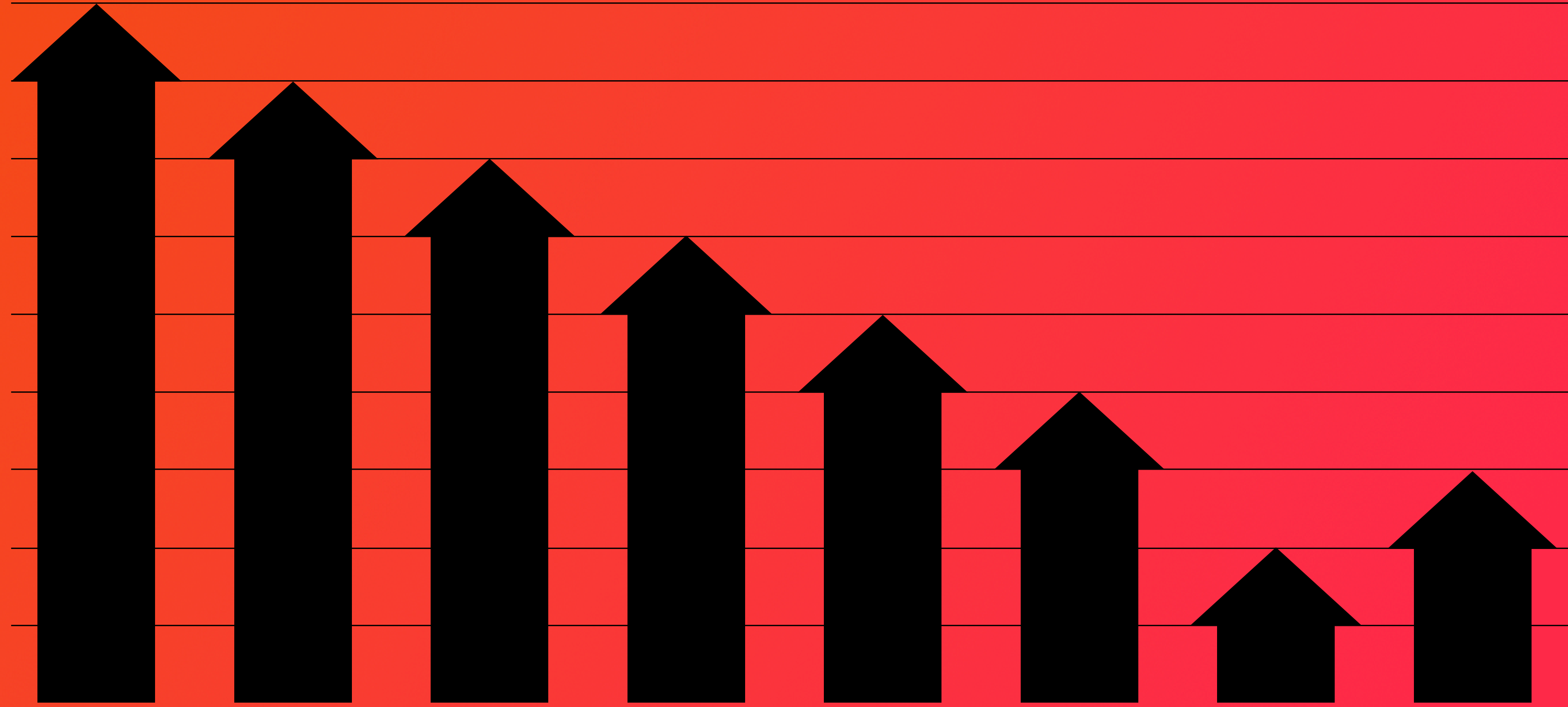
1.00

1.25

1.50

1.75

2.00+

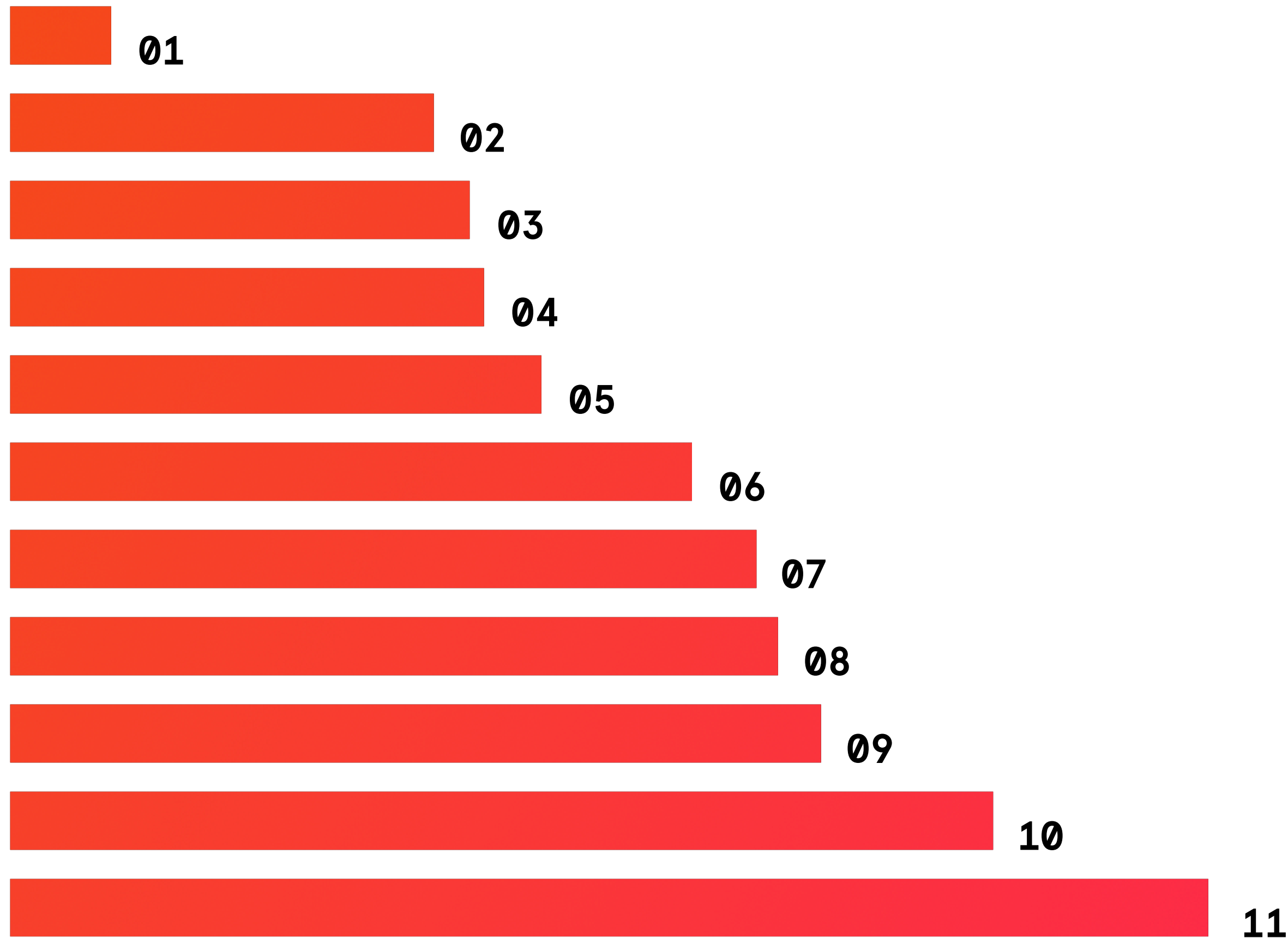


**BRITS HAVE LONGER COMMUTES  
WITH 36% TRAVELLING OVER  
45 MINUTES, COMPARED TO  
27% OF AMERICANS.**

# THE DAILY GRIND

[how we spend our day at work]

## WHAT'S THE BIGGEST WASTE OF YOUR TIME AT WORK?



## BREAKDOWN BY NUMBER OF RESPONDENTS

01	Other [examples overleaf]	46
02	Updating / reporting to manager	199
03	Dealing with customer complaints / issues	215
04	Senior colleagues delegating their work	222
05	Answering the phone	251
06	Covering for staff absences	320
07	Chatting with colleagues	346
08	Emails	360
09	Admin	379
10	My time is not wasted at work	461
11	Meetings	560

Meetings are the biggest waste of time at work for employees in the UK [28%], while in the US it is covering for staff absences [19%].

# WHAT'S THE BIGGEST WASTE OF YOUR TIME AT WORK?



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“Getting lost on the Internet.”

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“Colleagues who can’t do their job without complaining.”

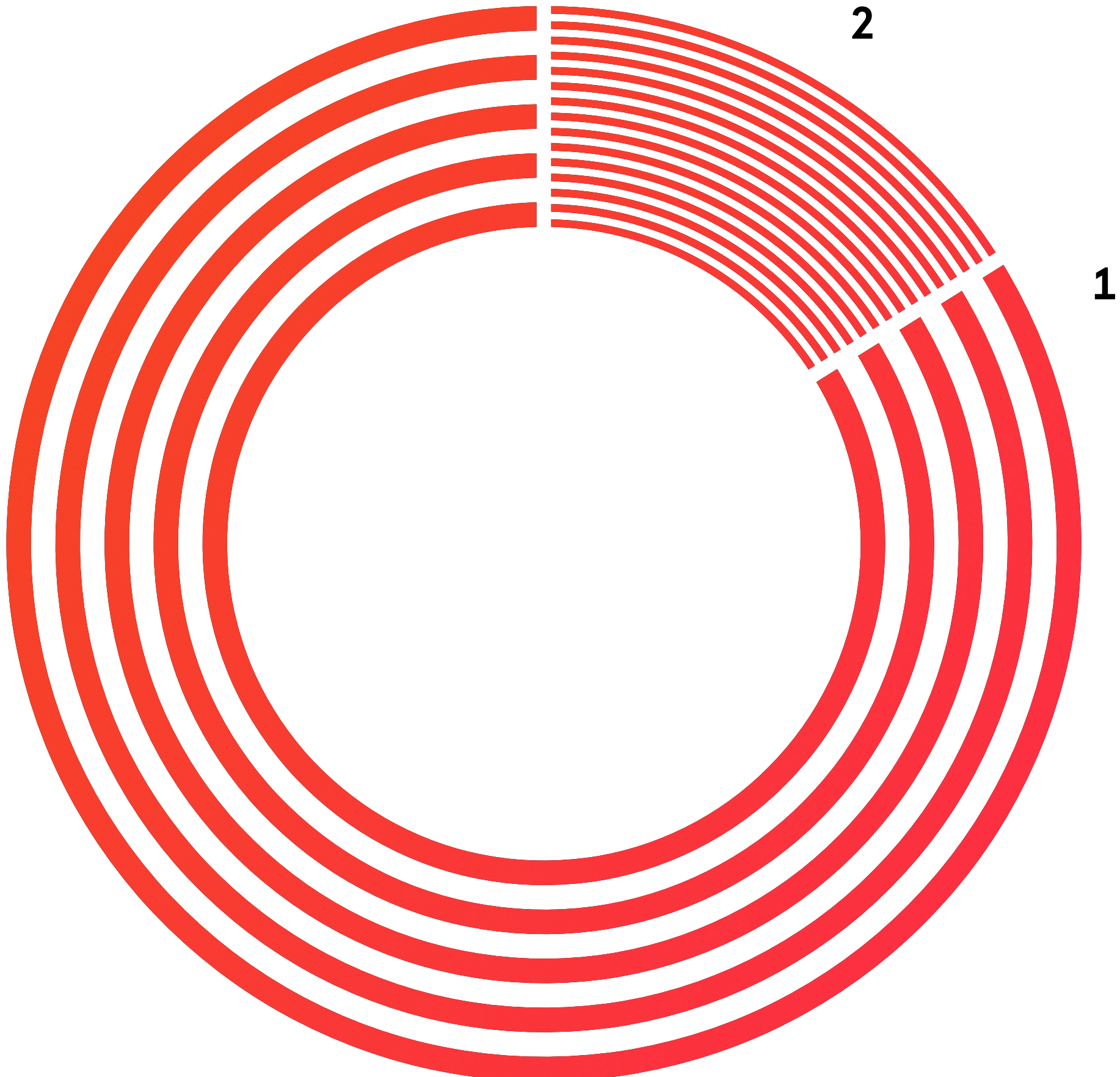
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“Waiting on managers and not being allowed to do basic tasks without a manager’s help.”

# THE DAILY GRIND

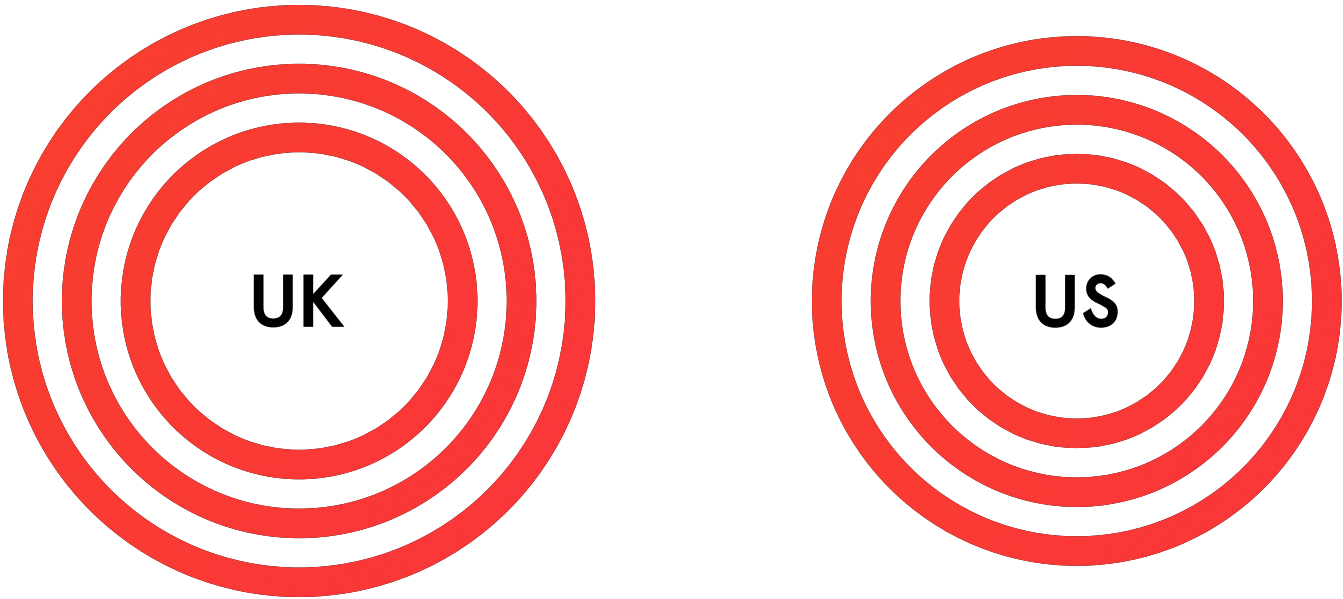
[how we spend our day at work]

## DO YOU USUALLY USE ALL YOUR ANNUAL LEAVE?



- 1 Yes 84.0%
- 2 No 16.0%

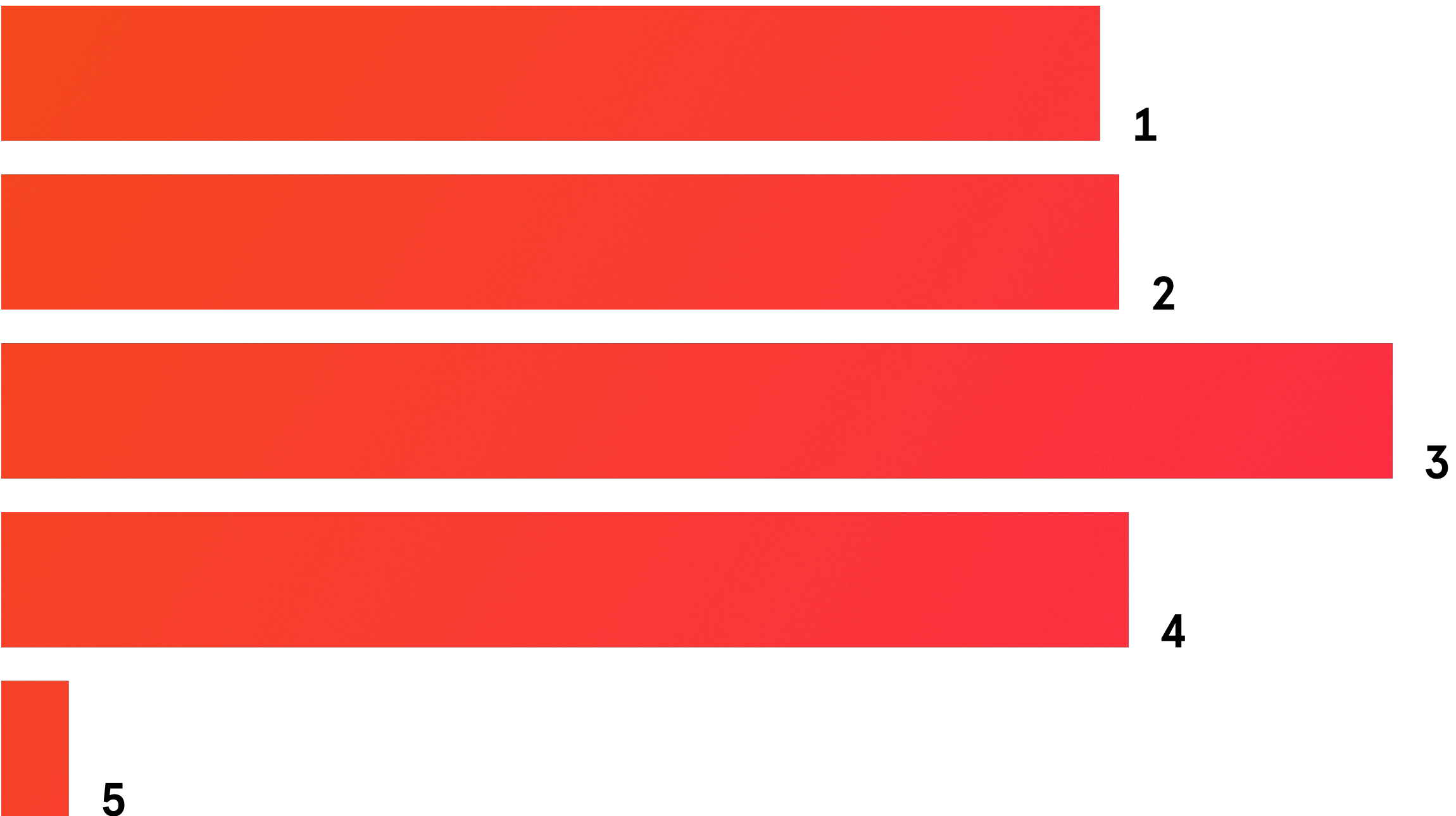
While over eight in ten [84%] UK employees usually use all of their annual leave, this falls to just 55% in the US.



# THE DAILY GRIND

[how we spend our day at work]

## DO YOU HAVE A DRESS CODE AT WORK?



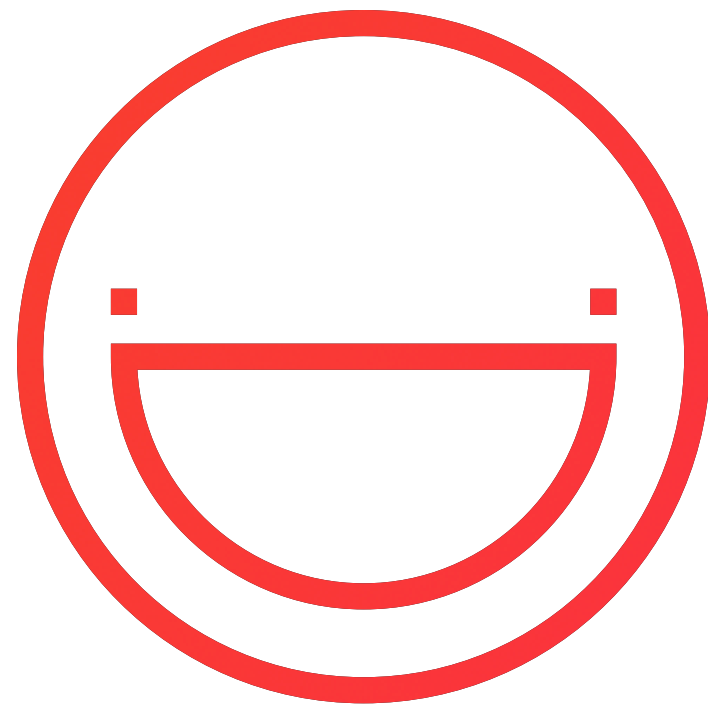
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1	Yes – a uniform	6.4%
2	Yes – smart	6.6%
3	Yes – smart / casual	29.0%
4	No – we wear what we want	23.5%
5	Unsure	7.4%

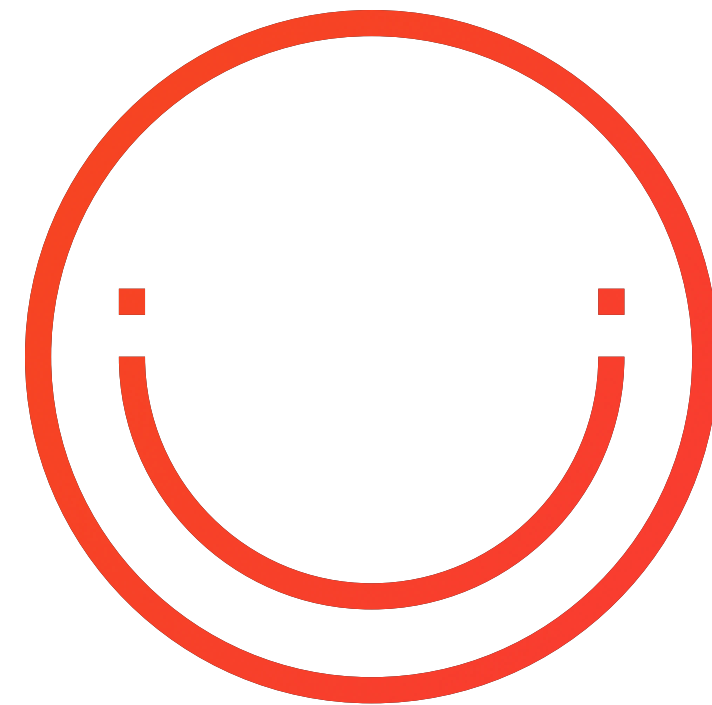
# BEING HAPPY AT WORK

[what makes work enjoyable]

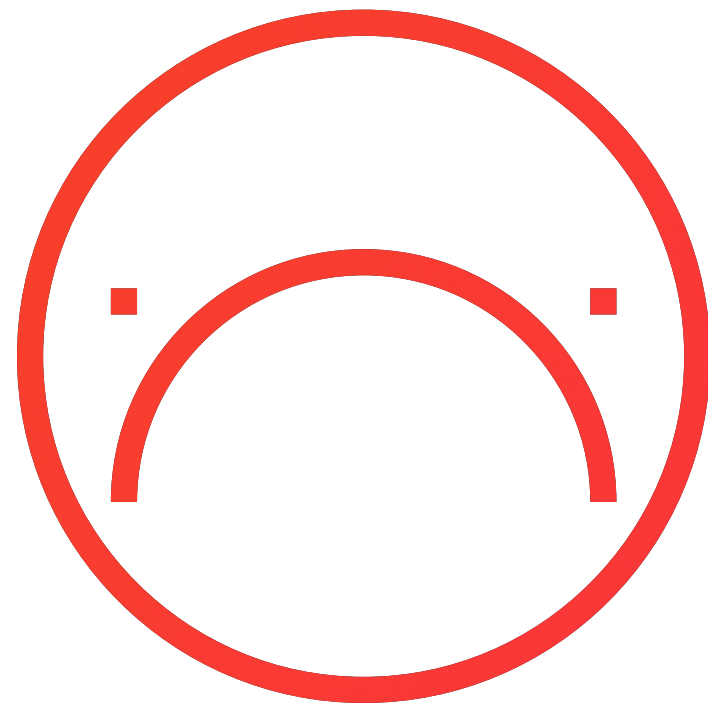
## ARE YOU HAPPY IN YOUR CURRENT ROLE?



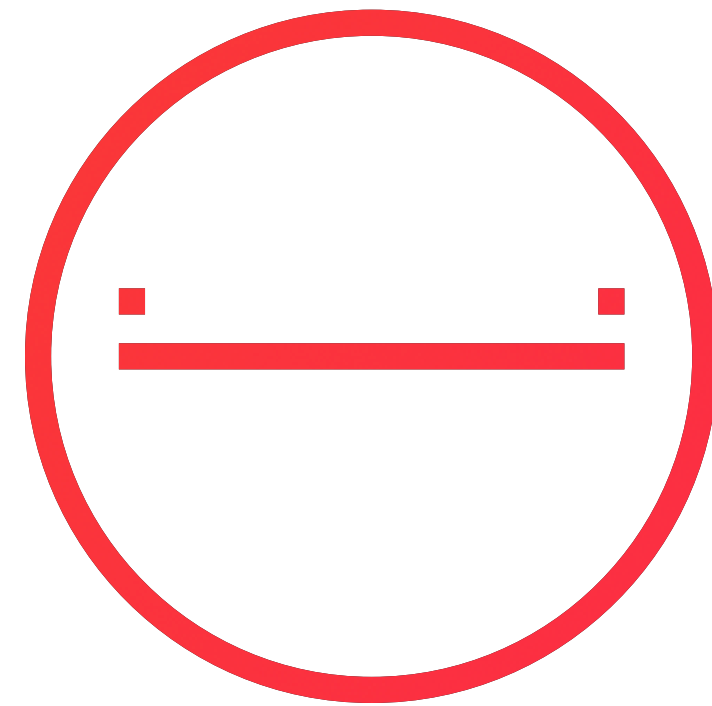
1 [23.0%]



2 [60.2%]



3 [13.3%]



4 [3.5%]

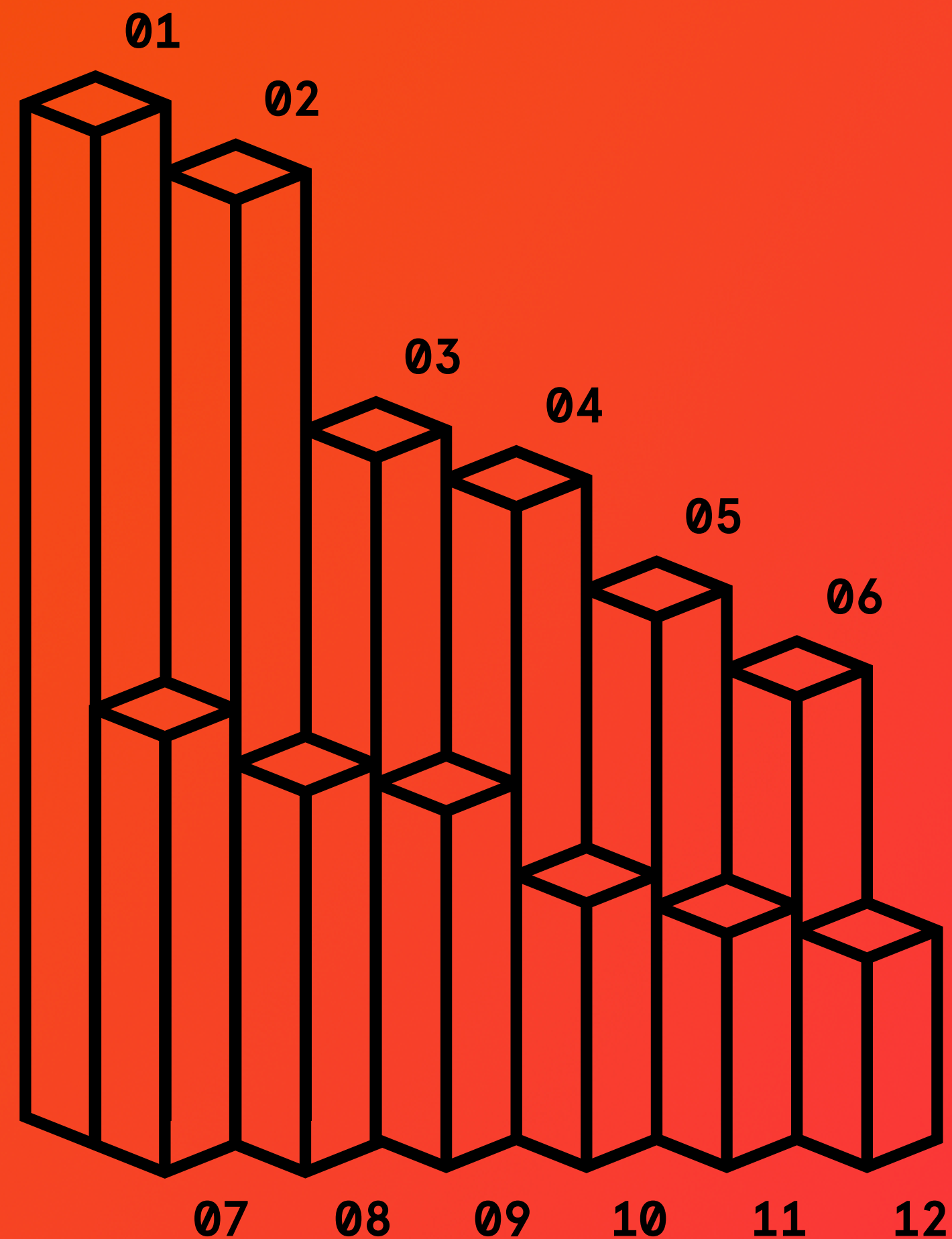
1 Yes – always	23.0%
2 Yes – most of the time	60.2%
3 No	13.3%
4 Unsure	3.5%

American employed adults are happier in their current jobs than British adults—32% say they are always happy compared to 23% of Brits. Overall, 88% in the US are happy at least most of the time, compared to 83% in the UK.

# BEING HAPPY AT WORK

[what makes work enjoyable]

## WHAT WOULD IMPROVE YOUR CURRENT JOB?



## BREAKDOWN BY NUMBER OF RESPONDENTS

01	Flexible hours	511
02	More job perks	475
03	Nothing	344
04	Ability to work from home	322
05	More training / development	263
06	Clear progression path	224
07	Pleasant working environment	220
08	More opportunities for travel	192
09	More relaxed work culture	180
10	More autonomy in job role	134
11	Better rapport with colleagues	118
12	Other [examples overleaf]	106

# WHAT WOULD IMPROVE YOUR CURRENT JOB?

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“Empathy and communication from superiors.”

---

“Better parental leave.”

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“Stop the micromanaging and empower employees.”

BE HAPPY ☺

# BEING HAPPY AT WORK [what makes work enjoyable]

## HAVE YOU EVER HAD AN OFFICE ROMANCE?

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1 [48.5%]



2 [20.8%]



3 [18.4%]



4 [12.3%]

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01	No – I never would	48.5%
02	Yes – but eventually we broke up	20.8%
03	No – but I'd be open to one	18.4%
04	Yes – we're still together	12.3%

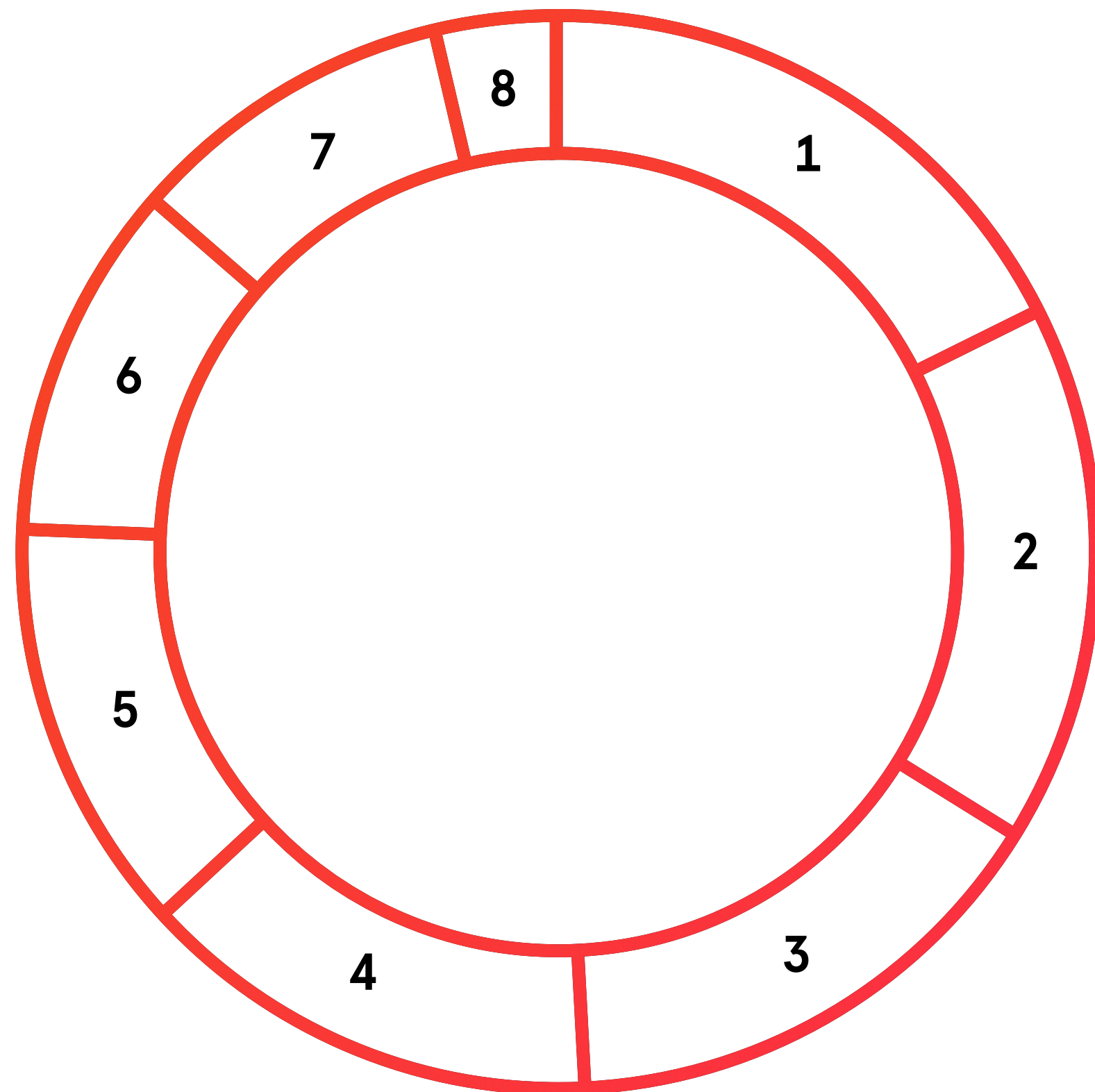
**33% in the UK and 27% in the US have had an office romance, with over one in ten still together.**

# BEING HAPPY AT WORK

[what makes work enjoyable]

## WHAT MAKES A GOOD EMPLOYER?

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## BREAKDOWN BY NUMBER OF RESPONDENTS

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1	Promotes good work / life balance	1230
2	Offers competitive salaries	1124
3	Offers praise / rewards	1066
4	Offers flexible working	944
5	Provides plenty of training / development	878
6	Has clear progression structure	704
7	Offers job perks	696
8	Offers social activities / sports teams	240

**When compared to the US, UK employees place more value on employers that offer competitive salaries [56% vs 46%] and praise / rewards [53% vs 44%].**

# WHAT MAKES A GOOD EMPLOYER?

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“Willing to do the same work they delegate to others.”

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“When promoting someone to a higher position in the company, they give it to the person who really deserves it.”

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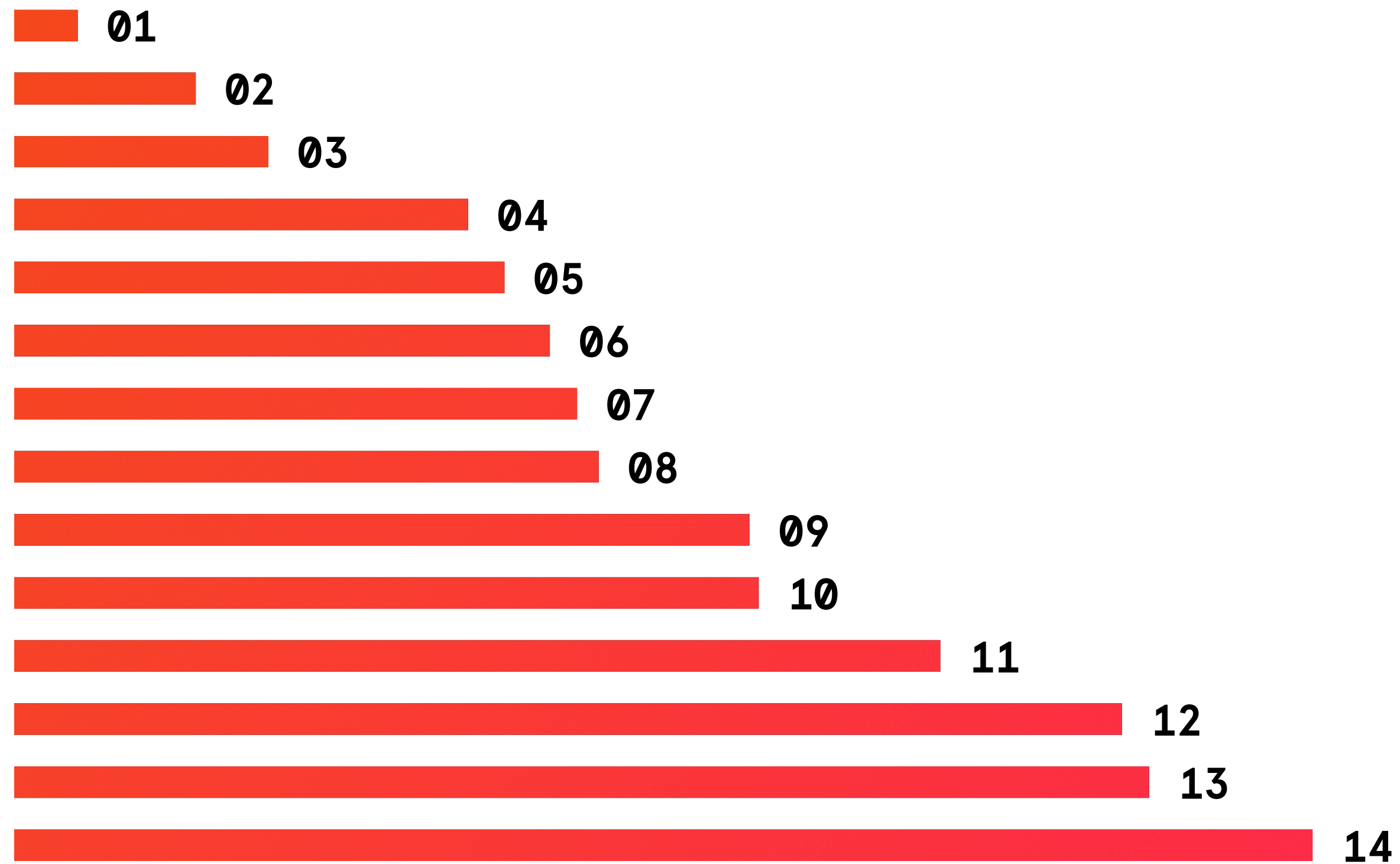
“Someone who is willing to jump in and get their hands dirty when it’s needed and not act like they are better than the lower staff.”

# BEING HAPPY AT WORK

[what makes work enjoyable]

## WHAT MAKES YOU HAPPY AT WORK?

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## BREAKDOWN BY NUMBER OF RESPONDENTS

---

01	Other [examples overleaf]	46
02	Not having much to do	131
03	Working with other departments	189
04	Autonomy	329
05	Exceeding targets	357
06	Creative freedom	394
07	Security	409
08	Meeting new people	429
09	Learning new skills	540
10	Praise from manager	547
11	Positive feedback from customers / clients	676
12	Being in control of my workload	812
13	Being busy / productive	833
14	Work-life balance	948

# WHAT MAKES YOU HAPPY AT WORK?

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“Developing my team.”

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“Great colleagues.”

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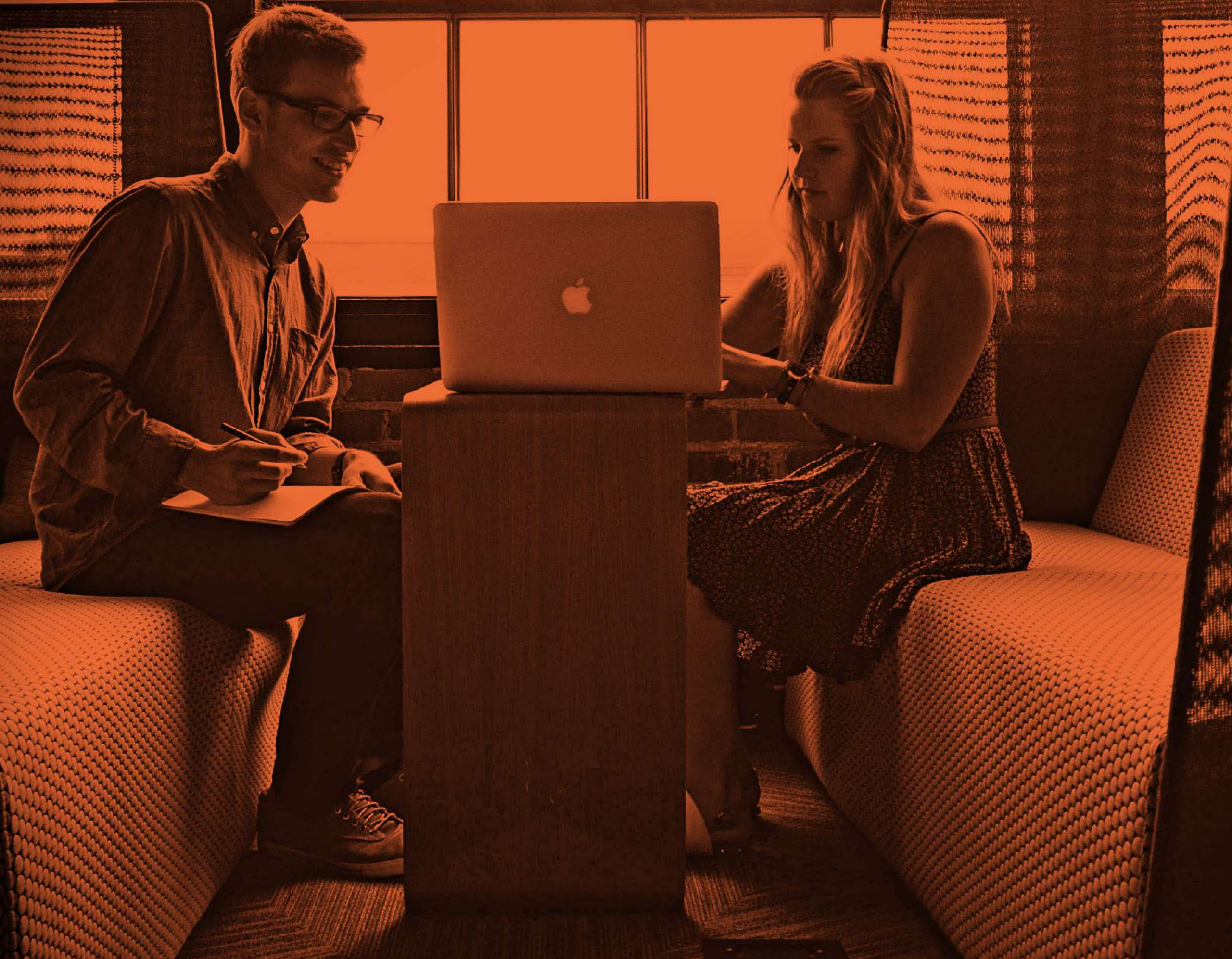
“A break from the monotony.”

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“Rewarding work.”

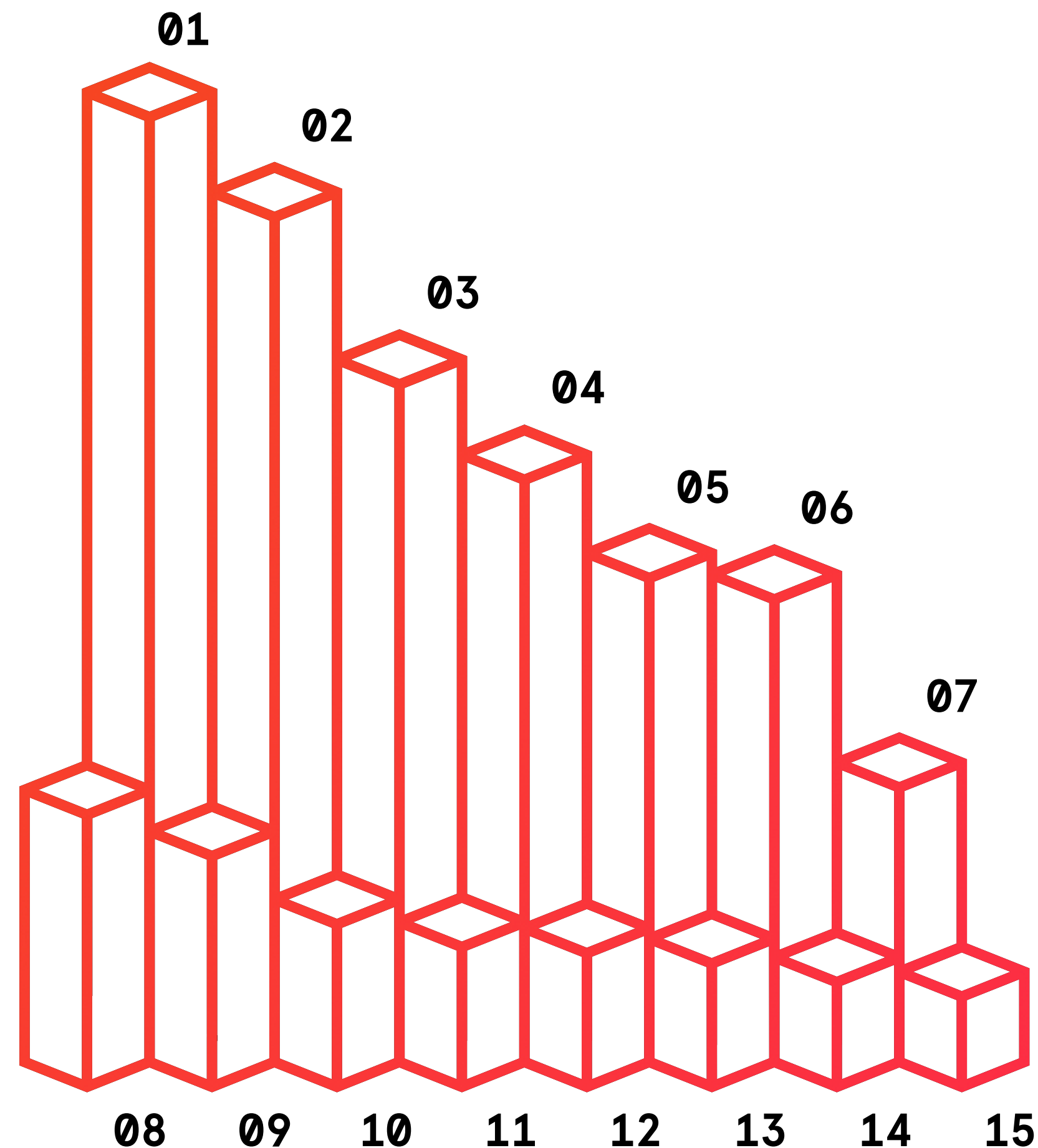
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“When a job just goes right.”



# BEING HAPPY AT WORK [what makes work enjoyable]

WHAT ARE THE MOST IMPORTANT BENEFITS OR PERKS THAT ARE AVAILABLE IN YOUR JOB CURRENTLY?



## BREAKDOWN BY NUMBER OF RESPONDENTS

<b>01</b>	I don't have any benefits or perks	478
<b>02</b>	Flexible working hours	474
<b>03</b>	Paid overtime	383
<b>04</b>	Competitive pension contribution	328
<b>05</b>	Bonus	273
<b>06</b>	Ability to work from home	259
<b>07</b>	Healthcare / dental plan	152
<b>08</b>	Subsidised canteen	136
<b>09</b>	Company laptop / phone	114
<b>10</b>	Company car	75
<b>11</b>	Subsidised gym membership	63
<b>12</b>	Childcare vouchers	60
<b>13</b>	Season ticket loan	55
<b>14</b>	Free drinks on a Friday	43
<b>15</b>	Air miles	36

**BRITS ARE MOST LIKELY TO  
PRIORITISE WORK – LIFE BALANCE  
47% VS 33% OF AMERICANS.**

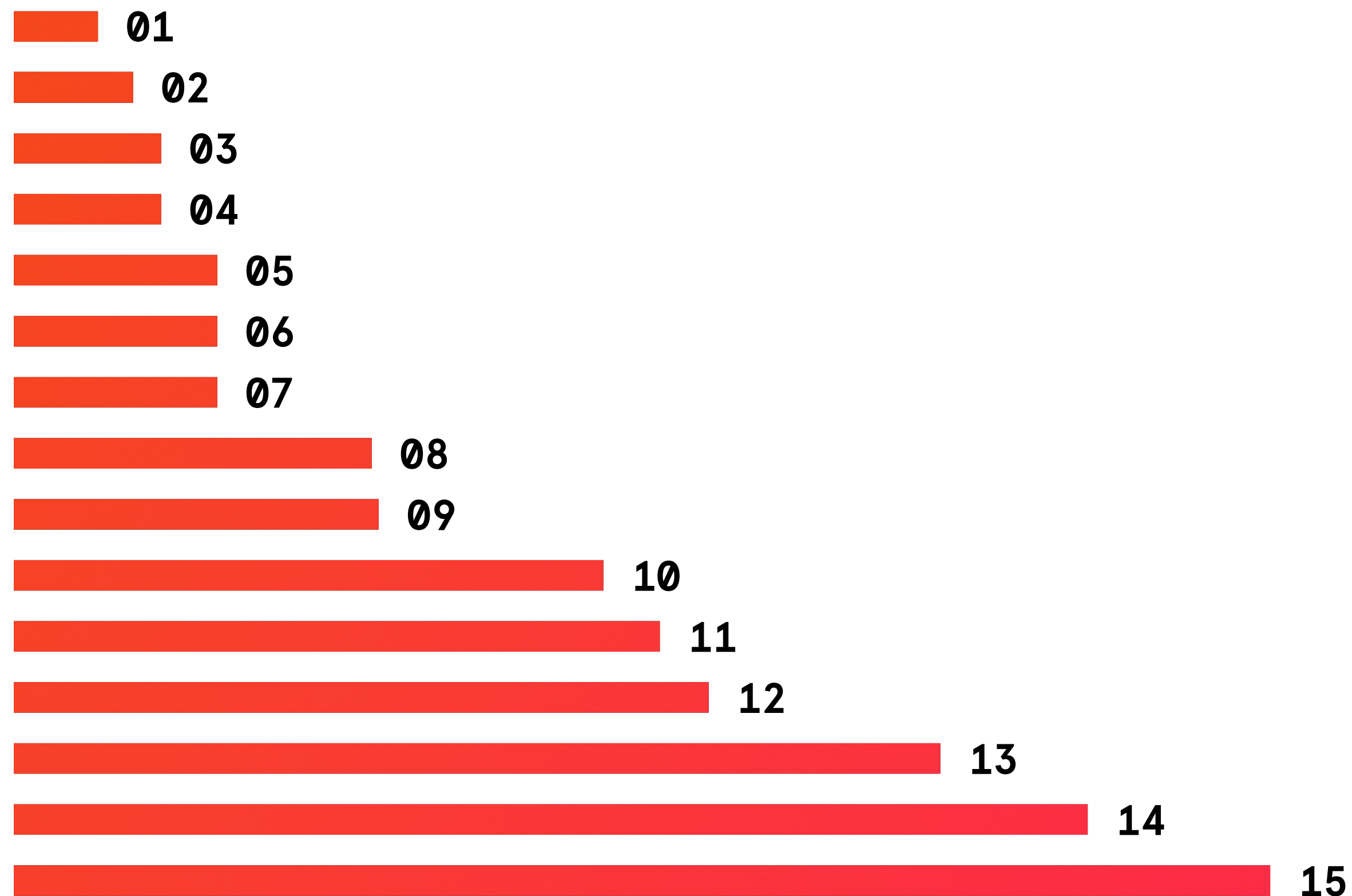
#WorkHappy

JOBBIO

# BEING HAPPY AT WORK

[what makes work enjoyable]

## WHAT WORK PERKS WOULD YOU MOST LIKE TO HAVE?



## BREAKDOWN BY NUMBER OF RESPONDENTS

01	Season ticket loan	40
02	Childcare vouchers	59
03	Free drinks on a Friday	72
04	Air miles	70
05	Company laptop / phone	99
06	Subsidised gym membership	99
07	Subsidised canteen	100
08	None of the above	172
09	Company car	176
10	Healthcare / dental plan	285
11	Competitive pension contribution	314
12	Ability to work from home	337
13	Paid overtime	444
14	Flexible working hours	519
15	Bonus	583

# WHAT WORK PERKS WOULD YOU MOST LIKE TO HAVE?

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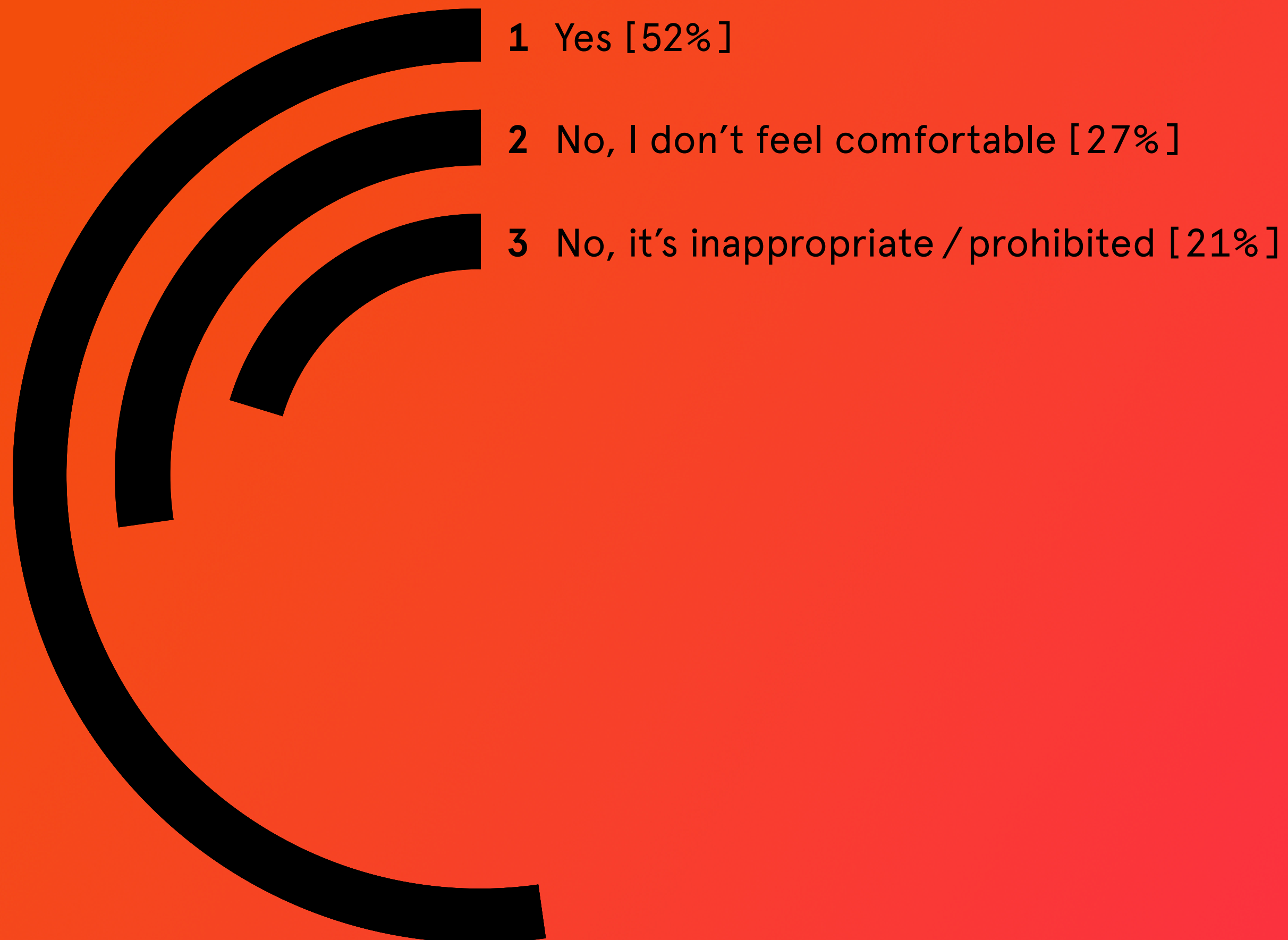
The most important benefits or perks that are available to UK workers in their job are flexible working hours [24%] and paid overtime [25%], while 24% don't have any benefits or perks.

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In the US, the most important benefits are paid overtime [30%], healthcare / dental plan [30%] and flexible working hours [25%]. One in ten don't have any benefits or perks.

# BEING HAPPY AT WORK [what makes work enjoyable]

## ARE YOU COMFORTABLE TALKING ABOUT SALARY WITH YOUR COLLEAGUES?



## AGE GROUP BREAKDOWN

	18-24	25-34	35-44	45-54	55+
1	[51%]	[59%]	[50%]	[49%]	[52%]
2	[26%]	[27%]	[30%]	[27%]	[29%]
3	[23%]	[14%]	[20%]	[24%]	[19%]

**52% in the UK and 42% in the US are comfortable talking about their salary to colleagues with 25-34 year olds in the UK being the most comfortable [59%].**



# PERSONAL EXPERIENCES

**WHAT'S THE WEIRDEST QUESTION YOU'VE EVER BEEN ASKED AT AN INTERVIEW?**

"If I were a vegetable, which would I be and why?"

"How do you feel your boss can improve their work?"  
[when it was my boss interviewing me].

"Are all your friends male?"

"Are you planning on having any more children?"

"Do you believe in UFOs?"

"Do you like bacon sandwiches?"

"Are you a virgin?"



# PERSONAL EXPERIENCES

## WHAT'S THE WEIRDEST QUESTION YOU'VE EVER BEEN ASKED AT AN INTERVIEW?

“Do you prefer bourbon biscuits or custard creams?”

“How would you explain music to an alien?”

“How would you handle an over-amorous colleague?”

“How would you go about telling someone they had bad breath?”

“If you could travel back in time but had to kill somebody, who would it be?”

“What colour knickers are you wearing?”

“What would you do if everyone in the office was naked?”

# PERSONAL EXPERIENCES

## WHAT'S THE MOST EMBARRASSING THING TO HAPPEN TO YOU AT WORK?

“Being late with a hangover and having the office keys, so the others were waiting outside to get in.”

“Being caught complaining about my manager.”

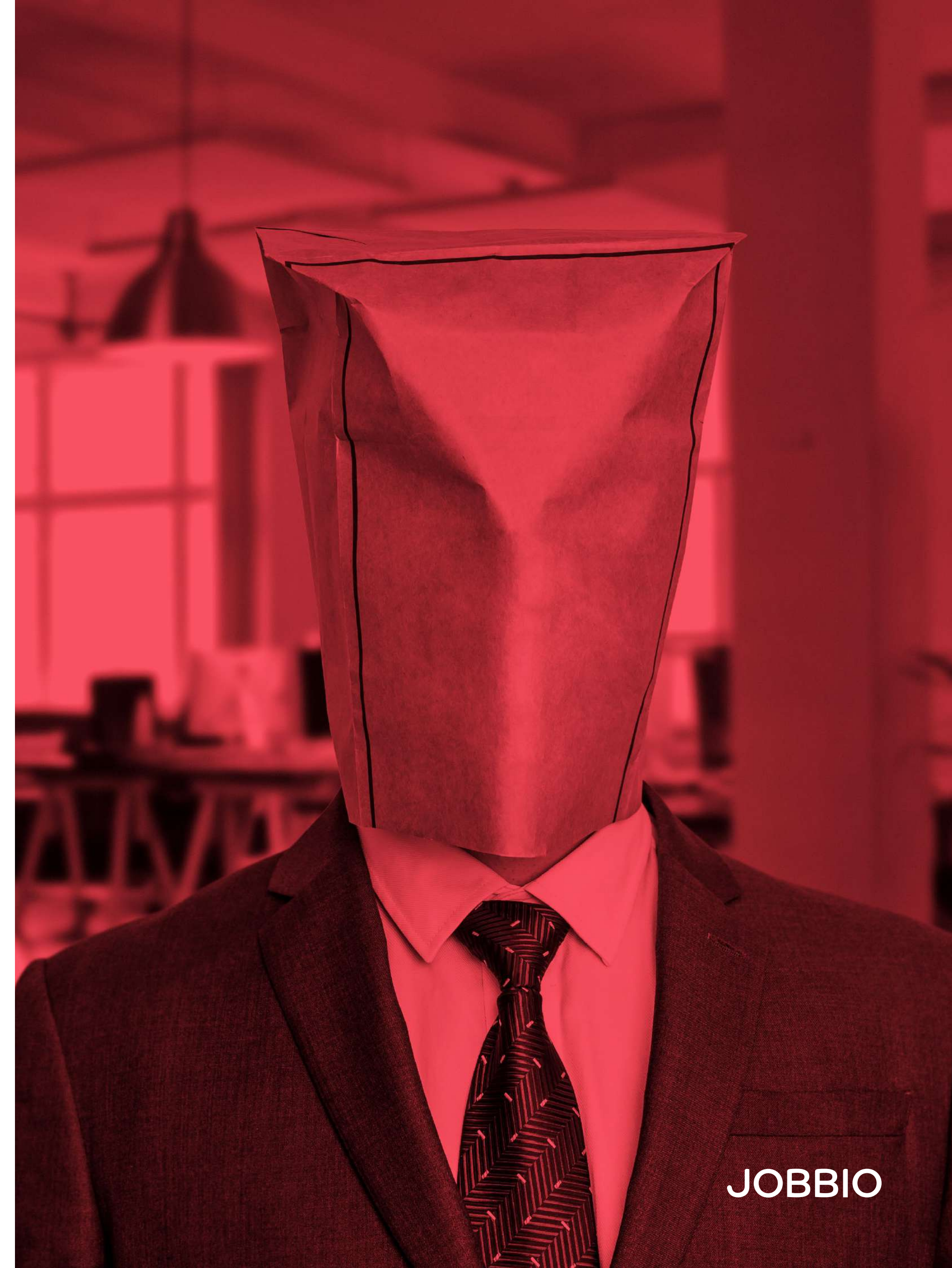
“Gossiping about someone in the toilet unaware that the person was in one of the cubicles.”

“Being violently sick over my boss.”

“Farting during a meeting.”

“Caught masturbating in the locker room.”

“Crying due to extreme stress.”



# PERSONAL EXPERIENCES

**WHAT'S THE MOST EMBARRASSING THING TO HAPPEN TO YOU AT WORK?**

“Falling asleep.”

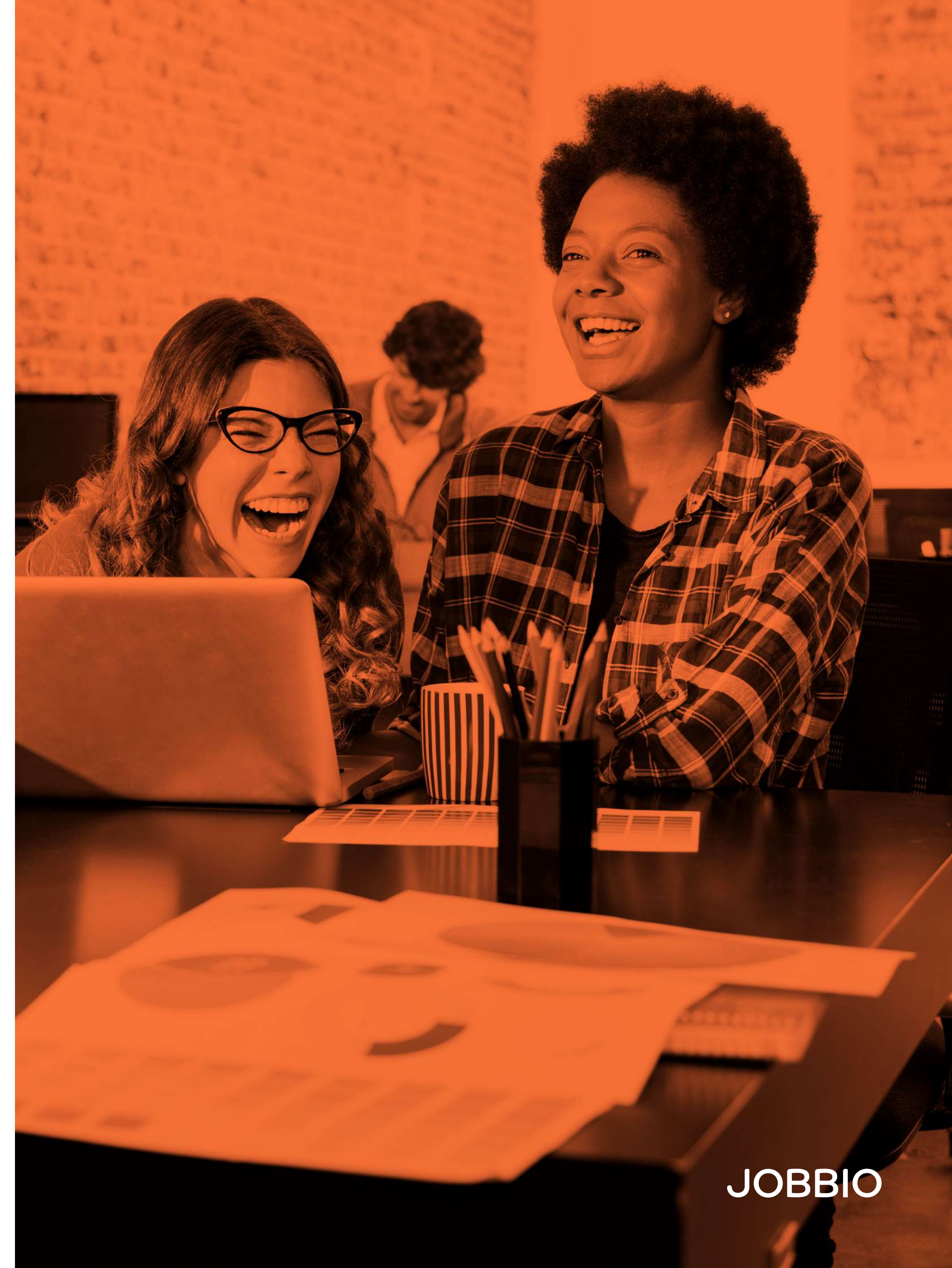
“Being pregnant and peeing myself.”

“Got caught pleasuring myself in the office.”

“Falling up the stairs and showing my underwear.”

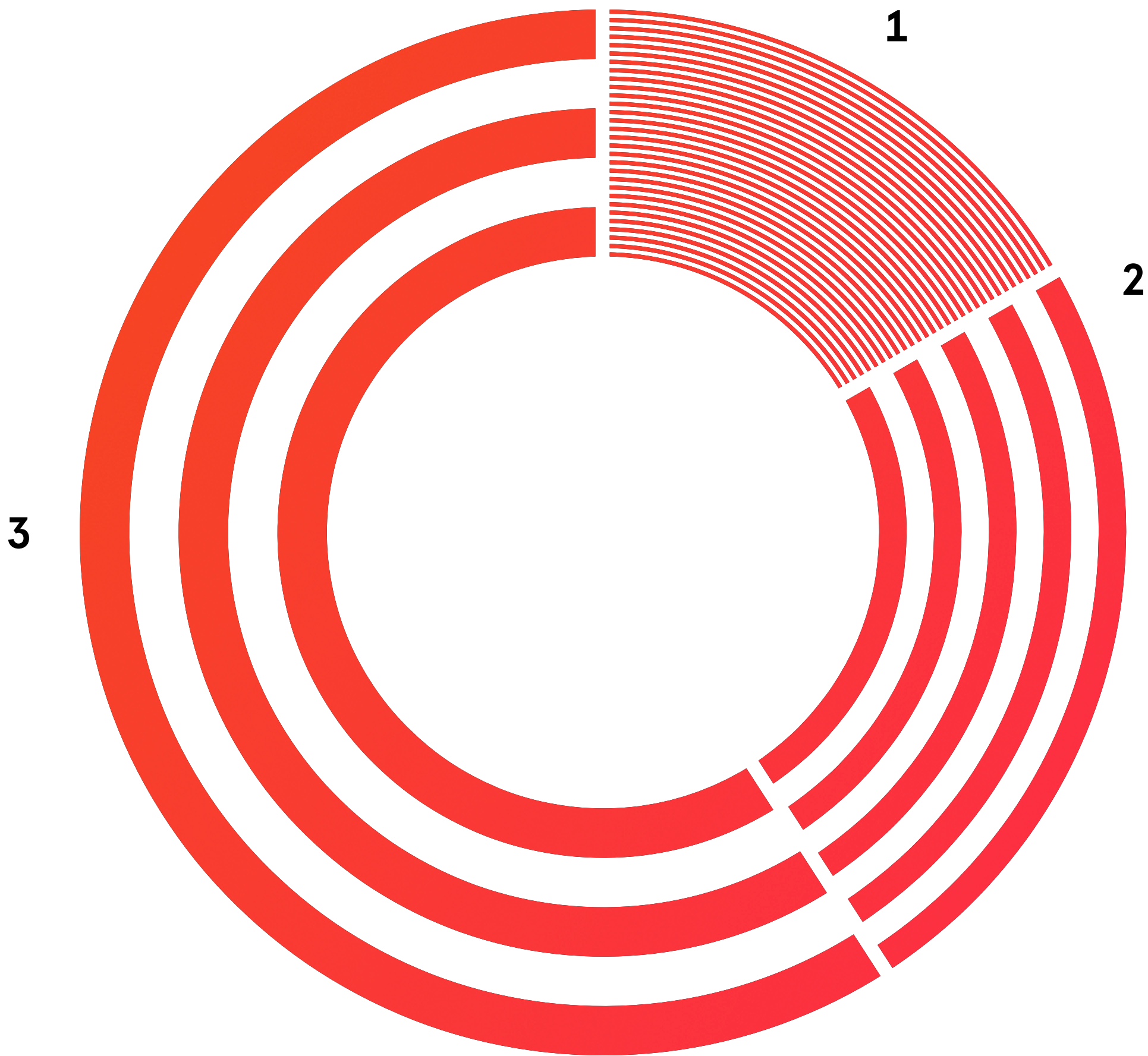
“I burnt toast in the toaster and the fire brigade were called.”

“I was taking something from a manager on my very first day. As I went for the bottom of the object, I grabbed his crotch instead!”



# THE FUTURE WORKPLACE [what it looks like]

DO YOU THINK YOUR ROLE WILL BE OBSOLETE IN 10 YEARS?

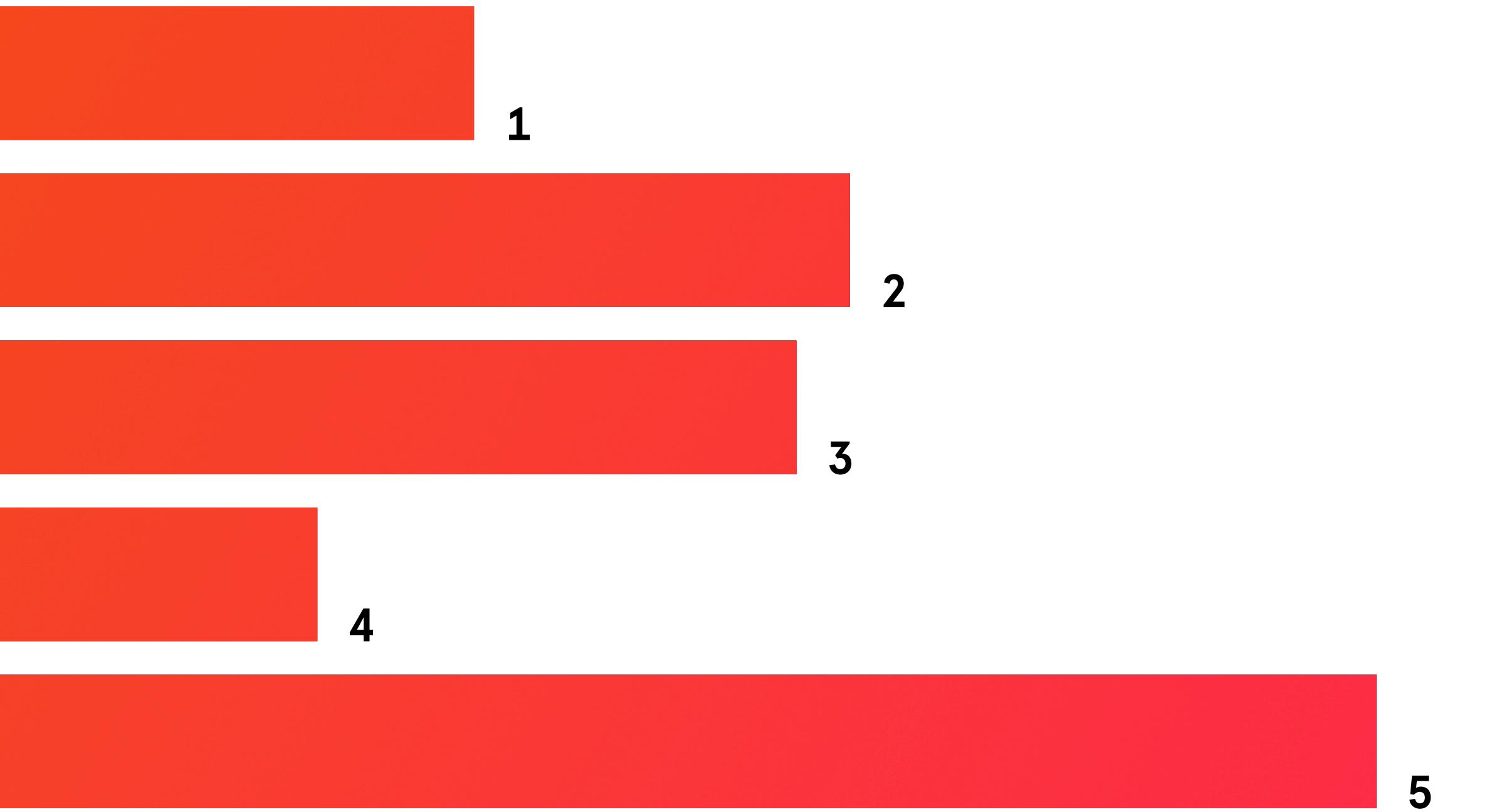


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1 Yes	16.8%
2 Perhaps	24.3%
3 No	58.9%

# THE FUTURE WORKPLACE [what it looks like]

DO YOU THINK SALARIES ARE LIKELY TO INCREASE OR DECREASE AS TECHNOLOGY BECOMES MORE PREVALENT?



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1	Increase for all	12.4%
2	Increase for the majority of roles, decrease for the minority	22.3%
3	Increase for the minority of roles, decrease for the majority	20.9%
4	Decrease for all	8.3%
5	Unsure	36.1%

Adults in the US are more optimistic that technology will have a positive impact on salaries than those in the UK.

# THE FUTURE WORKPLACE

[what it looks like]

## WHAT TYPE OF JOBS DO YOU THINK WILL BE IN HIGH DEMAND IN THE FUTURE?

<b>01</b>	IT specialists	790
<b>02</b>	Doctors / nurses	766
<b>03</b>	Engineers	563
<b>04</b>	Scientists	539
<b>05</b>	Coders / developers	525
<b>06</b>	Social & healthcare workers	510
<b>07</b>	Trade workers e.g. electricians	482
<b>08</b>	Teachers	423
<b>09</b>	Construction workers	312
<b>10</b>	Lawyers	293
<b>11</b>	Chefs	225
<b>12</b>	Financial advisors	189

## BREAKDOWN BY NUMBER OF RESPONDENTS

<b>14</b>	Human resources	117
<b>15</b>	Sales / marketing professionals	114
<b>16</b>	Customer service representatives	111
<b>17</b>	Factory workers	94
<b>18</b>	Telemarketers	92
<b>19</b>	Shop assistants	74
<b>20</b>	Recruiters	74
<b>21</b>	Travel agents	58
<b>22</b>	Other	274

# THE FUTURE WORKPLACE

[what it looks like]

## WHAT TYPE OF JOBS DO YOU THINK WILL BECOME OBSOLETE?

<b>01</b> Travel agents	594
<b>02</b> Factory workers	537
<b>03</b> Telemarketers	536
<b>04</b> Shop assistants	451
<b>05</b> Customer service representatives	319
<b>06</b> Recruiters	246
<b>07</b> Sales / marketing professionals	223
<b>08</b> Financial advisors	218
<b>09</b> Human resources	212
<b>10</b> Teachers	89
<b>11</b> IT specialists	85
<b>12</b> Coders / developers	83

## BREAKDOWN BY NUMBER OF RESPONDENTS

<b>14</b> Construction workers	82
<b>15</b> Engineers	60
<b>16</b> Trade workers e.g. electricians	55
<b>17</b> Lawyers	55
<b>18</b> Social & healthcare workers	55
<b>19</b> Chefs	51
<b>20</b> Doctors / nurses	34
<b>21</b> Scientists	30
<b>22</b> Other	563

# THE FUTURE WORKPLACE [what it looks like]

WHAT SKILLS WILL MAKE CANDIDATES MORE EMPLOYABLE AS TECH EVOLVES?

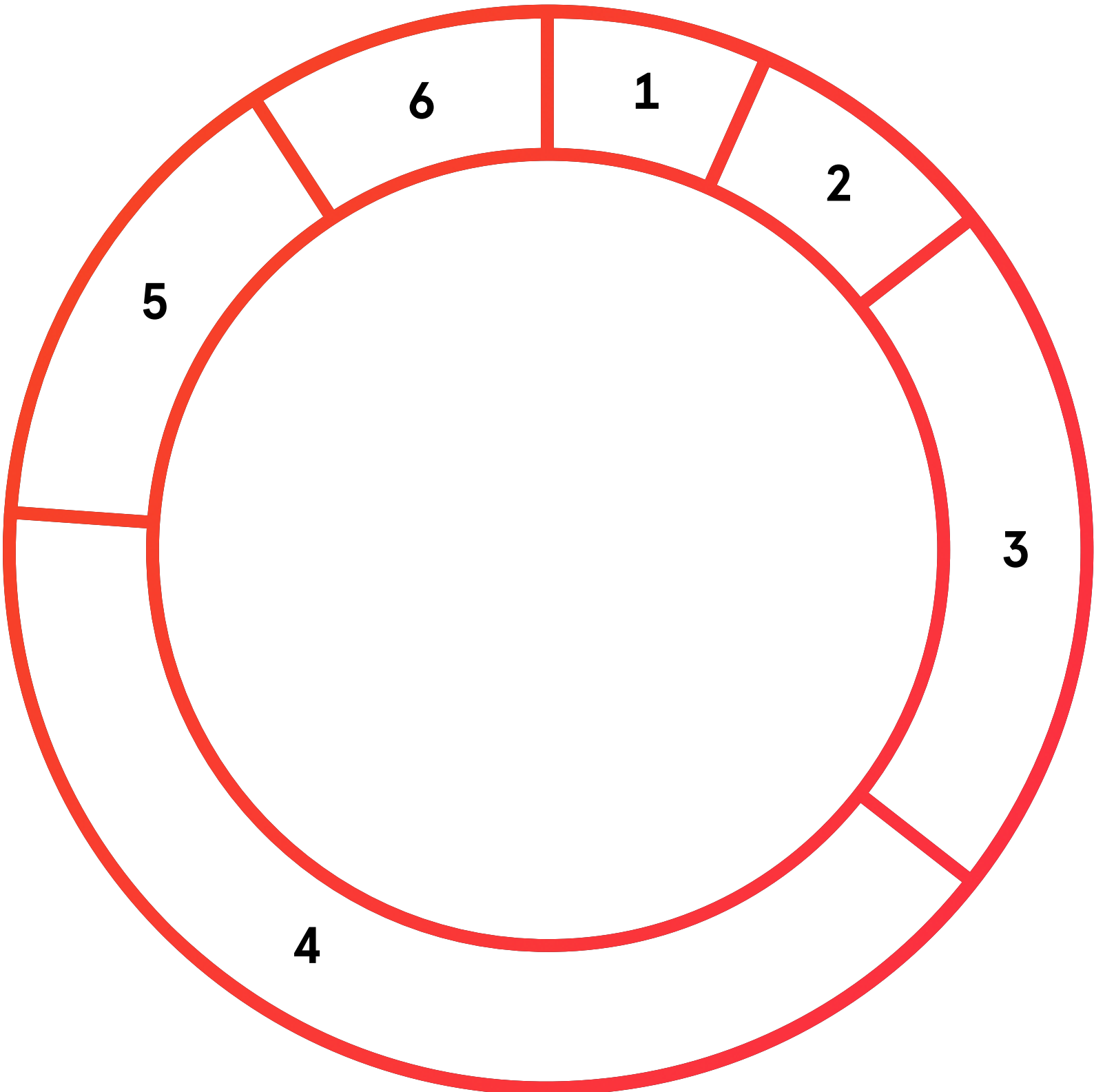
BREAKDOWN BY NUMBER OF RESPONDENTS



1	IT competency	1170
2	Creativity	653
3	Communication	631
4	Coding	603
5	Teamwork	459
6	Inter-personal	431
7	Time management	405
8	Trade skills	405
9	None	204

# THE FUTURE WORKPLACE [what it looks like]

WHAT AGE DO YOU THINK PEOPLE WILL RETIRE AT COME 2050?

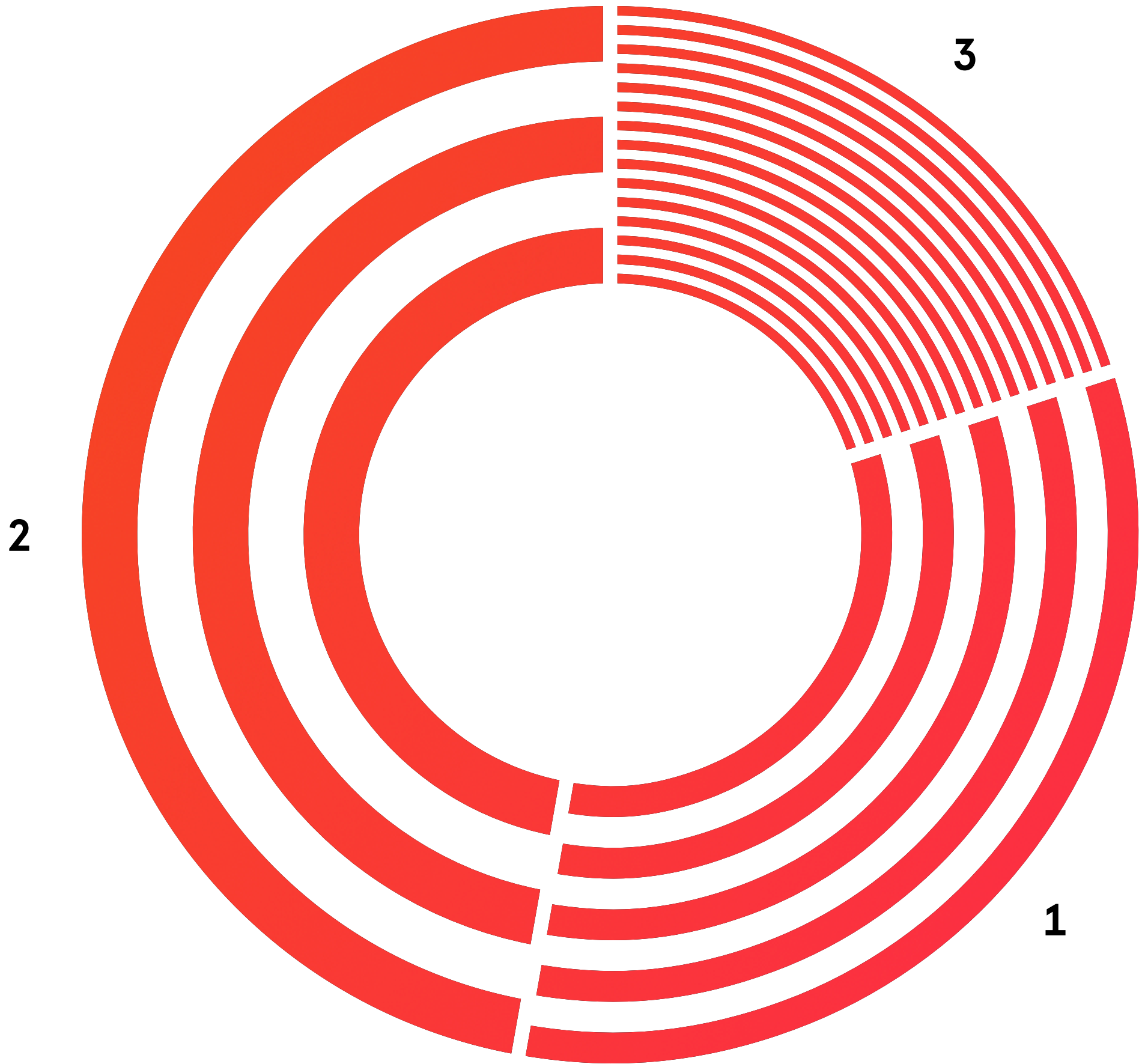


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1 Younger than 60	6.9%
2 60-64	7.5%
3 65-69	21.1%
4 70-74	40.7%
5 75-79	14.7%
6 80+	9.1%

# THE FUTURE WORKPLACE [what it looks like]

## ARE UNIFORMS OUTDATED IN JOBS?

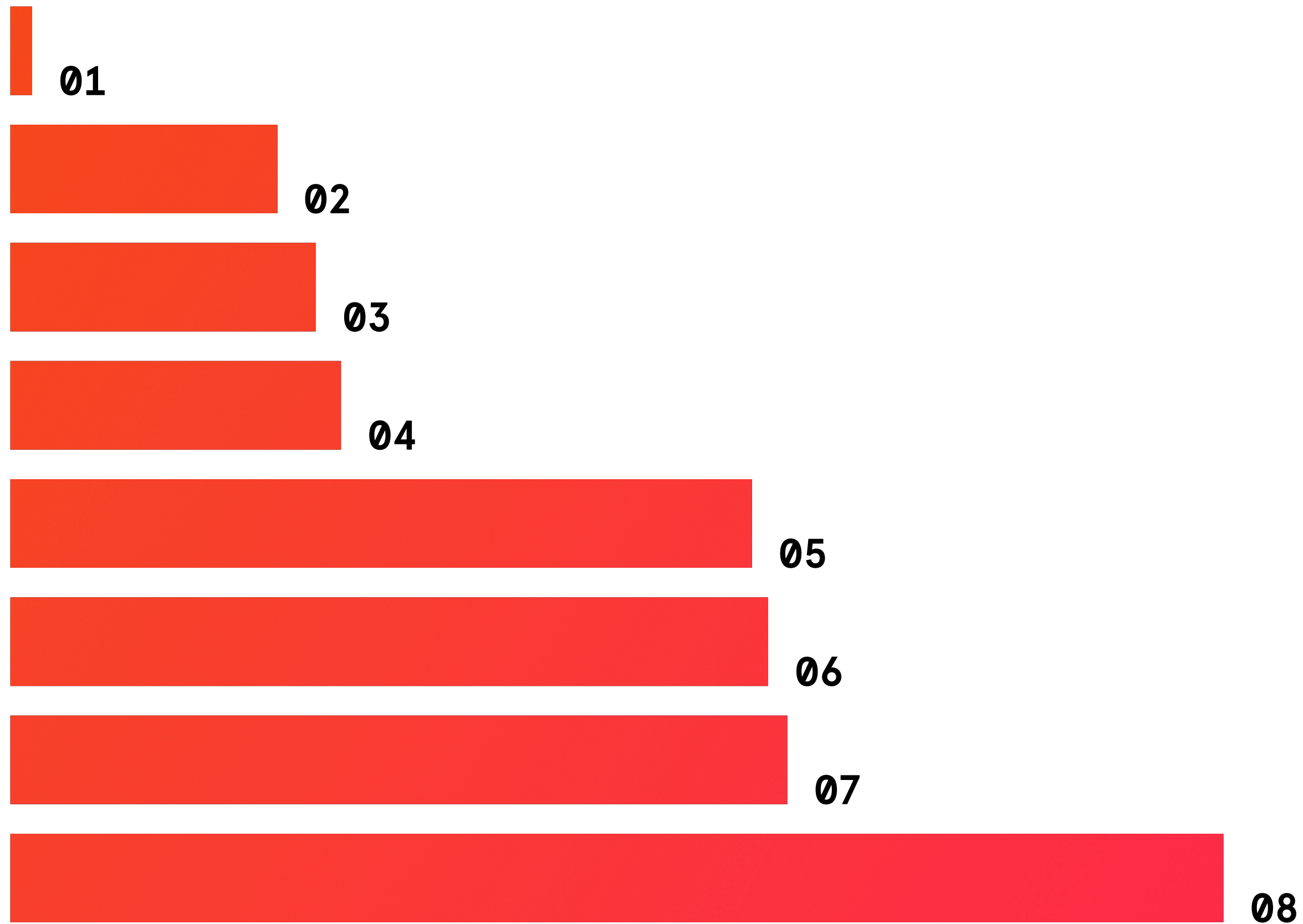


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1 Yes	33.0%
2 No	47.0%
3 Maybe	20.0%

# THE FUTURE WORKPLACE [what it looks like]

## WHAT WILL BE THE BIGGEST IMPROVEMENT TO WORKING PRACTICES IN THE FUTURE?



## BREAKDOWN BY NUMBER OF RESPONDENTS

01	Other	16
02	Greater access to education	189
03	None of the above	218
04	Prevalence of freelance / Gig economy	237
05	Shorter days	528
06	Remote working	543
07	Technology improving efficiency	556
08	More flexible hours	867



# THE JOBBIO **#WORKHAPPY** INDEX