

Global Workplace Study 2022

Full Research Report

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Global Workplace Study 2022



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- 23 Pay Equity

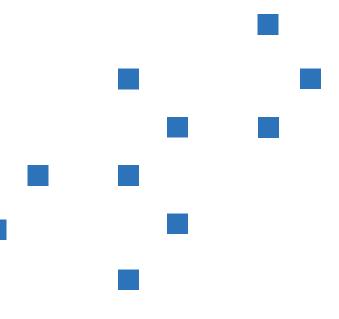
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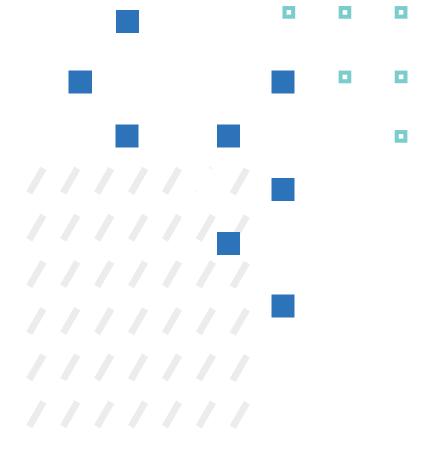
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Appendix

91 Survey Items



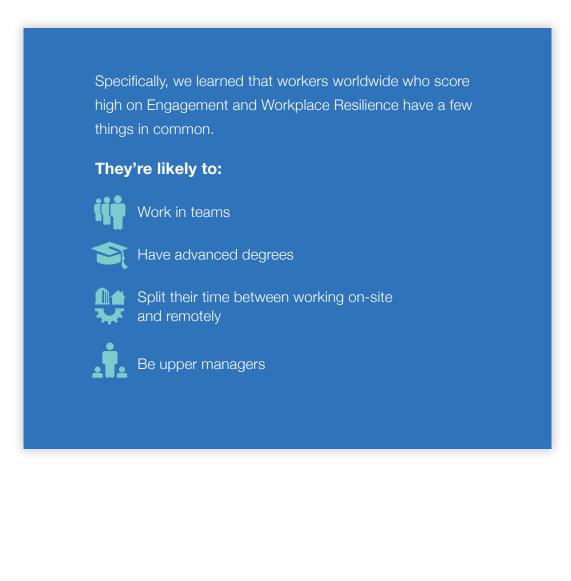


Introduction

The Global Workplace Study has been measuring Employee Engagement around the world for more than a decade.

For this edition, we did something different. Combining our **Engagement Pulse** survey with a new instrument, the **ADP Research Institute Workplace Resilience Scale**, we set out to examine the global level of Employee Engagement and Workplace Resilience and see if we could discover what drives each of them.

Our findings are granular and complex, but some stood out for their consistency across time and place.



We define **Engagement** as a positive state of mind characterized by "vigor, dedication, and absorption".¹ We define **Workplace Resilience** as the capacity of an individual to withstand, bounce back from, and work through challenging circumstances or events on the job.²

Engagement Pulse allows us to calculate which employees are all-in. These workers are highly committed and willing to give their all to their team and organization. They're dedicated to the organization's purpose, certain in their definition of excellence, confident in the support of their teammates, and excited by the organization's future.

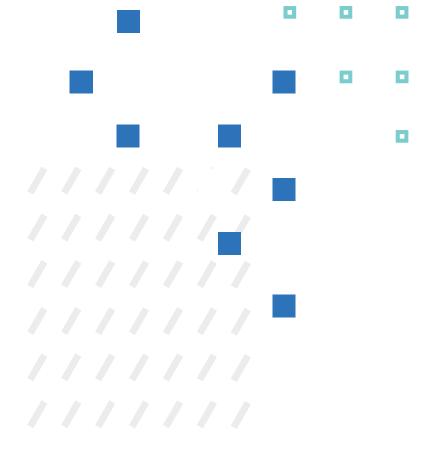
Workplace Resilience responses tell us which employees are Highly Resilient, people who demonstrate agency and the ability to compartmentalize their work. These workers feel psychologically safe on the job and trust their leaders.

As we shall see, these constructs can be seen as opposite sides of the same coin. Measuring Engagement captures how individuals are proactive in delivering their best work. Workplace Resilience is reactive, capturing how people respond when challenges arise.

> Across borders and cultures, many people share similar sentiments about their work. Many others face identical challenges on the job. **Here are our most interesting findings.**

Moving forward into 2023, the ADP Research Institute will continue to investigate and measure the sentiment of workers around the world. For more up-to-date information and understanding about this research, please contact us at ADP.Research.Institute@ADP.com.

- 1 Schaufeli & Bakker, 2004.
- 2 For details on methodology and findings, see <u>The Definitive Series: Employee Engagement</u> research and the <u>Workplace Resilience Study.</u>



Who We Surveyed

Sample Population



27,193 participants

Over **1,000** people per country

46.7% Over 40 years of age



Some college education

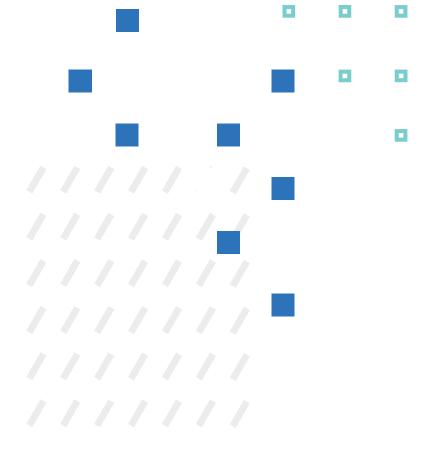
(some college to advanced degree)

Data was collected in Jan/Feb 2022.

27 Countries (2022)

North Ame	erica			
	*			
United States	Canada			
APAC				
*‡	C:	۲	* *	
China	Singapore	India	Australia	Japan
	※			
South Korea	Taiwan			
Europe				
				inii i
Germany	United Kingdom	Netherlands	Italy	Spain
France	Russia*	Sweden	Poland	Czech Republic
Middle East	st/Africa			
邀援初期 ————————————————————————————————————	Ŵ			\$
Saudi Arabia	Egypt	United Arab Emirates	South Africa	Israel
Latin Ame	rica			
۲	۲			
Argentina	Mexico	Brazil		

*Data was collected for Russia prior to the invasion of Ukraine.



B Key Findings

The Global Divide

Worldwide, Employee Engagement has increased since 2020, but it has yet to return to pre-pandemic levels. **It also remains highly variable across the globe**, with 21 percentage points separating workers in the highest- and lowest-scoring nations.

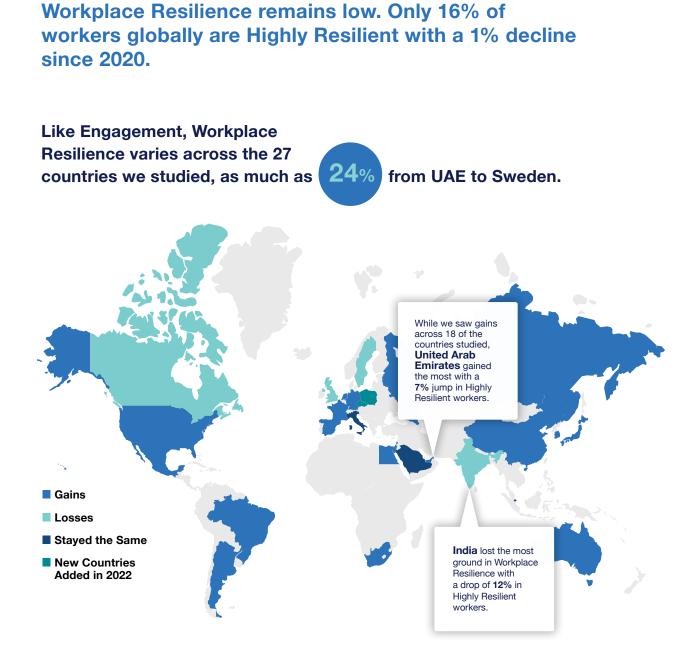
That country-by-country divide was even bigger when we measured Workplace Resilience. The United Arab Emirates scored highest on both metrics among the 27 countries surveyed, recording hefty 7 percentage point gains in each since 2020.

India had the biggest negative change on Engagement, with the share of Fully Engaged workers falling 7 percentage points. It also took a big step back on Workplace Resilience, with survey responses falling 12 points since 2020.

The low scorers? Workers in China reported the lowest Engagement, at 5 percent, and Sweden was dead last on Workplace Resilience, at 8 percent. One possible reason? The country's laissez-faire approach to the coronavirus pandemic spared workers the stress of lockdowns and quarantines. Workers lacked the opportunity to activate their resilience due to country's lack of stringent conditions during the pandemic.

Global Engagement has increased in the last two years by about 1% – still not to the pre-pandemic level.

Today 15.5% of workers are Fully Engaged. Location matters. Engagement differs globally. This means that 84.5% of workers are "Just In 2022, we saw five countries remain the same from 2020, three countries lost ground, but overall Coming to Work", instead of contributing all they seventeen of the countries studied made positive could to their organizations. gains in Engagement. **United Arab** China remains Emirates at the bottom of regained all of Engagement for the ground they all 27 countries had lost during studied. the pandemic returning to 26% Fully Engaged. Increased Decreased Stayed the Same India showed the largest decline to New Countries even lower than the pre-pandemic Added in 2022 Engagement numbers.



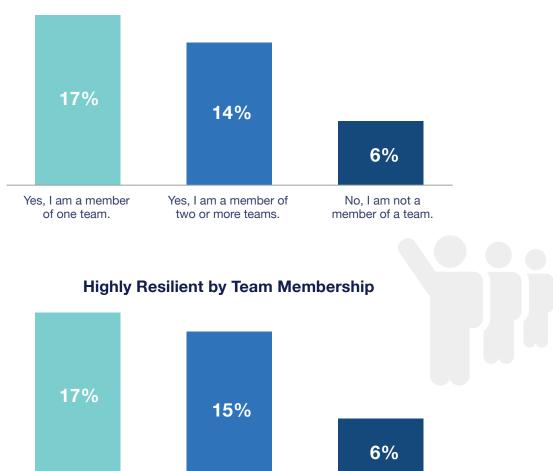
Winning with Teams

Teams have been a constant differentiator in Engagement since we began measuring them.

Globally, 91 percent of workers report being members of a team, a meaningful jump from just four years ago. And those team members are 2.9 times more likely to be Fully Engaged and nearly three times more likely to demonstrate Workplace Resilience than employees who don't work on teams.

Team members are more likely to trust their supervisors and they're less likely to think they're paid unfairly.

In short, teams are a winning combination for workers and employers. Companies that can foster teamwork will be rewarded, and their workers will be more engaged.



Fully Engaged by Team Membership

Yes, I am a member

of one team.

two or more teams.

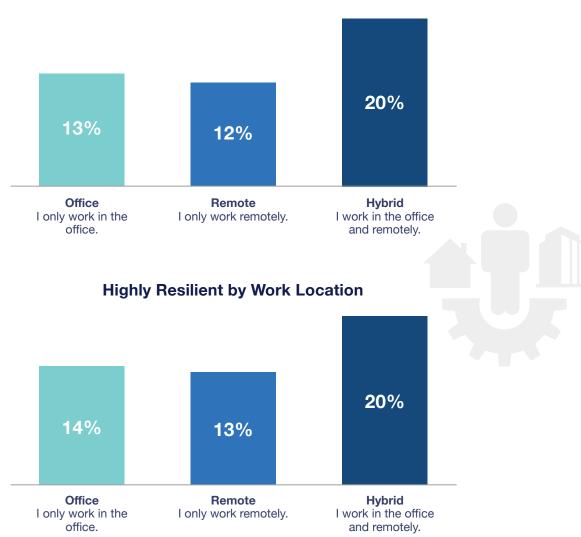
Hybrid Work Pays Off

Workers who split their time between on- and off-site work are much more engaged and resilient than their peers.

Hybrid workers get high scores on Workplace Resilience, and 20 percent of them told us they're Fully Engaged. That's compared to 12 percent to 14 percent of remote and office workers.

The finding about location holds regardless of the type of employment. Whether people are employed full-time, part-time, or on contract, the story is the same when it comes to where they work.

Bringing remote workers into the hybrid fold might help employers retain talent. One in 4 remote workers say they're actively looking to leave their jobs, compared to about 1 in 6 office and hybrid workers.



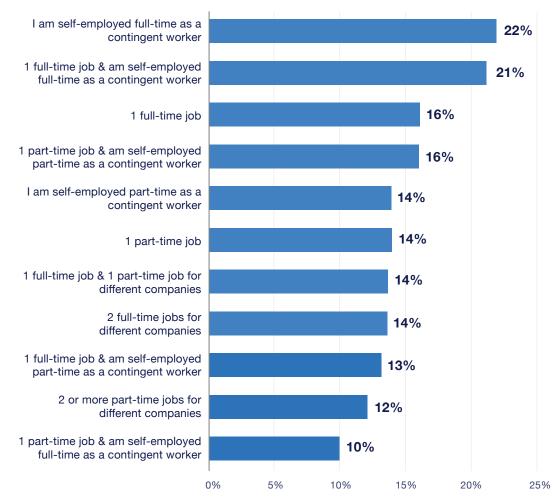
Fully Engaged by Work Location

The Gig Economy is a Mixed Bag

Full-time contingent workers, also known as independent contractors or 1099 workers, continued to report high Engagement and Workplace Resilience.

As employers seek to remain flexible amid great global uncertainty, and with so many skills in high demand, experienced contract workers could be getting the best of both worlds. They're making money and likely to have more autonomy than their full-time peers on payroll.

The exception to this finding are app-based workers, the Lyft and DoorDash drivers, TaskRabbits, and other people who do short-term work for multiple clients. Only 9 percent report being Fully Engaged on the job in 2022, down from 12 percent in 2020 and 14 percent in 2018.



Fully Engaged by Employment Status

Not surprisingly, more than a third of app workers told us they are actively looking to leave their current employment, the highest intent to leave of any cohort.

	Industry	% Actively Leaving
Q	Other Industry	12.7%
X	Construction and Related Trades (contractors, project managers, etc.)	17.7%
P	Education (primary, secondary, higher education, technical, daycare)	18.4%
~	Healthcare (in and outpatient, healthcare professionals)	21.3%
	Healthcare Support (family services/medical devices)	25.5%
\$	Finance (banking, insurance, exchanges, brokerages)	21.7%
*	Real Estate (including rentals, leasing, etc.)	19.2%
	Information (publishing, radio, television, and related services)	23.6%
	Leisure & Hospitality (accommodations/hotels, or agents/managers)	18.2%
	Manufacturing (apparel, beverage, chemical, machinery, textiles, wood, paper, etc.)	13.0%
	Professional Services (advertising/public relations, consulting, research/scientific/technical services)	15.4%
	Trade (retail or wholesale – apparel, electronics/appliances, etc.)	13.3%
(Technology (including information, ICT, development, administra- tion, support, robotics, data security, etc.)	16.3%
	Transportation & Warehousing (air/rail/water, courier, storage, etc.)	12.5%
	Food Service (servers, cooking staff, delivery drivers, waiters)	21.8%
÷.	App-Based task employment (Uber, Lyft, Door Dash, Shipt, TaskRabbit, etc.)	34.3%

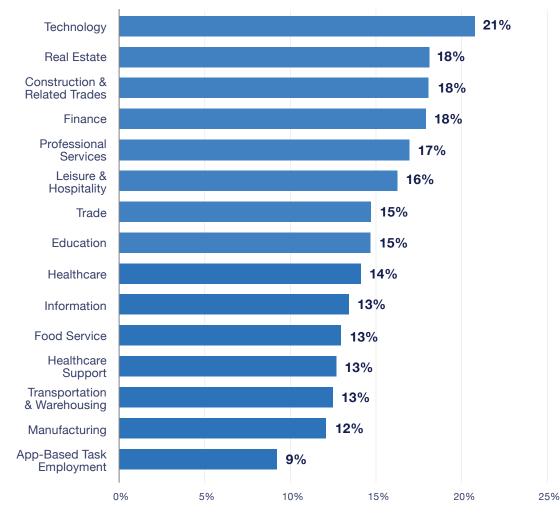
In which industry are you currently employed for your primary work?

Tech Takes the Lead

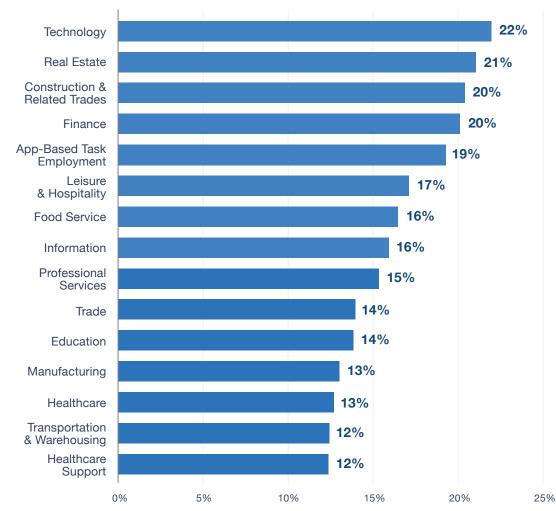
Technology workers continued to show the strongest Engagement of employees in any sector, with more than 1 in 5 saying they were Fully Engaged. Their numbers were even higher on Workplace Resilience.

The real estate sector moved into the second position, jumping 6 percentage points on Engagement and 7 percentage points on Workplace Resilience since 2020. Those gains might be attributed to the booming demand for housing – when business is good, workers feel better about their jobs and more equipped to handle challenges. Sentiment among real estate professionals will bear watching as the economy moves into a high-rate environment.

The only people who lost meaningful ground since 2020 were app-based workers. Only 9 percent said they were Fully Engaged, down from 12 percent two years ago and 14 percent in 2018, when the economy was more stable. The responses suggest that the labor market's post-pandemic emphasis on delivery and gig work might not be sustainable.



Fully Engaged by Industry



Highly Resilient by Industry

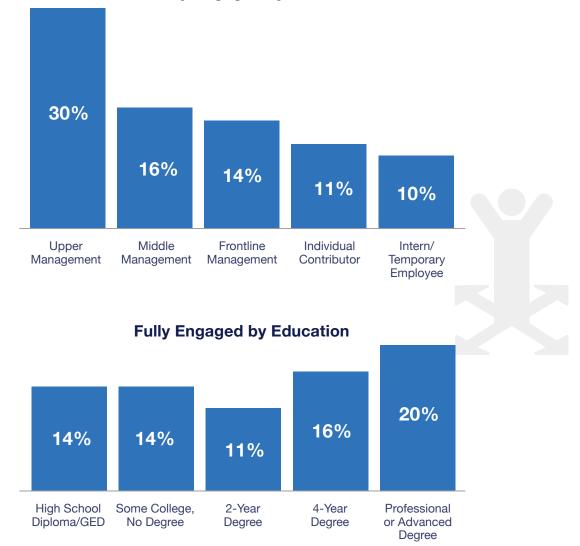
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Job Level and Education Matter

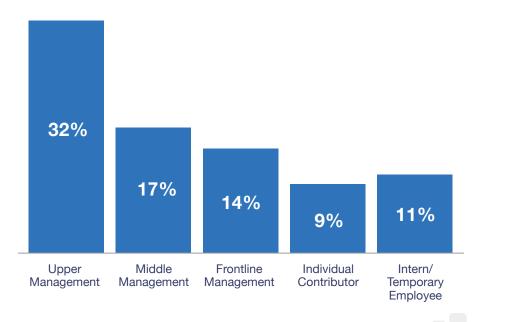
High-level managers and educated professionals continued to top the Engagement and Workplace Resilience charts in 2022, scoring two or three times higher than workers lower on the pay and management scales. These responses might be an aftereffect of the pandemic, which hit lower-educated workers with more job losses than their collegeeducated peers.

Nearly a third of upper managers showed strength in Engagement and Workplace Resilience. Professionals – think knowledge workers, scientists, and consultants – and advanced degree-holders also scored higher than their less-educated counterparts.

Members of these two groups, who are among the labor market's highest-paid workers, also reported less concern about pay equity. A more detailed section on pay equity begins on page 71.

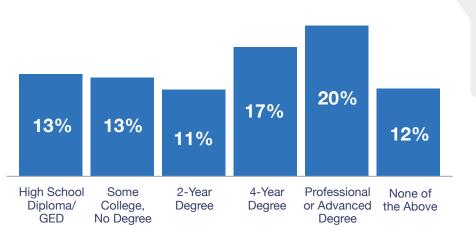


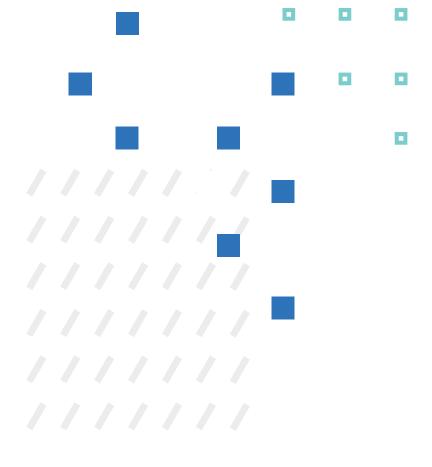
Fully Engaged by Level



Highly Resilient by Level

Highly Resilient by Education





Spotlight



This year, we began asking about discrimination globally. We found that of all the metrics we measured, experience with or even suspicion of discrimination can have a big effect on workers.

Across our global sample, nearly 19 percent of workers said they currently experience discrimination in the workplace. The UAE, at nearly 66 percent, and Singapore, at more than 51 percent, had the highest reported levels of discrimination on the job.

The U.S. fell about in the middle of our 27 countries, with 13 percent of workers reporting discrimination, and Brazil made the bottom of the list at 5 percent.

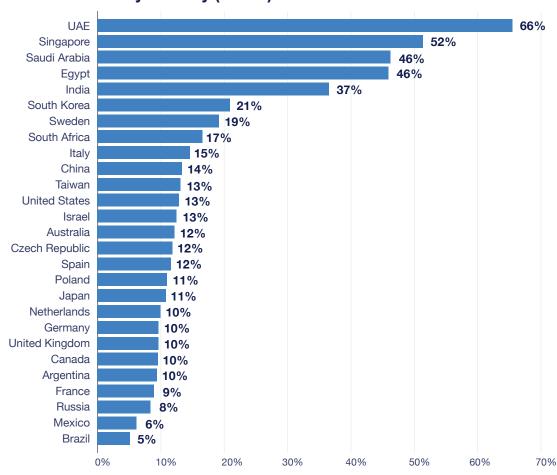
We double-checked translations and resampled our group of respondents in Arabic countries to make sure that the large number of responses reporting discrimination wasn't a technical or procedural artifact. Our second sample turned out similarly high numbers across the UAE, Saudi Arabia, and Egypt.

Discrimination takes many forms, especially across cultures. Worldwide, racial minority groups reported high levels of discrimination (42 percent). Women, non-binary people, and some men also reported discrimination. So did many of the very young (30 percent) and the very old (21 percent).

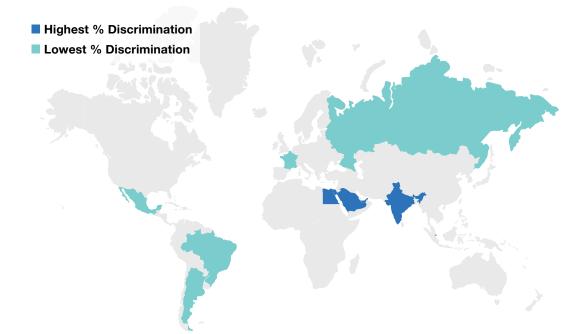
Why it Matters:

Workers who report no discrimination in the workplace are **1.5 times more likely to be engaged than those who do experience it**. Job tenure is shorter for workers who experience discrimination, and nearly 43 percent of them are interviewing for a new job. More than 38 percent are actively looking. Only 9 percent said they had no intent to leave their current employer.

In countries where people in large numbers complain about discrimination, the share of all workers – not just those who face discrimination – actively looking to change jobs is enormous. Around a third of workers in the UAE (36.5 percent), Egypt (33 percent) and Saudi Arabia (nearly 28 percent) said they're actively trying to leave their jobs.



Discrimination by Country (% Yes)



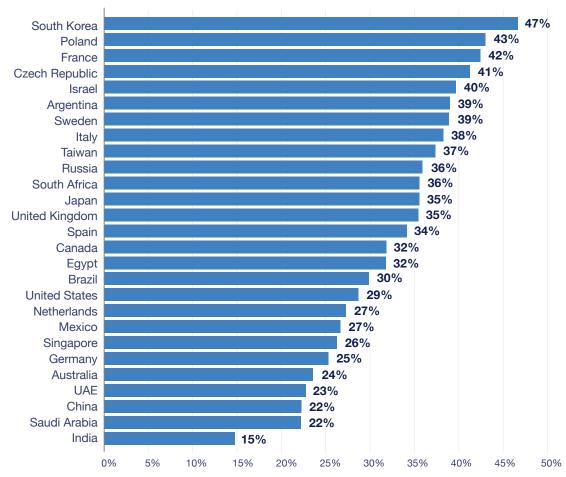


It's common for workers to gripe about their paychecks. And the belief that you're paid unfairly, whether justified or not, is enough to push workers to the exits.

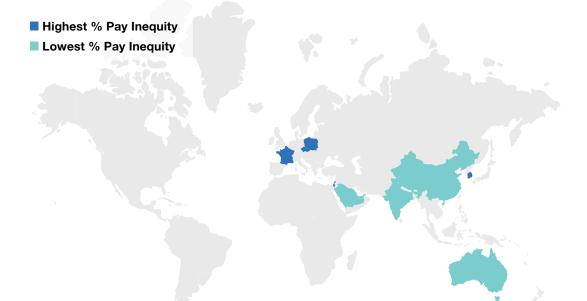
It's a global phenomenon. In South Korea, Poland, France, the Czech Republic, and 10 other countries we surveyed, more than a third of workers report being paid unfairly.

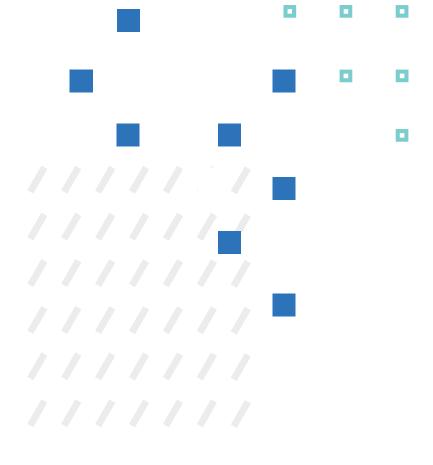
Workers who believe their pay is fair are three times more likely to be Fully Engaged on the job. And nearly half of workers unhappy with the fairness of their pay said they're actively looking for new employment. In fact, they're more than twice as likely to be heading for the exits.

For those who responded "yes" that their pay was unfair, they are **2.3X** more likely to be heading for the exits.



Pay Equity by Country (% No)





Back of the Book

Here, you will find topline charts and trends on the following topics:

Engagement
Workplace Resilience
Discrimination
Pay Equity
Intent to Leave
Significant Stress



We have been measuring Engagement around the world for over a decade, developing a survey instrument, Engagement Pulse, that has given us the ability to create a truly global picture.

Using the Engagement Pulse items, we are able to calculate which employees are "Fully Engaged" — "all-in" and highly committed and willing to give their all to their team and organization. They are dedicated to the organization's purpose, certain in their definition of excellence, confident in the support of their teammates, and excited by the organization's future. Those employees who are not Fully Engaged, in contrast, we designate as "Just Coming to Work."

The eight Engagement Pulse survey items are:

- **1.** I am really enthusiastic about the mission of my company.
- 2. At work, I clearly understand what is expected of me.
- 3. In my team, I am surrounded by people who share my values.
- 4. I have a chance to use my strengths every day at work.
- 5. My teammates have my back.
- 6. I know I will be recognized for excellent work.
- 7. I have great confidence in my company's future.
- 8. In my work, I am always challenged to grow.

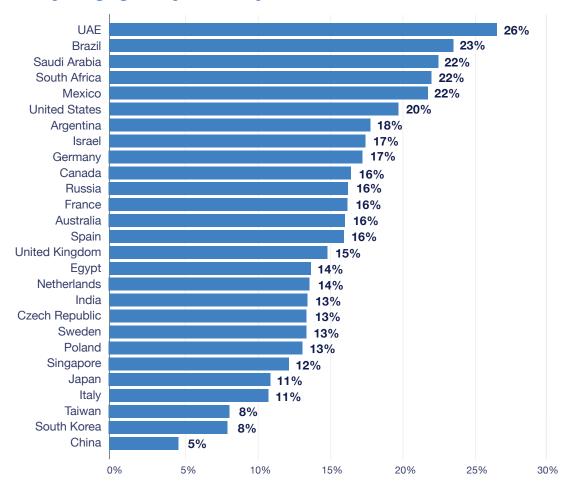
Engagement – % Fully Engaged

Overall Engagement

Year	% Fully Engaged
2015 (13 countries)	16.2 %
2018 (19 countries)	15.9%
2020 (25 countries)	14.1%
2022 (27 countries)	15.5%

Engagement has increased in the last two years by about 1 percent – still not to pre-pandemic level.

Fully Engaged by Country



Engagement by Country (% Fully Engaged) – Comparison Over Time

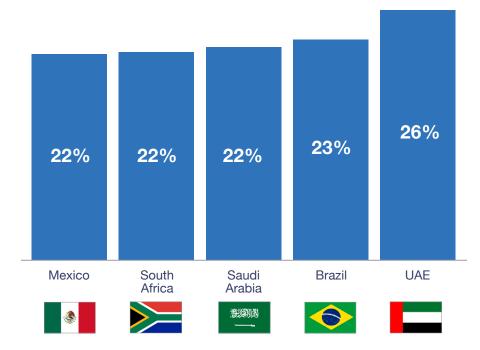
Country	2022	2020	2018	2015
Argentina	18%	15%	15%	13%
Australia	16%	13%	16%	14%
Brazil	23%	18%	14%	16%
Canada	16%	16%	17%	15%
China	5%	8%	6%	19%
Czech Republic	13%	-	-	-
Egypt	14%	14%	15%	-
France	16%	13%	17%	15%
Germany	17%	15%	14%	14%
ndia	13%	20%	22%	17%
srael	17%	15%	-	-
aly	11%	11%	16%	14%
lapan	11%	13%	-	-
lexico	22%	16%	13%	14%
letherlands	14%	12%	10%	-
oland	13%	-	-	-
ussia	16%	15%	-	-
audi Arabia	22%	21%	16%	-
ingapore	12%	11%	20%	-
South Africa	22%	19%	16%	-
South Korea	8%	6%	_	-
Spain	16%	14%	16%	13%
Sweden	13%	11%	_	-
Taiwan	8%	8%	-	-
JAE	26%	19%	26%	-
United Kingdom	15%	15%	15%	14%
United States	20%	19%	17%	19%

Added in 2018 Added in 2020 Increased

Decreased

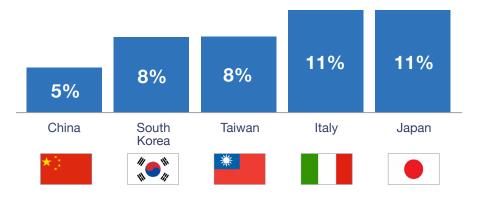
Added in 2022

- Stayed the Same



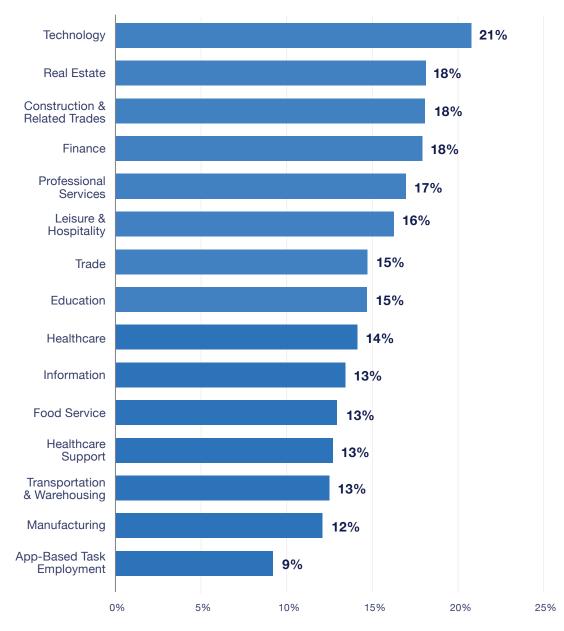
Top 5 Countries, 2022 (% Fully Engaged)

Bottom 5 Countries, 2022 (% Fully Engaged)



The range between the top and bottom for Engagement is **21%**, leading us to know that Engagement is highly variable across the globe.

Fully Engaged by Industry



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Engagement by Industry (% Fully Engaged) – Comparison Over Time

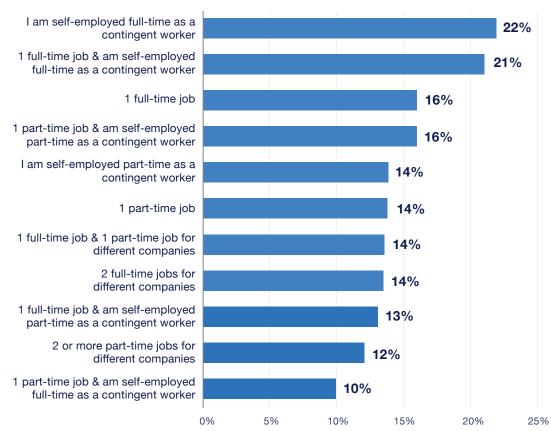
	Industry	2022	2020	2018
X	Construction and Related Trades	18%	15%	19%
P	Education	15%	13%	16%
~	Healthcare	14%	13%	14%
₩-	Healthcare Support	13%	13%	14%
\$	Finance	18%	16%	14%
.	Real Estate	18%	13%	16%
	Information	13%	14%	15%
	Leisure & Hospitality	16%	14%	14%
	Manufacturing	12%	12%	14%
Ĉ	Professional Services	17%	15%	18%
	Trade	15%	13%	17%
(Technology	21%	20%	15%
	Transportation & Warehousing	13%	13%	13%
	Food Service	13%	13%	14%
ŷ.	App-Based Task Employment	9%	12%	14%

In which industry are you currently employed for your primary work?

Engagement Change 2020-2022

The biggest change from 2020 is **Real Estate with a gain of +5%** (makes sense given the housing market) and the biggest loss is **App-Based Task Employment at -3%** (also makes sense given the new emphasis on delivery and self-employment).





Fully Engaged by Employment Status

Which of the following best describes your employment status?

	2022	2020	2018
1 part-time job	14%	12%	14%
2 or more part-time jobs for different companies	12%	10%	9%
I am self-employed part-time as a contingent worker	14%	11%	14%
1 full-time job	16%	15%	15%
I am self-employed full-time as a contingent worker	22%	19%	21%
2 full-time jobs for different companies	14%	19%	14%
1 full-time job & 1 part-time job for different companies	14%	13%	25%
1 part-time job & am self-employed part-time as a contingent worker.	16%	9%	13%
1 part-time job & am self-employed full-time as a contingent worker.	10%	12%	19%
1 full-time job & am self-employed part-time as a contingent worker.	13%	14%	12%
1 full-time job & am self-employed full-time as a contingent worker.	21%	19%	21%

Engagement by Employment Status by Location

Whether working full-time, part-time or in the contingent workforce the story is the same, a mixture of remote and onsite working is superior.

Which of the following best describes from where you are currently working?

		% Fully Engaged
	Office: I only work in the office.	13%
	Remote: I only work remotely.	12%
Full-Time	Hybrid: I work in the office and remotely.	19%
	Total	15%
Part-Time	Office: I only work in the office.	14%
	Remote: I only work remotely.	12%
	Hybrid: I work in the office and remotely.	26%
	Total	18%
Contingent	Office: I only work in the office.	14%
	Remote: I only work remotely.	12%
	Hybrid: I work in the office and remotely.	21%
	Total	17%

Fully Engaged by Level



Which of the following best describes your level within your primary company?

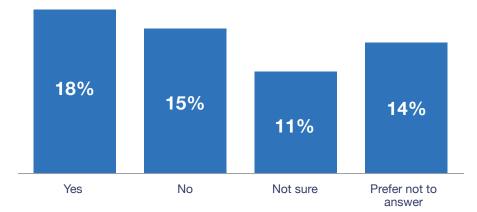
	2022	2020
Upper Management	30 %	27%
Middle Management	16 %	16%
Frontline Management	14%	11%
Individual Contributor	11%	10%
Intern/Temporary Employee	10%	10%

Fully Engaged by Minority Status

Do you identify as a member of a racial or ethnic minority group in your country?

	% Fully Engaged
Yes	18%
No	15%
Not sure	11%
Prefer not to answer	14%

Fully Engaged by Minority Status



Fully Engaged by Gender Identity

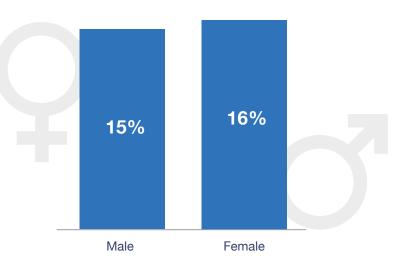
Gender Identity

	2022	2020	2018
Male	15%	15%	15%
Female	16%	14%	17%

Note: Survey questionnaire included non-binary/gender neutral as an option, however, due to the small sample size, data could not be reported.



Fully Engaged by Gender

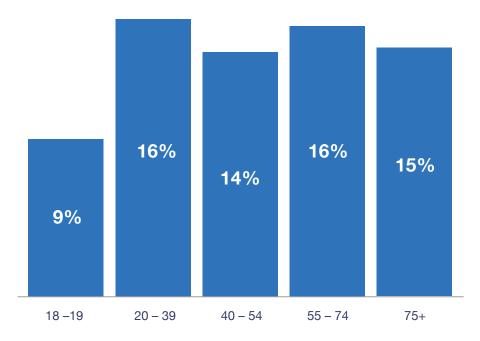




Fully Engaged by Age

Age Group

	2022	2020
18-19	9%	13%
20-39	16%	15%
40-54	14%	12%
55-74	16%	15%
75+	15%	18%



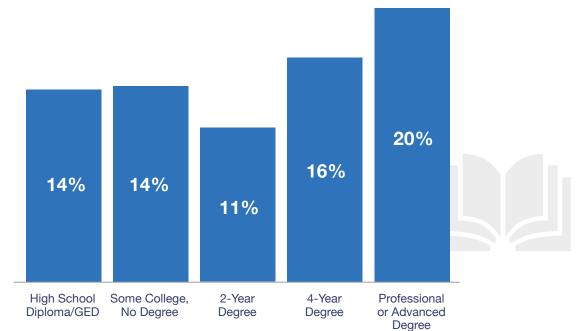
Fully Engaged by Age

Fully Engaged by Education

What is the highest level of education that you have completed?

	2022	2020	2018
High school diploma/GED	14%	12%	-
Some college, no degree	14%	12%	16%
2-year degree	11%	11%	14%
4-year degree	16%	15%	15%
Professional or advanced degree	20%	19%	19%
None of the above	13%	10%	12%



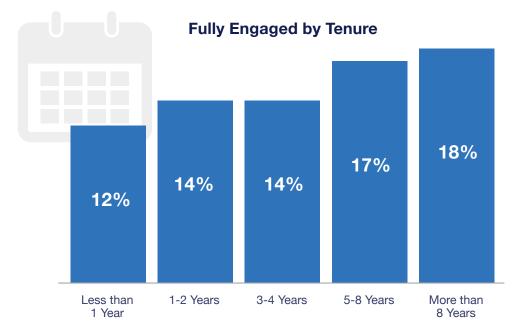


Fully Engaged by Tenure

How long have you been with your current company?

	2022	2020
Less than 1 year	12%	14%
1-2 years	14%	11%
3-4 years	14%	15%
5-8 years	17%	16%
More than 8 years	18%	16%

As tenure increases, so does Engagement. In 2020, we saw those in the "less than 1 year" category higher than the 1-2 years, but now that group is the lowest overall.



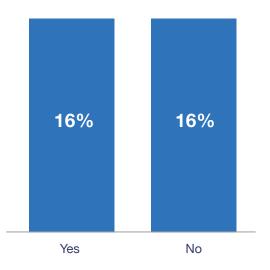
Fully Engaged by LGBTQ+ Status (New in 2022)

Do you consider yourself to be LGBTQ+?

	% Fully Engaged
Yes	16%
No	16%

There are **no differences** in the LGBTQ+ community compared to those outside it on Engagement.

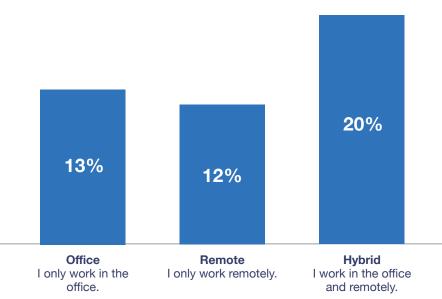
Fully Engaged by LGBTQ+



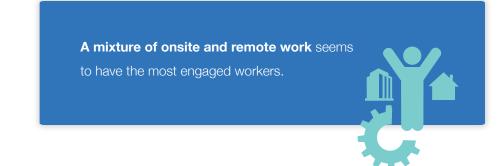
Fully Engaged by Location

Which of the following best describes from where you are currently working?

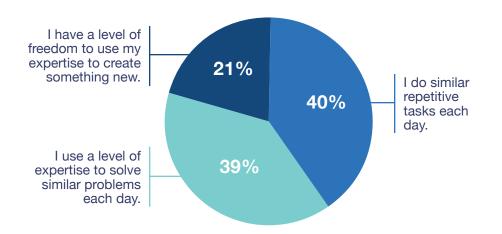
	% Fully Engaged
Office: I only work onsite.	13%
Remote: I only work remotely.	12%
Hybrid: I work onsite and remotely.	20%



Fully Engaged by Work Location

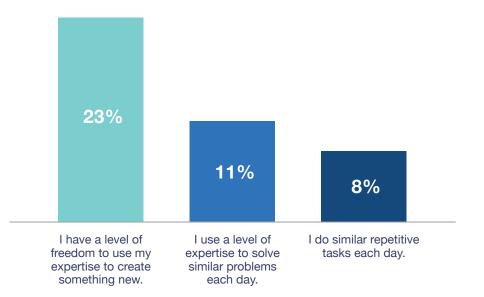


Fully Engaged by Type of Work



This is the breakdown around the world for type of work

Fully Engaged by Type of Work



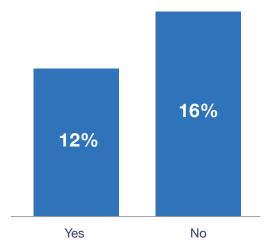
Fully Engaged by Discrimination

Are you currently experiencing discrimination in the workplace?

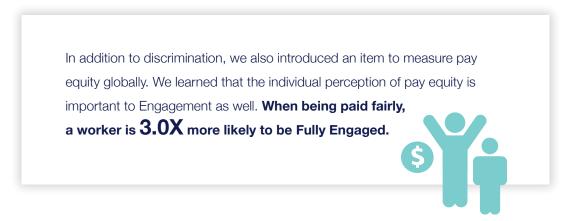
	% Fully Engaged
Yes	12%
No	16%



Fully Engaged by Discrimination

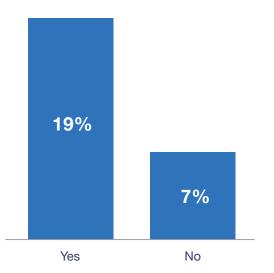


Fully Engaged by Pay Equity



My pay is fair for the work I do.

	% Fully Engaged
Yes	19%
No	7%



Fully Engaged by Pay Equity

Fully Engaged by Team Membership (Binary)

On a team or not on a team

	2022	2020	2018
Not on a team	6%	6%	8%
On a team	16%	15%	17%
Odds ratio (Comparison of team/no team)	2.9	2.6	2.3
Global Team Percentage	91%	90%	83%

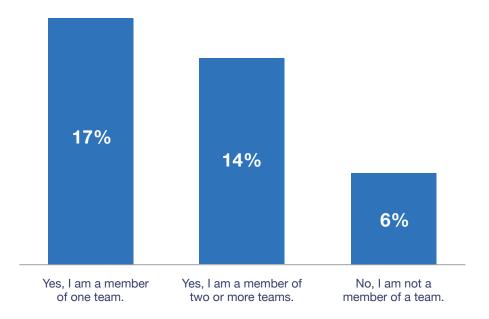
Being on a team has been a constant differentiator in Engagement since we began measuring this item. Most workers in most countries are on teams with **91%** globally reporting team membership. Teams are how work is done. Workers that are part of a team are **2.9X** more likely to be Fully Engaged compared to those not on teams.

Team Membership (3 Categories)

Would you say you are a member of a team at work?

	% Fully Engaged
Yes, I am a member of one team.	17%
Yes, I am a member of two or more teams.	14%
No, I am not a member of a team.	6%

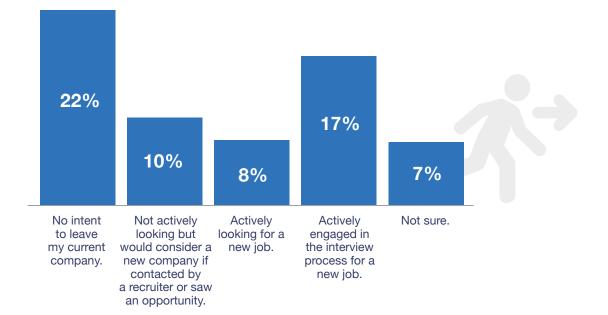
Fully Engaged by Team Membership



Fully Engaged by Intent to Leave

Which of the following best describes your desire to work for a different company?

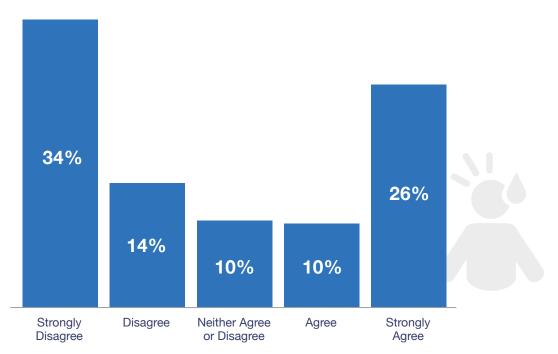
	% Fully Engaged
No intent to leave my current company	22%
Not actively looking but would consider a new company if contacted by a recruiter or saw an opportunity	10%
Actively looking for a new job	8%
Actively engaged in the interview process for a new job	17%
Not sure	7%



Fully Engaged by Intent to Leave

Fully Engaged by Significant Stress

I have found work significantly stressful in the last week.





The ten Workplace Resilience survey items are:

- 1. I have all the freedom I need to decide how to get my work done.
- 2. No matter what else is going on around me, I can stay focused on getting my work done.
- 3. In the last week, I have felt excited to work every day.
- **4.** I always believe that things are going to work out for the best.
- 5. My team leader tells me what I need to know before I need to know it.
- 6. I trust my team leader.
- 7. I am encouraged to take risks.
- 8. Senior leaders are one step ahead of events.
- 9. Senior leaders always do what they say they are going to do.
- **10.** I completely trust my company's senior leaders.

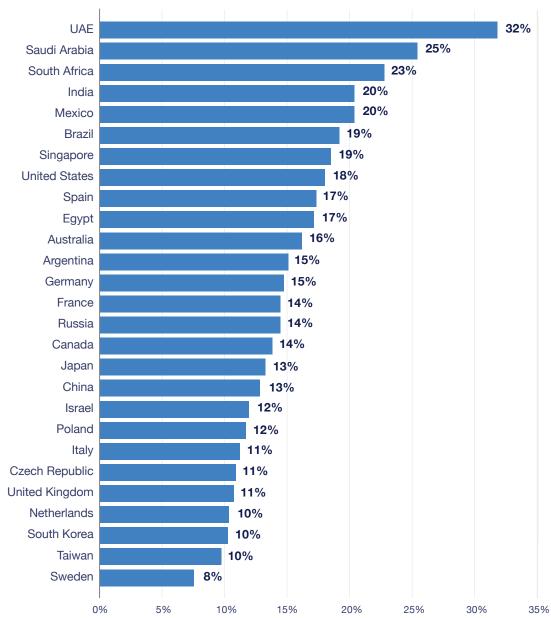
Workplace Resilience – % Highly Resilient

The Workplace Resilience instrument was designed and built in 2020. This is the second time it has been deployed globally and as such, we are able to provide trend data. There are two categories, "**Highly Resilient**" and "**Vulnerable**," that are derived from the 12 items on the instrument.

Highly Resilient by Country

Country	2022	2020	Change 2022-2020
Argentina	15%	13%	2%
Australia	16%	12%	4%
Brazil	19%	16%	3%
Canada	14%	15%	-2%*
China	13%	11%	2%
Czech Republic	11%	-	-
Egypt	17%	15%	2%
France	14%	13%	2%*
Germany	15%	14%	1%
India	20%	32 %	-12%
Israel	12%	10%	2%
Italy	11%	11%	0%
Japan	13%	12%	1%
Mexico	20%	17%	4%*
Netherlands	10%	9%	2%*
Poland	12%	-	-
Russia	14%	13%	1%
Saudi Arabia	25%	26 %	0%*
Singapore	19%	19%	0%
South Africa	23%	17%	6%
South Korea	10%	8%	2%
Spain	17%	13%	4%
Sweden	8%	8%	-1%*
Taiwan	10%	8%	2%
UAE	32%	24%	7%*
United Kingdom	11%	12%	-2%*
United States	18%	16%	1%*

*Note: Due to the rounding of one decimal place, some percentages are incongruent with the addition or subtraction of the percentages from 2020 to 2022.

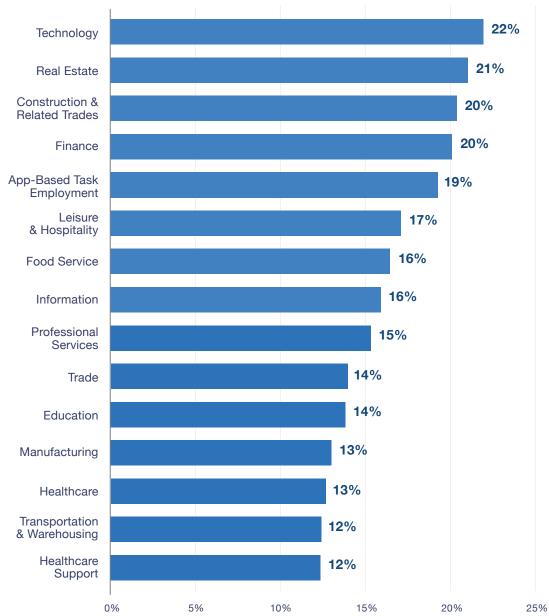


Highly Resilient by Country

Highly Resilient by Industry

	Industry	2022	2020	Change 2022-2020
X	Construction and Related Trades	20%	18%	3%*
R	Education	14%	12%	2%
	Healthcare	13%	11%	2%
	Healthcare Support	12%	12%	0%
\$	Finance	20%	18%	2%
*	Real Estate	21%	14%	7%
	Information	16%	14%	2%
	Leisure & Hospitality	17%	14%	3%
Ĩ	Manufacturing	13%	13%	0%
Ĉ	Professional Services	15%	14%	1%
	Trade	14%	13%	1%
*	Technology	22%	22%	0%
	Transportation & Warehousing	12%	12%	0%
	Food Service	16%	13%	3%
÷.	App-Based Task Employment	19%	14%	5%

*Note: Due to the rounding of one decimal place, some percentages are incongruent with the addition or subtraction of the percentages from 2020 to 2022.



Highly Resilient by Industry

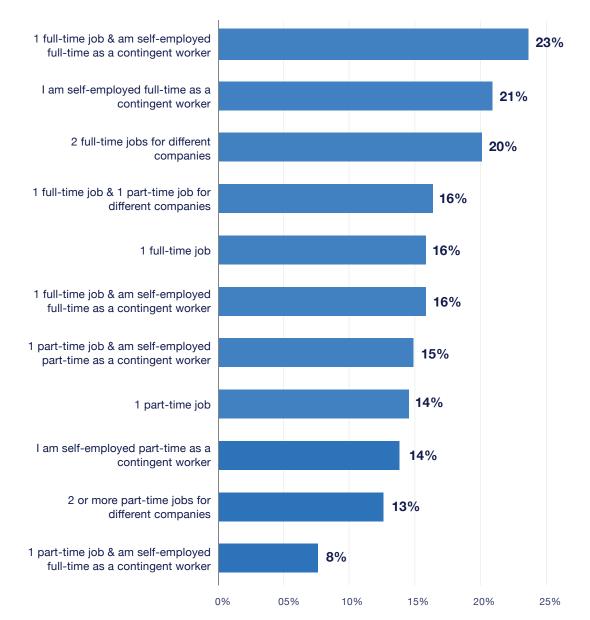
Highly Resilient by Employment Status

Has it changed since 2020?

Which of the following best describes your employment status?

	2022	2020	Change 2022-2020
1 part-time job	14%	13%	2%*
2 or more part-time jobs for different companies	13%	12%	1%
I am self-employed part-time as a contingent worker	14%	13%	1%
1 full-time job	16%	15%	1%
I am self-employed full-time as a contingent worker	21%	18%	3%
2 full-time jobs for different companies	20%	17%	3%
1 full-time job & 1 part-time job for different companies	16%	13%	3%
1 part-time job & am self-employed part-time as a contingent worker.	15%	10%	5%
1 part-time job & am self-employed full-time as a contingent worker.	8%	11%	-3%
1 full-time job & am self-employed part-time as a contingent worker.	16%	12%	3%*
1 full-time job & am self-employed full-time as a contingent worker.	23%	26%	-3%

*Note: Due to the rounding of one decimal place, some percentages are incongruent with the addition or subtraction of the percentages from 2020 to 2022.



Highly Resilient by Employment Status

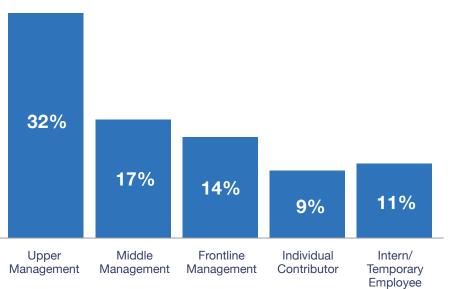
Highly Resilient by Level

Which of the following best describes your level within your primary company?

	2022	2020	Change 2022-2020
Upper Management	32%	30%	2%
Middle Management	17%	17%	0%
Frontline Management	14%	12%	3%*
Individual Contributor	9%	9%	1%*
Intern/Temporary Employee	11%	11%	0%

*Note: Due to the rounding of one decimal place, some percentages are incongruent with the addition or subtraction of the percentages from 2020 to 2022.

We see the same pattern from Engagement to Workplace Resilience for the **level in the organization**.

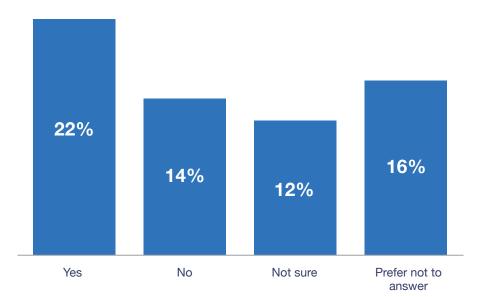


Highly Resilient by Level

Highly Resilient by Minority Status (New in 2022)

Do you identify as a member of a racial or ethnic minority group in your country?

	2022
Yes	22%
No	14%
Not sure	12%
Prefer not to answer	16%



Highly Resilient by Minority Status

Highly Resilient by Gender

Gender Identity

	2022	2020	Change 2022-2020
Male	16%	16%	0%
Female	15%	14%	1%

Note: Survey questionnaire included non-binary/gender neutral as an option, however, due to the small sample size, data could not be reported.

16% 15% Male Female

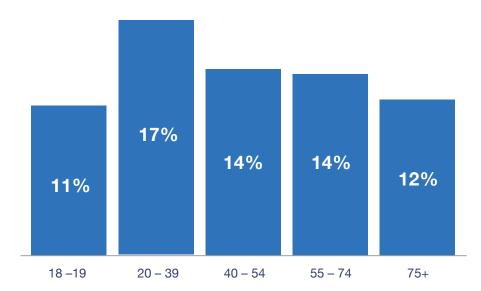
Highly Resilient by Gender

Highly Resilient by Age

Age Group

	2022	2020	Change 2022-2020
18-19	11%	13%	-2%
20-39	17%	16%	1%
40-54	14%	14%	0%
55-74	14%	12%	1%*
75+	12%	16%	-4%

*Note: Due to the rounding of one decimal place, some percentages are incongruent with the addition or subtraction of the percentages from 2020 to 2022.



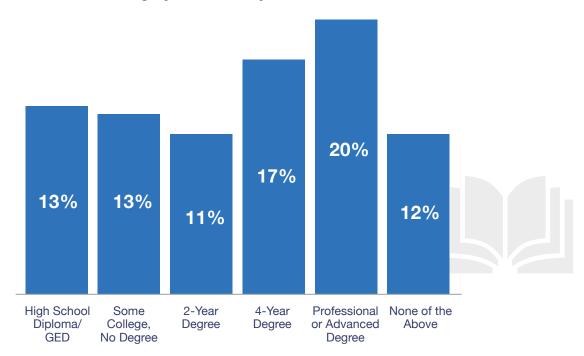
Highly Resilient by Age

Highly Resilient by Education

	2022	2020	Change 2022-2020
High school diploma/GED	13%	12%	2%*
Some college, no degree	13%	11%	2%
2-year degree	11%	12 %	0%*
4-year degree	17%	16%	1%
Professional or advanced degree	20%	19%	1%
None of the above	12%	12%	0%

What is the highest level of education that you have completed?

*Note: Due to the rounding of one decimal place, some percentages are incongruent with the addition or subtraction of the percentages from 2020 to 2022.

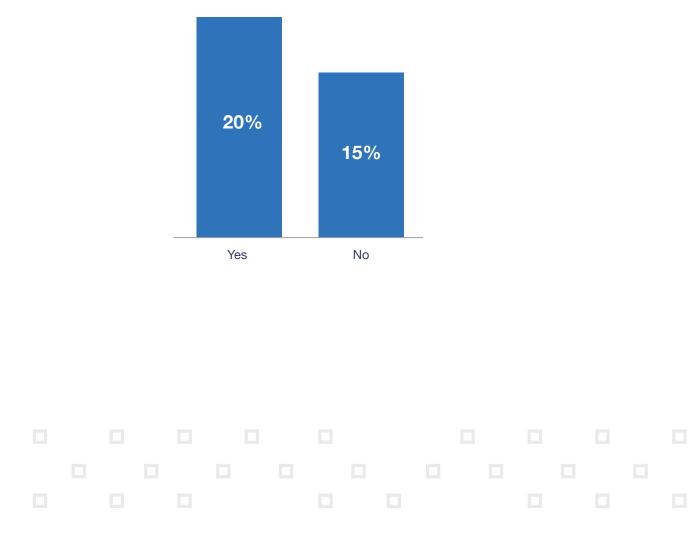


Highly Resilient by Education

Highly Resilient by LGBTQ+ (New in 2022)

Do you consider yourself to be LGBTQ+?

	2022
Yes	20%
No	15%
Prefer not to answer	12%

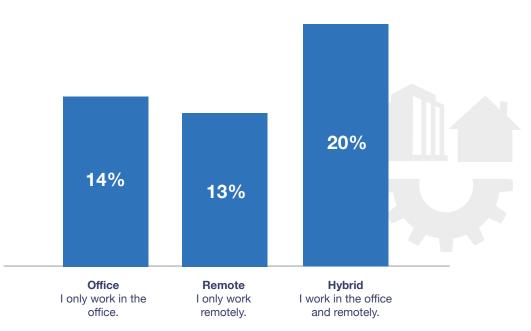


Highly Resilient by LGBTQ+ Status

Highly Resilient by Location (New in 2022)

Which of the following best describes from where you are currently working?

	2022 % Highly Resilient
Office: I only work onsite.	14%
Remote: I only work remotely.	13%
Hybrid: I work onsite and remotely.	20%



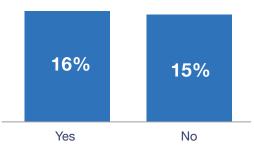
Highly Resilient by Work Location

Highly Resilient by Discrimination

	2022 % Highly Resilient
Yes	16%
No	15%

Are you currently experiencing discrimination in the workplace?

Highly Resilient by Discrimination

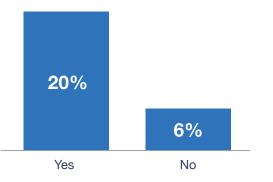


Highly Resilient by Pay Equity (New in 2022)

My pay is fair for the work I do.

	2022 % Highly Resilient
Yes	20%
No	6%

Highly Resilient by Pay Equity

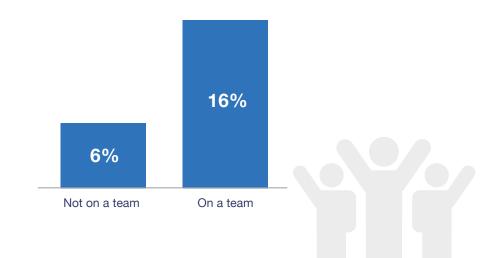


Highly Resilient by Team Membership (Binary)

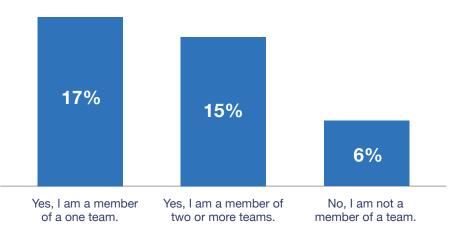
On a team or not on a team

	2022 % Highly Resilient	2020 % Highly Resilient
Not on a team	6%	7%
On a team	16%	16%
Odds ratio	2.9	2.7

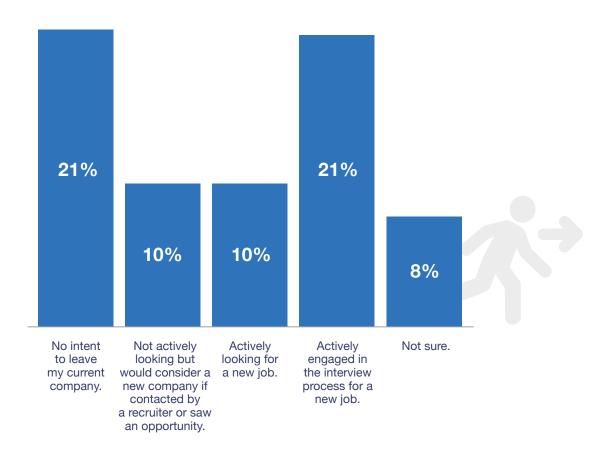
Highly Resilient Team Membership



Highly Resilient by Team Membership (3 Categories)



Highly Resilient by Intent to Leave



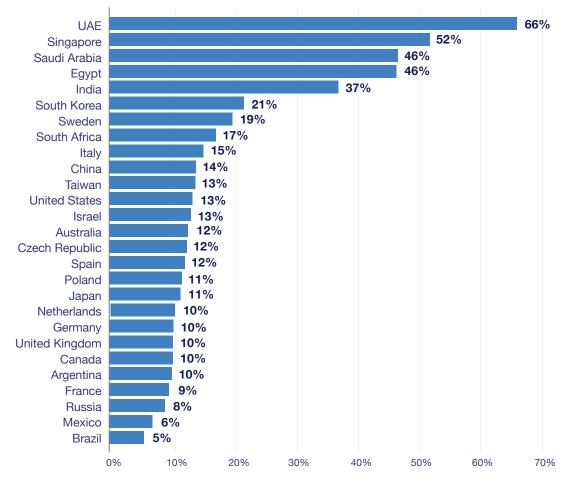




Where is it happening?

Across the entire sample, approximately 18.8 percent are currently experiencing discrimination in the workplace. The highest discrimination is reported in UAE and Singapore. The lowest occurs in Brazil. The range is about 60 percentage points.

Discrimination by Country



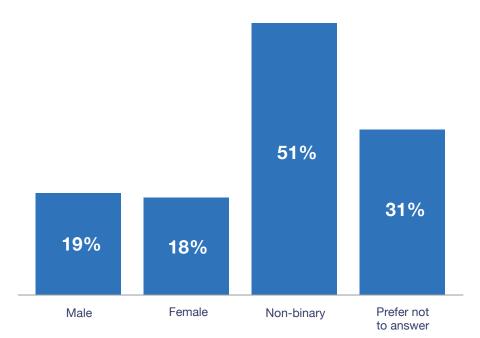
The discrimination that happened in the United States is not necessarily the same as in Poland, Canada, or the UAE. We double checked the translations and resampled in the Arabic countries to make sure that the high discrimination numbers were not an artifact of sampling or mistranslations. In the second sample, we had similarly high numbers of "yes" responses, **upwards of 50%** of the sample across Egypt, Saudi Arabia, and the UAE.

Discrimination by Gender

Gender

	% Yes
Male	18.9%
Female	17.9%

Note: Survey questionnaire included non-binary/gender neutral as an option; however, due to the small sample size, data could not be reported.



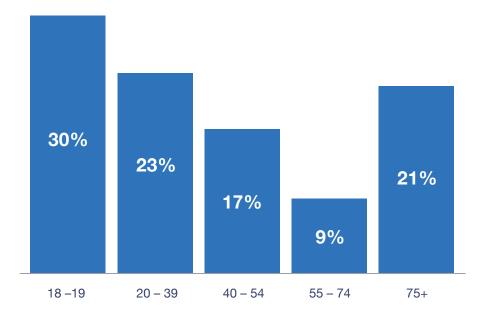
Discrimination by Gender

Discrimination by Age

Discrimination varies by age but **not necessarily where one might think.**

Age Group

	% Yes
18-19	29.7%
20-39	23.1%
40-54	16.6%
55-74	8.5%
75+	21.4%

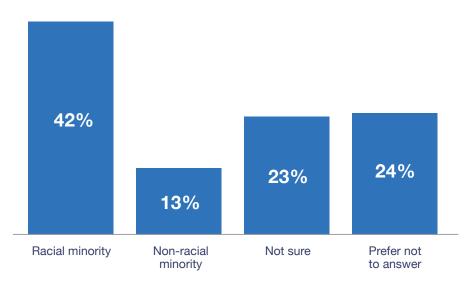


Discrimination by Age

Discrimination by Race

Discrimination by race does vary as expected with the highest percentages occurring for **racial minorities** across the world.

	% Yes
Racial minority	42.2%
Non-racial minority	12.7%
Not sure	22.9%
Prefer not to answer	24.1%



Discrimination by Minority Status

Discrimination by Team Membership

	% Yes
Team	16.5%
More than one team	30.5%
No team	17.1%

Discrimination by Intent to Leave

Which of the following best describes your desire to work for a different company?

	% Yes
No intent to leave my current company	9.4%
Not actively looking but would consider a new company if contacted by a recruiter or saw an opportunity	21.4%
Actively looking for a new job	38.5%
Actively engaged in the interview process for a new job	42.6%

Discrimination by Education

What is the highest level of education that you have completed?

	% Yes
High school diploma/GED	16.2 %
Some college, no degree	22.4%
2-year degree	27.2%
4-year degree	18.7%
Professional or advanced degree	15.4%
None of the above	14.4%

Discrimination by Love and Work

How you spend most of your time in your current position.

	% Yes
Things I love to do and am great at doing.	17.2%
Things I love to do but have to work at to do well.	20.8%
Things I do not love doing but am great at doing.	18.9%
Things I do not love doing and have to work at to do well.	21.2%

Discrimination by Tenure

How long have you been with your current company?

	% Yes
Less than one year	16.8%
1-2 years	21.5%
3-4 years	26.2%
4-5 years	22.9%
6-7 years	16.0%
More than 8 years	12.1%

Discrimination by Location

Which of the following best describes from where you are currently working?

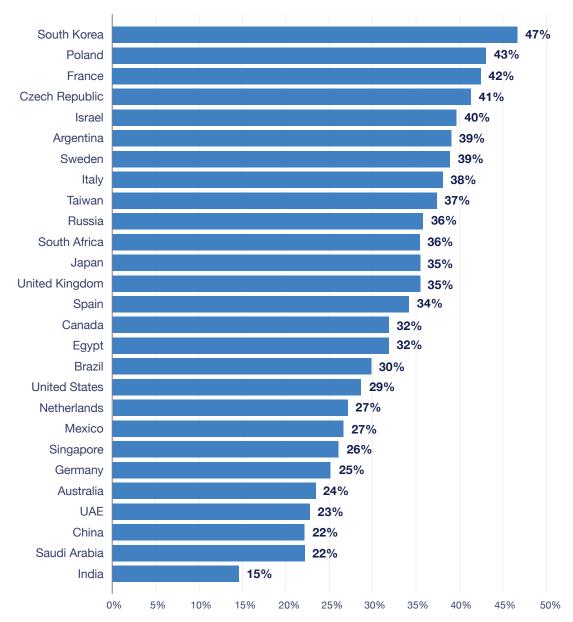
	% Yes
Office: I only work in the office.	19.5%
Remote: I only work remotely.	25.6%
Hybrid: I work in the office and remotely.	14.7%



Item: My pay is fair for the work I do.

Pay Equity by Country

Country	% Yes	% No
South Korea	53.3%	46.7%
Poland	57.0%	43.0%
France	57.6%	42. 4%
Czech Republic	58.8%	41.2 %
Israel	60.3%	39.7%
Argentina	61.0%	39.0%
Sweden	61.1%	38.9%
Italy	61.8%	38.2%
Taiwan	62.6%	37.4%
Russia	64.2%	35.8%
South Africa	64.5%	35.5%
Japan	64.5%	35.5%
United Kingdom	64.5%	35.5%
Spain	65.9%	34.1%
Canada	68.2%	31.8%
Egypt	68.2%	31.8%
Brazil	70.2%	29.8 %
United States	71.4%	28.6%
Netherlands	72.7%	27.3%
Mexico	73.3%	26.7%
Singapore	74.0%	26.0%
Germany	74.8%	25.2%
Australia	76.5%	23.5%
UAE	77.2%	22.8%
China	77.8%	22.2%
Saudi Arabia	77.8%	22.2%
India	85.4%	14.6%



Pay Equity by Country (% No)



Pay Equity by Employment Status (sorted by job type)

Employment Status

	% No
1 part-time job	31.7%
2 or more part-time jobs for different companies	29.1 %
I am self-employed part-time as a contingent worker	24.4%
1 full-time job	34.1%
I am self-employed full-time as a contingent worker	26.7%
2 full-time jobs for different companies	27.7%
1 full-time job & 1 part-time job for different companies	33.5%
1 part-time job & am self-employed part-time as a contingent worker.	30.5%
1 part-time job & am self-employed full-time as a contingent worker.	24.4%
1 full-time job & am self-employed part-time as a contingent worker.	31.8%
1 full-time job & am self-employed full-time as a contingent worker.	24.2%

Pay Equity by Employment Status (sorted by highest % no)

Employment Status

	% No
1 full-time job	34.1%
1 full-time job & 1 part-time job for different companies	33.5%
1 full-time job & am self-employed part-time as a contingent worker.	31.8%
1 part-time job	31.7%
1 part-time job & am self-employed part-time as a contingent worker.	30.5%
2 or more part-time jobs for different companies	29.1 %
2 full-time jobs for different companies	27.7%
I am self-employed full-time as a contingent worker	26.7%
1 part-time job & am self-employed full-time as a contingent worker.	24.4%
I am self-employed part-time as a contingent worker	24.4%
1 full-time job & am self-employed full-time as a contingent worker.	24.2%

Pay Equity by Gender

	% No
Male	30.5%
Female	34.5%

Note: Survey questionnaire included non-binary/gender neutral as an option; however, due to the small sample size, data could not be reported

Pay Equity by Age

	% No
18 -19	21.7%
20 -39	30.5%
40 -54	35.8%
55 -74	34.1%
75+*	27.2%

* Small sample size

Pay Equity by Race

	% No
Racial minority	24.5%
Non-racial minority	34.1%
Not sure	33.4%
Prefer not to answer	37.6%

Pay Equity by Team Membership

	% No
Team	31.1%
More than one team	30.7%
No team	46.3%

Pay Equity by Intent to Leave

Which of the following best describes your desire to work for a different company?

	% No
No intent to leave my current company	22.4%
Not actively looking but would consider a new company if contacted by a recruiter or saw an opportunity	38.8%
Actively looking for a new job	48.2%
Actively engaged in the interview process for a new job	32.4%

Pay Equity by Education

What is the highest level of education that you have completed?

	% No
High school diploma/GED	34.5%
Some college, no degree	32.2%
2-year degree	30.6%
4-year degree	31.8%
Professional or advanced degree	30.9%
None of the above	45.7%

Pay Equity by Love and Work

How you spend most of your time in your current position.

	% No
Things I love to do and am great at doing.	25.2%
Things I love to do but have to work at to do well.	32.2%
Things I do not love doing but am great at doing.	48.1%
Things I do not love doing and have to work at to do well.	53.2%

Pay Equity by Tenure

How long have you been with your current company?

	% No
Less than one year	34.8%
1-2 years	30.9%
3-4 years	30.2%
4-5 years	29.5%
6-7 years	31.7%
More than 8 years	35.5%

Pay Equity by Location

Which of the following best describes from where you are currently working?

	% No
Office: I only work in the office.	34.9%
Remote: I only work remotely.	30.9%
Hybrid: I work in the office and remotely.	29.6%



Intent to Leave

Which of the following best describes your desire to work for a different company?

	% by Category
No intent to leave my current company.	45.7%
Not actively looking but would consider a new company if contacted by a recruiter or saw an opportunity.	33.6%
Actively looking for a new job.	13.4%
Actively engaged in the interview process for a new job.	3.9%
Not sure.	3.4%

Combining Actively Looking and Actively Engaged

Percent actively Engaged and leaving their organization (globally) is **17.3%**.



Intent to Leave by Country

Country	% Actively Leaving
Argentina	17.1%
Australia	14.3%
Brazil	12.3%
Canada	17.4%
China	13.4%
Czech Republic	8.5%
Egypt	32.7%
France	10.6%
Germany	11.1%
India	30.9%
Israel	13.9%
Italy	17.4%
Japan	11.8%
Mexico	15.2%
Netherlands	10.6%
Poland	16.2%
Russia	9.2%
Saudi Arabia	27.6%
Singapore	25.7%
South Africa	25.3%
South Korea	13.0%
Spain	14.4%
Sweden	14.8%
Taiwan	12.7%
UAE	36.5%
United Kingdom	15.7%
United States	17.9%

Intent to Leave by Industry

In which industry are you currently employed for your primary work?

Industry	% Actively Leaving
Other Industry	12.7%
Construction and Related Trades	17.7%
Education	18.4%
Healthcare	21.3%
Healthcare Support	25.5%
Finance	21.7%
Real Estate	19.2%
Information Leisure & Hospitality	23.6%
Leisure & Hospitality	18.2%
Manufacturing	13.0%
Professional Services	15.4%
Trade	13.3%
Technology	16.3%
Transportation & Warehousing	12.5%
Food Service	21.8%
App-Based Task Employment	34.3%

Intent to Leave by Gender Identity

Gender

	% Actively Leaving
Male	16.8%
Female	17.2%

Note: Survey questionnaire included non-binary/gender neutral as an option; however, due to the small sample size, data could not be reported.

Intent to Leave by LGBTQ+

Do you consider yourself to be LGBTQ+?

	% Actively Leaving
Yes	24.3%
No	16.0%
Prefer not to answer	15.6%

Intent to Leave by Race

	% Actively Leaving
Racial minority	25.9%
Non-racial minority	14.9%
Not sure	20.0%
Prefer not to answer	19.7%

Intent to Leave by Age

	% Actively Leaving
18 -19	23.5%
20 -39	20.8%
40 -54	16.1%
55 -74	8.2%
75+	10.7%

Intent to Leave by Level

Which of the following best describes your level within your primary company?

	% Actively Leaving
Upper Management	18.9%
Middle Management	17.6%
Frontline Management	19.1%
Individual Contributor	14.2%
Intern/Temporary Employee	24.0%

Intent to Leave by Education

What is the highest level of education that you have completed?

	% Actively Leaving
High school diploma/GED	14.0%
Some college, no degree	16.8%
2-year degree	22.2%
4-year degree	18.7%
Professional or advanced degree	16.7%
None of the above	13.0%

Intent to Leave by Location

Which of the following best describes from where you are currently working?

	% Actively Leaving
Office: I only work in the office.	15.9%
Remote: I only work remotely.	24.5%
Hybrid: I work in the office and remotely.	15.8%

Intent to Leave by Team

	% Actively Leaving
Yes, I am a member of a one team.	14.9%
Yes, I am a member of two or more teams.	26.3%
No, I am not a member of a team.	21.3%

Intent to Leave by Type of Work

What type of work do you do? What best describes a typical day at work for you?

	% Actively Leaving
I have a level of freedom to use my expertise to create something new.	15.8%
I use a level of expertise to solve similar problems each day.	18.2%
I do similar repetitive tasks each day.	18.5%

Intent to Leave by Tenure

How long have you been with your current company?

	% Actively Leaving
Less than one year	19.8%
1-2 years	19.5%
3-4 years	22.6%
4-5 years	22.4%
6-7 years	16.3%
More than 8 years	9.7%

Intent to Leave by Love and Work

How you spend most of your time in your current position.

	% Actively Leaving
Things I love to do and am great at doing.	12.7%
Things I love to do but have to work at to do well.	18.8%
Things I do not love doing but am great at doing.	25.2%
Things I do not love doing and have to work at to do well.	27.1%

Intent to Leave by High and Low Stress

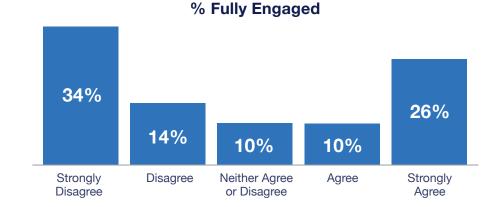
Which of the following best describes your desire to work for a different company?

	Strongly Disagree	Strongly Agree
No intent to leave my current company	18%	6%
Not actively looking but would consider a new company if contacted by a recruiter or saw an opportunity	8%	8%
Actively looking for a new job	7%	16%
Actively engaged in the interview process for a new job	9%	26%
Not sure	9%	9%



Item: I have found work significantly stressful in the last week.

Significant Stress by Engagement



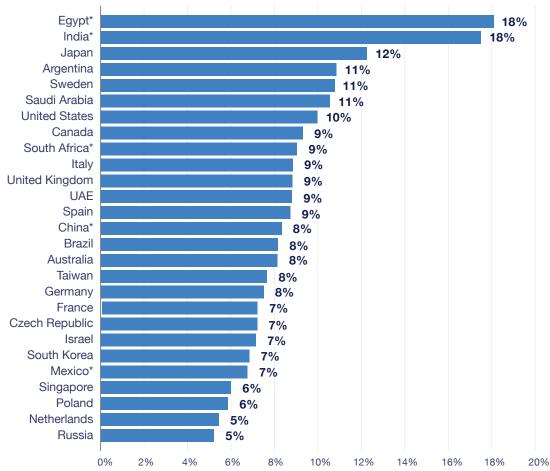
Significant Stress by Work

Those who love their work and are great at doing it are **2.4X more likely** to report Low Stress (LS) compared to High Stress (HS).

Significant Stress by Intent to Leave

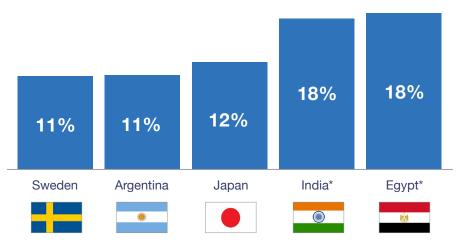
- Those who are LS are **4X more likely** to have "no intent to leave" compared to those with significant stress.
- Those who are experiencing HS are **4X more likely** to be "actively looking for a new job" compared to those without significant stress.
- Those who are experiencing significant stress are **4X more likely** to be "actively engaged in the interview process for a new job" compared to those without significant stress.

Significant Stress by Country

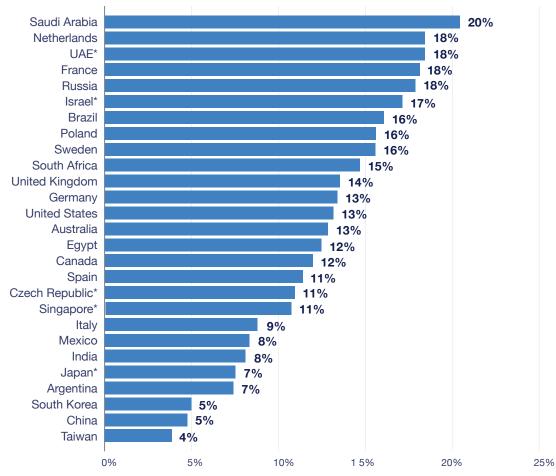


Highest Stress by Country

Top Five High Stress Countries

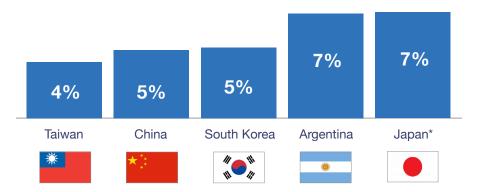


*Countries with acquiescence and disacquiescence response bias. For more information, view the <u>The Definitive Series: Response Scales Across Countries</u>.



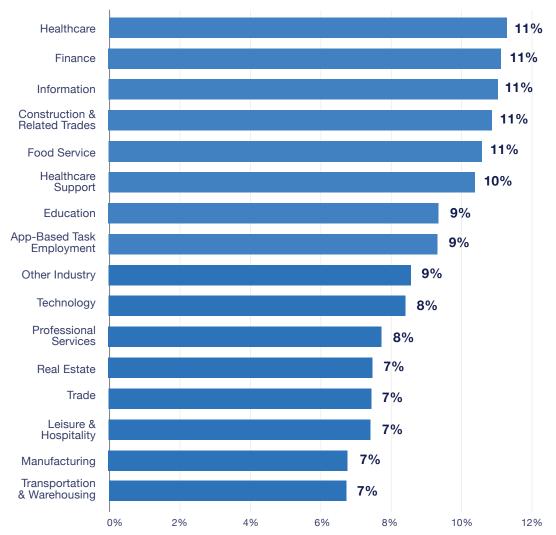
Lowest Stress by Country

Top Five Low Stress Countries



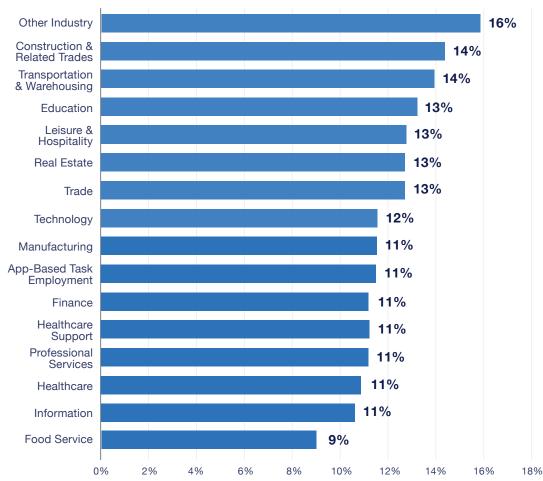
*Countries with acquiescence and disacquiescence response bias. For more information, view the <u>The Definitive Series: Response Scales Across Countries</u>.

Significant Stress by Industry



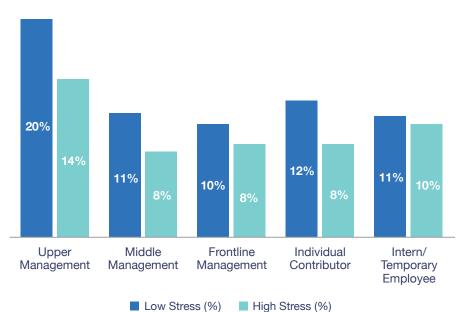
High Stress by Industry – Strongly Agree

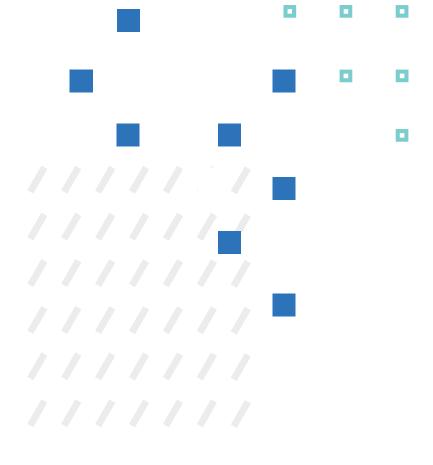




Low Stress by Industry – Strongly Disagree

Significant Stress by Level





Appendix Survey Items

Which of the following best describes your employment status?

- 1 part-time job
- 2 or more **part-time** jobs for different companies
- I am self-employed **part-time** as a contingent worker (a.k.a., independent contractor, consultant, or freelancer), and I do not work for anyone else
- 1 full-time job
- I am self-employed **full-time** as a contingent worker (a.k.a., independent contractor, consultant, or freelancer), and I do not work for anyone else
- 2 full-time jobs for different companies
- 1 full-time job & 1 part-time job for different companies
- 1 **part-time** job & am self-employed **part-time** as a contingent worker (a.k.a., independent contractor, consultant, or freelancer).
- 1 **part-time** job & am self-employed **full-time** as a contingent worker (a.k.a., independent contractor, consultant, or freelancer).
- 1 **full-time** job & am self-employed **part-time** as a contingent worker (a.k.a., independent contractor, consultant, or freelancer).
- 1 **full-time** job & am self-employed **full-time** as a contingent worker (a.k.a., independent contractor, consultant, or freelancer).
- I am not currently employed. (Drop from survey)

In which industry are you currently employed for your primary work?

- Construction and related trades (contractors, project managers, etc.)
- Education (primary, secondary, higher education, technical, daycare)
- Healthcare (in and outpatient, healthcare professionals)
- Healthcare Support (family services/ patient advocacy, pharmaceuticals, medical devices)
- Finance (banking, insurance, exchanges, brokerages)
- Real Estate (including rentals, leasing, etc.)
- Information (publishing, radio, television, telecommunications, motion picture, data processing, hosting, and related services)
- Leisure & Hospitality (accommodations/hotels, restaurants/food services, amusement or cultural sites [park, camp, casino, museum, historic, sports], artists/athletes or agents/managers)
- Manufacturing (apparel, beverage, chemical, machinery, textiles, wood, paper, etc.)
- Professional services (advertising/public relations, consulting, business/travel/facilities services, legal, accounting, architectural, engineering, computer systems design, research/scientific/technical services)
- Trade (retail or wholesale apparel, home/furnishings, home improvement, automotive, office supplies/equipment, electronics/appliances, etc.)
- Technology (including information, ICT, development, administration, support, robotics, data security, automation, AI, applications, devices, e-commerce, database management, operations, etc.)
- Transportation & Warehousing (air/rail/water, courier, storage, etc.)
- Food Service (servers, cooking staff, delivery drivers, waiters)
- App-Based Task Employment (Uber, Lyft, Door Dash, Shipt, TaskRabbit, etc.)
- Other Industry

Which of the following best describes your level within your primary company?

- Upper Management
- Middle Management
- Frontline Management
- Individual Contributor
- Intern/temporary employee

Gender Identity

- Male
- Female
- Non-binary or gender fluid
- Prefer not to answer

Age

- 18-19
- 20-39
- 40-54
- 55-74
- 75+

What is the highest level of education that you have completed?

- High school diploma/ GED
- Some college, no degree
- 2-year degree
- 4-year degree
- Professional or advanced degree
- None of the above

Which of the following best describes from where you are currently working?

- I only work in the office.
- I only work remotely.
- I work in the office and remotely.

Would you say you are a member of a team at work?

- Yes, I am a member of a team
- Yes, I am a member of two or more teams
- No, I am not a member of a team

What type of work do you do? What best describes a typical day at work for you?

- I have a level of freedom to use my expertise to create something new.
- I use a level of expertise to solve similar problems each day.
- I do similar repetitive tasks each day.

My pay is fair for the work I do.

- Yes
- No

Are you currently experiencing discrimination in the workplace?

- Yes
- No

Which of the following best describes your desire to work for a different company?

- No intent to leave my current company.
- Not actively looking but would consider a new company if contacted by a recruiter or saw and opportunity.
- Actively looking for a new job.
- Actively engaged in the interview process for a new job.
- Not sure.

How long have you been with your current company?

- Less than 1 year
- 1-2 years
- 3-4 years
- 4-5 years
- 6-7 years
- More than 8 years

What changes have occurred for you and your work due to the COVID-19 pandemic? (Select all that apply)

- Sheltered in place due to governmental restrictions
- Physical office space closed
- Job changed to be mostly virtual
- Fewer work hours
- More work hours
- Increased use of technology
- Employees have been furloughed (a temporary layoff from work)
- Layoffs (termination of employment)
- One-time payment from workplace to help with unexpected hardships
- Encouraged to take vacation time
- Promotions placed on hold

Have you or someone in your immediate community been infected with COVID-19? (Select all that apply)

- I have contracted COVID-19
- I have not contracted COVID-19 but have underlying health conditions that put me at a higher risk
- Someone else in my household has contracted COVID-19 (e.g., spouse, child, parent)
- A colleague at work has contracted COVID-19
- Someone I know outside of work has contracted COVID-19
- No one in my immediate community has been infected with COVID-19

Do you consider yourself to be LGBTQ+?

- Yes
- No
- Prefer not to answer

Most of the work we do fits into one of the four categories below. Read each option and select the one that best describes how you spend most of your time in your current position.

- Things I love to do and am great at doing.
- Things I love to do but have to work at to do well.
- Things I do not love doing but am great at doing.
- Things I do not love doing and have to work at to do well.

Likert Response Options (Strongly Disagree – Strongly Agree)

• I can trust my teammates to do what they say they are going to do.

Engagement Pulse Scale[®]

- I am really enthusiastic about the mission of my company.
- At work, I clearly understand what is expected of me.
- In my team, I am surrounded by people who share my values.
- I have the chance to use my strengths every day at work.
- My teammates have my back.
- I know I will be recognized for excellent work.
- I have great confidence in my company's future.
- In my work I am always challenged to grow.

Resilience Pulse Scale[©]

- I have all the freedom I need to decide how to get my work done.
- No matter what else is going on around me, I can stay focused on getting my work done.
- In the last week, I have felt excited to work every day.
- I always believe that things are going to work out for the best.
- My team leader tells me what I need to know before I need to know it.
- I trust my team leader.
- I am encouraged to take risks.
- Senior leaders are one-step ahead of events.
- Senior leaders always do what they say they are going to do.
- I completely trust my company's senior leaders.

ConnectionXPS Scale[®]

- I never have feelings of being an outsider on my team.
- I see myself represented in the leadership of my organization.
- I believe my company promotes people based on the work they do, not what they look like.
- I never feel invisible at work.
- I feel safe having spirited debates with my manager.
- I can speak freely without fear of retribution.
- When I share my opinion, I feel heard.
- I can let my guard down with my team.
- I believe I must work twice as hard to earn the same respect as my peers.
- I constantly censor my views to fit in at work.
- I switch my language to make others feel comfortable.
- I have to work hard to avoid being stereotyped at work.

I have found work significantly stressful in the last week.

- Yes
- No

Do you identify as a member of a racial or ethnic minority group in your country?

- Yes
- No
- Not sure
- Prefer not to answer



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