

EMPLOYEE SENTIMENT INDEX

Australia | October – December 2023





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FIXED QUESTION ANALYSIS



October – December 2023



ELMO

PERCEIVED SECURITY

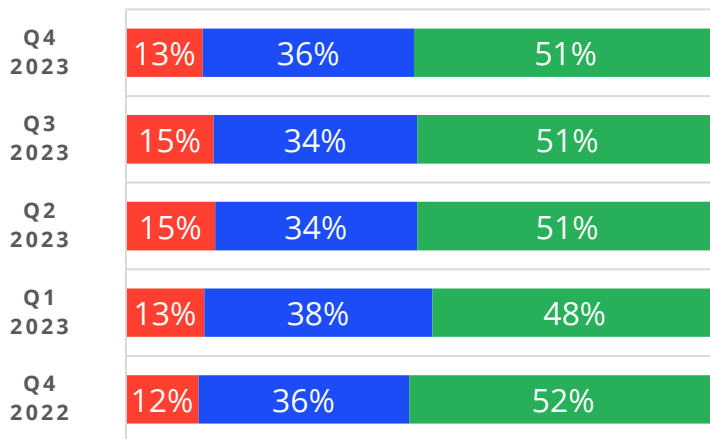
In the last quarter of the year, employee perception across all four measures of stability remained consistent with the previous quarter.

The number of employees who believe the economy is not secure has continued to fall, albeit by just one percentage point, since the high of 44% midway through 2023. It indicates that employees feel the most unstable period for the economy has now passed.

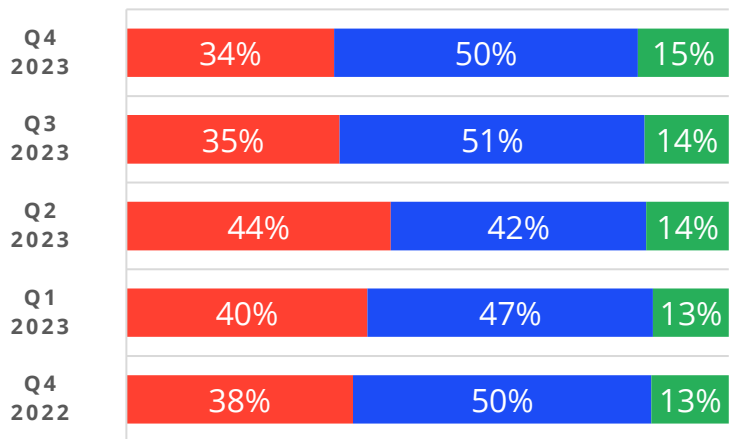
Just over half of Australian workers believe their job and organisation are secure and both measures have only decreased one percentage point since last year.

The positive trend in perceived security is good news for employers. Increased fear about economic and job stability can often lead to added stress on employees, impacting both their health and productivity.

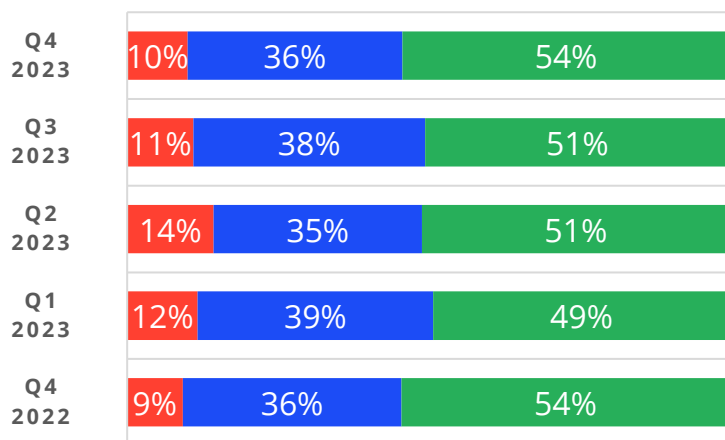
Job security



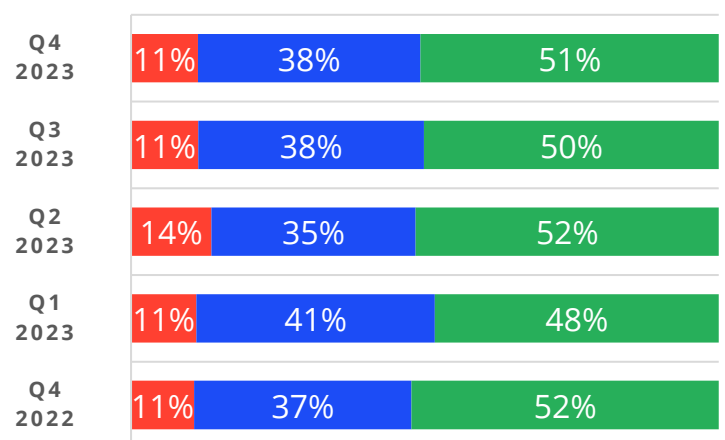
Economic security



Industry security



Organisational security



Not Secure (1-4) Neutral (5-7) Secure (8-10)

Q4. On a scale of 1 - 10, where 1 is not at all secure and 10 is extremely secure, how would you rate your feelings of security with each of the following?

Australian Workers Q4 2023 (n= 1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003) // Q1 2023 (n=1,002) // Q4 2022 (n= 1,014)

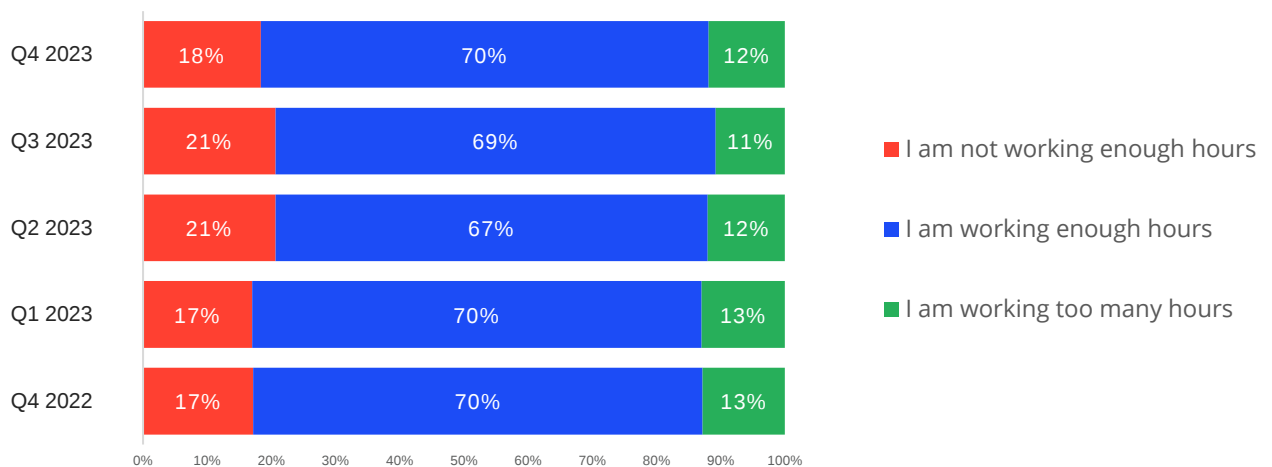
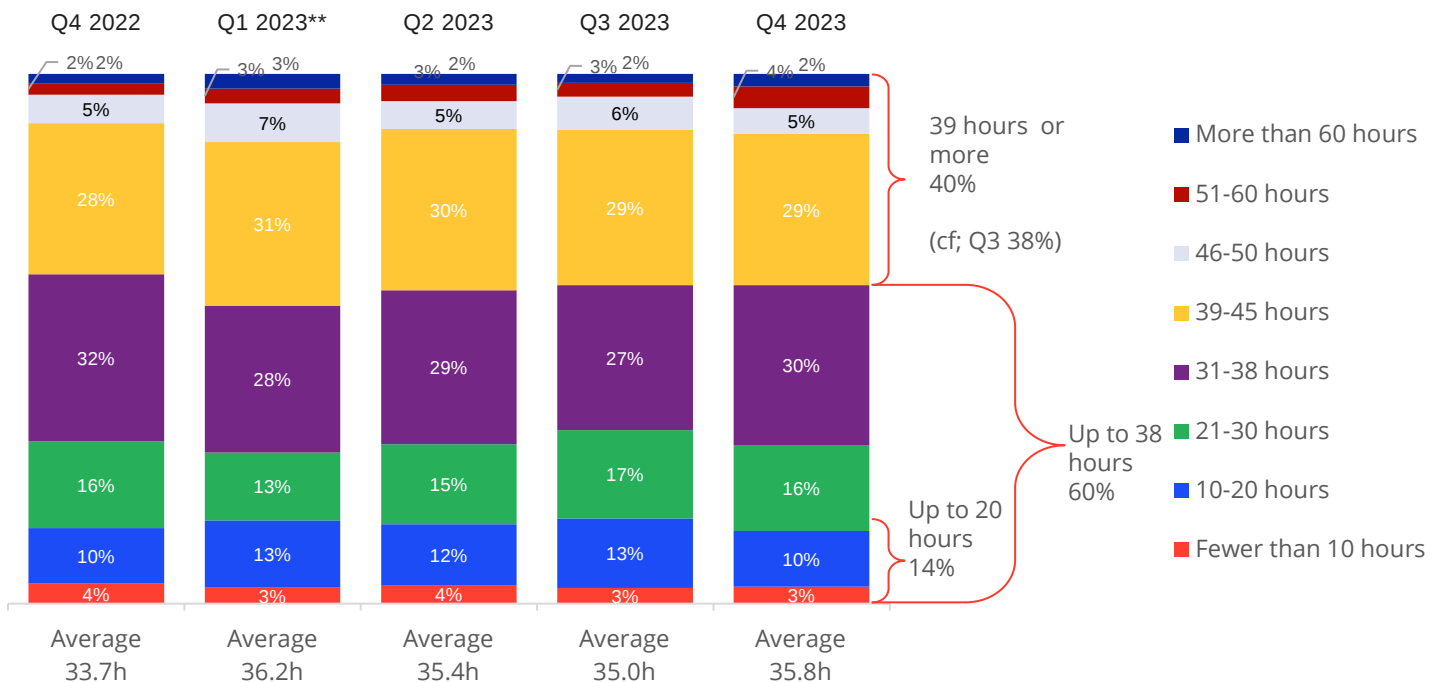
HOURS WORKED

The average Australian worker spent close to 36 hours a week at work in Q4, almost an hour more than they did in Q3 of 2023 and two hours more than this time last year.

Australians working in NSW/ACT followed by QLD are working the most hours, with Victorians working the least (NSW/ACT 36.5h, QLD 36.3, VIC 34.9h; cf. SA 35.3h, WA 35.3, TAS/NT 36.0h).

Given the increase in working hours, it's no surprise to see that seven in ten respondents now believe they are working enough hours.

Consistent with previous surveys, women and Gen Z workers are the most likely to feel they are not working enough hours (Women 22%; cf. Men 15%, Gen Z 32%; cf. Millennials 15%, Gen X 18%, Baby Boomers 15%).



Q1. Over the last three months, on average how many hours do you work per week?

**Note: Question format and wording change in Q1 2023 from "Ordinarily, how many hours do you work per week?"

Q2. Over the past three months (July to September 2023), which of the following statements best applies to you regarding the hours you worked? Consider your cost of living and your ability to meet those needs based on the number of hours you work.

Australian Workers Q4 2023 (n= 1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003) // Q1 2023 (n=1,002) // Q4 2022 (n= 1,014)

WORKER WELLBEING

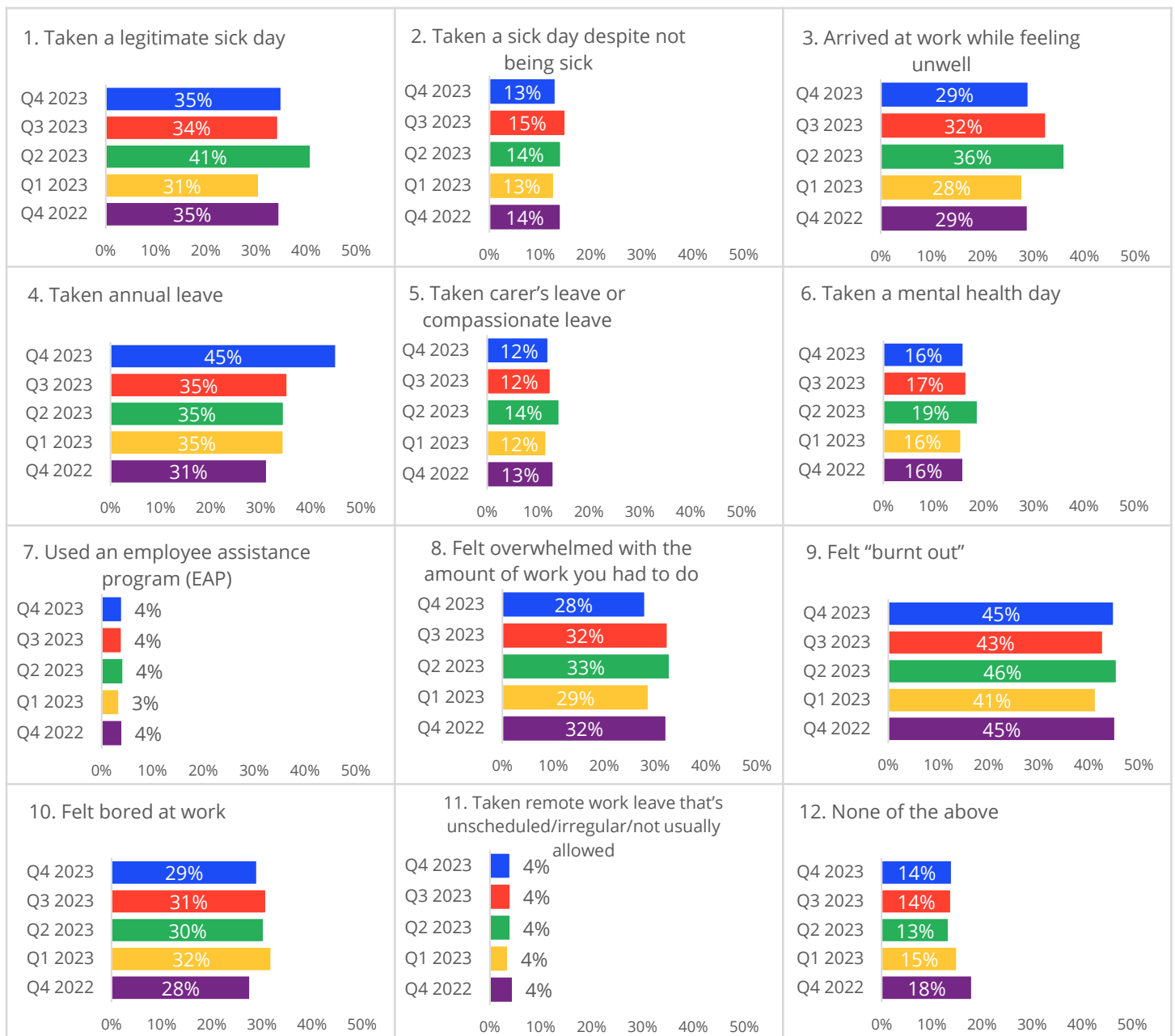
It would seem Australian workers had a restful holiday season, with the number taking annual leave during Q4 at close to half (45%) of respondents – an increase of 14 percentage points compared to Q4 2022.

This trend will no doubt be a relief for businesses with high leave liability on the books. In our last survey, we revealed that the average Australian employee had just under 16 days of annual leave banked up.

In Q4, the rate of burnout ticked up slightly.

Almost half (45%) said they felt burnt out in the last three months of the year, up two percentage points on the previous quarter. Like the last survey, Millennials were far more impacted with 51% feeling burnt out in the last quarter, compared to just 29% of Baby Boomers.

Meanwhile, the number of workers who reported feeling burnt out increased to over half (53%) of workers in QLD (cf. NSW/ACT 41%, VIC 47%, SA 44%, WA 44%, TAS/NT 38%).



Q3. Over the past three months have you...? Australian Workers Q4 2023 (n= 1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003) // Q1 2023 (n=1,002) // Q4 2022 (n= 1,014)

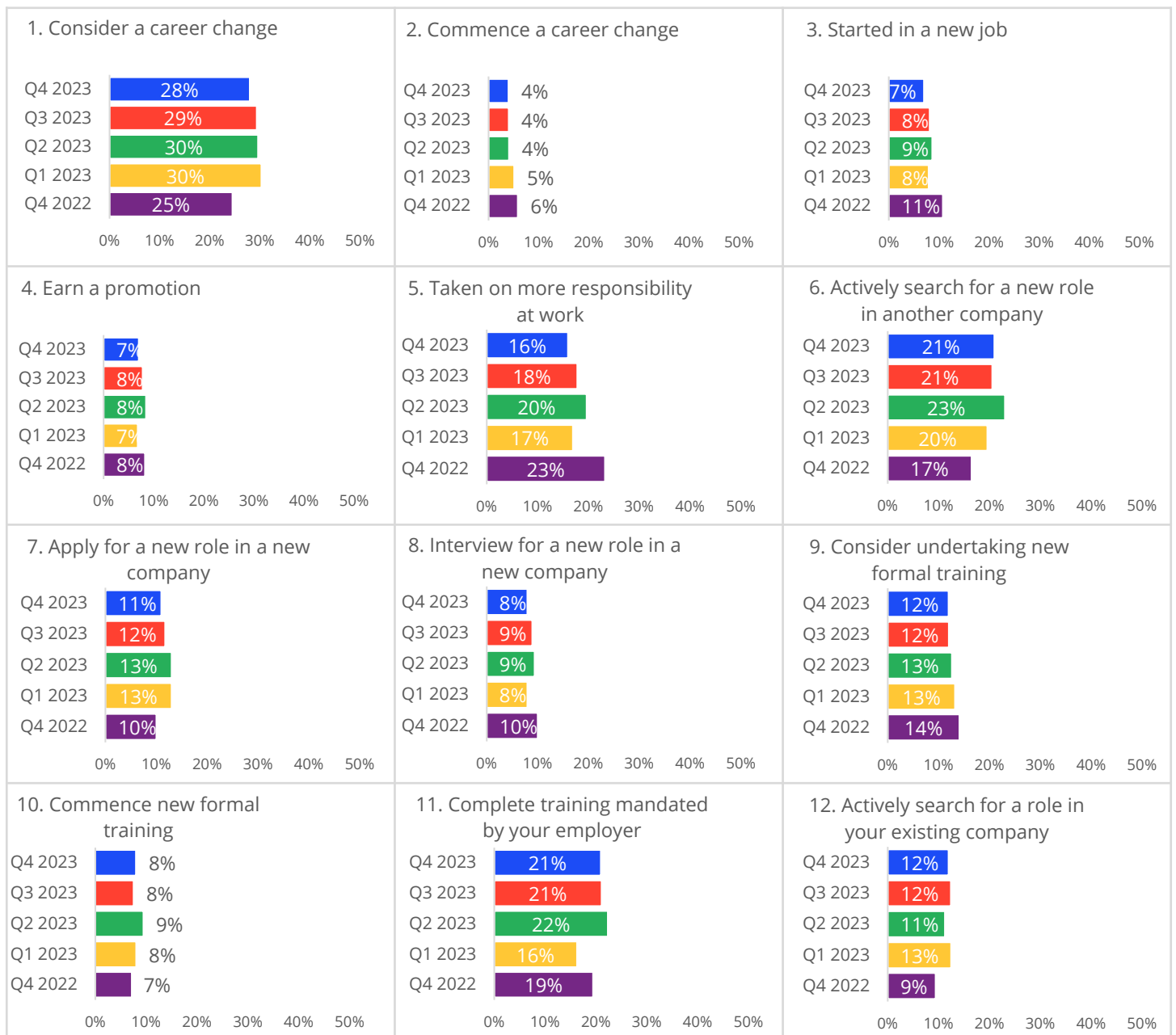
WORKER MOBILITY

The job-hopping trend of 2023 may have settled as the number of workers who started a new job in the last three months continued to decrease – reaching its lowest point of just 7%, close to half as many as Q4 2022.

However, it seems temptation for a new role is still rife. A fifth of workers actively

searched for a new role in another company and that figure is even higher for the younger generations (Gen Z 26%, Millennials 26%; cf. Gen X 18%, Baby Boomers 9%).

Like starting a new job, the number of workers taking on more responsibility at work is at its lowest in Q4 2023 (16%).



None of the above:

Q4 2023 32%, Q3 2023 31%, Q2 2023 32%, Q1 2023 33%, Q4 2022 31%

Q6. In the past three months, did you...? Australian Workers Q4 2023 (n= 1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003) // Q1 2023 (n=1,002) // Q4 2022 (n= 1,014)

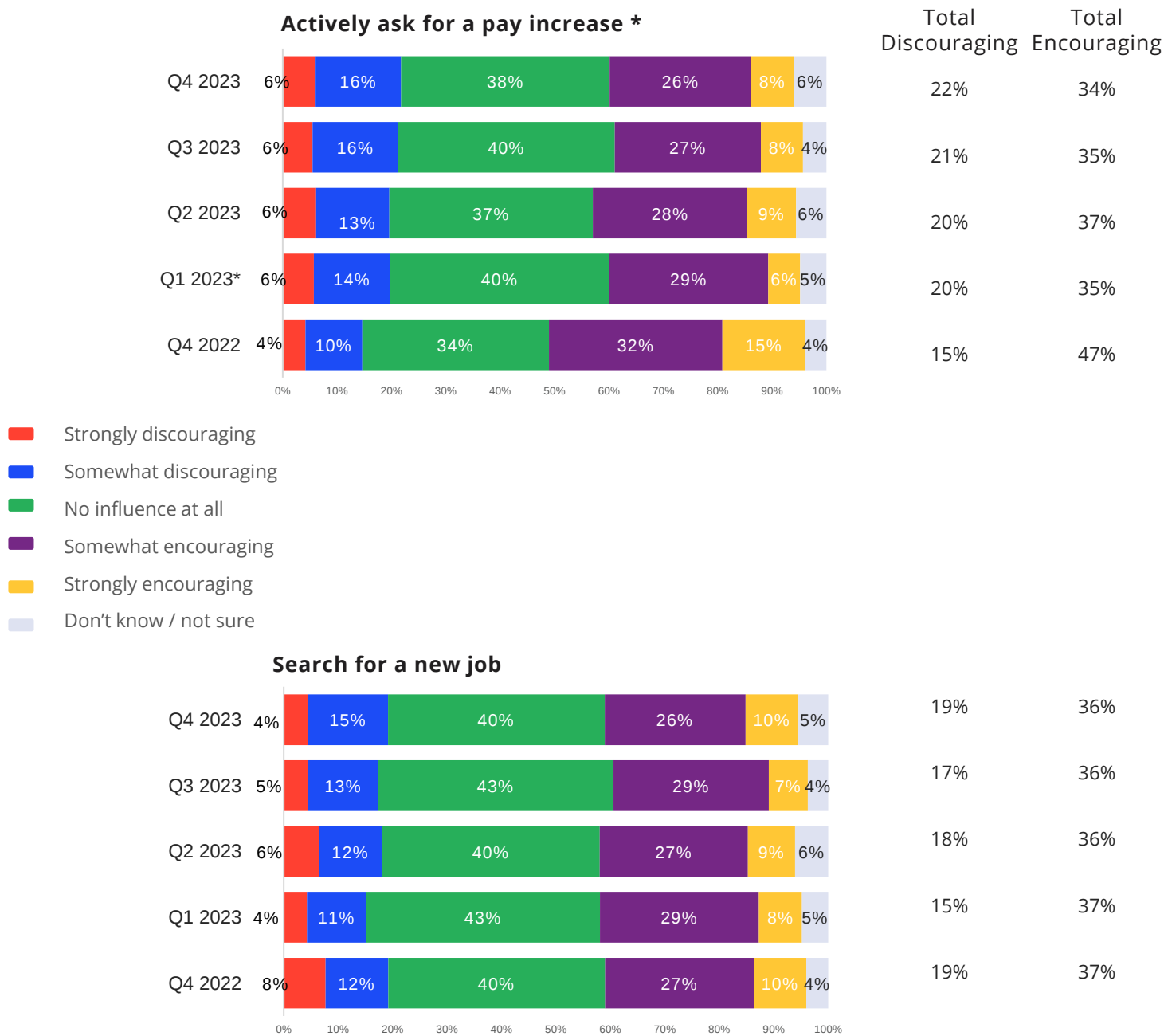
ECONOMY INFLUENCING DECISIONS

A third of Australian workers say they're encouraged by the current economy to ask for a pay increase. This result is consistent with previous quarters in 2023, but much lower than this time last year when close to half (47%) felt the same.

Our survey has found the younger generations of workers are much more likely

to be encouraged to ask for a pay increase (Gen Z 45%, Millennials 45%; cf. Gen X 26%, Baby Boomers 16%).

Meanwhile, the number of Australian workers who are encouraged to search for a new job has remained stable in the last 12 months with Q4 2023 being at 36%.



Q10. To what extent are current economic conditions encouraging or discouraging you to do the following? Australian Workers Q4 2023 (n= 1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003) // Q1 2023 (n=1,002) // Q4 2022 (n= 1,014)
* Code frame changed in Q1 2023 from "seek a pay increase" to "Actively ask for a pay increase"

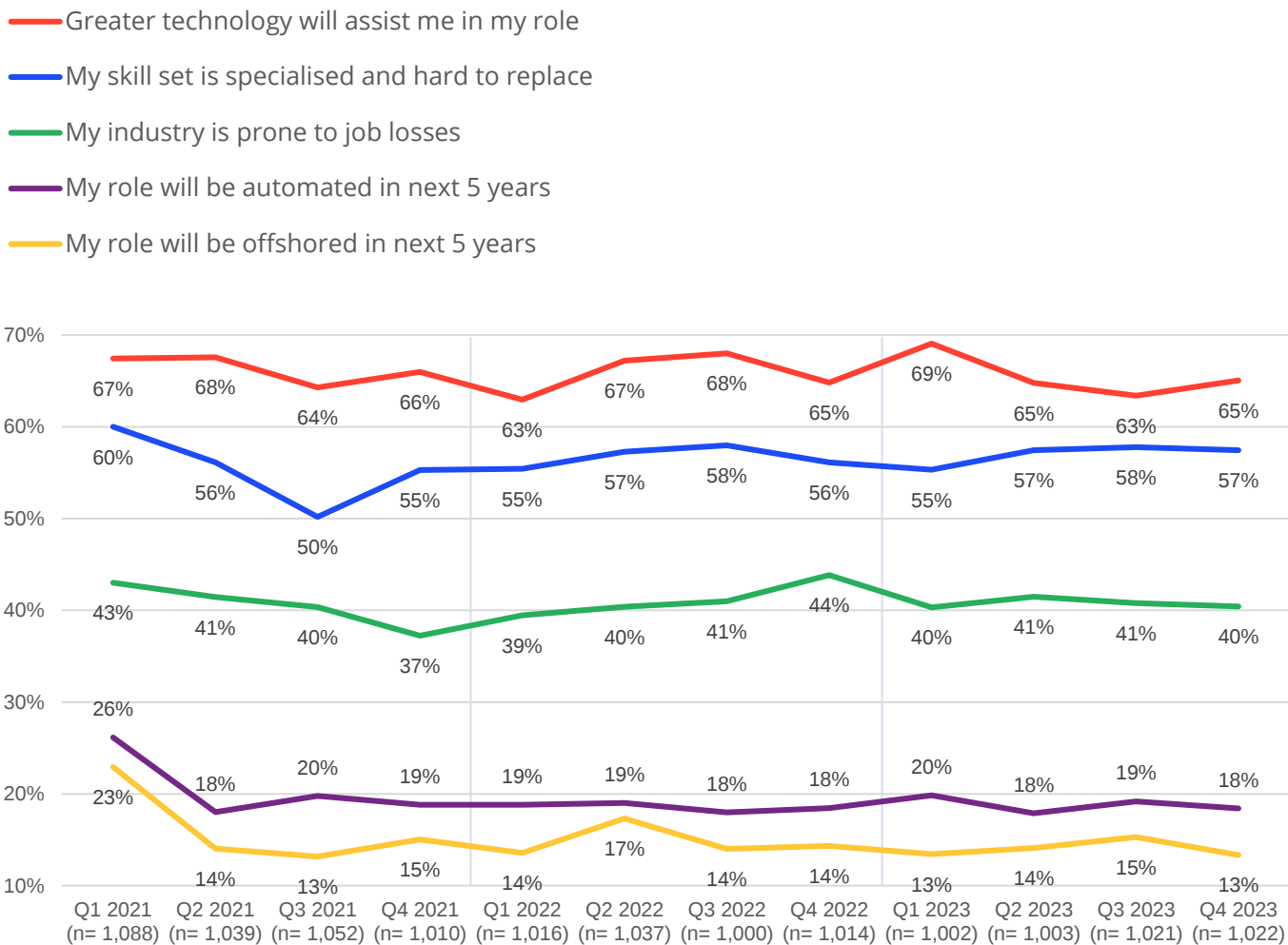
FUTURE OF WORK

Q4 2023 looks very similar to the previous quarter with the biggest changes being only two percentage points.

This quarter, there was a slight increase in belief that greater technology will assist employees in their role (65%), but the result was much lower compared to the start of the year (69%).

The other 2% change was in Australians believing their role will be offshored in the next five years which has decreased from 15% in Q3 2023 to 13% in Q4, close to half of what it was when the survey began in 2021 (23%).

Australian workers' belief that their role will be automated in the next five years has remained stable, as has the belief that their industry is prone to job losses.



Agree and Strongly Agree

Q5. To what extent do you agree or disagree with each of the following statements?

EMPLOYEE PRIORITIES

Money continues to dominate the priority list, with remuneration and bonus payments/incentives the most important factor for employees when choosing a new employer.

Having flexible/remote working and the stability of an organisation continue to jostle

for silver. But in Q4, it is stability that scoops the second position. Other factors remain almost identical to last quarter.

Potentially a sign of similar end of year sentiment, all factors that ranked tied 4th or lower have reverted back to the same order that they were in Q4 2022.

	Q4 2023	Q3 2023	Q2 2023	Q1 2023	Q4 2022
Remuneration and bonus payments / incentives	1st	1st	1st	1st	1st
Stability of an organisation	2nd	3rd	Tied 2nd	2nd	Tied 2nd
Flexible/Remote working	3rd	2nd	Tied 2nd	3rd	Tied 2nd
Culture of the organisation	Tied 4th	4th	4th	Tied 4th	Tied 4th
Easy and/or short commute	Tied 4th	5th	5th	Tied 4th	Tied 4th
Career development opportunities	6th	6th	6th	6th	6th
Professional learning opportunities	7th	8th	8th	Tied 7th	7th
The ethical standing/reputation of the organisation and leadership	8th	7th	7th	Tied 7th	8th
Wellbeing initiatives	9th	9th	9th	9th	9th
Diversity among employees/senior leadership team of the organisation	10th	10th	10th	10th	10th
Online or word-of-mouth employee reviews of the leadership	11th	11th	11th	11th	11th

Q9. Thinking about choosing a new employer, rank your top five most important factors from the list below. Australian Workers Q4 2023 (n= 1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003) // Q1 2023 (n=1,002) // Q4 2022 (n= 1,014)

RECOGNITION & REMUNERATION

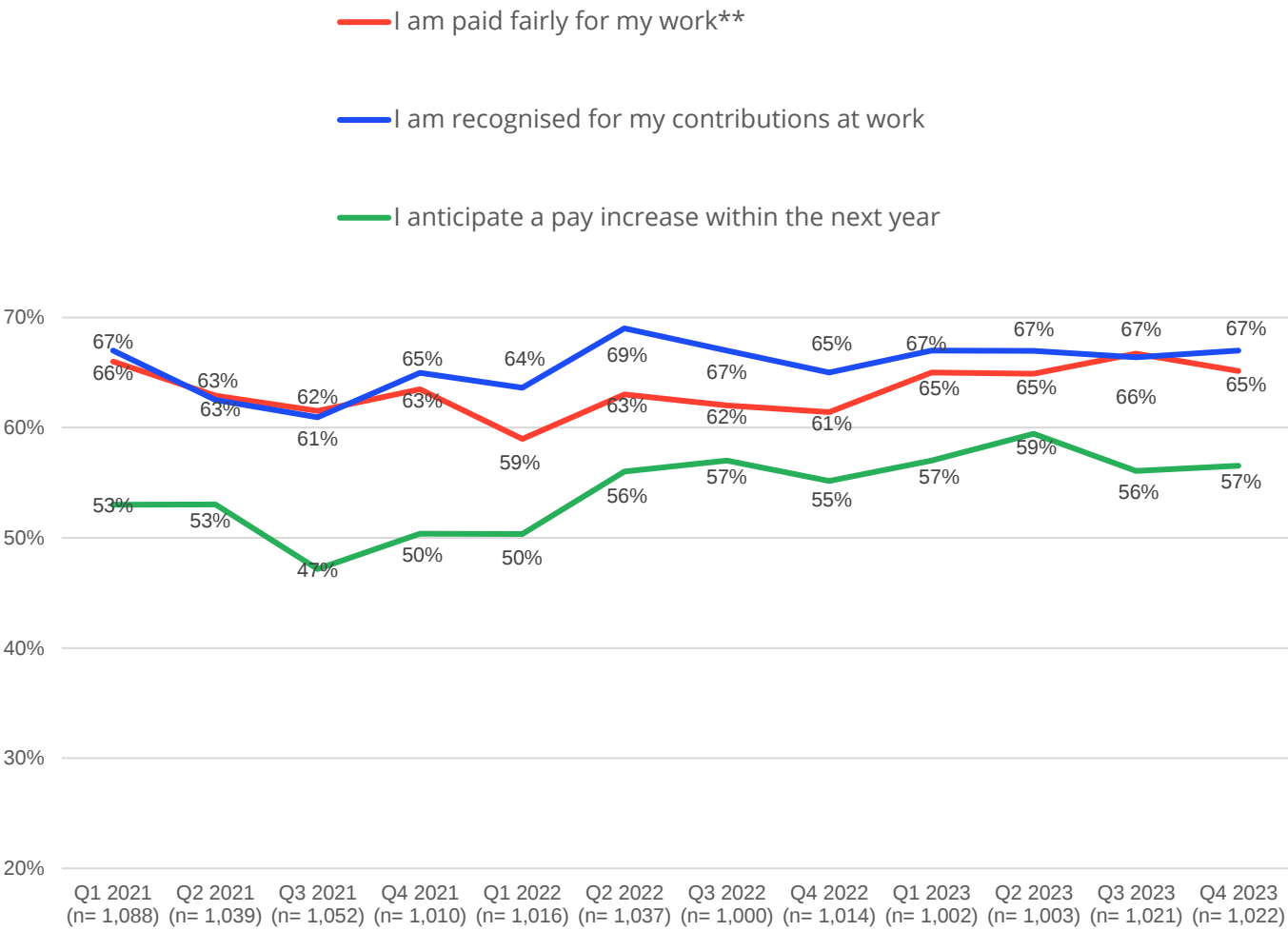
At the end of 2023, two thirds of Australian workers felt they were recognised for their contributions at work, almost the same as it has been all year. Baby Boomers were the most likely to feel recognised for their contributions at work compared to other generations (77%; cf. Gen Z 69%, Millennials 65%, Gen X 66%).

Similarly, the number of respondents who believe they're paid fairly remains consistent. Two thirds of Australian workers feel as though they are paid fairly for their work, with Victorians being the least likely to agree

(61%; cf. NSW/ACT 62%, QLD 66%, SA 76%, WA 74%, TAS/NT 74%).

Meanwhile, pay rise hopes remain at similar levels. Almost 60% of Australian workers anticipate a pay increase within the next year.

Of the comparable industries*, Retail Trade are the least optimistic with only 41% expecting a pay increase within the next year. On the other end of the spectrum, 75% of employees in Public Admin and Safety anticipate a salary raise.



Agree and Strongly Agree

Q7. To what extent do you agree or disagree with each of the following statements? Australian Workers
Note: Code frame reduced in Q1 2023 ** Question text changed from "I am remunerated for my work fairly" to "I am paid fairly for my work" in Q1 2023
*Industry analysis only included for industries with sample sizes that are large enough and of comparable size.

JOB SAFETY & REDUNDANCIES

Over a third of Australian workers felt the need to worker harder or longer hours to keep their job safe at the end of 2023, much lower than the previous quarter (40%).

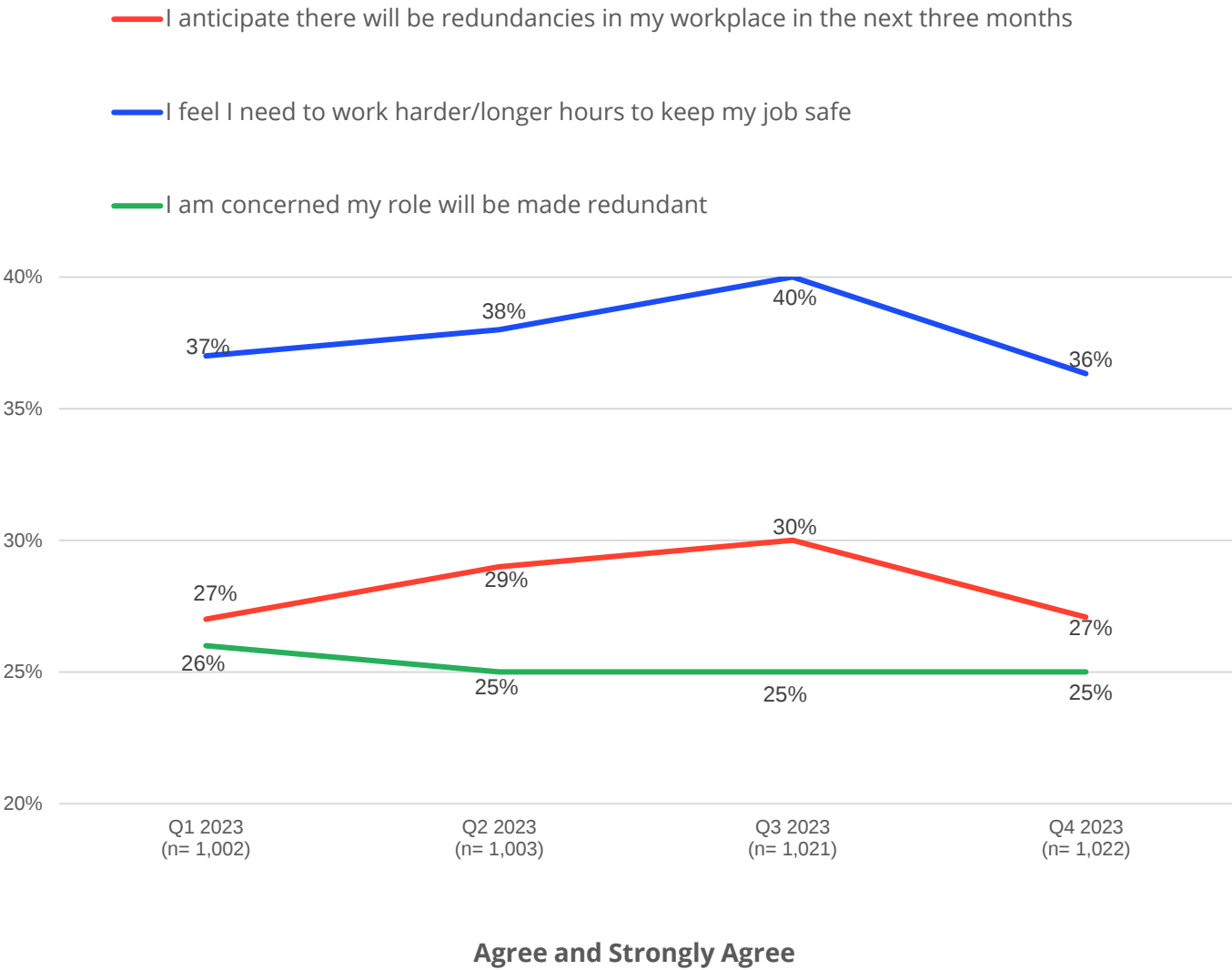
Meanwhile, just over a quarter of Australian workers anticipate there will be redundancies in their workplace within the next three months, decreasing from 30% in Q3.

Similar to the levels of perceived stability in question one, it appears employees are feeling a renewed sense of confidence about

the security of their workplaces.

Remaining consistent throughout 2023, a quarter of Australians feel concerned their role will be made redundant.

Interestingly, workers in NSW/ACT and Victoria are the most concerned their role will be made redundant (NSW/ACT 30%, VIC 30%; cf. QLD 21%, SA 14%, WA 19%, TAS/NT 19%).



Q7. To what extent do you agree or disagree with each of the following statements? Australian Workers

Q4 TOPICAL ANALYSIS



October – December 2023



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SCAM CONCERNS AT WORK & HOME

Over 40% of Australian workers are concerned they will fall victim to a scam or phishing attempt on their work devices.

Baby Boomers are particularly worried, with 54% feeling concerned about being scammed on their work devices compared to just 38% of Gen Z respondents.

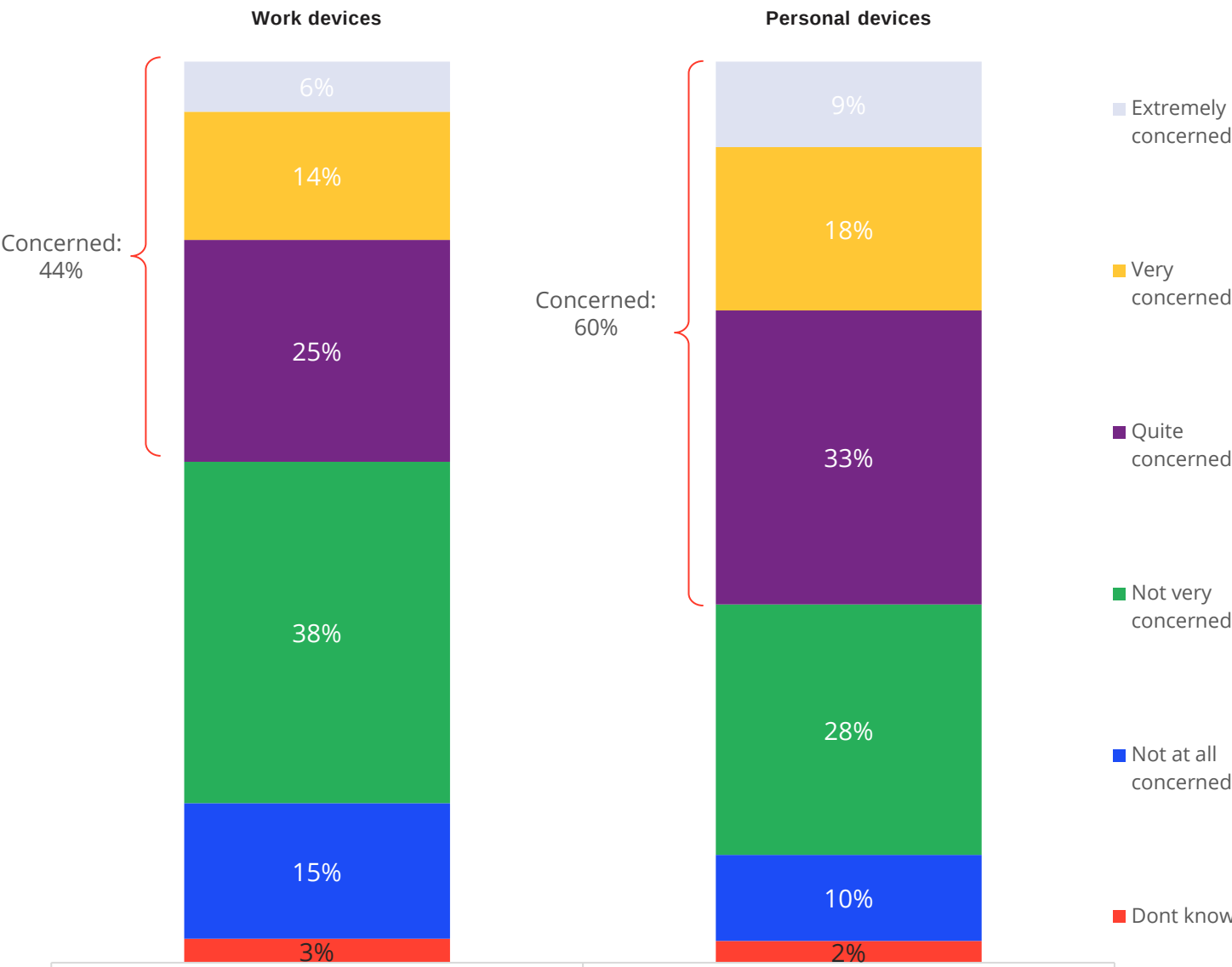
The industry that shows the most concern is the Information Media and Telecommunications sector as over half (52%) of workers are concerned about falling victim to a scam or phishing attempt on their

work device.

Meanwhile, concerns about scams on employees’ personal devices are even higher.

More than half (60%) of Australian workers are concerned about falling victim for a scam or phishing attempt on their personal device.

Perhaps unsurprisingly, workers from Gen Z are the least concerned about falling victim to a scam on their personal device (42%; cf. Millennials 58%, Gen X 65%, Baby Boomers 68%).



Q11. How concerned are you about falling victim to a scam or phishing attempt on the following devices? Australian workers (n= 1,022)

CONCERNS ABOUT PERSONAL INFORMATION LEAK

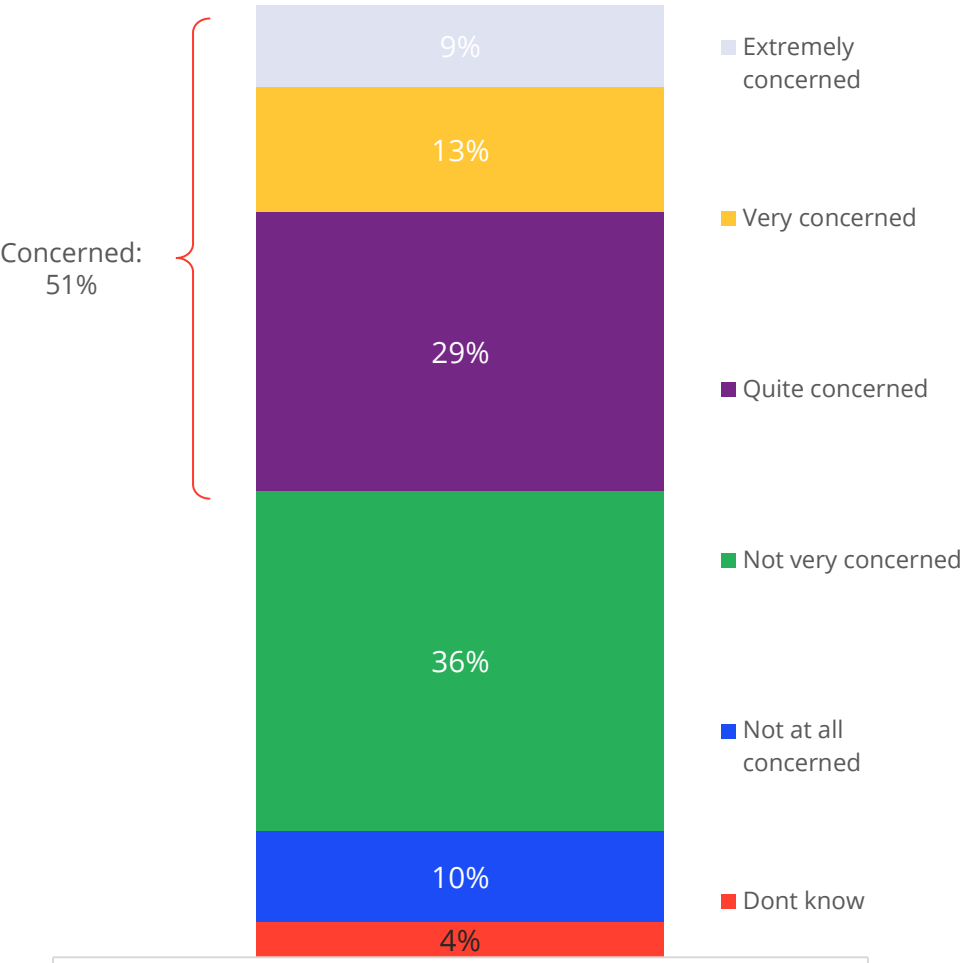
Just over half of Australian workers are concerned about their personal information being stolen as part of a cyberattack on their workplace.

Like we saw in the previous question, the older the employee the more likely they are to be concerned (Gen Z 40%, Millennials 51%, Gen X 53%, Baby Boomers 57%).

Continuing the trend, 13% of Baby Boomers say they're extremely concerned compared to just

3% of Gen Z.

And again, it is workers within the Information Media and Telecommunications industry who are the most likely to be worried. Almost two thirds (65%) say they're concerned about their information being stolen as part of a cyber attack (cf. National average 51%).



WORKPLACE CYBERSECURITY

Almost half of Australian employees believe their workplace is vulnerable to a cyberattack – and a third of workers don’t know how to prevent themselves from falling victim to a phishing attempt at work.

Phishing attempts, the most common type of scam, involve social engineering where attackers deceive people into revealing sensitive information or installing malware on their devices.

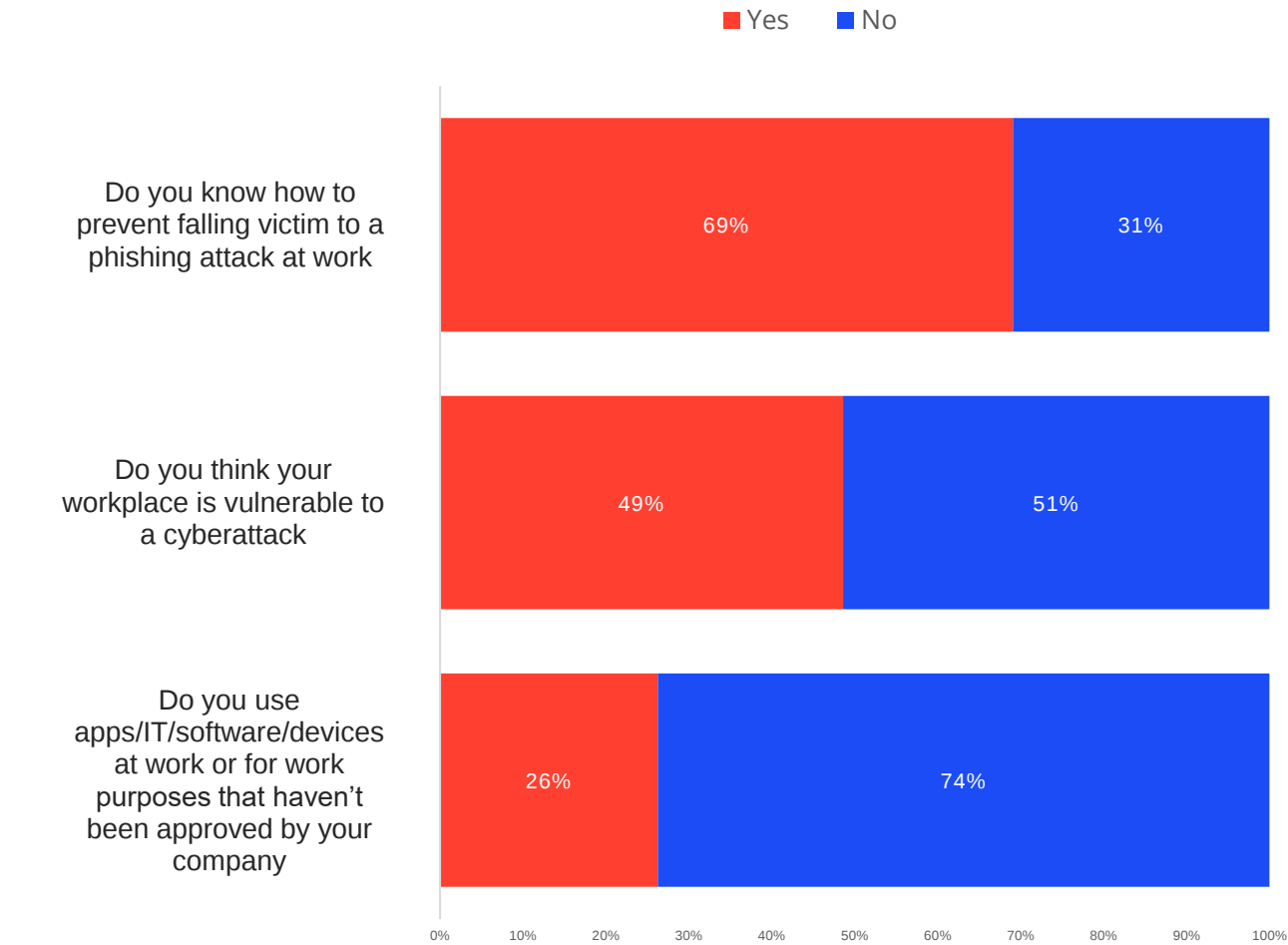
Even more worryingly for businesses, and IT departments in particular, just over a quarter of employees admit they use non-approved apps or software at work.

Millennial workers are most confident about knowing how to prevent a phishing attack

(74%; cf. Average 69%). But this age group are also the most likely to use non-approved apps or software (33%; cf. Average 26%).

Employees in businesses with 200+ staff are more likely to say their organisation is vulnerable to an attack (56%), perhaps reflecting the assumption that hackers tend to target larger, high-profile businesses.

By industry*, employees in Healthcare and Social Assistance are most concerned about a cyberattack with 61% believing their organisation is vulnerable.



Q13. Please select “Yes” or “No” to the following?. Australia Workers (n=1022)

CYBERATTACK PREVENTION

93% of Australian workers personally take steps to prevent being scammed at work, with ignoring unknown phone calls/text/emails being the most used prevention method.

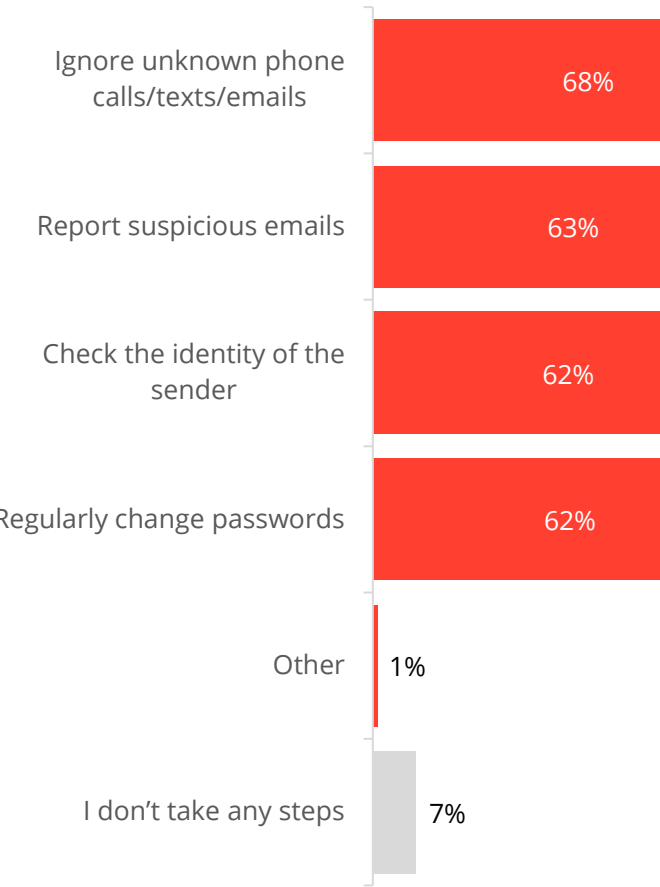
Nine out of ten (89%) workers say their company takes steps to prevent phishing or scam attacks with the most popular method being specific security measures like a firewall or anti-virus software.

However, less than half of businesses are using training courses/education to help staff identify

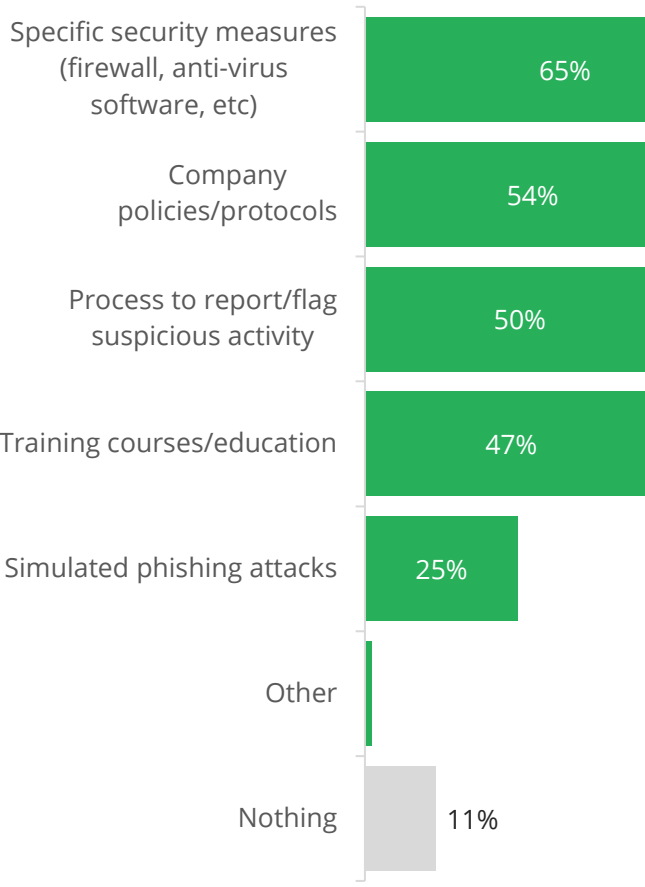
and prevent a scam. This is surprising given the rise of phishing attacks that prey on human error to gain access or information.

Larger organisations (200+ employees) were more likely to employ all five methods listed below, but one of the most marked differences was in the number using learning courses to prevent scams. Only 36% of employees in businesses with less than 200 staff say their organisation provides staff with training, compared to 64% of workers at businesses with 200+ staff.

What steps do you take to prevent falling victim to a phishing attempt at work?



What does your company do to prevent phishing or scam attacks?



Q14. What steps do you personally take to prevent falling victim to a phishing attempt at work? Australian workers (n= 1,022)
Q15. What does your company do to prevent phishing or scam attacks? Australian workers (n= 1,022)

METHODOLOGY

The ELMO Employee Sentiment Index offers a regular pulse check on the actions, attitudes and behaviours of Australia's employees. The quarterly report provides analysis of the prevailing sentiment within the workforce to track changes in perceptions around job security, wellbeing and the economy, as well as topical issues impacting Australian workers.

For this wave of the survey, respondents were asked to reflect on the three-month period between October 2023 to December 2023.

The research was commissioned by ELMO Software and conducted by Lonergan Research in accordance with the ISO

20252 standard.

Lonergan Research surveyed 1,022 Australian workers aged 18 years and over between 4th January 2024 and 11th January 2024. The research was conducted via a 15-question online survey. Respondents were members of a permission-based panel, geographically dispersed throughout Australia including both capital city and non-capital city areas.

After surveying, data was weighted to the latest population estimates sourced from the Australian Bureau of Statistics.





ABOUT ELMO SOFTWARE

Founded in 2002, the ELMO Group comprises ELMO Software in Australia, New Zealand and the UK, and Breathe HR in the UK. It is the trusted provider of HR technology solutions to 16,000+ small and mid-sized organisations and two million end users.

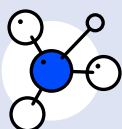
With a comprehensive suite of ISO-certified solutions that span the full employee lifecycle, ELMO Software is designed to scale as organisations grow.

Flexible and configurable, ELMO's one-stop HRIS fits to your specific needs and workflows.

Through powerful technology, automation, data and analytics, ELMO Software empowers HR professionals to play an integral role in company decision making.

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**WE BUILD
HR SOLUTIONS
THAT RELEASE
YOUR FULL
POTENTIAL**



HR CORE

Centralise and automate your people management in one place.



ONBOARDING

Start your new employee's journey with a personalised onboarding experience.



RECRUITMENT

Find and hire the right talent for your business.



PERFORMANCE MANAGEMENT

Empower your teams to achieve their goals and thrive.



PAYROLL

Navigate the complexities of pay with secure and accurate payroll.



LEARNING MANAGEMENT

Create a culture of learning and develop your people with eLearning.

