

EMPLOYEE SENTIMENT INDEX

AUSTRALIA | APRIL - JUNE 2024



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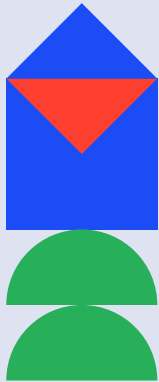
KEY FINDINGS

FIXED QUESTIONS

Our Q2 Employee Sentiment Index shows employees buckled down this quarter as Australia approached the end of the financial year. They put in more hours per week and felt the effects, with higher rates of burnout in Q2.

Despite the interest rate being held steady between April and June, concern about the economy is still a key issue for workers.

EMPLOYEES WORKING LONGER HOURS



Between April - June, Australian workers spent an average of **35.5 hours per week** at work, **a full hour more** than in the previous quarter.



BURNOUT RATES INCREASING

45% of employees felt **burnt out** this quarter, **an increase from 41%** in the previous quarter.

This brings **levels in line with the end of 2023**, highlighting peaks in burnout that align with the two busiest periods of the year for many employees.



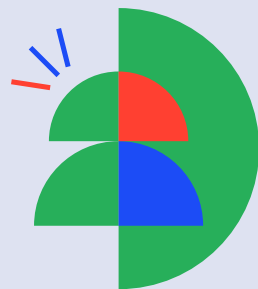
WORKERS ARE FEELING INSECURE

Economic worries are continuing to bubble under the surface for workers.

37% of workers now think the **economy is not secure.**



28% anticipate redundancies in their workplaces in the **next three months.** Both of these figures have increased from last quarter.



KEY FINDINGS

TOPICAL QUESTIONS

The pandemic has undoubtedly blurred the lines between work and home for many knowledge workers in Australia. But now, the 'right to disconnect' legislation aims to shift the balance in the other direction, providing employees with more protections to set firm boundaries around their working hours.

At the heart of the issue is trust.

In this round of the Employee Sentiment Index, we sought to understand whether the rise of working from home has impacted the trust between managers and their employees, as well as the pressure to be 'always online'.

MENTAL WELLBEING AT WORK

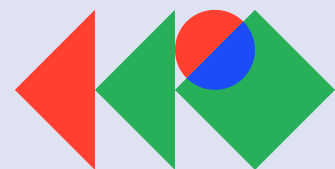
Six in ten Australian managers feel pressure to keep in touch with direct reports **more frequently** when working from home.



Employees are feeling the pressure too, with **63%** feeling they ought to be **always contactable** when working from home or remotely.

UNDER PRESSURE TO CONNECT

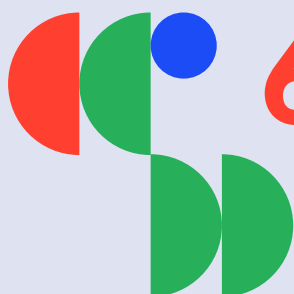
36% of workers feel **comfortable** ignoring a call or email from work outside of hours.



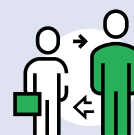
Meanwhile, **41%** of employees said they would feel comfortable ignoring out-of-hours work contact once **'right to disconnect' legislation** came into force.



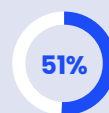
FLEXIBLE WORK AND TRUST



61% of workers feel **trusted** by their managers when working **from the office**.



Compared to 51% of employees who feel the same when **working from home**.



FIXED QUESTION ANALYSIS

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PERCEIVED SECURITY

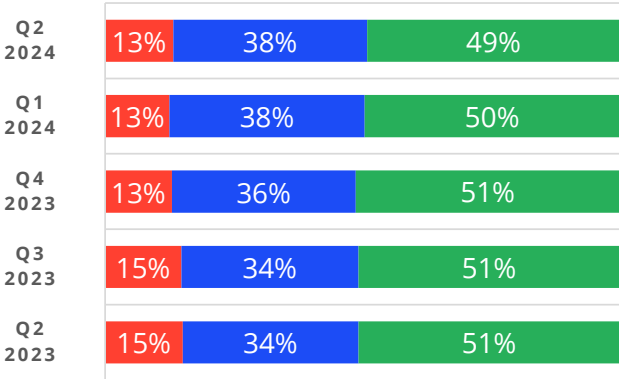
Australian workers' perceptions of security across three of the four categories have seen slight declines since the previous quarter. As a result, perceptions of job, industry and organisational security are currently at the lowest levels seen in the previous 12 months.

Perceived job security has shown a small but steady decrease over the previous three quarters. And now, less than half of Australian workers believe their industry or organisation

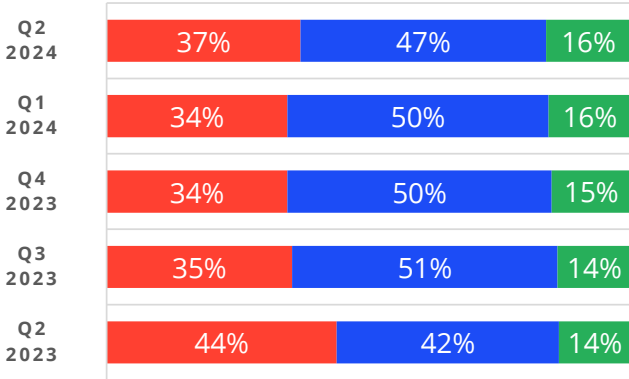
is secure.

In this quarter, there's been an increase in the number of Australian workers who believe the economy is not secure, according to nearly two in five workers (37%). While it's the first increase in almost 12 months, perceived economic insecurity is still not as high as this time last year (Q2 2023 44%).

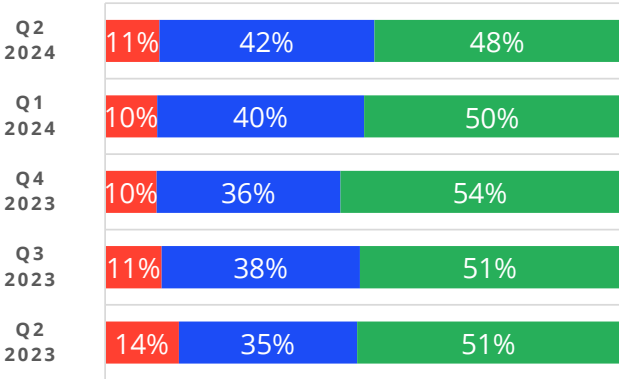
Job security



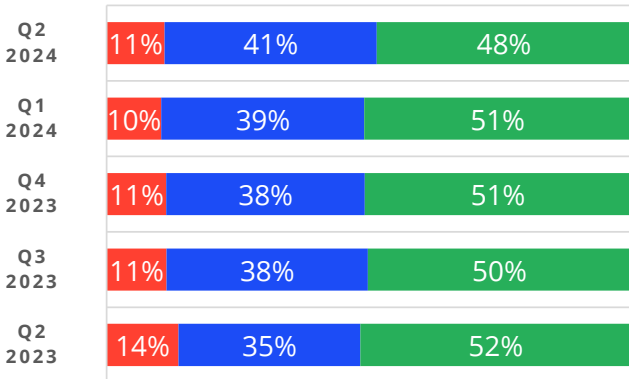
Economic security



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 Q2 2024 (n=1,038) // Q1 2024 (n=1,025) // Q4 2023 (n=1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003)

HOURS WORKED

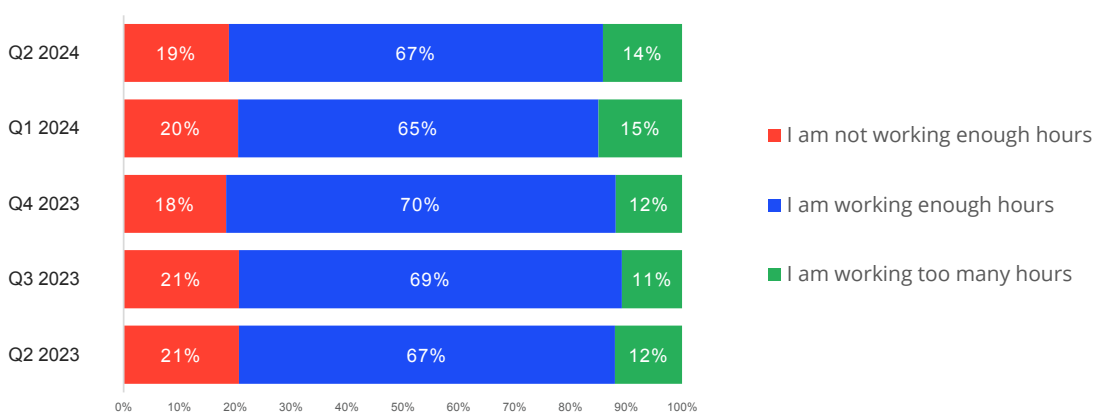
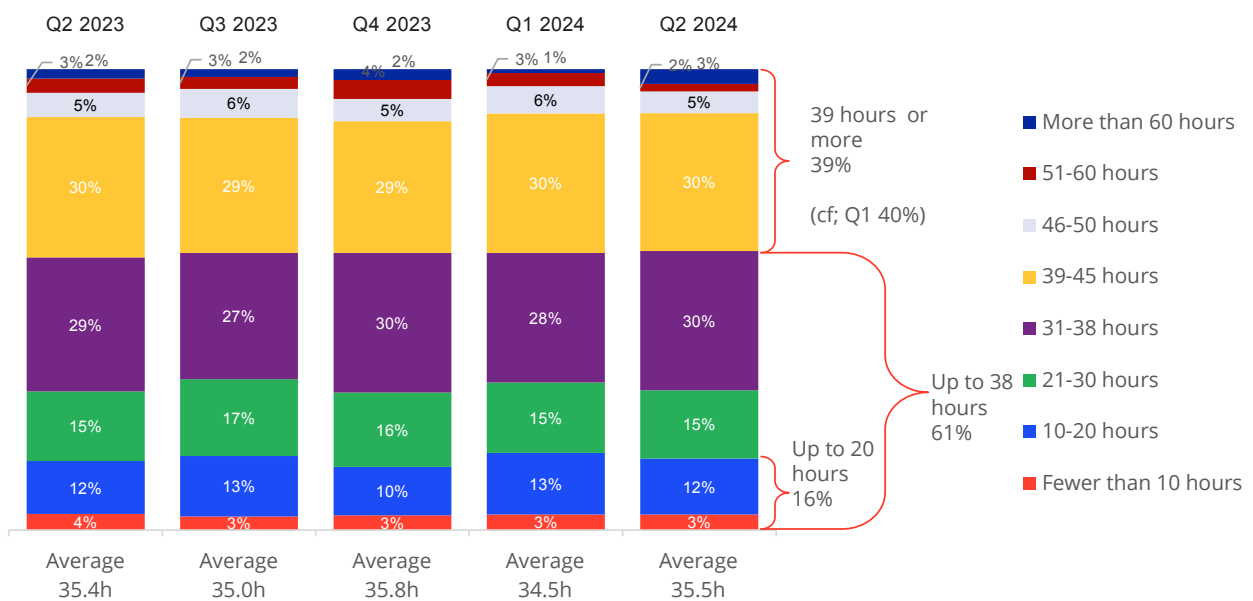
Between April to June, Australian workers spent an average of 35.5 hours per week at work, a full hour more than the previous quarter.

Asked about their ability to meet their cost-of-living needs, two thirds of Australian workers (67%) say they are happy with the number of hours spent working in Q2, representing an increase of two percentage

points since Q1.

One in five workers (19%) feel they are not working enough hours, while 14% believe they are working too many hours.

Compared to women, men worked six more hours per week on average this quarter (Men 38.6h; cf. Women 32.3h). Meanwhile, one in four (25%) women feel they weren't working enough hours, compared to 13% of men.



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

Q2. Over the past three months (April to June 2024), 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 Q2 2024 (n=1,038) // Q1 2024 (n=1,025) // Q4 2023 (n=1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003)

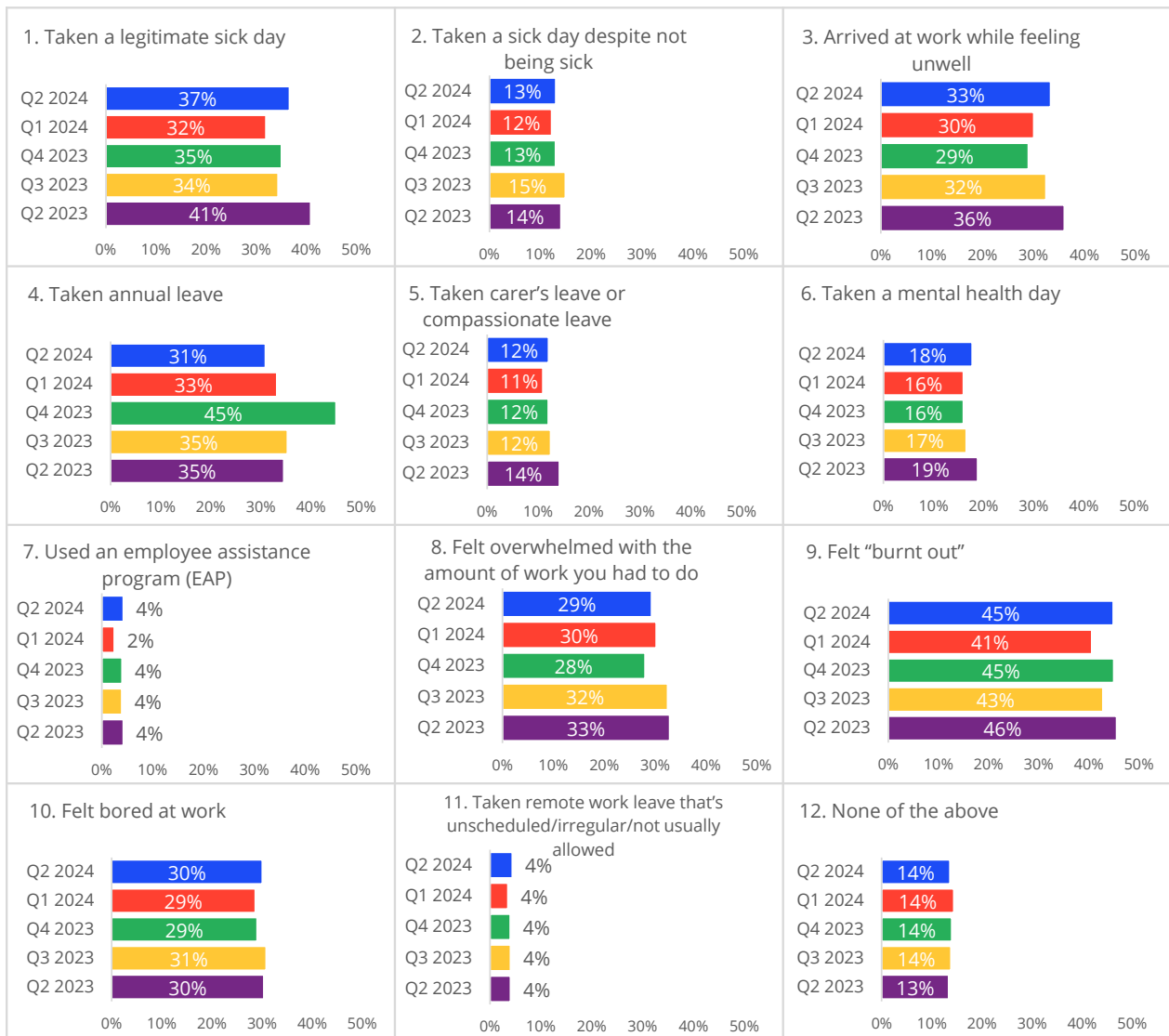
WORKER WELLBEING

Cold and flu season may have kicked in to full gear this quarter, with a five percentage-point increase in the number of Australian workers taking a legitimate sick day in Q2. There has also been a three percentage-point increase in the number of workers arriving to work while feeling unwell since the first quarter of the year.

Women were significantly more likely than men to have arrived at work feeling unwell in Q2 (Women 40%; cf. Men 28%). This may be

connected to female workers being more likely to feel they aren't working enough hours. It seems they would rather work while feeling unwell than not work at all.

There has also been a four percentage-point increase in the number of workers feeling "burnt out", matching similar levels in Q4 and a year ago. This trend could mirror the two peaks of the business calendar – the end of the calendar and financial years.



Q3. Over the past three months have you...? Australian Workers Q2 2024 (n=1,038) // Q1 2024 (n=1,025) // Q4 2023 (n=1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003)

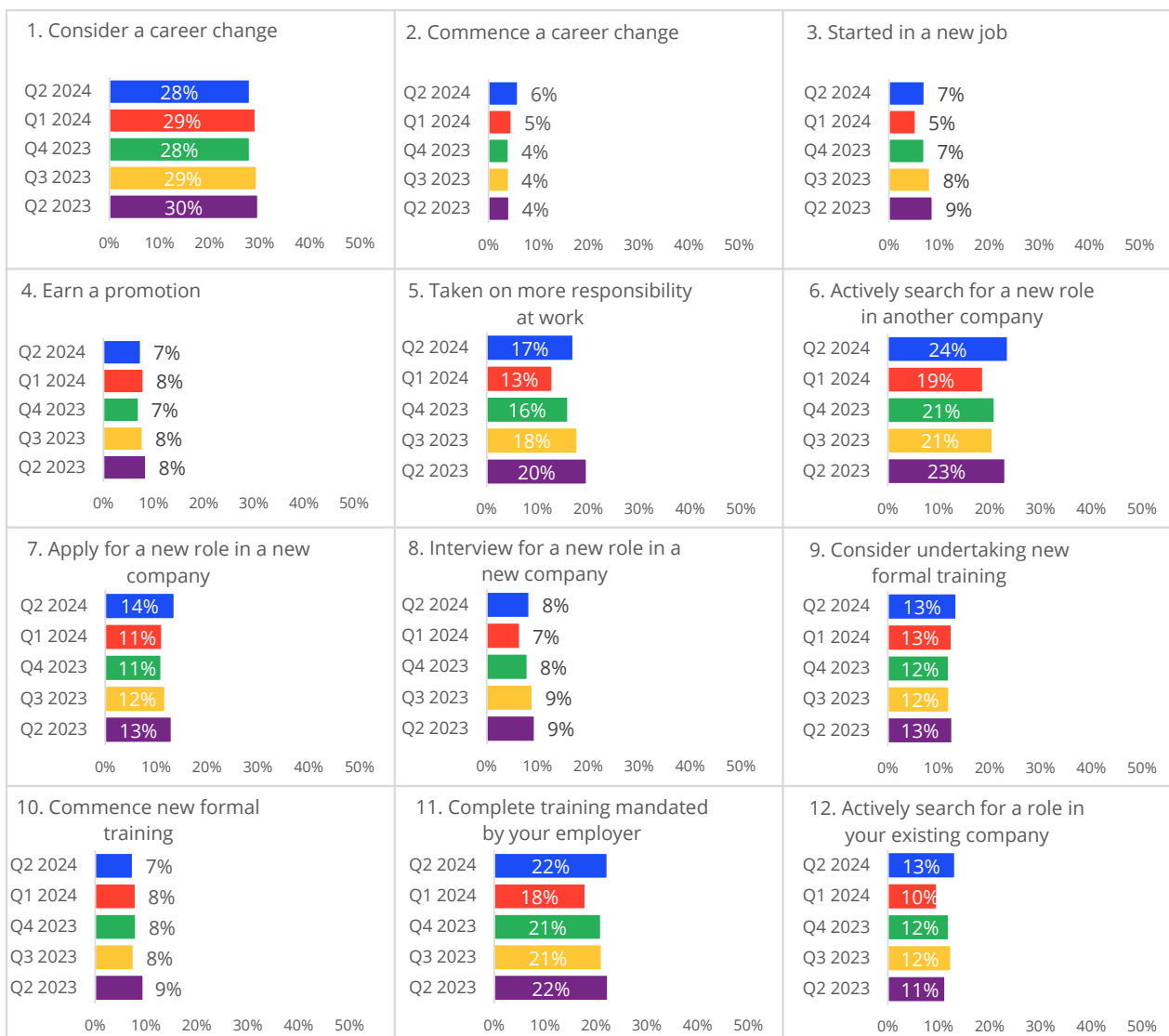
WORKER MOBILITY

Between April to June, there was a four percentage-point increase in Australian workers taking on more responsibility at work, while the number of employees who actively searched for a new role in another company increased by five percentage points.

ramp-up after the Christmas and school holiday period.

Mobility within workers' existing companies has also seen a rise this quarter, with more Australian workers actively searching for a new role within their existing company.

The number of workers who started in a new job rose slightly since the start of the year, when recruitment typically has a slow



None of the above:
 Q2 2024 30%, Q1 2024 35%, Q4 2023 32%, Q3 2023 31%, Q2 2023 32%

Q6. In the past three months, did you...? Australian Workers Q2 2024 (n=1,038) // Q1 2024 (n=1,025) // Q4 2023 (n=1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003)

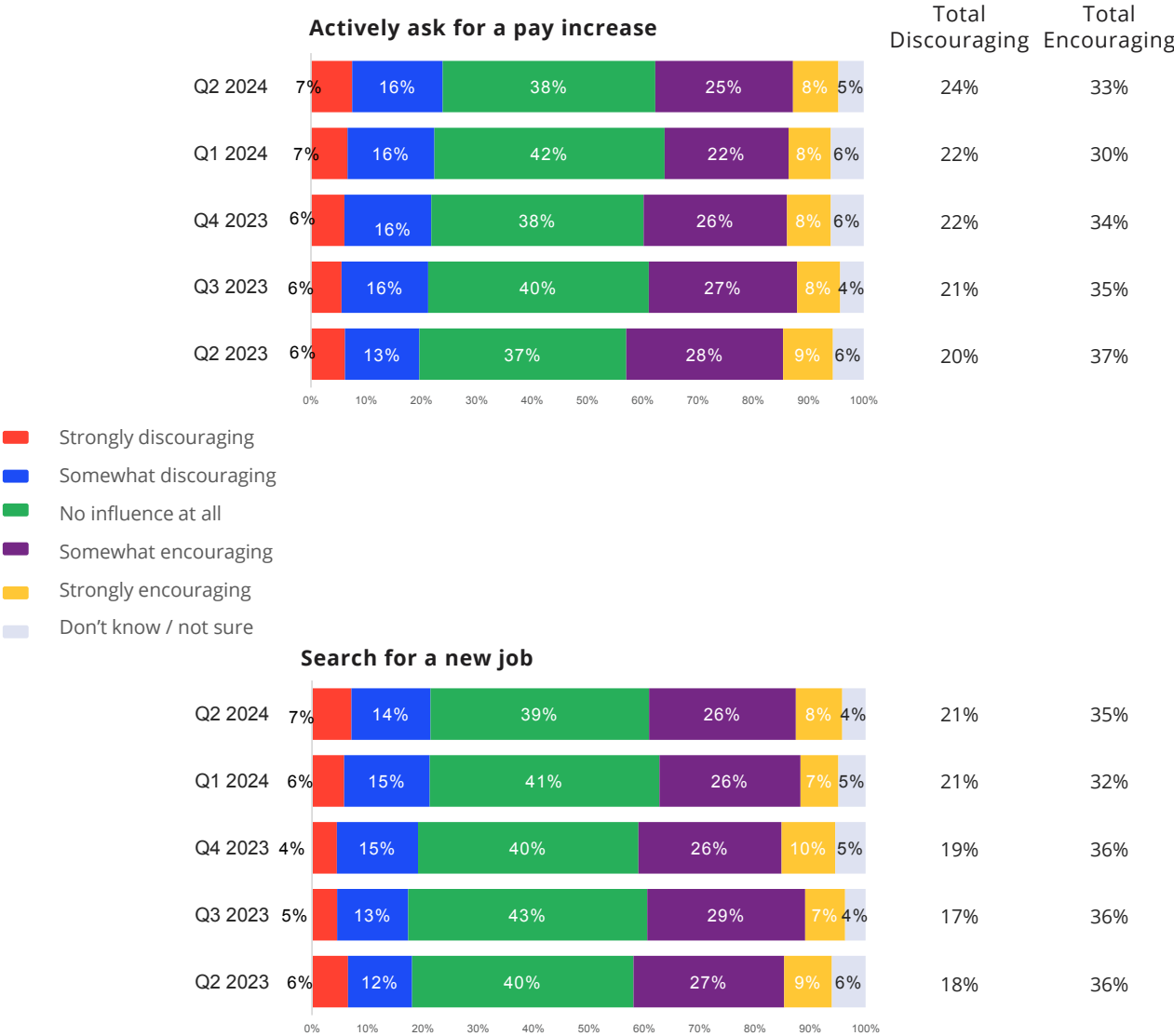
ECONOMY INFLUENCING DECISION-MAKING

A third of Australian workers felt that current economic conditions encouraged them to actively ask for a pay increase this quarter, with nearly one in ten feeling strongly encouraged to ask for a pay rise.

Younger workers were more likely to be encouraged by economic conditions to actively ask for a pay rise this quarter (Gen Z 48%, Millennials 36%; cf. Gen X 23%, Baby

Boomers 12%).

Over a third of workers were encouraged by current economic conditions to search for a new job in Q2, a three percentage-point increase from the previous quarter (Q1 2024 32%). Women were more likely this quarter to feel encouraged to search for a new job due to current economic conditions (37%; cf. Men 33%).



Q10. To what extent are current economic conditions encouraging or discouraging you to do the following? Australian Workers Q2 2024 (n=1,038) // Q1 2024 (n=1,025) // Q4 2023 (n=1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003)

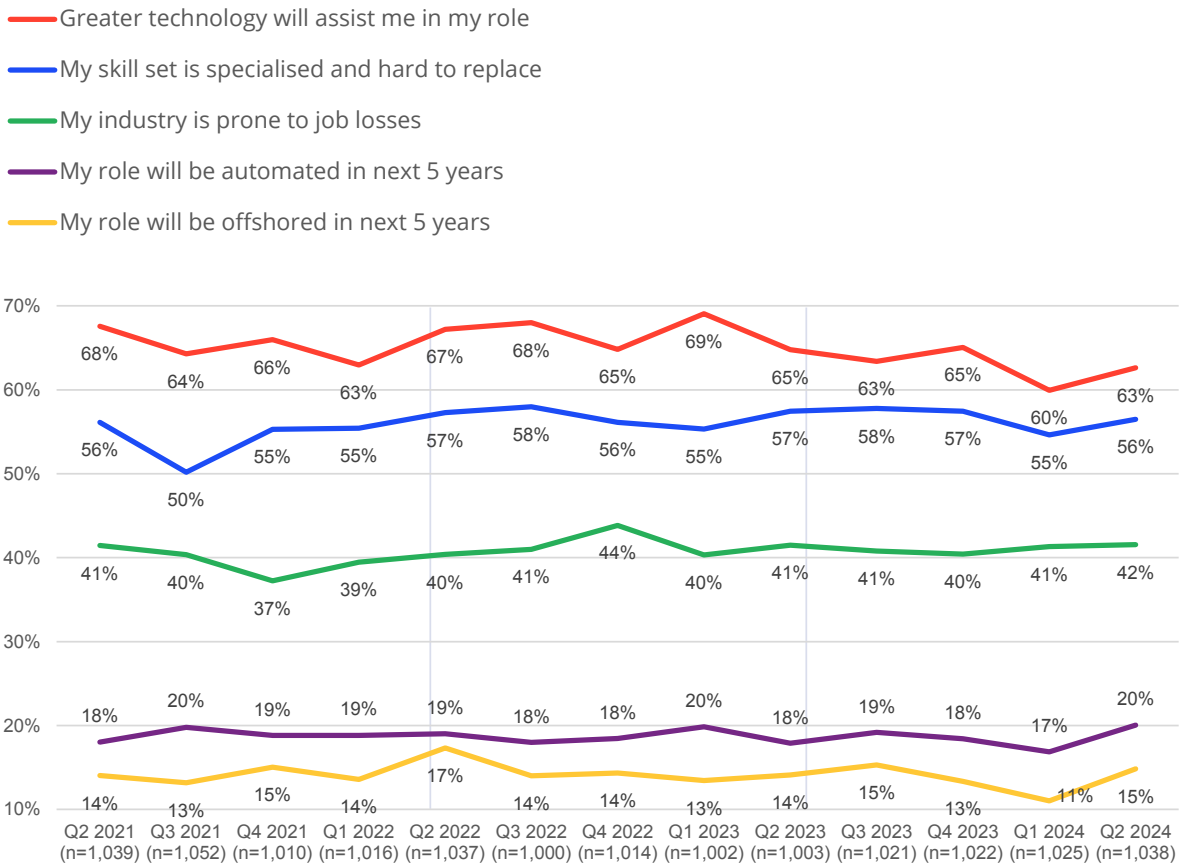
FUTURE OF WORK

All five future of work metrics have seen an increase in Q2, with the largest increase in the number of workers who believe their roles will be offshored in the next five years (Q2 2024 15%; cf. Q1 2024 11%). Belief in this statement had been declining since Q3 2023.

There has been a two-percentage-point increase since the previous quarter in Australian workers' belief that their skill set is specialised and hard to replace. Belief in this metric has remained relatively stable since the all-time low in Q3 2021.

One in five workers believe their role will be automated within the next five years, an increase of three percentage points since the last quarter. Current belief in this statement is the highest seen since Q1 2023 (20%).

Nearly two in three workers believe greater technology will assist them in their role in Q2, an increase of three percentage points since Q1.



Agree and Strongly Agree

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

EMPLOYEE PRIORITIES

This quarter saw some interesting changes to workers’ priorities when thinking about choosing a new employer. While remuneration has remained in 1st place and ‘flexible/remote working’ is still in 2nd, three factors have tied for 3rd place this quarter – ‘stability of an organisation’, ‘culture of the organisation’ and an ‘easy and/or short commute’.

‘Career development opportunities’ has

remained at 6th place for a year now, however ‘online or word-of-mouth employee reviews of the leadership’ has continued its rise from 11th and now lands in 6th alongside career development opportunities.

The ethical standing/reputation of the organisation and leadership has tied in 8th with professional learning opportunities, while diversity among employees/senior leadership returned to 10th place.

	Q2 2024	Q1 2024	Q4 2023	Q3 2023	Q2 2023
Remuneration and bonus payments / incentives	1st	1st	1st	1st	1st
Flexible/Remote working	2nd	2nd	3rd	2nd	Tied 2nd
Stability of an organisation	Tied 3rd	3rd	2nd	3rd	Tied 2nd
Culture of the organisation	Tied 3rd	5th	Tied 4th	4th	4th
Easy and/or short commute	Tied 3rd	4th	Tied 4th	5th	5th
Career development opportunities	Tied 6th	6th	6th	6th	6th
Online or word-of-mouth employee reviews of the leadership	Tied 6th	Tied 7th	11th	11th	11th
The ethical standing/reputation of the organisation and leadership	Tied 8th	Tied 7th	8th	7th	7th
Professional learning opportunities	Tied 8th	Tied 7th	7th	8th	8th
Diversity among employees/senior leadership team of the organisation	10th	11th	10th	10th	10th
Wellbeing initiatives	11th	10th	9th	9th	9th

Q9. Thinking about choosing a new employer, rank your top five most important factors from the list below. Australian Workers Q2 2024 (n=1,038) // Q1 2024 (n=1,025) // Q4 2023 (n=1,022) // Q3 2023 (n=1,021) // Q2 2023 (n=1,003)

RECOGNITION AND RENUMERATION

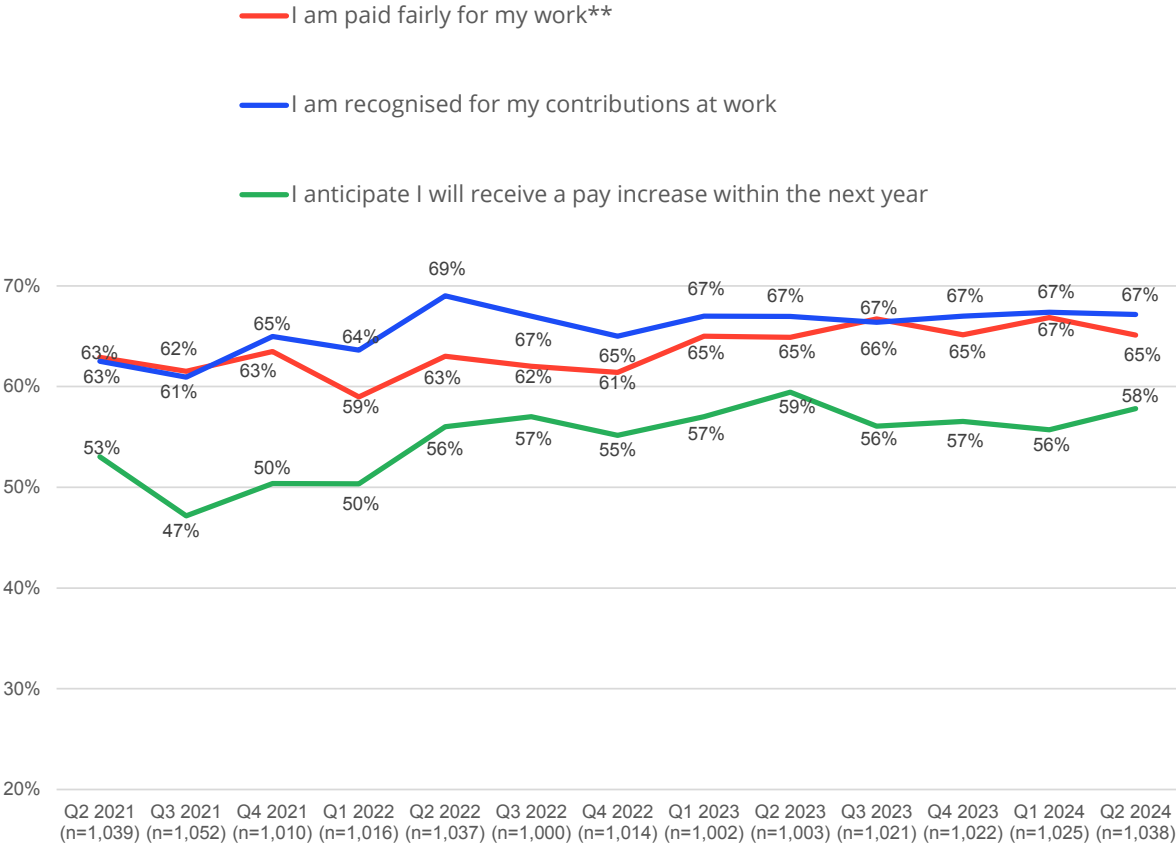
Australian workers' belief that they are recognised for their contributions at work continues to remain stable at 67%. Men were more likely to feel they are recognised for their contributions at work than their female counterparts (Men 70%; cf. Women 65%). Less than 60% (58%) of junior/entry level workers indicated they are recognised for their contributions at work, compared to three quarters (74%) of workers in senior management.

Workers' belief that they are paid fairly for their work increases with age (Baby Boomers 75%; cf. Gen X 66%, Millennials 66%, Gen Z 59%). Workers in information media and

telecommunications were more likely to agree they are paid fairly for their work (83%; cf. Average 65%). Workers earning \$140,000 to \$169,999 before tax were most likely to feel they are paid fairly for their work (80%).

Almost 60% of workers anticipate a pay increase within the next year, with this figure being the highest seen since this time last year (Q2 2023 59%).

Women were less likely to anticipate a pay increase over the next year (54%; cf. Men 62%), as were older workers (Baby Boomers 43%, Gen X 56%; cf. Millennials 60%, Gen Z 61%).



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

JOB SAFETY AND REDUNDANCIES

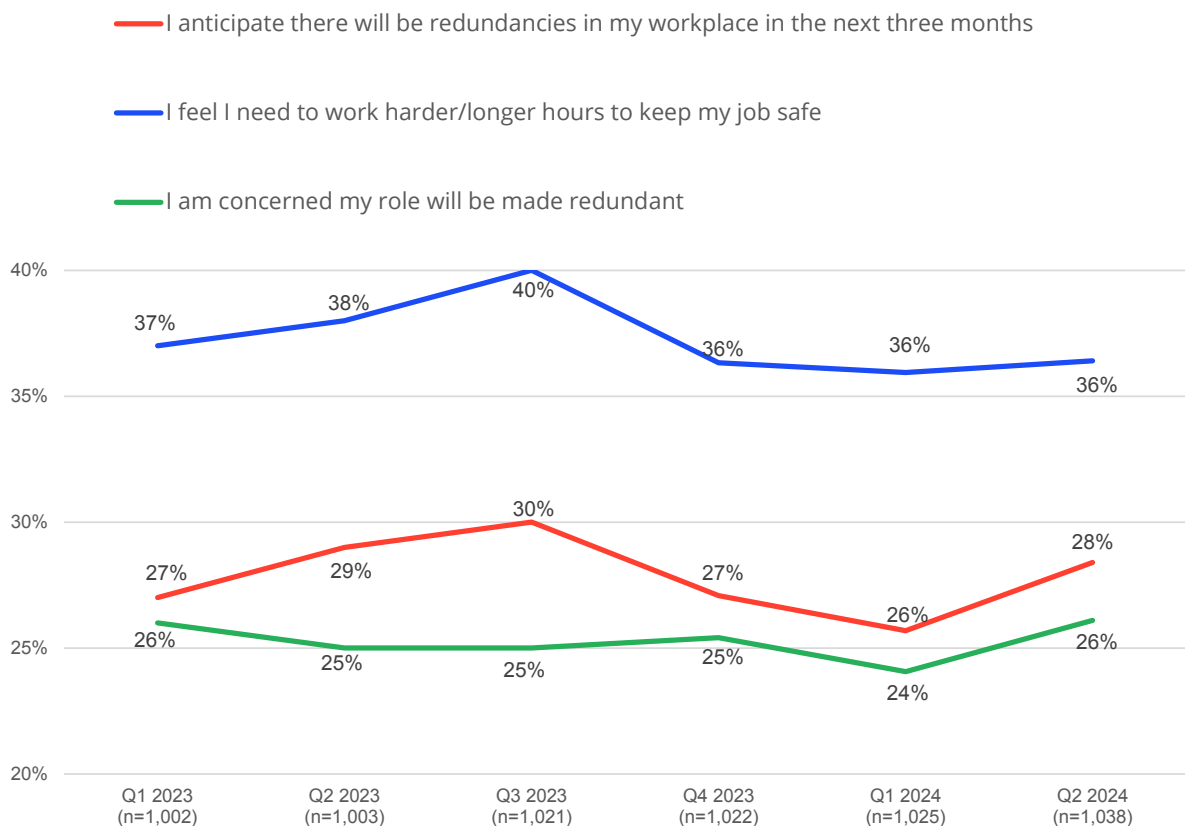
This quarter saw Australian workers more likely to anticipate redundancies in their workplace in the next three months, the first increase seen since Q3 2023. Men were more likely to agree with this statement (32%; cf. Women 24%), as were workers employed full time on a salary (33%; cf. Average 28%). Younger workers were also more likely to anticipate redundancies in their workplace within the next three months (Gen Z 35%, Millennials 30%; cf. Gen X 24%, Baby Boomers 16%).

The proportion of workers feeling the need to work harder/longer hours to keep their job safe has remained stable at 36%. Younger generations were more likely to feel under pressure to work harder/longer hours (Gen Z 44%, Millennials 38%; cf. Gen X 32%, Baby

Boomers 20%), as well as those working in financial services (44%) or information media and telecommunications (50%).

Over a quarter of workers are concerned their role will be made redundant, the highest proportion seen since Q1 2023 (26%). Men were more likely to have this concern (30%; cf. Women 22%).

Workers in information media and technology are significantly more likely to have this concern, with over half concerned about the future of their roles (56%; cf. Average 26%). On the other hand, only one in ten (11%) workers in healthcare and social assistance were concerned about their roles being made redundant.



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



TRENDING CONCERNS: WELLBEING, CONNECTIVITY, AND TRUST

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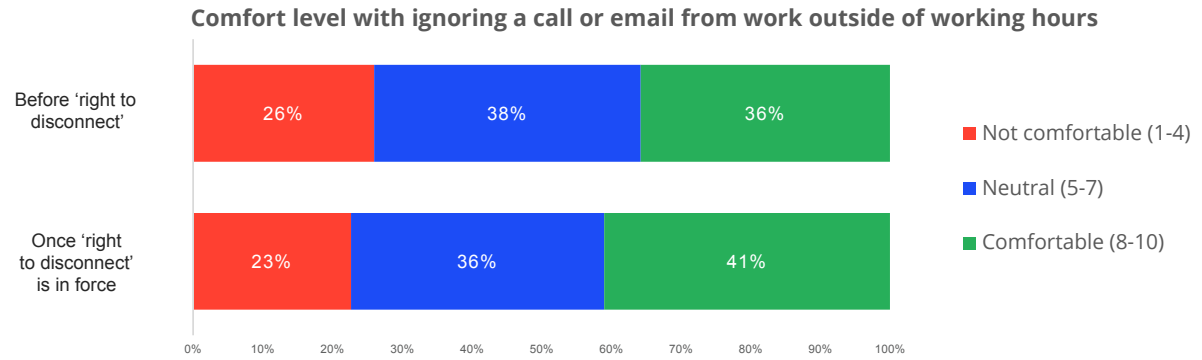
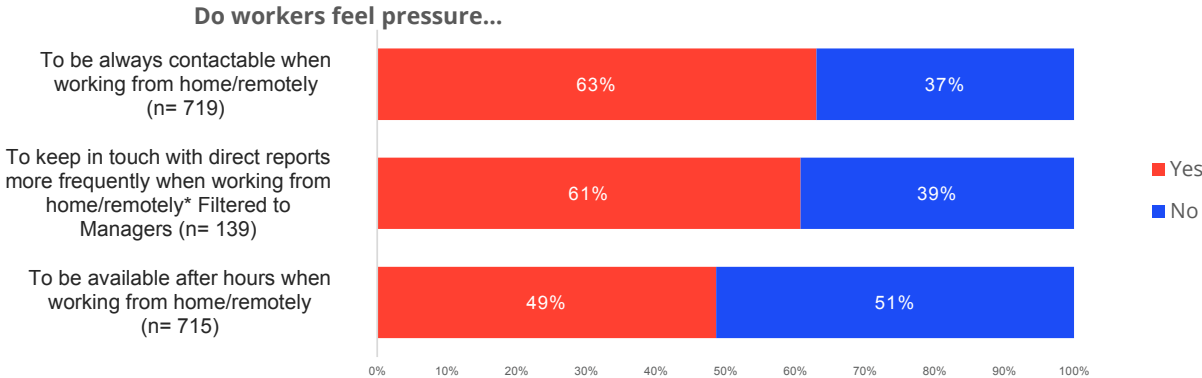
UNDER PRESSURE TO CONNECT

Three in five Australian managers feel pressure to keep in touch with direct reports more frequently when working from home. Similarly, 63% of employees feel pressure to always be contactable when working from home and almost half of workers feel pressure to be available after hours when working from home.

Over a third (36%) of Australians feel comfortable ignoring a call or email from work outside of working hours. When asked how they would feel about ignoring out-of-hours contact once 'right to disconnect' came into effect, 41% of Australian workers said they'd feel comfortable doing so.

Women are more likely to feel pressure to always be contactable when working from home (69%; cf. Men 58%), while men are more likely to feel pressure to be available after hours when working from home (51%; cf. Women 46%).

Similarly, there is a slight drop in the number of workers saying they'd feel uncomfortable ignoring a work call or email outside of working hours once the 'right to disconnect' legislation came into force (23%) compared to before it came into force (26%).



B14. Thinking about working in the office compared to working from home do you feel pressure....? Australian Workers
 B13. How comfortable do you feel/will you feel ignoring a call or email from someone at work outside of your working hours, with 1 being extremely uncomfortable and 10 being extremely comfortable. Australian Workers (n=1,038)

FLEXIBLE WORK AND TRUST

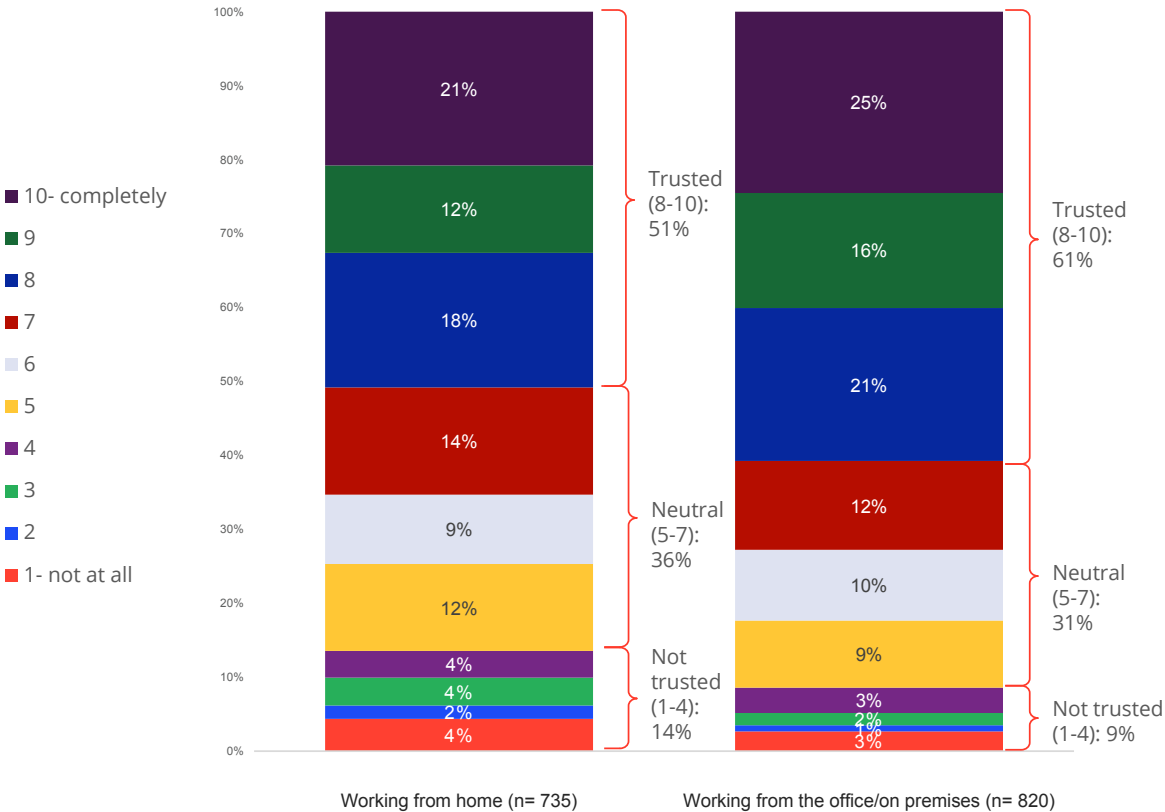
Asked how trusted employees feel by their managers when working in different locations, more Australian workers feel they are trusted when working in the office or on premises (61%) compared to when they are working from home (51%).

Gen Z workers were significantly less likely to feel trusted by their managers when working from the office/on premises (46%; cf. Average 61%) and were also less likely to feel trusted when working from home (38%; cf. Average 51%).

While a quarter of workers feel they are completely trusted when working in the office/on premises, only a fifth (21%) could say the same when working from home.

Less than half of workers earning under \$40,000 (41%) or \$40,000-\$69,999 (43%) before tax felt trusted by their managers when working from home.

How trusted workers feel by their managers when working from...



B15. On a scale of 1 to 10 with 1 being not at all to 10 being completely, how trusted do you feel by your manager when working from home and at the office/on premises?

MENTAL WELLBEING AT WORK

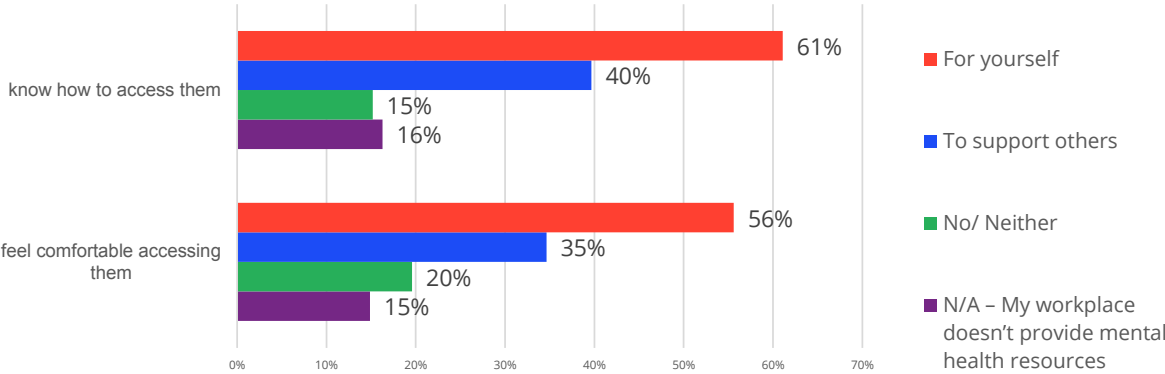
The majority of workers know how to access mental health resources in the workplace for themselves and feel comfortable doing so.

However, this decreases when it comes to knowing how to access mental health resources to support others or workers feeling comfortable accessing these resources for others. One in five Australian workers don't feel comfortable accessing their workplace's mental health resources at all.

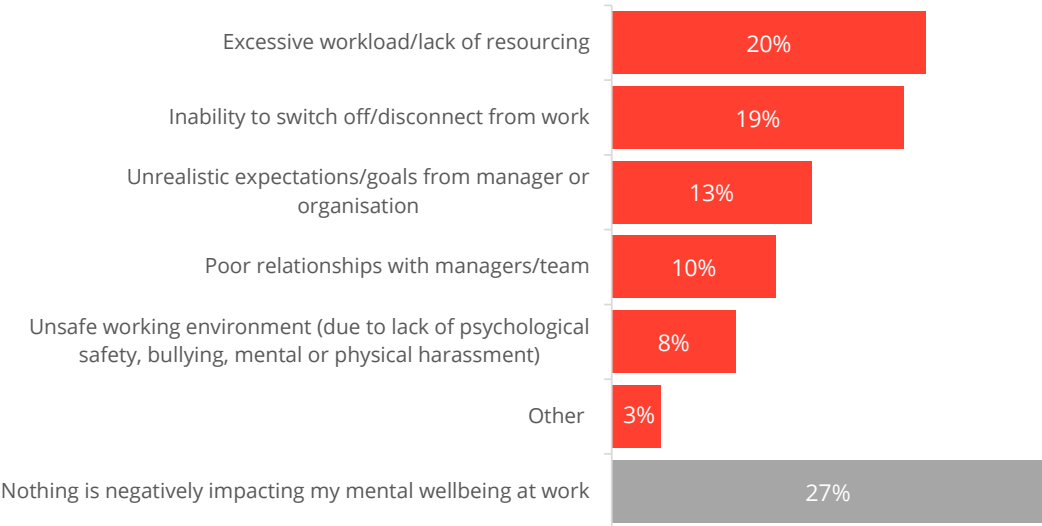
The most common negative pressure on workers' mental wellbeing at work is an excessive workload or lack of resourcing, according to 20%. A similar proportion (19%) feel the inability to switch off or disconnect from work is the biggest negative pressure on their mental wellbeing at work.

Just over a quarter of workers feel that nothing is negatively impacting their mental wellbeing at work. This figure increases to 60% for Baby Boomers.

Regarding mental health resources in the workplace, do workers...



Biggest negative pressure on mental wellbeing at work



B11. Thinking about accessing mental health resources within your workplace for yourself and/or to support others, do you: Australian Workers (n=1,038)

B12. What do you feel is the biggest pressure negatively impacting your mental wellbeing at work? Australian Workers (n=1,038)

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 in order 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 April 2024 to June 2024. The research was commissioned by ELMO Software and conducted by Lonergan Research in accordance with the ISO 20252 standard.

Lonergan Research surveyed 1,038 Australian workers aged 18 years and over between 26th June 2024 and 2nd July 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, [ELMO Software](#) is the trusted provider of HR technology solutions to 2,500+ mid-sized organisations and more than one million end users across Australia and New Zealand.

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.

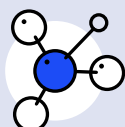
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THAT RELEASE
YOUR FULL
POTENTIAL**



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Find and hire the right talent for your business.



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



PERFORMANCE MANAGEMENT

Empower your teams to achieve their goals and thrive.



LEARNING MANAGEMENT

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