ADP Canada Happiness@Work Index: The End of Summer Sees Happiness Levels Fall

September sees an overall decrease in satisfaction for workers across Canada, withQuébec losing its four-month streak in the top spot

TORONTO, September 27, 2023 – The ADP Canada monthly *Happiness@Work Index ("Index")* for September reports a slight decrease from August, though measuring on par with the *Index* benchmark of 6.7/10 from November 2022. The only workers reporting an increase in their *Work Happiness Score* for this month are Millennials and those located in Atlantic Canada.

The *National Work Happiness Score* for September 2023 is 6.7/10, representing a decrease of 0.1 from August 2023.

"As summer winds down, it's not surprising to see the *Work Happiness Score* dip. With children heading back to school, inflation still at a roaring high and traditional vacation season coming to a close, workers, at this time of the year, are often busier and may face additional financial stressors," says Shawna Gee, Director of Marketing, ADP Canada. "While these events are impacting many workers across the country, it's imperative employers recognize changes in their workforce and provide adequate support and resources during periods of transition and financial stress."

September 2023 *Happiness@Work Index* Highlights

- **National Work Happiness Score**: 6.7/10 (-0.1) *
- **Indicator Breakdown**
  - **Primary Indicator:** 6.9/10 (-0.1) *
  - **Secondary Indicators:**
    - Work-Life Balance and Flexibility: 6.9/10 (-0.1) *
    - Recognition and Support: 6.6/10
    - Compensation and Benefits: 6.2/10 (-0.1) *
    - Options for Career Advancement: 6.0/10 (-0.1) *

The September *Index* reveals that the **primary indicator of worker happiness is at 6.9/10,**a decrease of -0.1 from August (7.0/10), and means that 44 per cent of workers in Canada say they feel satisfied with their current role and responsibilities. The top secondary indicators continue to be work-life balance and recognition.

The September *Index* also reveals negative changes for most workers in Canada across generations and regions around their feelings of happiness in the workplace:

National Work Happiness Score: Generational Snapshot

- **Boomers (59+):** 7.0/10 (-0.5) *
- **Gen-Z (18-26):** 6.8/10 (-0.1) *
- **Millennials (27-42):** 6.8/10 (+0.1) *
- **Gen-X (43-58):** 6.5/10 (-0.1) *

Regional Work Happiness Score Snapshot

- **Atlantic Canada**: 7.0/10 (+0.2) *
- **British Columbia**: 6.9/10
- **Québec**: 6.8/10 (-0.3) *
- **Alberta**: 6.7/10 (-0.1) *
- **Ontario**: 6.6/10 (-0.1) *
- **Sask/Manitoba**: 6.4/10 (-0.2) *

"As Québec's four-month streak holding the top *Regional Work Happiness Score* has come to an end, many regions also report decreases in scores this month, suggesting there are opportunities for employers to check-in on employees more regularly and reevaluate current processes for the fall and upcoming new year," concludes Gee.

About the *Happiness@Work Index* Methodology

The *Happiness@Work Index* is measured monthly through a survey fielded by Maru Public Opinion on behalf of ADP Canada and is undertaken by the sample and data collection experts at Maru/Blue. The survey is run in the first week of each reported month for consistency purposes and asks over 1,200 randomly selected employed Canadian adults (including both employees

month for consistency purposes and asks over 1,200 randomly selected employed Canadian adults (including both employees and self-employed individuals) who are Maru Voice Canada online panelists to rate workplace factors on a scale from 1 to 10. Discrepancies in or between totals when compared to the data tables are due to rounding.

The results are weighted by education, age, gender and region (and in Québec, language) to match the population, according to Census data. This is to ensure the sample is representative of the entire adult population of Canada. For comparison purposes, a probability sample of this size has an estimated margin of error (which measures sampling variability) of +/-2.8%, 19 times out of 20.

The *Index* will continue to be published on the last Wednesday of the month, with the next scheduled findings due for publication on Wednesday, October 25, 2023.

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