ADP Canada Happiness@Work Index: Workers' Happiness Wanes as Summer Draws to a Close

Worker satisfaction slowly decreases as summer winds down and the back-to-school period approaches.

TORONTO, August 28, 2024 – The August edition of the ADP Canada monthly *Happiness@Work Index ("Index")* points to a small dip in worker happiness in August. Additionally, the report finds that a majority of workers in Canada say their employers offer additional benefits accommodating those with children or dependents.

The *National Work Happiness Score* for August 2024 is 6.7/10, a 0.1-point decrease from July.

"As the pace of life picks up with the return to school and increased work activities, it becomes even more imperative for employers to review their policies in order to provide ongoing support and flexibility," says Heather Haslam, vice president of marketing at ADP Canada. "By offering additional benefits that support employees with children or dependents, it can greatly enhance overall well-being, especially as we approach the end of summer and the back-to-school season."

August 2024 *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 & Flexibility: 6.9/10 (NC)*
    - Recognition & Support: 6.6/10 (NC)*
    - Compensation & Benefits: 6.2/10 (-0.1)*
    - Options for Career Advancement: 6.1/10 (NC)*

Currently, less than half (44%) of workers in Canada surveyed feel satisfied with their current roles and responsibilities. Most secondary indicators remain stagnant this month, with work-life balance & flexibility remaining on top with the highest score.

Despite a slight decrease, Boomers (7.1/10) continue to lead as the happiest generation for the 19th consecutive month, while Gen-Z (6.8/10) holds steady in second place. Regionally, Québec (7.0/10) takes over as the happiest region, while Atlantic Canada (6.9/10) records a significant drop in sentiment and ties with British Columbia (6.9/10) for second place.

National Work Happiness Score: Generational Snapshot

- **Boomers (59+):** 7.1/10 (-0.2) *
- **Gen-Z (18-26):** 6.8/10 (-0.2) *
- **Millennials (27-42):** 6.7/10 (-0.1) *
- **Gen-X (43-58):** 6.5/10 (NC) *

Regional Work Happiness Score Snapshot

- **Québec**: 7.0/10 (-0.2) *
- **Atlantic Canada**: 6.9/10 (-0.4) *
- **British Columbia**: 6.9/10 (+0.1) *
- **Alberta**: 6.7/10 (NC) *
- **Sask/Manitoba**: 6.6/10 (-0.1) *
- **Ontario**: 6.5/10 (NC) *

As the back-to-school period approaches, the *Index* also reveals that more than half of employees (57%) indicate their employers offer additional benefits accommodating those with children or dependents under 18 years old, including wellness programs (16%), allowing children to attend company events (11%), education assistance (9%), or an option to bring your child to work/childcare assistance (8%).

"These benefits and programs are crucial in helping employees balance their professional and personal responsibilities. In doing this, companies can help reduce stress and maintain employee satisfaction, ensuring a smoother transition into the fall season," concludes Haslam.

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

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 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, September 25, 2024.

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