



HAPPINESS OF POLES AT WORK

SECOND EDITION SURVEY REPORT

2018



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Dear Readers



NATALIA BOGDAN

Chairman of Jobhouse

We present to you the report from the second edition of the “Happiness of Poles at work” survey.

The idea for the survey was born because we wanted to examine the level of satisfaction of Poles with their professional life. We wanted to see what factors influence them and what employers can change to increase this level of happiness.

In the report you will learn, among other things, how happy Poles currently feel at work and what it depends on. We will also show you a “recipe for happiness at work”, i.e. tips for employers on what changes should be introduced at work so that employees can feel happy and will want to recommend it. We hope that the second edition of the “Happiness of Poles at Work” report will be an important hint for employers regarding the factors to which Poles currently pay attention at work. And employees and candidates will be inspired to ask themselves some important questions and.... find a job which makes them feel happy.

I wish you a pleasant and inspiring read!



Natalia Bogdan



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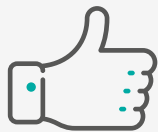


1 Report in figures

923
Number of people surveyed



6,6/10
Current level of happiness
of Poles at work



1 pkt

Willingness of Poles to recommend their work
(NPS coefficient - Net Promoter Score, scale from -100 to 100)

The most important factors supporting happiness at work according to the results of the second edition of the “Happiness of Poles at work”:



86% Good remuneration



75%

Percentage of Poles mentioning the factor “Relations with the superior” as a significant factor when assessing the sense of happiness at work



80% Friendly atmosphere at work



54%

Percentage of Poles recommending their job because of good atmosphere



76% Development opportunities at work



49%

Percentage of Poles who believe that good remuneration will allow them to recommend their current job more often



72% Ability to maintain a balance between work and private life



61%

Percentage of Poles who would be able to consider changing their place of residence in search of a better job



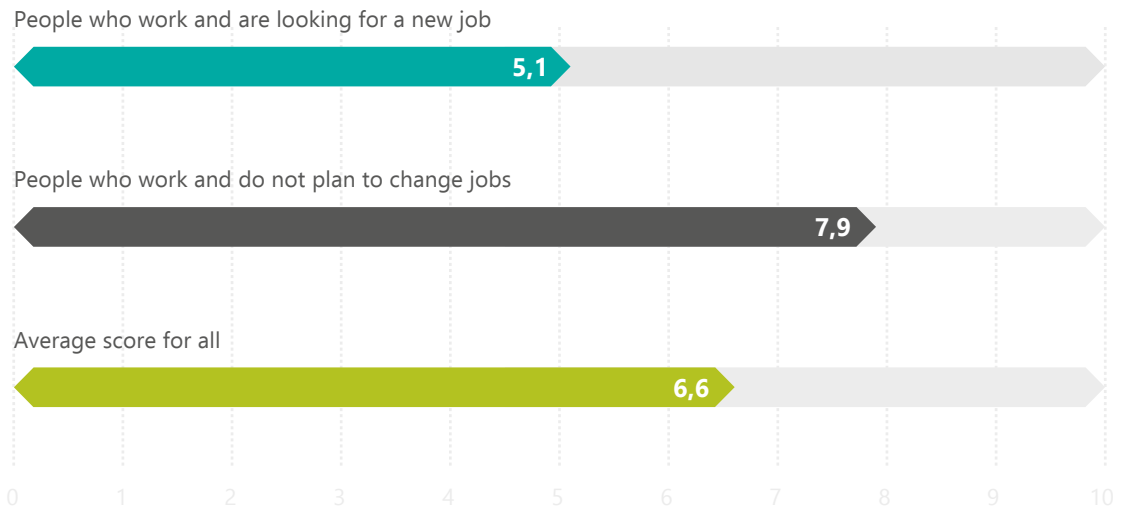
71% Co-workers one can count on



Are Poles happy at work and what helps in happiness?

According to the data of the second edition of the survey, Poles again described the level of happiness at work as moderate (the average feeling of happiness is 6.6 on a scale from 0 to 10). Definitely happier at work are those who do not plan to change jobs at the moment.

A feeling of happiness at work for people who do not plan to change jobs and are looking for a new job



Graph No. 1 A sense of happiness at work
N=923 people with secondary and higher education, who currently work.
The graph shows the average scores on a scale from 0 to 10.



Expert's Commentary



KATARZYNA MILLER

Psychologist
Psychotherapist
Columnist

We are rather afraid to be happy. The results of the survey show it perfectly well. 6.6 on the scale of 0-10 is a very safe position, it is a kind of a controlling interest - not too much, not too little, but you can feel relatively comfortable.

We do not get ahead of ourselves in being happy, although not very willingly, but still - we learn to accept what we have. And we like to complain to each other.

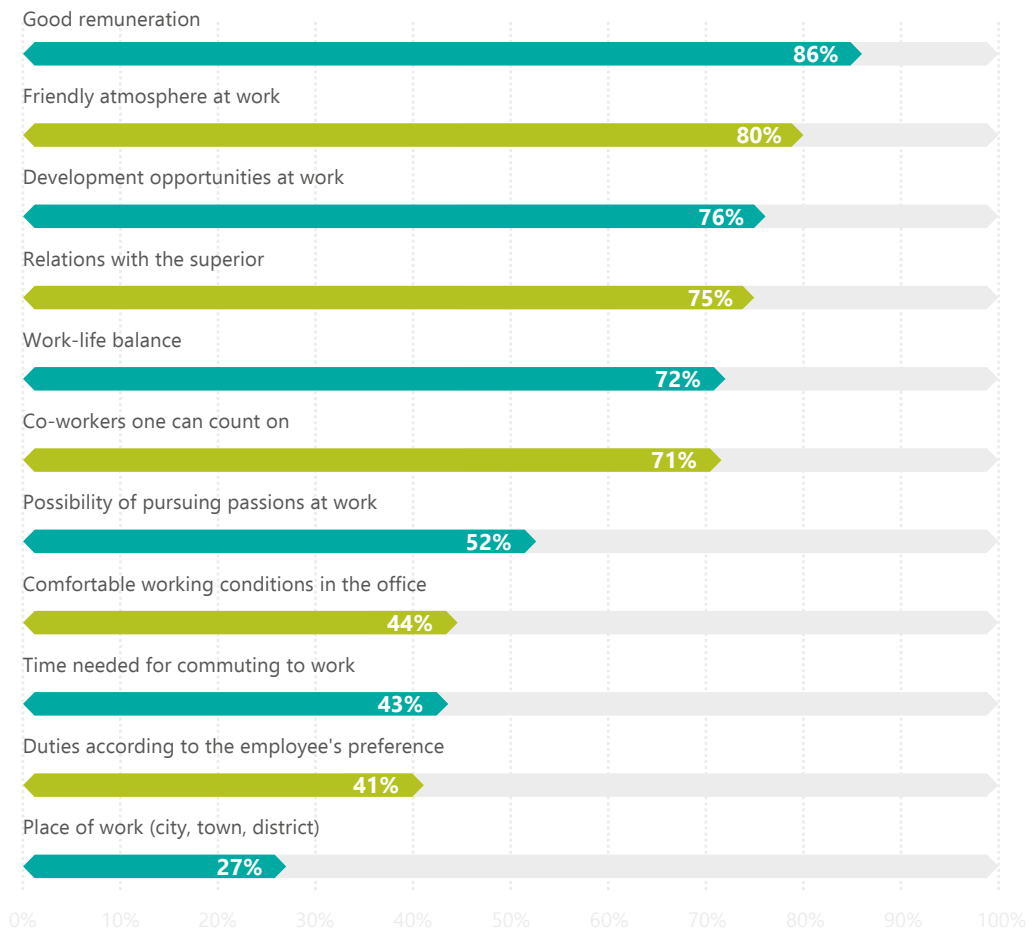
When we happen to be fully happy, we are afraid to rejoice in it, for fear of that feeling passing soon. Through this attitude we sabotage happiness and many opportunities for true joy.

A truly happy life also presupposes consent to all emotions: anger, irritation or anxiety - and that is not something we learn. A happy life is a diverse life.

And what would happen if we had dared to live a happy life? We would discover its true taste!

More than 70% of the respondents believe that the most important factors positively influencing the assessment of happiness at work include: good remuneration, friendly atmosphere, development opportunities, relations with the superior, the ability to maintain a balance between work and private life and co-workers one can count on.

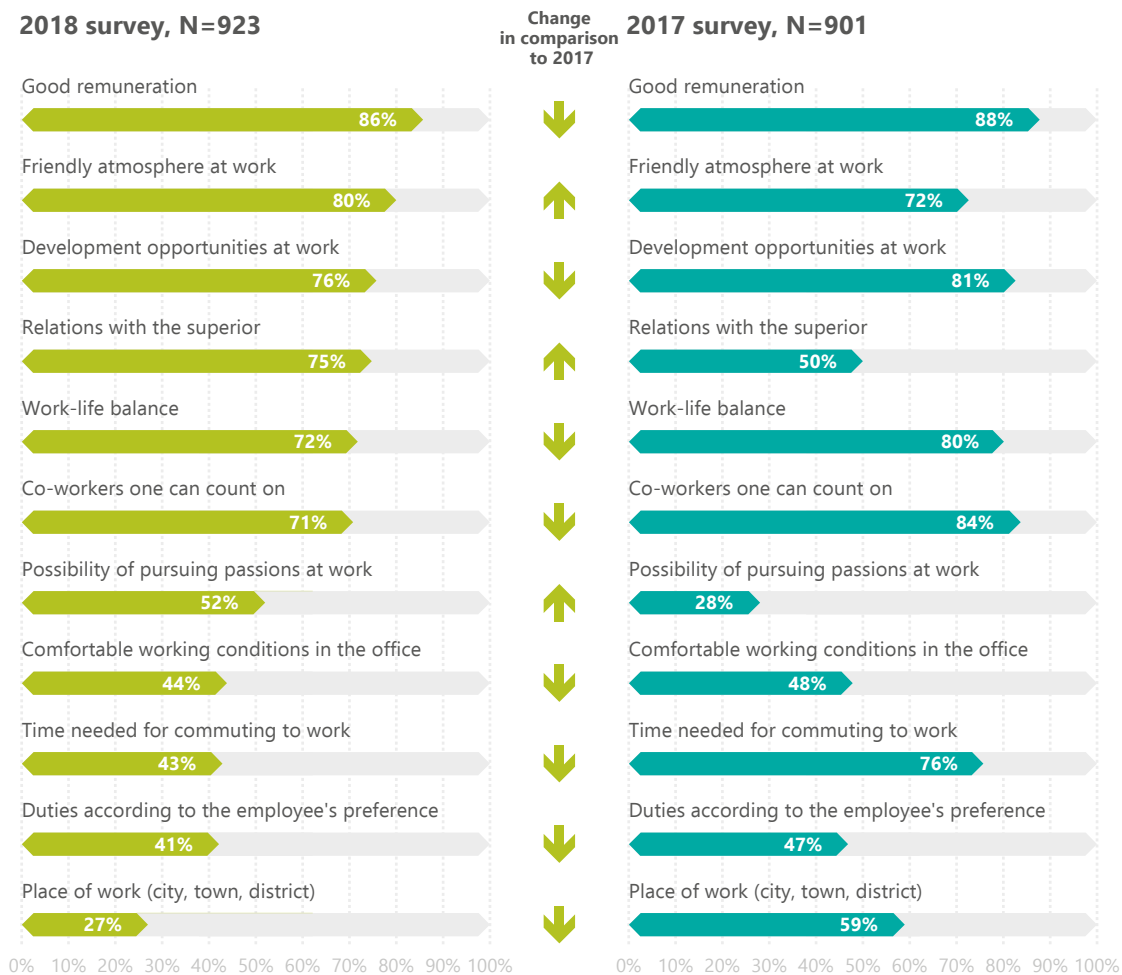
What helps you to be happy at work?



Graph No. 2 Factors which help you be happy at work
N=923 people with secondary and higher education, who currently work.

Undoubtedly, in the case of both editions of the "Happiness of Poles at Work" good remuneration remains the most important issue for employees (2017 survey = 88%, N=901; 2018 survey = 86%, N=923). However, the analysis of the obtained data from the second edition of the survey allows us to conclude that for employees in Poland the relationship at work is becoming more and more important - both at the co-worker - co-worker and employee - superior level. People surveyed indicated relations with their superiors (75%, N=923) as a condition which helps them to be happy at work, much more often than in the first edition of the survey.

Comparison of factors.



Graph No. 3 Comparison of factors influencing the assessment of happiness at work in the first and second edition of the "Happiness of Poles at Work" survey. First edition, 2017: N=901 people with secondary and higher education, who currently work; second edition, 2018: N=923 people with secondary and higher education, who currently work.

In addition, both in the first and the second survey the following factors were highly rated: "co-workers one can count on" (2017 survey = 84%, N=901; 2018 survey = 71%, N=923) and "friendly atmosphere at work" (2017 survey = 72%, N=901; 2018 survey = 80%, N=923). It can also be observed that the place of work and time needed for commuting to work are becoming less and less important for employees. However, all the time Poles attach importance to the development connected with work and the work-life balance.



Expert's Commentary



OLGA KOZIEROWSKA

CEO at Fundacja Sukcesu Pisanego Szminką

Despite the fact that, as the results of the survey show, the most important determinant of happiness according to the respondents is still good remuneration, I believe that without the company of emotional factors, it would not have a chance to defend itself. Basing on many years of experience of working with people which meant supporting them mentally, I will put forward the thesis that nowadays factors related to emotions are crucial.

Without proper relations with co-workers, atmosphere, development opportunities, pursuing passions and identifying with company values, instead of feeling happy comes dissatisfaction, frustration, and, with time, burnout and even depression.

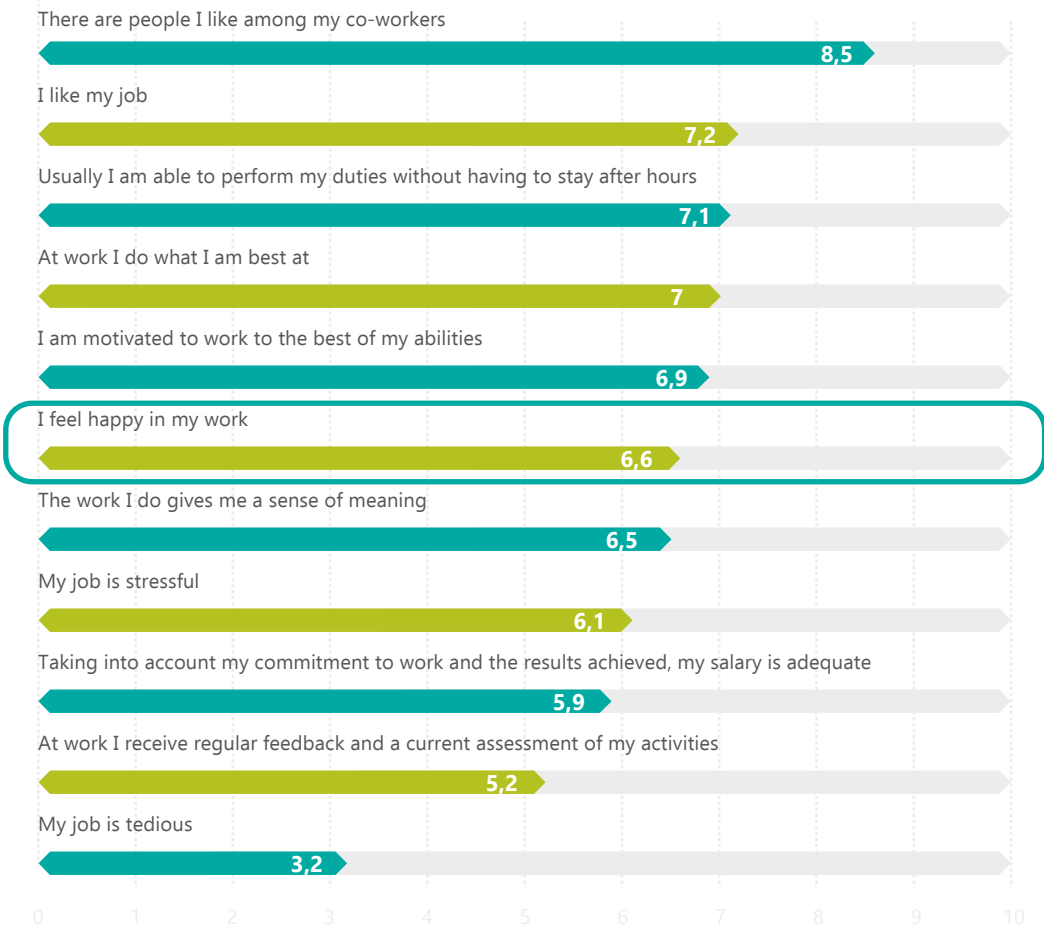
In my opinion there is something missing among the "indices of happiness at work" mentioned by the respondents, something that the Y generation in particular would consider to be very important. It is a sense of agency and influence.

3

What do Poles currently experience at work?

As in the first edition of the survey, Poles have a positive attitude towards their work. Their assessment is that they work with people they like. They feel motivated and rarely stay at work after hours. They define their duties as consistent with their competencies and what they can do best. What is more, they do not perceive their work as boring. Disturbing may be the fact that Poles believe that they do not receive feedback on the performed duties on an ongoing basis. In addition, the remuneration they receive is considered inappropriate in terms of their involvement in the work and the results they achieve.

What do we experience at work?



Graph No. 4 What do we experience at work?

N=923 people with secondary and higher education, who currently work.

The graph shows the average scores on a scale from 0 to 10.



Expert's Commentary



ANDRZEJ WYPYCH

HR Head of AM Business Center of Excellence Poland
ArcelorMittal Business Center of Excellence Poland Sp. z o.o.

I believe that the "Happiness of Poles at Work" survey should be carried out regularly and its conclusions should indicate to employers the directions of the policy of building social relations in companies

Looking at the result of 6.6 on a scale from 0 to 10 regarding the statement "I feel happy in my work" we can immediately see that Poles have become more optimistic about the world and work.

The two statements "The work I do gives me a sense of meaning" (score of 6.5) and "I like my job" (score of 7.2) are very strongly correlated with the previous statement about the sense of work.

We can only be happy in life if we see a sense in what we do and our "like / do not like" attitude depends exactly on that. Who we are, how we work, depends on who we are with, work with and then rest – to a huge extent we are created by the environment, hence the saying "Who keeps company with wolves will learn to howl".

The result of 8.5 for the statement "There are people I like among my co-workers" is, in my opinion, a confirmation of the above conclusion.

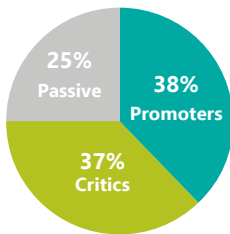
In my professional career I had the opportunity to see many similar charts, but the result of 5.9 for the satisfaction with the salary comes as a bit of a surprise to me. As a rule, employees are sometimes dissatisfied with their salary, but in recent years the employee market and the decrease in unemployment rates have made a huge change in the employer's approach to salaries and motivation, which is probably the reason for this result. And this is a highly positive sign of the times.

4

Would Poles recommend their work to friends?

Poles would again recommend their work to friends with a similar professional profile to a moderate degree. 38% of people (scores 9 and 10 on a scale of 0-10, so called Promoters according to the NPS, Net Promoter Score, methodology) strongly recommend their job, 25% of people to a moderate degree (scores 7 and 8 on a scale of 0-10, so called Passive).

Willingness to recommend one's job

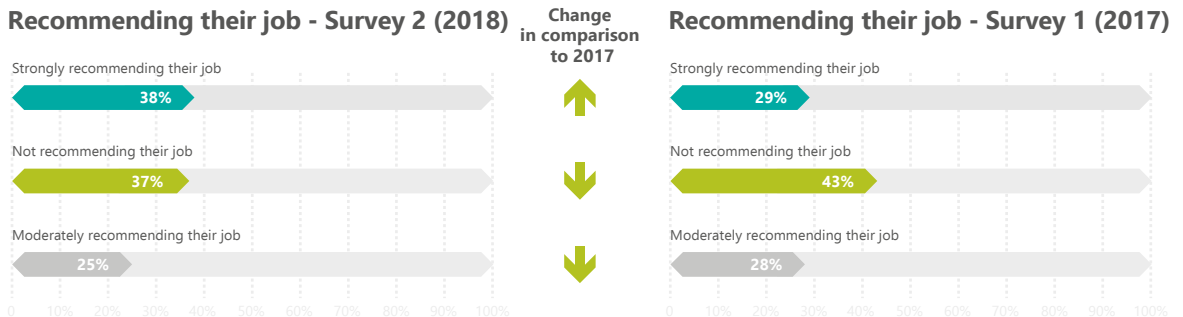


- ◆ Strongly recommending their job
- ◆ Not recommending their job
- ◆ Moderately recommending their job

Graph No. 5 Willingness to recommend one's job
N=923 people with secondary and higher education, who currently work.

However, the results of the second survey clearly indicate a tendency towards a greater willingness of employees to recommend their work to people with a similar professional profile (NPS 2017 result: -14; NPS 2018 result: 1). This may indicate the high dynamics of changes of the labour market. Employers pay more attention to researching the needs of employees, the field of Candidate and Employee Experience is developing strongly. In addition, strong competition on the market causes employers to react more and more quickly and introduce changes in their organisations, which are aimed at improving the quality of work experienced by the employees.

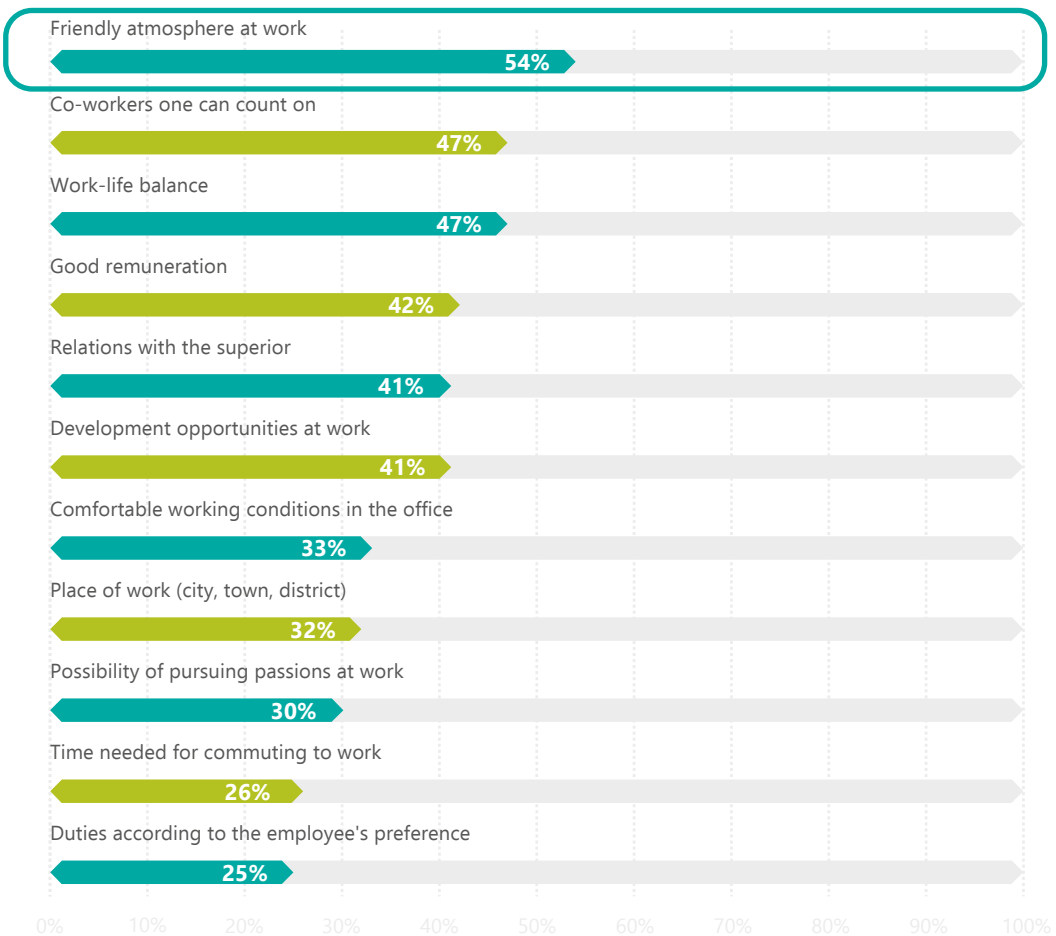
Comparison of the results of willingness to recommend one's work



Graph No. 6 Comparison of the results of willingness to recommend one's work from the first and second edition of the "Happiness of Poles at Work" survey. First edition : N=901 people with secondary and higher education, who currently work; second edition: N=923 people with secondary and higher education, who currently work.

No significant differences were observed among the factors which affect the recommendation of current job to others. The element which was the most worth recommending is the friendly atmosphere at work, according to 54% of the respondents. This factor also appeared in the first place among those mentioned in the first edition of the survey (the first edition of the survey: 58%, N=901). Less than half of the respondents would recommend their work because of the co-workers one can count on and the work-life balance. Good remuneration (42%), relations with superiors (41%) and development opportunities (41%) are also appreciated factors.

Which elements of your work make you recommend it?



Graph No. 7 Which elements of your work make you recommend it?
 N=923 people with secondary and higher education, who currently work.



Expert's Commentary



MAJA GOJTOWSKA

Founder of Gojtowska.com

Consultant

Coach

Design Thinking method enthusiast

Opinions about employers are a topic which divides Poles - either they recommend their current company and are its promoters, or they are its declared critics. This attitude should not come as a surprise - work, relations with employers are a very important topic, close to each of us, and it is simply difficult to be indifferent to it. This is an area that we judge not only with reason, but also with emotions. The result of the survey shows how thin the line between good and bad experiences of employees is. Neglecting them very quickly you can make an ambassador into a declared opponent of the employer.

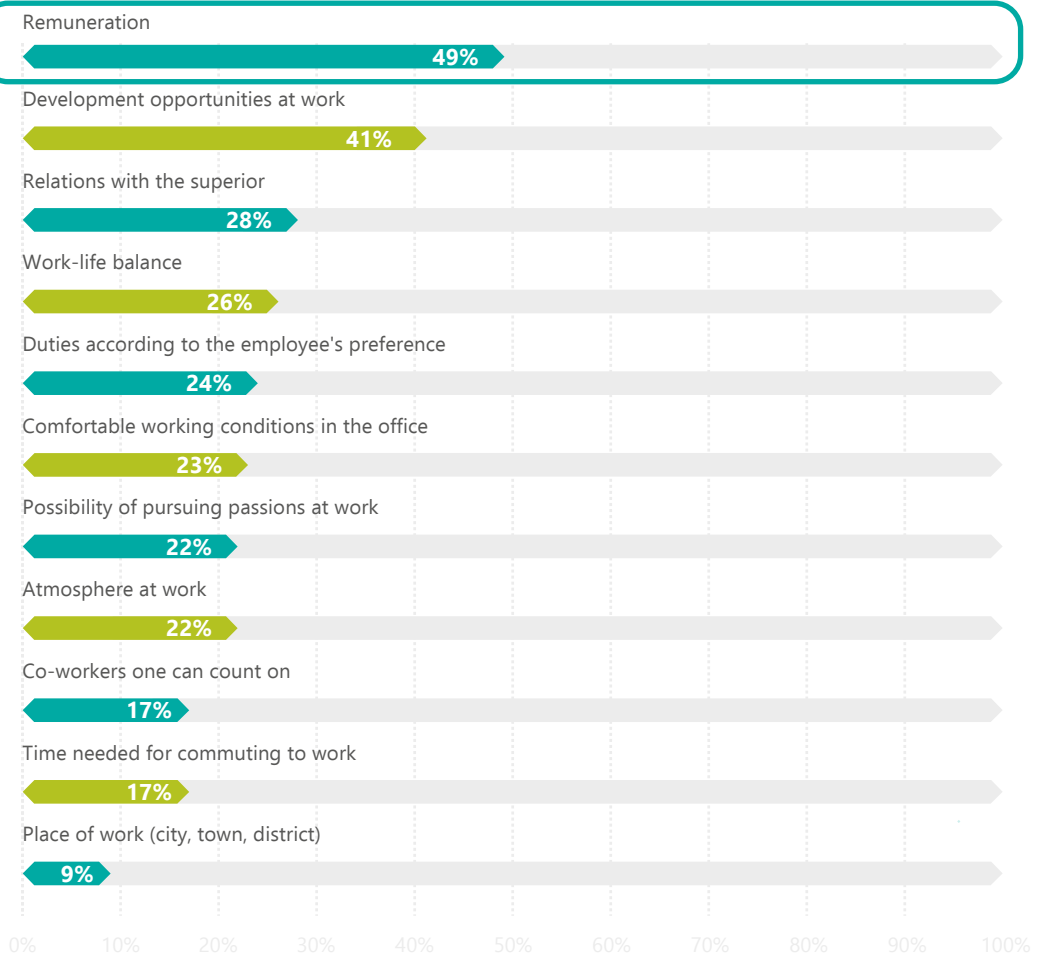
It can also be seen that money, although important, is not the main factor influencing employers' recommendations. Poles recommend work for its atmosphere, people, the work-life balance. All these elements make up the concept of organisational culture. This is another important signal for employers. Without a strong, cohesive and, above all, true culture at all levels of the organisation, it is difficult to attract and keep the best candidates and employees.

5

What should change at work in order for Poles to be willing to recommend it?

Still, the tendency among Poles to recommend their own work would increase if they could earn more. This factor, both in the first (first edition of the survey: 52%, N=901) as well as the second edition of the survey was indicated most often as an element requiring change. The top 5 factors also included the issue of tasks delegated to employees - 24% of respondents indicated the factor "duties according to employee's preference" as significant. The strong position of this element is additionally emphasised by the fact that it was not verified in the previous edition of the survey, but appeared among the leaders of the most frequently mentioned aspects, replacing the "Possibility of pursuing passions at work" factor in the top 5, which in the first edition of the survey received 30% of indications (the first edition of the survey: N=901).

Which elements of your work require improvement in order for you to recommend it?



Graph No. 8 Factors at work which need to be improved in order for the work to be recommendable
N=923 people with secondary and higher education, who currently work.



Expert's Commentary



MICHAŁ SADOWSKI

Founder of Brand24

We live in times when we can more and more often do what we love all the while earning money from it. Unfortunately, this is still a distant subject for the majority of the population. Nearly 2/3 of the respondents are far from recommending their place of work. This is a complex problem, resulting primarily from the approach of the majority of employers. Although risk aversion on the part of employees is also an important factor. Very often, working conditions make it difficult to identify with the company's mission. Lack of communication, lack of mechanisms which would give the team even a small impact on the fate of the company and the direction in which the company is heading - makes it difficult to identify with it.

Of course, the main factor determining the willingness to recommend are financial conditions, although more and more often, freedom and opportunities for development are equally important. People want to carry out interesting projects, but also feel that they are developing and building their own portfolio of competences. Very often I come across candidates who leave the previous company at the moment when, for example, they stopped developing there. Sometimes this was due to the departure of one of the experienced people, a leader who was a fount of knowledge from which others could draw. Therefore, the key is to create not only favourable working conditions in the sense of benefits and remuneration, but above all the path of personal development, thanks to which not only business, but also the team will move forward.

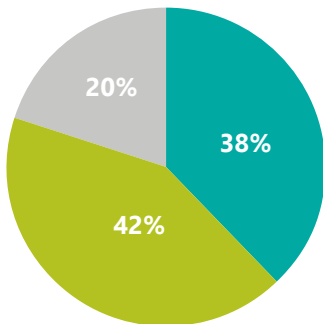
6

Determinants of recommending one's work in a group of the surveyed women and men

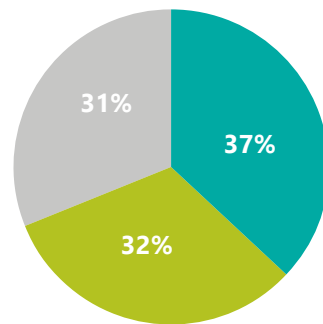
According to the analysis of data from the second edition of the survey, a tendency towards a greater willingness to recommend work to other people can be observed in the group of men surveyed. In this group of respondents, the NPS index was plus 5 points, with 37% of men declaring that they would definitely recommend their work to others (scores 9 and 10 on a scale of 0-10, so called Promoters according to the NPS, Net Promoter Score, methodology), and by 31% of men to a moderate degree (scores 7 and 8 on a scale of 0-10, so called Passive).

Willingness to recommend one's job - women vs men

Women



Men



◆ Strongly recommending their job

◆ Not recommending their job

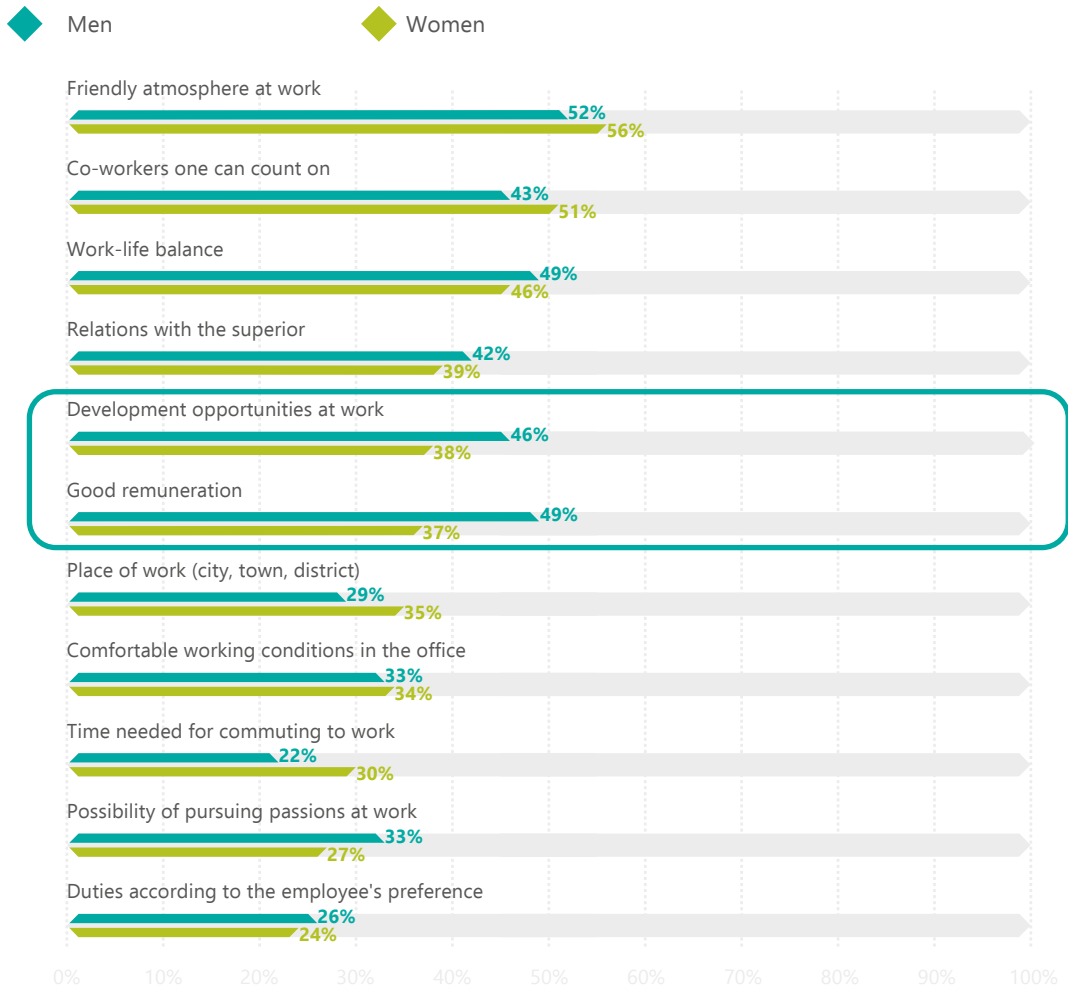
◆ Moderately recommending their job

Graph No. 9 Willingness to recommend their job among women and men
N=923 people with secondary and higher education, who currently work
(including a group of women: N=501, group of men: N=422)

The issue of recommending work is different in the group of women. Here the NPS index was minus 4 points, so the trend is reversed. Women are reluctant to recommend their work to others. In this group as many as 42% of the respondents do not recommend their work (ratings from 6 to 0, so called Critics).

Both men and women recommend their work because of the friendly atmosphere there. This factor was most frequently mentioned in both groups - 56% of women and 52% of men indicated this. There is a clear difference in job referral in terms of good remuneration.

Which elements make it possible for you to recommend your work - distinction in the group of women and men



Graph No. 10 Elements which make it possible for you to recommend your work - distinction in the group of women and men
N=923 people with secondary and higher education, who currently work
(including a group of women: N=501, group of men: N=422)

Men, unlike women, more often indicated this factor as a significant and positive influence on recommending their current job to others. The least indicated in this context was the factor connected with the time needed for commuting to work - among men (22%), and duties according to the employee's preference - (24%) among women.

Both groups of respondents agree that remuneration is an issue that should change in order to be able to recommend their job to others. This factor was slightly more often indicated by women (51% of the surveyed women) than by men (46% of the surveyed men). In addition, it is important to change the development opportunities at work, which is the second most frequently mentioned factor in both groups.

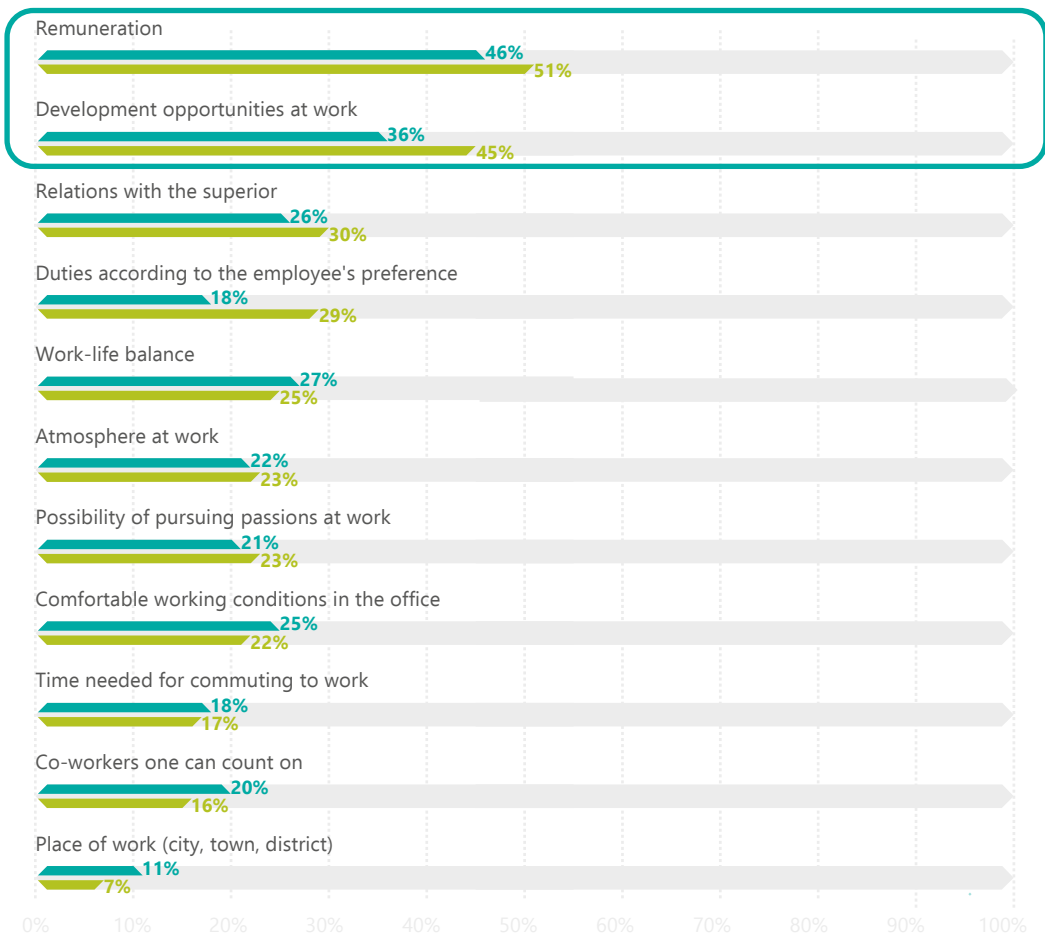
Which elements of your work require improvement in order for you to recommend it - distinction in the group of women and men



Men



Women



Graph No. 11 Elements of your work which require improvement in order for you to recommend it - distinction in the group of women and men. N=923 people with secondary and higher education, who currently work (including a group of women: N=501, group of men: N=422)



Expert's Commentary



MARTA PAWLAK-DOBENZA

Candidate & Employee Experience Consultant, Great Digital

The willingness of Poles to recommend their work measured by the NPS index is not high as of today - the value achieved in the survey is rather characteristic for employers, who only start the process of identifying the most important factors influencing employee experience in their organisation and work on its improvement. Importantly, the survey showed a different tendency for men and women to recommend their work.

If the NPS is minus 4 points for women and 5 points for men, the difference is significant. Especially that among men the largest group (37%) are the so-called Promoters - very satisfied and willing to recommend their work, and among women the largest group is (42%) the so-called Critics, i.e. people who definitely do not recommend their work. For both men and women, there is one reason in common which makes work worthy of recommendation which is friendly atmosphere at work, which, of course, is a reason to be happy. In the top 3 most important reasons in both groups there is also the possibility of maintaining the work-life balance.

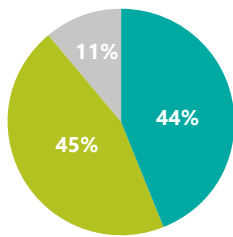
The factor differentiating the willingness to recommend one's work turns out to be remuneration (and this should not be surprising for us, given the systematically published data on the differences in salaries between the sexes). Interestingly, everyone agrees that this element should be improved in companies, however, immediately after it come many more "soft" factors, although in a slightly different order among women and men.

7

What is more important, work or place of work?

As in the first edition of the survey, slightly more respondents indicated that the workplace is as important as the work that is done there.

How important is the place (city/town/district) where you work?

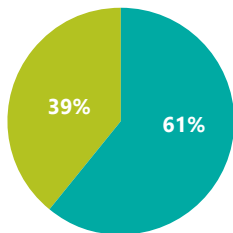


- ◆ The workplace is less important, it is important that the work itself is adequate
- ◆ The workplace is as important as the work that is done there
- ◆ First I choose where I live, and only then the work I want to do there

Graph No. 12 Importance of the workplace (city, town, district)
N=923 people with secondary and higher education, who currently work.

A significant part of the respondents is able to consider changing their place of residence in search of a better job, as many as 61% of the respondents gave a positive answer.

Would you be able to consider changing your place of residence in search of a better job?

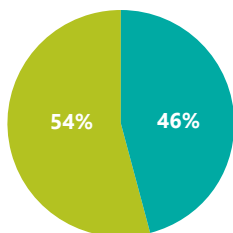


- ◆ Yes
- ◆ No

Graph No. 13 Willingness to consider changing the place of residence in search of a better job
N=923 people with secondary and higher education, who currently work.

Within this 46% of people would consider moving to another city in Poland, and a little more, 54% moving to another country.

Change the place of residence in search of a better job?



- ◆ Yes, to another place in Poland
- ◆ Yes, to another place abroad

Graph No. 14 Choosing the direction of change of residence in search of a better job
N=923 people with secondary and higher education, who currently work.



Expert's Commentary



PIOTR BUCKI

communication researcher

coach

author of the book "Porozmawiajmy o komunikacji" ["Let's talk about communication"] and "Złap równowagę" ["Catch your balance"] and a series of cards for soft skills training)

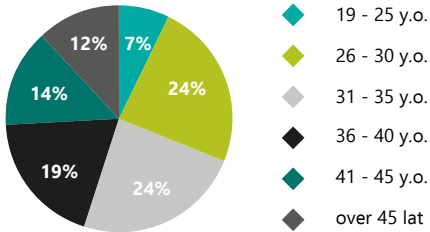
Maybe we are not as determined as the Americans, for whom it is normal to pack up your belongings and move for a better job, but from year to year we increasingly often consider moving to another place of residence in search of a better job. This may be due to the entry of new generations into the labour market, who treasure the values of good work more than the benefits of traditional attachment to the place of residence. The leap compared to the last year's survey is not big, but it is already clear that almost half of the respondents indicated that work is more important and that the place of its performance is comes second. The percentage of people who still cling to their views has not changed – place of residence first, then work. Over time, the numbers of the latter group will decrease.

As Nassim N. Taleb points out in "Antifragile", some people and projects benefit from shocks and changes. And an employee who can react quickly to shocks and decide to use their potential where they need it and not where they have a mortgage will simply have a better life.

8

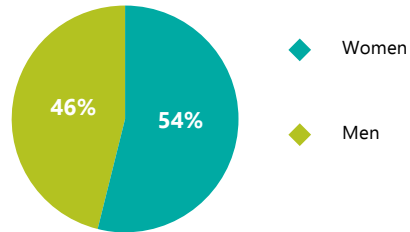
Particulars, or who the respondents are

Age



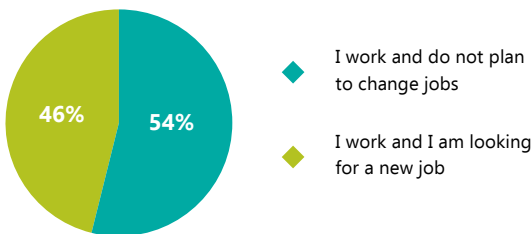
Graph No. 15 Age of respondents
N=923 people with secondary and higher education, who currently work.

Sex



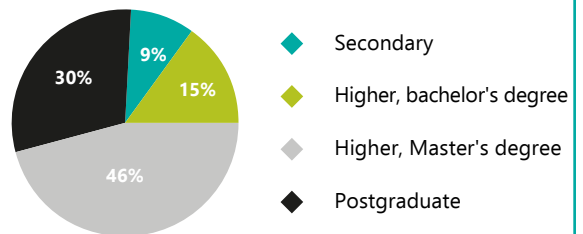
Graph No. 16 Sex of the respondents
N=923 people with secondary and higher education, who currently work.

Job change plans



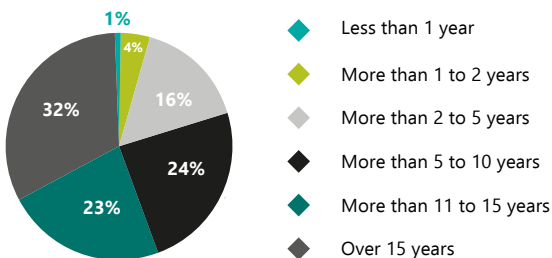
Graph No. 17 Respondents' plans to change the job
N=923 people with secondary and higher education, who currently work.

Education



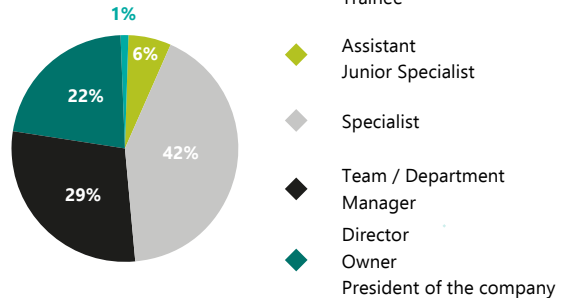
Graph No. 18 Education of the respondents
N=923 people with secondary and higher education, who currently work.

Professional experience, in years



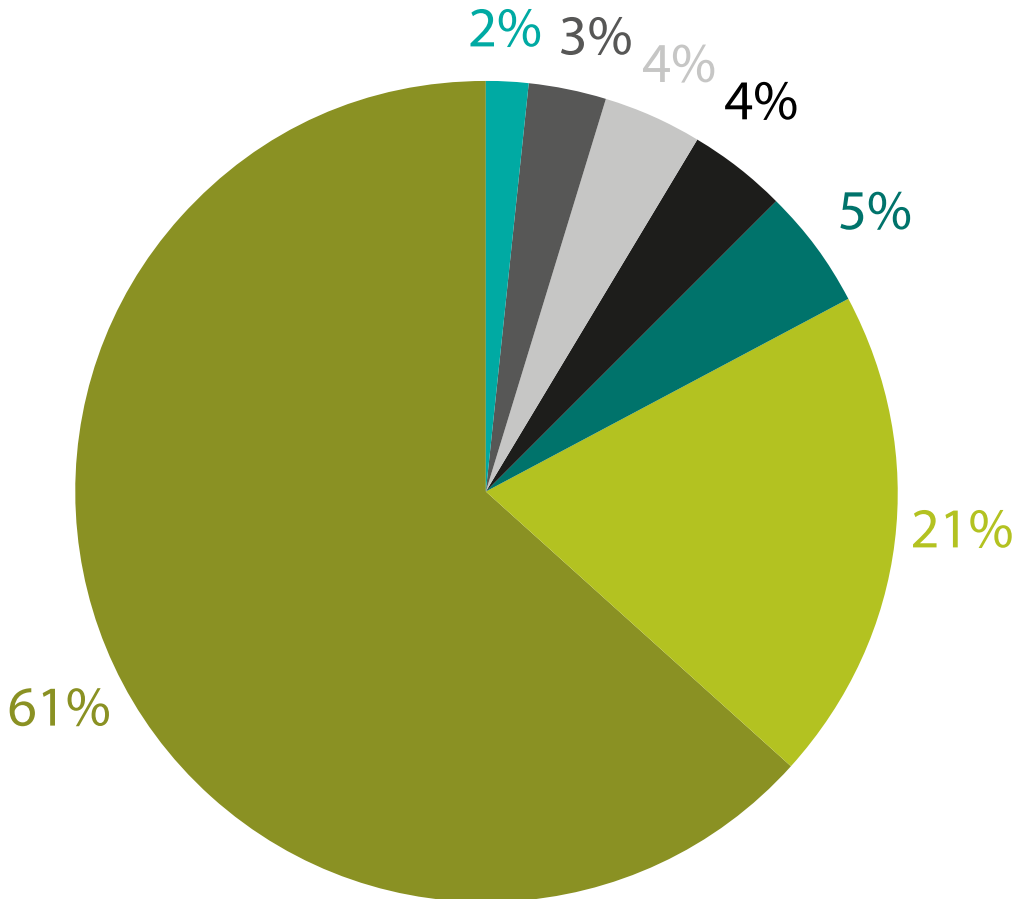
Graph No. 19 Professional experience of the respondents
N=923 people with secondary and higher education, who currently work.

Level of the position held



Graph No. 20 Level of the position held by the respondents
N=923 people with secondary and higher education, who currently work.

Size of the locality where the respondents work



◆ I work in the countryside

◆ Locality with up to 20 thousand inhabitants

◆ Locality with 20-49 thousand inhabitants

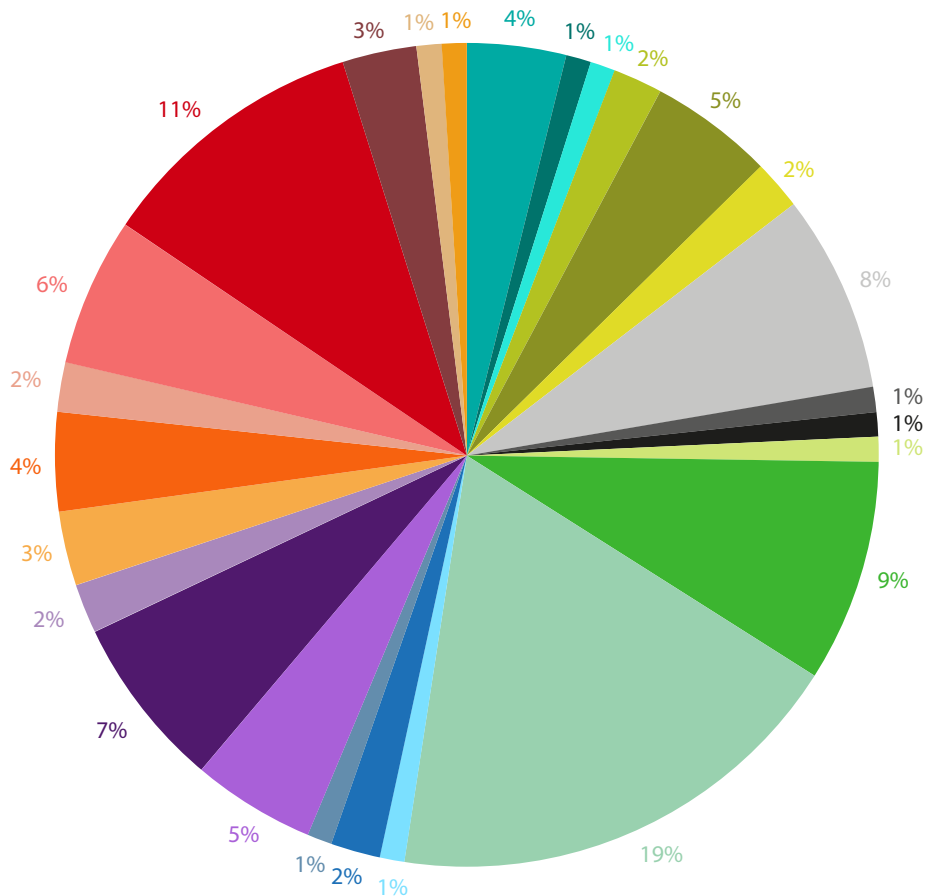
◆ Locality with 50-99 thousand inhabitants

◆ Locality with 100-199 thousand inhabitants

◆ Locality with 200-500 thousand inhabitants

◆ Locality with more than 500 thousand inhabitants

Industry in which the respondents work



- ◆ Administration
- ◆ Analysis / Statistics
- ◆ Architecture / Design
- ◆ Construction
- ◆ Consulting
- ◆ Energy / Electrics
- ◆ Finance / Banking
- ◆ Gastronomy / Catering
- ◆ Graphics / Photography
- ◆ Hotel industry / Tourism
- ◆ IT
- ◆ Staff / HR / Recruitment
- ◆ Quality control
- ◆ Accounting / Controlling
- ◆ Culture / Art / Entertainment
- ◆ Logistics / Shipping / Transport
- ◆ Marketing
- ◆ Media / Publishers / Translations
- ◆ Medicine / Pharmacy / Veterinary
- ◆ Science / Education / Training
- ◆ Customer service / Retail sales
- ◆ Production / Industry
- ◆ Sales
- ◆ Project management
- ◆ Beauty / Sports / Leisure
- ◆ Start-up

Graph No. 22 Industry in which the respondents work
 N=923 people with secondary and higher education, who currently work

9

Summary



6,6/10

current level of happiness of Poles at work
(on a scale of 0-10)

current willingness of Poles
to recommend their job
(on a scale from -100 to 100)

1 pkt



86%

percentage of Poles who believe that good
remuneration helps them to be happy
at work

percentage of Poles recommending their job
because of good atmosphere

54%



61%

percentage of Poles who would be able
to consider changing their place of
residence in search of a better job



5 pkt

willingness of men to recommend their job
(on a scale from -100 to 100)

of men surveyed who recommend their job
based on remuneration

49%



-4 pkt

willingness of women to recommend their job
(on a scale from -100 to 100)

of women surveyed who recommend
their job based on remuneration

37%



What else the respondents told us

„It was a great pleasure to participate in the survey, it was very interesting and made me do some deep thinking.”

Katarzyna

„I will be happy to know the results.”

Tomek

„I've completed it more than willingly”

Iza

„Questionnaire completed. I am very curious about the results.”

Oliwer

„I don't know whether I won't overstate the results, because at work I have every possibility to pursue my passions :).”

Aleksander

„It's nice that you conduct this kind of surveys!”

Łukasz

„Greetings and congratulations on the initiatives - have been following you with interest :)”

Agnieszka

„I hope that the results of the survey will show that we do belong to the group of happy employees.”

Agnieszka

„I love you and your projects, your ideas, everything.”

Aneta



What you can do after reading the report

If you are an employee:



1. Answer the question: Does your job give you happiness? What should change to make you happier?
2. Start planning your career consciously and look for a new job. For good offers visit www.jobhouse.pl

If you are an employer:



1. Create a happy and effective team with similar values. If you need support in finding the right employees, contact: ewelina.mazurek@jobhouse.pl
2. Ensure that your employees will want to work for you for as long as possible. Design an Employee Experience survey with us, thanks to which you will get to know your people, find out what they value the company for and what makes them think about changing their jobs. Contact: ewelina.mazurek@jobhouse.pl



Survey methodology

The “Happiness of Poles at Work” was carried out on a sample of N=923 people with secondary and higher education, who currently work, mostly in large cities. The survey was conducted between 09/08/2018 and 30/09/2018 via an on-line questionnaire.

The survey was based on the NPS, Net Promoter Score, methodology where: scores 9 and 10 on a scale of 0-10, the so-called Promoters; scores 7 and 8 on a scale of 0-10, the so-called Passive; scores 0-6 on a scale of 0-10, the so-called Critics.

Index expressed numerically, can take values from -100 to +100

$NPS = \% \text{ of Promoters} - \% \text{ Critics}$

The “Happiness of Poles at Work” report

Data quoted from: The “Happiness of Poles at Work 2018” report, Jobhouse

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About us



Jobhouse is a nationwide employment agency originating from the Tri-City, with 100% Polish capital and international reach. Our mission is to connect people - employers with the best employees and employees with the best employers.

Awards



Perły HR 2016 / 2018



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