



JOBSCENTRAL

WORK HAPPINESS SURVEY REPORT 2017

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INTRODUCTION

The client's happiness has always been a pinnacle of business success for years and it is important for firms to start recognizing their employees as internal clients that are integral towards their success. Employees are at the heart of the business and are the ones who ultimately ensure the smooth operation of the business. Businesses with happy and appreciated employees are often better equipped to face future challenges than those who do not. This is because satisfied employees feel more valued at work and are more motivated to care about the future of the business they work for whilst employees who feel underappreciated seeks to put in much lesser efforts.

Furthermore, in order to source talents with the right skills to fill vacancies in today's increasingly competitive employment market, it's more important than ever for employers to maintain a reputation for strong employee engagement. The key to establishing that is no other than keep their existing employees happy.

Singapore, despite its relative small size, is well known to many for being a top business hub with relatively high Gross Domestic Product (GDP) that has seen many large corporations invest and ply their operations in the country. However, does its current stature as a top business hub naturally guarantees a happy workforce? Despite the notion of work happiness varying amongst employees within the country, the pursuit of it is a common aim among them.

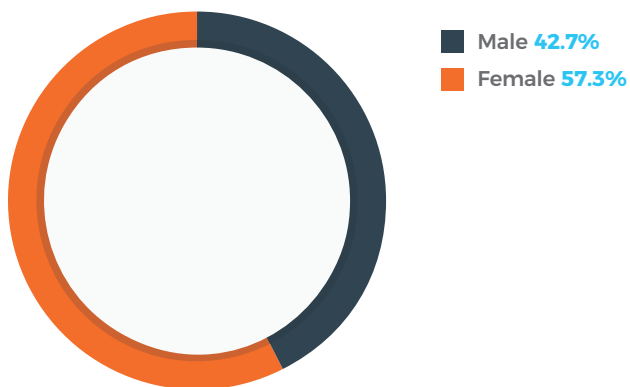
Therefore, recognizing the utmost importance of employees' satisfaction to business success, the JobsCentral Work Happiness Survey 2017 was launched with three main objectives. Firstly, it aims to measure how happy employees are working in Singapore, by finding out how satisfied they are with various work attributes which they perceive as important. Secondly, it aims to investigate if there are any relationship between work happiness and various demographic factors. Lastly and most importantly, it seeks to uncover the underlying career preferences that drives the employees' satisfaction in working for their company.

This comprehensive survey report on the 2017 JobsCentral Work Happiness Survey results seeks to:

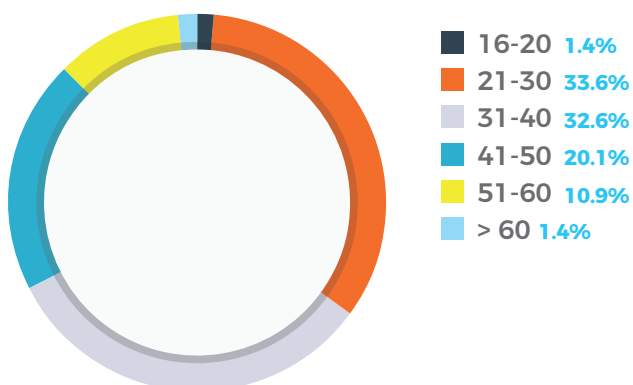
1. Highlight the overall satisfaction level of employees working in Singapore
2. Showcase the impact of demographic factors on work happiness if any
3. Allow employers to understand career preferences of their employees that drives their work satisfaction

RESPONDENTS' PROFILE

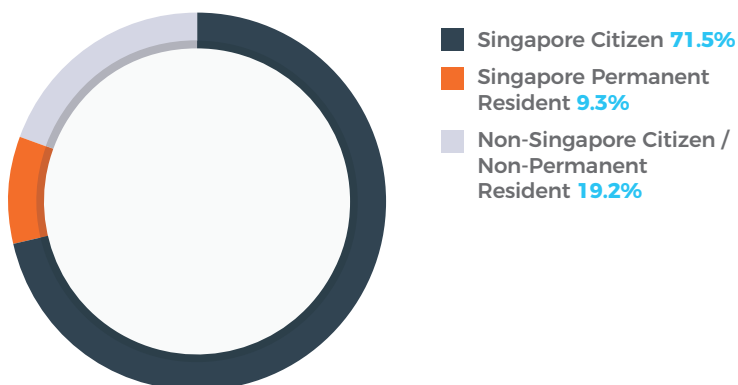
Gender



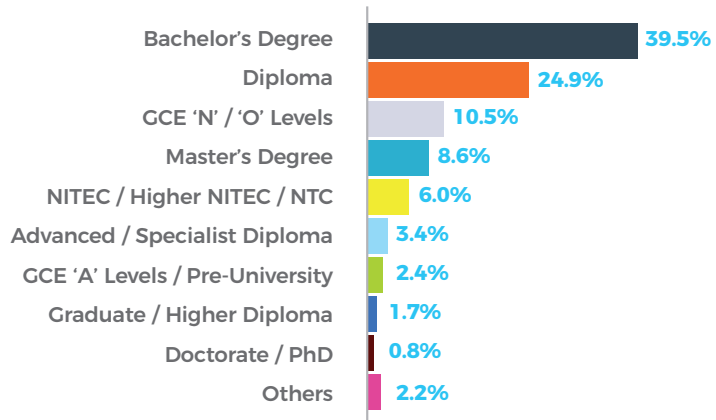
Age Distribution



Nationality



Highest Attained Academic Qualification



Employment



- Employed **85.3%**
- Unemployed / Full-Time Student **14.7%**

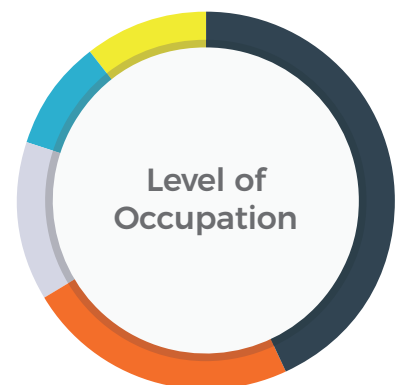


- Permanent **76.1%**
- Contract / Temp / Intern **19.6%**
- Part-time **4.3%**

Work and Occupation



- Private **80.9%**
- Government **19.1%**



- Professional / Executive **43.3%**
- Administrative Staff **23.2%**
- Manager / Director **13.6%**
- Assoc. Prof. / Technician **9.6%**
- Others **10.3%**

Industry of Work	Count	%
Manufacturing	195	10.6%
Financial & Insurance Services	176	9.5%
Other Service Activities (Repair/Maintenance/Laundry/Hairdressing/Beauty/Funeral/Wedding)	171	9.3%
Information & Communications	154	8.4%
Administrative & Support Services	153	8.3%
Wholesale & Retail Trade	131	7.1%
Construction	130	7.1%
Education	129	7.0%
Professional, Scientific & Technical Services	122	6.6%
Health & Social Services	120	6.5%
Transportation & Storage	100	5.4%
Accommodation & Food Services	87	4.7%
Real Estate Services	52	2.8%
Arts, Entertainment & Recreation	42	2.3%
Public Administration & Defense	38	2.1%
Electricity, Gas and Air-Conditioning Supply	23	1.2%
Water Supply, Sewerage, Waste Management and Remediation Activities	14	0.8%
Agriculture and Fishing	4	0.2%
Mining and Quarrying	2	0.1%

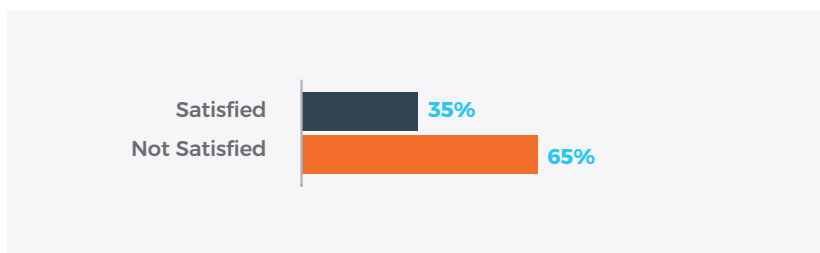
Job Function	Count	%
Administrative	305	16.5%
Compliance	31	1.7%
Consulting	36	2.0%
Customer Support	94	5.1%
Education / Training	77	4.2%
Engineering	156	8.5%
Finance	155	8.4%
Human Resource	64	3.5%
IT Systems / Support	104	5.6%
Legal	7	0.4%
Management	45	2.4%
Marketing	55	3.0%
Operations	269	14.6%
Public Relations	16	0.9%
Research and Development	31	1.7%
Sales	121	6.6%
Design	31	1.7%
Merchandising / Purchasing	35	1.9%
Business / Development	21	1.1%
Events Management	12	0.7%
Translation / Editorial	3	0.2%
Risk Management	9	0.5%
Management Trainee	6	0.3%
Others	160	8.7%

Monthly Salary	Count	%
Less than S\$2,000	371	20.1%
S\$2,000 to S\$2,499	293	15.9%
S\$2,500 to S\$2,999	267	14.5%
S\$3,000 to S\$3,499	248	13.5%
S\$3,500 to S\$3,999	155	8.4%
S\$4,000 to S\$4,499	130	7.1%
S\$4,500 to S\$4,999	63	3.4%
S\$5,000 to S\$5,499	57	3.1%
S\$5,500 to S\$5,999	51	2.8%
S\$6,000 to S\$6,499	34	1.8%
S\$6,500 to S\$6,999	32	1.7%
S\$7,000 to S\$7,499	24	1.3%
S\$7,500 to S\$7,999	17	0.9%
S\$8,000 to S\$8,499	17	0.9%
S\$8,500 to S\$8,999	13	0.7%
S\$9,000 to S\$9,499	13	0.7%
S\$9,500 to S\$9,999	8	0.4%
S\$10,000 and above	50	2.7%

SURVEY HIGHLIGHTS

MOST NOT SATISFIED WITH THEIR JOB

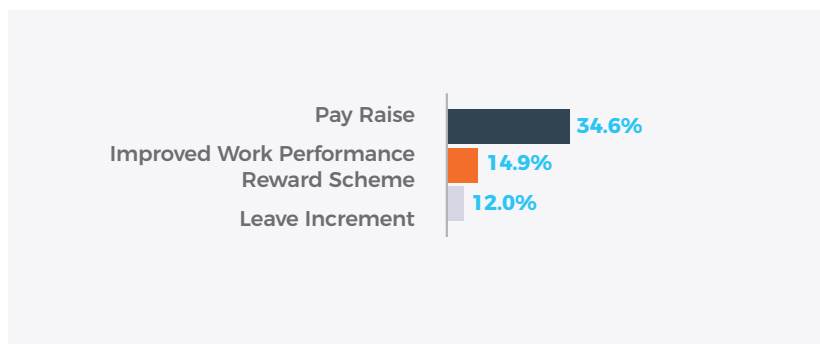
A high 65% of the respondents indicated that they are not satisfied with their current job. This indicates that at least one out of every two employees are disengaged with their job which could ultimately lead to decreased employee retention rate.



Satisfaction with Current Job

EMPLOYEES INCREASINGLY MONETARY-DRIVEN

Majority of the employees (34.6%) indicated their desire for a pay raise from their employers. This suggests that majority of them are monetarily driven in seeking for a higher pay amidst the rising cost of living in the country. Therefore, a pay raise could potentially generate the largest direct impact on the employees' work satisfaction.



Top 3 Actions Desired from Employers

SALARY MOST IMPORTANT IN THE COURSE OF WORK

Substantiating the masses desire for a pay raise as mentioned above, respondents placed the most importance towards their salary by placing it with an average importance weight of 9.11. This could be attributed to the rising costs of living in Singapore that was made worse by the recent economy slowdown, leading critical importance placed on their salary that is the sole tool for them to make a living.

Work-life balance (average importance weight of 8.12), good relations with colleagues (7.32), interesting work (7.04) and acceptable work demands (6.86) make the top 5 most important work attributes among the respondents.

Rank	Attribute	Average
1	Salary	9.11
2	Work-life balance	8.12
3	Good relations with colleagues	7.32
4	Interesting work	7.04
5	Acceptable work demands	6.86

MAJORITY MOST SATISFIED AT THE SAFETY CONDITION OF THEIR WORKING ENVIRONMENT

Majority of the respondents expressed satisfaction towards the safety conditions of their working environment, making it the most satisfactory work attribute amongst them with an average rating of 6.60. The majority's perception of their working environment being safe could be the result of the stringent regulations placed upon workplace safety and health in businesses by the Ministry of Manpower.

Rank	Attribute	Average
1	Safe working conditions	6.60
2	Good relations with colleagues	6.48
3	Location of work	6.24
4	Good relations with management	5.67
5	Interesting work	5.64

SURVEY FINDINGS

MOST IMPORTANT ASPECTS OF WORK

Rank	Attribute	Average
1	Salary	9.11
2	Work-life balance	8.12
3	Good relations with colleagues	7.32
4	Interesting work	7.04
5	Acceptable work demands	6.86
6	Advancement opportunities	6.74
7	Good relations with management	6.71
8	Job security	6.64
9	Location of work	6.05
10	Autonomy at work	5.08
11	Safe working conditions	4.80
12	Positive impact to the society	3.53

Traditionally ideal work attributes such as Salary and Work-Life Balance took the most importance by placing first and second in the rankings of work attributes by importance amongst the respondents with an average importance weight of 9.11 and 8.12 respectively. With Singapore's rising cost of living that was made worse by the recent slowdown of its economy, salary naturally took the highest importance with employees now desiring for more money to sustain their living.

Taking the second highest importance among employees in their course of work now is work-life balance. With the widespread usage of social media and the internet, employees nowadays are well informed of the consequences of long working hours. As a result, employees in Singapore now recognize the importance of work-life balance and prefer to keep their professional and personal lives healthy by striving for an equal balance of work and personal commitments.

However, salary ranking as the most important work attribute suggests that employees are highly motivated by the prospect of earning more which often comes as a result of working overtime

hours, leading them to forsake work-life balance. This is an interesting phenomenon given that whilst employees in Singapore aim to maintain a balance in their professional and personal life, they also placed the most importance on salary which mainly comes as a result of career progression that often arises from overtime working which is in contrast with the former.

The least important attribute of work voted by the respondents are the positivity within the societal impact of their work with an average ranking of 3.53. This highlighted the low desire to practice social responsibility within the course of work among employees nowadays, despite an increased call for it.

Notably, autonomy at work took the third least importance amongst respondents with an average ranking of 5.08. This suggests that employees nowadays lack the desire to make decisions at their workplace. This is interesting given that the provision of a sense of autonomy should provide the employees with empowerment that reflects their employers' faith towards them, leading to a more motivated workforce.

SATISFACTION TOWARDS ASPECTS OF WORK

Rank	Attribute	Average
1	Safe working conditions	6.60
2	Good relations with colleagues	6.48
3	Location of work	6.24
4	Good relations with management	5.67
5	Interesting work	5.64
6	Job security	5.61
7	Work-life balance	5.56
8	Positive impact to the society	5.52
9	Acceptable work demands	5.46
10	Autonomy at work	5.23
11	Salary	5.21
12	Advancement opportunities	4.53

The respondents expressed the most satisfaction towards the safety conditions at their workplace with an average rating of 6.60. This suggests that majority of the employees regard their work environment as safe which could be a result of the stringent regulations on Workplace safety and health enforced by the Ministry of Manpower on businesses in Singapore.

Alarming, salary is the work attribute that the respondents are second least satisfied with an average satisfactory rating of 5.21 which could be attributed to the adverse effect on salary increments due to the current economic downturn. This low satisfactory rating suggests that majority of the respondents perceive their current pay scale as below par and being underpaid. With salary being the most important work attribute as reported above, this perception could potentially have a huge impact on the engagement level of employees that leads to a highly unmotivated workforce if left unaddressed. Employers should gather feedback from their employees towards the company's compensation package and develop an optimal compensation package that should raise their work satisfaction.

Employers are still failing to satisfy their employees on the provision of work-life balance with a

slight above par average satisfaction rating of 5.56 among the respondents. This reflects that many employees are still having an imbalance between their professional and personal lives and employers should seek to review their work policy and enforce work-life balance among their employees to create a better working culture that attract talents.

Advancement opportunities was found to be the least satisfactory aspect of work among the respondents with a below par average satisfactory rating of 4.53. For employees seeking career advancement and development, the lack of career advancement opportunities could adversely impact work satisfaction, leading to an unmotivated workforce. Therefore, its low satisfactory rating among the respondents suggests that current employers are not offering enough advancement opportunities and should seek to relook into their employment program and promotion scheme to address the issue.

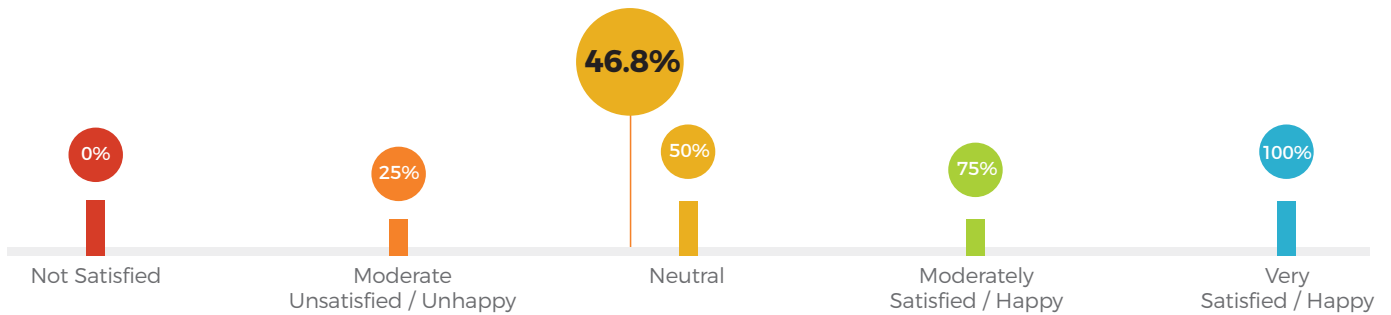
It should be noted that despite the respondents rating all but the attribute of advancement opportunities to be at least minimally satisfactory (5.0), there is still much room for improvement needed towards these work attributes given their generally low average score achieved.

WORK HAPPINESS INDICATOR SCORE

The Work Happiness Indicator Scores are average scores obtained across the respondents. In this section, the work happiness indicator scores are presented by a variety of parameters.

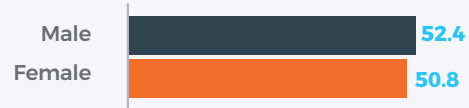
Overall Work Happiness Indicator Score

The average overall score on the Work Happiness Indicator for all 1,843 respondents is below par at 46.8 out of 100. This suggests that the majority of them are not satisfied in their employment and employers should seek to raise their work satisfaction to create a happy workforce that is integral to the success of the business.



WORK HAPPINESS INDICATOR SCORE By Gender

With an average Happiness Indicator score of 52.4, the male counterparts are slightly happier at work as compared to the female, who had an average score of 50.8.



WORK HAPPINESS INDICATOR SCORE By Age

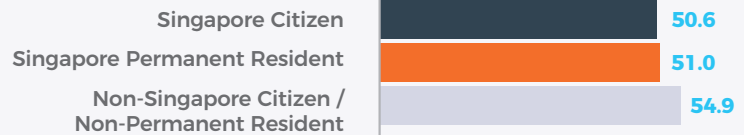
Employees aged 16-20 years appear to be the happiest with an average happiness indicator score of 59.4. This suggests that employees at the start of their career seemed to be happier in employment as they began on a new phase of life in commencing employment.



WORK HAPPINESS INDICATOR SCORE

By Nationality

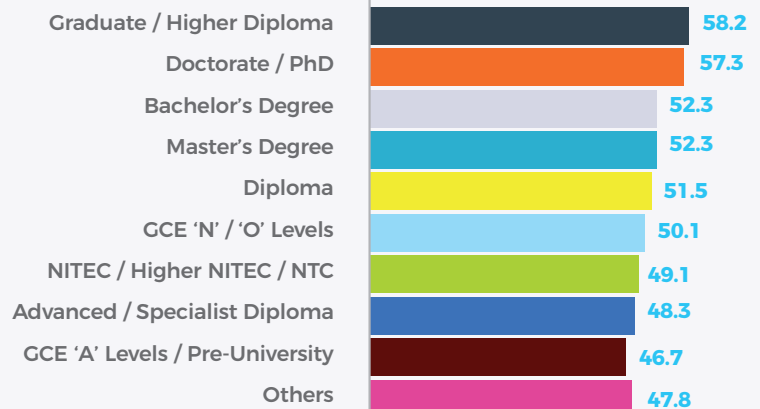
Employees that are non-Singapore citizen and non-permanent resident are the happiest with an average happiness indicator score of 54.9.



WORK HAPPINESS INDICATOR SCORE

By Academic Qualification

Employees with qualification of GCE 'A' Levels / Pre-University are the least happy, with an average Work Happiness Indicator score of 46.7. At the other end of the spectrum, employees with the qualification of Graduate / Higher diploma are the happiest as compared to the other qualification groups with an average Work Happiness Indicator score of 58.2.



WORK HAPPINESS INDICATOR SCORE

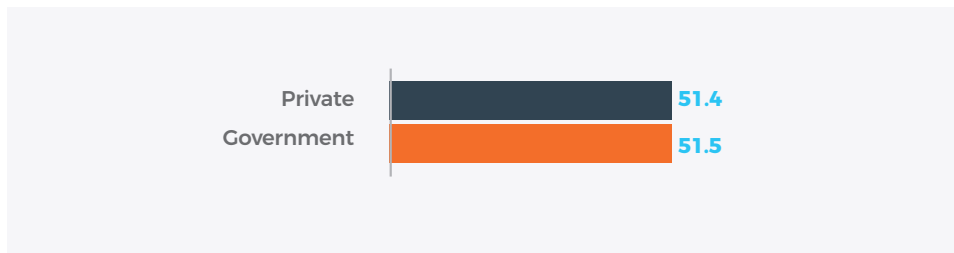
By Type of Employment

With an average Work Happiness indicator score of 56.3, Part-timers are the happiest which could be attributed to the flexible nature of their job in which they could easily move across firms to an eventual firm in which they are satisfied to work in. Full-timers are the least happy with an average Work Happiness Indicator score of 51.0. This could be attributed to the increased need for better work performance under permanent employment which generates greater career implications in comparison with the other types of employment.



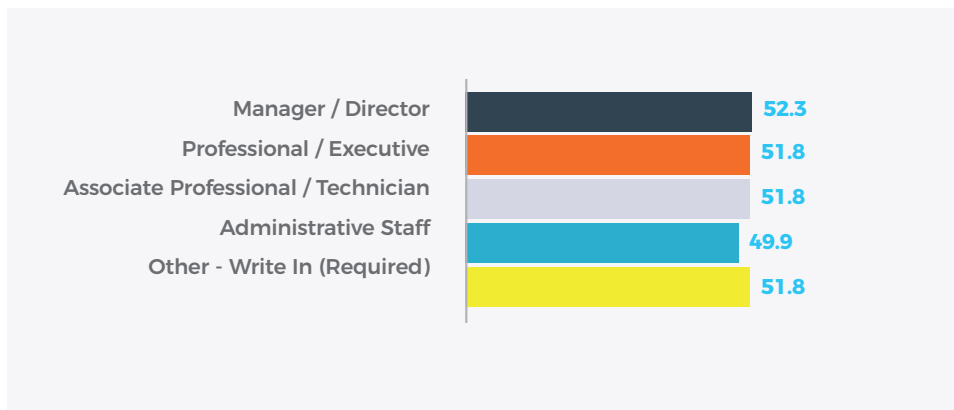
WORK HAPPINESS INDICATOR SCORE
By Sector of Work

Private and Public sector employees shared a similar level of work happiness with their average Work Happiness Indicator scores differing by a marginal 0.1. This might suggest that the benefits and pay offer by both sectors are becoming increasingly competitive with each other, thus explaining the narrowing of the work happiness gap between employees from both sectors.



WORK HAPPINESS INDICATOR SCORE
By Level of Occupation

Managers and directors have the highest average Work Happiness Indicator score of 52.3 whilst administrative staff are the least happy with a below par average score of 49.9. The huge disparity between the work happiness of these two groups could be due to their income gap and level of autonomy that is more associated with employees that are situated further up the corporate ladder.



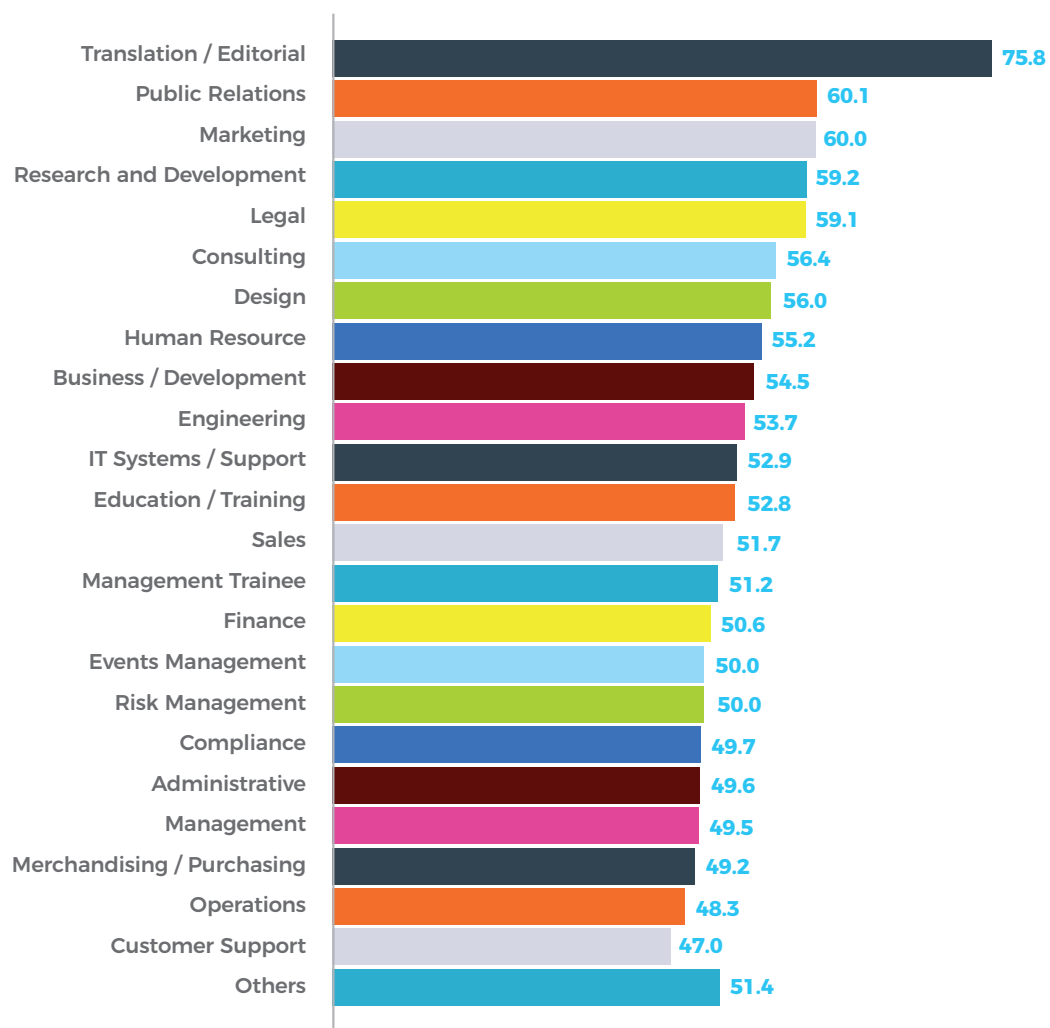
WORK HAPPINESS INDICATOR SCORE

By Job Function

The happiest employees are from those in translation and editorial with an average Work Happiness Indicator score of 75.8. This is then followed by employees in Public Relations with an average score of 60.1. This implies that employees from these sectors are satisfied with work attributes such as 1) Positive Impact to the society, 2) Safe working conditions and 3) Autonomy at work which they considered as most important.

Employees in the function of customer support are the least happy with a below par average score of 47.0. This can be attributed to the difficult nature of their job where they are required to interact with customers and address their enquiries and feedback. Additionally, employees in the function of operations are found to be second least happy with an average score of 48.3. This implies that employees from these two sectors are least satisfied with work attributes such as 1) Positive Impact to the society, 2) Safe working conditions and 3) Autonomy at work which they considered as most important.

Interestingly, in a job function with a fast paced nature like marketing, its employees were the third happiest with an average score of 60.0. Other job functions with employees who are comparatively happier than their fellow counterparts are those in Research and Development and Legal with average scores of 59.2 and 59.1 respectively. At the other end of the spectrum, other job functions who fared below par in the Work Happiness indicator with scores below 50.0 are compliance, administrative, management and merchandising / purchasing.



WORK HAPPINESS INDICATOR SCORE

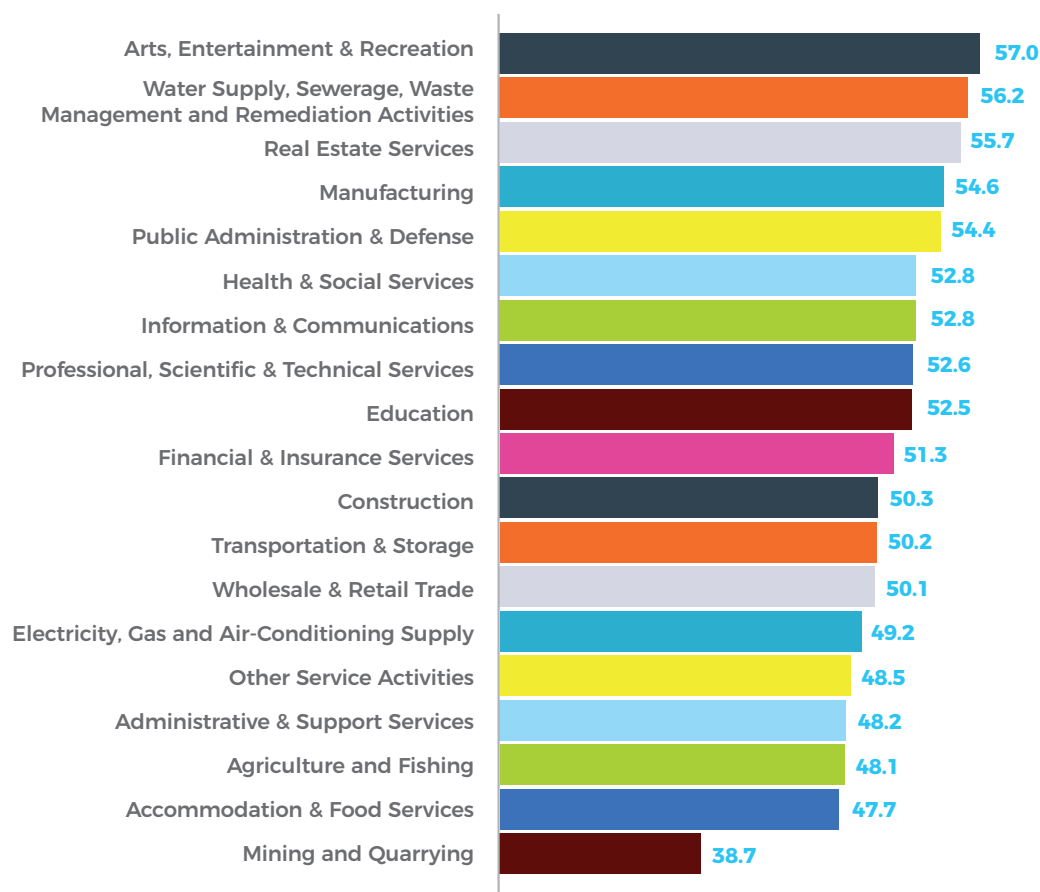
By Industry of Work

Employees in the industry of Arts, Entertainment & Recreation are found to be the happiest employees in Singapore with an average Work Happiness Indicator score of 57.0. The very nature of their work is closely related to leisure activities which could explain why its employees derive higher work happiness. It is then followed closely behind by employees in the industry of Water Supply, Sewerage, Waste Management with an average score of 56.2. This is interesting given the often physically demanding nature of jobs associated within the industry.

Despite being the industry commonly associated with the image of being the most monetarily lucrative industry, employees from the financial and insurance services industry were found to be only marginally happy with an average score of 51.3. This could be attributed to the taxing and demanding nature of jobs within the industry with employees often found to clock overtime hours during their work.

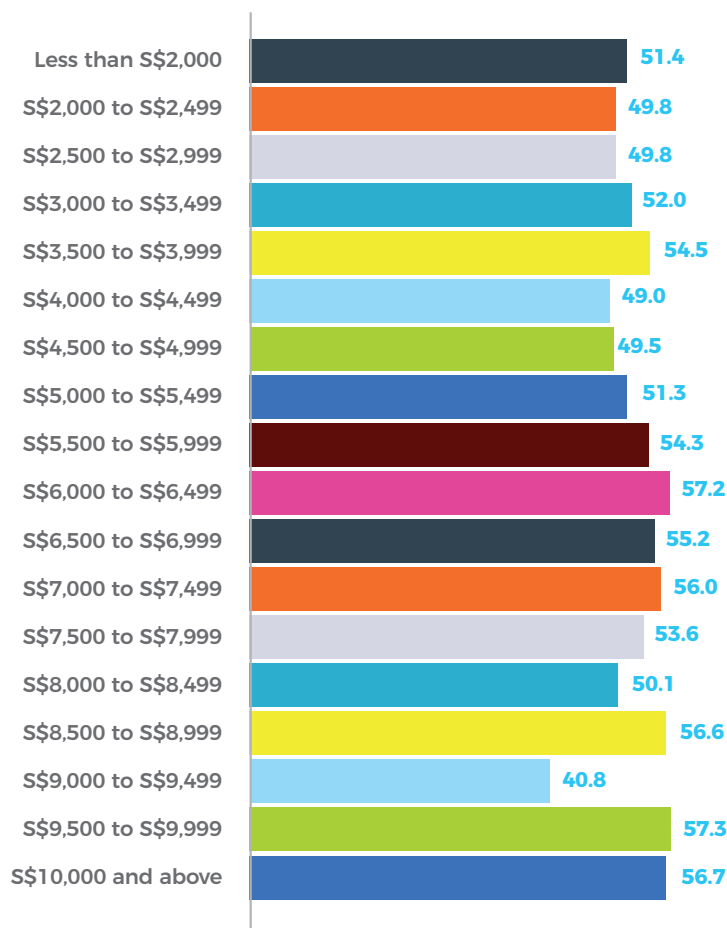
Employees in the industry of mining and quarrying are found to be the unhappiest with an average score of 38.7. This could be attributed to the dangerous and physically demanding nature of jobs associated within the industry. Singapore aim to establish itself as a top tourism hub within the region and have invested large amount of funds into its tourism scene. Despite that, employees within the accommodation & food services industry which primarily drives the tourism revenue are still found to be the second least happy group with a below par average score of 47.7. This can be attributed to the physically demanding and low-paying nature of jobs associated with the industry.

Other industries with employees who are comparatively happier than their fellow counterparts are those in Real Estate Services, Manufacturing and Public Administration & Defense with average scores of 55.7, 54.6 and 54.4 respectively. In particular, the comparatively higher happiness score of employees in the manufacturing industry could be a result of the economic upturn in the manufacturing sector with increased global demand for electronics. Other industries with employees that are comparatively unhappy are those in Administrative & Support Services as well as Agriculture & Fishing with below par average scores of 48.2 and 48.1 respectively.

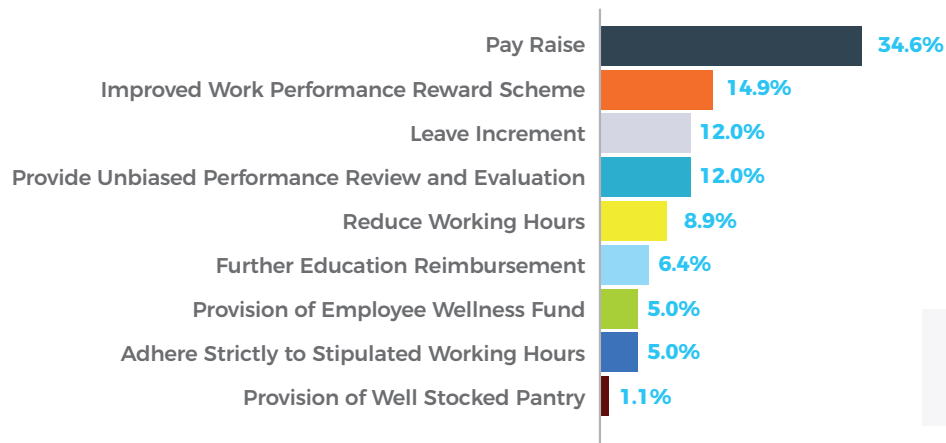


WORK HAPPINESS INDICATOR SCORE
By Monthly Salary Range

Employees commanding a monthly salary range between S\$9,500 to S\$9,999 are found to be the happiest with an average score of 57.3. On the other end of the spectrum, employees commanding a monthly salary range between S\$9,000 to S\$9,499 are found to be the unhappiest lot with a below par average score of 40.8.



ACTIONS MOST DESIRED FROM EMPLOYERS



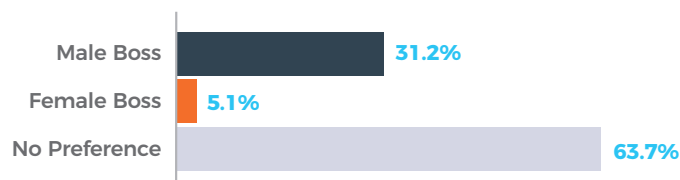
Respondents are allowed to choose up to 2 items from the given list

The top action desired by the respondents from their employers was a pay raise with at least 1 in every three respondents citing their desire for it (34.6%). This potentially indicates dissatisfaction towards their current pay package which is substantiated by the low satisfactory score given to salary as a work attribute mentioned above.

The next top action desired by the respondents from their employers was an improved work performance reward scheme with 14.9% of them voting for it. This suggests that employees nowadays desire more rewards (monetary / non-monetary) for the good performance shown during the course of their work. As a result, it is important for employers to design an attractive work performance reward scheme for all staff to generate a highly motivated workforce.

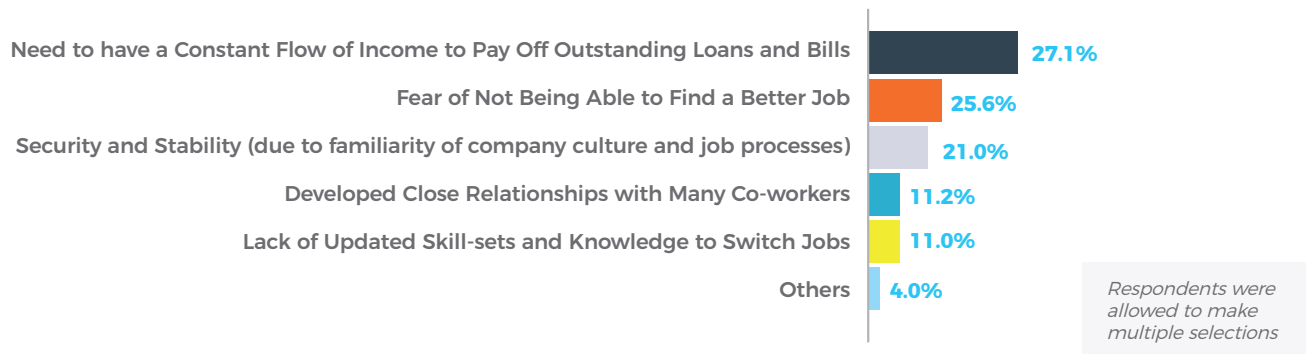
Other top actions desired from their employers was cited in the form of leave increment (12.0%), provision of unbiased performance review and evaluation (12.0%) and reduced working hours (8.9%).

PREFERENCE OF GENDER OF BOSS



Majority of the respondents have no preference towards the gender of their boss. However, for those who specified a preferred gender for their bosses, only a minority (5.1%) preferred female bosses, in stark contrast with the preference for male bosses (31.2%).

MOST COMPELLING REASONS FOR STAYING IN EMPLOYMENT DESPITE NON-SATISFACTION



The most compelling reason cited by majority of the respondents (27.1%) to stay on in their job despite dissatisfaction with their work was the fundamental need for income to pay off their financial liabilities. This is because unemployment means no flow of income for employees to pay off their liabilities which might eventually mean bankruptcy in severe circumstance.

Following closely behind in compelling them to stay on is the fear of not being able to find a better job (25.6%). In the increasingly competitive employment market made by the abundance of employable talents available, there could be difficulty in securing a better job upon quitting due to the intense competition for jobs.

The lack of updated skill-sets and knowledge to switch jobs was the least compelling reason for them to stay on in employment (11.0%). This suggests that employees nowadays do not fear that they lack the skillsets and knowledge to switch career. This could be attributed to the government's initiative to encourage employees with the SkillsFuture Credit Scheme as well as their own desire to upgrade themselves with further education that has equipped them with the relevant and in-demand skillsets nowadays.

APPENDIX 1

SURVEY METHODOLOGY

Survey Population

The survey is targeted at working adults in Singapore aged 16 years and above.

Survey Duration

The survey was conducted over the period from 5th June to 24th July of 2017.

Method of Delivery

The survey data was collected via an online survey. Respondents were primarily invited to participate in the survey via emailers, e-banners and other online methods by JobsCentral. Considering the widespread popularity of social media tools such as Facebook amongst the masses nowadays, targeted sponsored posts on the Facebook portal were also made to solicit for the relevant working adult respondents.

Survey Sample & Statistical Significance

To ensure the highest unique count accuracy, incomplete and duplicated responses were eliminated and not considered to be part of the usable sample size, resulting in total usable sample size of 1,843 respondents.

Using a confidence level of 95 per cent and a sample size of 1,843 respondents, the result of this survey has a sampling error of +/- 2.28 percent. This means for every 100 times the exact survey is conducted, the results obtained are conformable to a margin error of +/- 2.28 per cent, 95 per cent of the time.

Calculating the Happiness Indicator Scores

The JobsCentral Work Happiness Indicator uses a scoring method (based on a 100 point scale) to calculate how happy employees in Singapore are. Since work happiness is not something that can be measured by quantitative methods, a perception-based model based on the input of respondents was chosen. The model first identifies 12 work-related

attributes that contribute to the overall happiness of an employee.

In alphabetical order, the work-related attributes that respondents are asked to rank by importance are:

- Acceptable work demands
- Advancement opportunities
- Autonomy at work
- Good relations with colleagues
- Good relations with management
- Interesting work
- Job security
- Location of work
- Positive impact to the society
- Safe working conditions
- Salary
- Work-life balance

The reverse ranking system is used to assign weights to each of the attributes. In other words, the attribute ranked first is given a weight of 12, and the attribute ranked last is given a weight of 1. This is done to maintain the directional consistency of the rankings, which is necessary to calculate the overall happiness scores of an employee later on.

Once the attributes have been ranked in order of importance, respondents are required to rate how satisfied they are with each attribute in their current job. The scale ranges from 1 (Not satisfied) to 5 (Very satisfied).

To calculate an employee's score on the Happiness Indicator, the satisfaction rating of a particular attribute is first multiplied by the weight assigned to the attribute in the ranking of importance. After this is done for all 12 attributes, the sum of these figures is the employee's gross score on the Happiness Indicator. The maximum score possible is 390. The gross score is then converted to a 100-point base scale for easy inferences. The higher the score, the happier an employee is considered to be.

The following example illustrates the calculation of the Happiness Indicator score:

Ranking of Importance

Rank	Attribute	Weight
1	Interesting work	12
2	Autonomy at work	11
3	Positive impact to the society	10
4	Good relations with management	9
5	Work-life balance	8
6	Advancement opportunities	7
7	Salary	6
8	Good relations with colleagues	5
9	Job security	4
10	Acceptable work demands	3
11	Location of work	2
12	Safe working conditions	1

Rating of Satisfaction

Attribute	Rating
Acceptable work demands	3
Advancement opportunities	2
Autonomy at work	3
Good relations with colleagues	4
Good relations with management	4
Interesting work	3
Job security	4
Location of work	4
Positive impact to the society	3
Safe working conditions	4
Salary	2
Work-life balance	3

Scoring

Attribute	Score
Acceptable work demands 3 x 3	9
Advancement opportunities 7 x 2	14
Autonomy at work 11 x 3	33
Good relations with colleagues 5 x 4	20
Good relations with management 9 x 4	36
Interesting work 12 x 3	36
Job security 4 x 4	16
Location of work 2 x 4	8
Positive impact to the society 10 x 3	30
Safe working conditions 1 x 4	4
Salary 6 x 2	12
Work-life balance 8 x 3	24
Total	242

Gross score = 242
 Minimum gross score possible = 78
 Maximum gross score possible = 390

To convert the gross score of 242 into a figure on a 100-point base scale, the following mathematical operation is used:

$$[(242 - 78) / (390 - 78)] \times 100 = 53 \text{ points}$$

Thus, the Happiness Indicator score for the above example is 53 out of 100 points, as illustrated below:

Happiness Indicator Scale



APPENDIX 2

SURVEY QUESTIONNAIRE

Despite its relative small size, Singapore have experienced vast economic growth within its corporate sector with careful policy planning and strategic location that have seen it established itself as a top global business hub. However, does its status as an attractive business hub naturally entails job happiness within its primary driver, the labour force? This survey thus aims to find out how happy employees are in Singapore

and understand drivers of job satisfaction among them which can prove crucial in generating a happy workforce. Therefore, we urge you to do try your best to evaluate the items that have been listed in the following questions.

**If you are currently employed, please answer based on your current job. If you are currently unemployed, please answer based on your last job.*

Personal Details

Please fill in your name and contact information accurately. We will be using the information you provide to contact you if you are our lucky draw winner. Please note that you need to complete the entire survey in order to be eligible for the lucky draw.

1. **Full Name*** (as it appears on your IC / passport)

2. **Age***

3. **Gender***

- Male
 Female

4. **Email***

5. **Contact Number***

6. **Nationality**

- Singapore Citizen
 Singapore Permanent Resident
 Non-Singapore Citizen / Non-Permanent Resident

7. **Country of Birth**

8. **Highest Attained Academic Qualification***

If you select "Others", please make use of the free text box provided.

- NITEC / Higher NITEC / NTC
 GCE 'N' / 'O' Levels
 GCE 'A' Levels / Pre-University
 Diploma
 Bachelor's Degree
 Post-graduate Diploma/ Advanced Diploma
 Master's Degree
 PhD
 Other: _____

9. **Employment Status***

- Employed
 Unemployed/Student with work experience
 Retired
 Student without prior work experience

Employment Details

Please fill in your name and contact information accurately. We will be using the information you provide to contact you if you are our lucky draw winner. Please note that you need to complete the entire survey in order to be eligible for the lucky draw.

10. Type of Employment*

If you are currently unemployed, please answer based on the position you held in your last job.

- Permanent
- Contract / Temporary / Internship
- Part-time

- Merchandising/Purchasing
- Business Development
- Events Management
- Translation/Editorial
- Risk Management
- Management Trainee
- Other

11. Sector of Work*

If you are currently unemployed, please answer based on the position held in your last job.

- Government
- Private

12. Level of Occupation*

If you are currently unemployed, please answer based on the position you held in your last job. If you select "Others", please make use of the free text box provided.

- Manager / Director
- Professional / Executive
- Associate Professional / Technician
- Administrative Staff
- Other: _____ *

13. Job Function*

If you are currently unemployed, please answer based on the position held in your last job.

- Administrative
- Compliance
- Consulting
- Customer Support
- Education / Training
- Engineering
- Finance
- Human Resource
- IT Systems / Support
- Legal
- Management
- Marketing
- Operations
- Public Relations
- Research and Development
- Sales
- Design

14. Industry of Work*

If you are currently unemployed, please answer based on the position held in your last job.

- Agriculture and Fishing
- Mining and Quarrying
- Manufacturing
- Electricity, Gas and Air-Conditioning Supply
- Water Supply, Sewerage, Waste Management and Remediation Activities
- Construction
- Wholesale & Retail Trade
- Transportation & Storage
- Accommodation & Food Services
- Information & Communications
- Financial & Insurance Services
- Real Estate Services
- Professional, Scientific & Technical Services
- Administrative & Support Services
- Public Administration & Defence
- Education
- Health & Social Services
- Arts, Entertainment & Recreation
- Other Service Activities (Repair/ Maintenance/ Laundry/ Hairdressing/ Beauty/ Funeral/ Wedding)

15. Which of these salary range does your monthly salary falls in?*

If you are currently unemployed, please answer based on the position held in your last job.

- Less than S\$2,000
- S\$2,000 to S\$2,499
- S\$2,500 to S\$2,999
- S\$3,000 to S\$3,499
- S\$3,500 to S\$3,999
- S\$4,000 to S\$4,499

- S\$4,500 to S\$4,999
- S\$5,000 to S\$5,499
- S\$5,500 to S\$5,999
- S\$6,000 to S\$6,499
- S\$6,500 to S\$6,999
- S\$7,000 to S\$7,499
- S\$7,500 to S\$7,999
- S\$8,000 to S\$8,499
- S\$8,500 to S\$8,999
- S\$9,000 to S\$9,499
- S\$9,500 to S\$9,999
- S\$10,000 and above

16. Are you satisfied with your current job?*

If you are currently unemployed, please answer based on the position held in your last job.

- Yes
- No

17. Rank the following work attributes according to how important they are to you in your current job (1 being the “Most important” to 12 being the “Least important”).

If you are currently unemployed, please answer based on the position held in your last job.

- _____ Acceptable work demands
- _____ Advancement opportunities
- _____ Autonomy at work
- _____ Good relations with colleagues
- _____ Good relations with management
- _____ Interesting work
- _____ Job security
- _____ Location of work
- _____ Positive impact to the society
- _____ Safe working conditions
- _____ Salary
- _____ Work-life balance

18. Rate how satisfied you are with the following items in your current job, on a scale of 1 to 10 (1 being “Not satisfied” and 10 being “Very satisfied”).*

If you are currently unemployed, please answer based on the position held in your last job.

- _____ Acceptable work demands
- _____ Advancement opportunities
- _____ Autonomy at work
- _____ Good relations with colleagues
- _____ Good relations with management

- _____ Interesting work
- _____ Job security
- _____ Location of work
- _____ Positive impact to the society
- _____ Safe working conditions
- _____ Salary
- _____ Work-life balance

19. Which of these actions do you MOST desire from your employer?* Please select the top 2 actions only.

- Pay Raise
- Leave Increment
- Improved work performance reward scheme
- Provision of well stocked pantry
- Further education reimbursement
- Adhere strictly to stipulated working hours
- Provide unbiased performance review and evaluation
- Reduce working hours
- Provision of Employee Wellness Fund

20. Are you happier working for a: *

- Male Boss
- Female Boss
- No preference

21. What is the most compelling reason for staying on in your current job even though you are not satisfied with it?*

You may check all that apply. If you are currently unemployed, please answer based on the position held in your last job.

- Security and stability (due to familiarity of company culture and job processes)
- Fear of not being able to find a better job
- The need to have a constant flow of income to pay off outstanding loans and bills
- Lack of updated skill-sets and knowledge to switch jobs
- Developed close relationships with many co-workers
- Other

APPENDIX 3

ABOUT CAREERBUILDER SINGAPORE

CareerBuilder Singapore was officially subsumed into the family of CareerBuilder US on September 16, 2014. CareerBuilder is the recruitment giant in US and the global leader in human capital solutions; it also has a global presence in more than 60 markets and with more than 2,800 employees worldwide.

Today, CareerBuilder Singapore has a multi-faceted team of more than 80 well-trained professionals and we aim to combine our global resources and expertise in the Southeast Asian talent recruitment arena to stay ahead of the industry curve.

Other notable survey projects we conduct include:

Employers of Choice Survey

- A study on employer and career preferences in Singapore
- Targeted at jobseekers, current students, fresh graduates and alumni (with 1-2 years of work experience)

The BrightSparks Scholarship and Education Survey

- A measurement for scholarship, higher education and career preferences of potential scholarship recipients
- Targets GCE 'A' Level/IB Diploma graduates, final year polytechnic students and year 1 and 2 undergraduates

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