

CGF

Data Insight Report



Summary

This CGF survey was taken by 202 employees from numerous countries situated across the globe. The overall Workplace Happiness score accumulated to **72.21%**, indicating a very strong response from these employees.

Highlights of the survey include:

"I have a good relationship with my line manager" = **79.41%**

"I feel proud to work for my organisation" = **78.56%**

"I am treated with respect" = **78.47%**

"Do you feel comfortable talking about your background and cultural experiences with colleagues and bring your true self to work?" = **78.37%**

"Do you feel people from all backgrounds are treated fairly at your company?" = **78.12%**

Areas for improvement have been highlighted in the following questions:

"Is there someone in your organisation that you can talk to about mental health?" = **58.32%**

"I rarely feel anxious or depressed about work." = **59.7%**

"Does your company help you to feel well and energized?" = **64.06%**



EngagingBusiness

The Ultimate Employee Engagement Platform

Contents page

Six Steps to Workplace Happiness

Six Steps to Workplace Happiness score breakdown

Comparison of Workplace Happiness scores (Industries)

CGF survey score breakdown

Quantitative questions results

Qualitative question results

Six Steps to Workplace Happiness

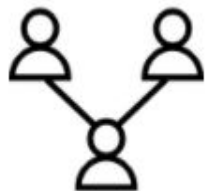
If employee happiness is the objective, it is possible to create a sense of ownership and responsibility around a business in a range of ways. Individuals who feel they have more power over their working life, well-being and environment will take more responsibility for the success of their employer. The endgame should be a more engaged society that promotes greater happiness, collective endeavor and a fairer sharing of success.

The Six Steps to Workplace Happiness is a framework that encompasses the six key drivers of employee engagement, happiness and wellbeing: Reward and Recognition, Information Sharing, Empowerment, Well-being, Instilling Pride and Job Satisfaction.



REWARD AND RECOGNITION

Everyone in an organisation should enjoy the rewards of success. If you are not earning a fair salary, no amount of recognition will make you feel rewarded. Your pay scale must meet expectations and encourage discretionary effort.



INFORMATION SHARING

Not sharing information makes employees feel like an unimportant part of the business. We all need to have a realistic and well-sourced view of the organisations we work for, regardless of your job title. The level of detail we receive may be different, but information forms the basis of the decisions we make every day.



EMPOWERMENT

Empowering employees must be an indisputable aim of all organisations. All employees must be a part of the decision-making process, listening to their ideas and integrating their suggestions into the company's strategies. Personal experiences inevitably bring different solutions, and by listening to all views, the best outcome can be reached.



WELL-BEING

Health and well-being is broken down into three key areas; physical, emotional and financial. By addressing all three, employers will improve engagement levels and productivity.



INSTILLING PRIDE

Employees who love what they do and feel proud of where they work will speak openly and positively about it to colleagues, potential employees, customers and people in their community. When people ask that inevitable, getting-to-know-you question of ‘where do you work?’, you’ll hear the pleasure in their voice when they reply.



JOB SATISFACTION

There are many elements to feeling satisfied at work, but time and again, two key reasons are cited: personal development and the strength of your relationship with your line manager.

The next page displays a full breakdown of each question asked within the CGF survey and what Six Steps to Workplace Happiness category they sit within.

Overall, no step performed poorly. The lowest scoring was Well-being, scoring **69.9%**, and the highest scoring step was Job satisfaction, scoring **75.56%**.

By no means is **69.9%** a poor score, rather it credits the strong results this survey produced. It is recommended that further improvements are made within recognising employees’ successes and in turn rewarding them accordingly. This overall score was driven down by those employees working in the Not-for-profit sector, as they scored **58.71%** on “I am fairly paid”, however, they scored **69.03%** for “I am recognised when I do something well”. Monetary payment will inevitably be an issue within the Not-for-profit sector, which is why recognition is so vital to these employees.

Job satisfaction topped the group and was driven by numerous high scoring questions, the highest of which was “I have a good relationship with my line manager”, scoring **79.41%**. This was the highest scoring question within the survey. Furthermore, employees feel they are treated with respect (**78.47%**), they enjoy their job (**76.39%**) and employees feel that people from all backgrounds are treated fairly at their companies (**78.12%**).

Further improvement can still be made within Job satisfaction, as employees scored **65.45%** when asked if they are being developed. This issue was particularly bad for those employees working in Retail (**54.29%**), as well as those in Not-for-profit, who scored **59.68%**. This question in fact was **third lowest** scoring question for employees working in Retail and FMCGs, however, FMCG employees still scored **66.85%** which truly illustrates how well they performed within the survey.

Six Steps to Workplace Happiness score breakdown

Six Steps to Workplace Happiness	Questions	Overall score
Reward and recognition	<p>I am fairly paid.</p> <p>I am happy with the hours I work.</p> <p>I am recognised when I do something well.</p>	69.9%
Information sharing	<p>I have enough information to do my job well.</p> <p>Information is freely and openly shared with me.</p> <p>My views are heard at work.</p>	71.1%
Empowerment	<p>I have what I need to do my job well.</p> <p>I am allowed to make decisions.</p> <p>I am trusted to make decisions.</p>	71.91%
Well-being	<p>My employer cares for my well-being.</p> <p>I rarely feel anxious or depressed about work.</p> <p>I am happy with my working environment.</p> <p>I feel happy at work.</p> <p>Does your company help you to feel well and energized?</p> <p>Do you feel comfortable talking about your background and cultural experiences with colleagues and bring your true self to work?</p> <p>Does your line manager care about your well-being?</p> <p>Is there someone in your organisation that you can talk to about mental health?</p>	68.7%
Instilling pride	<p>I do something worthwhile.</p> <p>I feel proud to work for my organisation.</p> <p>I would recommend my friends and family to work for my organisation.</p> <p>Do you feel your company practices support the attraction, recruitment and development of a diverse workforce?</p>	74.28%
Job satisfaction	<p>I am treated with respect.</p> <p>I enjoy my job.</p> <p>I have a good relationship with my manager.</p> <p>I am being developed.</p> <p>Do you feel people from all backgrounds are treated fairly at your company?</p>	75.56%

Comparison of Workplace Happiness scores (Industries)

The table below presents our Overall 2020 scores, based on **19,000+** survey entries collected this year from Food based companies. The overall CGF scores is based on the **202** entries received from the survey. Additionally, from our 19,000+ entries, employees' scores who work in Retail and FMCG are listed. The green blocks represent the three highest scoring questions, with red blocks indicating the three lowest scoring questions.

Question:	Overall 2020 scores	Overall CGF scores	Retail industry scores	FMCG industry scores
I am fairly paid.	68.87%	68.37%	69.55%	67.9%
I am happy with the hours I work.	72.8%	70.4%	70.46%	71.57%
I am recognised when I do something well.	64.99%	70.94%	62.77%	67.68%
I have enough information to do my job well.	70.22%	71.33%	72.57%	71.09%
Information is freely and openly shared with me.	65.96%	69.11%	65.88%	68.69%
I have what I need to do my job well.	67.12%	69.16%	66.48%	67.27%
I am allowed to make decisions.	69.74%	72.52%	65.44%	72.77%
I am trusted to make decisions.	71.73%	74.06%	67.53%	73.37%
My views are heard at work.	64.54%	72.87%	61.75%	70.29%
My employer cares for my well-being.	64.3%	73.51%	62.26%	67.26%
I rarely feel anxious or depressed about work.	59.66%	59.7%	58.82%	64.49%
I am happy with my working environment.	72.91%	70.4%	65.94%	77.19%
I feel happy at work.	69.04%	69.11%	66.09%	72.91%
I do something worthwhile.	72.63%	76.58%	65.67%	72.58%
I feel proud to work for my organisation.	75.21%	78.56%	75.23%	80.07%
I would recommend my friends and family to work for my organisation.	64.62%	73.07%	62.24%	70.41%
I am treated with respect.	68.37%	78.47%	66.38%	71.06%
I enjoy my job.	70.79%	76.39%	68.28%	72.4%
I have a good relationship with my manager.	72.49%	79.41%	70.92%	76.07%
I am being developed.	63.89%	65.45%	63.67%	66.86%

CGF survey score breakdown

Question	2020 results	Overall CGF Findings	RETAIL	FMCG	Not-for-profit
I am fairly paid.	68.87%	68.37%	71.43%	70.67%	58.71%
I am happy with the hours I work.	72.8%	70.4%	75%	68.88%	67.1%
I am recognised when I do something well.	64.99%	70.94%	66.07%	70%	69.03%
I have enough information to do my job well.	70.22%	71.33%	70%	71.8%	67.74%
Information is freely and openly shared with me.	65.96%	69.11%	60.36%	70.33%	64.84%
I have what I need to do my job well.	67.12%	69.16%	66.07%	70%	65.48%
I am allowed to make decisions.	69.74%	72.52%	66.43%	73.6%	64.84%
I am trusted to make decisions.	71.73%	74.06%	66.79%	76.07%	68.39%
My views are heard at work.	64.54%	72.87%	66.07%	73.82%	69.35%
My employer cares for my well-being.	64.3%	73.51%	61.79%	75.62%	68.71%
I rarely feel anxious or depressed about work.	59.66%	59.7%	46.79%	60.45%	54.84%
I am happy with my working environment.	72.91%	70.4%	60.36%	70.9%	67.74%
I feel happy at work.	69.04%	69.11%	58.21%	69.78%	63.55%
I do something worthwhile.	72.63%	76.58%	71.43%	77.19%	71.29%
I feel proud to work for my organisation.	75.21%	78.56%	71.79%	79.55%	69.68%
I would recommend my friends and family to work for my organisation.	64.62%	73.07%	62.14%	76.18%	58.06%
I am treated with respect.	68.37%	78.47%	67.14%	80.34%	76.77%
I enjoy my job.	70.79%	76.39%	71.43%	76.74%	69.68%
I have a good relationship with my manager.	72.49%	79.41%	69.64%	80.22%	78.39%
I am being developed.	63.89%	65.45%	54.29%	66.85%	59.68%
Does your company help you to feel well and energized?	N/A	64.06%	52.86%	67.3%	56.77%
Do you feel comfortable talking about your background and cultural experiences with colleagues and bring your true self to work?	N/A	78.37%	70.71%	80.22%	76.45%
Do you feel your company practices support the attraction, recruitment and development of a diverse workforce?	N/A	68.91%	71.43%	67.08%	69.03%
Do you feel people from all backgrounds are treated fairly at your company?	N/A	78.12%	74.29%	75.84%	83.55%
Does your line manager care about your well-being?	N/A	76.09%	67.86%	76.4%	77.74%
Is there someone in your organisation that you can talk to about mental health?	N/A	58.32%	58.57%	57.75%	55.48%

Quantitative questions results



I am fairly paid



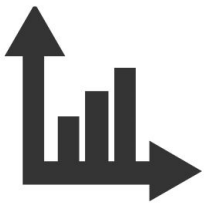
Question score
68.37%



Female
69.04%



Management
71.9%



Difference to Average score
-3.84%



Male
67.01%



Non - Management
64.54%



Retail
69.51%

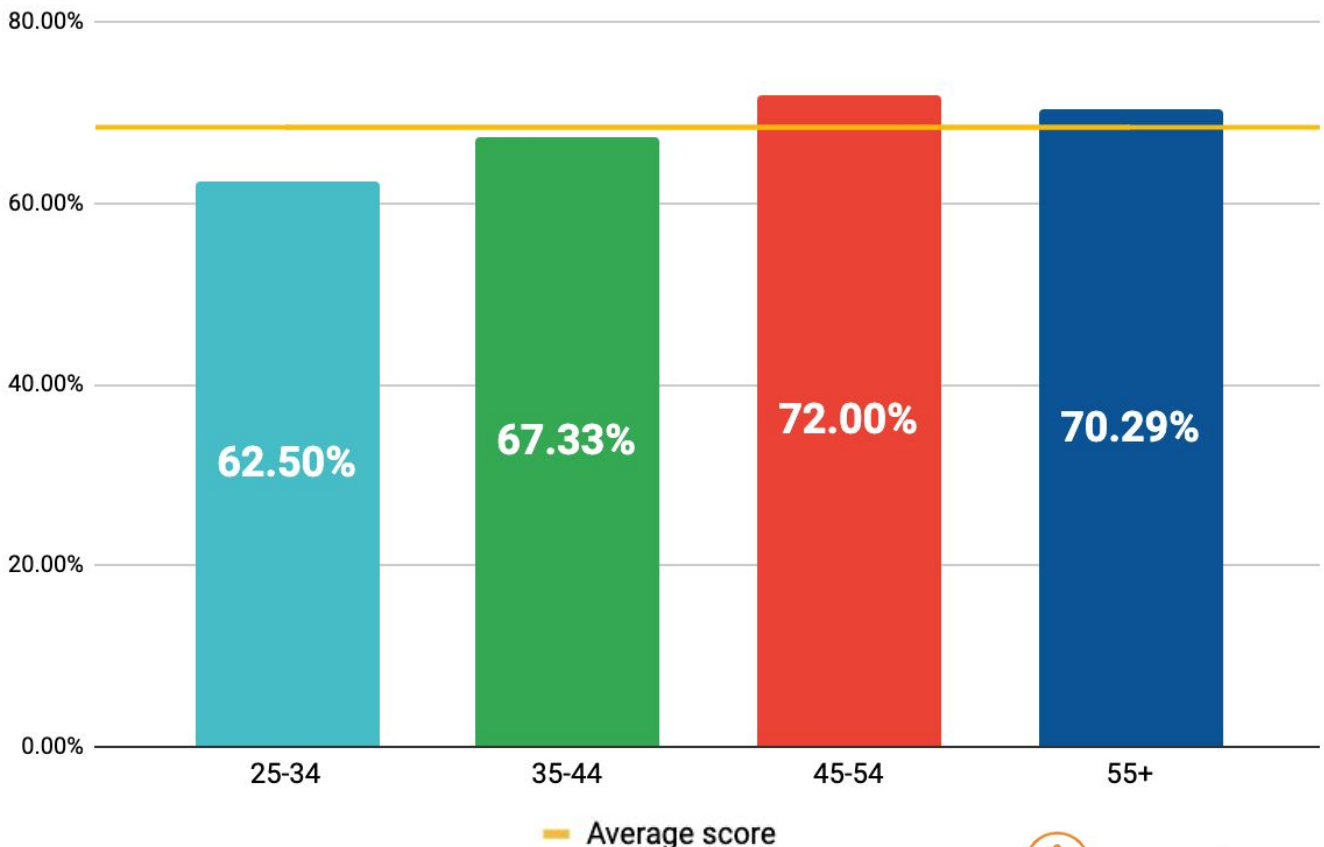


FMCG
70.67%

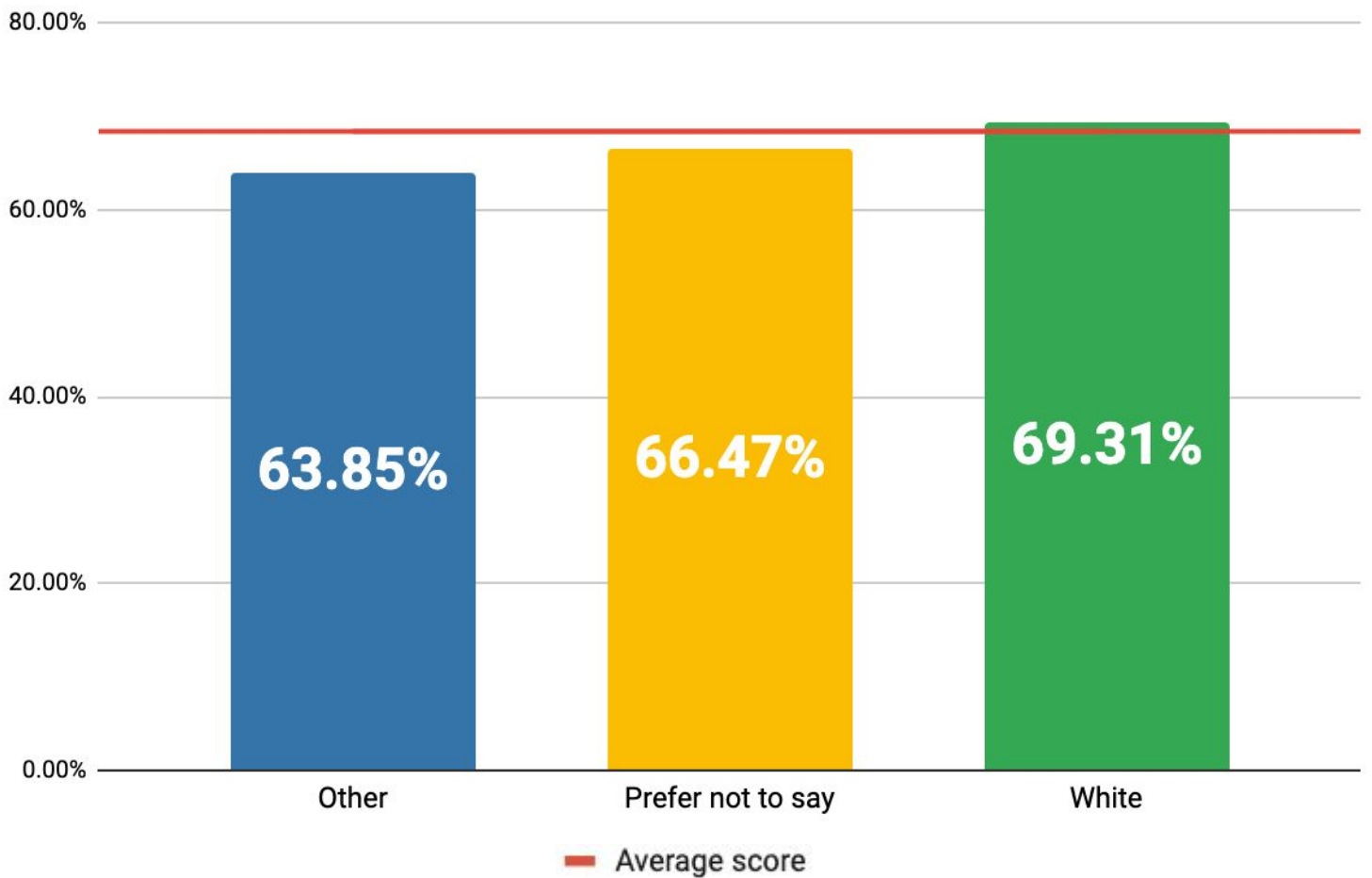


Non-Profit
58.71%

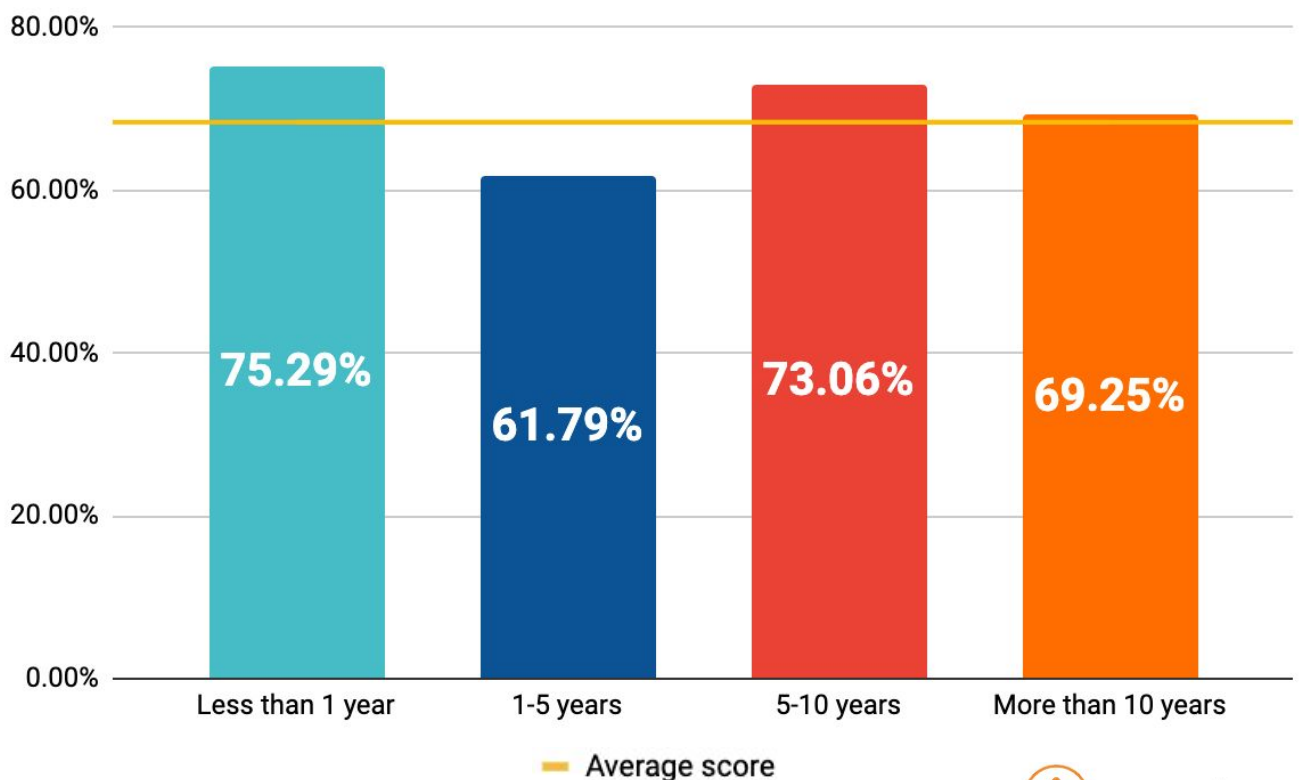
Age scores



Age bracket scores



Employment length scores (years)



I am happy with the hours I work



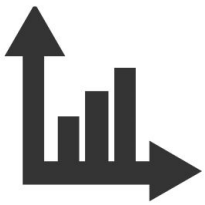
Question score
70.41%



Female
71.26%



Management
70.38%



Difference to Average score
-1.80%



Male
68.66%



Non - Management
70.41%



Retail
75%

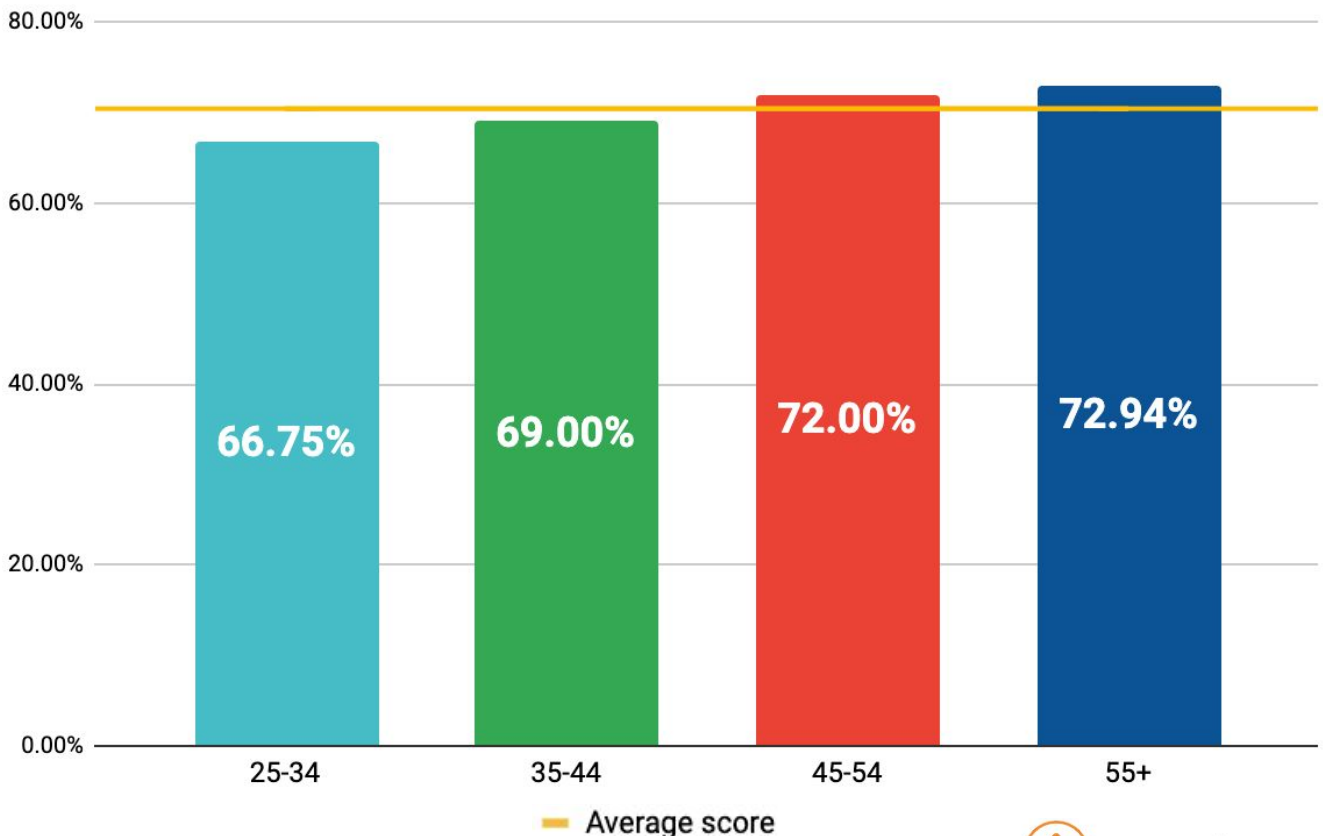


FMCG
68.88%

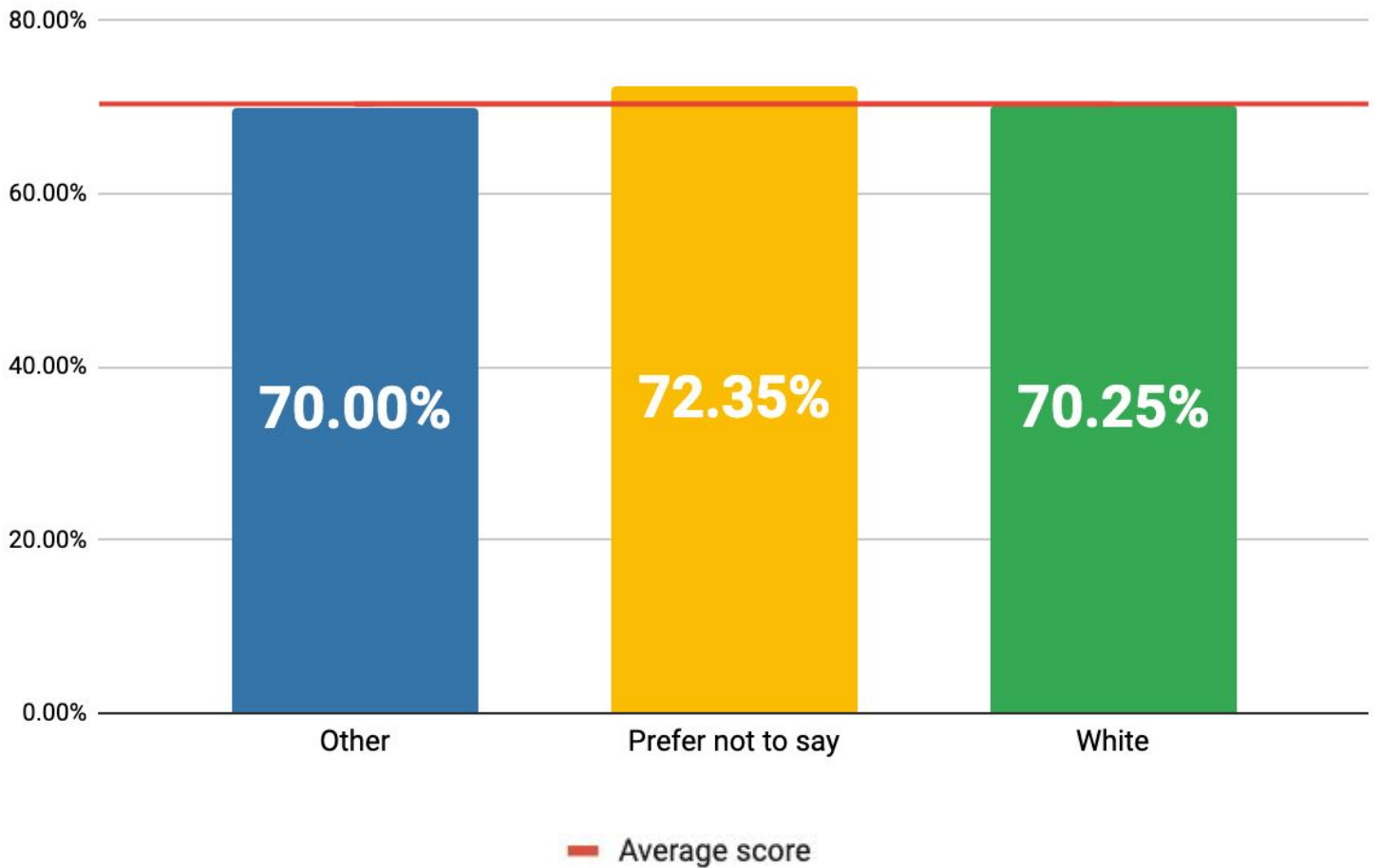


Non-Profit
67.1%

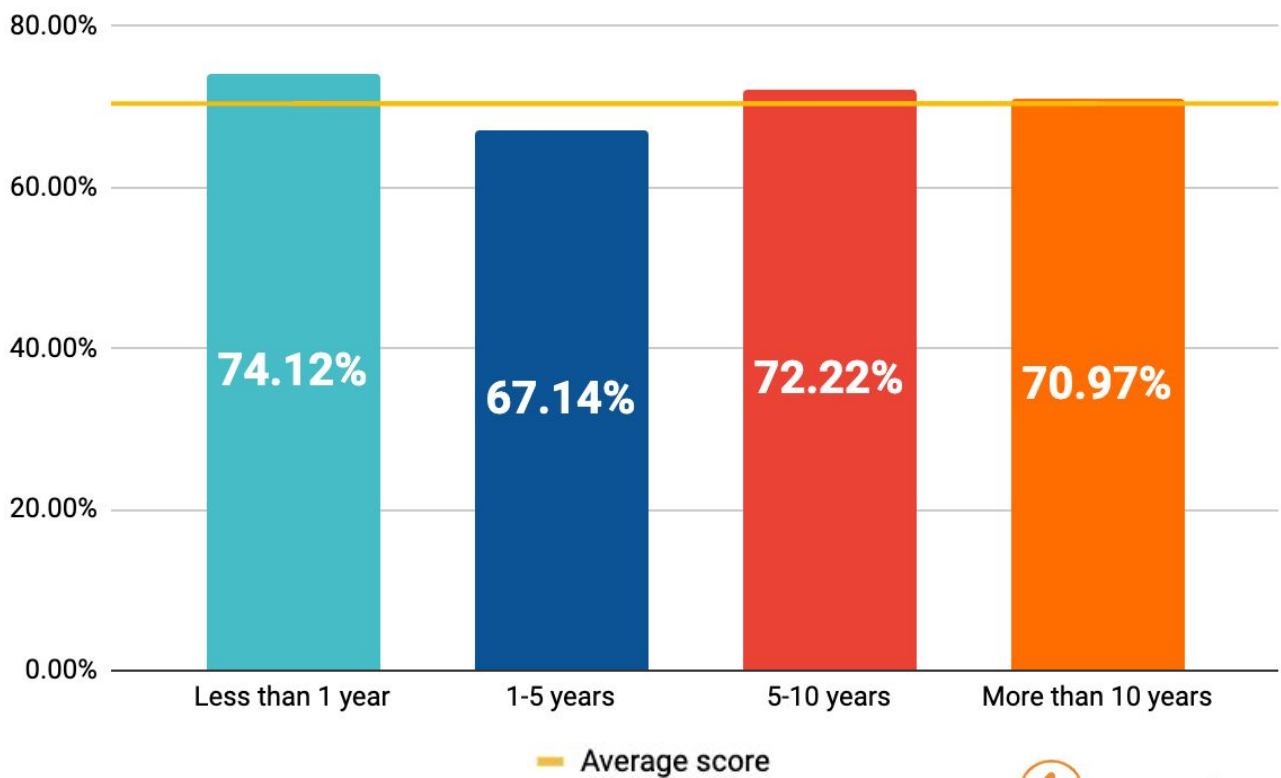
Age scores



Ethnicity scores



Employment length scores (years)



I am recognised when I do something well



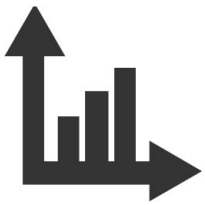
Question score
70.94%



Female
72.15%



Management
73.71%



Difference to Average score
-1.33%



Male
68.51%



Non - Management
67.94%



Retail
66.07%

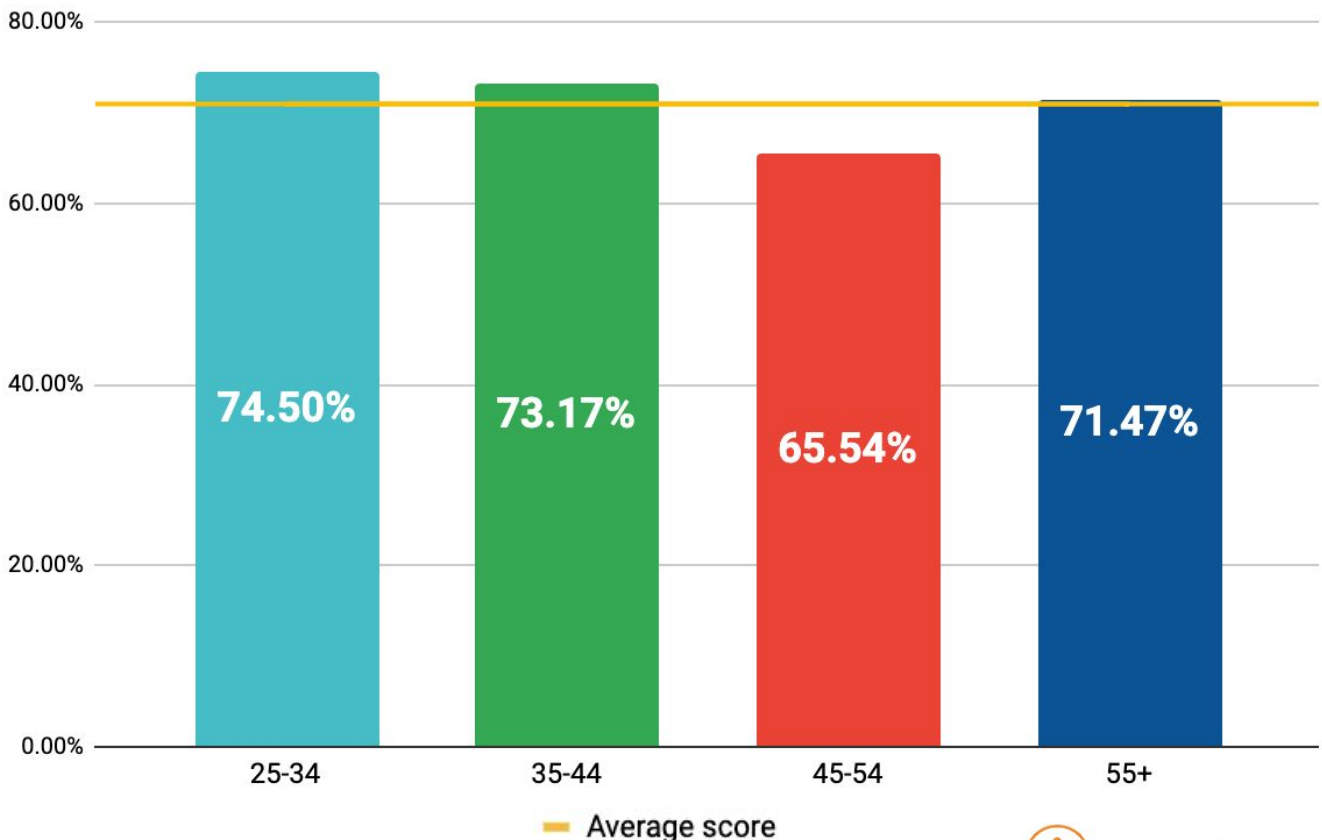


FMCG
70%

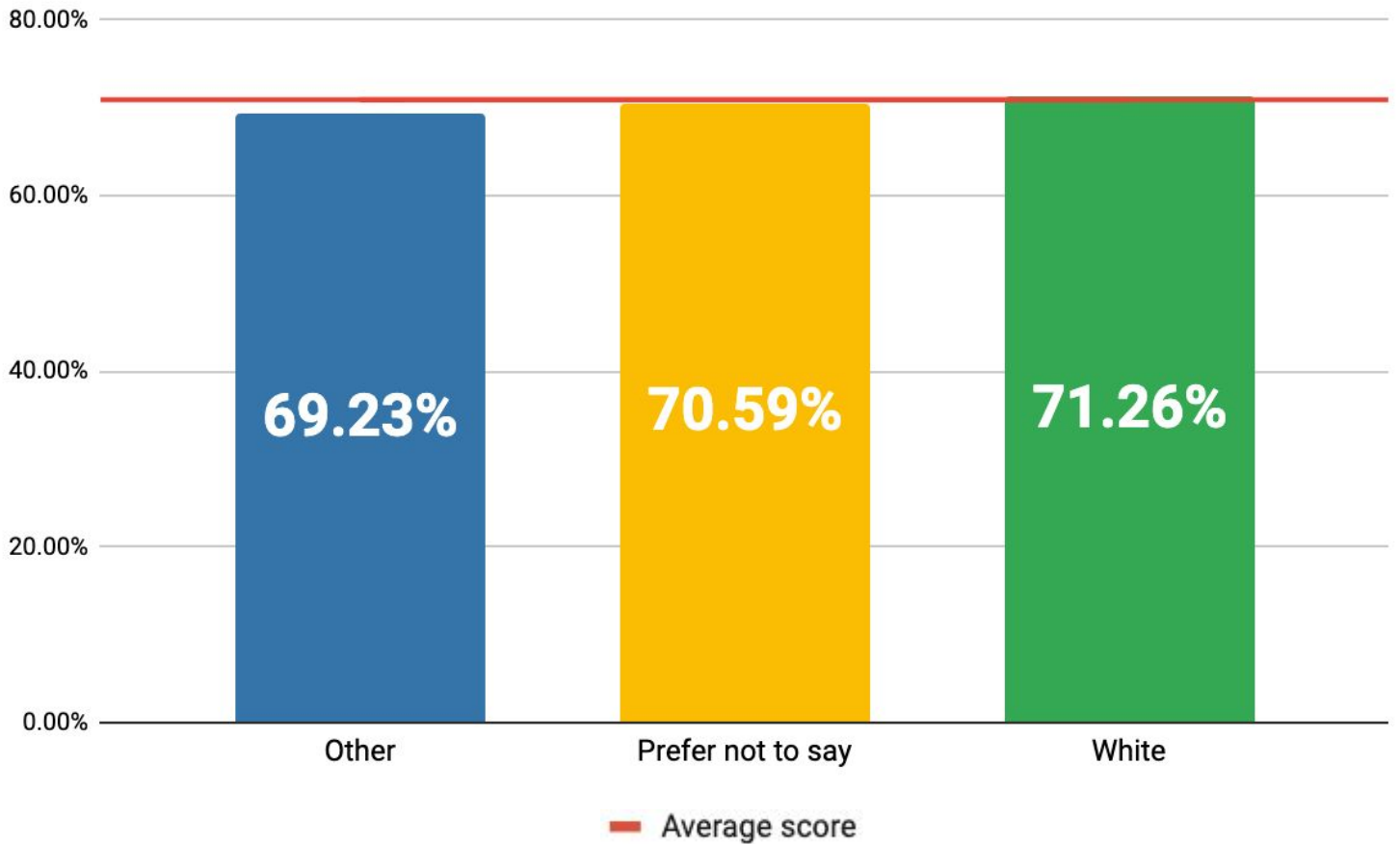


Non-Profit
69.03%

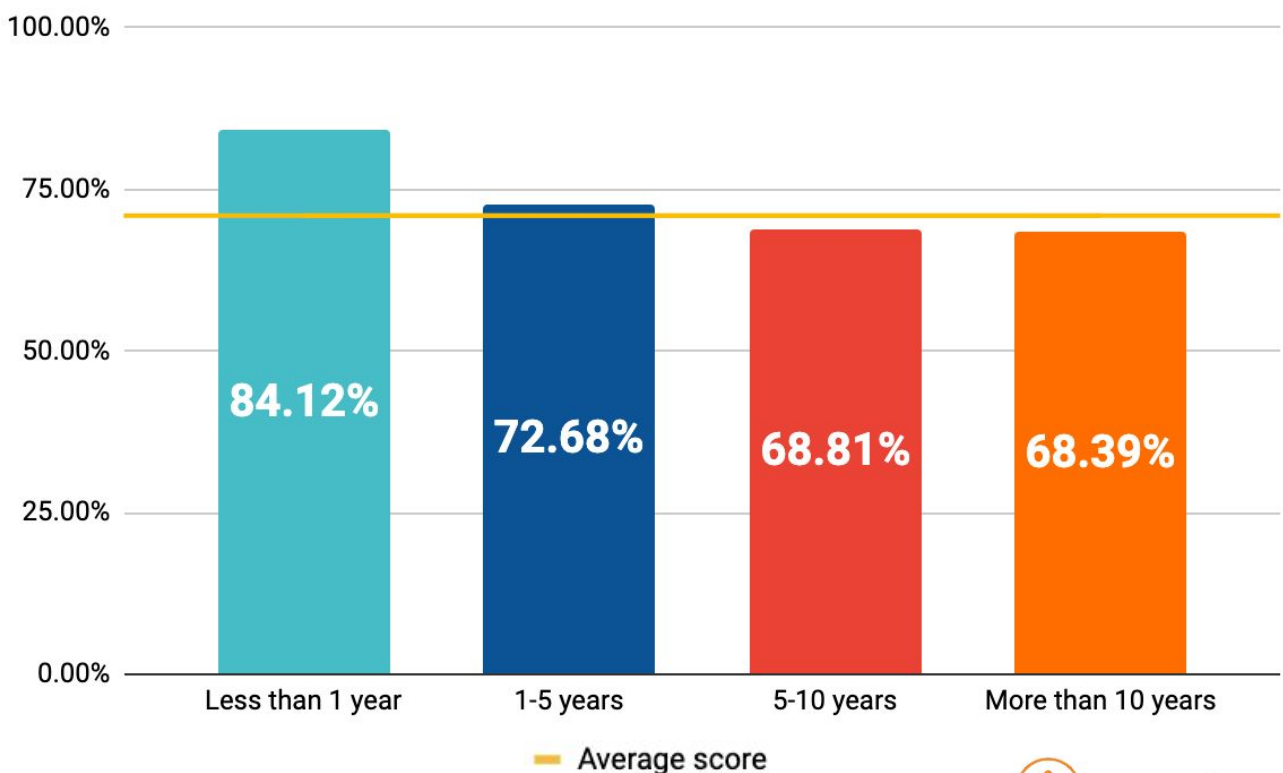
Age scores



Ethnicity scores



Employment length scores (years)



I have enough information to do my job well



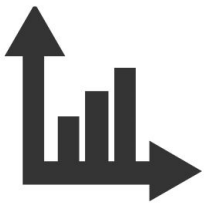
Question score
71.34%



Female
71.78%



Management
74.68%



Difference to Average score
-0.87%



Male
70.45%



Non - Management
67.73%



Retail
70%

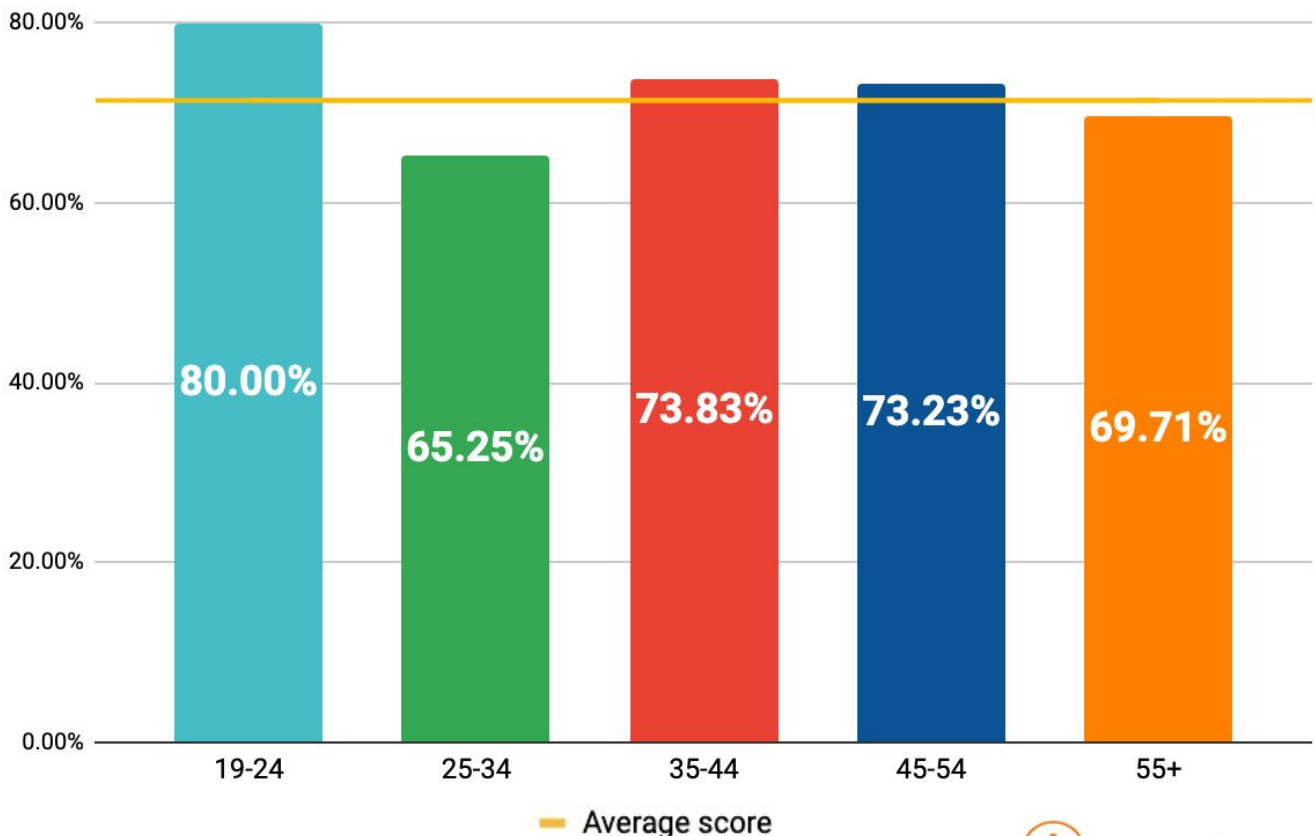


FMCG
71.8%

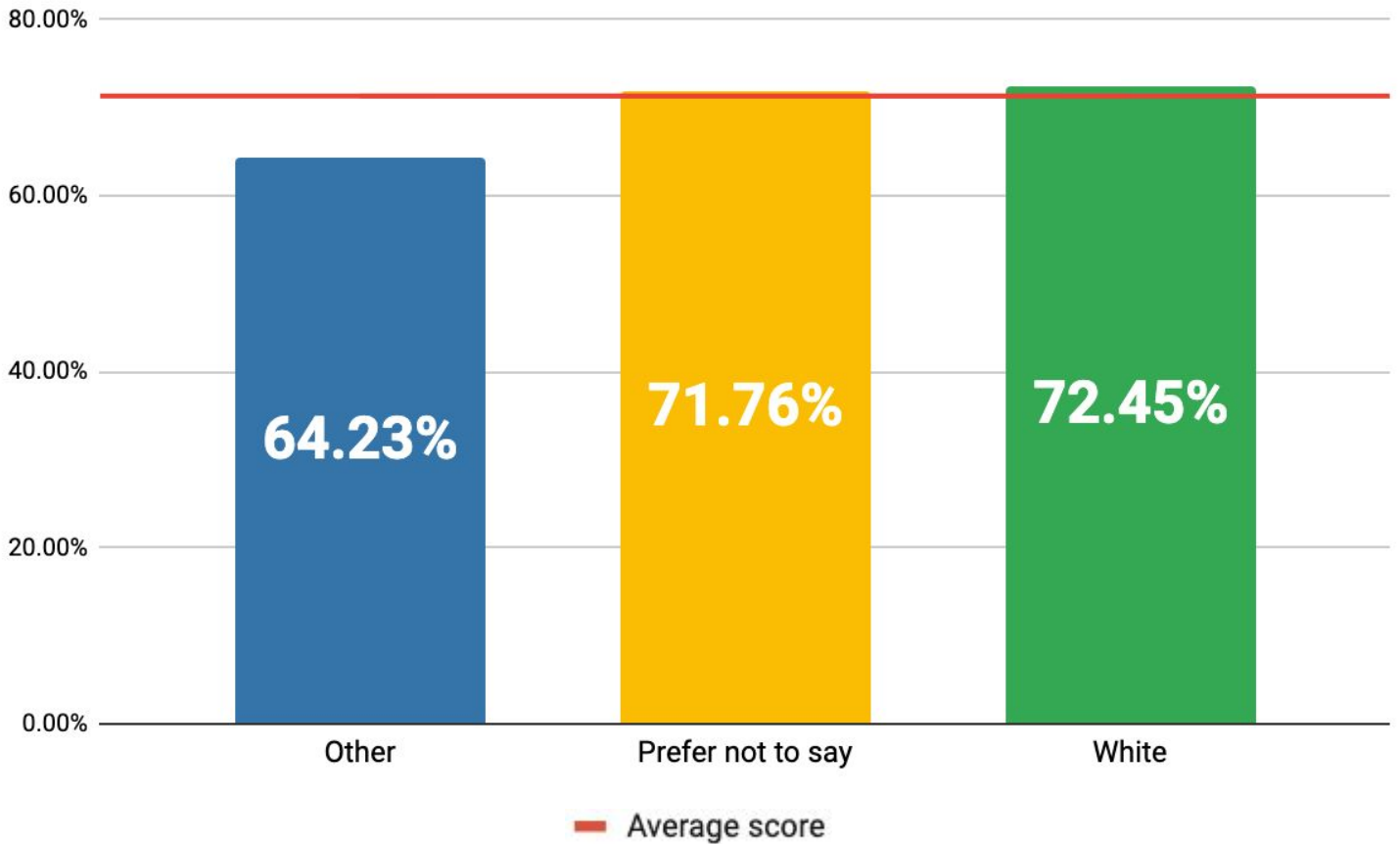


Non-Profit
67.74%

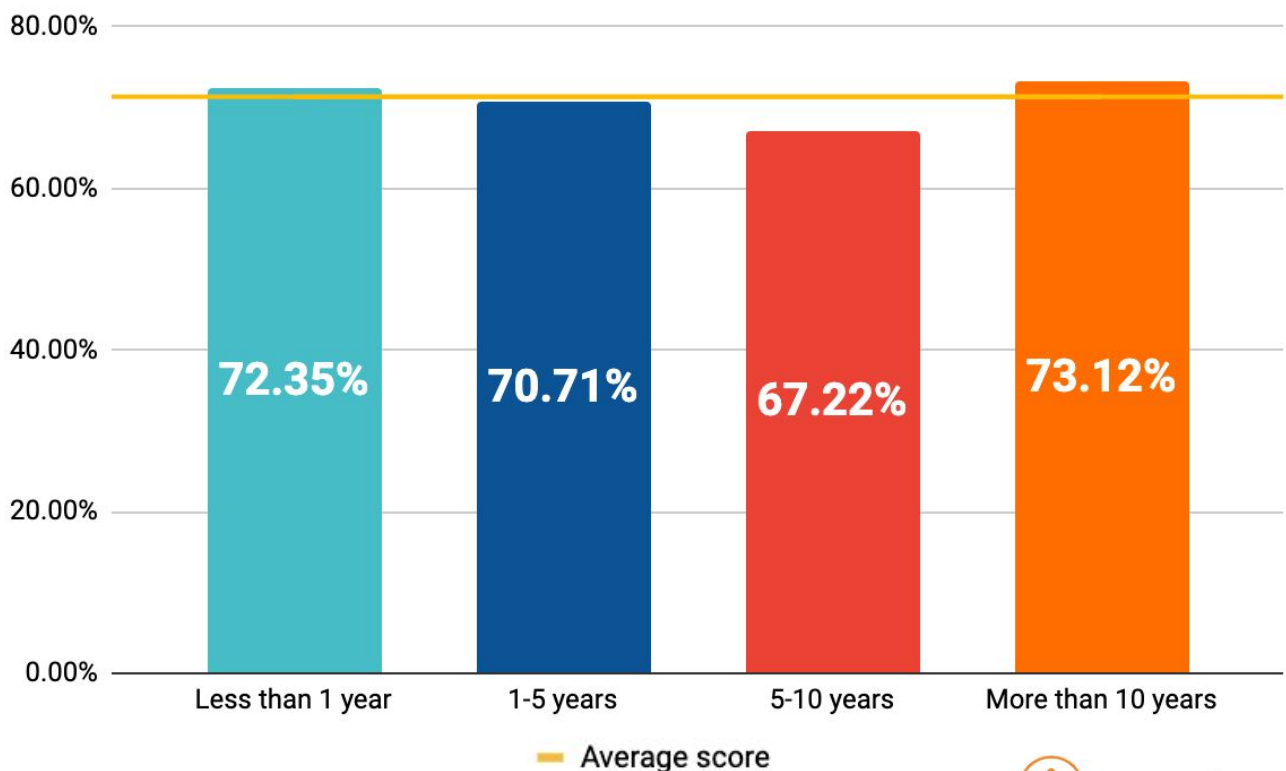
Age scores



Ethnicity scores



Employment length scores (years)



Information is freely and openly shared with me



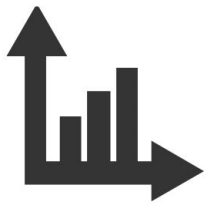
Question score
69.11%



Female
69.33%



Management
72.57%



Difference to Average score
-3.1%



Male
68.66%



Non - Management
65.26%



Retail
60.36%

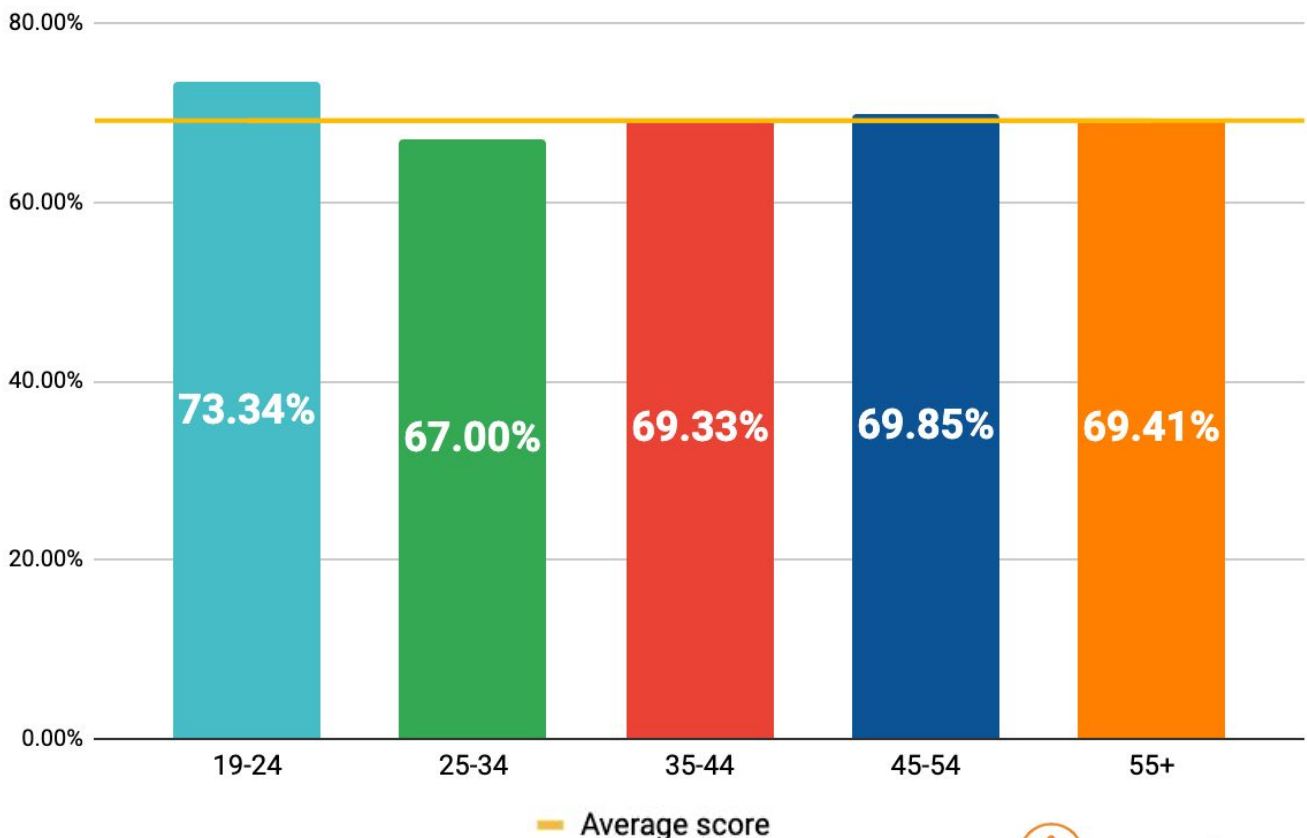


FMCG
70.34%

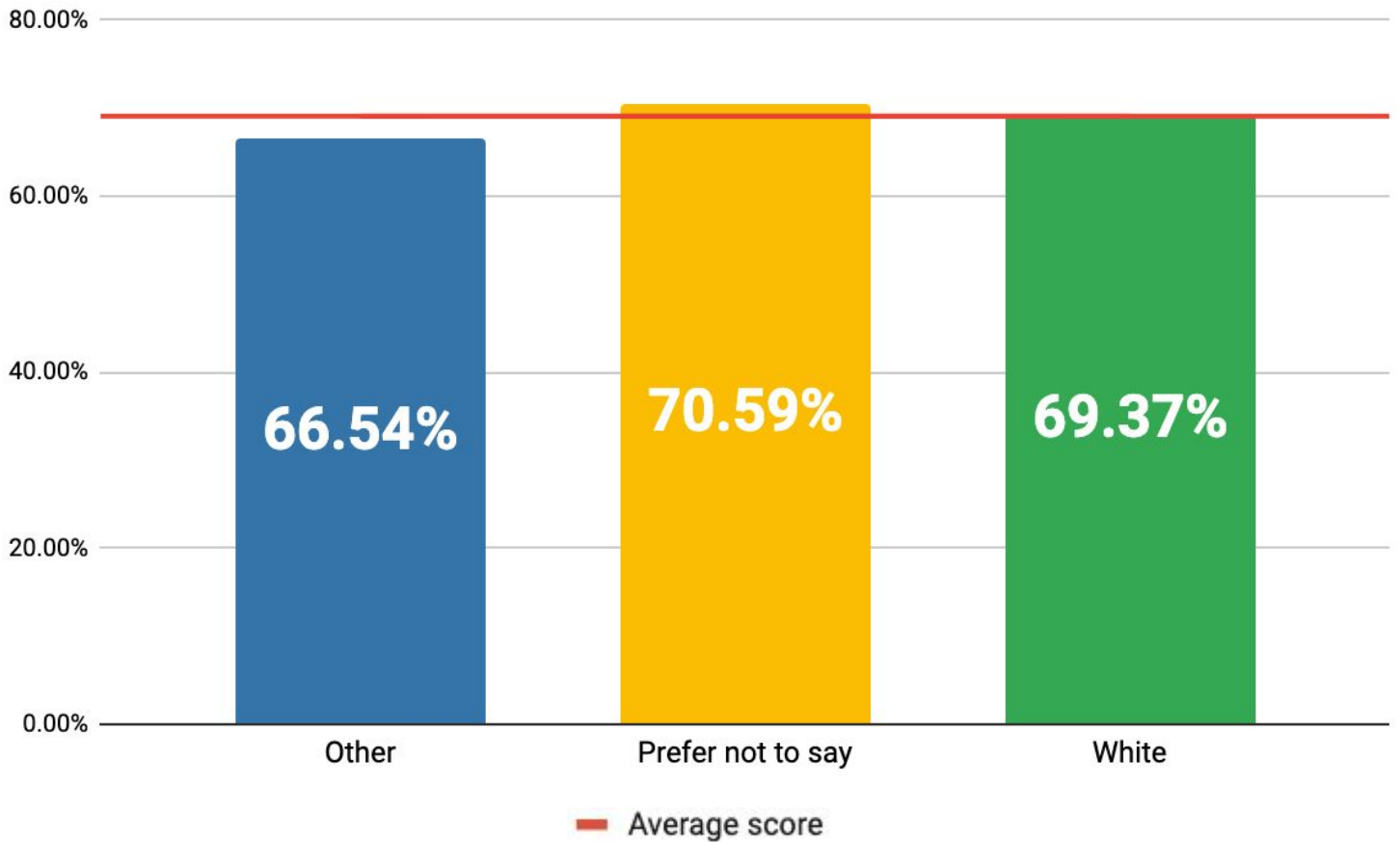


Non-Profit
64.84%

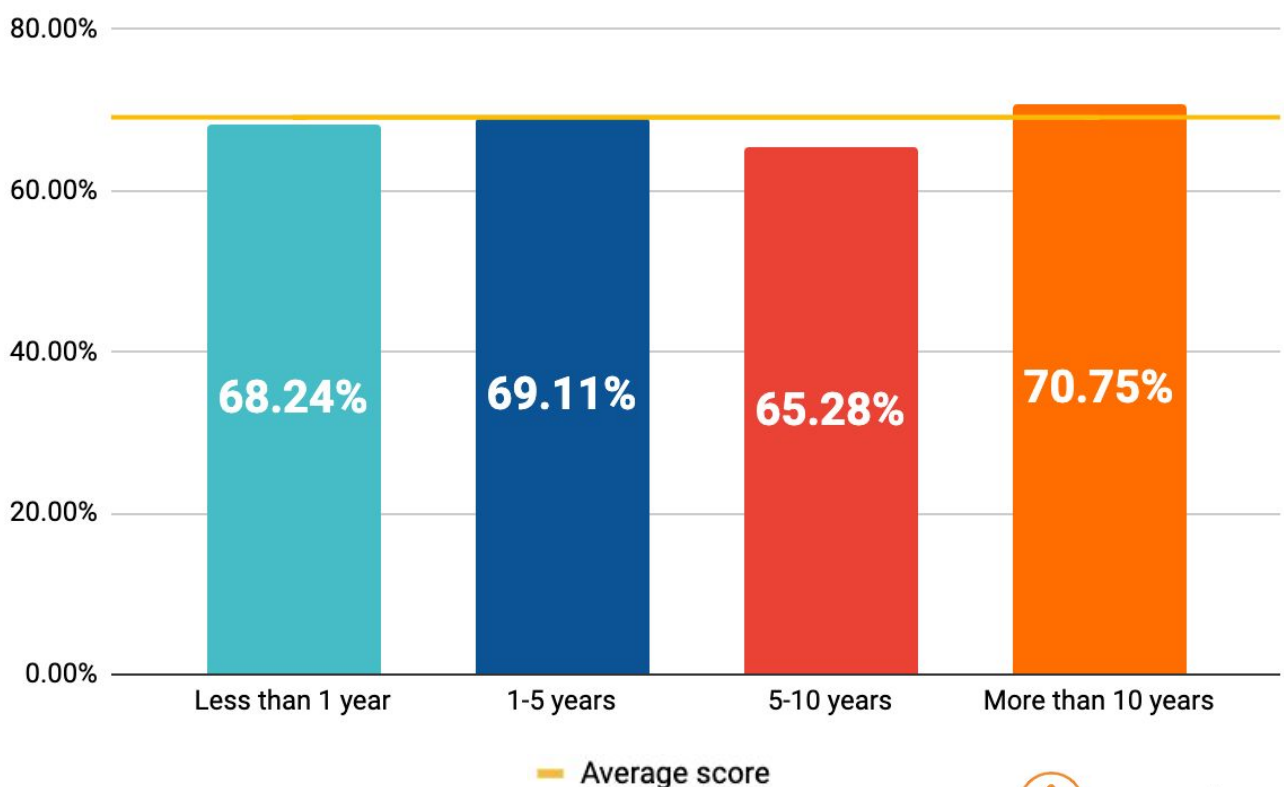
Age scores



Ethnicity scores



Employment length scores (years)



I have what I need to do my job well



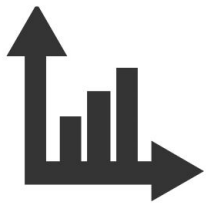
Question score
69.16%



Female
69.48%



Management
71.62%



Difference to Average score
-3.05%



Male
68.51%



Non - Management
66.49%



Retail
66.07%

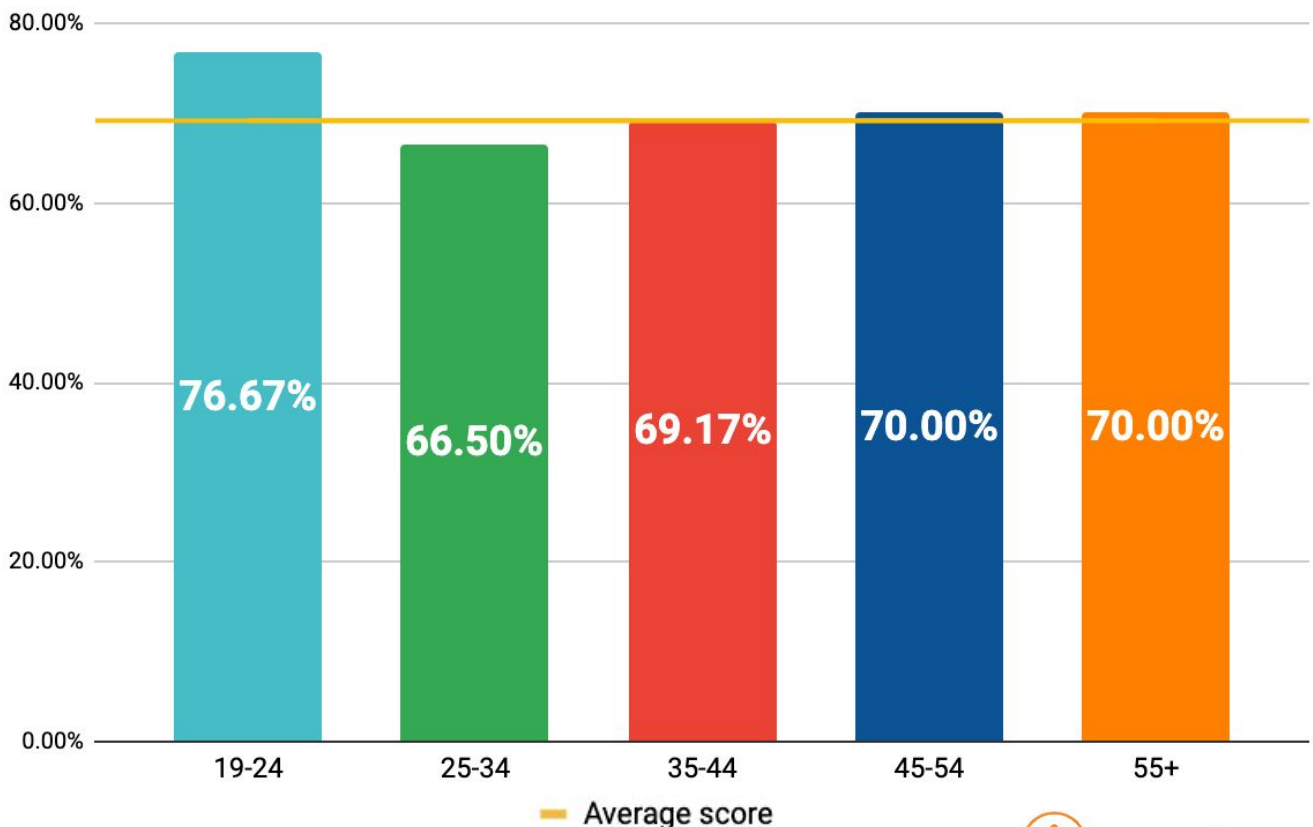


FMCG
70%

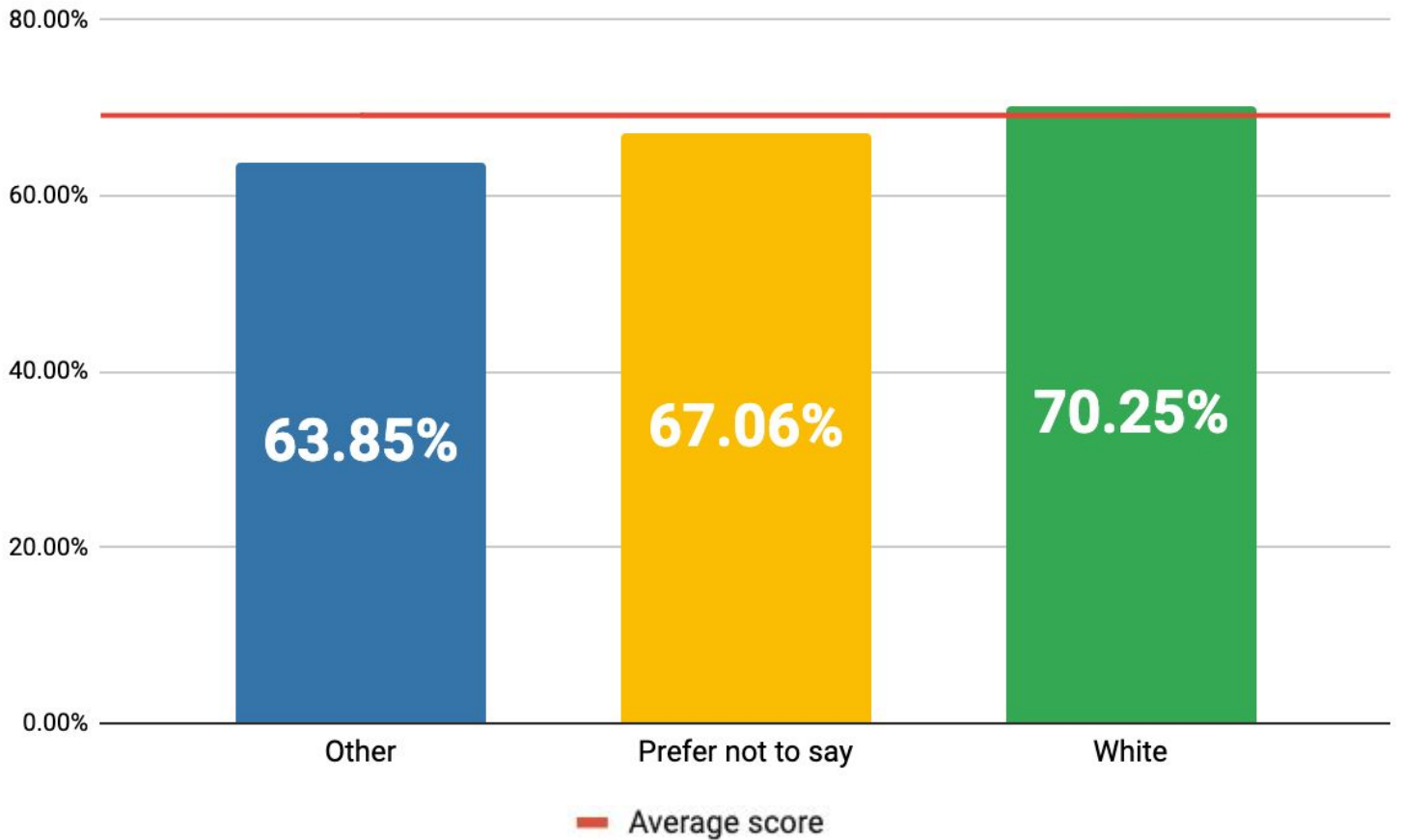


Non-Profit
65.48%

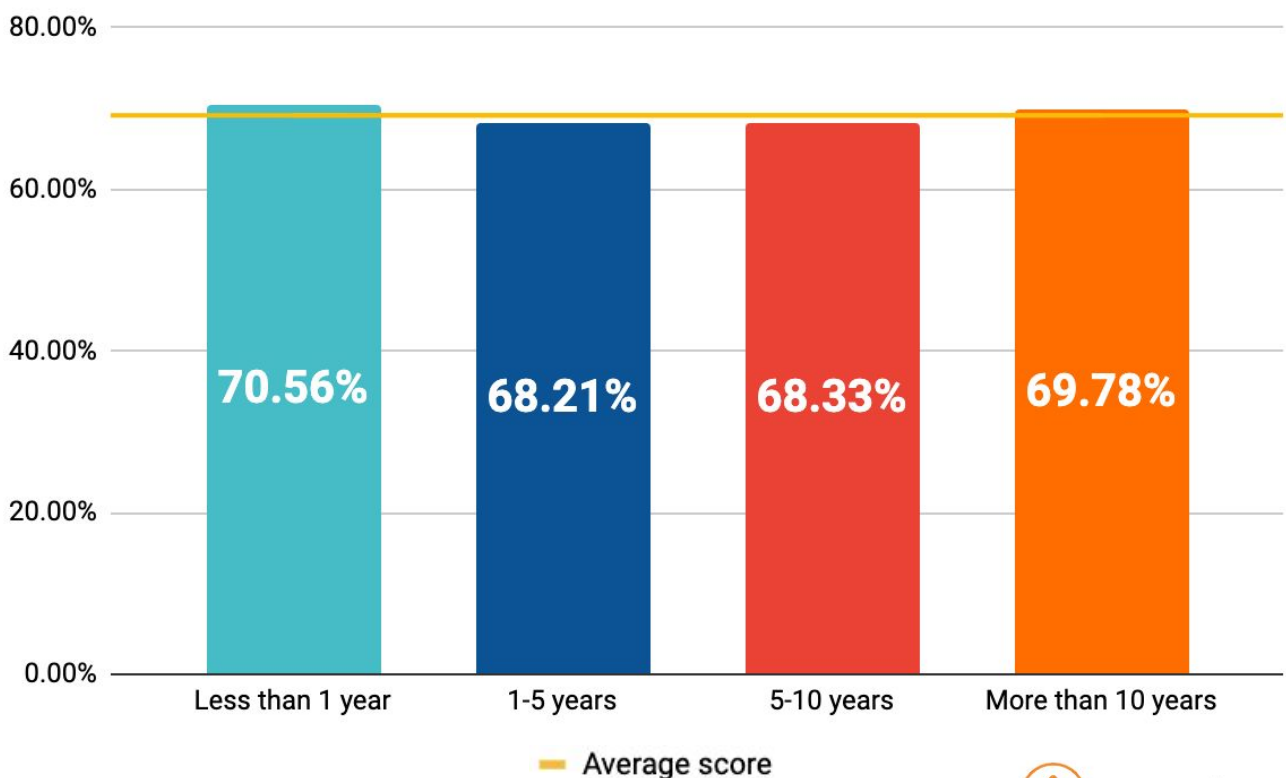
Age scores



Ethnicity scores



Employment length scores (years)



I am allowed to make decisions



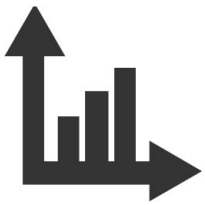
Question score
72.52%



Female
73.85%



Management
80.9%



Difference to Average score
+0.3%



Male
69.85%



Non - Management
64.23%



Retail
66.43%

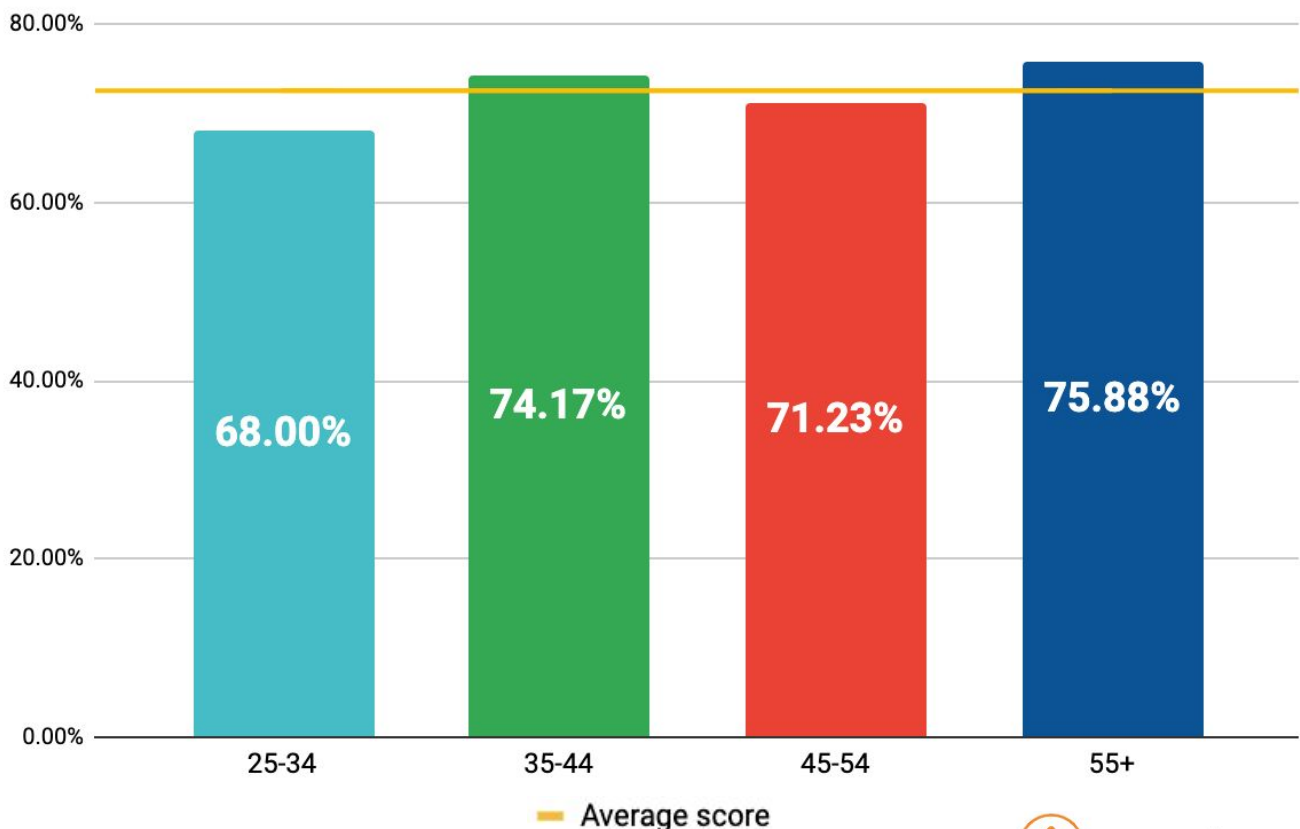


FMCG
73.6%

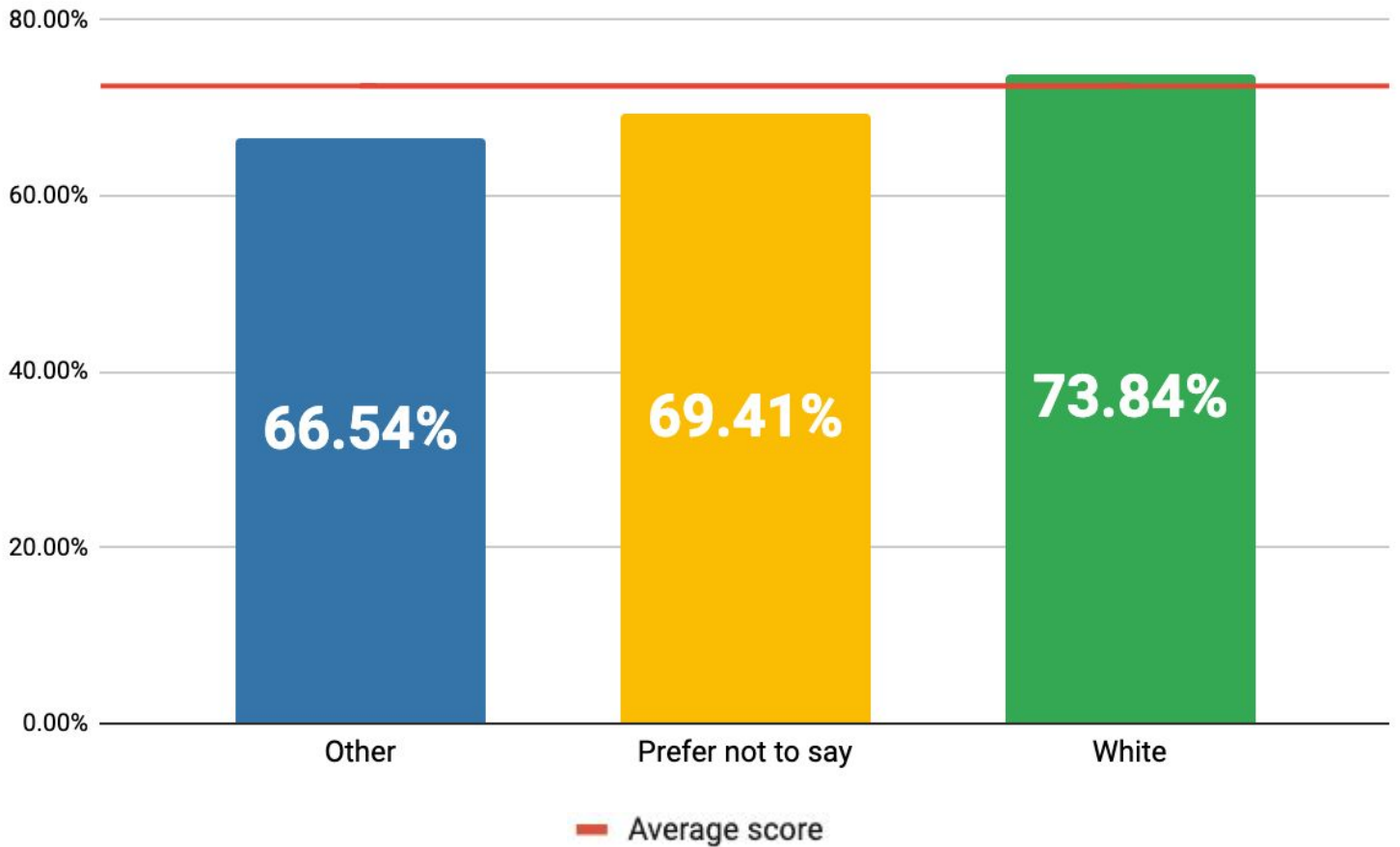


Non-Profit
64.84%

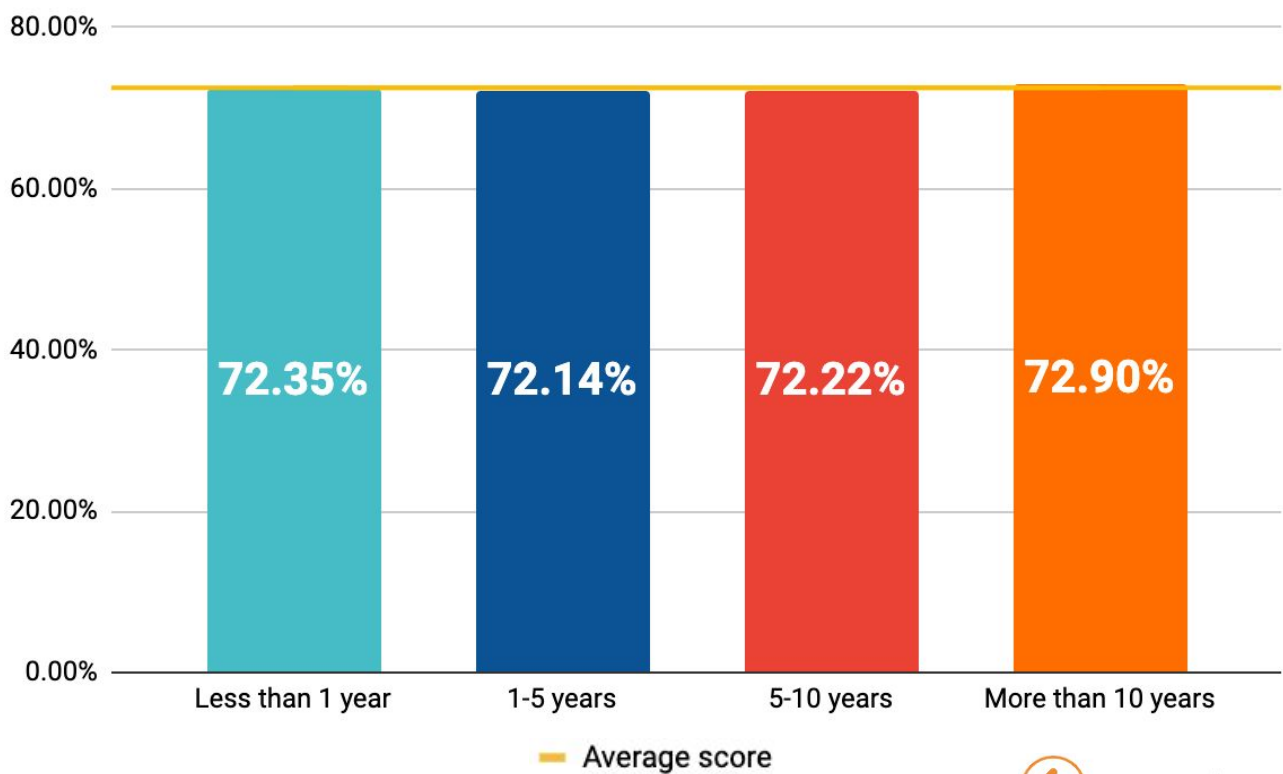
Age scores



Ethnicity scores



Employment length scores (years)



I am trusted to make decisions



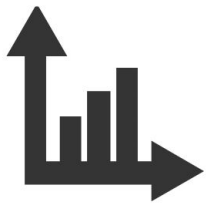
Question score
74.06%



Female
74.74%



Management
80.76%



Difference to Average score
+1.85%



Male
72.69%



Non - Management
66.8%



Retail
66.79%

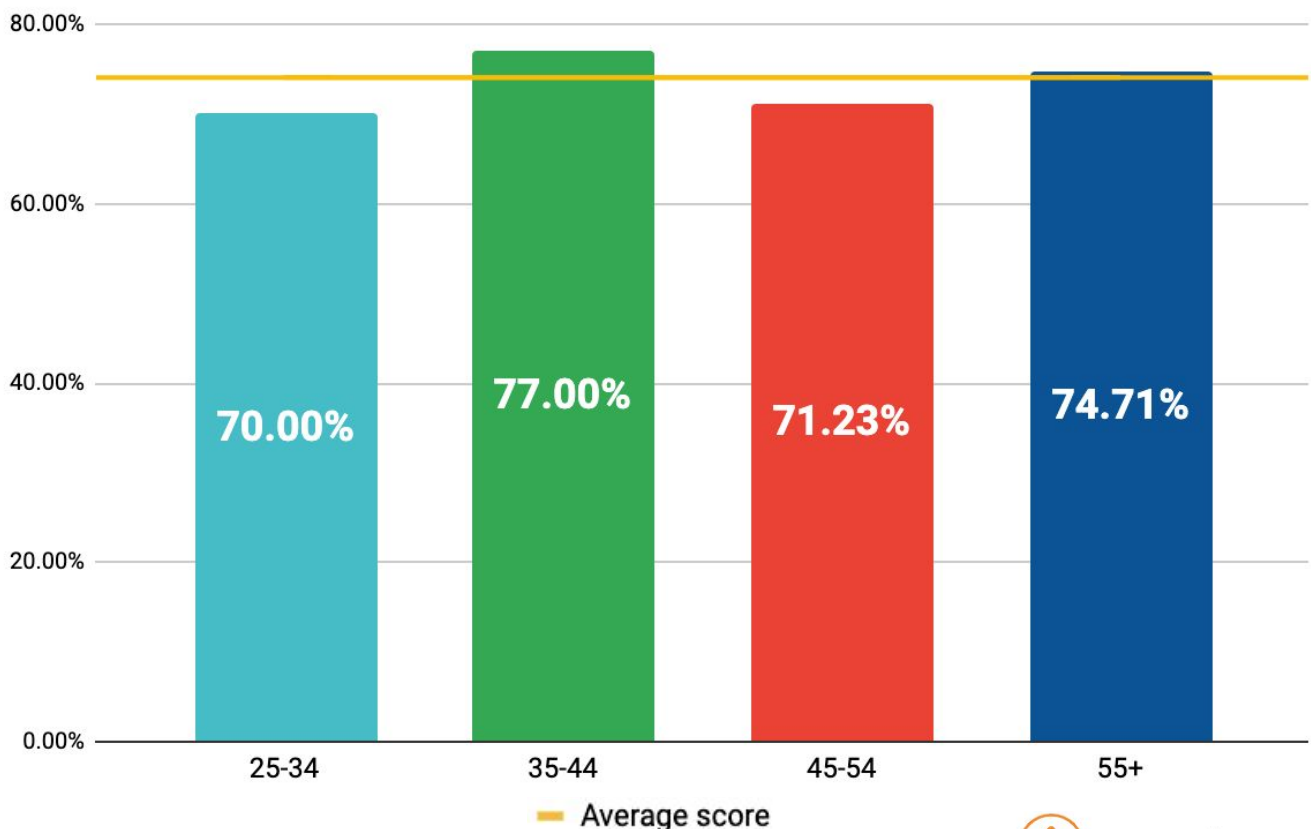


FMCG
76.07%

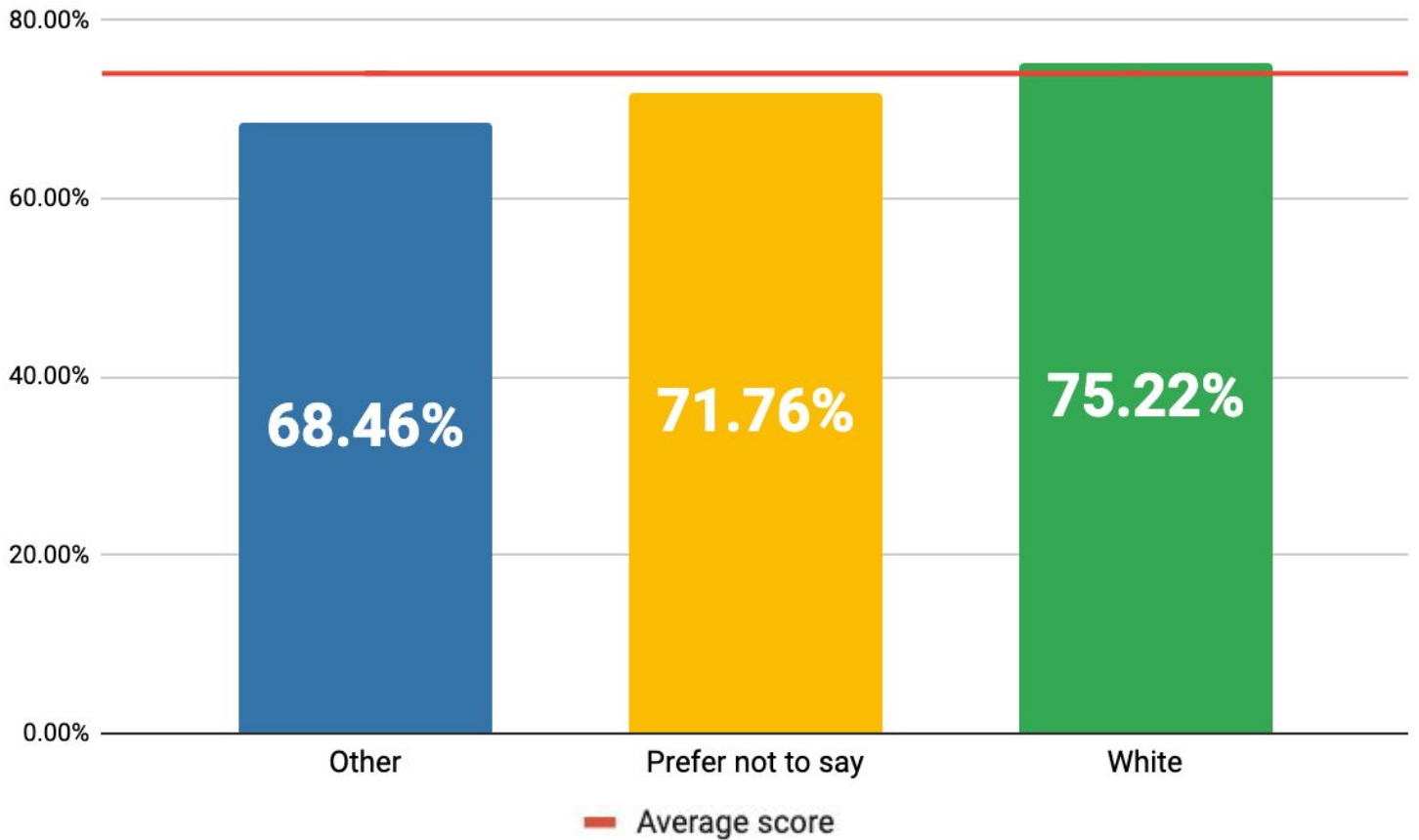


Non-Profit
68.39%

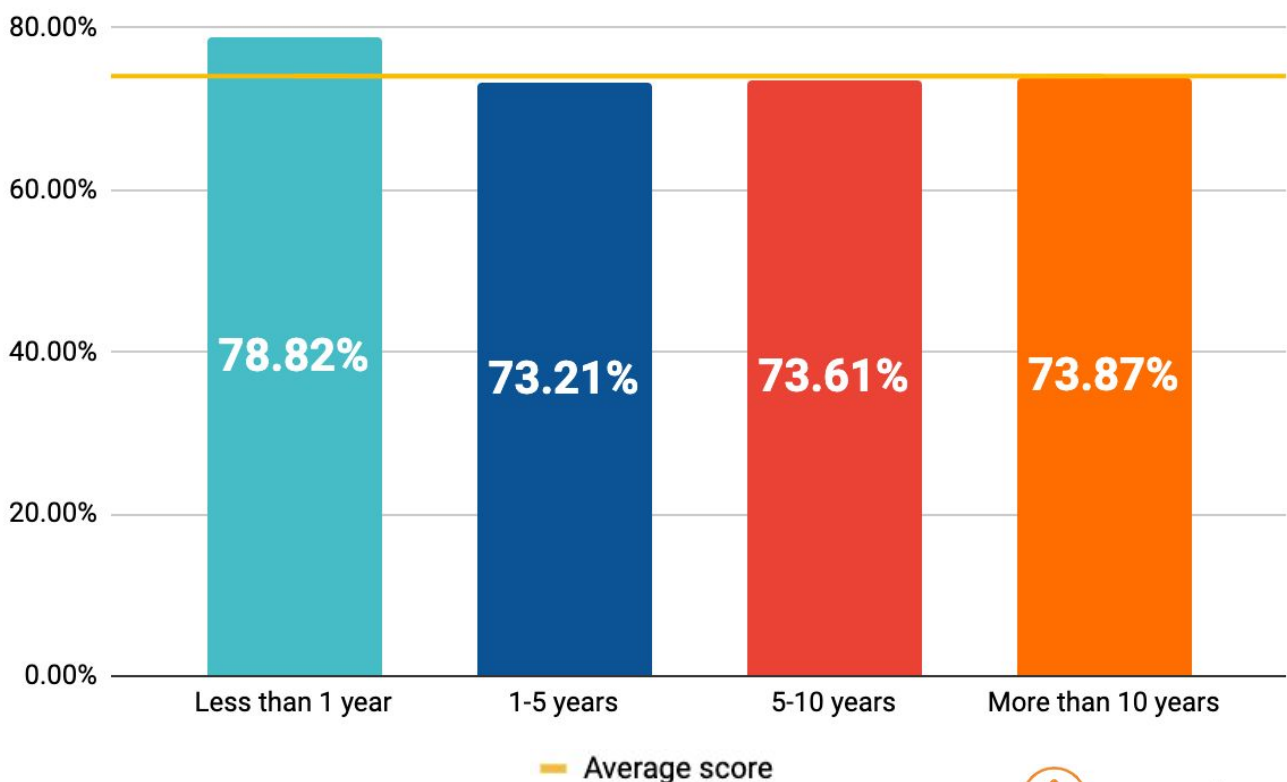
Age scores



Ethnicity scores



Employment length scores (years)



My views are heard at work



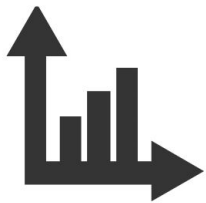
Question score
72.87%



Female
73.04%



Management
79.52%



Difference to Average score
+0.66%



Male
72.54%



Non - Management
65.67%



Retail
66.07%

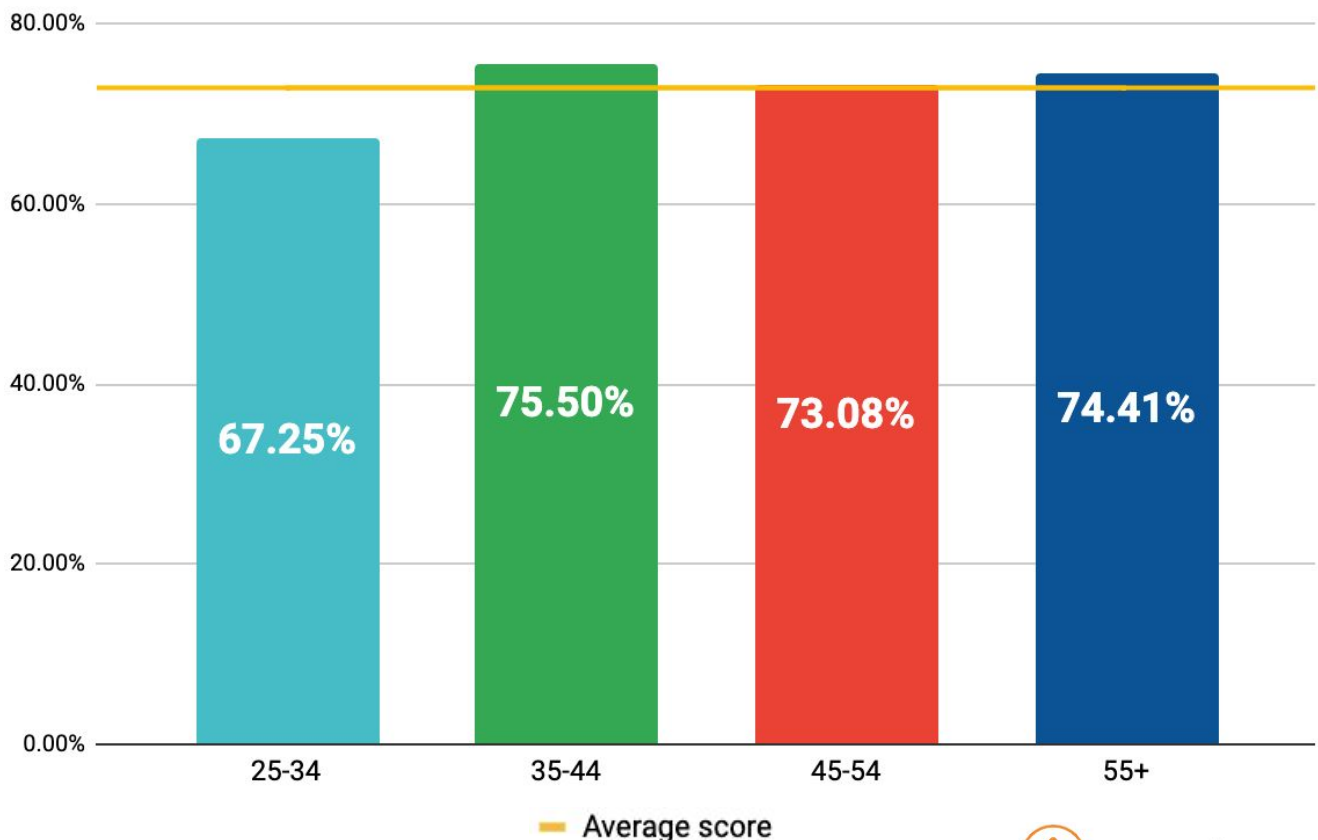


FMCG
73.82%

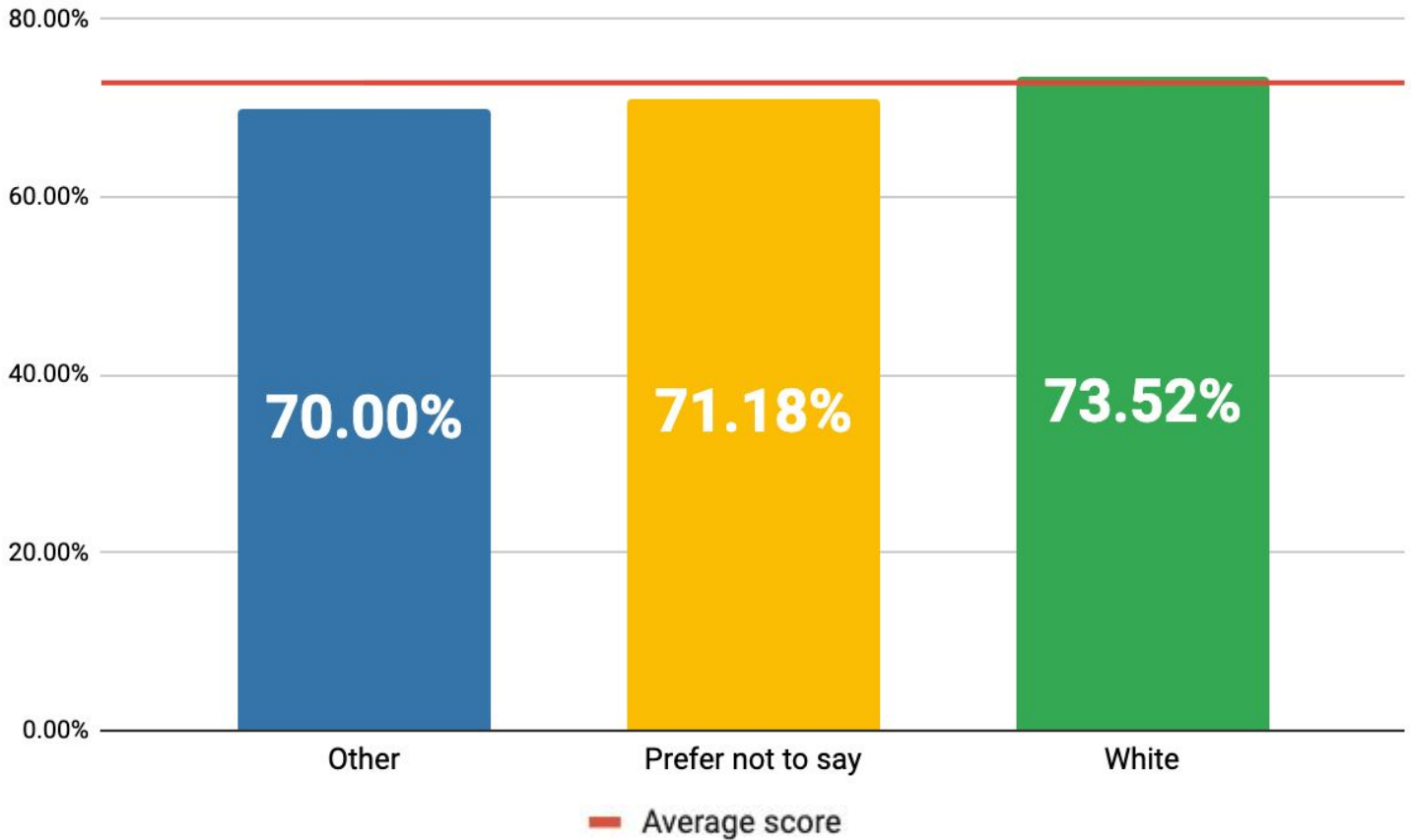


Non-Profit
69.35%

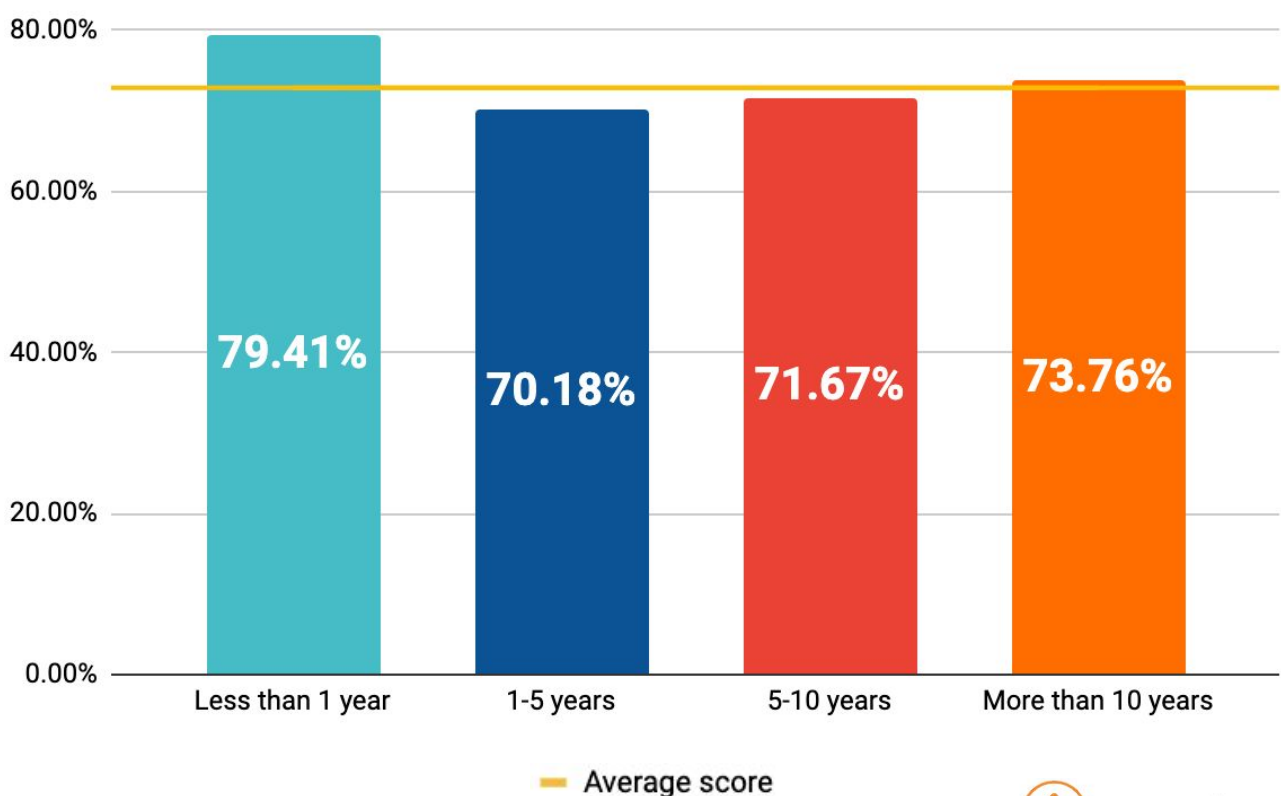
Age scores



Ethnicity scores



Employment length scores (years)



My employer cares for my well-being



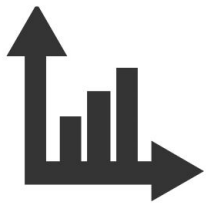
Question score
73.51%



Female
74.22%



Management
75.33%



Difference to Average score
+1.3%



Male
72.09%



Non - Management
71.55%



Retail
61.79%

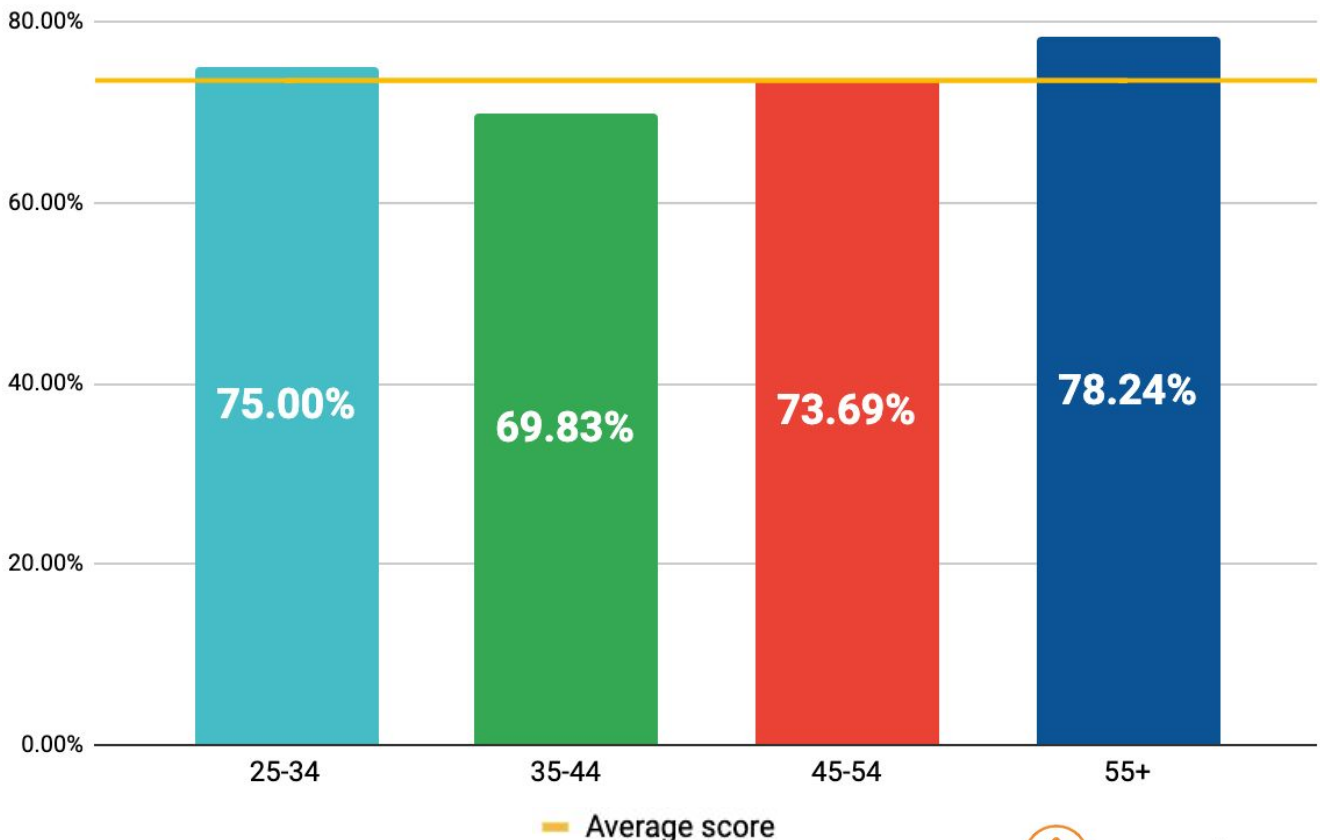


FMCG
75.62%

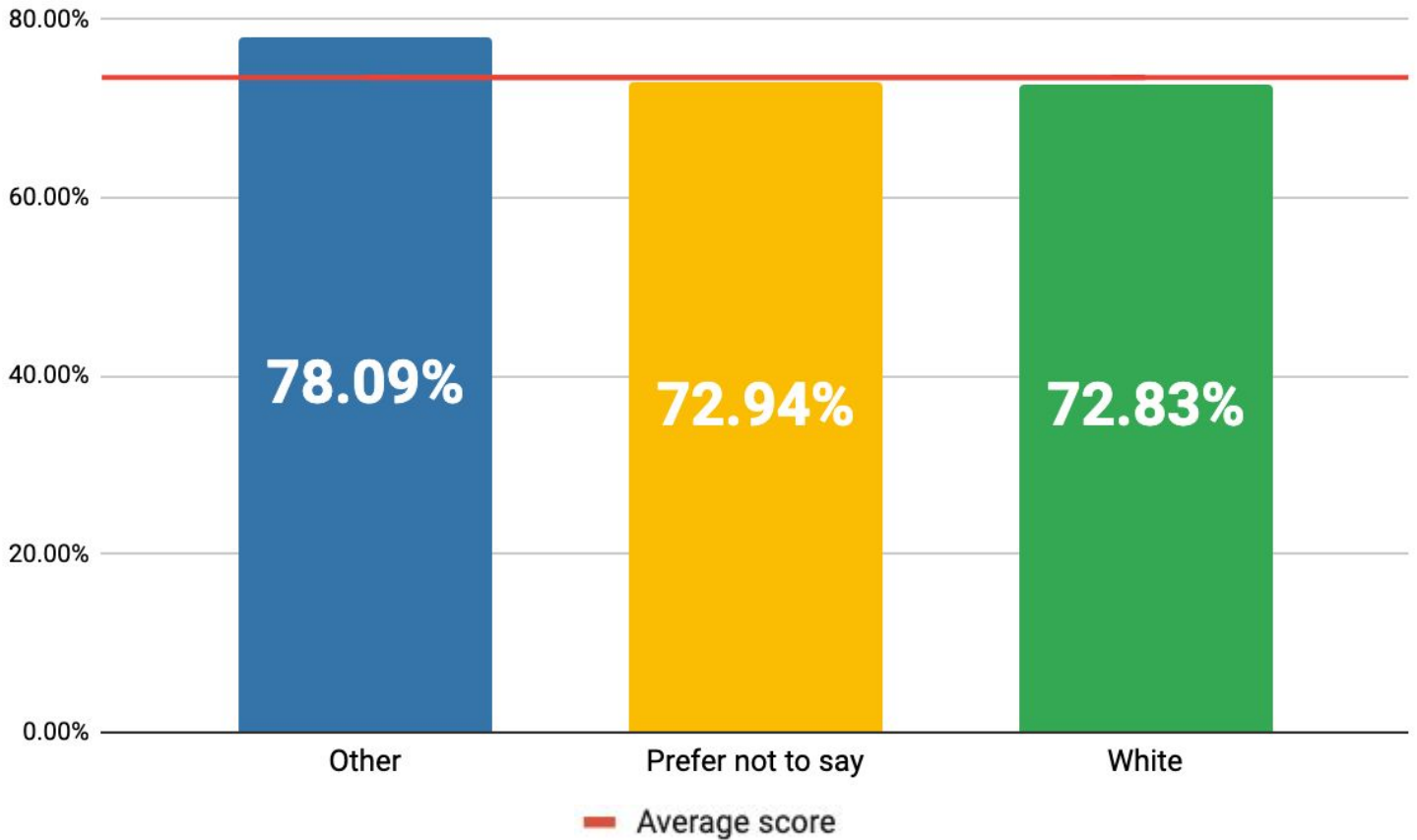


Non-Profit
66.71%

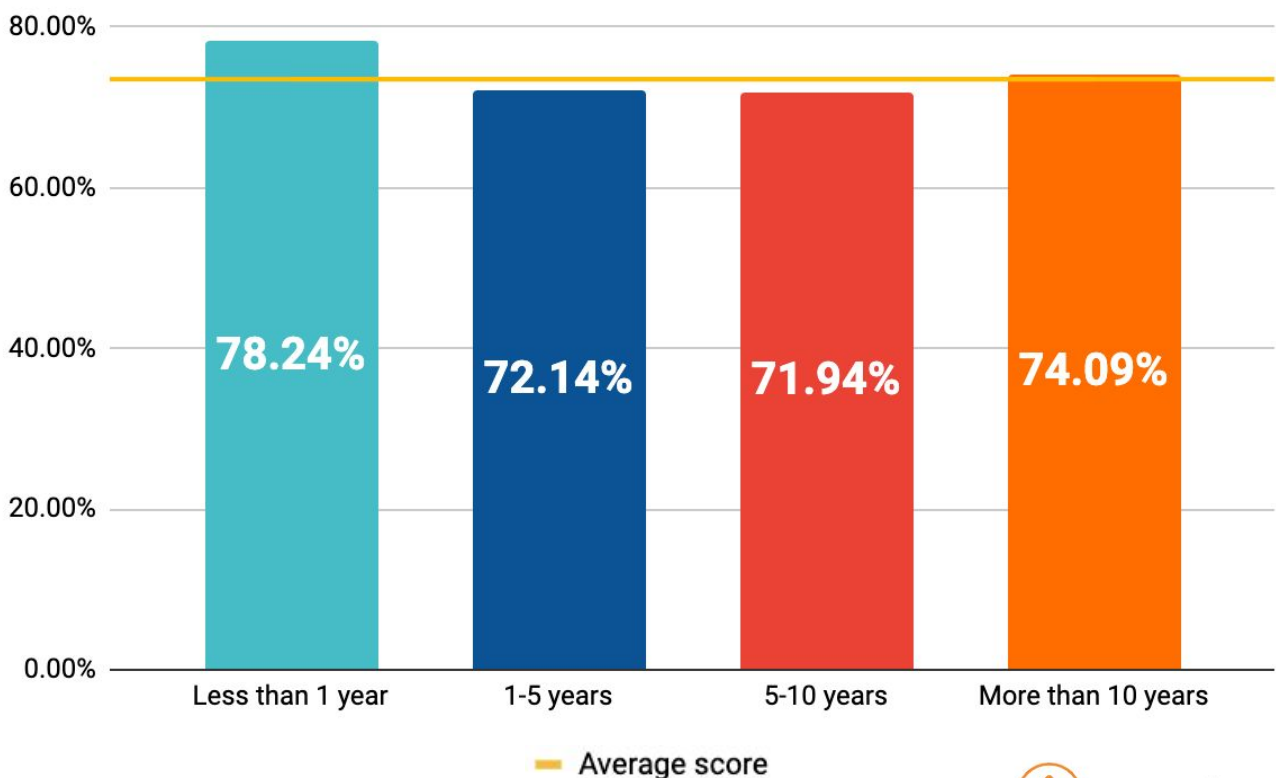
Age scores



Ethnicity scores



Employment length scores (years)



I rarely feel anxious or depressed about work



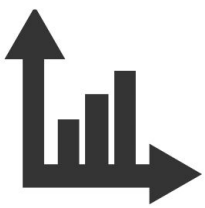
Question score
59.7%



Female
59.41%



Management
64.76%



Difference to Average score
-12.51%



Male
60.3%



Non - Management
54.23%



Retail
46.79%

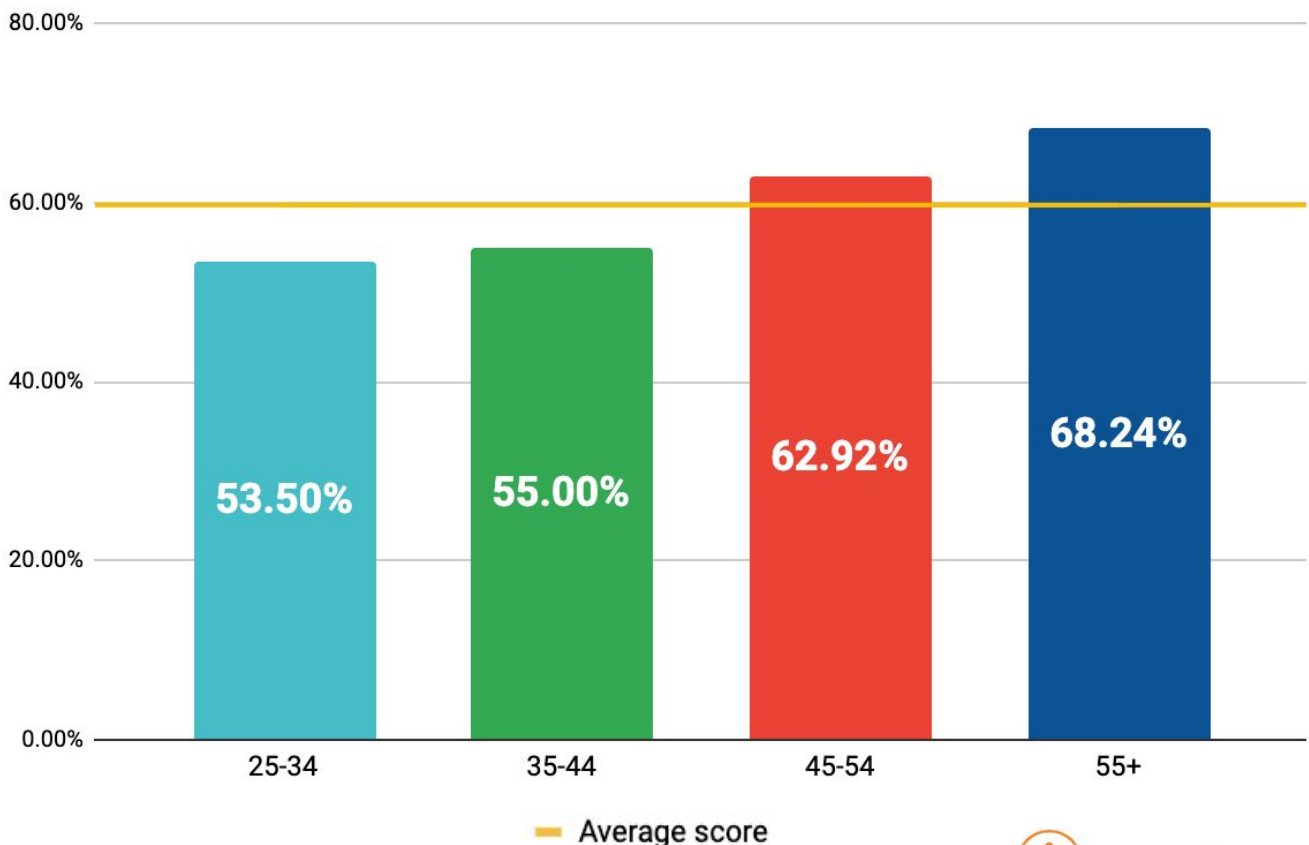


FMCG
60.45%

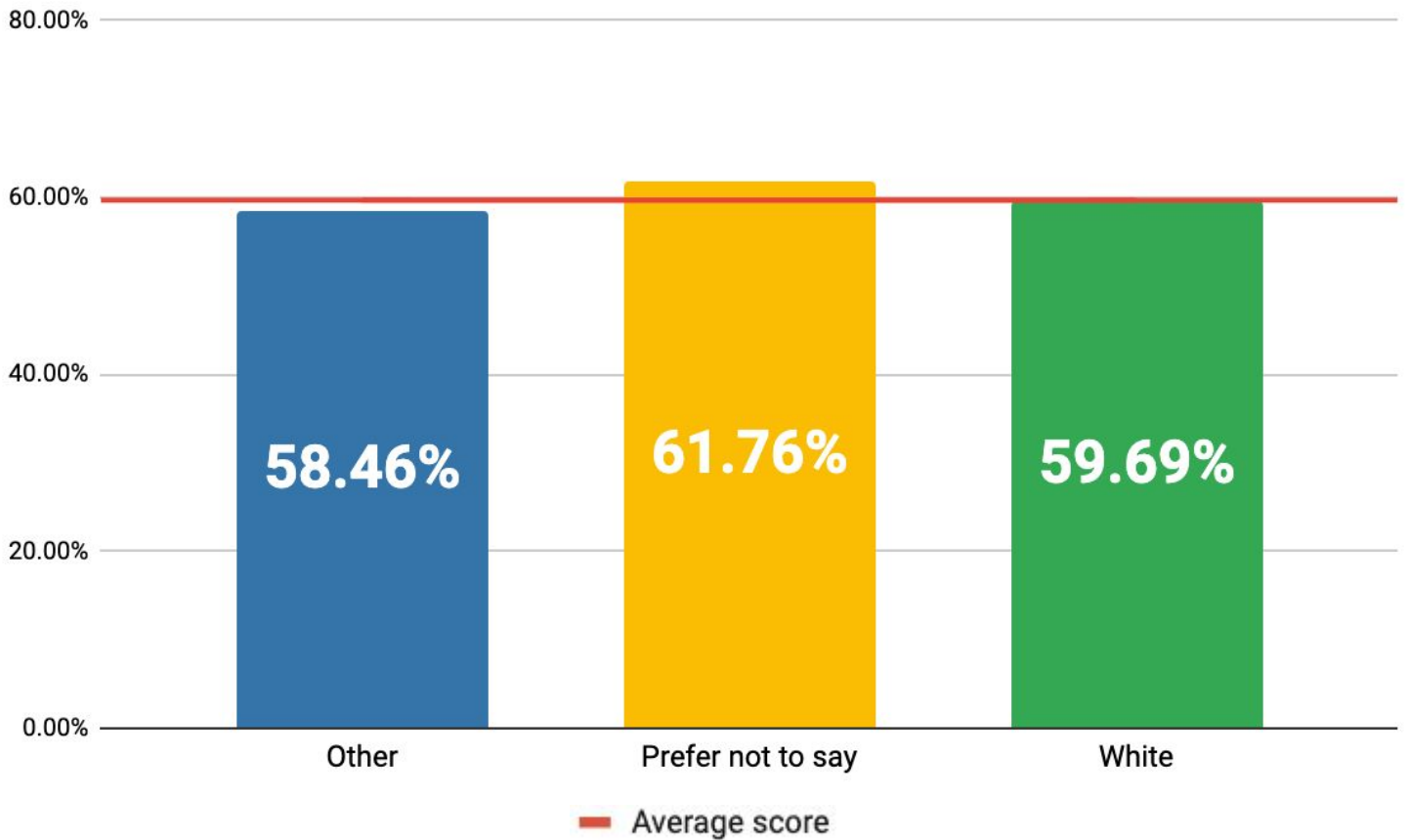


Non-Profit
54.84%

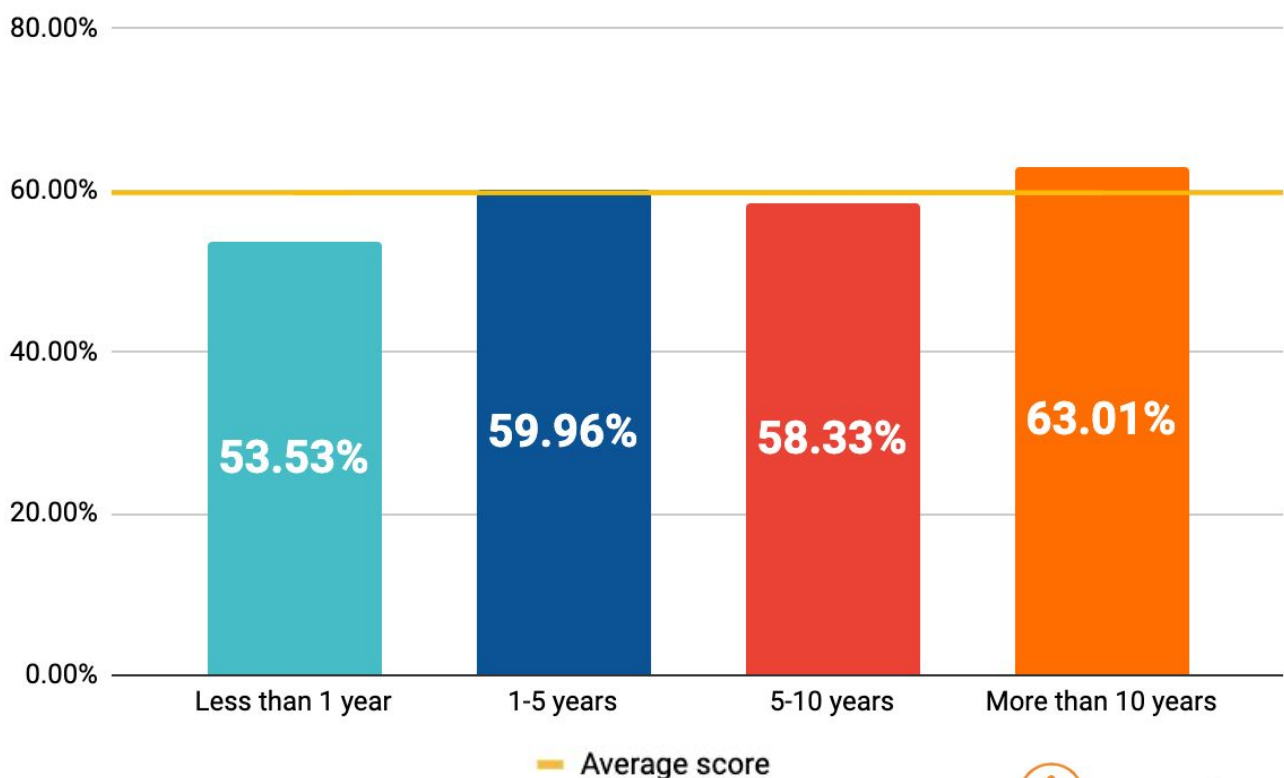
Age scores



Ethnicity scores



Employment length scores (years)



I am happy with my working environment



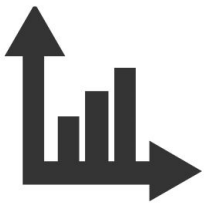
Question score
70.4%



Female
70.52%



Management
74.95%



Difference to Average score
-1.81%



Male
70.15%



Non - Management
65.46%



Retail
60.36%

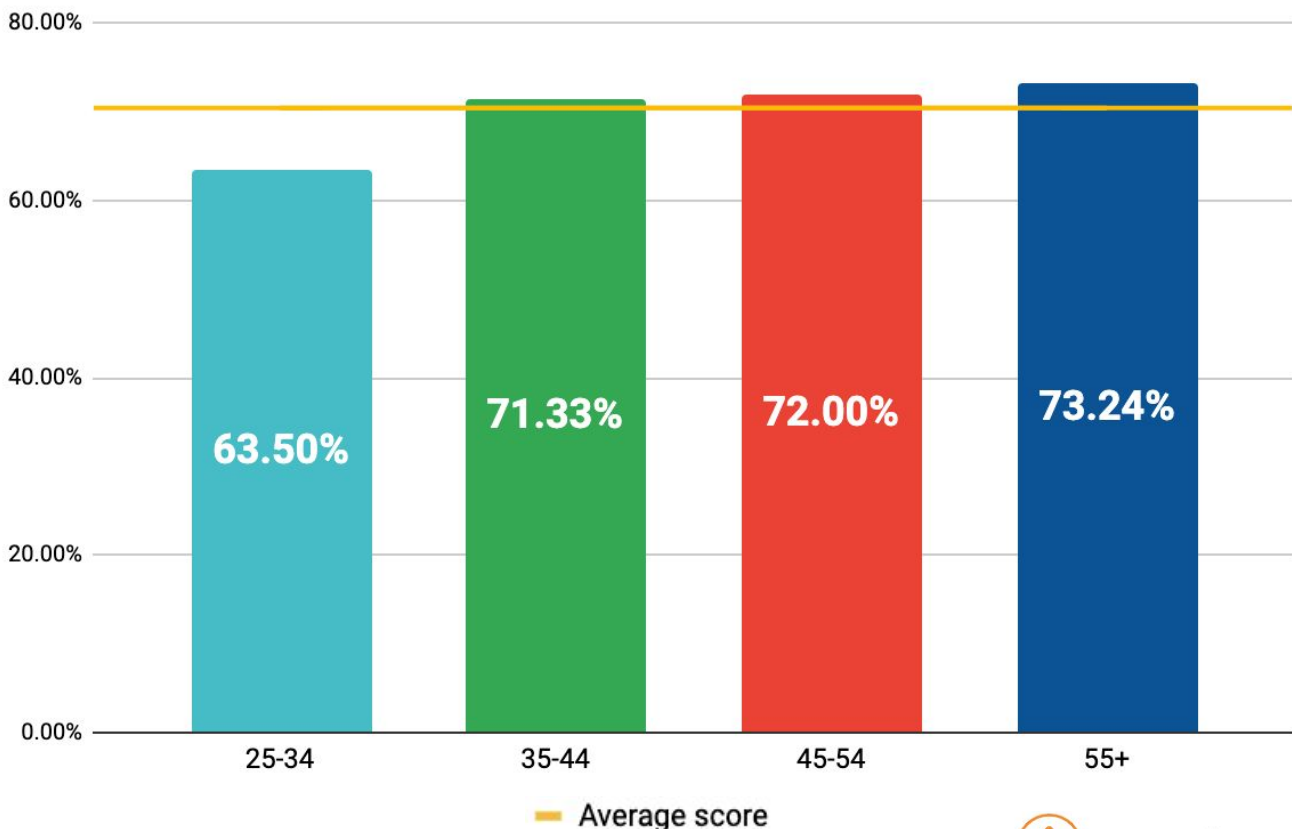


FMCG
70.9%

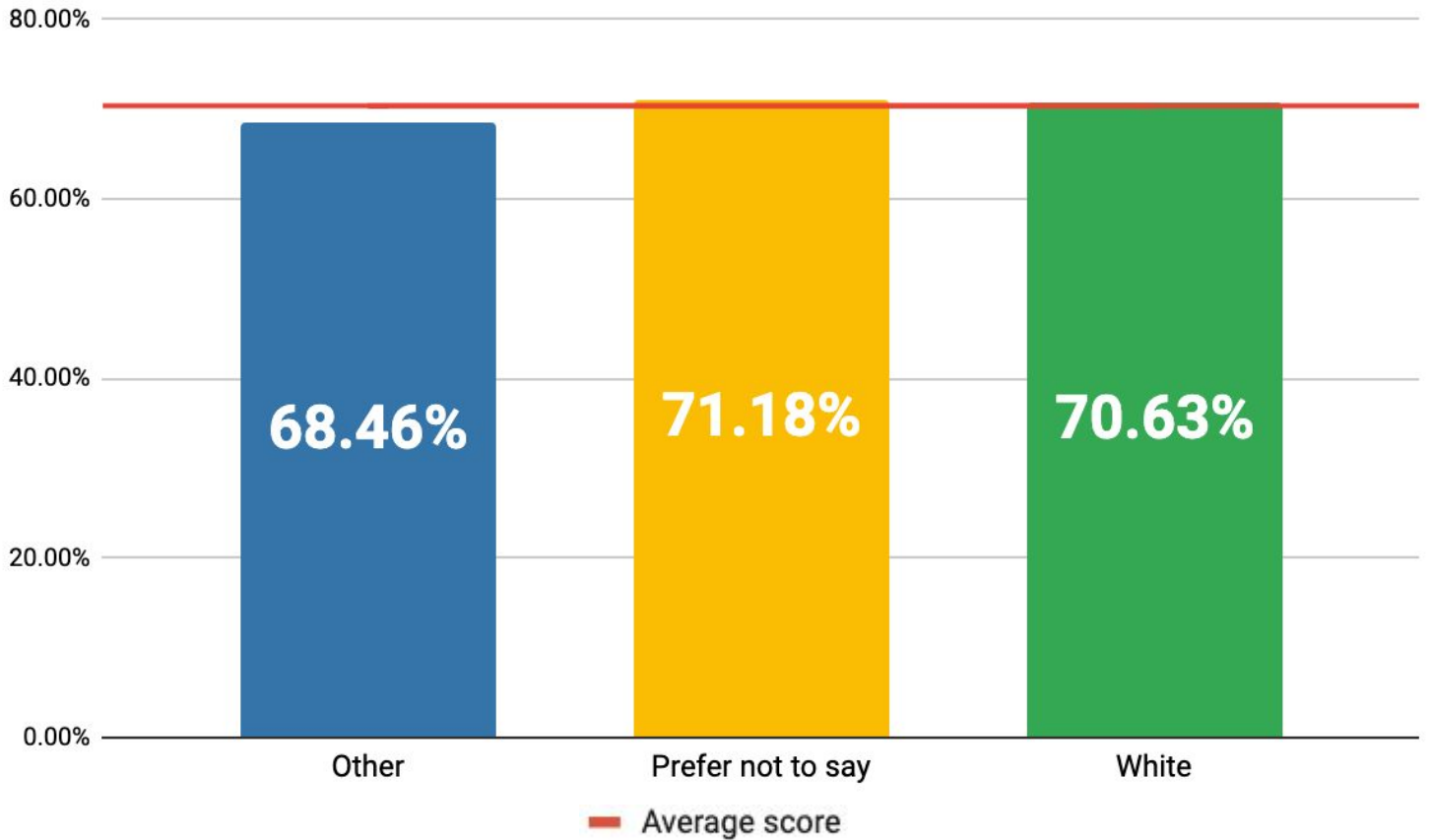


Non-Profit
67.74%

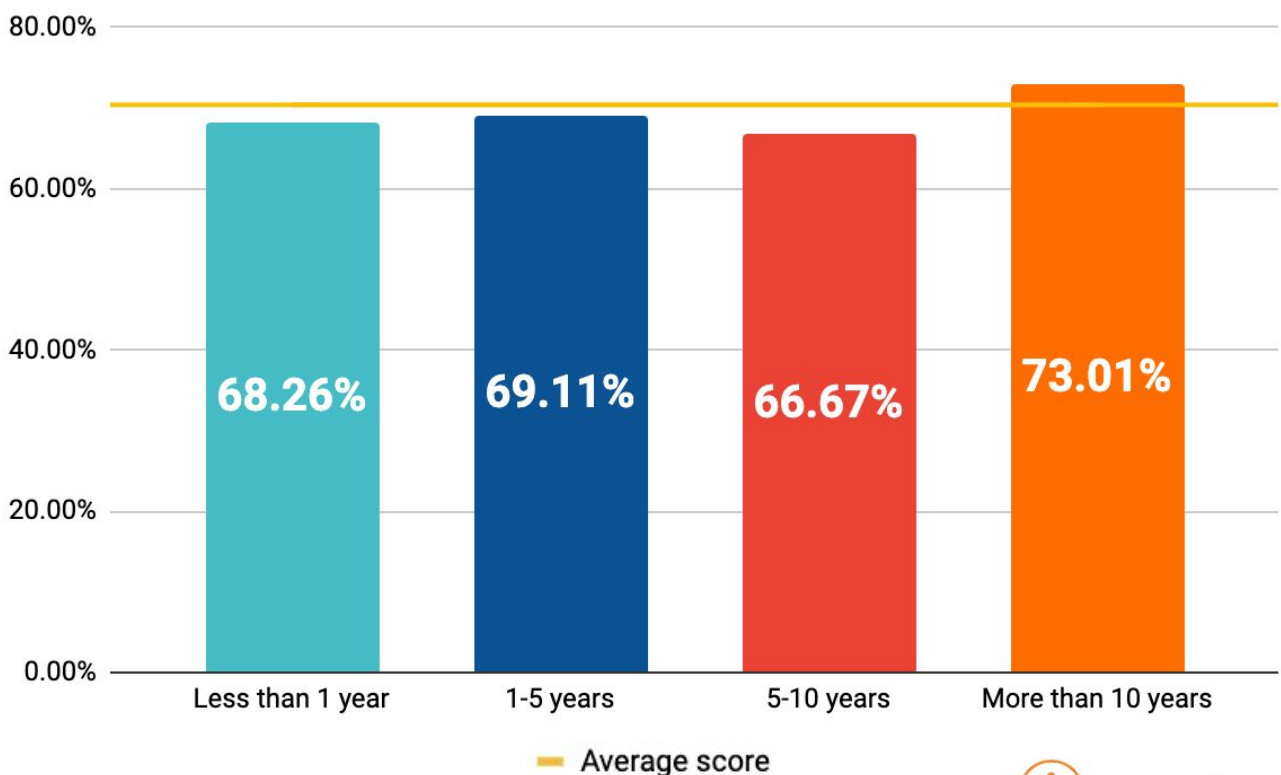
Age scores



Ethnicity scores



Employment length scores (years)



I feel happy at work



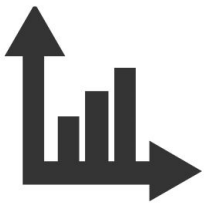
Question score
69.11%



Female
69.48%



Management
74.38%



Difference to Average score
-3.1%



Male
68.36%



Non - Management
63.4%



Retail
58.21%

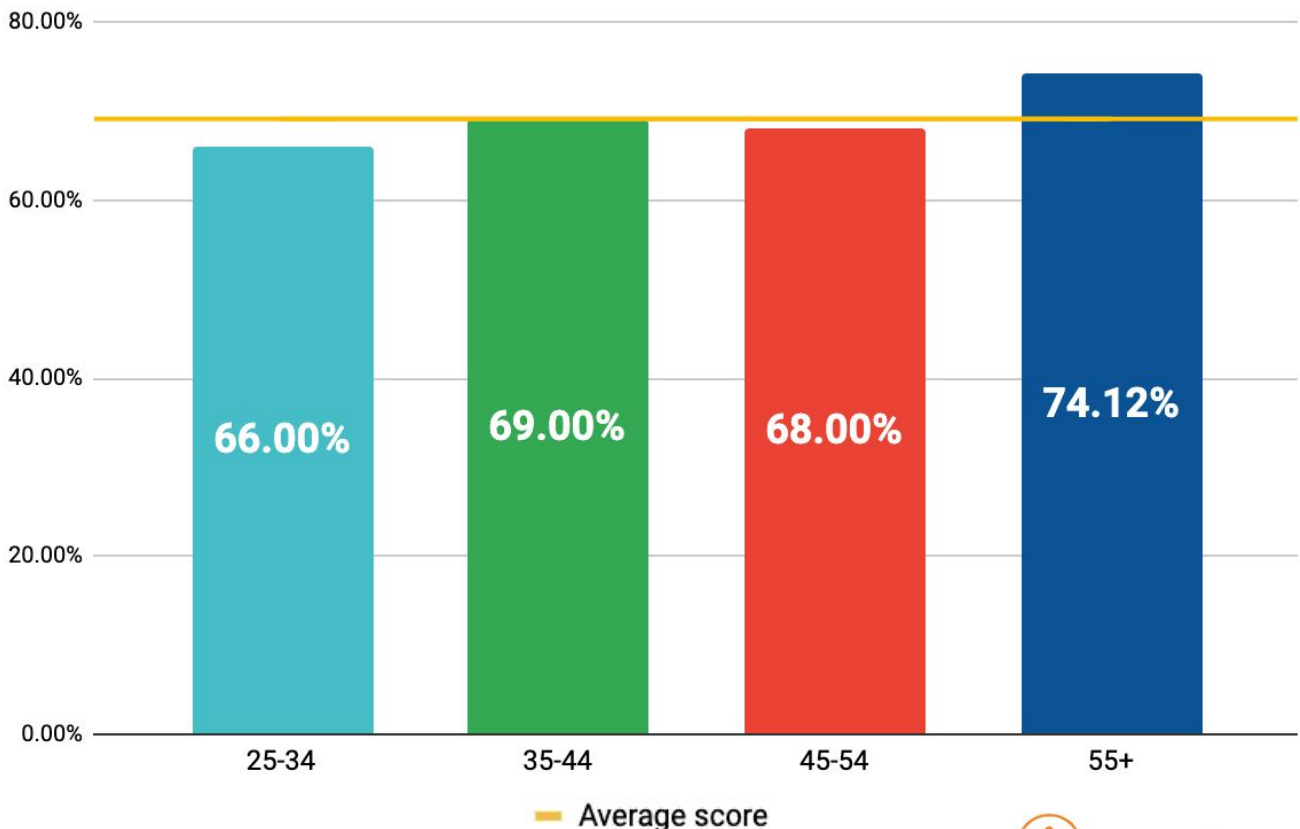


FMCG
69.78%

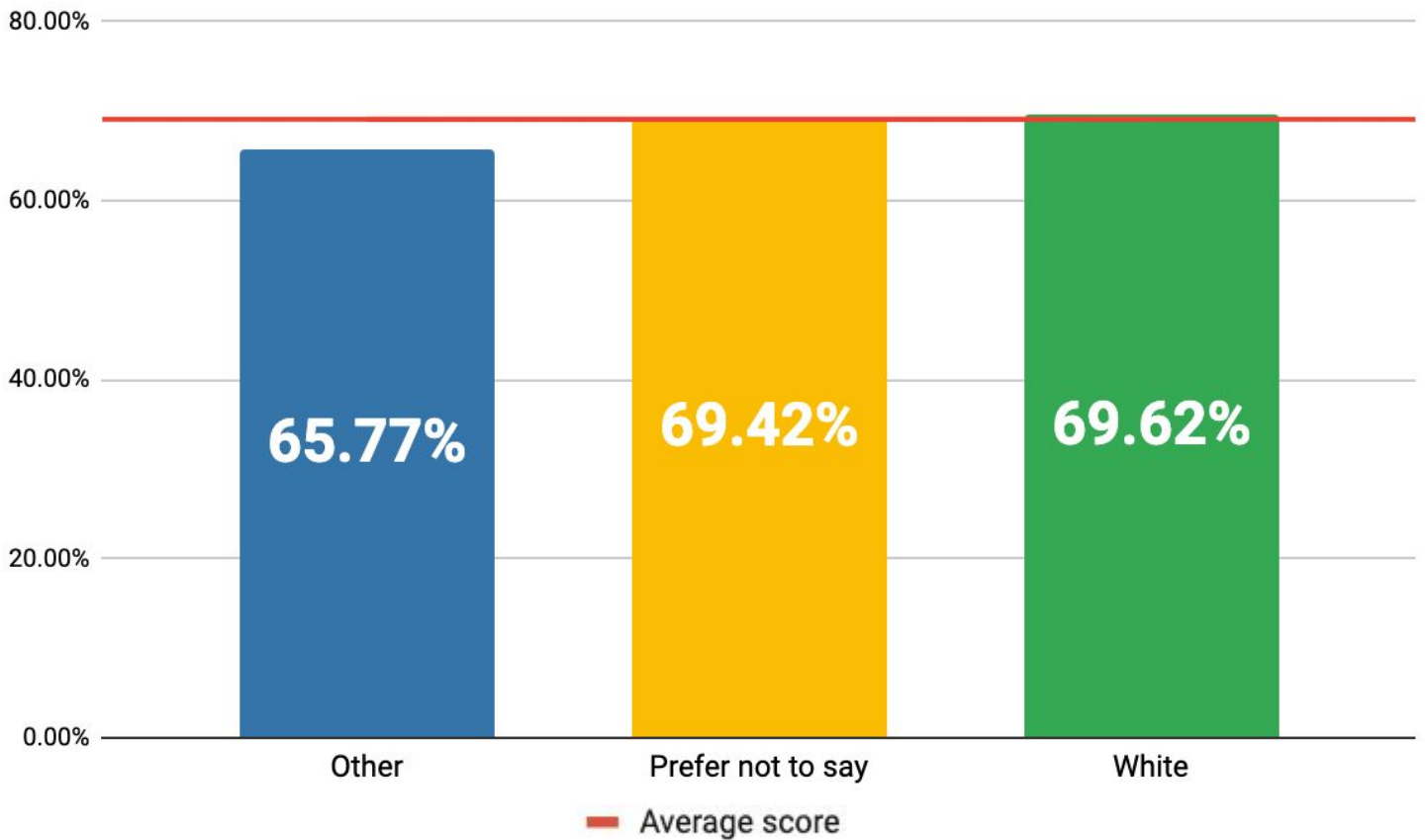


Non-Profit
63.55%

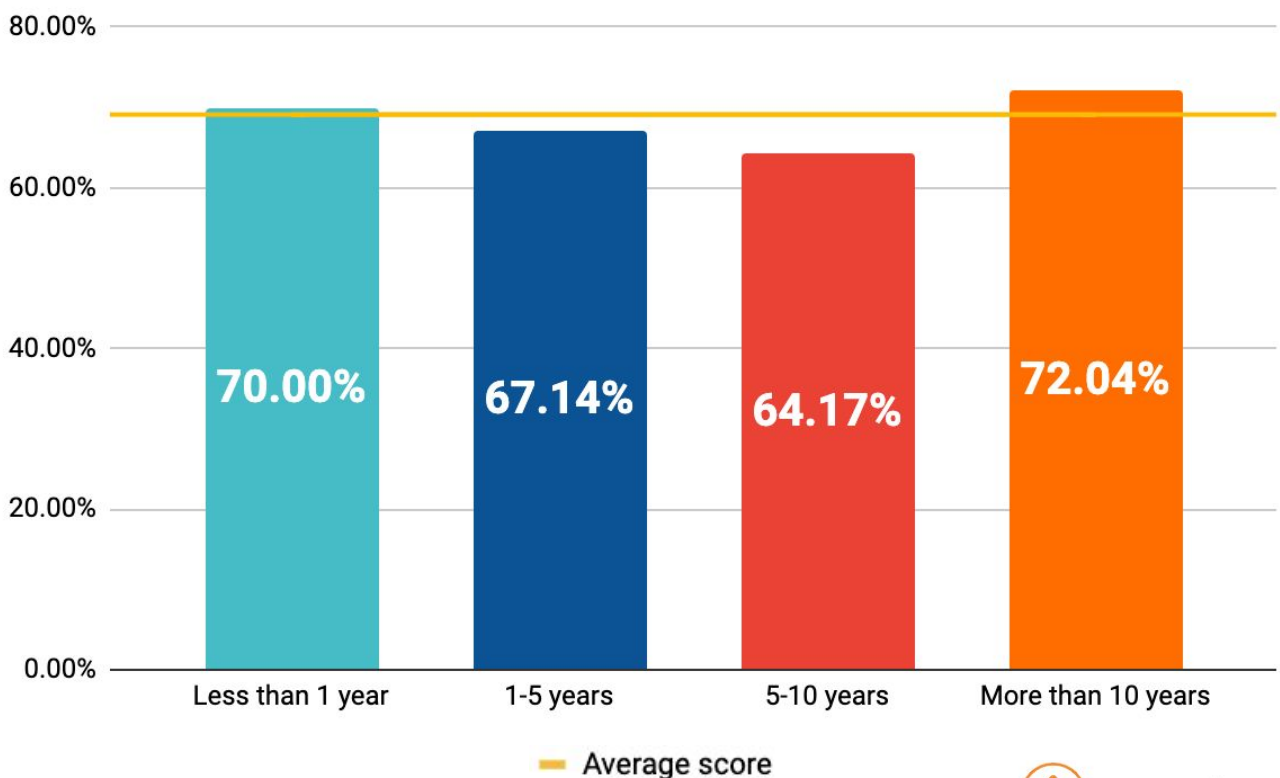
Age scores



Ethnicity scores



Employment length scores (years)



I do something worthwhile



Question score
76.58%



Female
76.14%



Management
80.76%



Difference to Average score
+4.37%



Male
77.46%



Non - Management
72.06%



Retail
71.43%

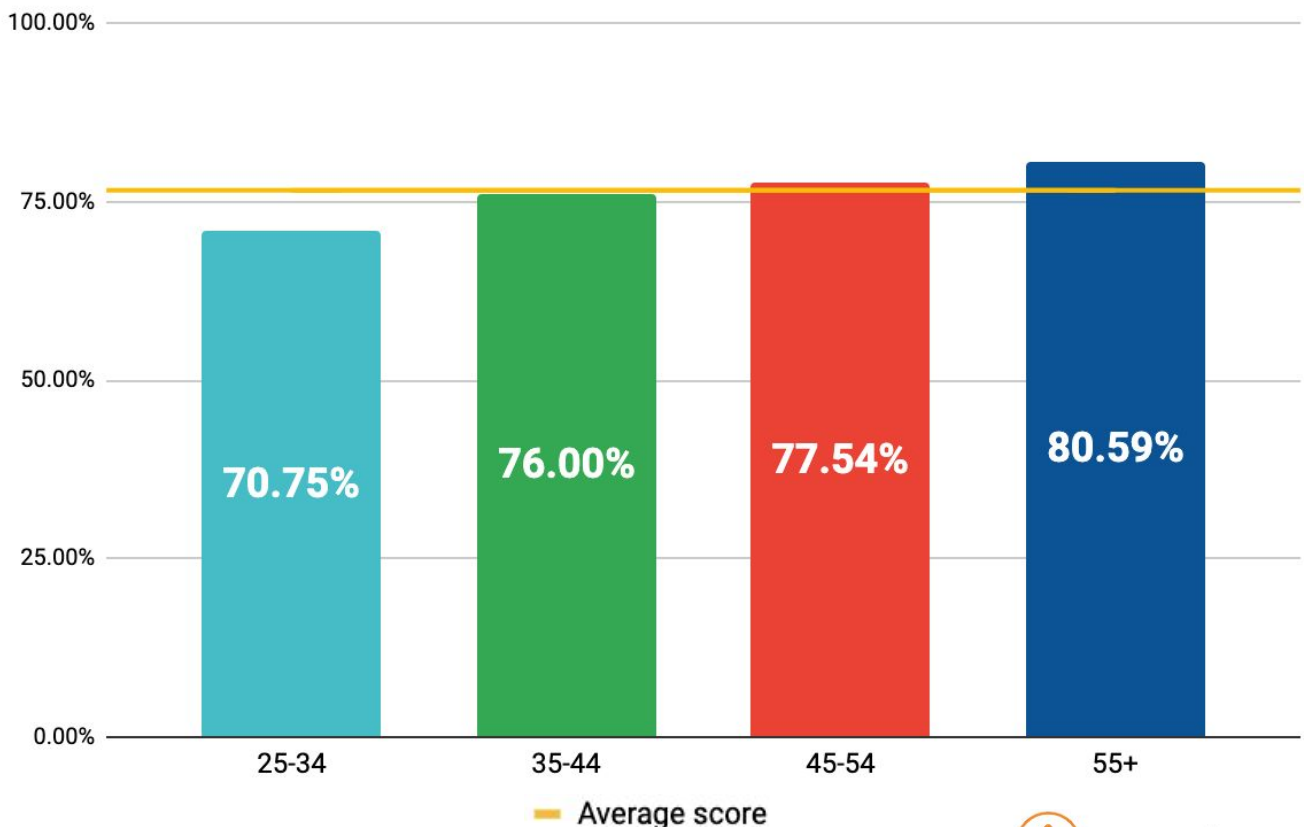


FMCG
77.19%

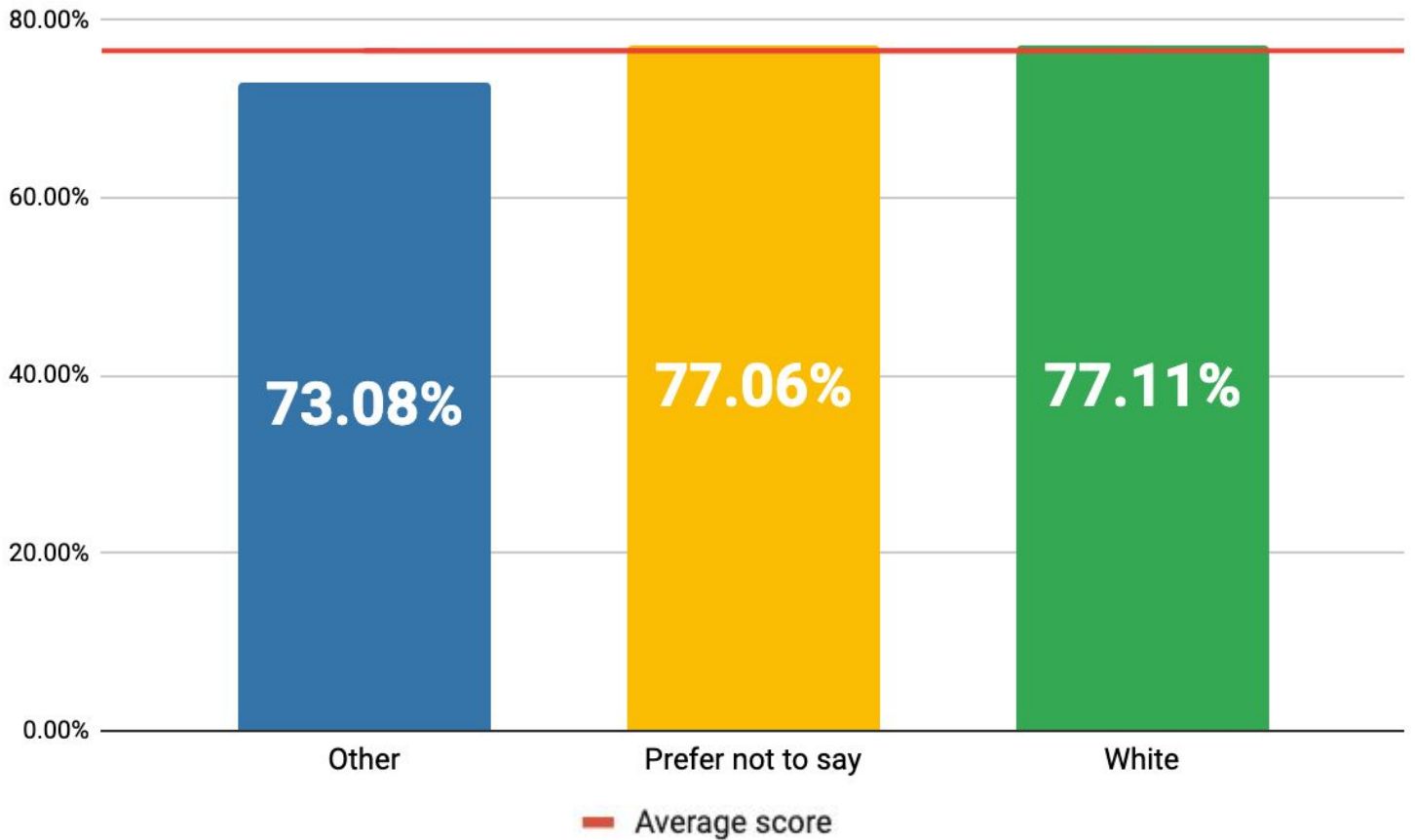


Non-Profit
71.29%

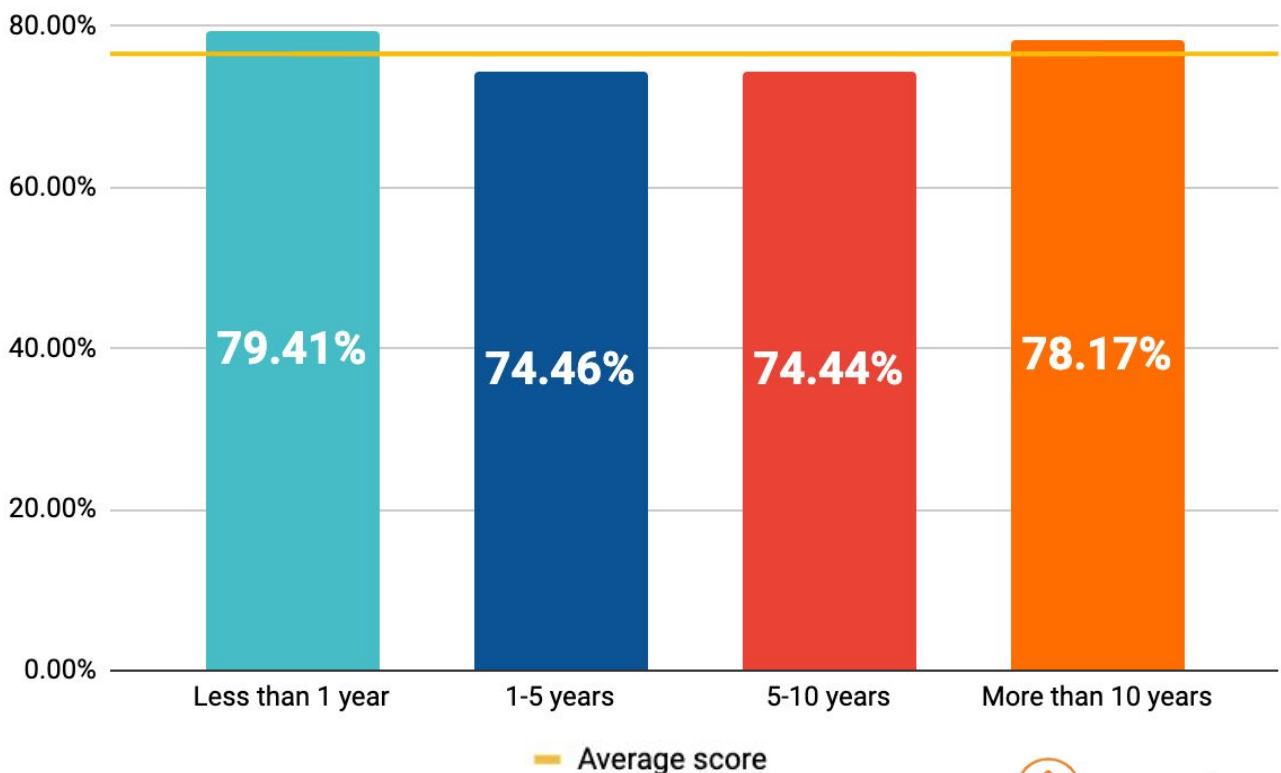
Age scores



Ethnicity scores



Employment length scores (years)



I feel proud to work for my organisation



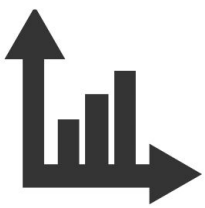
Question score
78.56%



Female
78.96%



Management
82%



Difference to Average score
-%



Male
77.76%



Non - Management
74.85%



Retail
71.79%

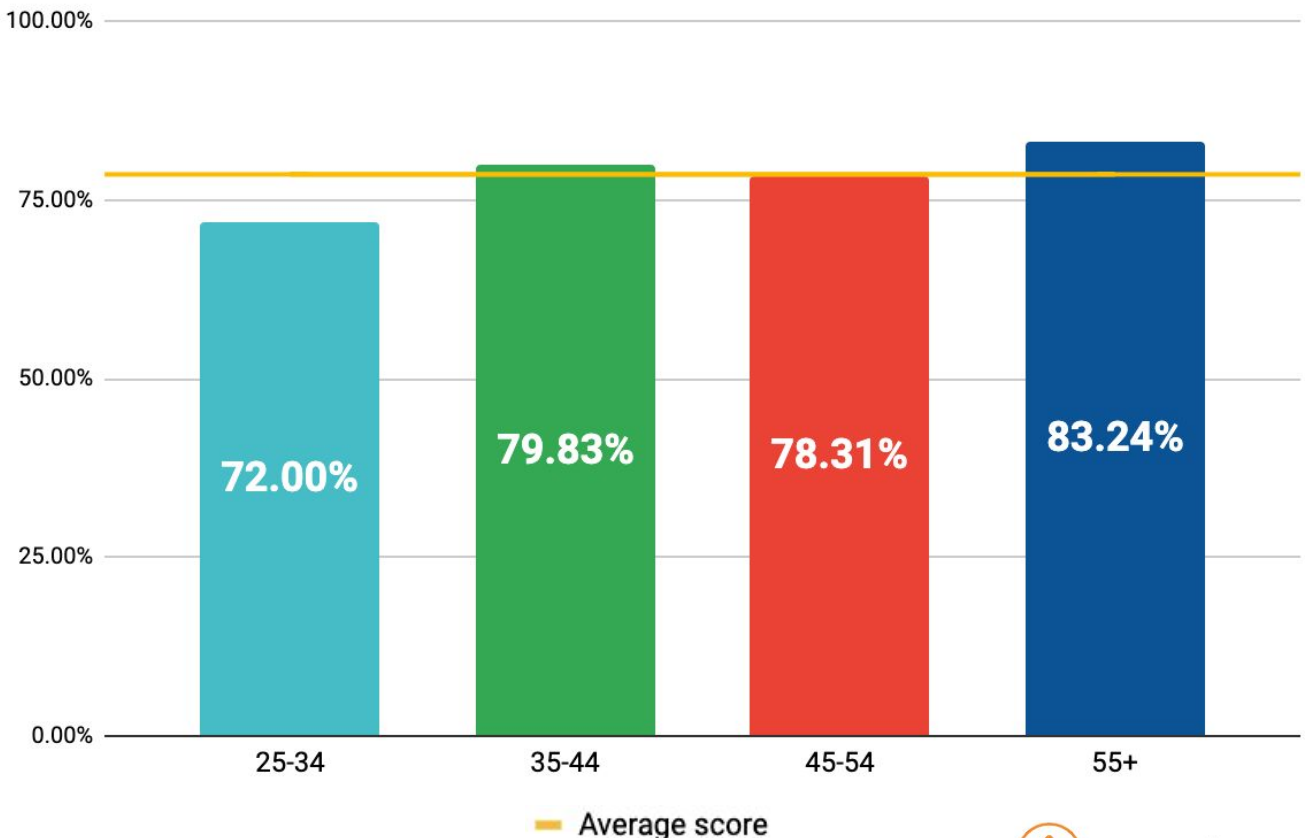


FMCG
79.55%

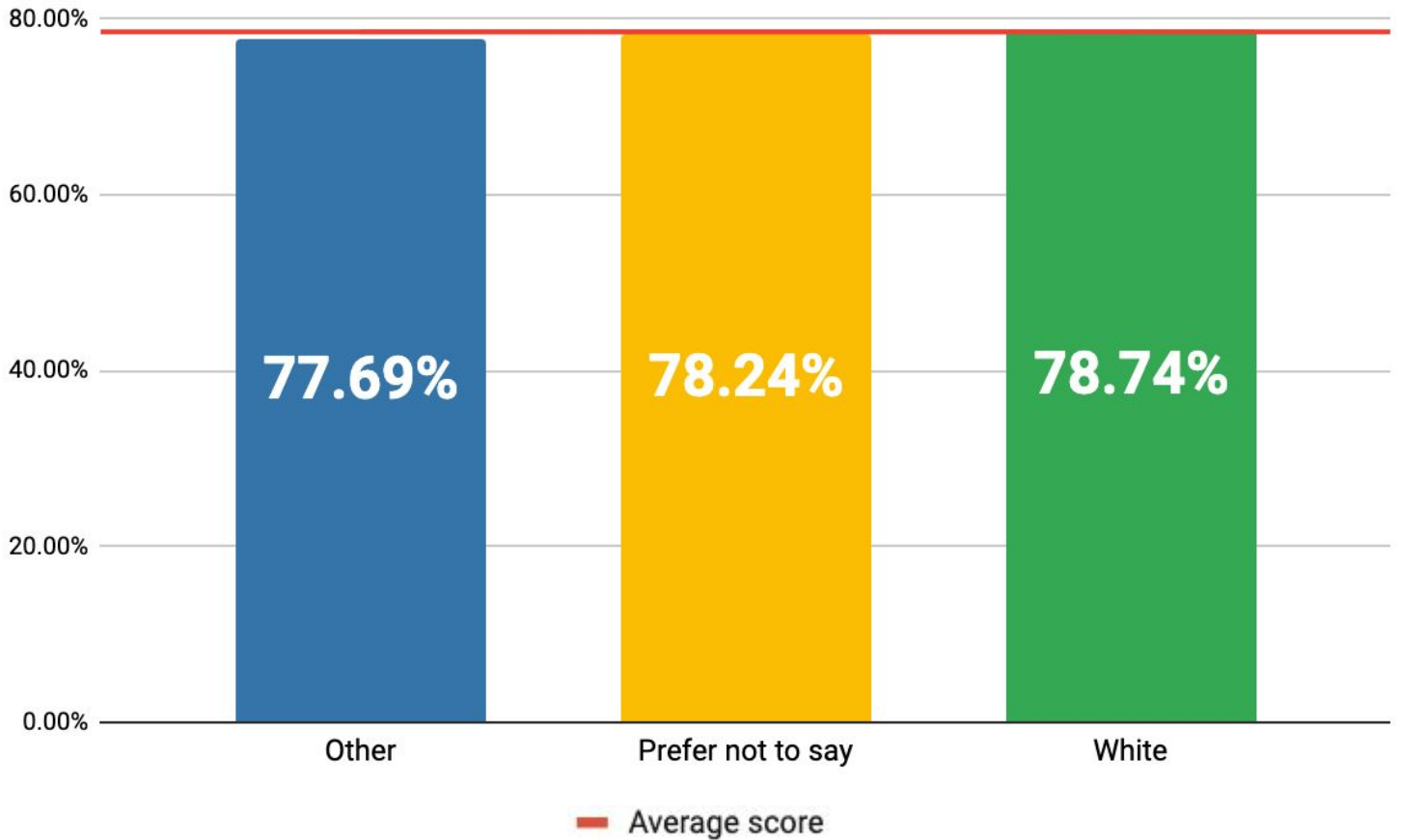


Non-Profit
69.68%

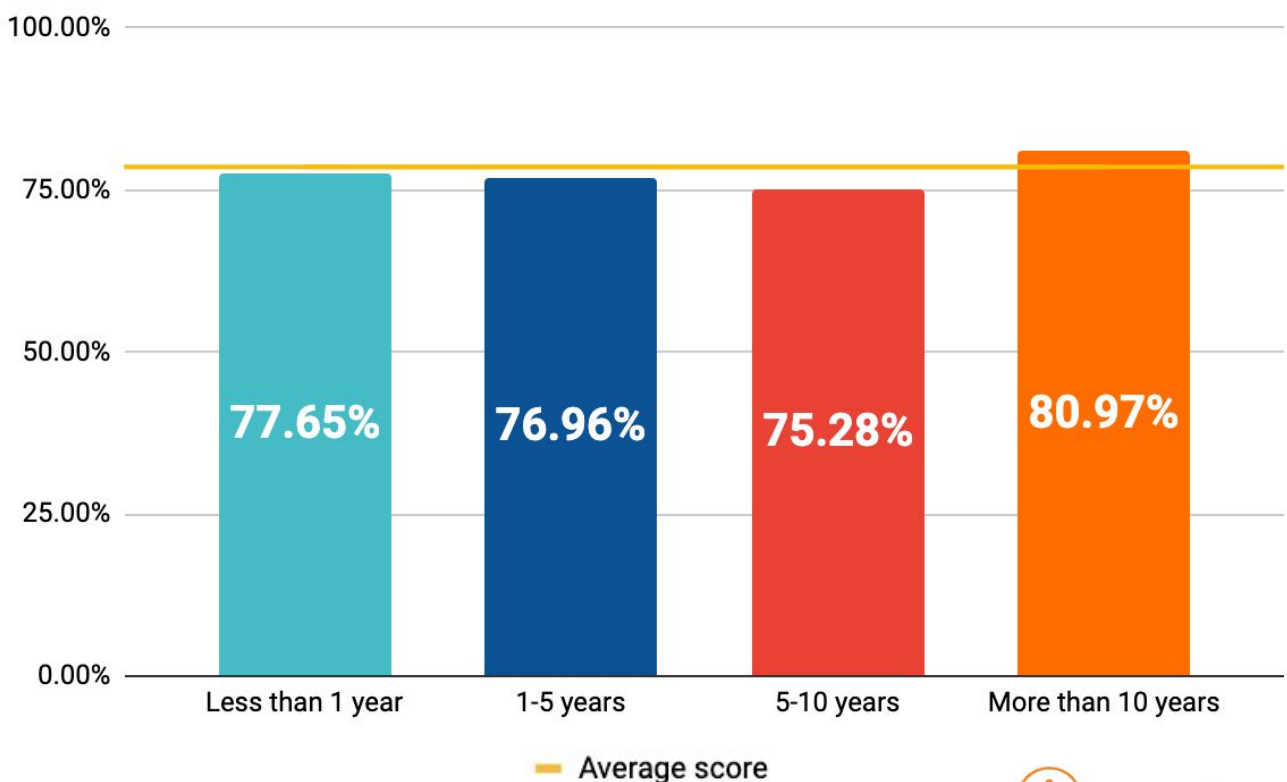
Age scores



Ethnicity scores



Employment length scores (years)



I would recommend my friends and family to work for my organisation



Question score
73.07%



Female
73.33%



Management
76.67%



Difference to Average score
+0.86%



Male
72.54%



Non - Management
69.18%



Retail
63.45%

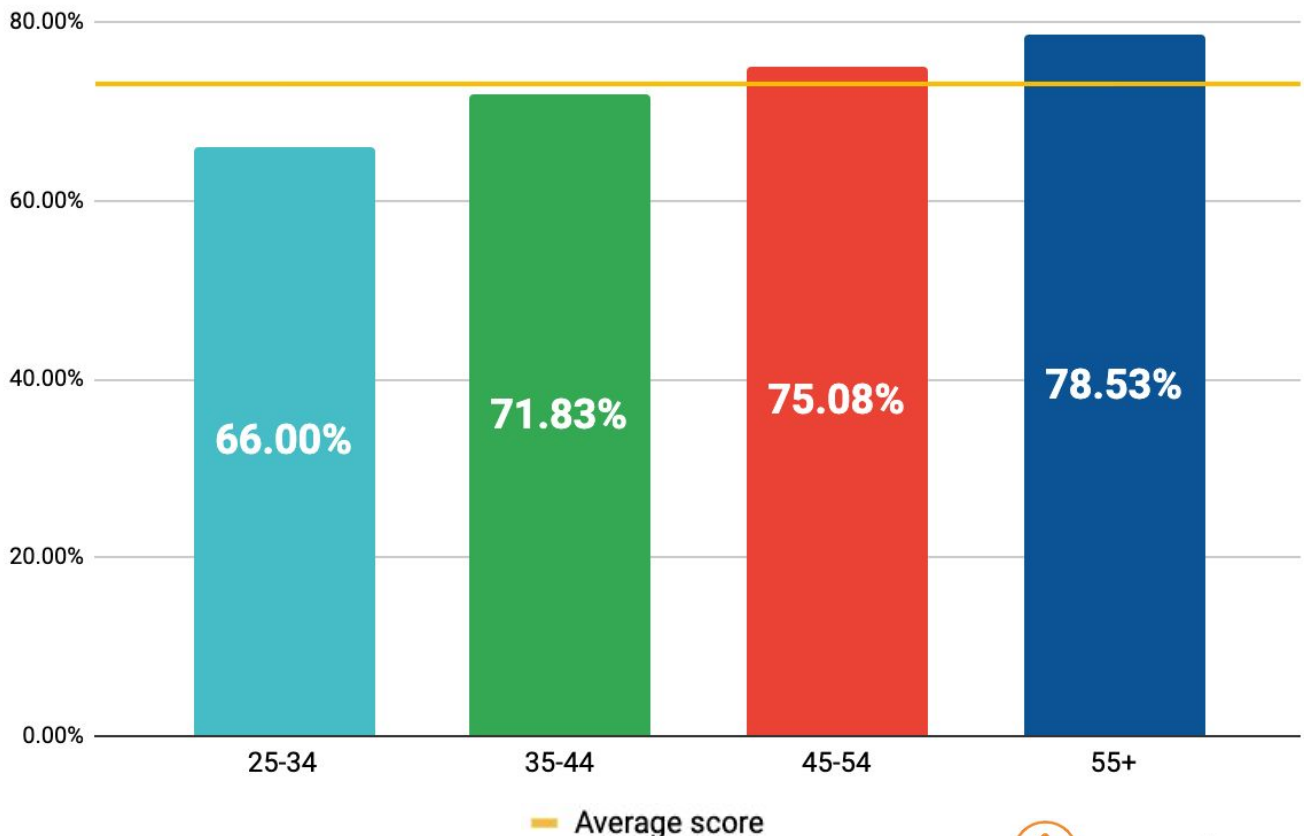


FMCG
76.18%

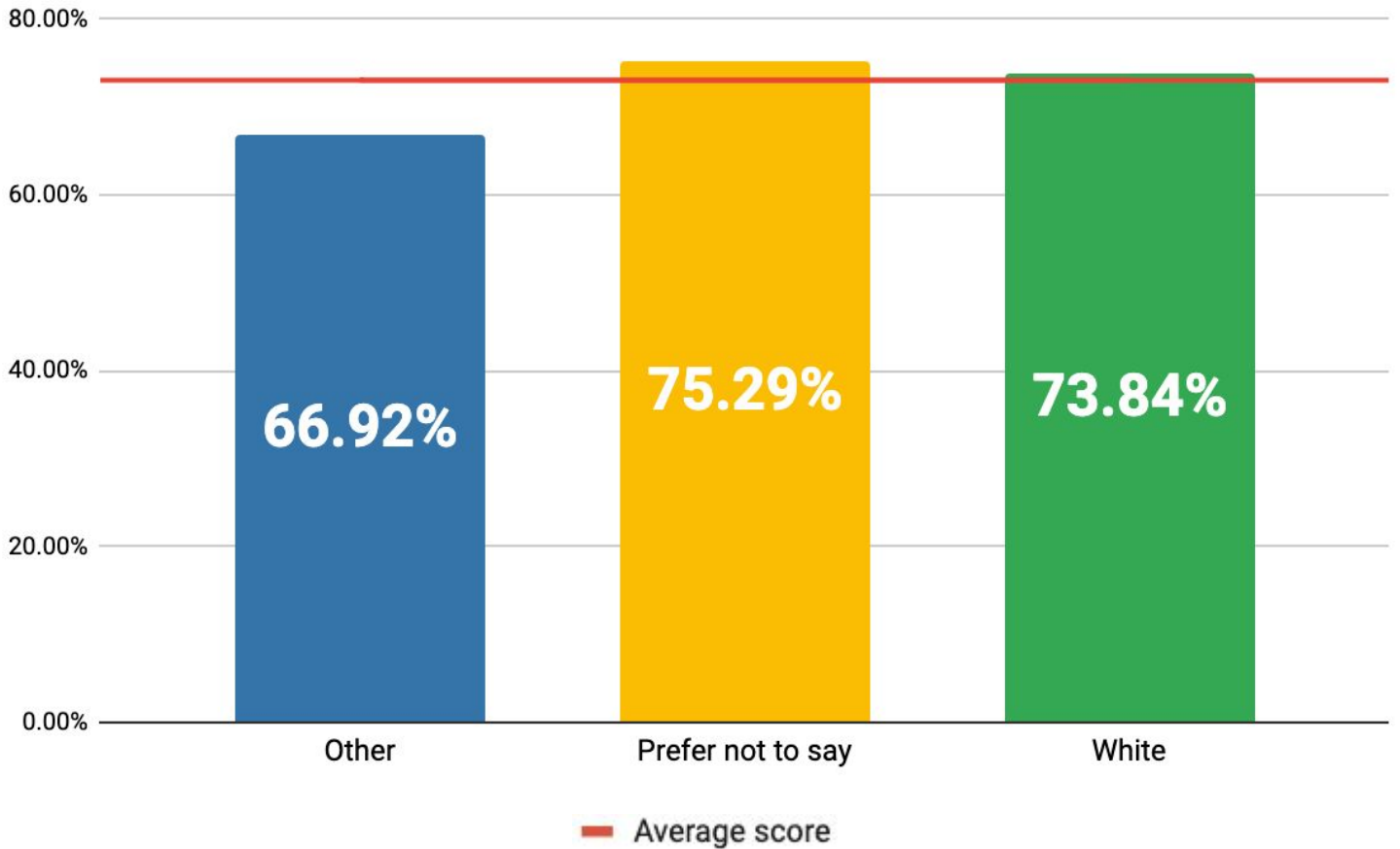


Non-Profit
58.06%

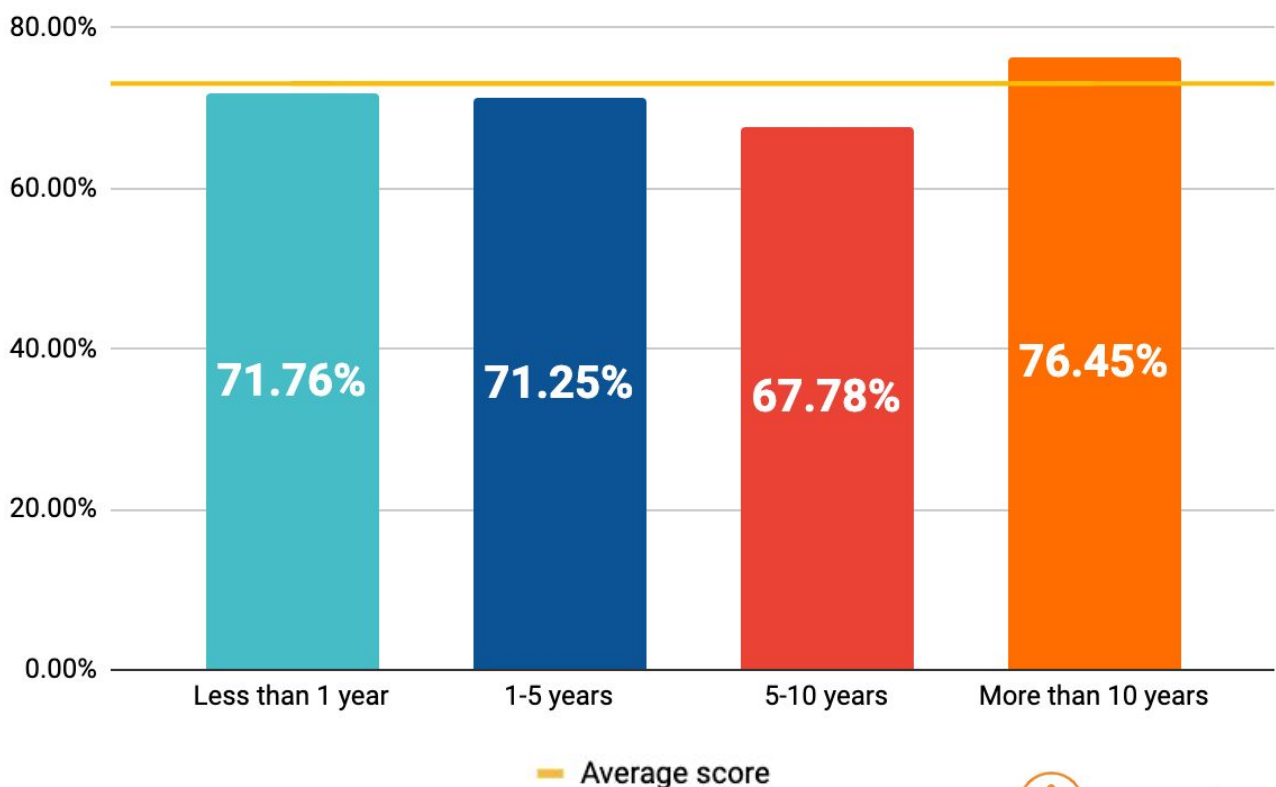
Age scores



Ethnicity scores



Employment length scores (years)



I am treated with respect



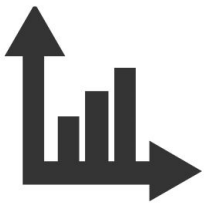
Question score
78.46%



Female
79.19%



Management
81.43%



Difference to Average score
+6.25%



Male
77.01%



Non - Management
75.26%



Retail
67.14%

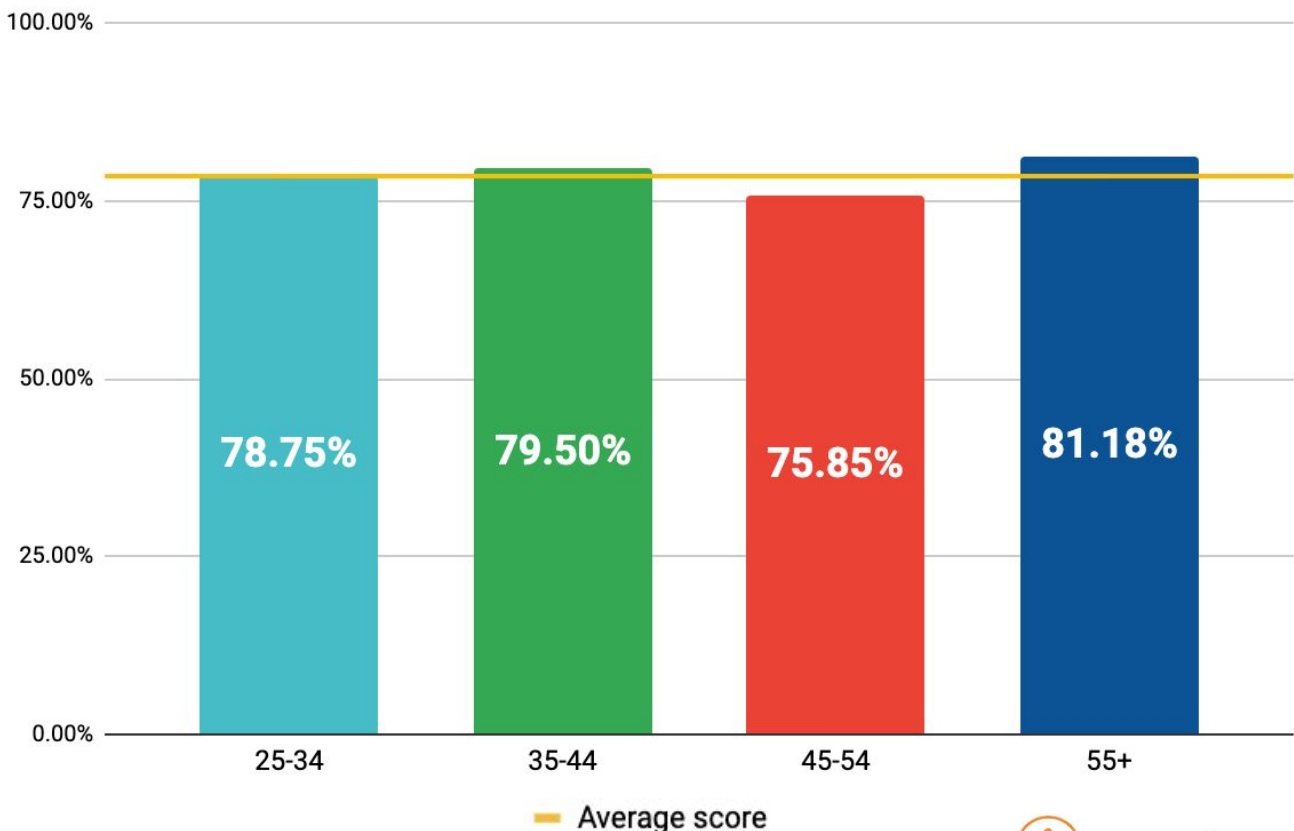


FMCG
80.34%

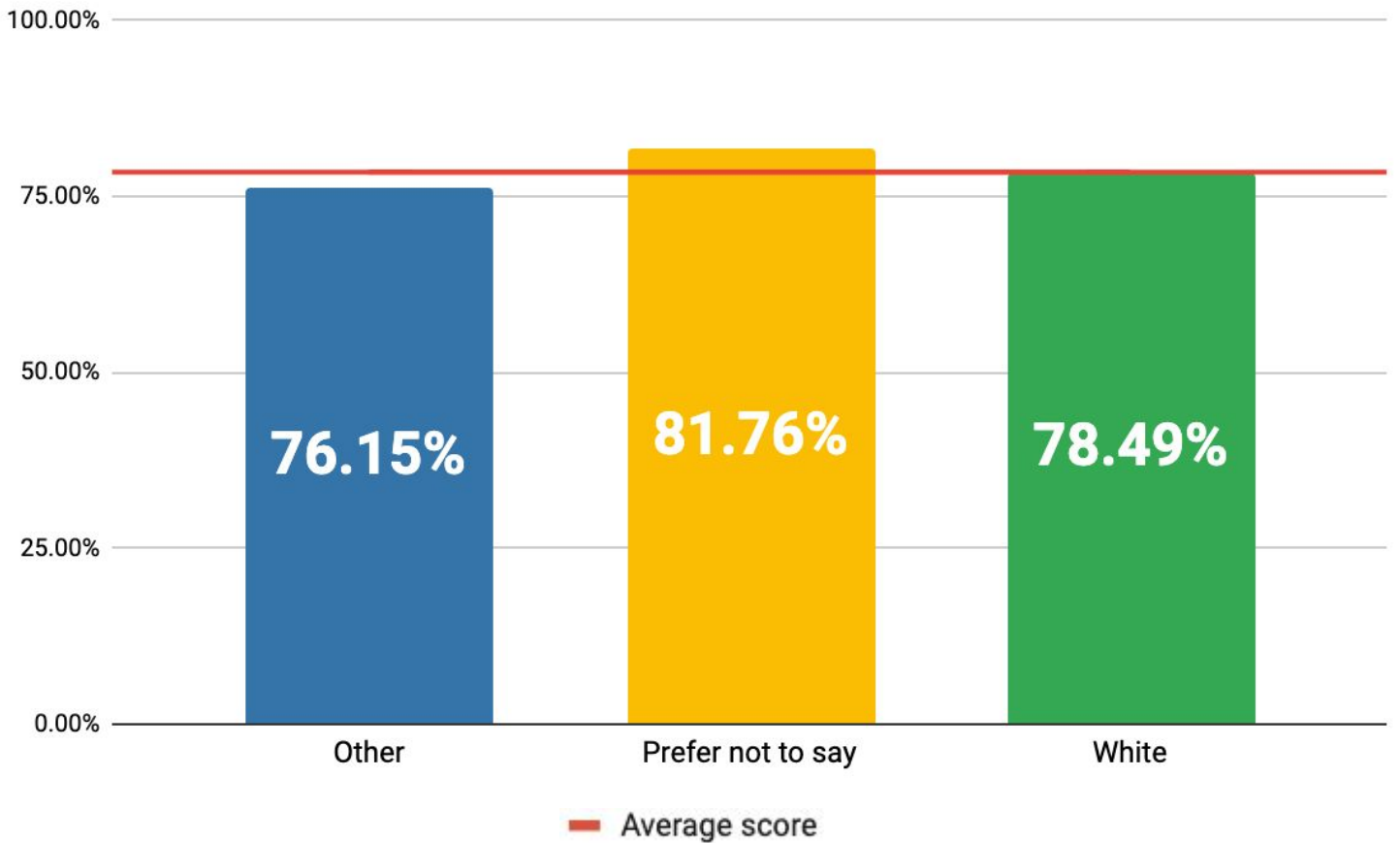


Non-Profit
76.77%

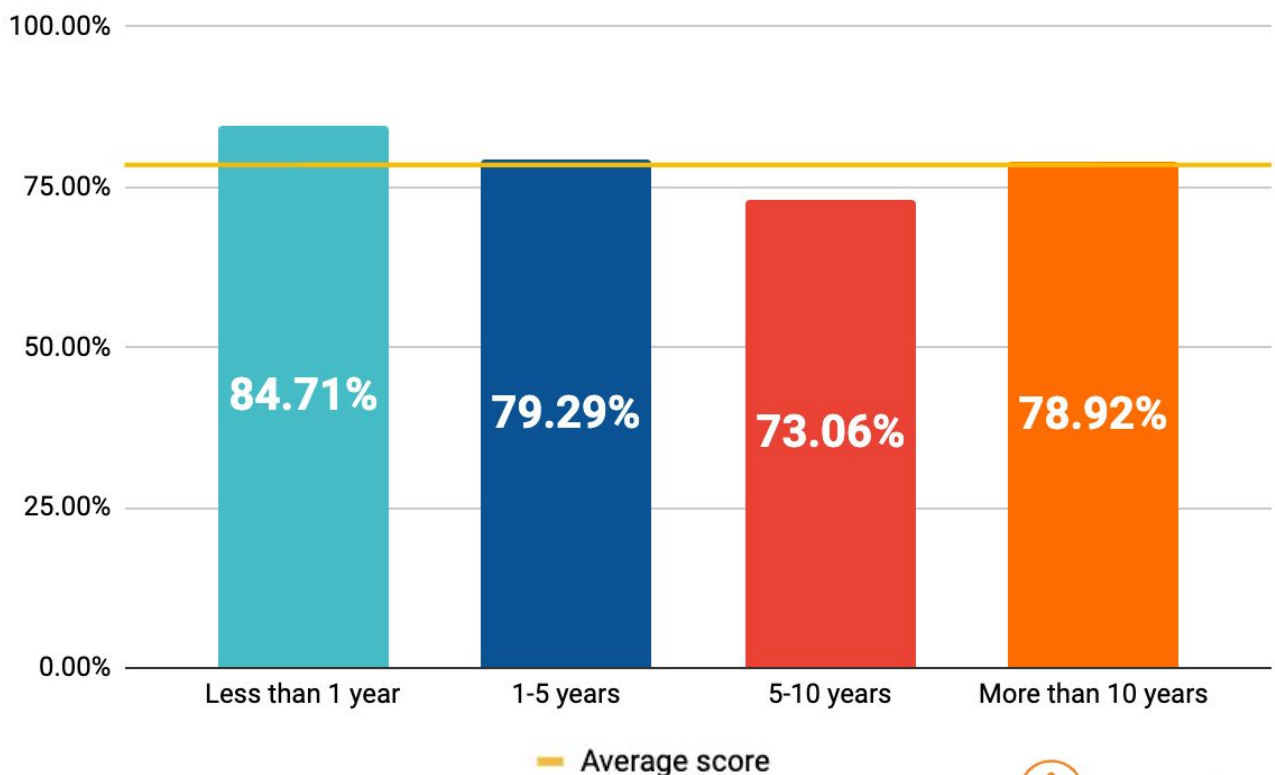
Age scores



Ethnicity scores



Employment length scores (years)



I enjoy my job



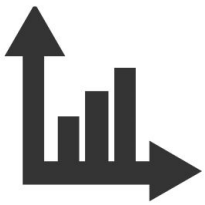
Question score
76.39%



Female
76.89%



Management
81.05%



Difference to Average score
+4.18%



Male
75.37%



Non - Management
71.34%



Retail
71.43%

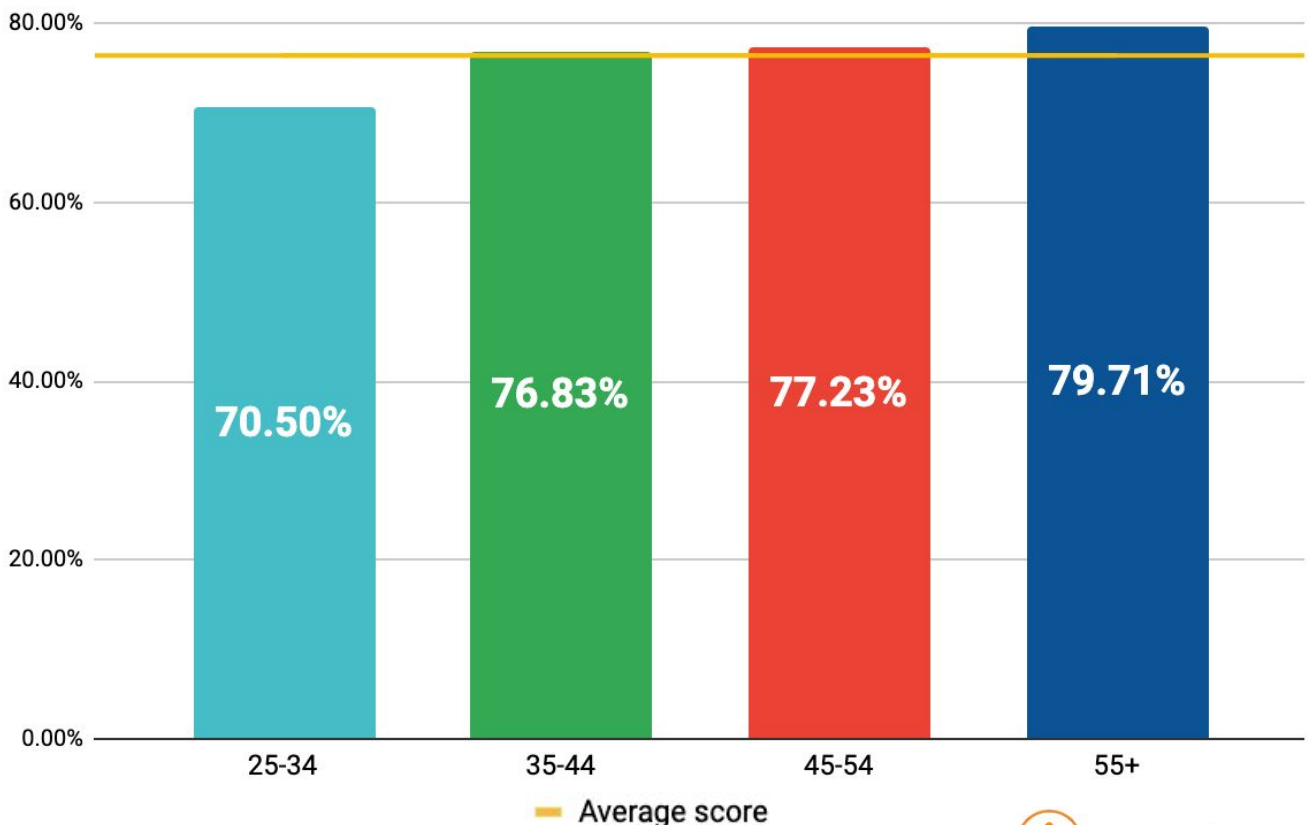


FMCG
76.7%

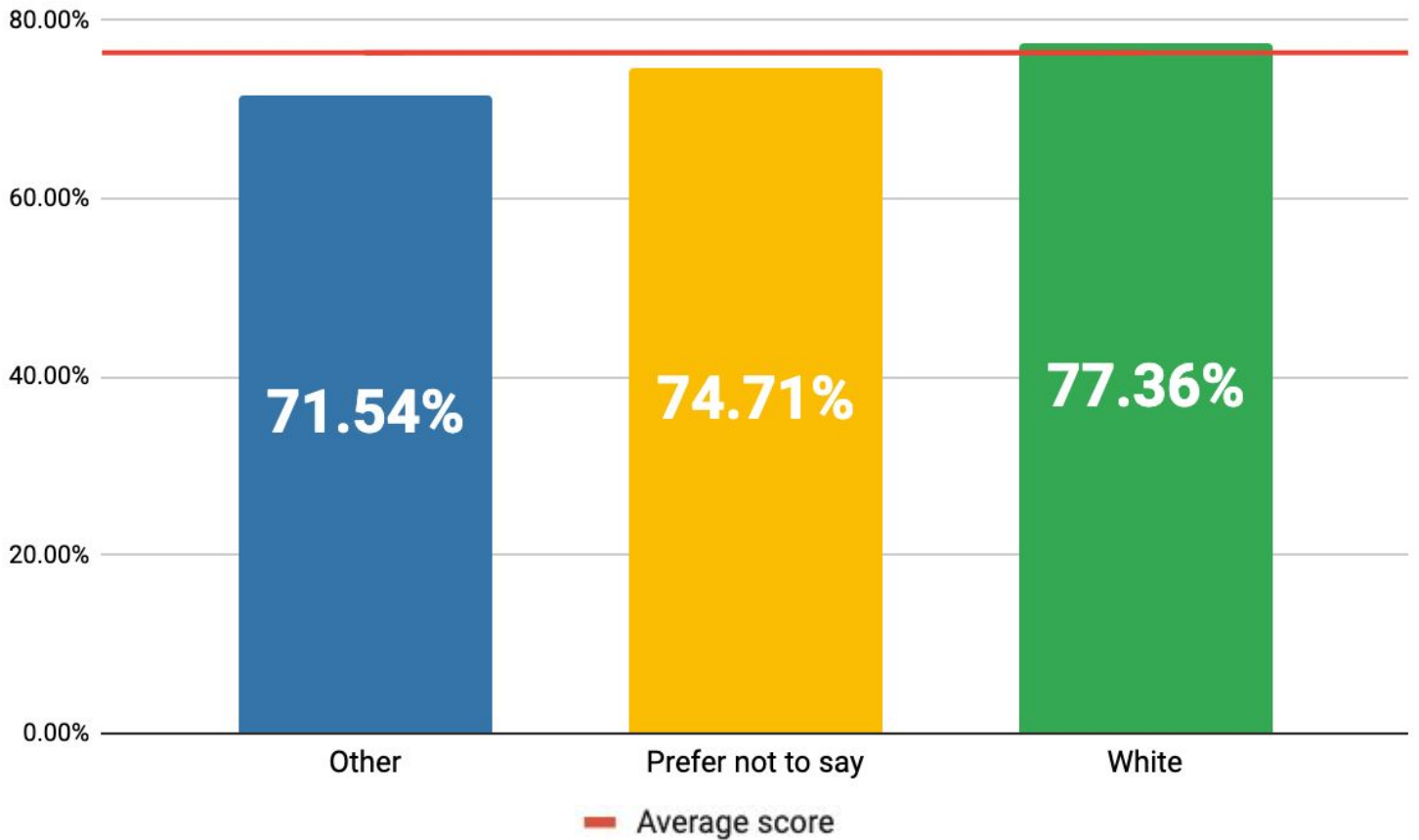


Non-Profit
69.68%

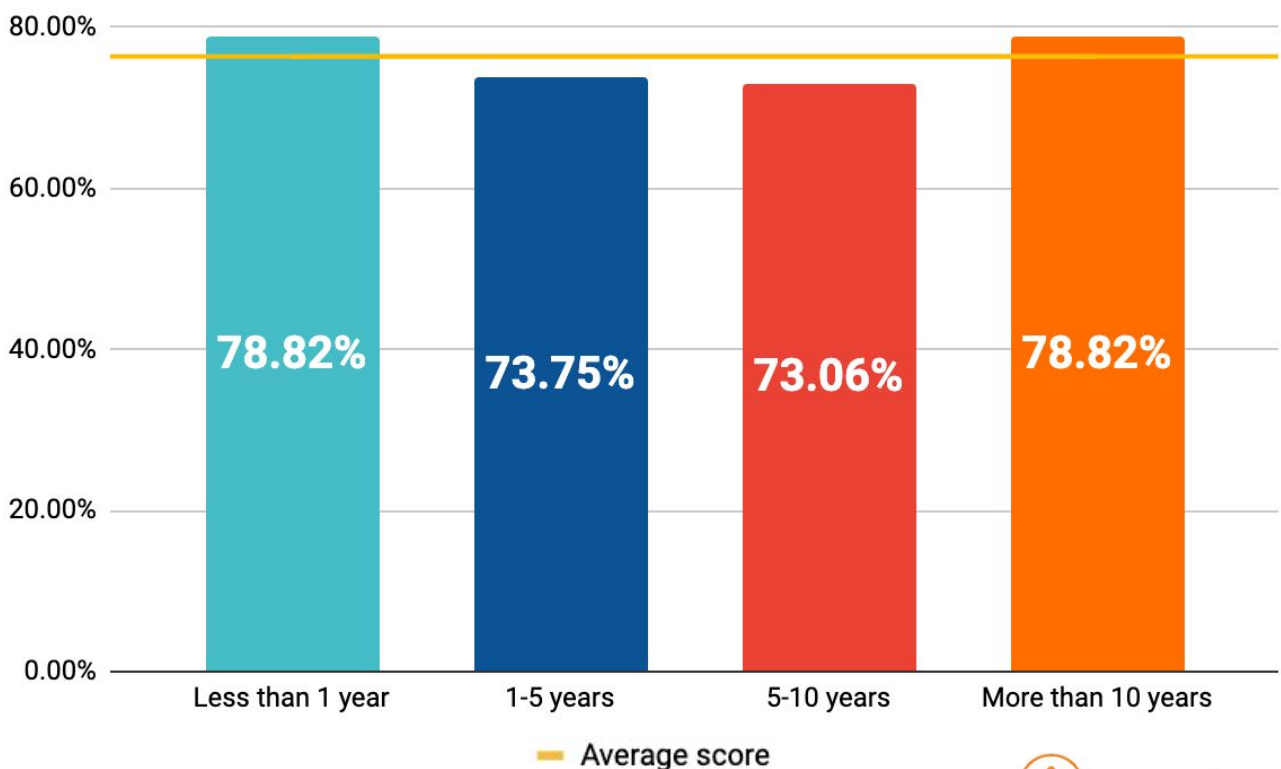
Age scores



Ethnicity scores



Employment length scores (years)



I have a good relationship with my line manager



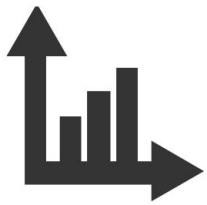
Question score
79.41%



Female
80.22%



Management
81.43%



Difference to Average score
+7.2%



Male
77.76%



Non - Management
77.22%



Retail
69.64%

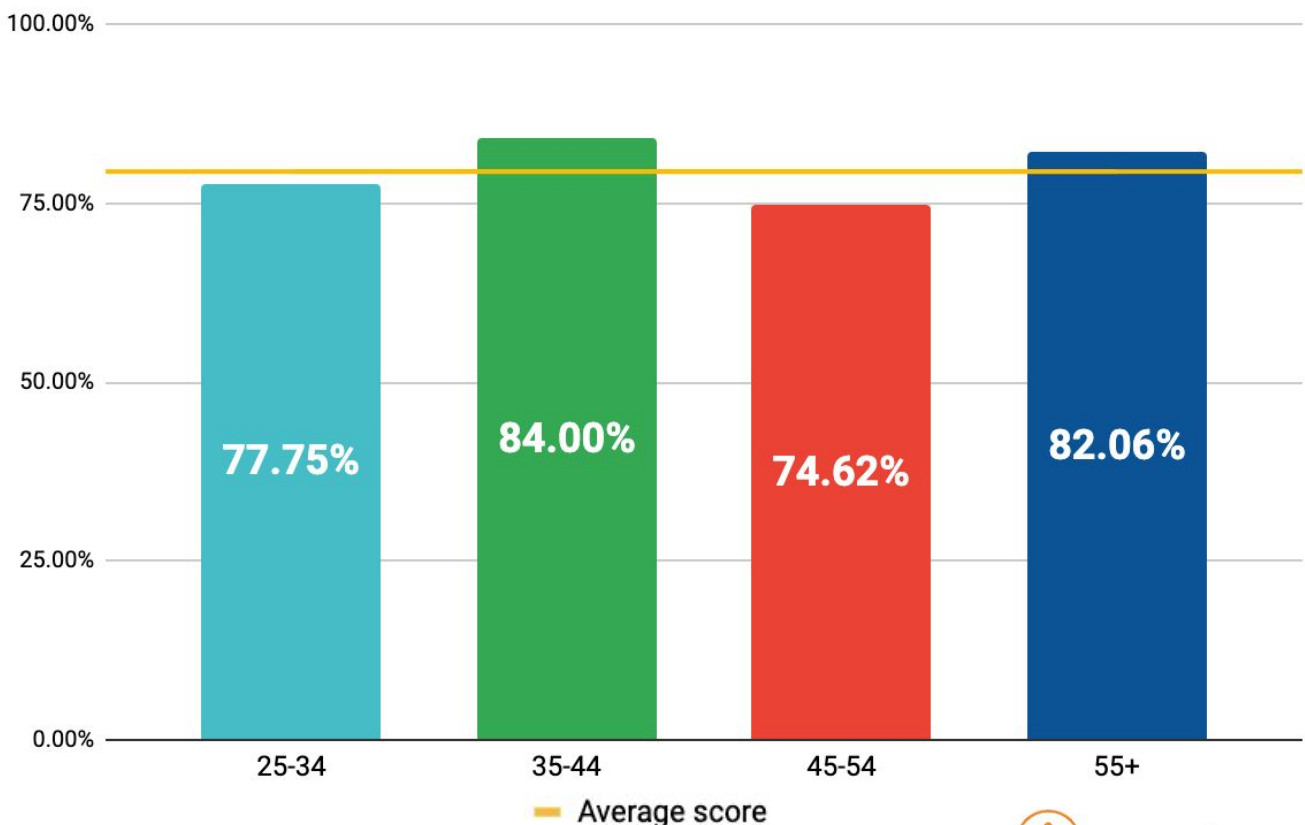


FMCG
80.22%

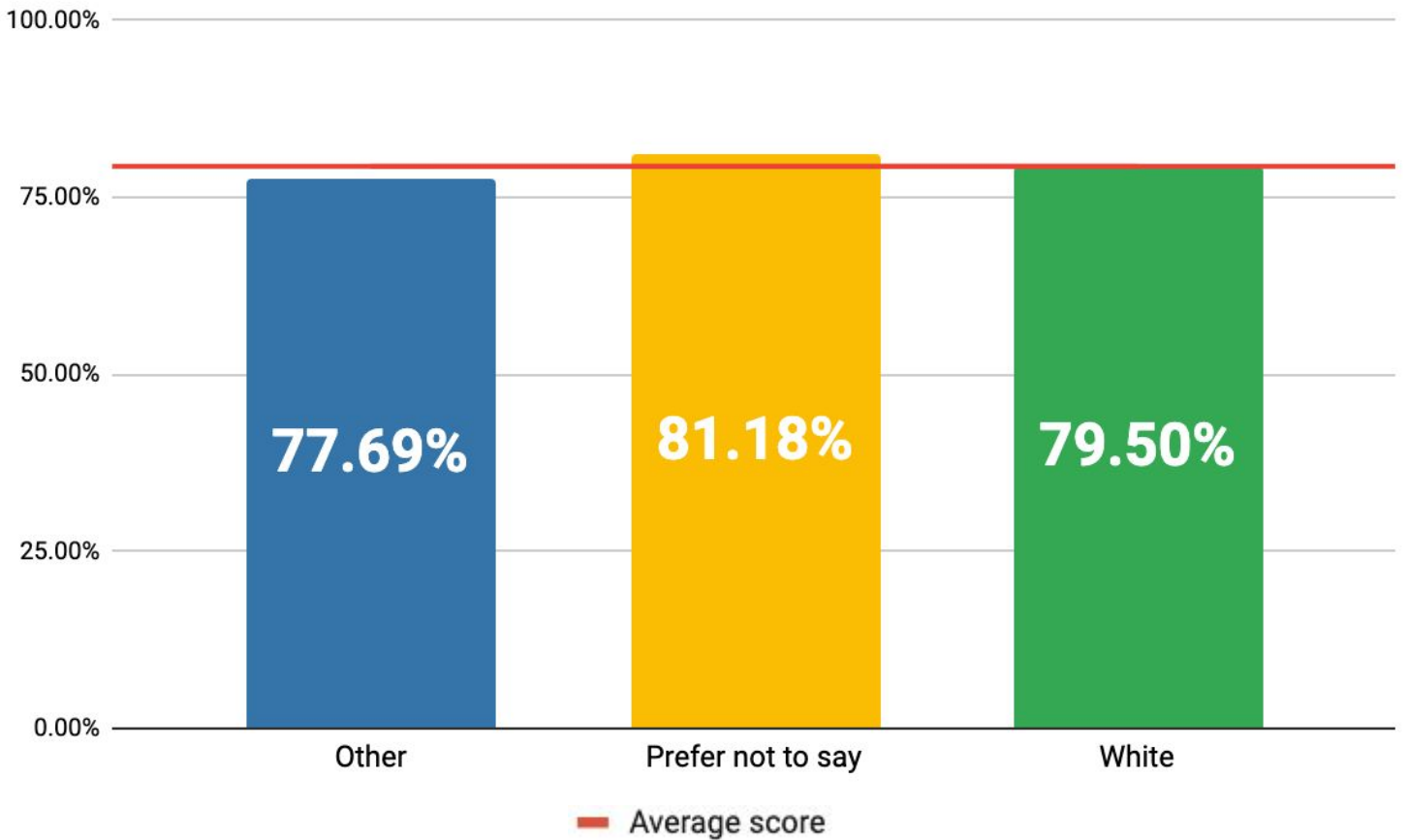


Non-Profit
78.39%

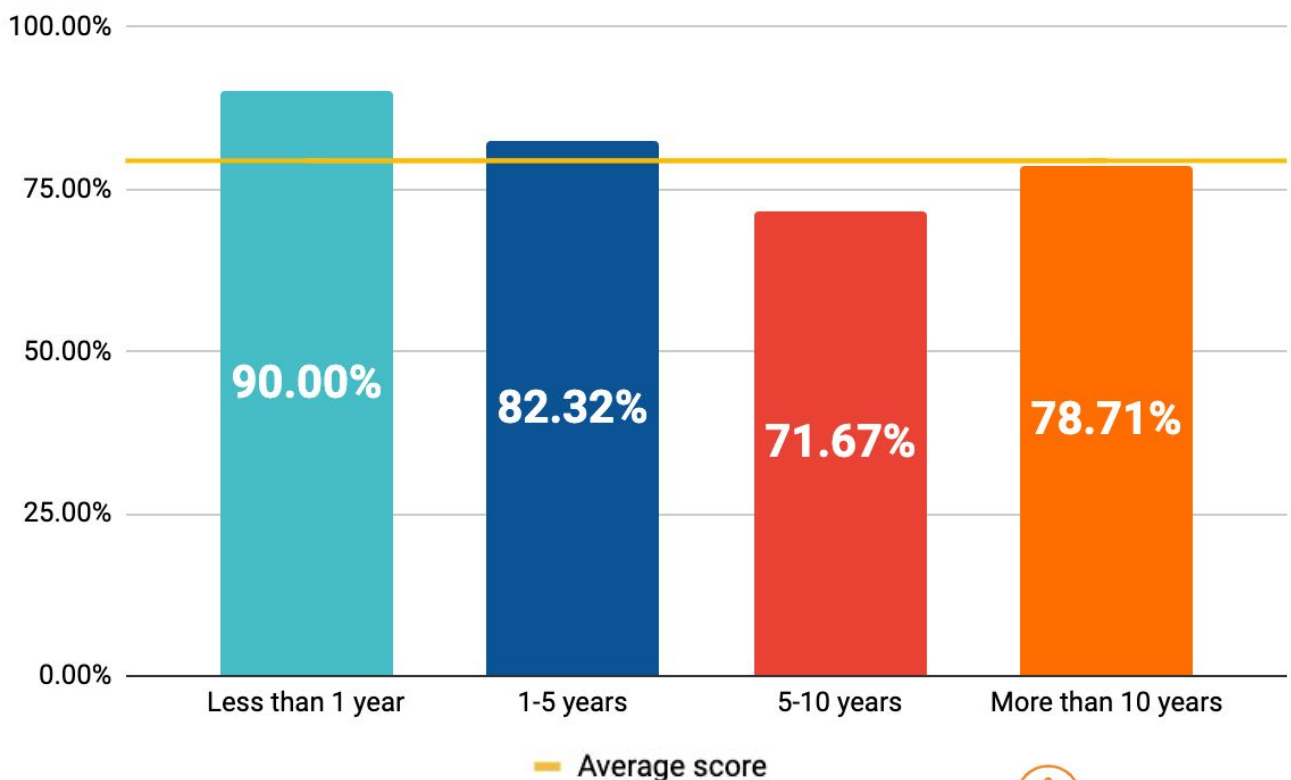
Age scores



Ethnicity scores



Employment length scores (years)



I am being developed



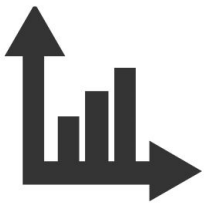
Question score
65.45%



Female
66.81%



Management
68.1%



Difference to Average score
-6.76%



Male
62.69%



Non - Management
62.58%



Retail
54.29%

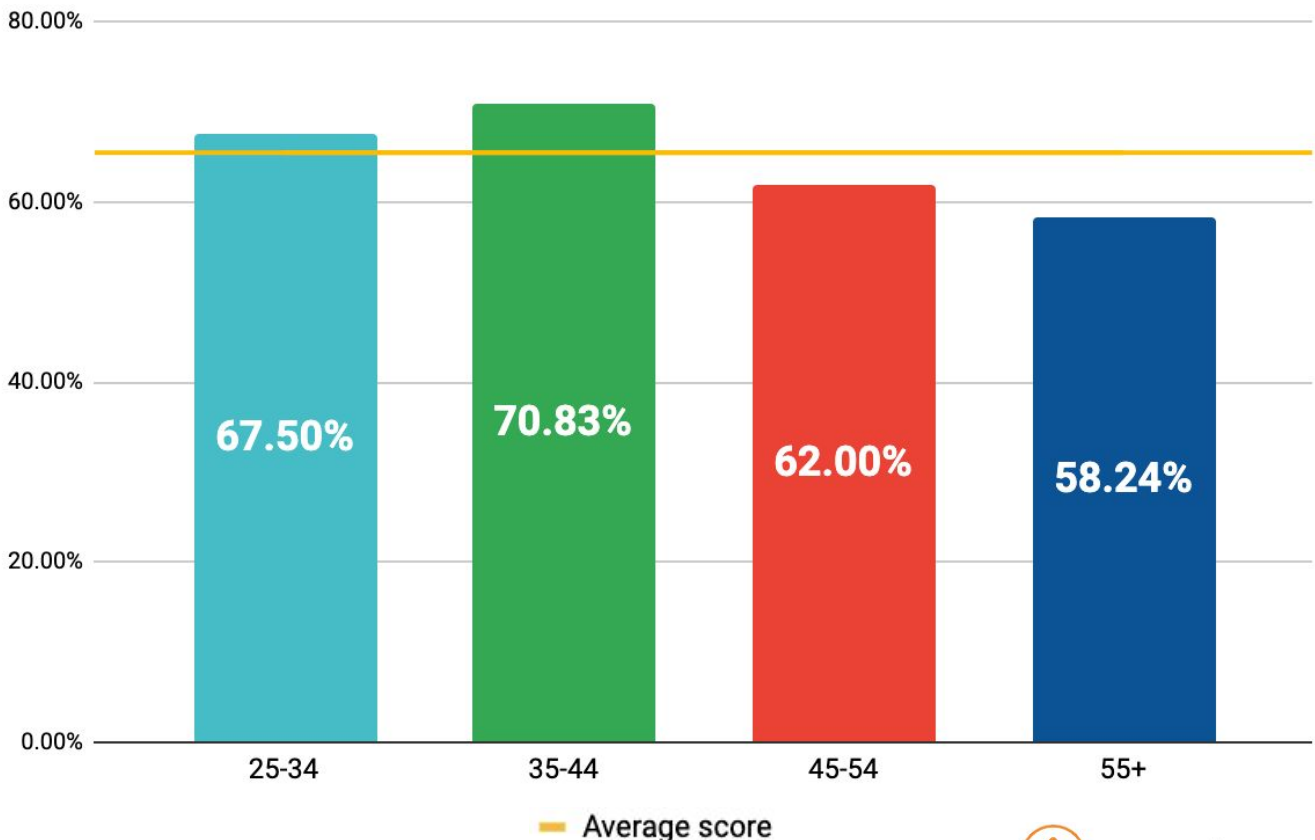


FMCG
66.85%

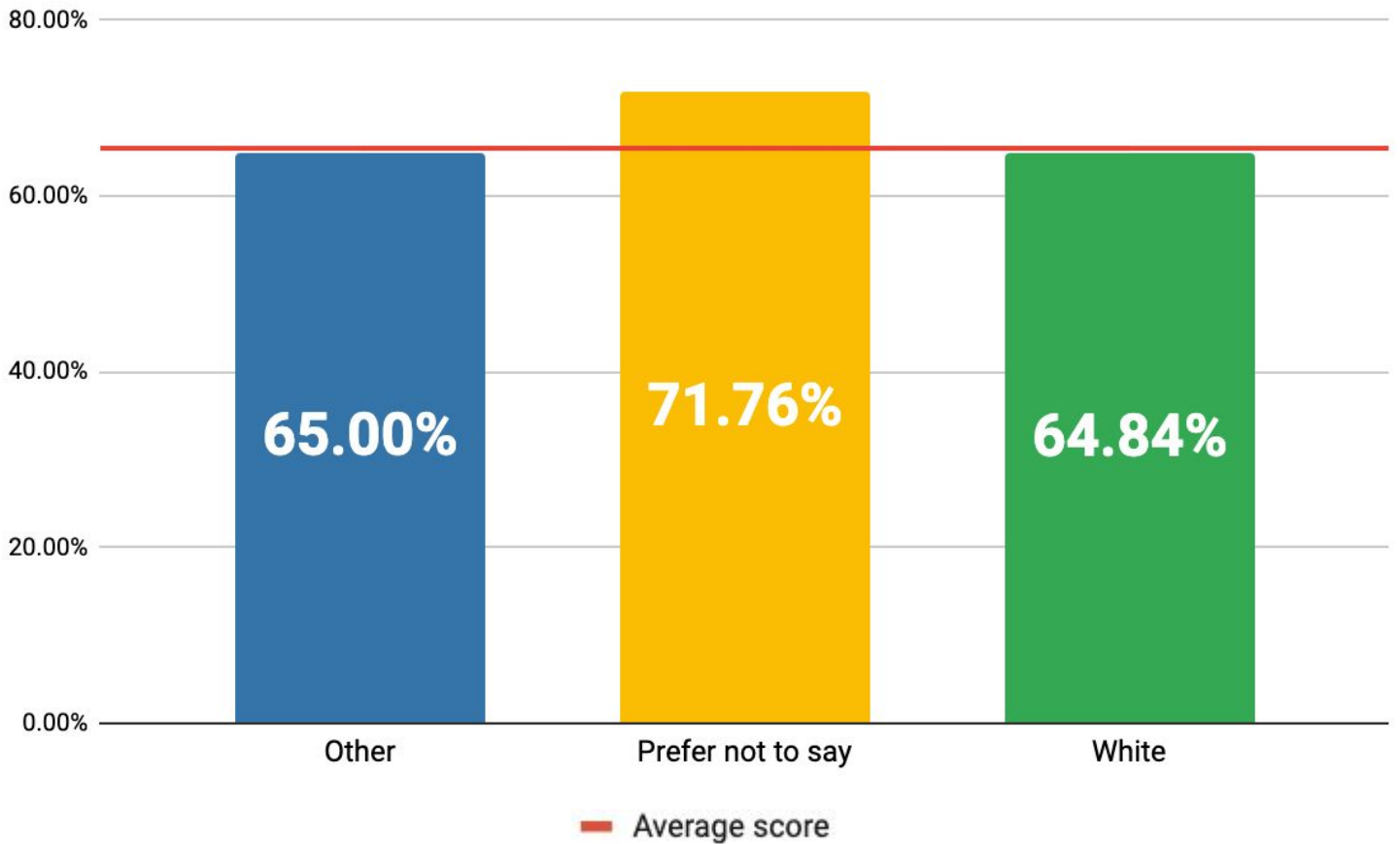


Non-Profit
59.68%

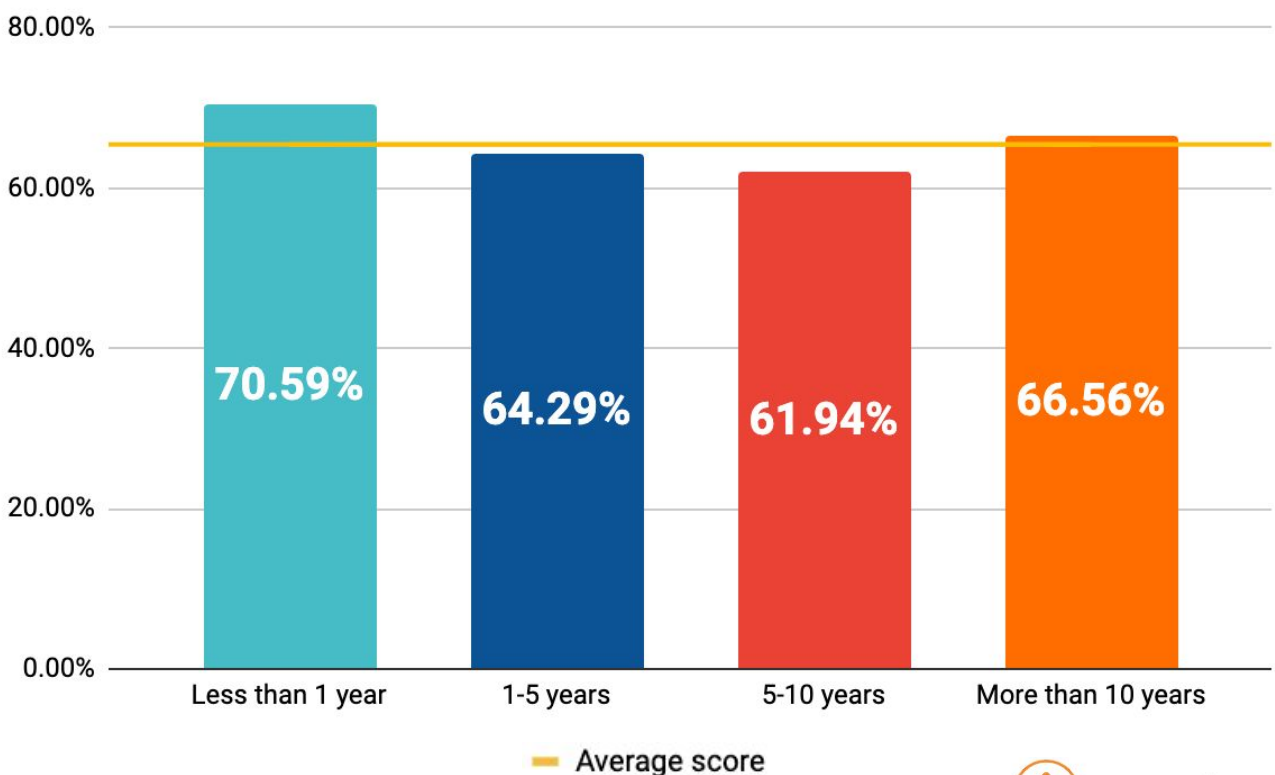
Age scores



Ethnicity scores



Employment length scores (years)



Does your company help you feel well and energized?



Question score
64.06%



Female
64.67%



Management
68.19%



Difference to Average score
-8.15%



Male
62.84%



Non - Management
59.59%



Retail
52.86%

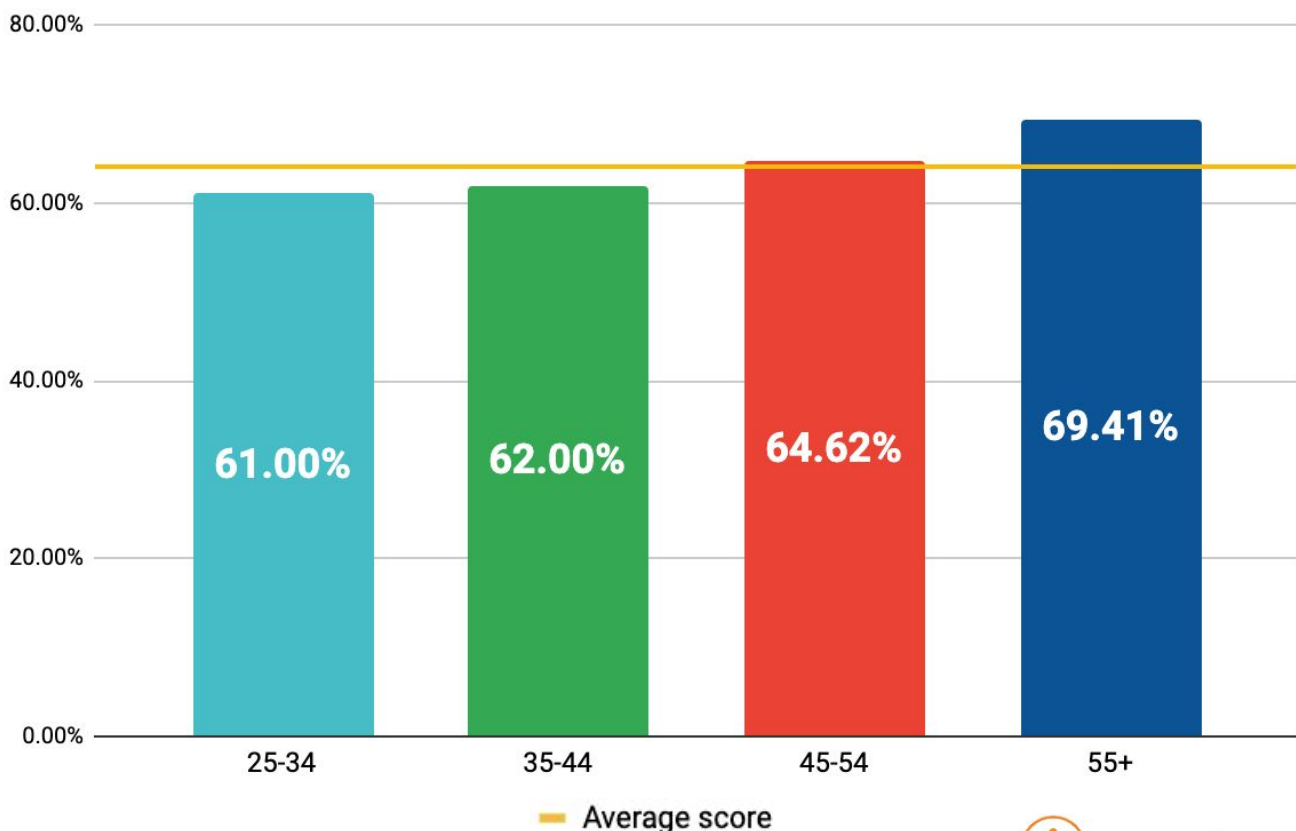


FMCG
67.3%

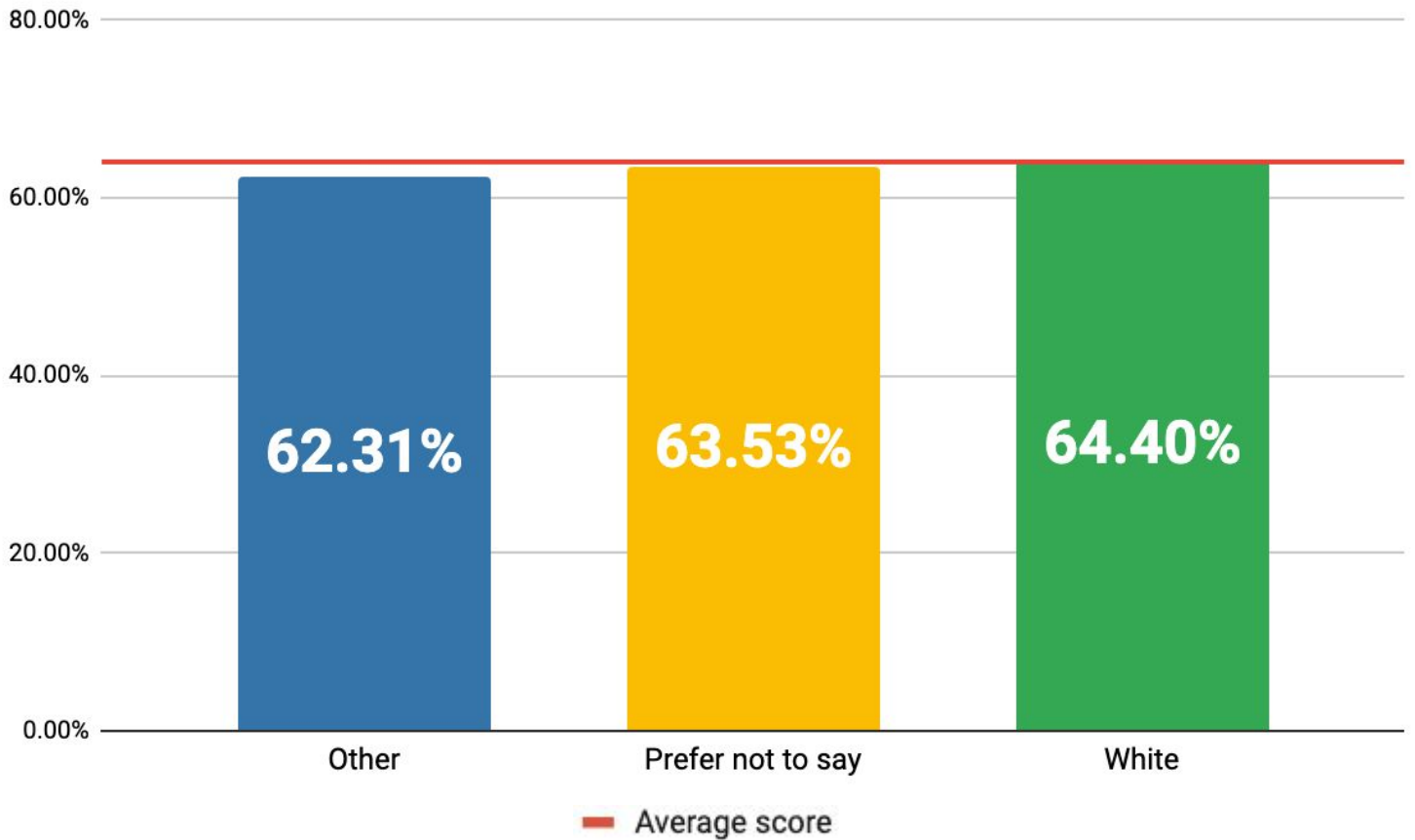


Non-Profit
56.77%

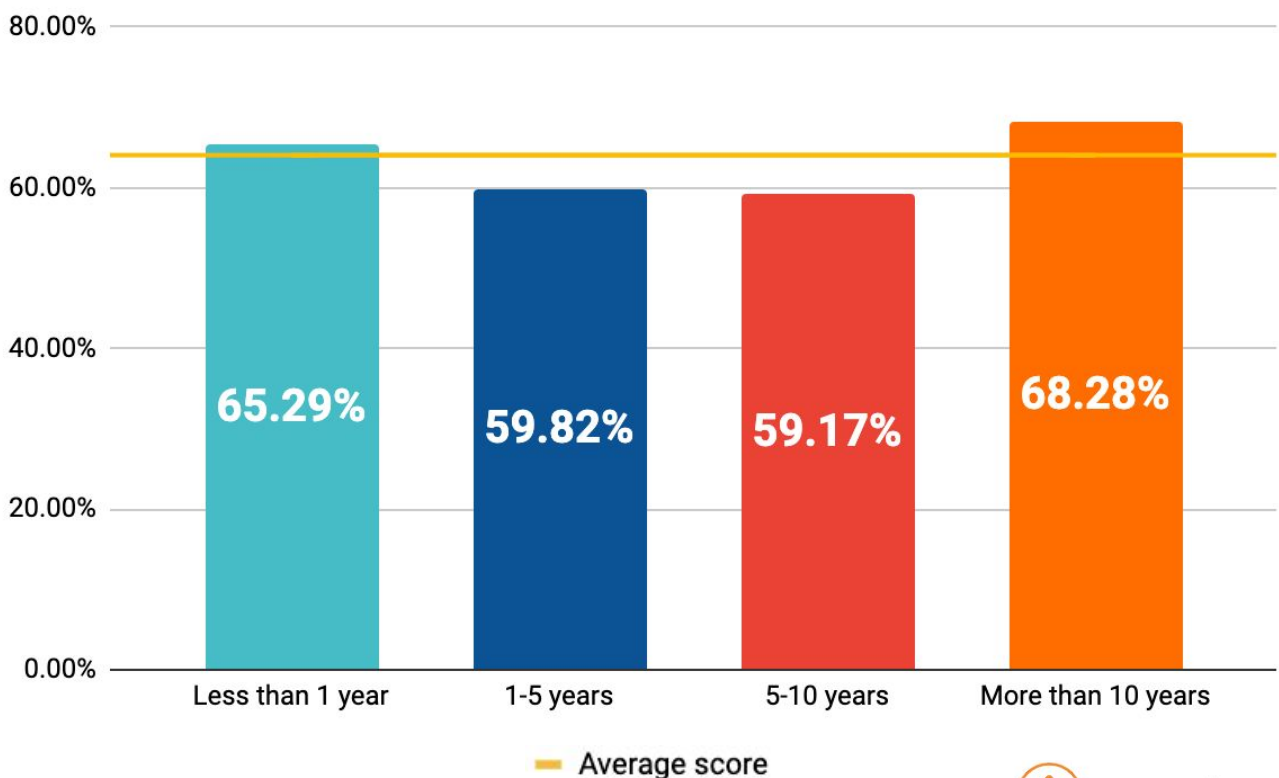
Age scores



Ethnicity scores



Employment length scores (years)



Do you feel comfortable talking about your background & cultural experiences with colleagues and bring your true self to work?



Question score
78.37%



Female
78.07%



Management
80.57%



Difference to Average score
+6.16%



Male
78.96%



Non - Management
75.98%



Retail
70.71%

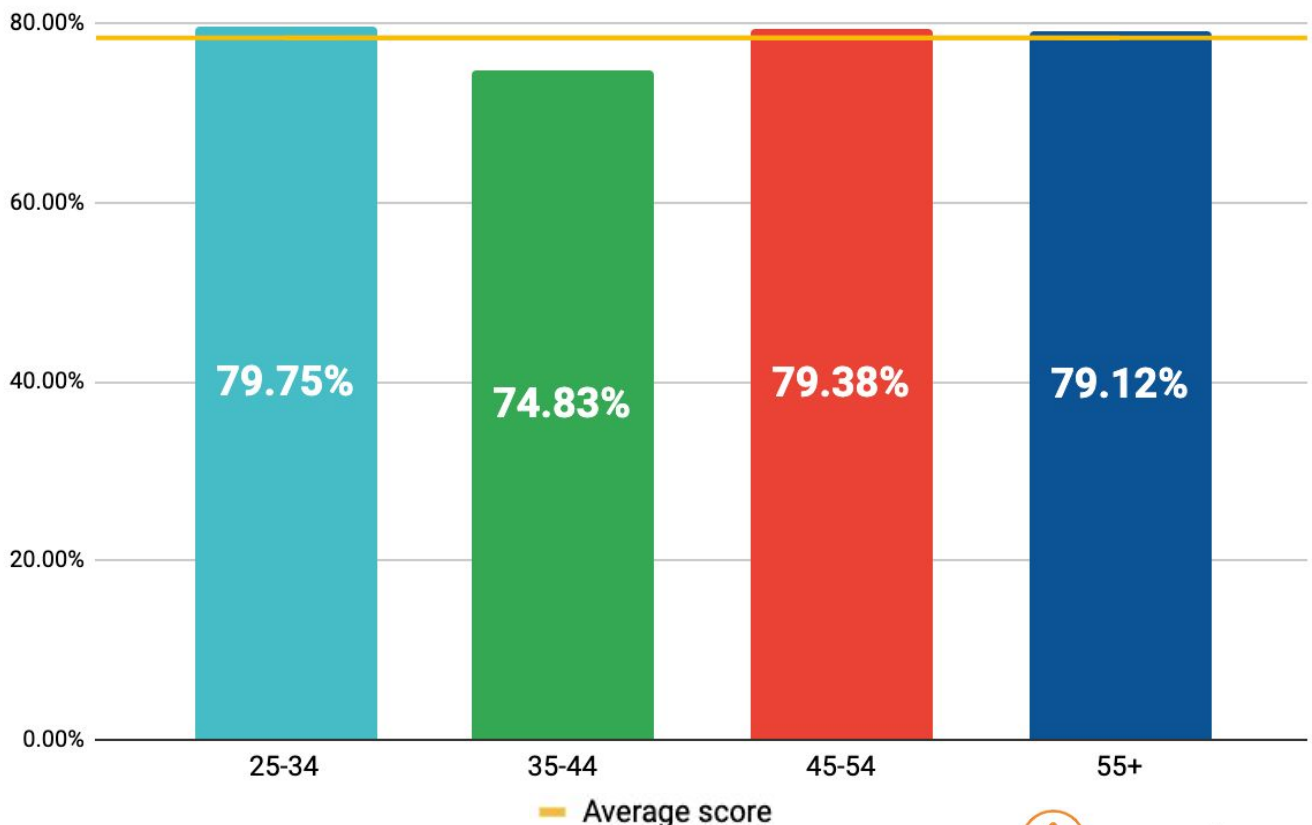


FMCG
80.22%

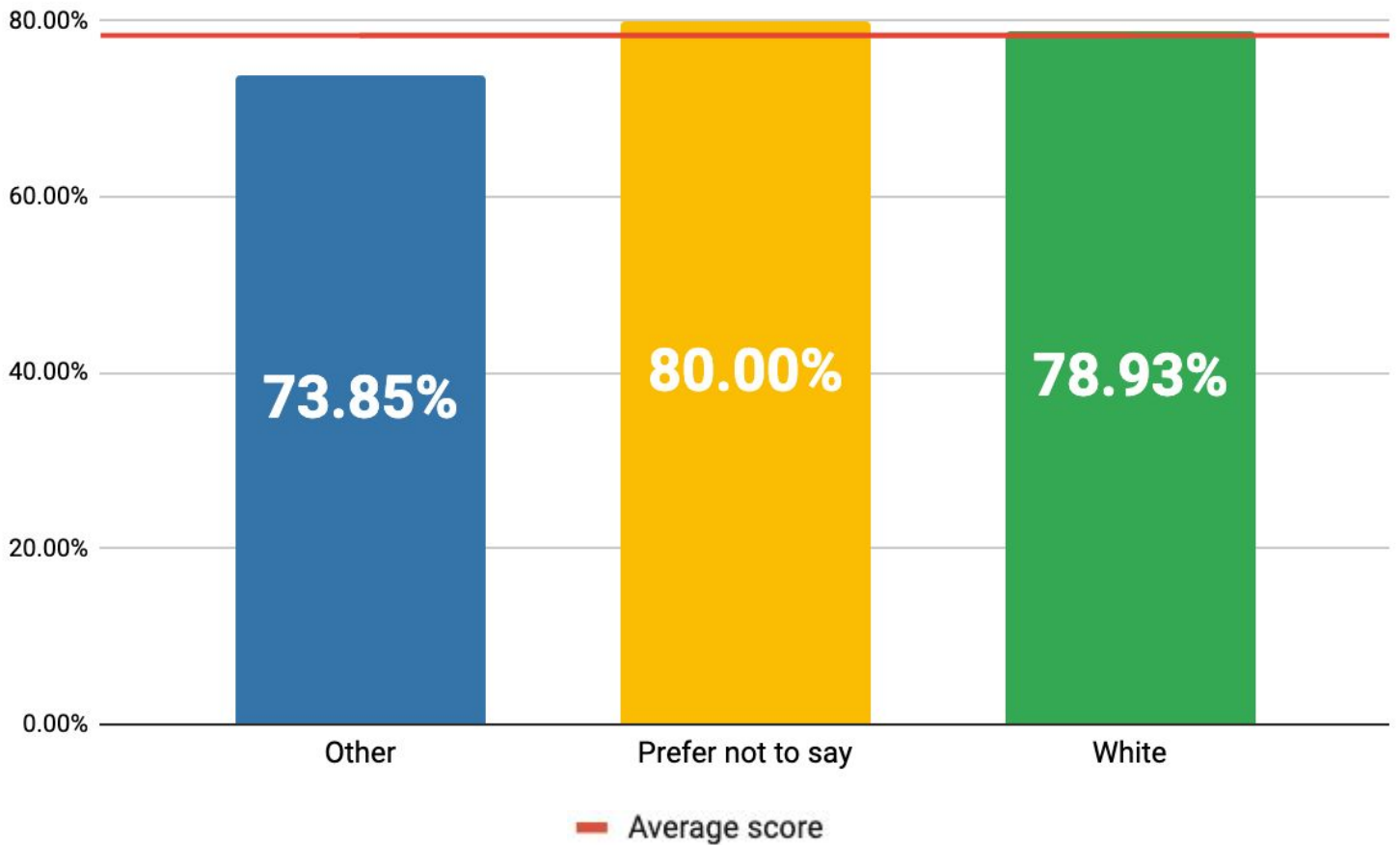


Non-Profit
76.45%

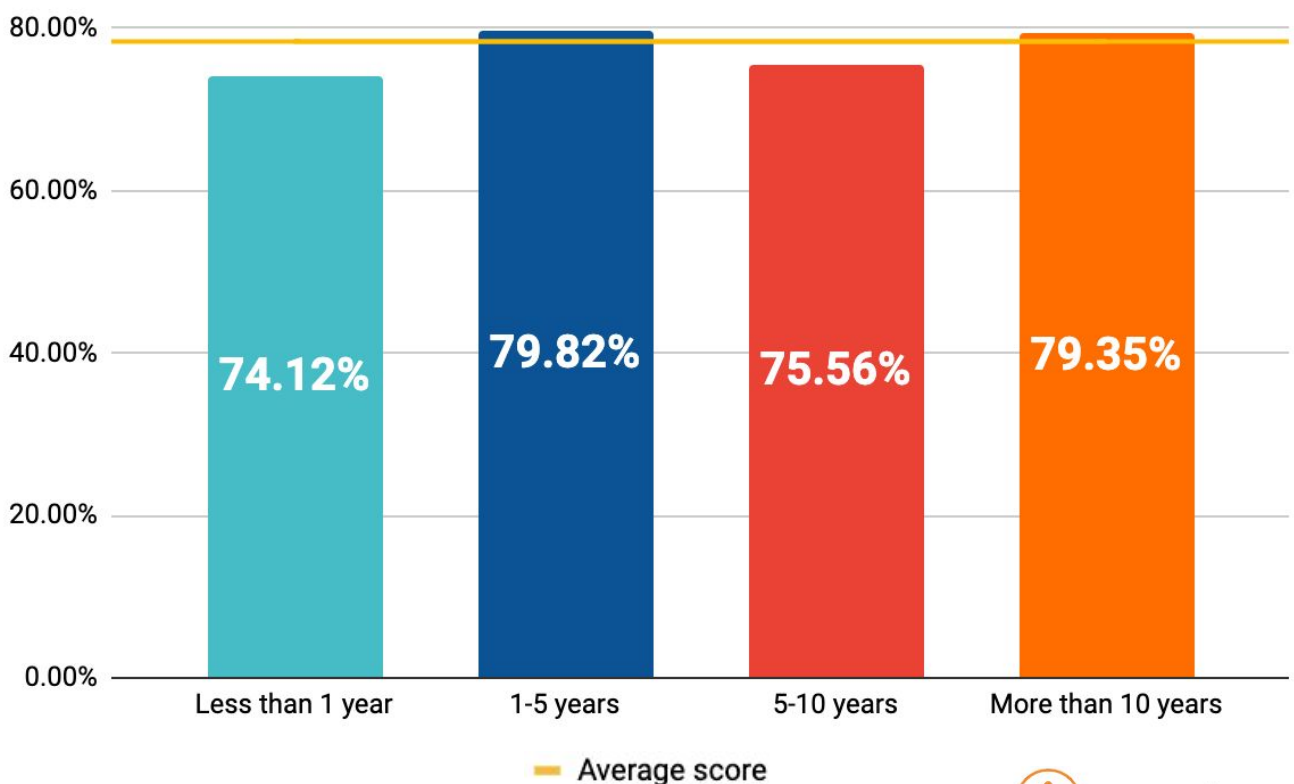
Age scores



Ethnicity scores



Employment length scores (years)



Do you feel your company practices support the attraction, recruitment and development of a diverse workforce?



Question score
68.91%



Female
70.37%



Management
71.24%



Difference to Average score
-3.3%



Male
65.97%



Non - Management
66.39%



Retail
71.42%

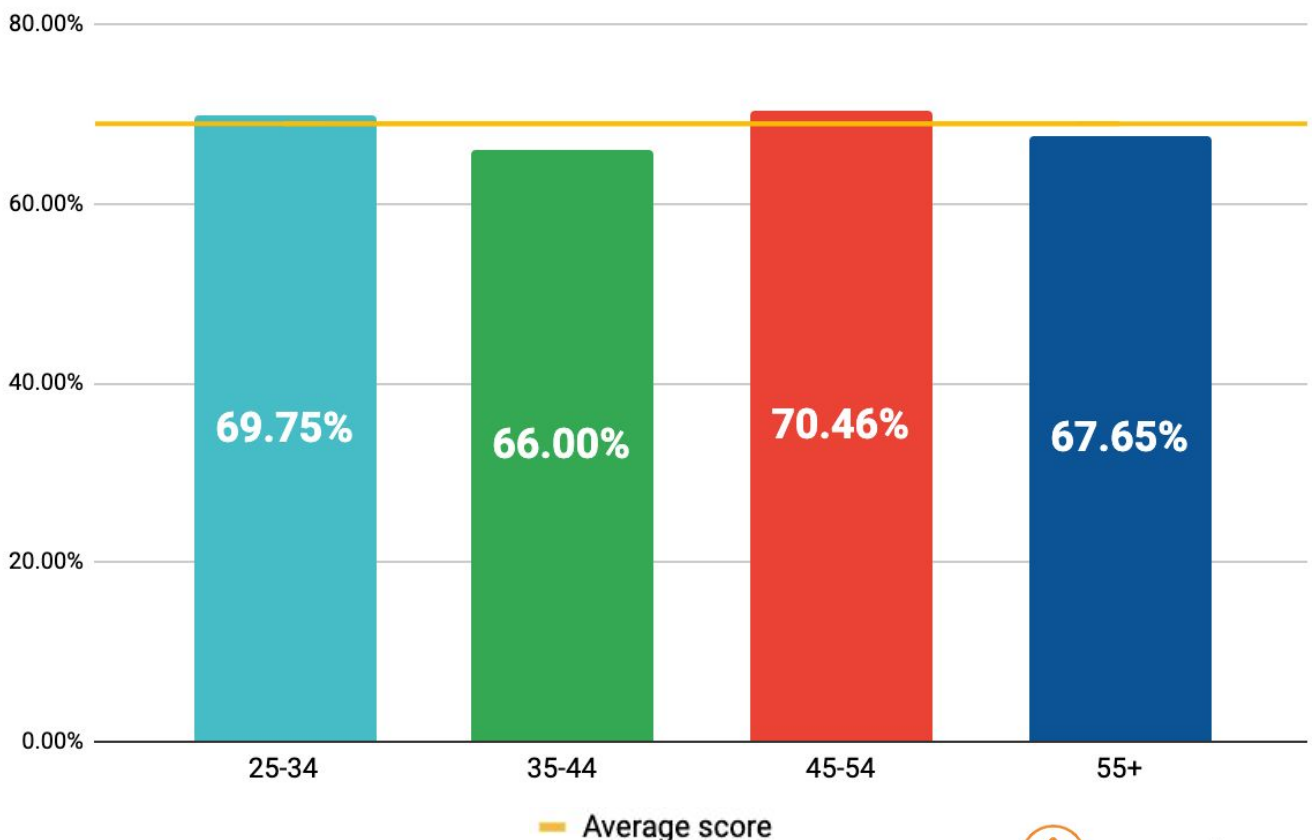


FMCG
67.08%

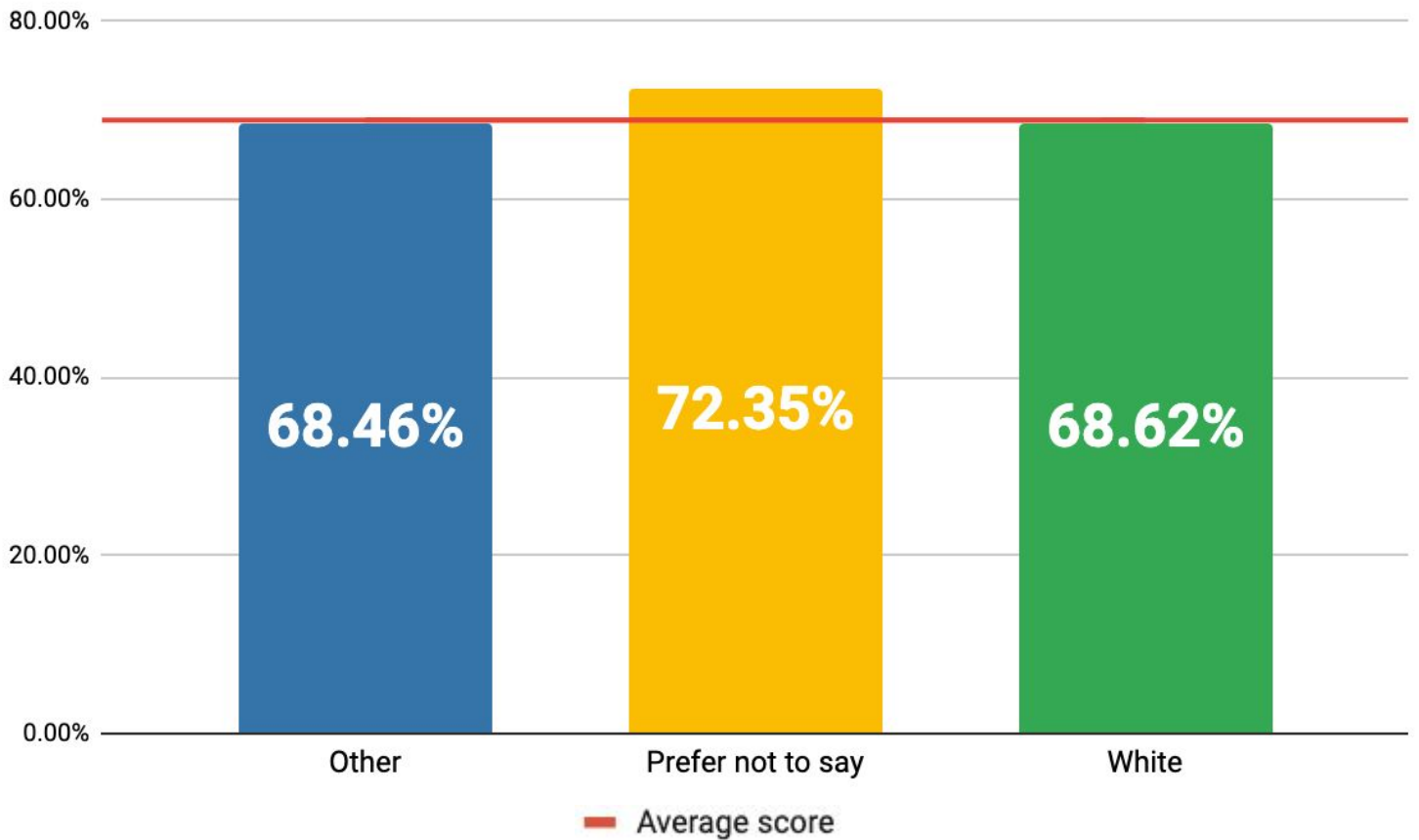


Non-Profit
69.03%

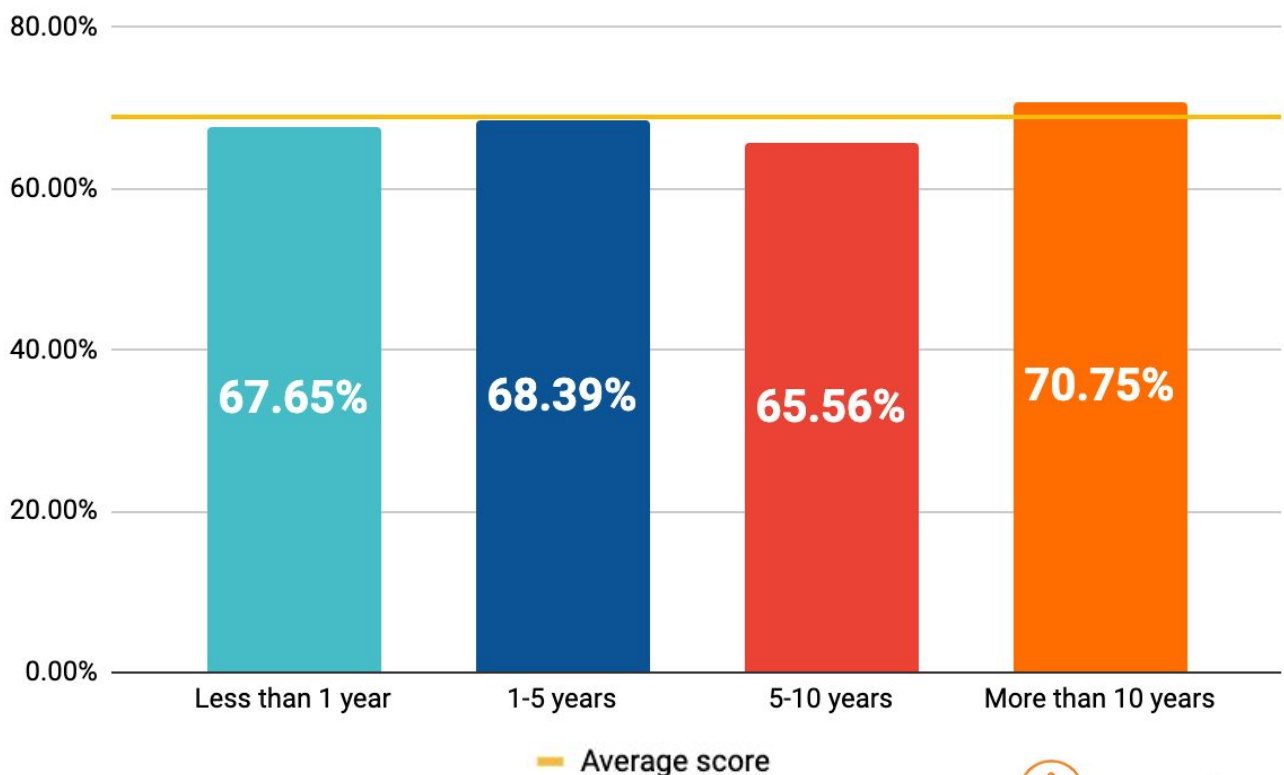
Age scores



Ethnicity scores



Employment length scores (years)



Do you feel people from all backgrounds are treated fairly at your company?



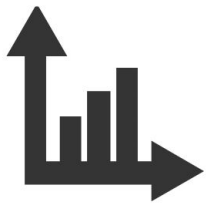
Question score
78.12%



Female
76.96%



Management
79.43%



Difference to Average score
+5.91%



Male
80.45%



Non - Management
76.7%



Retail
74.29%

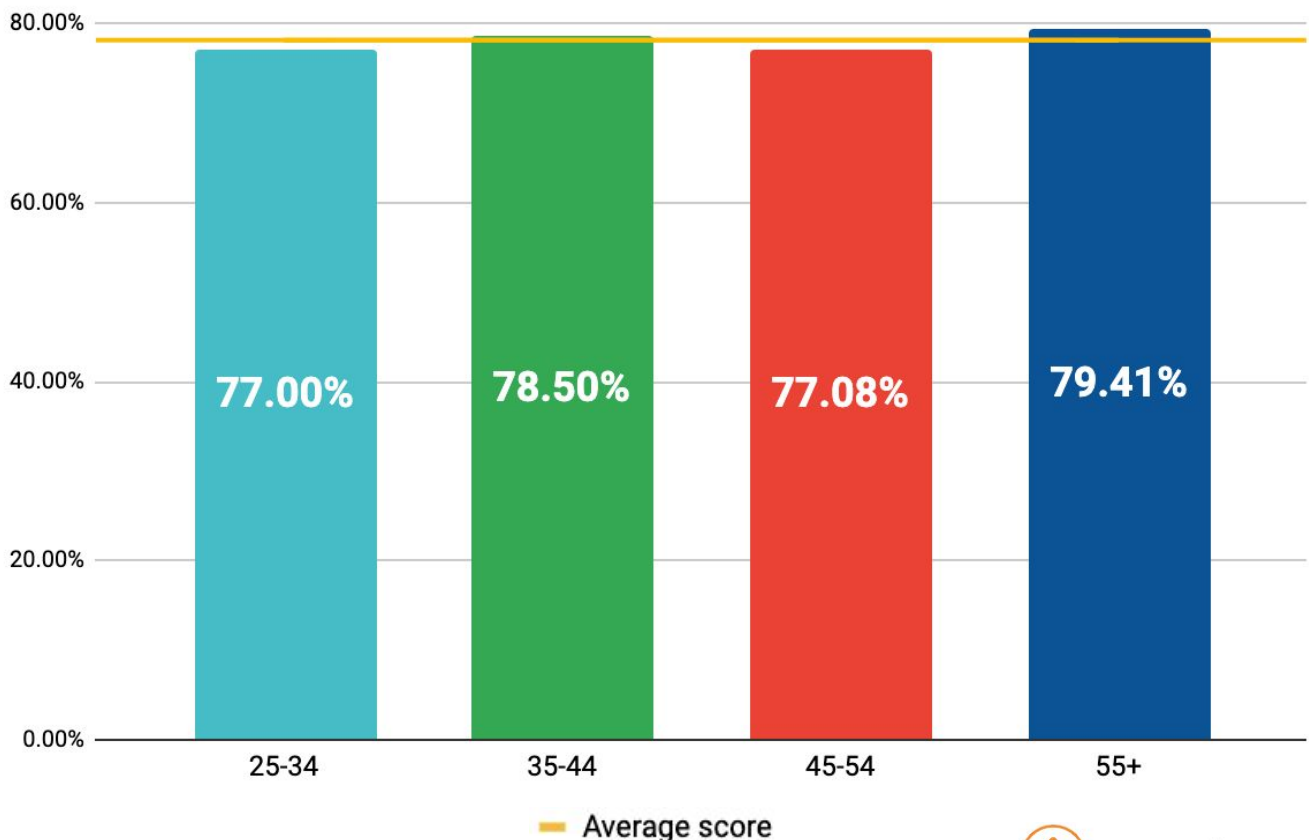


FMCG
75.84%

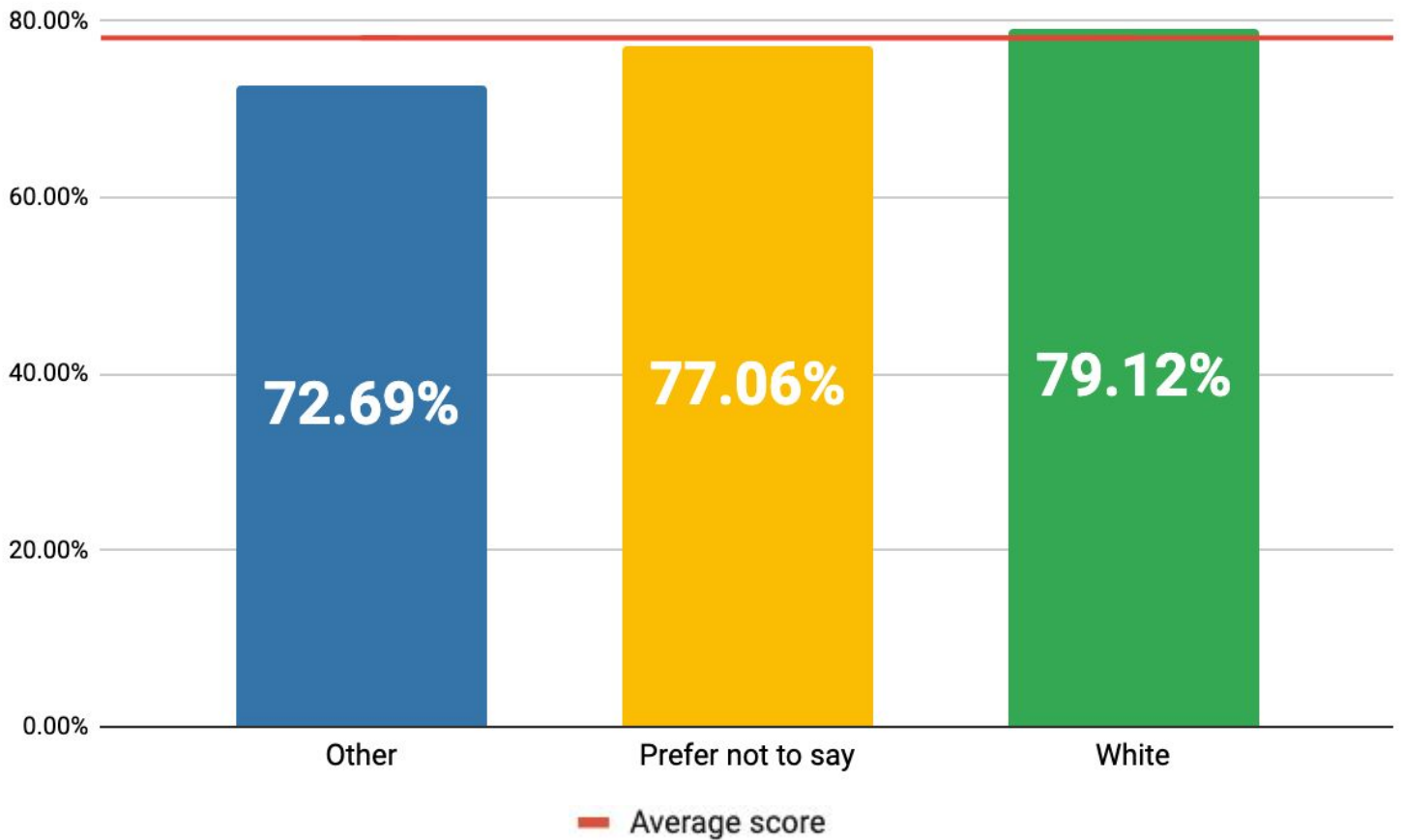


Non-Profit
83.55%

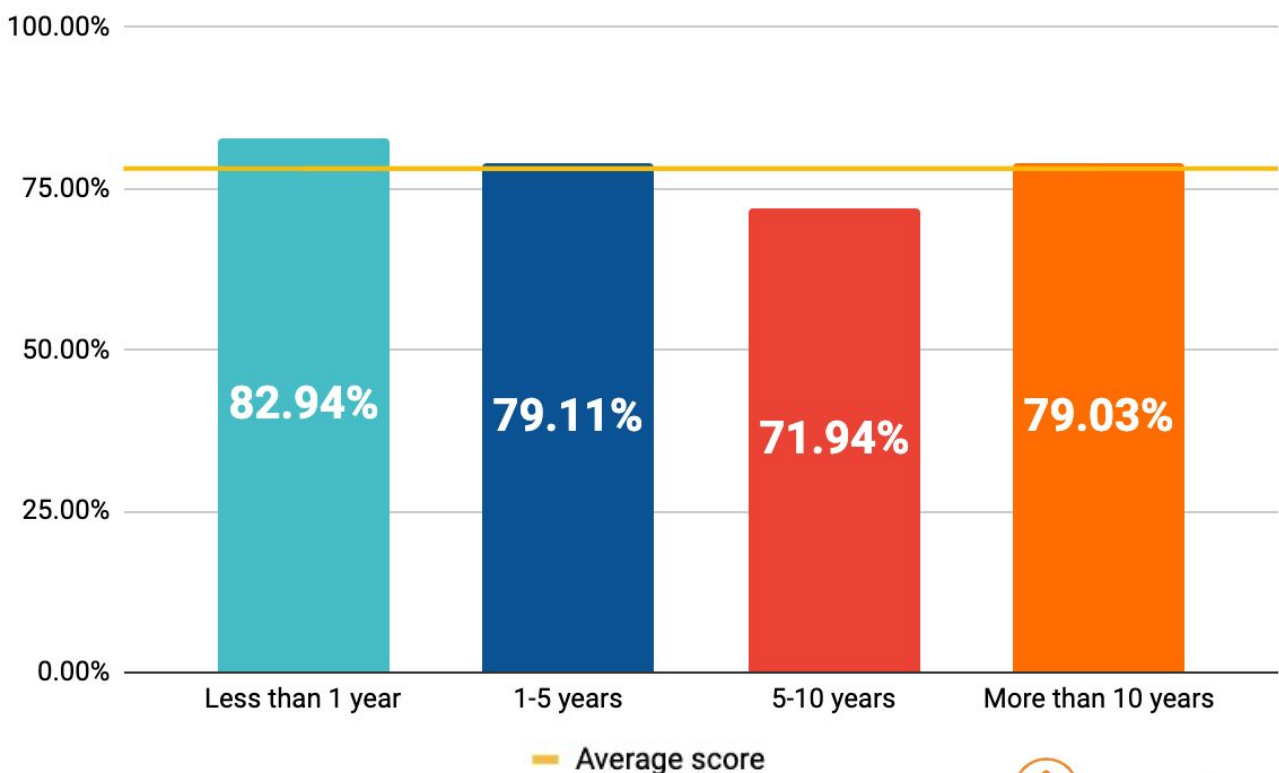
Age scores



Ethnicity scores



Employment length scores (years)



Does your line manager care about your well-being?



Question score
76.09%



Female
78.3%



Management
78.48%



Difference to Average score
+3.88%



Male
71.64%



Non - Management
73.51%



Retail
67.86%

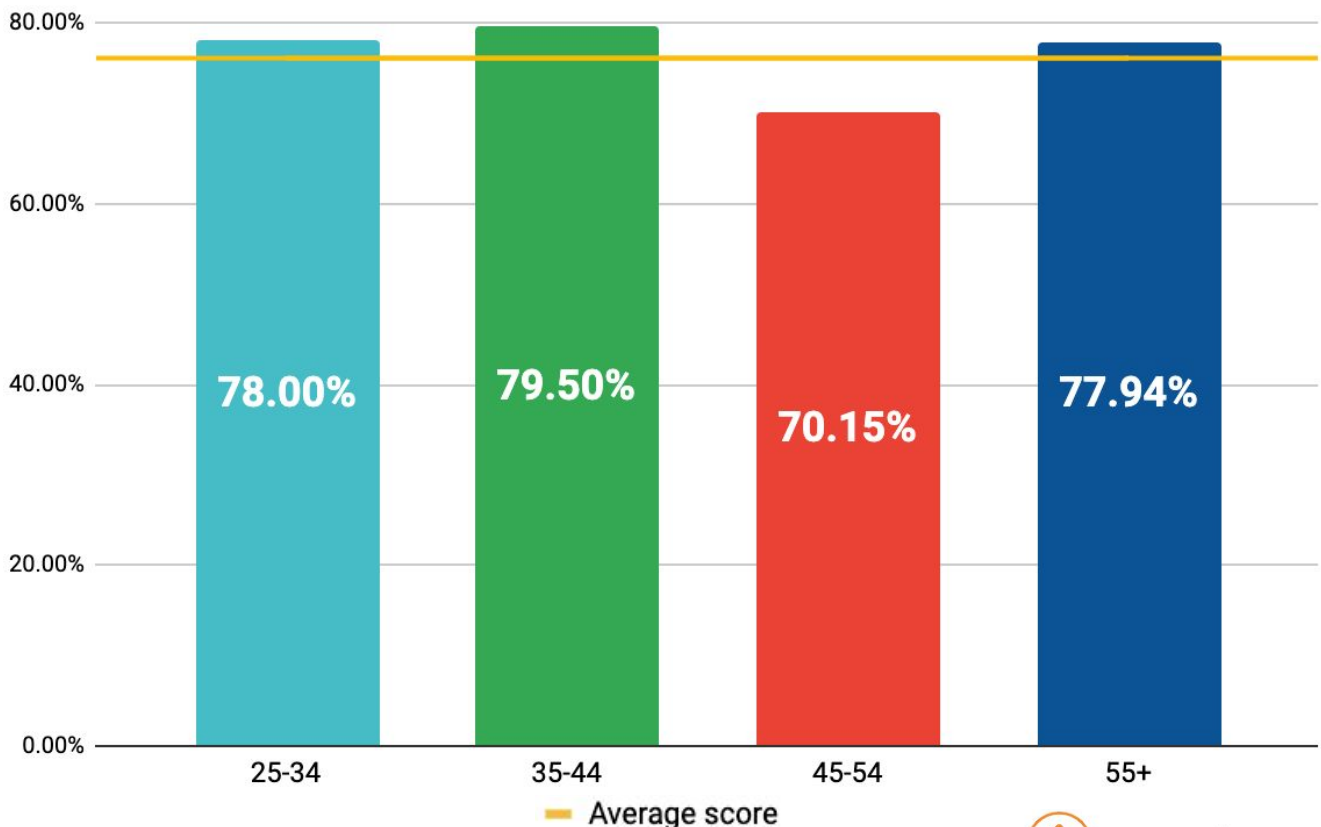


FMCG
76.4%

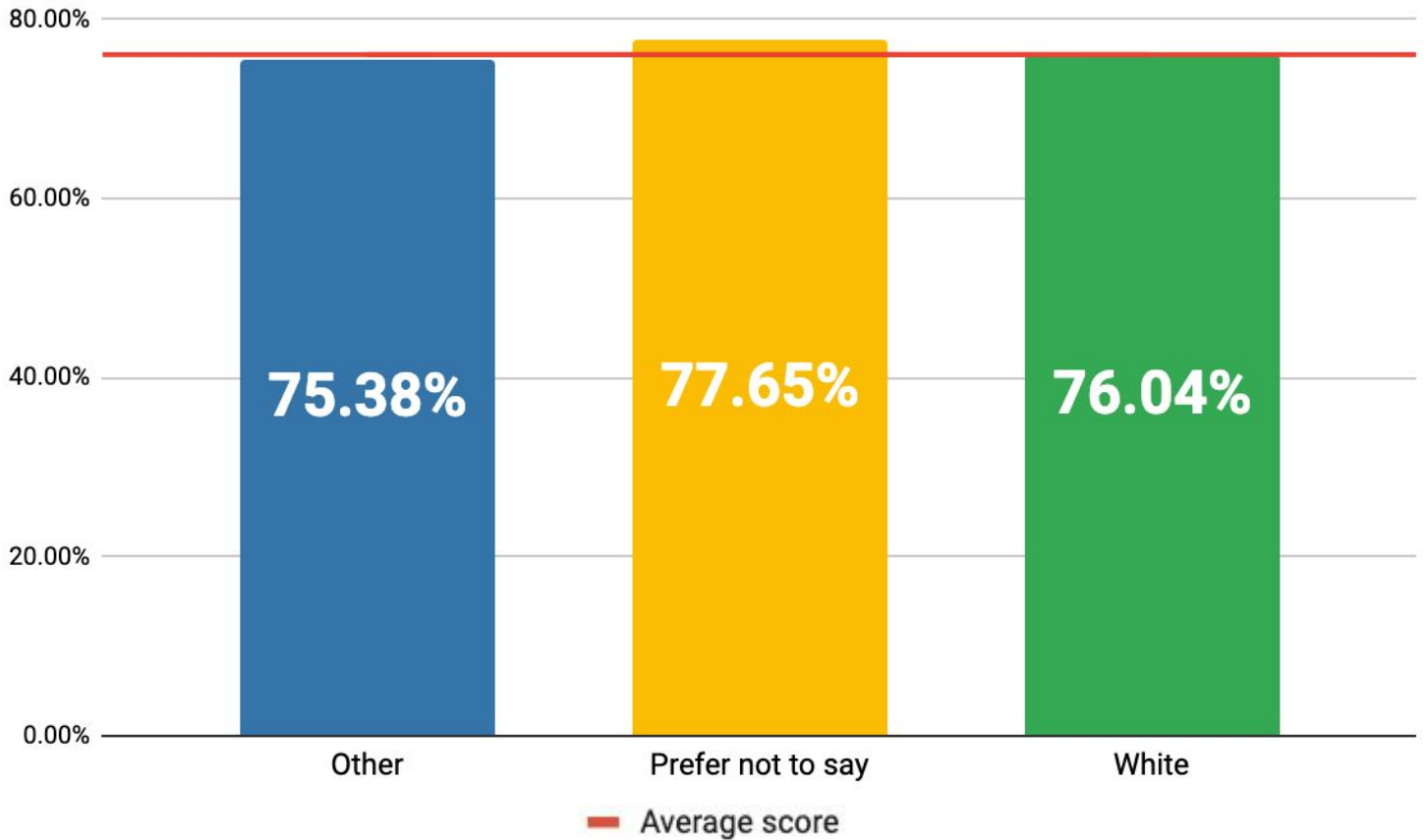


Non-Profit
77.74%

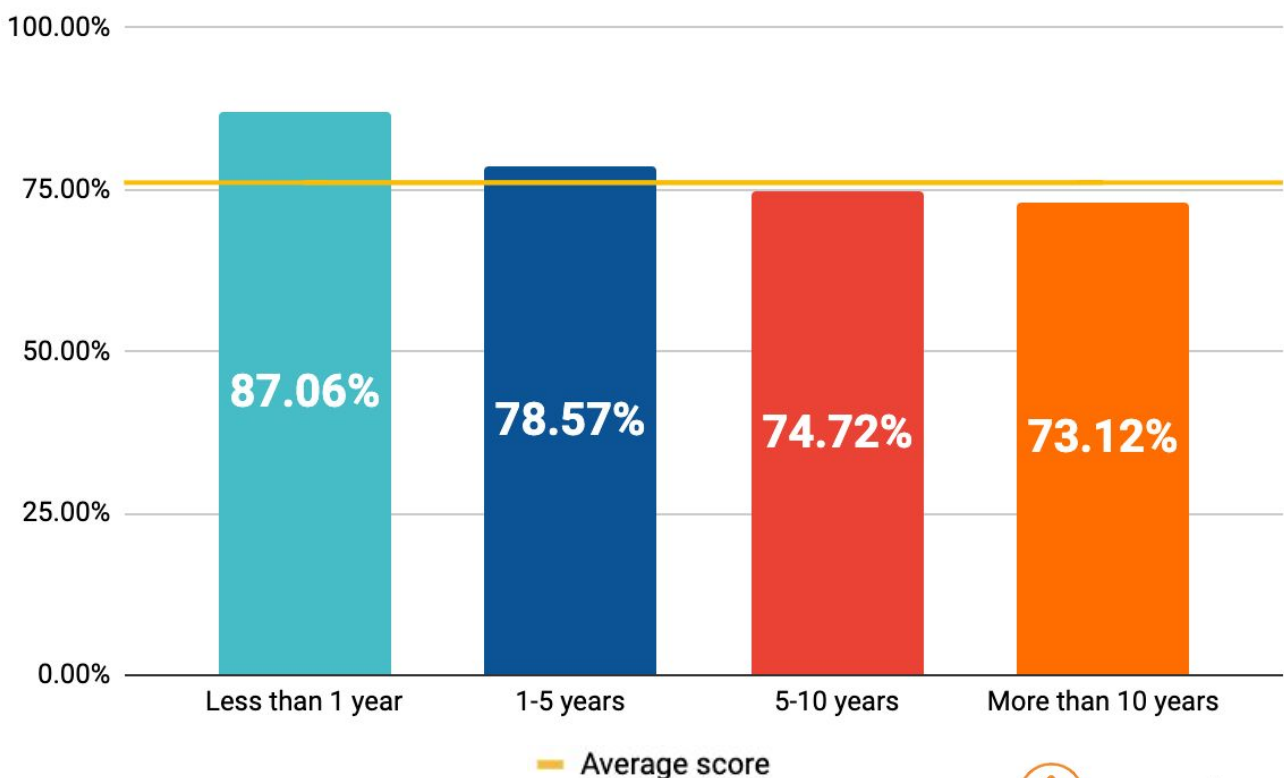
Age scores



Ethnicity scores



Employment length scores (years)



Is there someone in your organisation that you can talk to about mental health?



Question score
58.32%



Female
60.81%



Management
63.05%



Difference to Average score
-13.89%



Male
53.28%



Non - Management
53.2%



Retail
58.57%

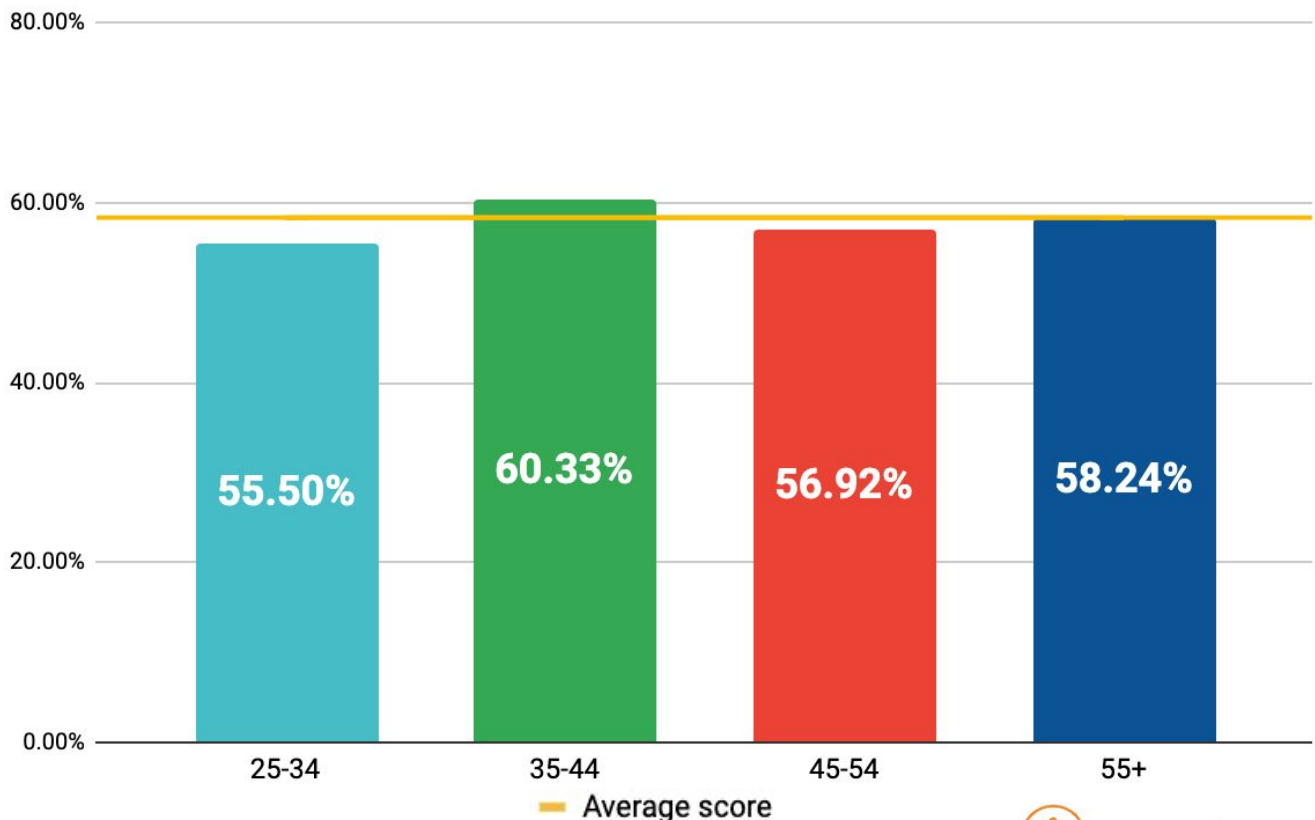


FMCG
57.75%

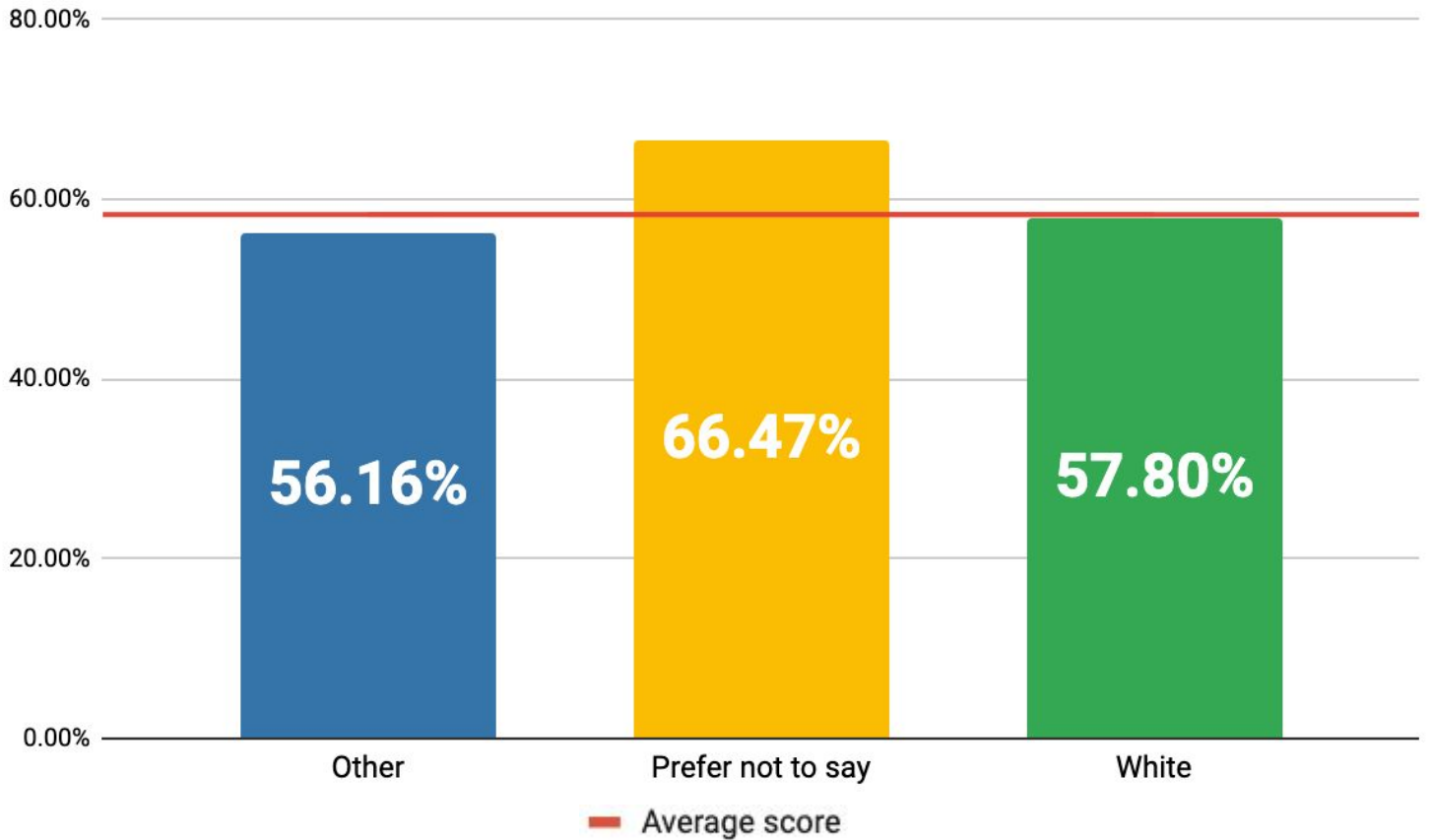


Non-Profit
55.48%

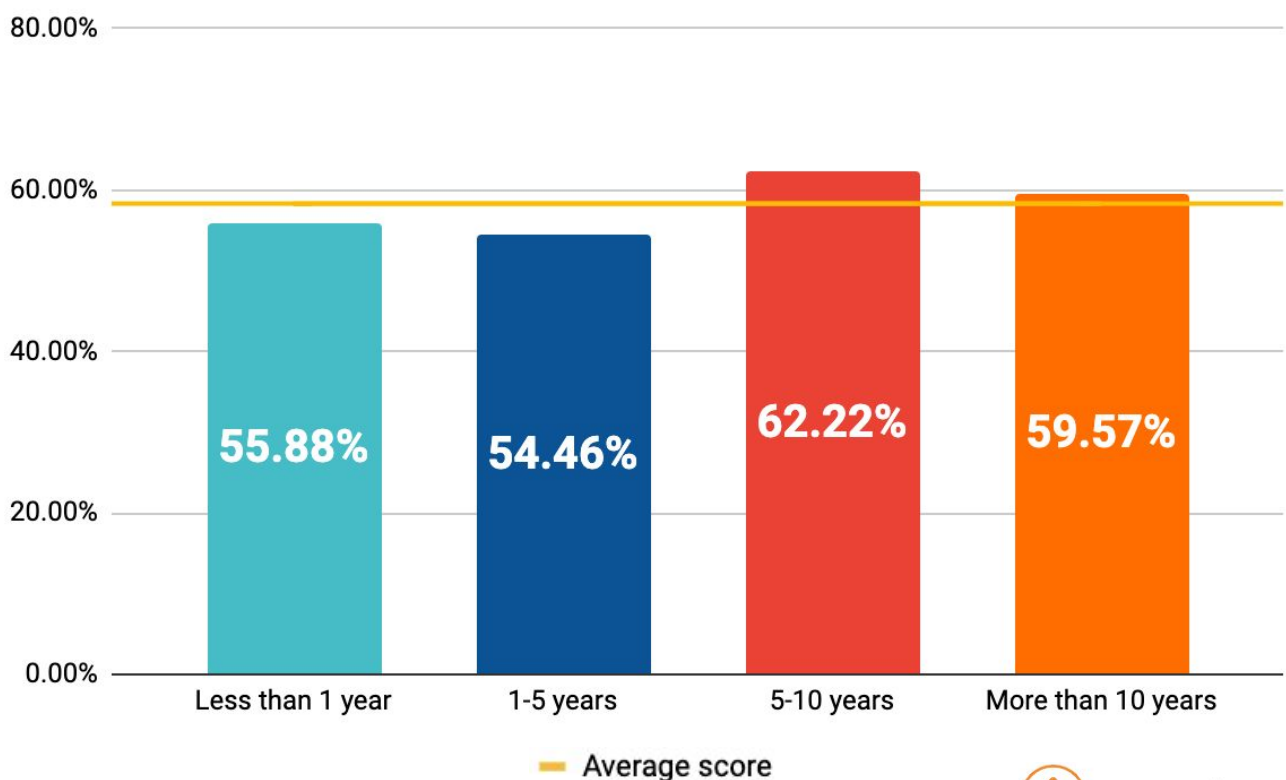
Age scores



Ethnicity scores



Employment length scores (years)



Qualitative questions results



EngagingBusiness

The Ultimate Employee Engagement Platform



EngagingBusiness

What 3 changes would improve your well-being at work?

Key themes:

- Working from home
- Less hours
- Work life balance
- Team building
- Smart working
- More collaboration
- Clear development
- Management
- Communications
- Workloads
- Improved planning and efficiency

The responses to this question were overly positive and full of insightful and useful suggestions.

Inevitably, given that the responses were collected from different companies across the globe, the desires of employees varied. However, as seen in the most populated comments to the right, there were similarities throughout.

We have seen in our wider data collection that working from home has had an enormous impact on employees perspective on working life. Employees are **not** seeking to work from home full time, but rather they seek the competence to be able to work in the office **and** at home, with common suggestions citing 2 or 3 days for the latter would improve employee well-being at work.

In relation to the working from home discussion, meetings are a focus point. Employees are expressing how less 'pointless' meetings would improve their well-being at work. However, there are also employees who would benefit from **more** meetings - but in person.

Lockdowns across the world submerged employees into a world without their coworkers.

For some this may have been appealing, or at least at first, however, it is clear that the physical and in-person contact is a necessity for the majority of employees. This notion was often tied with meetings and other work aspects, but it leads on to another clear theme of employees wanting more social interactions and activities from their employers. "Team building initiatives" and "social activities" were specifically noted, with the same employees listing communication as something that must be improved. These employees all scored above **73%** in their Workplace Happiness score, indicating that this is a clear route for further improvements.

Managers play a monumental role within employees well-being at work. Key aspects mentioned were the desire for more transparency, increased autonomy in decision making and for employees' views to be heard (from management). It is noted that these improvements are wanted from both non-management **and** management employees.

Inevitably, employees are seeking improved salaries and rewards for their work. This is a common theme throughout our wider database, but encouragingly employees within this survey acknowledge that increased pay isn't necessary achievable, and instead are seeking 'reward' through recognition for their work, further holiday allowance and improvements to the existing programmes that given companies are running.