

# LiveTiles Employee Experience Pulse Check: Australia



# Introduction

LiveTiles is a global leader in the employee experience industry. We create workplace tech for companies of all sizes to connect their employees to everything they need for a more personal, productive and purposeful experience at work. To help us understand how employees are feeling after a hugely disruptive period, we have undertaken a global survey involving over 7,000 respondents across Australia, The United States, The UK, Ireland, Germany, Denmark, and Switzerland. We hope the findings of our research help to shine a light on the experience of employees during this immensely challenging, but also potentially transformative period for our relationship with work.

This report focuses on the Australian results, and it includes the inaugural **LiveTiles Employee Experience Pulse Check** of 1,000 Australians who are currently employed. In addition to looking at the employee experience through the usual lens of sectors and demographics, this study seeks to delve into the experience of employees by the type of work they do. In particular we discuss these three categories:

- Desk-based work, for example: administration, finance and consulting staff
- Face-to-face work, for example: doctors, teachers, and retail, sales and hospitality staff
- Skilled, technical or physical work, for example: drivers, tradies and cleaners

**Our research highlights that employee experience matters.** One of the stand-out findings of our research is that a whopping 37% of employees are willing to switch to a job offering lower pay in return for a better experience at work – or more than 4.7 million Australian employees<sup>1</sup>. We know that the last two years have thrown us huge challenges for employers and employees alike, with some jobs and sectors impacted more than others. We also know that ‘employee experience’, or EX, is hugely personal, and there is no one size fits all approach to employee engagement.

We hope this report helps shed a light on how employees are feeling, what they want and value, and how we can work together to shape an employee experience that helps people have a more enjoyable, productive and purposeful experience at work as the world transitions to a ‘new normal’.

**Whether Australia is on the cusp of a ‘Great Resignation’ such as the US, UK and EU, depends on how employers respond in the coming months. We believe that instead of a ‘Great Resignation’, if Australian employers heed the warnings in this report, they could begin a ‘Great Attraction’.**

**By focusing more on what employees want and need from their experience, employers can win the war for talent while we all benefit through improved wellbeing and productivity.**

**We hope you enjoy this report.**

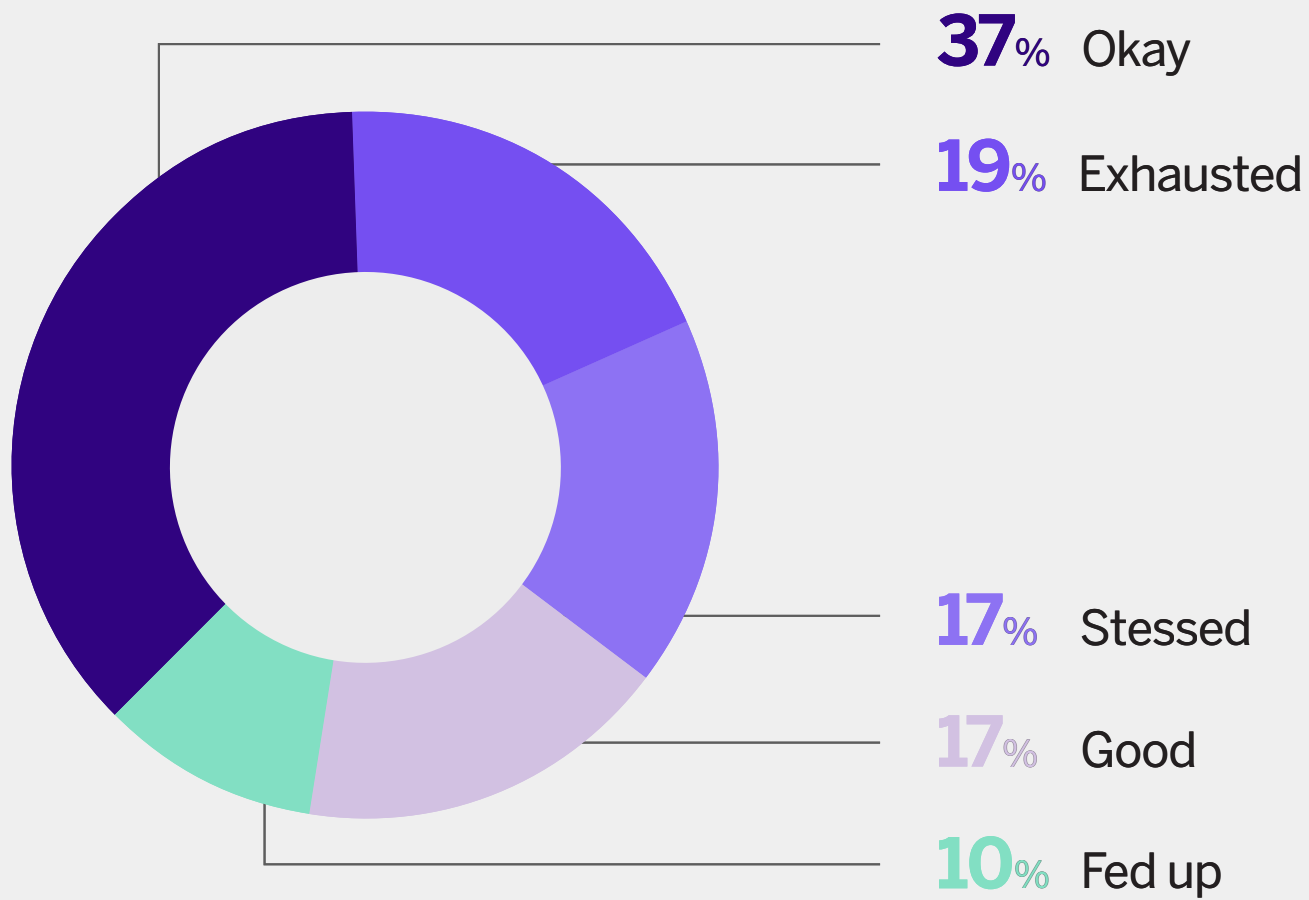
1. Based on 'ABS employment data' for October 2021 and survey findings (37% of employees)

A woman with red hair tied in a bun, looking directly at the camera with a stressed and weary expression. Her forehead is wrinkled, and her eyes are wide. The background is a soft, light purple gradient.

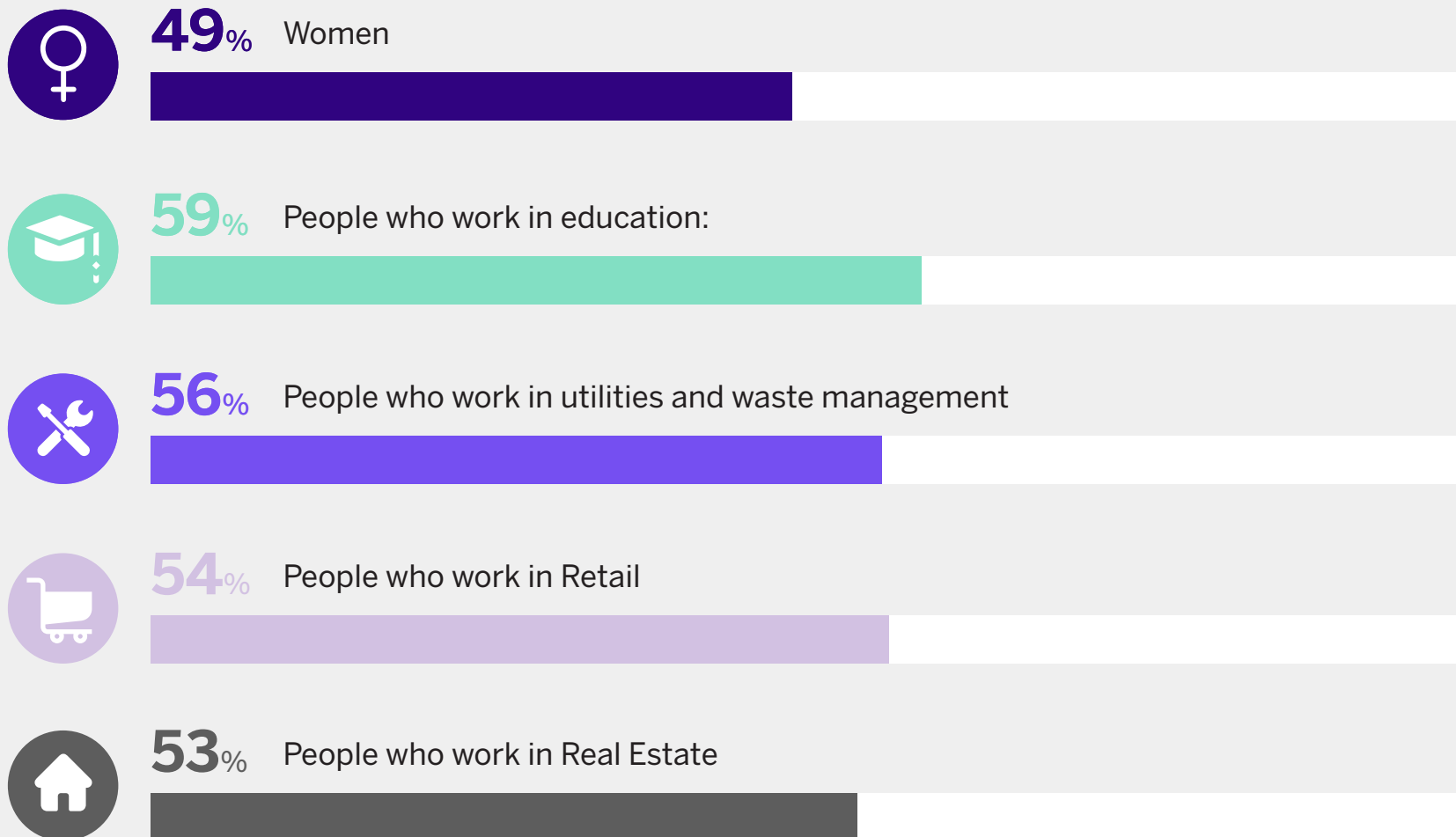
# 46%

**Nearly half of Australian  
employees are feeling  
stressed, exhausted or fed up**

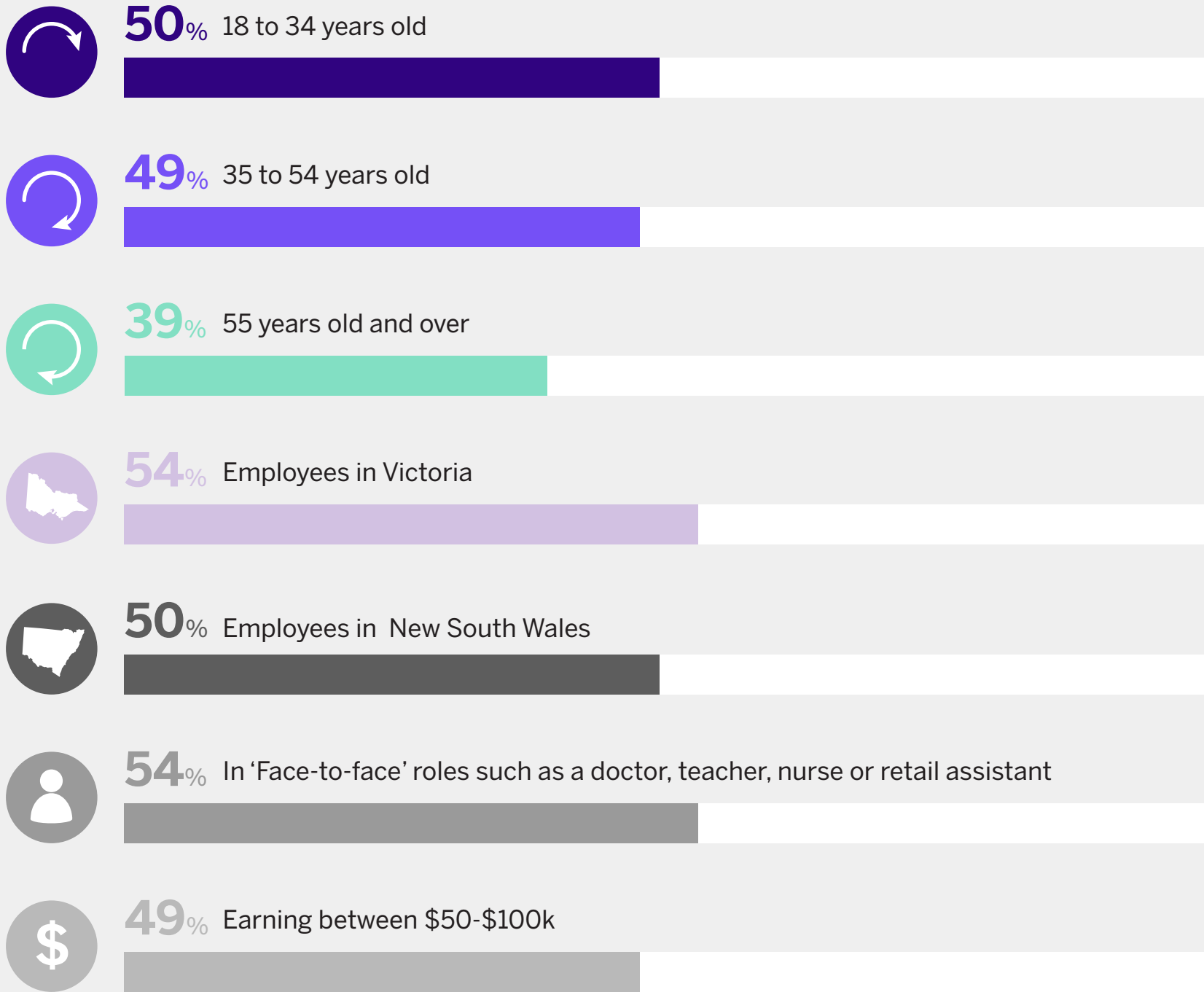
### When we asked employees how they'd describe how they are feeling right now they said:



### The employees most likely to feel fed up, stressed or exhausted are:

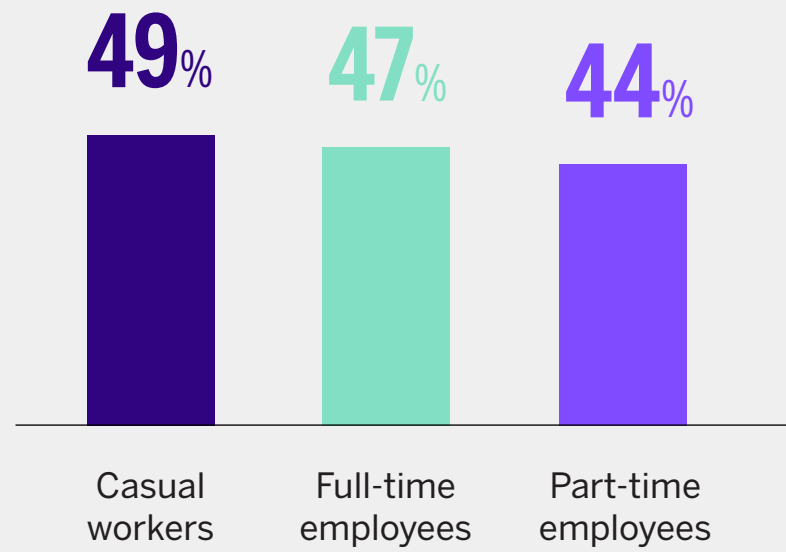
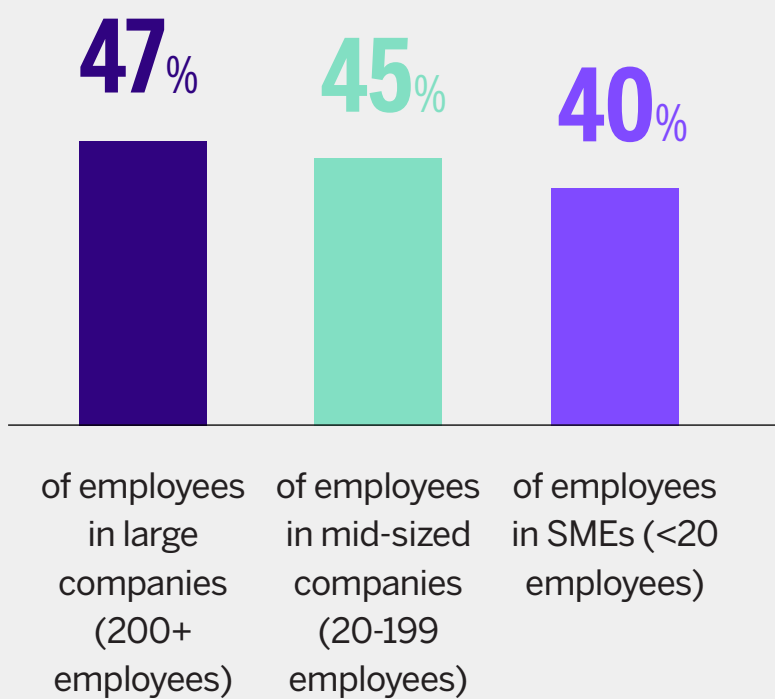


**The employees most likely to feel fed up, stressed or exhausted are:**



**Employees in companies of all sizes**

**Employees of all types**

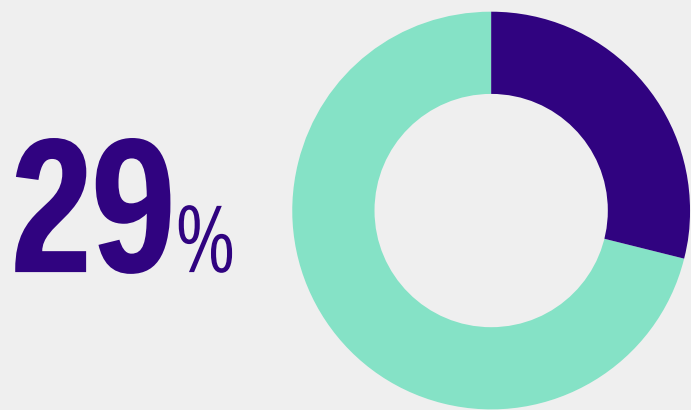




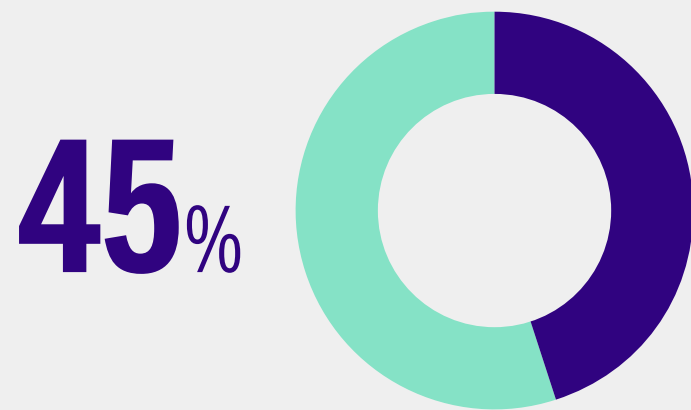
**1 in 3**

**Australians are working more  
hours than a year ago**

## Meanwhile COVID stand-downs and cuts have disproportionately hit casuals, young people, low-income earners, women and employees in the hospitality and retail sectors – particularly in NSW and Victoria.

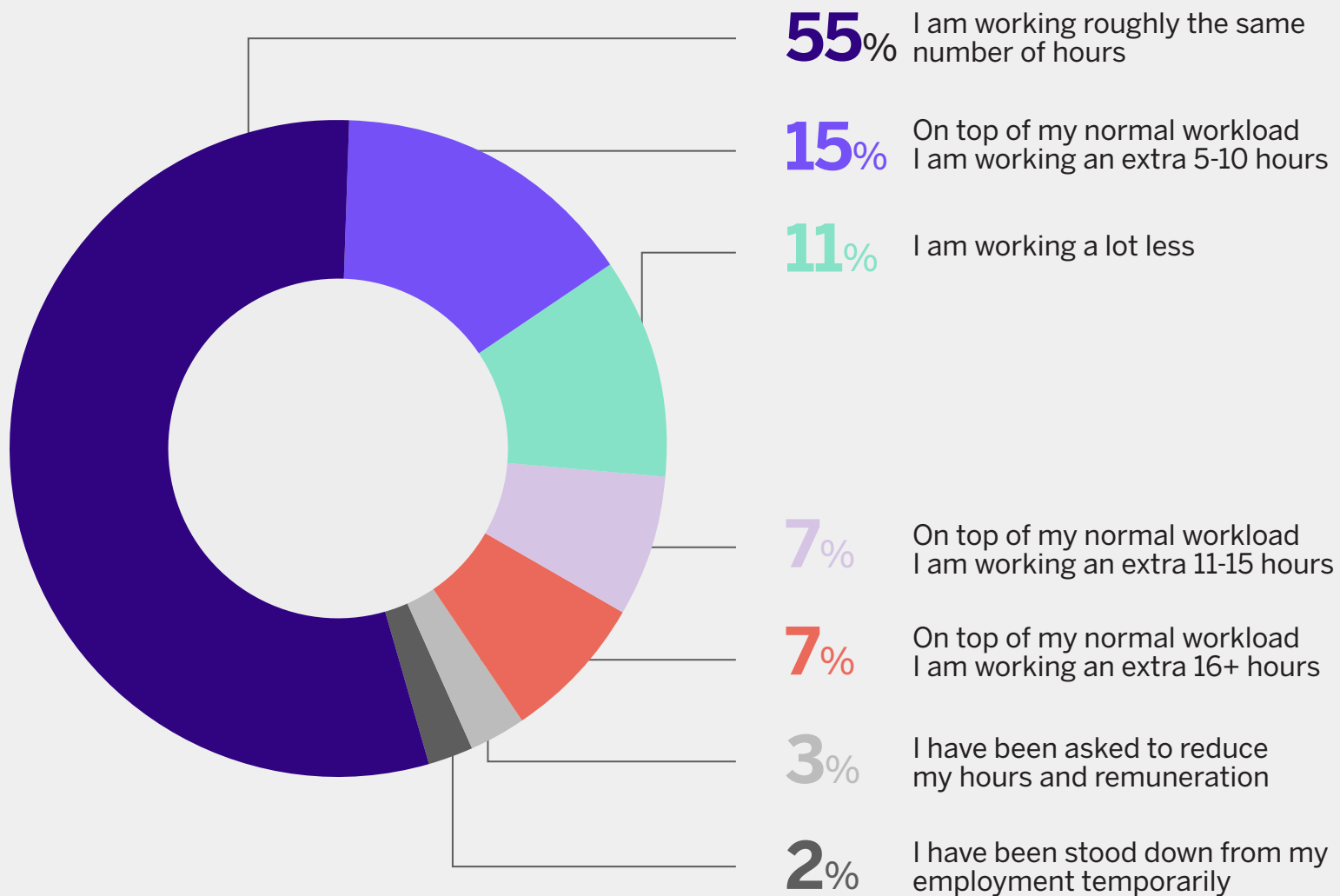


One in three fulltime employees (29%) say they are working more hours than 12 months ago, but the picture is split.



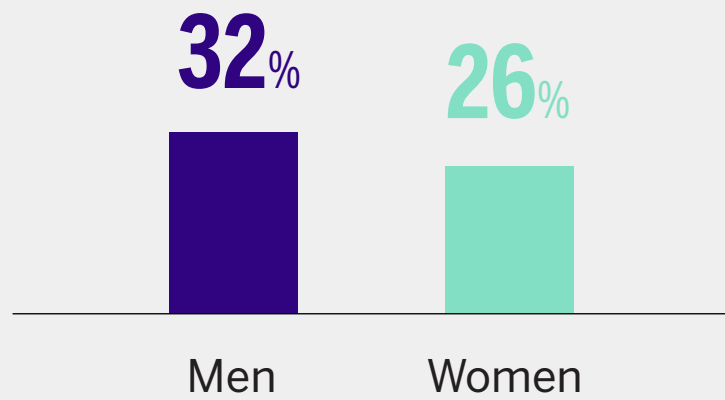
Among casuals, 45% are working less, have been asked to reduce hours/remuneration or have been stood down temporarily

**Note:** people who lost their jobs during the past 12 months were not included in this survey.

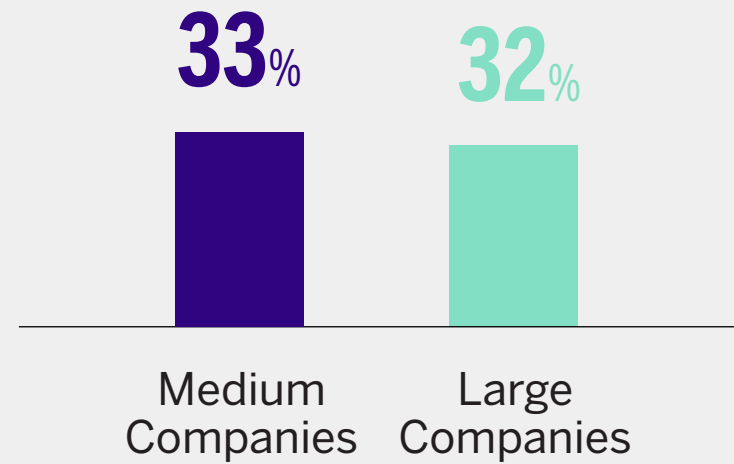


## Employees more likely to be working longer hours:

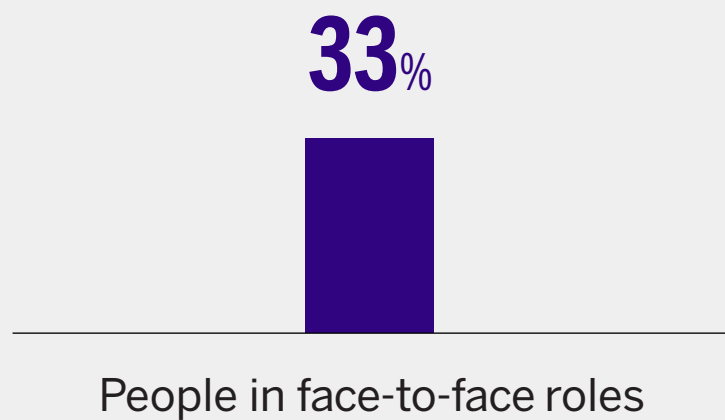
### Gender



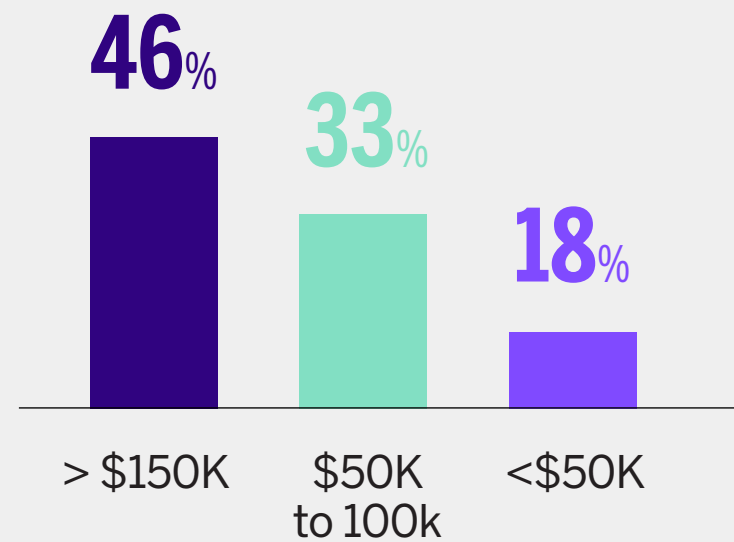
### Company size



### Job type

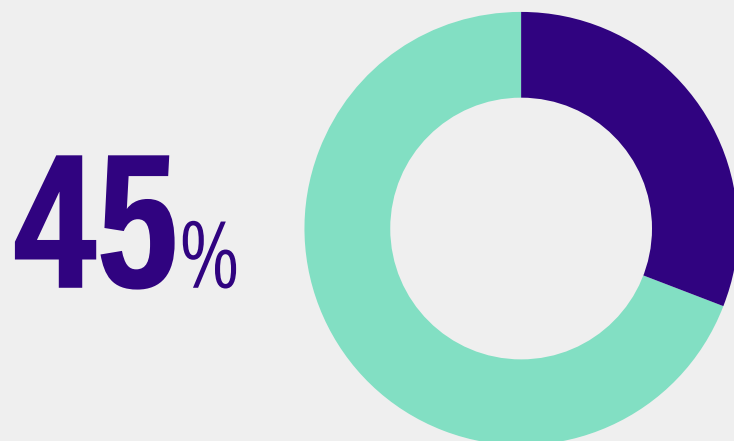


### Compensation



## Who has been hardest hit by reduced hours, pay and stand-downs in the past 12 months?

### Casuals

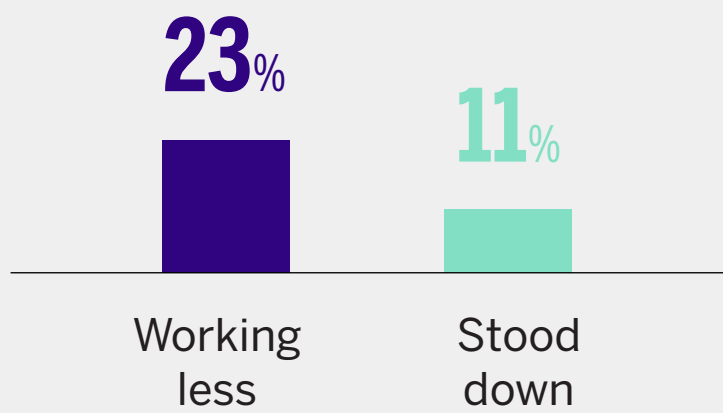


45% are working less, have reduced hours and remuneration or been stood down

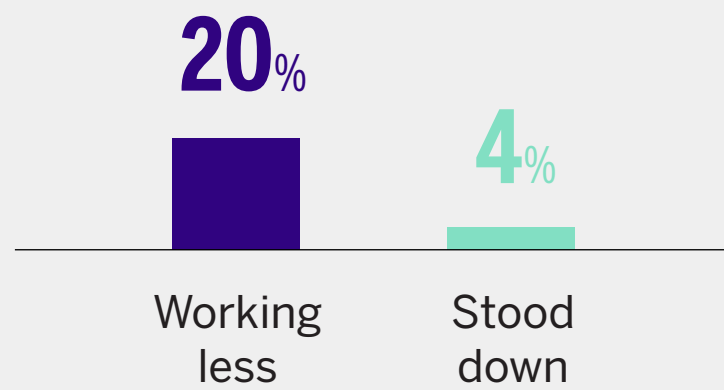


## Who has been hardest hit by reduced hours, pay and stand-downs in the past 12 months?

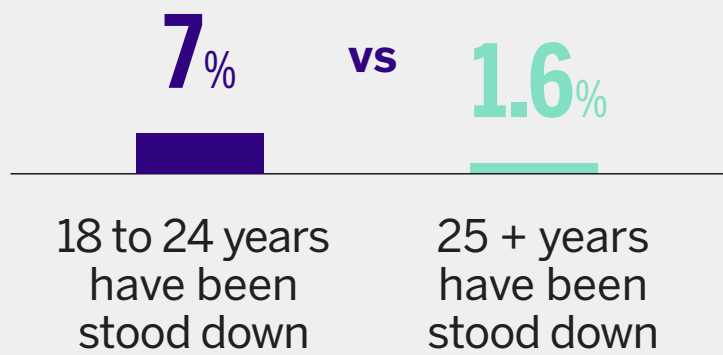
### Hospitality workers



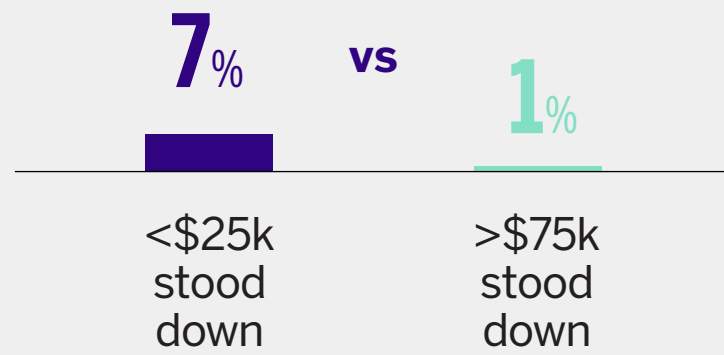
### Retail workers



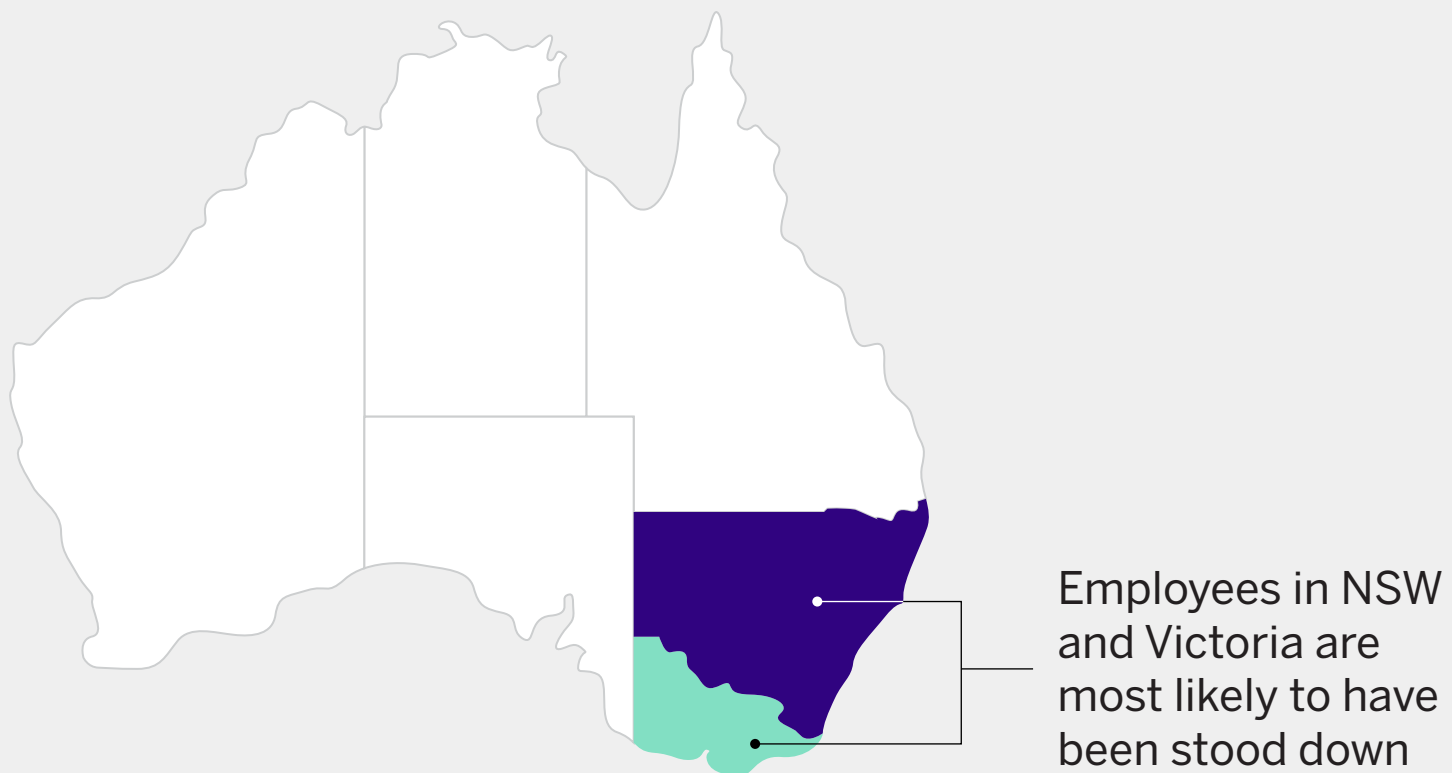
### Age



### Compensation

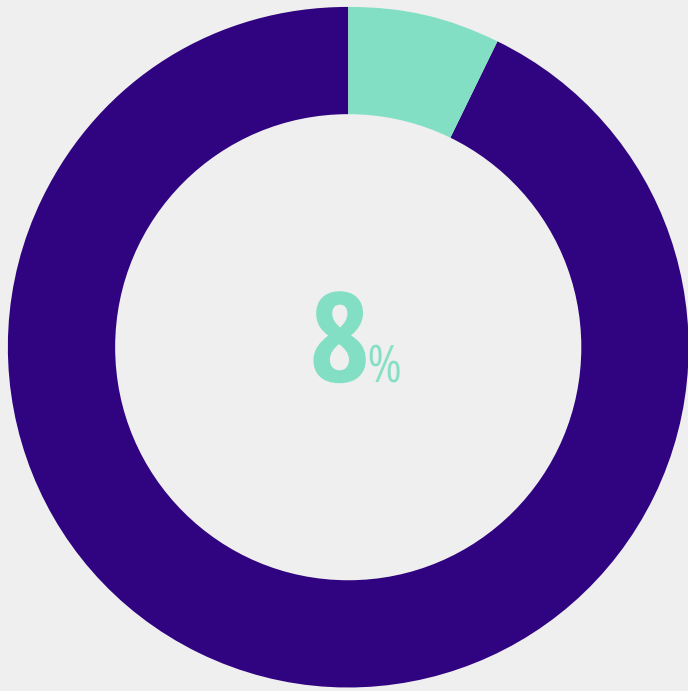


### Location

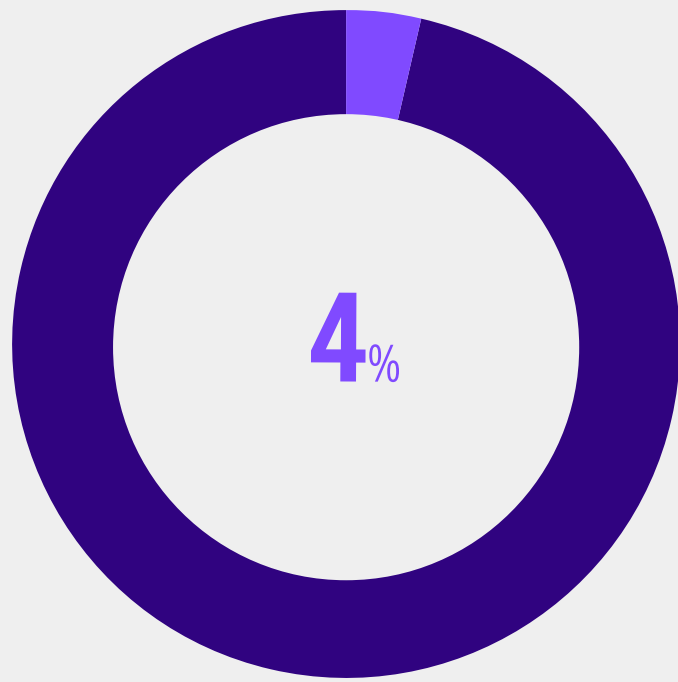


## Who has been hardest hit by reduced hours, pay and stand-downs in the past 12 months?

### Company size



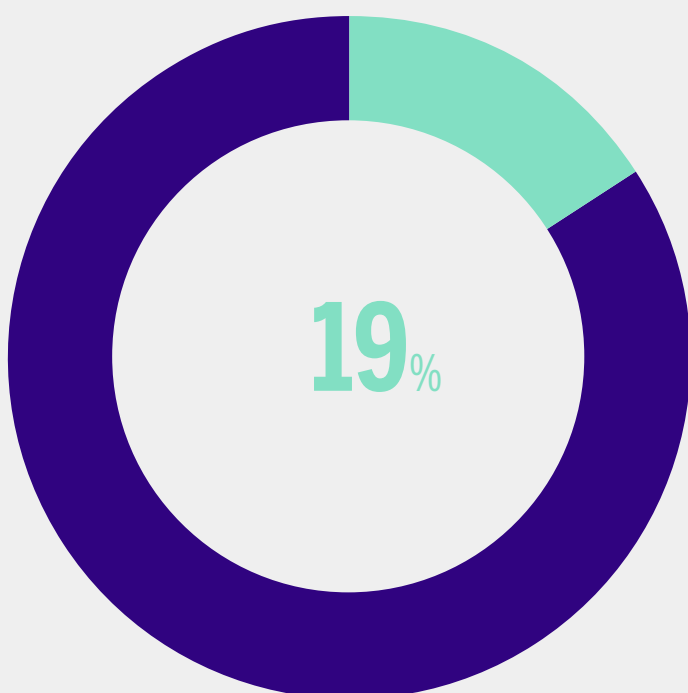
vs



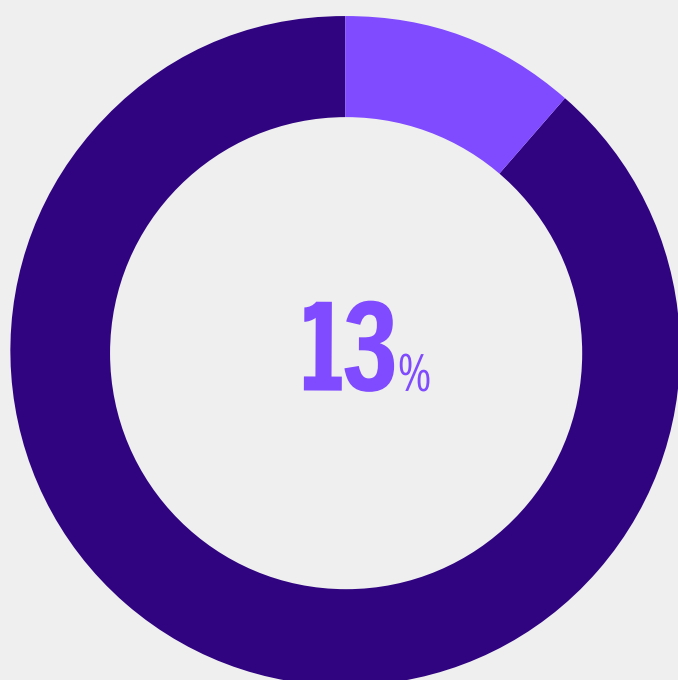
Employees of small businesses:  
8% had hours and pay reduced  
or were stood down

Employees of large companies:  
4% had hours and pay reduced  
or were stood down

### Gender



vs



19% of women were asked to  
work less or stand down

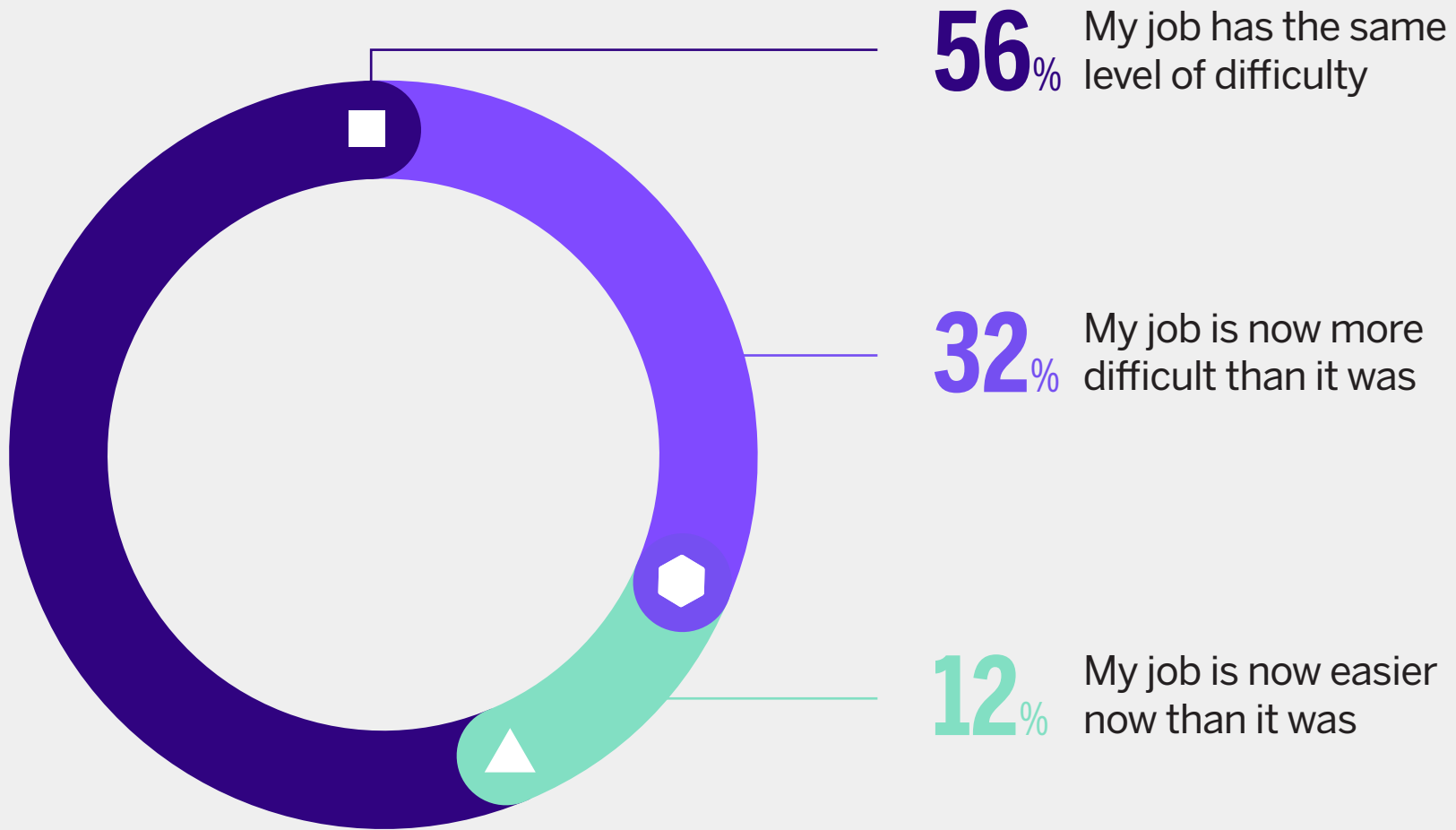
While, 13% of men were asked  
to work less or stand down

A man with dark hair and a light blue button-down shirt is shown from the chest up. He has his eyes closed and his hands pressed against his temples, suggesting stress or frustration. The background is a dark, out-of-focus office environment with some blurred shapes. The overall lighting is dim, with a slight blue tint.


# 1/3


**say work has become more  
difficult in the past 12 months**

### When comparing your job from 12 months ago:

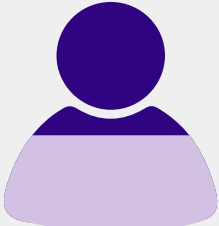


### People whose job is now more difficult than it was 12 months ago:

**54%**   
Education or community -based organisation

**43%**   
Healthcare

**43%**   
Public sector organisation (e.g. government agency or local government):

**42%**   
People in face-to-face roles



**38%**

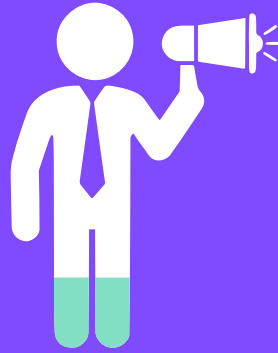
**of Australian employees said  
their employer has improved  
overall communications**

## Australian employees said their employer has:



**38%**

Improved overall communications



**35%**

Been more vocal and communicative



**33%**

Implemented new technologies to drive greater employee experience (e.g., mobile apps, intranet, rewards systems)



**29%**

Shifted priorities to focus on creating a better work environment and retaining talented staff



**29%**

Made it easier to connect with leadership or senior management to have my voice heard



**27%**


Has offered more or better employee well-being initiatives

# It's time to reconnect with our colleagues

Compared to 12 months ago:

**59%** 

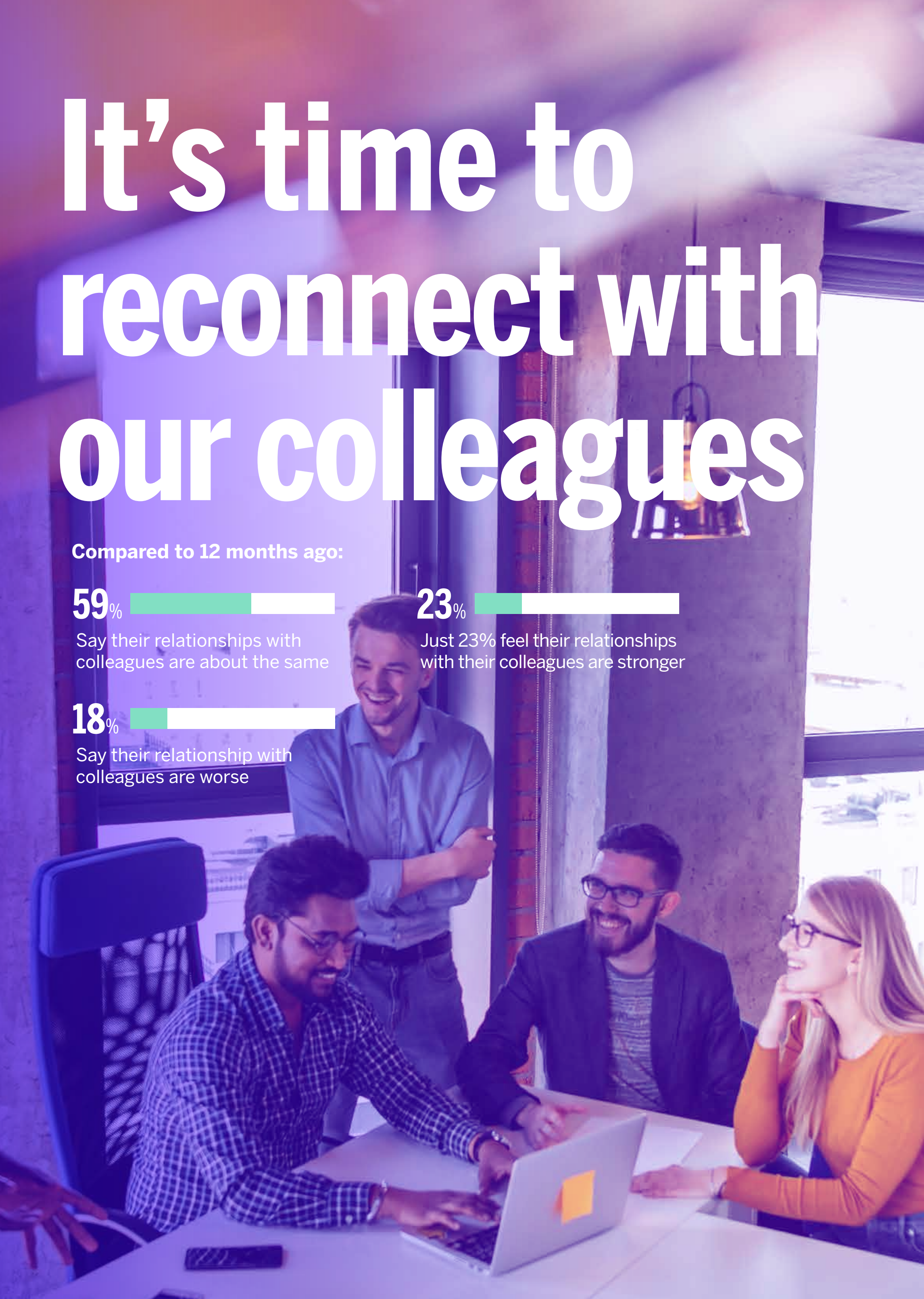
Say their relationships with colleagues are about the same

**23%** 

Just 23% feel their relationships with their colleagues are stronger

**18%** 

Say their relationship with colleagues are worse



# Introducing the LiveTiles Employee Experience Pulse Check

Employees were asked to rate ten employee experience attributes in terms of their importance to them and score each based on **how they feel right now** and their experience. Scores provided are the mean of all scores (every rating added together and divided by the number of respondents).

Employee experience components Ranked most to least important as rated by respondents	Score out of 10 How employees feel right now	
	Australia	Global
1. My job is secure.	6.77	7.06
2. I have the right level of flexibility and work life balance for me.	6.87	6.81
3. My pay/remuneration is fair.	6.23	6.67
4. I enjoy my work.	6.56	6.06
5. I have the right tools, technology and support I need to do my job.	6.89	7.04
6. My workplace has a good culture and I feel like I belong.	6.64	6.85
7. My employer cares about my wellbeing.	6.30	6.33
8. I like my colleagues.	7.24	6.54
9. I feel connected to my workplace (and its mission/values/purpose).	6.44	7.36
10. I feel like my work is recognised and valued by my manager/colleagues.	6.25	6.57
<b>How Australian employees score their overall employee experience</b>	<b>66.19/100</b>	<b>67.29/100</b>



LiveTiles Employee Experience Pulse Check – Scores by region	
Country	Score out of 100
Denmark	69.28
Switzerland	68.18
United States of America (USA)	68.07
Germany	66.82
United Kingdom (UK)	66.68
Australia	66.19
Republic of Ireland	65.65

## Our research reveals:

**There is plenty of room for improvement across all aspects of the employee experience in Australia.**

- The EX of Australian employees is lagging behind other regions (6th out of the 7 regions surveyed), with Aussies rating their EX at 66.19 vs 67.29 globally.
- Having the 'right tools and technology to do my job' is viewed as more important to employee experience than having a good culture and being recognised by managers.

### Australian employees are more likely to:

- Feel their pay is more important than enjoying their work. Australians rank pay 3<sup>rd</sup> (globally it's 4<sup>th</sup>) and enjoying their work 4<sup>th</sup> (globally it's 3<sup>rd</sup>)
- Feel they have the right level of flexibility and work life balance (6.87/10 vs 6.81 globally)

### Australian employees are less likely to:

- Feel they have the have the right tools, technology and support they need to do their job (6.89/10 vs 7.04 globally)
- Feel connected to their workplace (6.44/10 vs 6.57 globally)
- Care if their work is recognised and valued by their manager or colleagues (Australians rank it last while globally it's 8<sup>th</sup>)
- Feel their workplace has a good culture and that they belong (6.54/10 vs 6.85 globally)

# Advice to employers from employees

Which of the following do you want your employer to do more of in the next 12 months?



43%

Shift priorities to focus on creating a better work environment and retaining talented staff



40%

Improve overall communications



38%

Offer more or better employee well-being initiatives



26%

Implement new technologies to drive greater employee experience (e.g.: mobile apps, intranet, rewards system)



26%

Make it easier to connect with leadership or senior management to have my voice heard

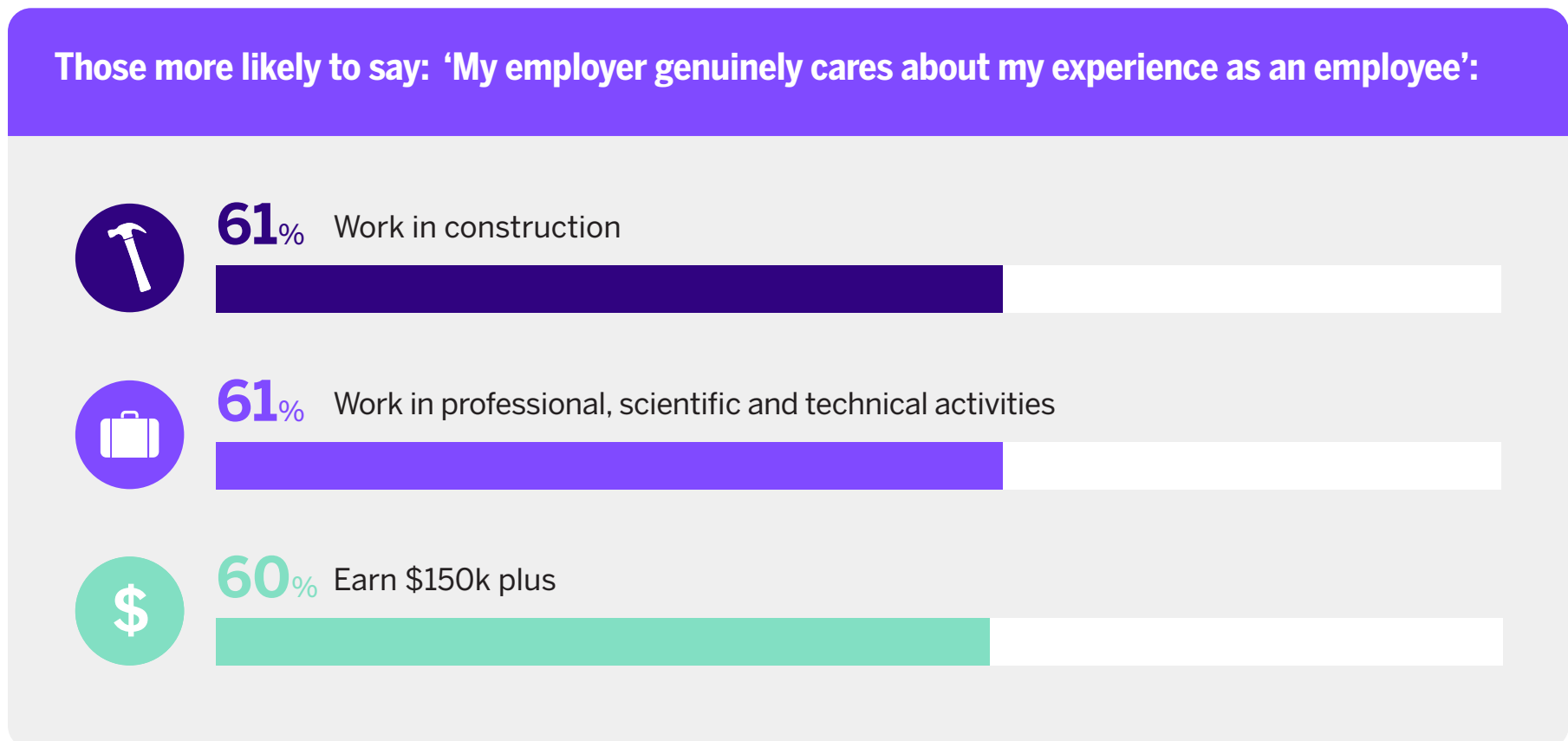
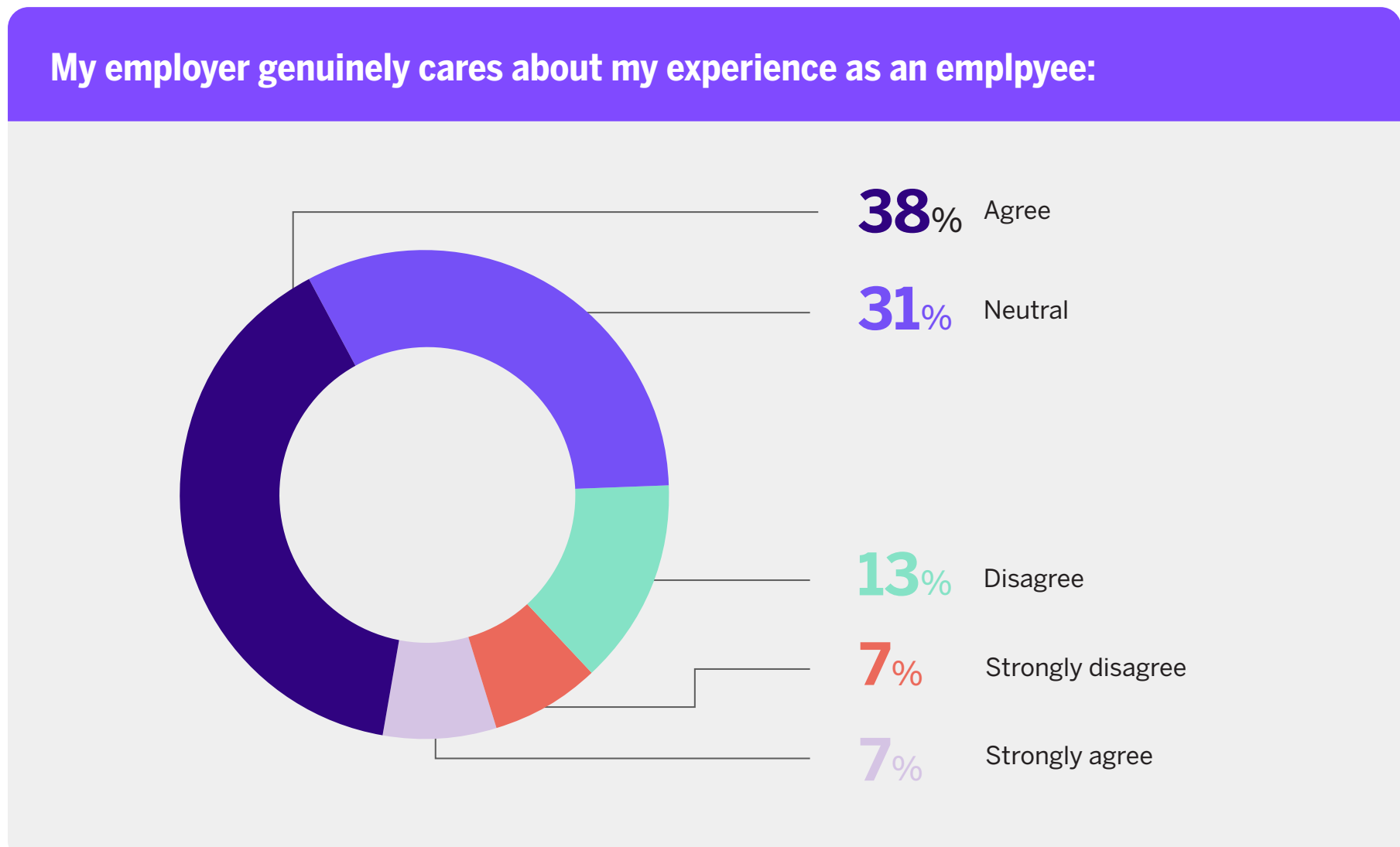


24%

Be more vocal and communicative

# SME bosses deemed most caring; public sector employers least caring

Australian employees are evenly split as to whether they think their employer genuinely cares about their experience. Likewise, 50% of employees feel that their employer could be doing more to make their experience as an employee better.



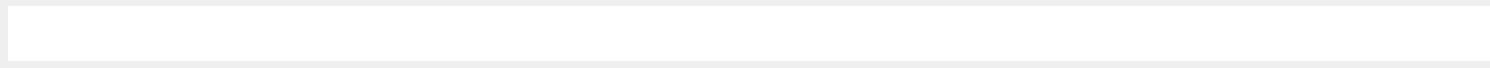
### Those more likely to say: 'My employer genuinely cares about my experience as an employee':



**60%** Are desk-based workers



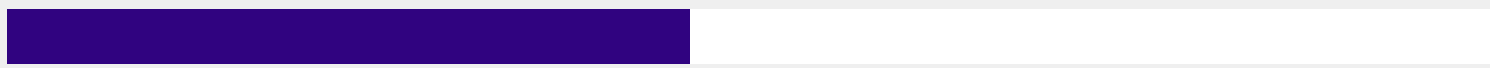
**53%** Work for an SME



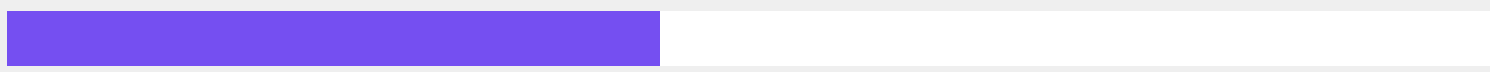
### Those less likely to feel this way:



**46%** Work in a large company



**44%** Work with others face-to-face (e.g.: doctors, teachers, retail)

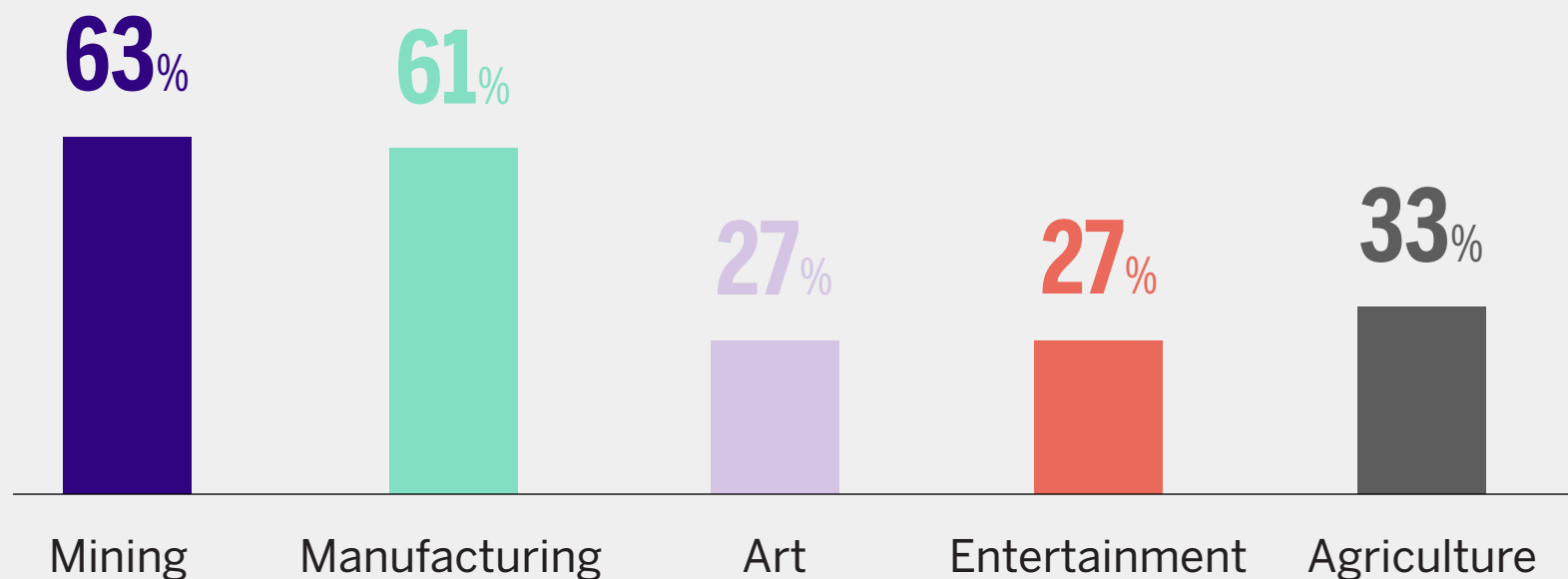


**41%** Work as Public Servants



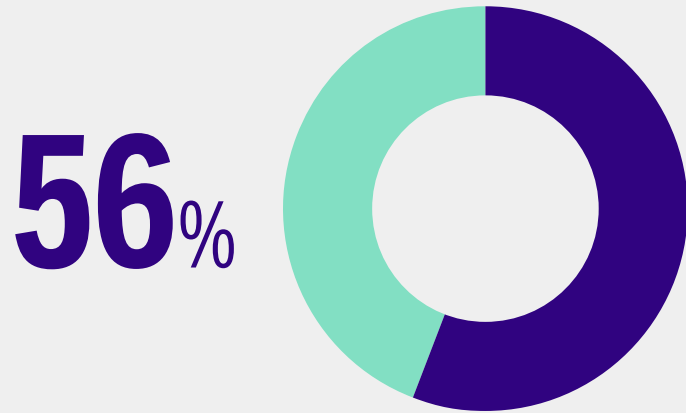
### Can employers be doing more to improve the employee experience? Who says yes?

#### Industries

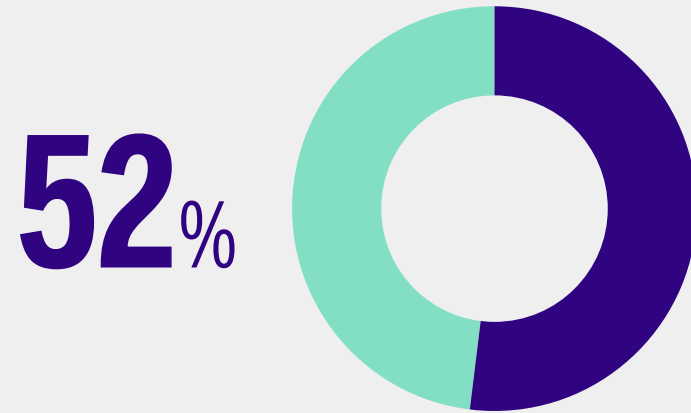


Can employers be doing more to improve the employee experience? Who says yes?:

Full-time employees



Desk-based workers

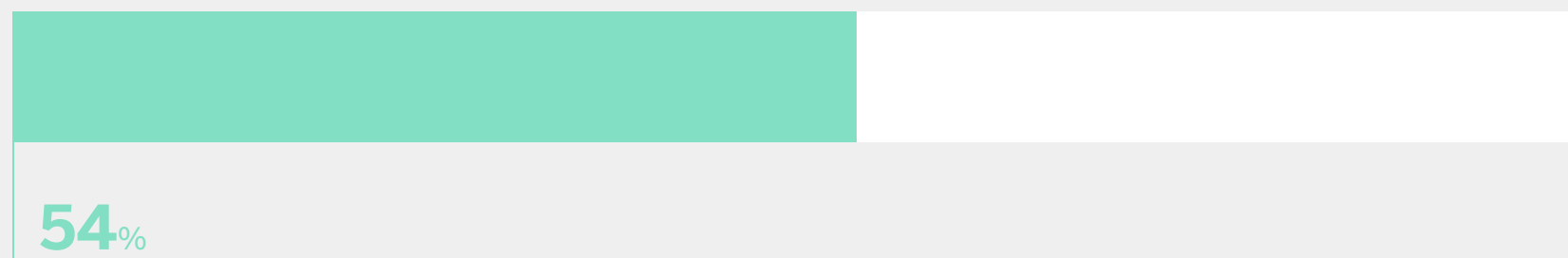


Company size of employees

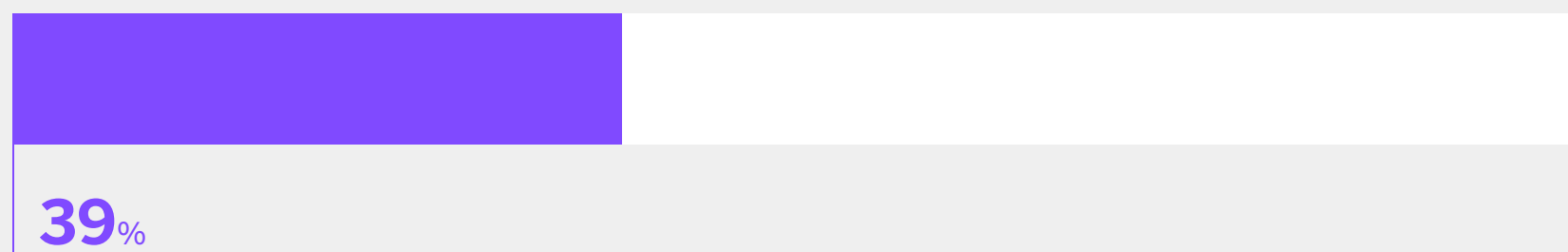
Large companies (200+ people):



Medium sized companies:



SME employees:



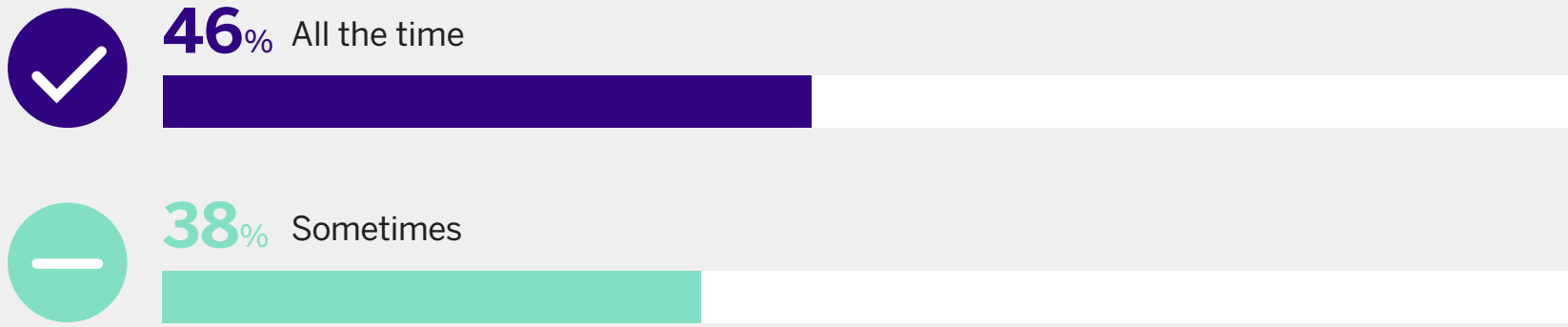


**59%**

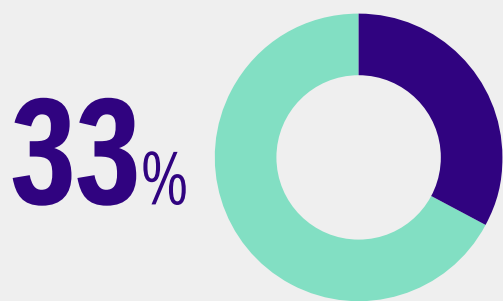
**of Australian employers offer  
employee rewards and perks**

**However, this is down on  
the global average of 68%**

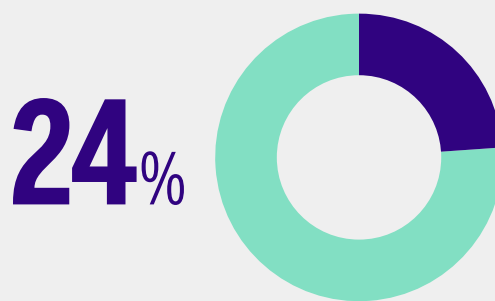
## Workplace flexibility is enjoyed by 84% of Australian employees:



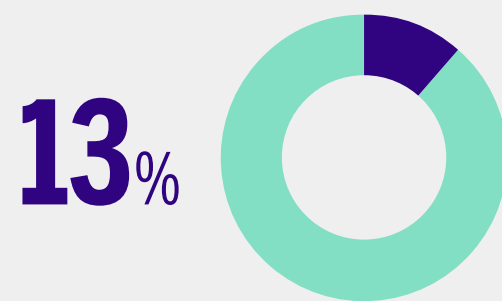
## 1 in 6 have no flexibility (16%)



Just 1 in 3 (33%) of workers in face-to-face roles have workplace flexibility at least some of the time.

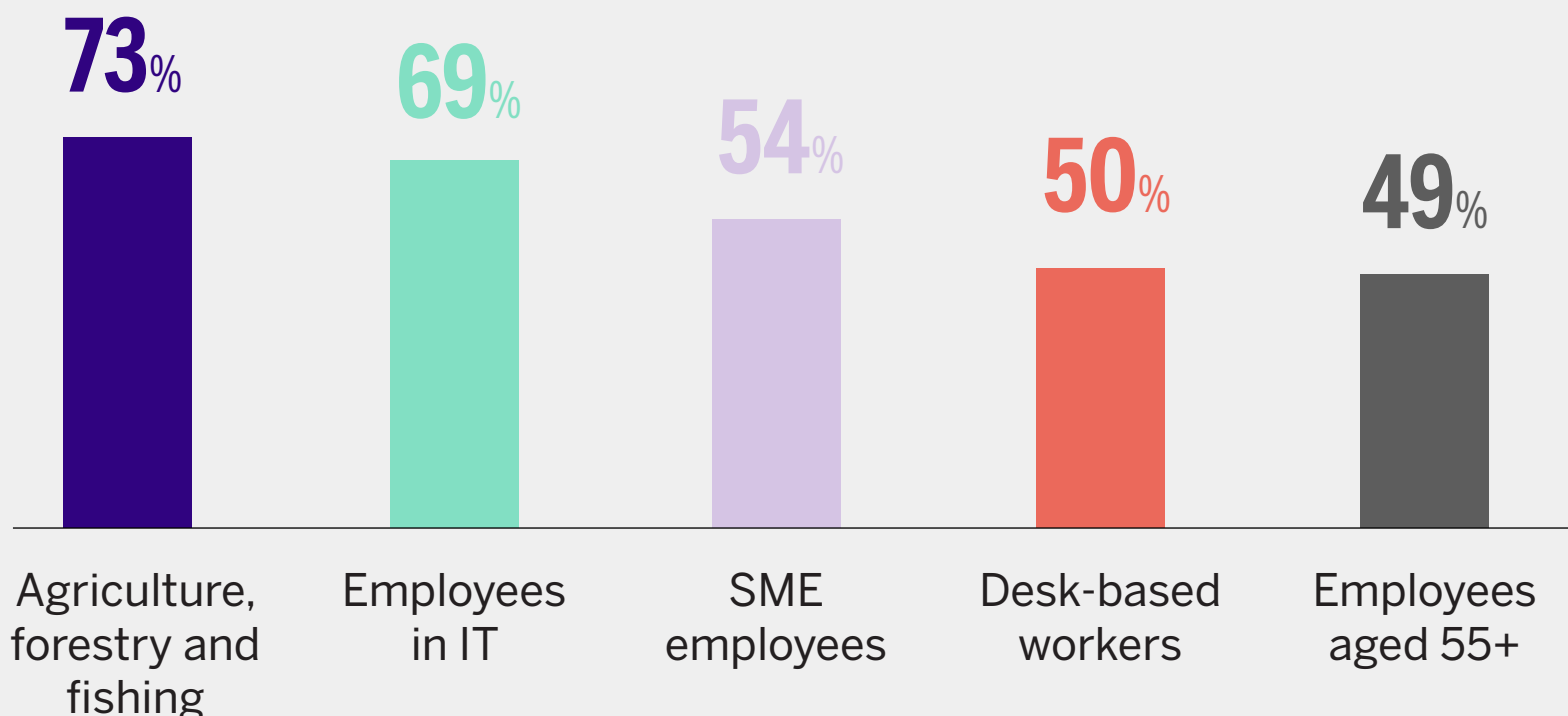


The education sector is among the least likely to get flexible working arrangements



Employees in the real estate industry are the least likely to get flexible working arrangements

## Who is most likely to always be offered flexible working arrangements?



### Employees most likely to receive rewards and perks:



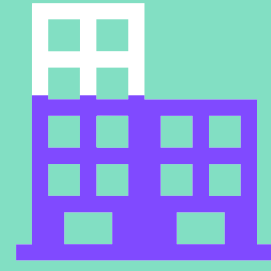
87%

Employees in agriculture, forestry and fishing



79%

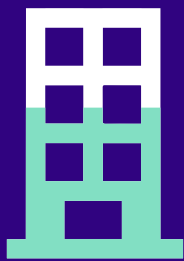
Employees in mining



71%

Those in large companies (200+ employees)

### Employees least likely to receive rewards and perks:



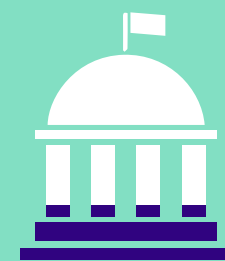
60%

Those in medium-sized businesses



44%

Employees in the education sector



22%

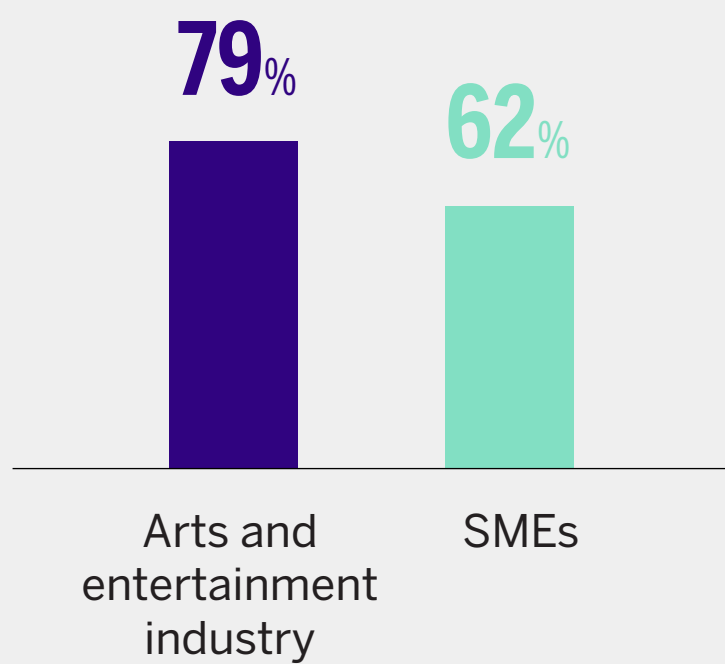
Public servants



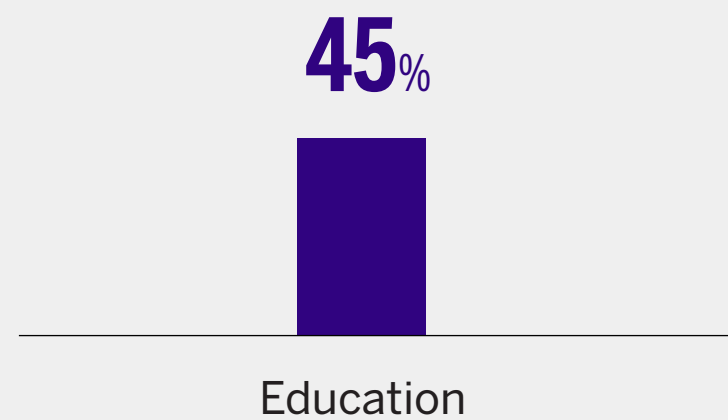
# Types of perks and benefits offered to employees

## Additional leave days: offered to 55%

More likely:

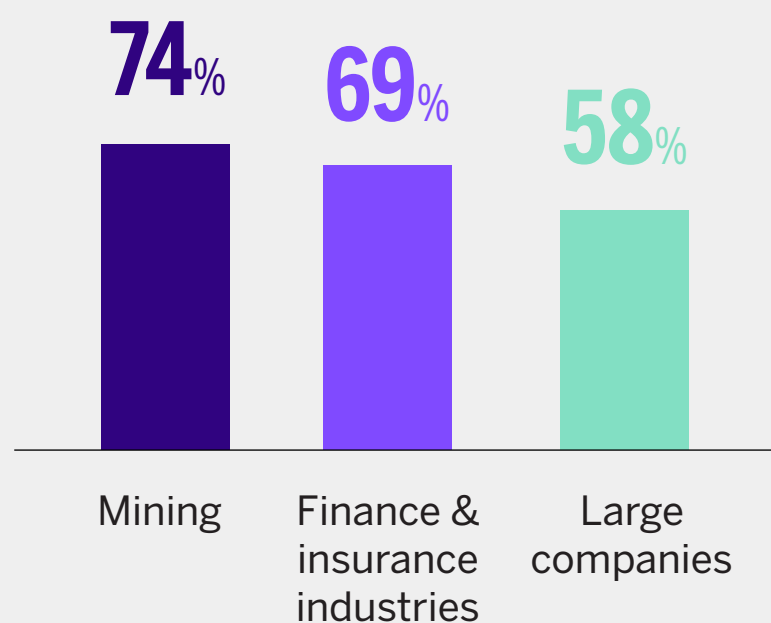


Less likely:

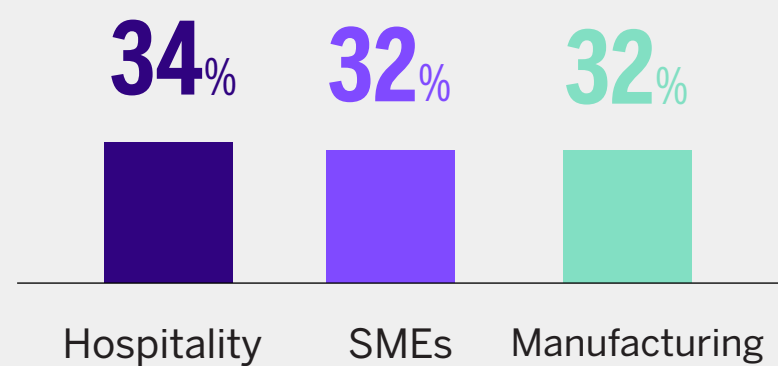


## Mental wellbeing programs: offered to 48%

More likely:



Less likely:



**Physical wellbeing programs (e.g. gym access or classes): offered to 34%**

**More likely:**

**63%**  
Mining

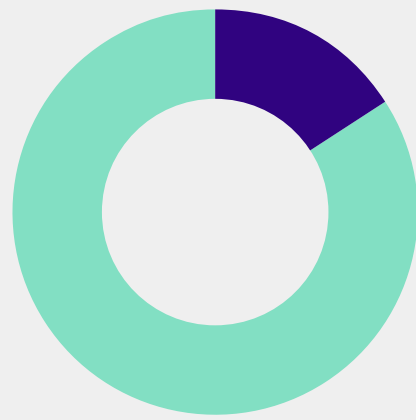


**52%**  
Arts and recreation industry



**Less likely:**

**16%**  
Retail Employees



**Healthcare benefits: offered to 30%**

**More likely:**

**49%**



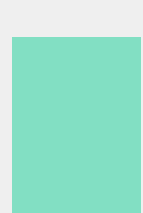
Finance & insurance industries

**47%**



Earning > \$150k

**43%**



Large companies

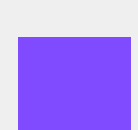
**Less likely:**

**28%**



Employees from medium sized businesses

**23%**



Earning < \$75k

**20%**



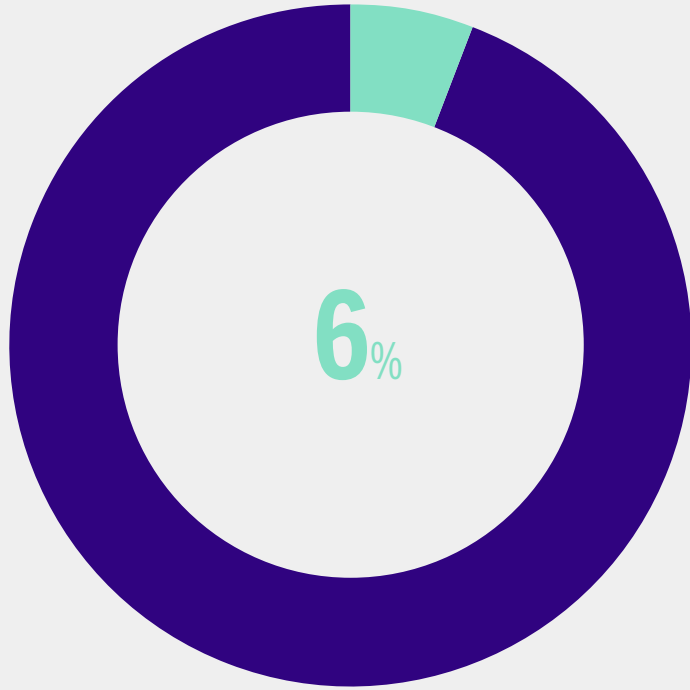
Real estate industries

**19%**

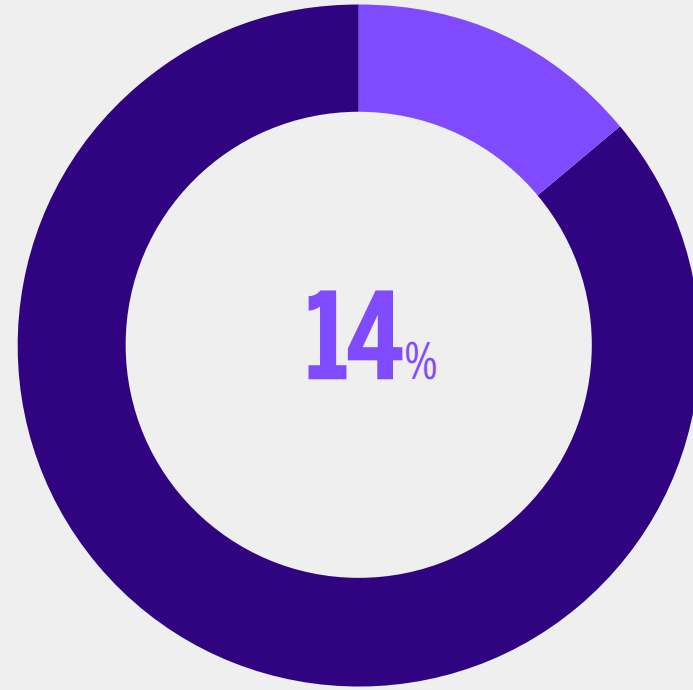


Waste management industries

## Childcare or other support: offered to 20% :



**Just 6% of employees say** they receive childcare support as part of their work 'all the time'



**While 14% say** they receive occasional support

## Industries most likely to receive childcare support:



**20%**

Agriculture industry



**16%**

IT industries



**11%**

Mining industries

Interestingly, Australian employees are more likely to get flexible working arrangements than employees around the world (84% compared to 81% globally) but are far less likely than their global counterparts to receive wellbeing initiatives, rewards and perks.

For example:

### Healthcare benefits



48%

Globally



30%

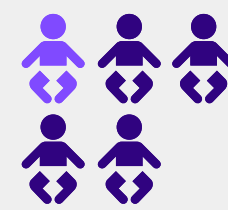
Australia

### Childcare support



1 in 3 (32%)

Globally



1 in 5 (20%)

Australia

### Funding for team activities



52%

Globally



48%

Australia

### Physical wellbeing programs (such as gym access or classes)



41%

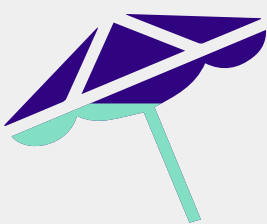
Globally



34%

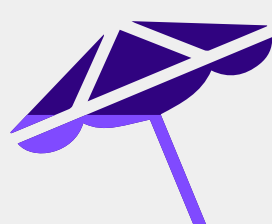
Australia

### Extra leave days



57%

Globally



55%

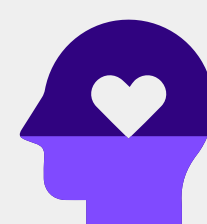
Australia

### Mental health support



48%

Globally



45%

Australia

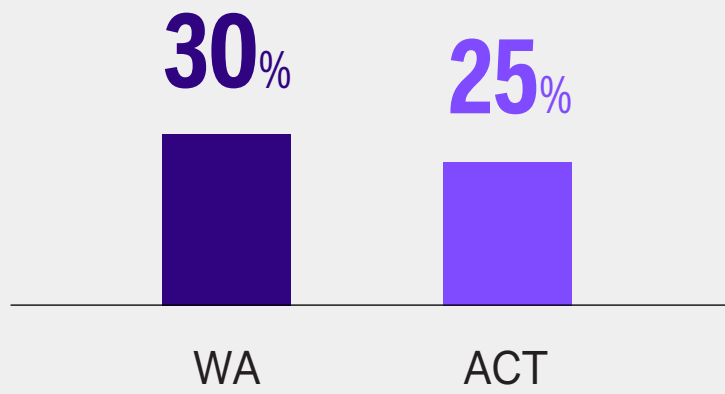
A man with dark hair and a beard, wearing a grey suit jacket over a light blue button-down shirt, is shown from the chest up. He has a thoughtful or concerned expression, with his hands clasped together in front of his chin. The background is a soft, out-of-focus grey. The overall lighting is cool and professional.

# 35%

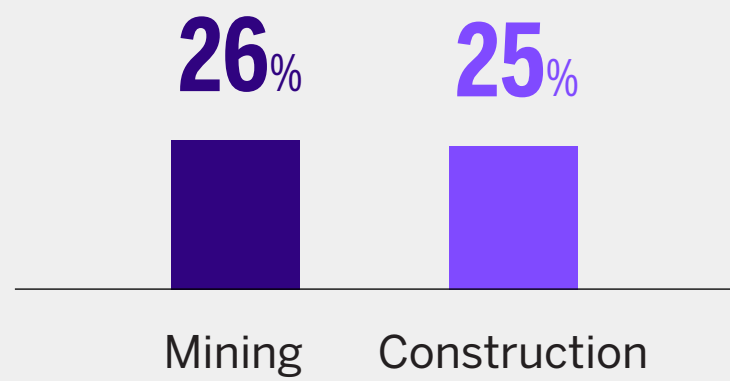
**of Australian employees are considering leaving their job (42% in large companies)**

### Those least likely to be looking for a new job:

#### States

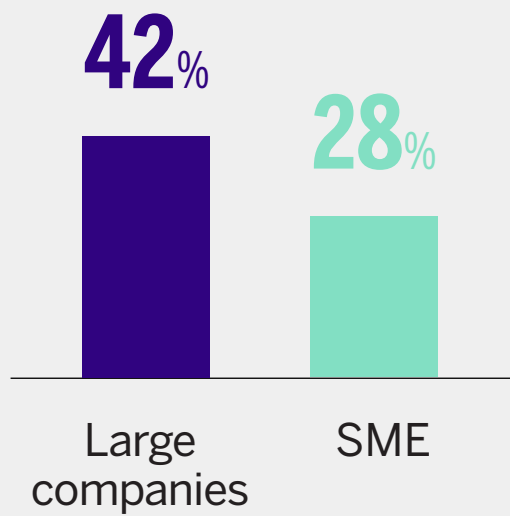


#### Industry

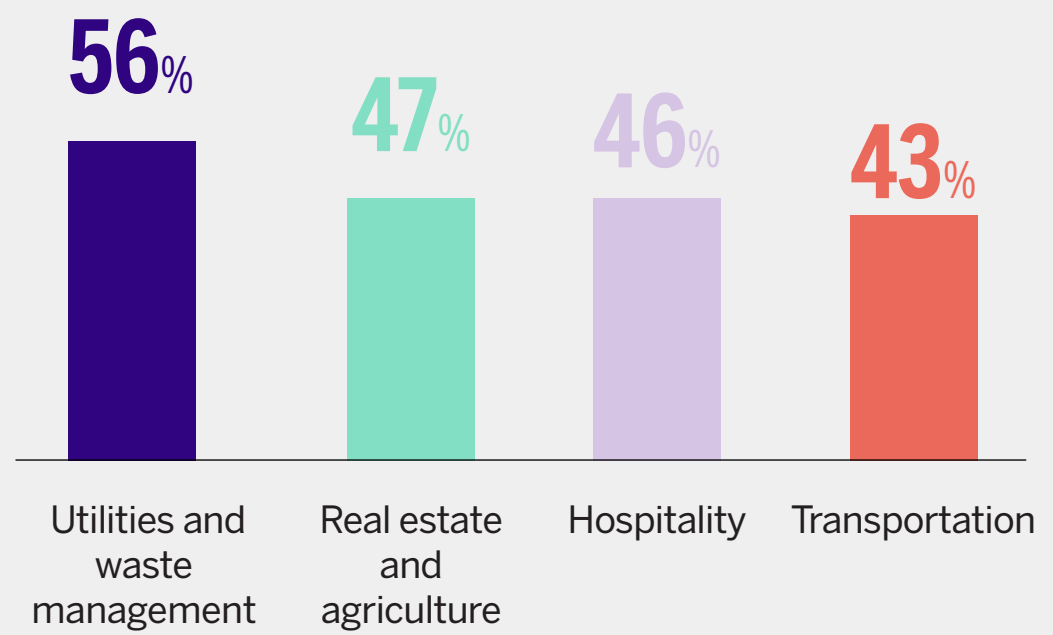


### Who is most likely to be looking for a new job?:

#### Company size



#### Industry



**49%** People in face-to-face roles

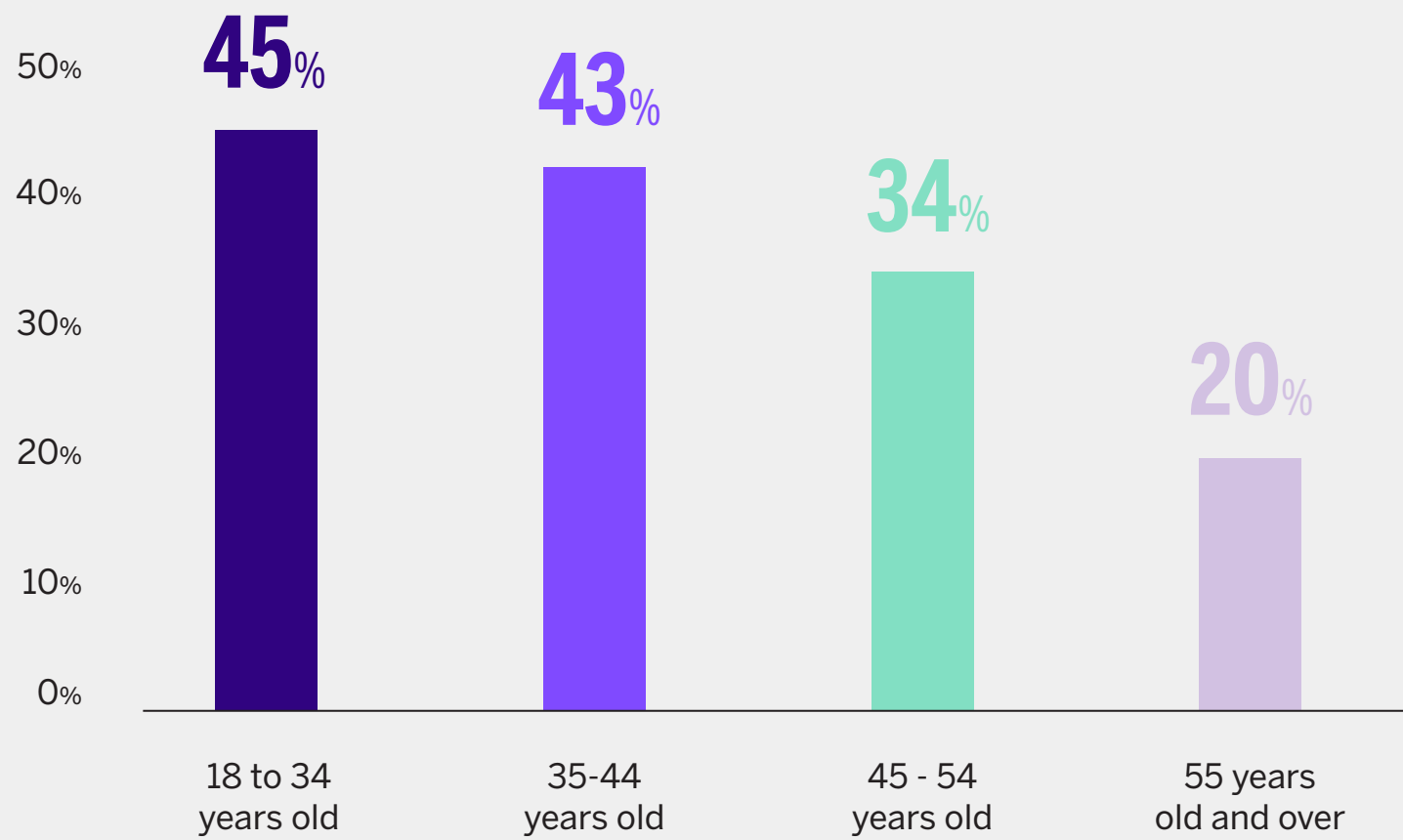


**44%** Fulltime employees

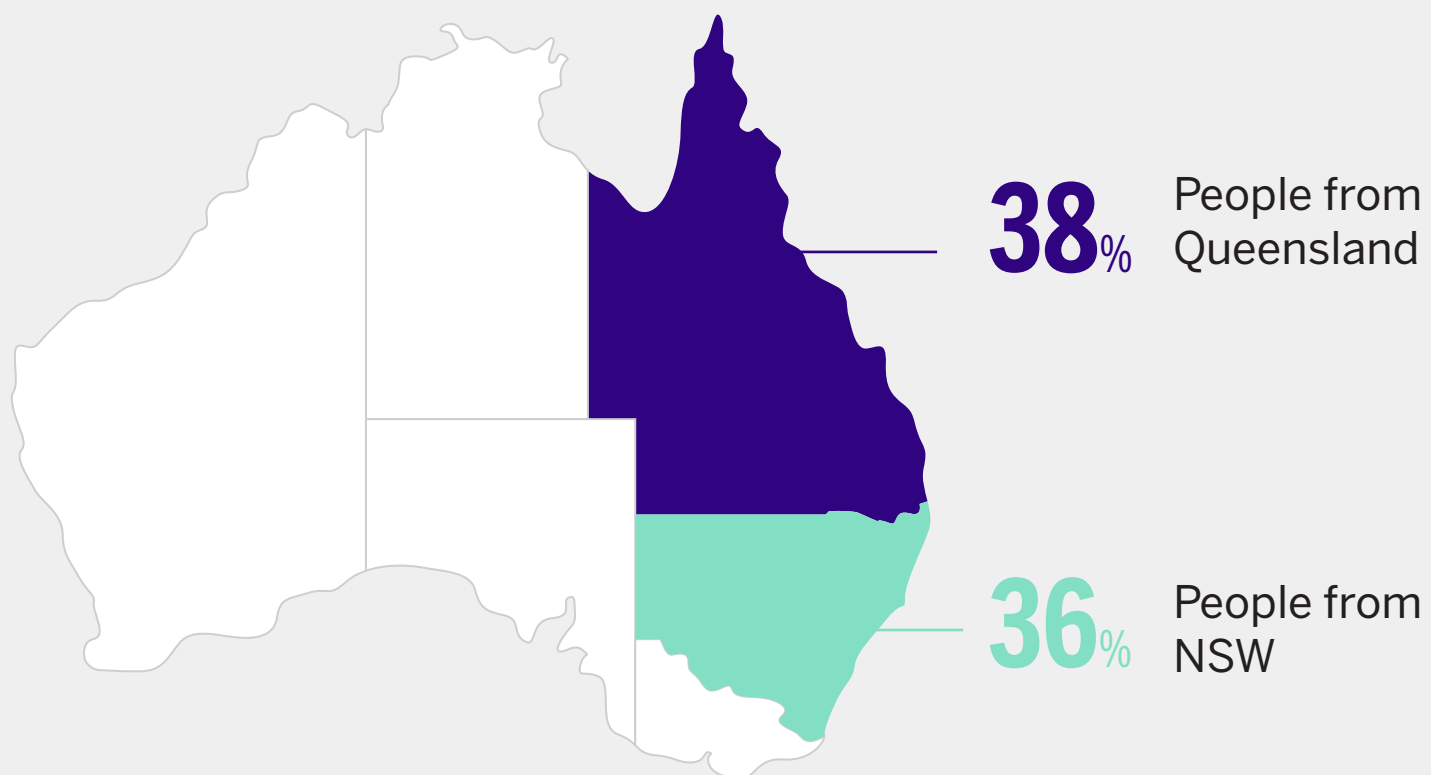


## Who is most likely to be looking for a new job? :

### Age



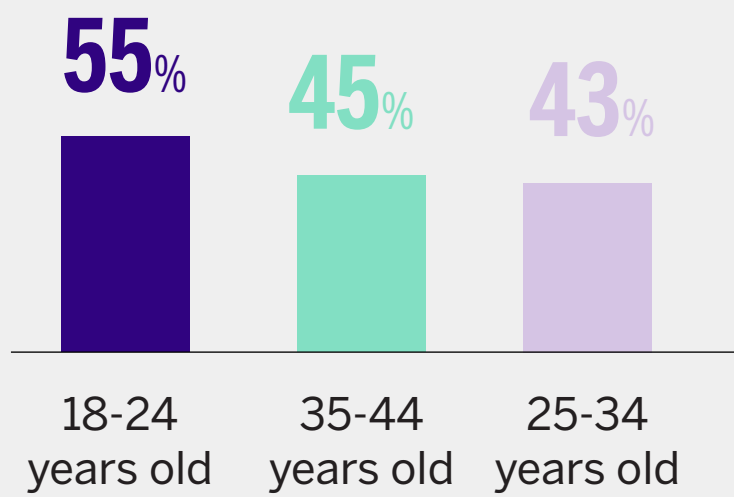
### Location



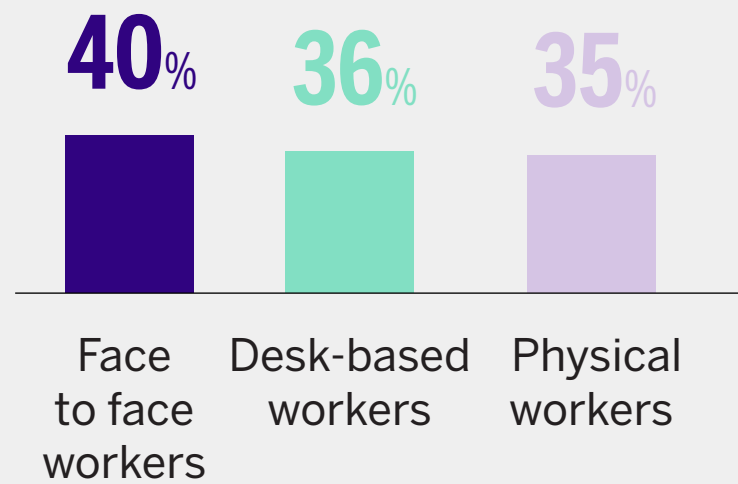
# Cash is not king for all. Almost 4 in 10 (37%) would move to a new job for lower pay, but a better employee experience.

## Who is most likely to feel this way? :

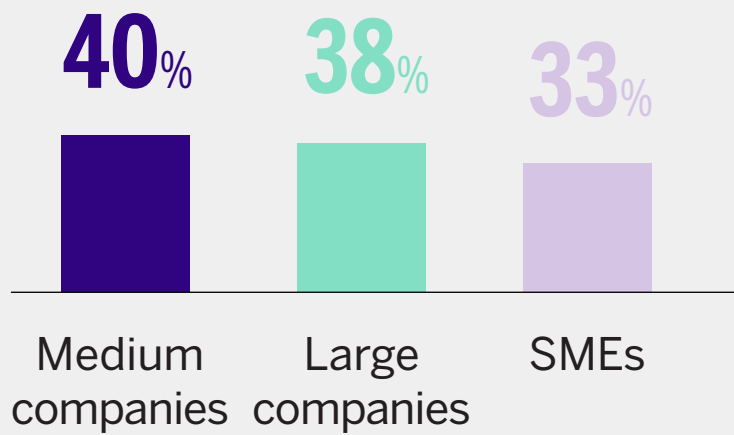
Age



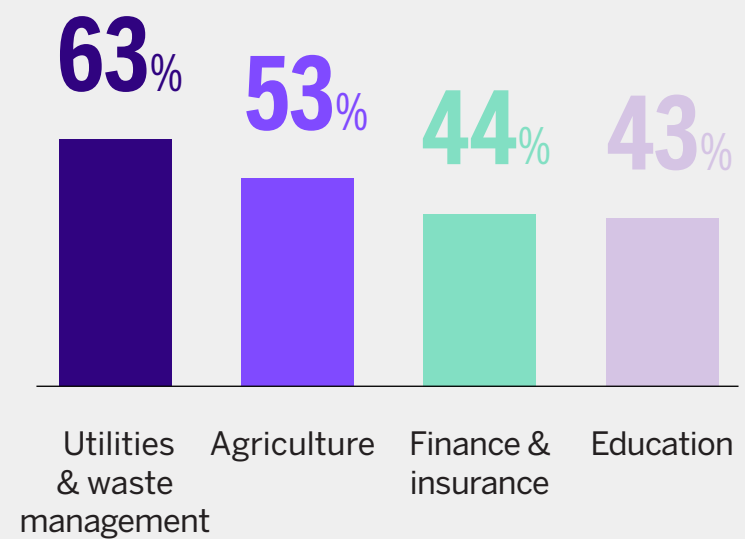
Job type



Company size



Job type



49% Casual workers



40% Full-time workers



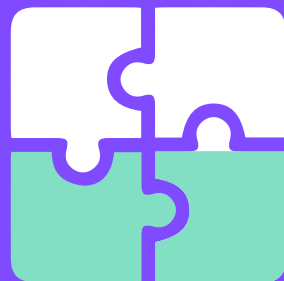


## What people want from a new job:



**54%**

Better pay



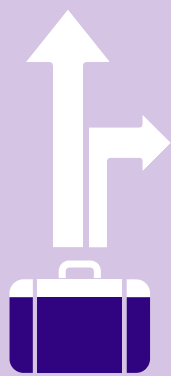
**48%**

Work that is more fulfilling



**46%**

A better workplace culture and experience



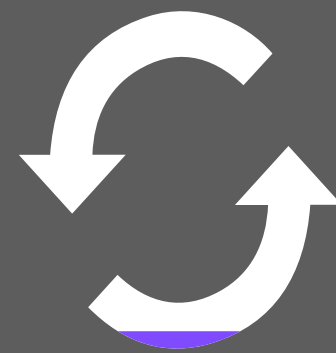
**29%**

A career change



**10%**

The chance to move to a new city, town, or state



**10%**

None of the above, I just need a change

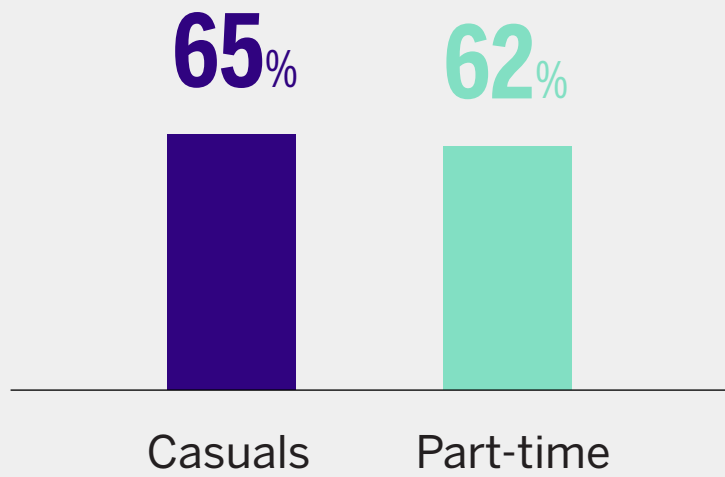
A man with dark hair and a beard is sitting on a grey leather couch, looking at a laptop. He is wearing a white t-shirt and light-colored pants. The scene is overlaid with a semi-transparent purple filter. Large white text is superimposed over the image, reading '8 in 10'. Below this, smaller white text reads 'Australians feel able to disconnect when not working'.

# 8 in 10

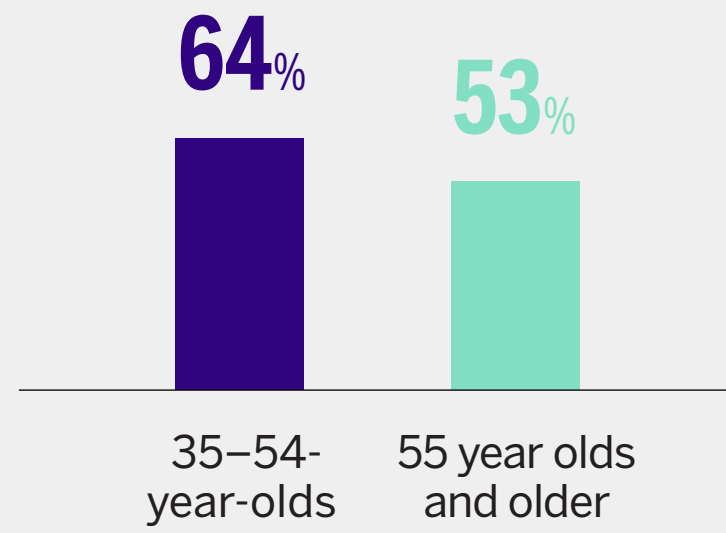
**Australians feel able to  
disconnect when not working**

Those more likely to agree or strongly agree they can disconnect from work are:

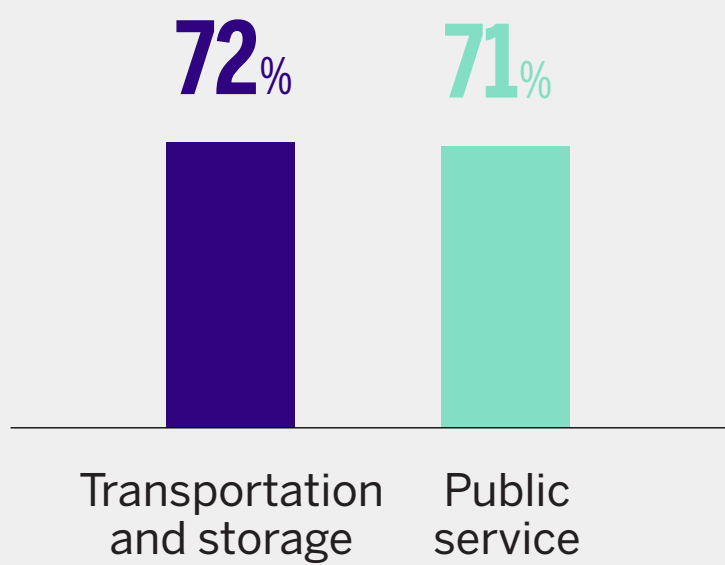
Job type



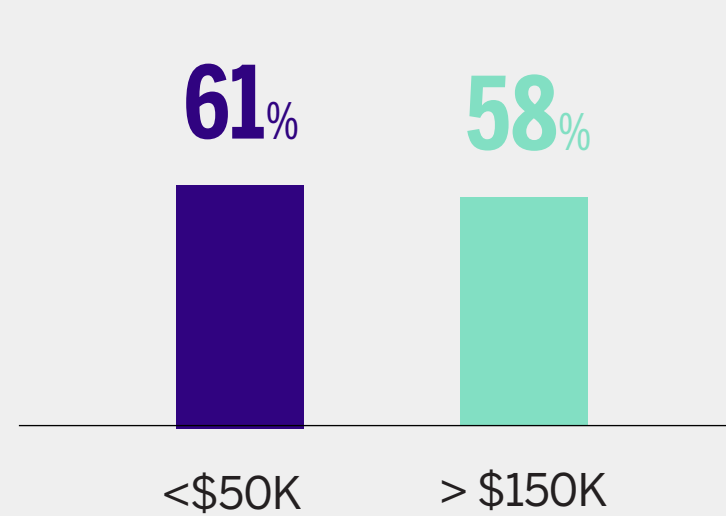
Age



Industry



Compensation

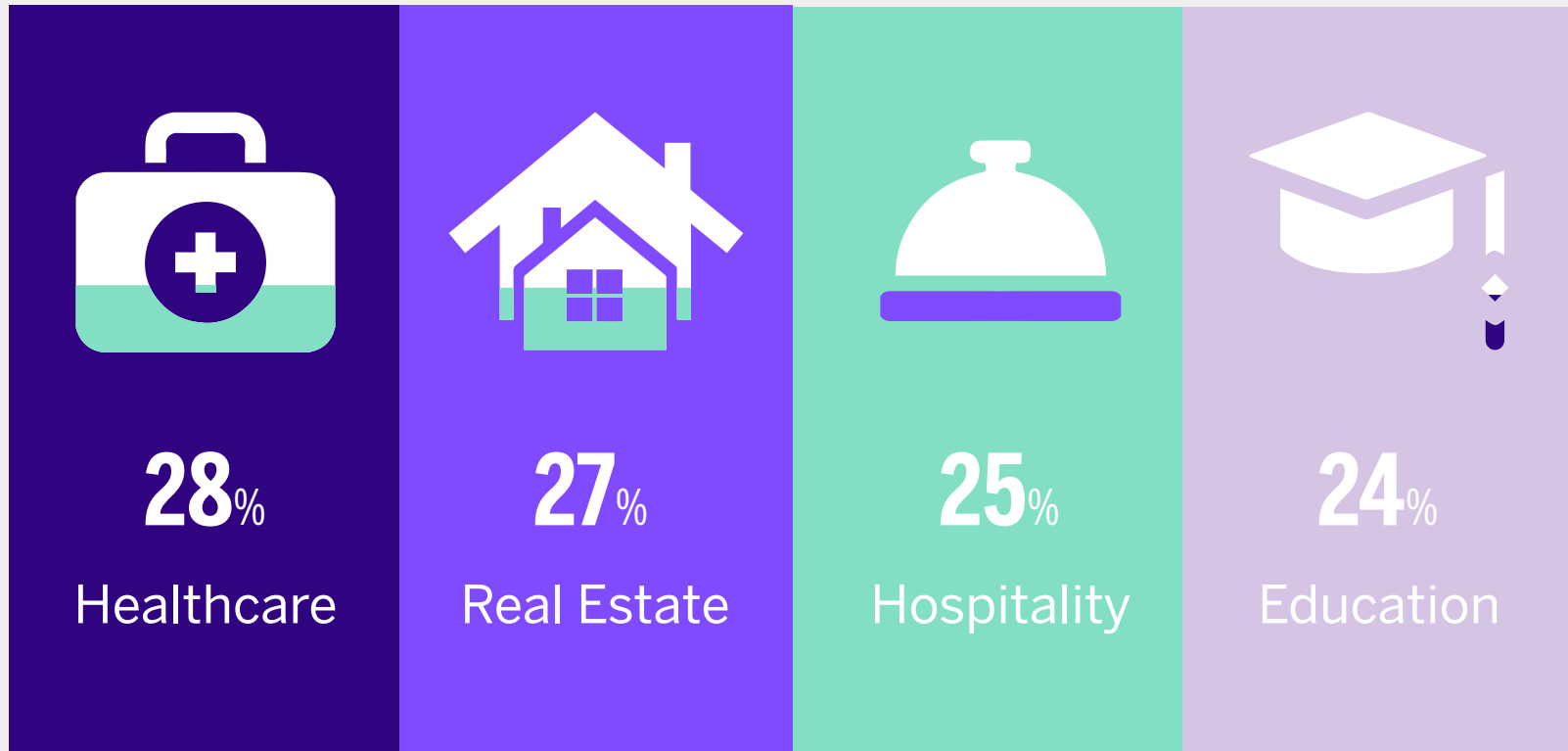


Job type

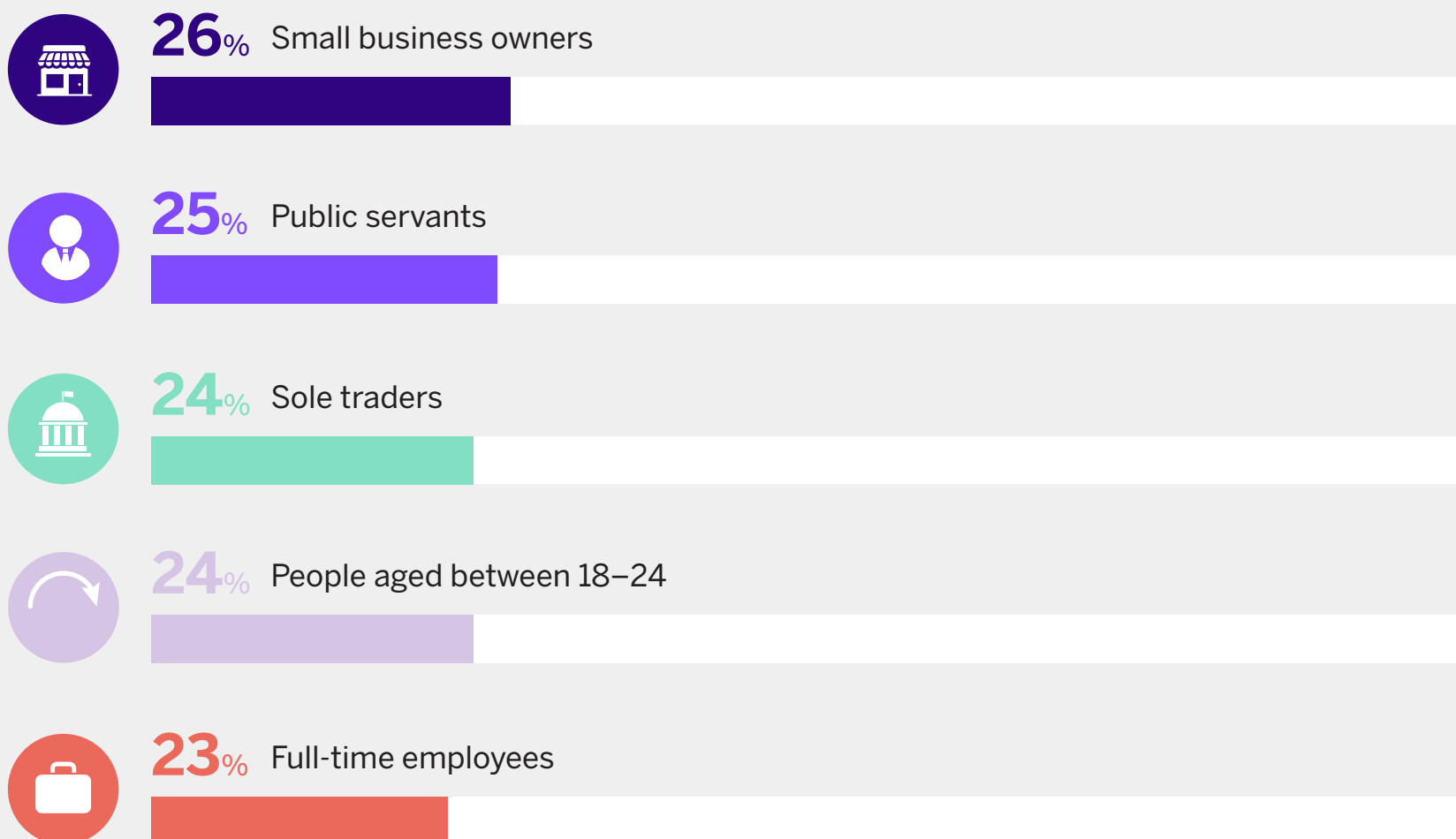


# The 1 in 5 (21%) who are unable to disconnect when they aren't working are more likely to be:

## Industry



## Workforce



# Returning to 'normal'?

Nearly half (48%) of Australian employees expect their employer to pressure staff to return back to pre-COVID (normal) work arrangements in the next 12 months.

Those more likely to feel this way include:

56%

People aged 18-34 years old

34%

People aged over 55 years old

53%

Full-time workers

46%

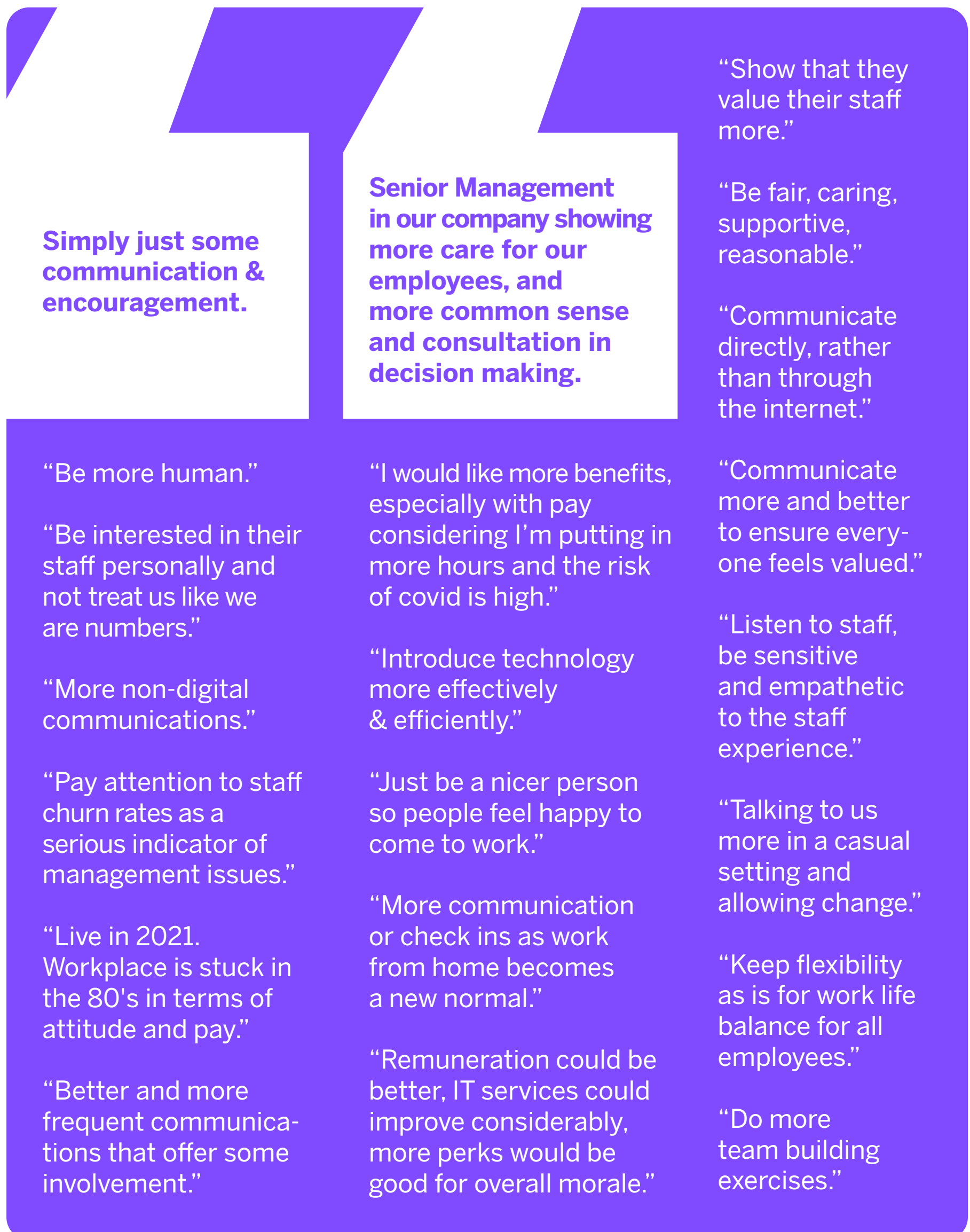
Part-time workers

39%

Casual workers

# What Australian employees want

We asked 1,000 Australian employees the following open-ended question: **If your employer or boss could do one thing to make your experience as an employee better, what would it be?** Here is a snapshot of what they told us:



“Communicate with the team. Understand how the floor staff work and what is and isn't possible.”

“Better communication - stop giving the information to one person and expecting them to individually tell each team member - it turns into Chinese Whispers.”

“Treat staff more equally, what's good for one person should be good for another.”

“Stop trying to bring people back to the office.”

“Continue to maintain transparency and communication lines open...”

“Value the work we do, provide flexible working arrangements, engaging with staff more.”

“Allow employees to work from home where appropriate without making them beg for it.”

“Provide resources and assistance with mental and emotional wellbeing.”

“More understanding and caring communication to create a more friendly place to work, and relationship with trust and mutual respect.”

“Care more about employees.”

“More communication and support.”

“Be considerate and flexible with wellbeing of employees.”

“Physical wellbeing activities.”

“Better communication and the same rules for everyone.”

“Be more understanding of individual family commitments.”

“Talking to us more in a casual setting and allowing change.”

“Better and more regular catch ups with the bosses.”

“Conduct less meetings. We have way too many meetings that we have to attend in person at my workplace,”

“Communicating and being transparent, and caring about their staff and working to retain good staff.”

“Provide more insight into how the business is going and what good work people are doing.”

“Be aware that slow / crashing applications we use to do our job has a massive impact on output and deal with that.”

**More flexibility with the hours and start time worked, more flexibility with working from home and a pay rise.**

**I think it needs to have more flexibility when it comes to working. Also the work needs to be appreciated especially in this difficult time.**

