

EMPLOYEE SENTIMENT INDEX

NEW ZEALAND | APRIL - JUNE 2024



CONTENTS

KEY FINDINGS

3-4

FIXED QUESTION ANALYSIS

Perceived security	6
Hours worked	7
Worker wellbeing	8
Worker mobility	9
Economy influencing decision making	10
Future of work	11
Employee priorities	12
Recognition and remuneration	13
Job safety and redundancies	14

TRENDING CONCERNS: WELLBEING, CONNECTIVITY, AND TRUST

Under pressure to connect	16
Flexible work and trust	17
Mental wellbeing at work	18
Methodology	19
About ELMO Software	20

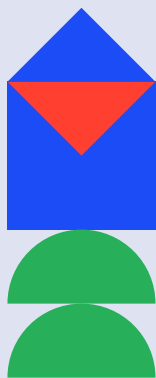
KEY FINDINGS

FIXED QUESTIONS

Our Q2 Employee Sentiment Index shows concern about the economy is still a key issue for workers in New Zealand, while job mobility has dropped to an all-time low.

There's been increases in the number of employees who believe the economy is not secure and the proportion of workers anticipating redundancies at their workplace, showing continued uncertainty about the nation's future.

EMPLOYEES WORKING LONGER HOURS



Between April - June, New Zealand workers spent an average of **37.6 hours per week** at work, **almost three hours more** per week than the previous quarter.

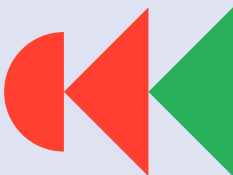


JOBS MARKET IS COOLING

Only 5% of workers **started a new job** in Q2, which is half as many as the start of the year and the **lowest figure** recorded **in 12 months**.



It indicates the jobs market has cooled dramatically.



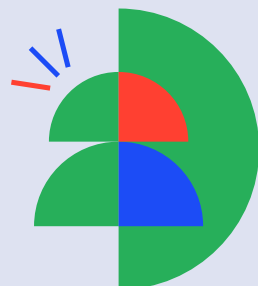
WORKERS ARE FEELING INSECURE

Economic worries are continuing to bubble under the surface.

44% of workers now think the **economy is not secure**.



29% anticipate redundancies in their workplaces in the **next three months**.



KEY FINDINGS

TOPICAL QUESTIONS

The pandemic has undoubtedly blurred the lines between work and home for many knowledge workers in New Zealand. Across the ditch in Australia, it has prompted the 'right to disconnect' legislation that aims to shift the balance in the other direction, providing employees with more protections to set firm boundaries around their working hours.

But at the heart of the issue is trust.

In this round of the Employee Sentiment Index, we sought to understand whether the rise of working from home has impacted the trust between managers and their employees, as well as the pressure to be 'always online'.

MENTAL WELLBEING AT WORK

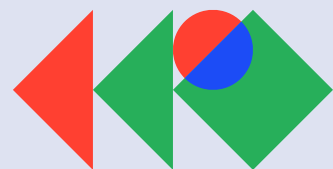
65% of Kiwi managers feel pressure to keep in touch with direct reports **more frequently** when working from home.



Employees are feeling the pressure too, with **64%** feeling they ought to be **always contactable** when working from home or remotely.

UNDER PRESSURE TO CONNECT

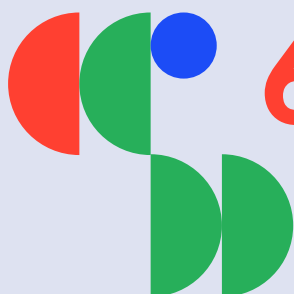
39% of workers feel **comfortable** ignoring a call or email from work outside of hours.



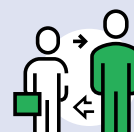
That's expected to **rise to 46%** of employees if **'right to disconnect' legislation** comes into force in New Zealand.



FLEXIBLE WORK AND TRUST



66% of workers feel **trusted** by their managers when working **from the office**.



Compared to 56% of employees who feel the same when **working from home**.



FIXED QUESTION ANALYSIS

NEW ZEALAND | APRIL – JUNE 2024



PERCEIVED SECURITY

New Zealand workers' perceptions of security have dropped across all areas in Q2. The biggest change was in industry security, which saw a seven percentage-point decrease in the number of workers feeling secure since Q1. Across all metrics, current feelings of security are the lowest since this time last year.

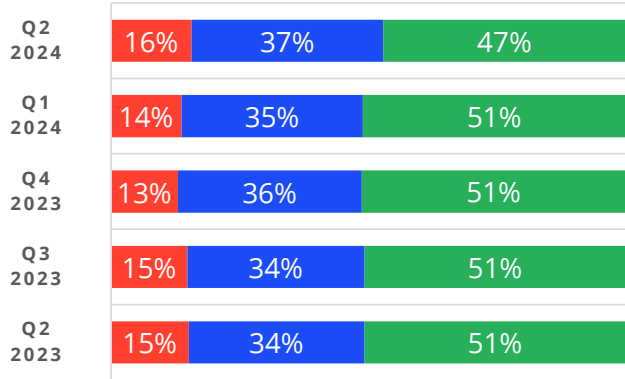
The number of workers feeling secure in their jobs has changed for the first time in a year,

dropping from 51% in Q1 2024 to 47% in Q2.

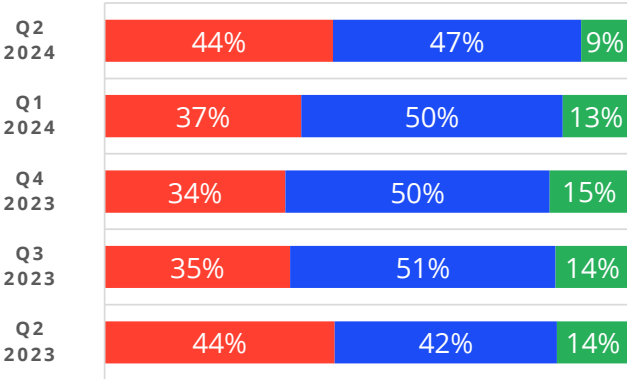
Organisational security continues to steadily decline, with 45% of workers feeling secure in their organisation in Q2.

The number of workers who believe the economy is not secure has also jumped significantly from 37% in Q1 of this year to 44% in Q2. That figure is now back to the same level as this time last year.

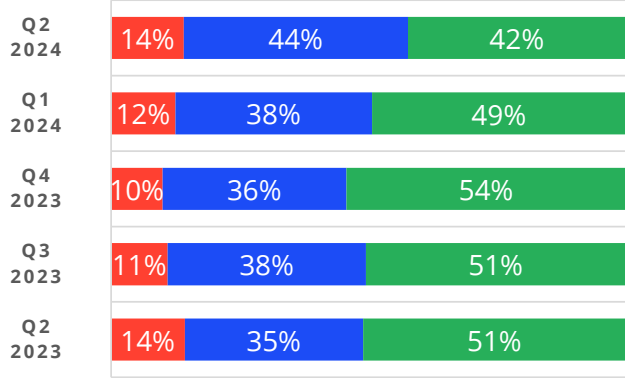
Job security



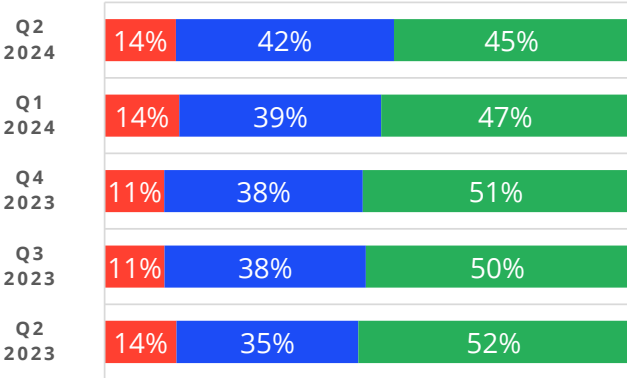
Economic security



Industry security



Organisational security



Not Secure (1-4) Neutral (5-7) Secure (8-10)

Q4. On a scale of 1 - 10, where 1 is not at all secure and 10 is extremely secure, how would you rate your feelings of security with each of the following?
New Zealand Workers Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501) // Q3 2023 (n=521) // Q2 2023 (n=512)

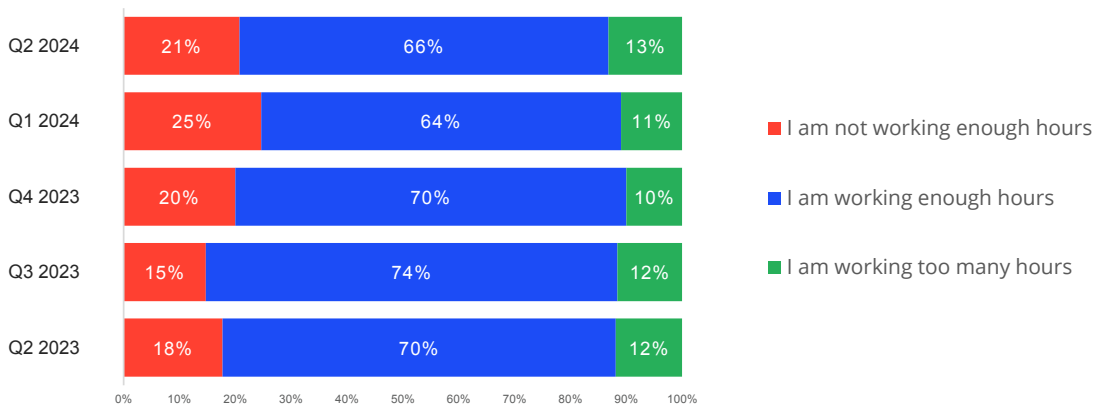
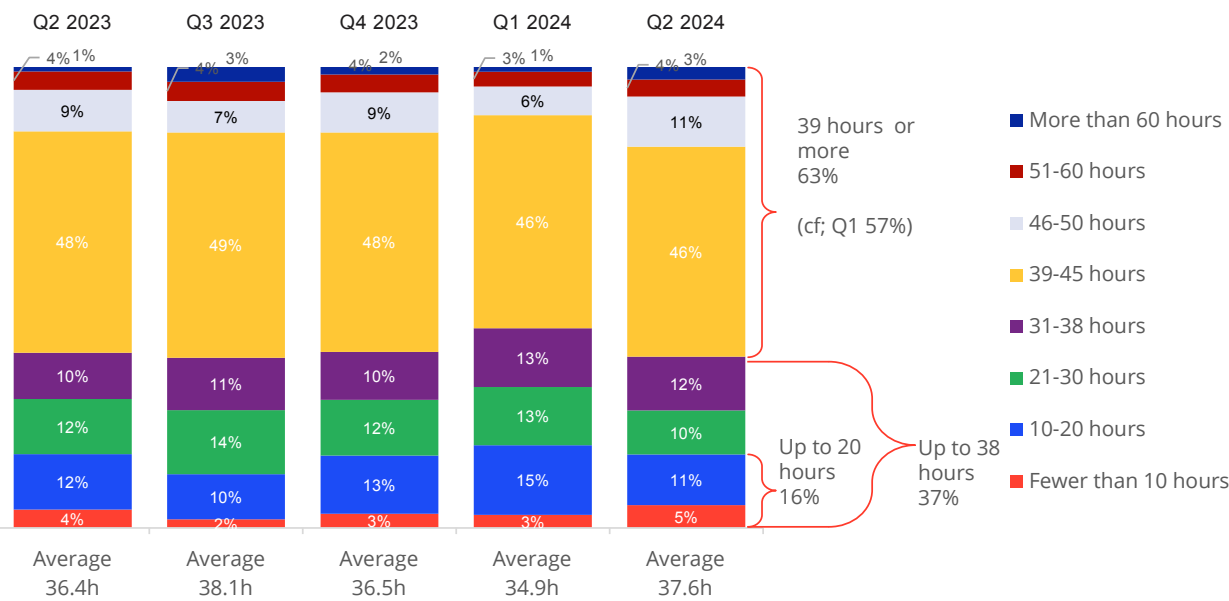
HOURS WORKED

New Zealand workers spent an average of 37.6 hours at work per week in Q2, an increase of 2.7 hours from Q1. On average, 63% of workers spent 39 hours or more per week at work over the last quarter, up from 57%.

Men worked over three hours per week on average more than women (Men 39.2h; cf. Women 36.1h), meanwhile Baby Boomers spent the least amount of time working per

week on average (23.9h; cf. Gen Z 39.1h, Millennials 38.8h, Gen X 38.0h).

Two thirds of workers felt they were working enough hours in Q2, a small increase from Q1. One in five (21%) workers felt they were not working enough hours over the past three months, while 13% said they worked too many hours.



Q1. Over the last three months, on average how many hours do you work per week?
Q2. Over the past three months (January to March 2024), which of the following statements best applies to you regarding the hours you worked? Consider your cost of living and your ability to meet those needs based on the number of hours you work.
New Zealand Workers Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501) // Q3 2023 (n=521) // Q2 2023 (n=512)

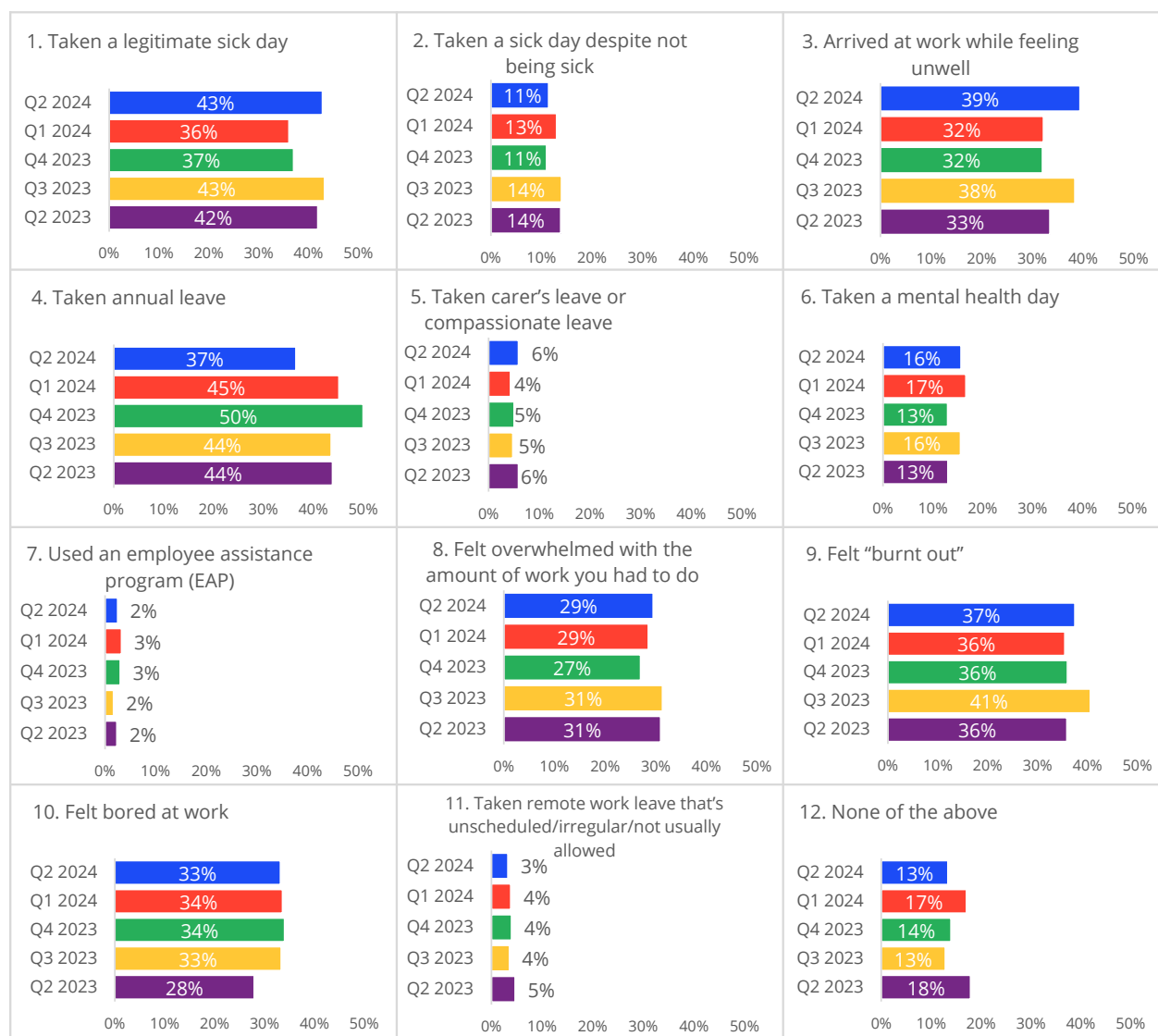
WORKER WELLBEING

It seems winter and possibly cold and flu season has hit New Zealand, with a seven-percentage-point rise in workers taking a legitimate sick day in Q2 and a seven percentage-point increase in workers arriving to work while feeling unwell.

Meanwhile holiday season is well and truly over, with a drop in the number of workers taking annual leave in the last quarter. Despite this, there has not been a notable increase in workers feeling overwhelmed with

the amount of work they have had to do, and only a slight increase (two percentage points) in the number of workers feeling “burnt out”.

Gen Z workers were significantly more likely to indicate various poor wellbeing outcomes in Q2, including arriving at work while feeling unwell (54%; cf. Average 39%), feeling overwhelmed with the amount of work they had to do (45%; cf. Average 29%) and feeling “burnt out” (52%; cf. Average 37%).



Q3. Over the past three months have you...? New Zealand Workers Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501) // Q3 2023 (n=521) // Q2 2023 (n=512)

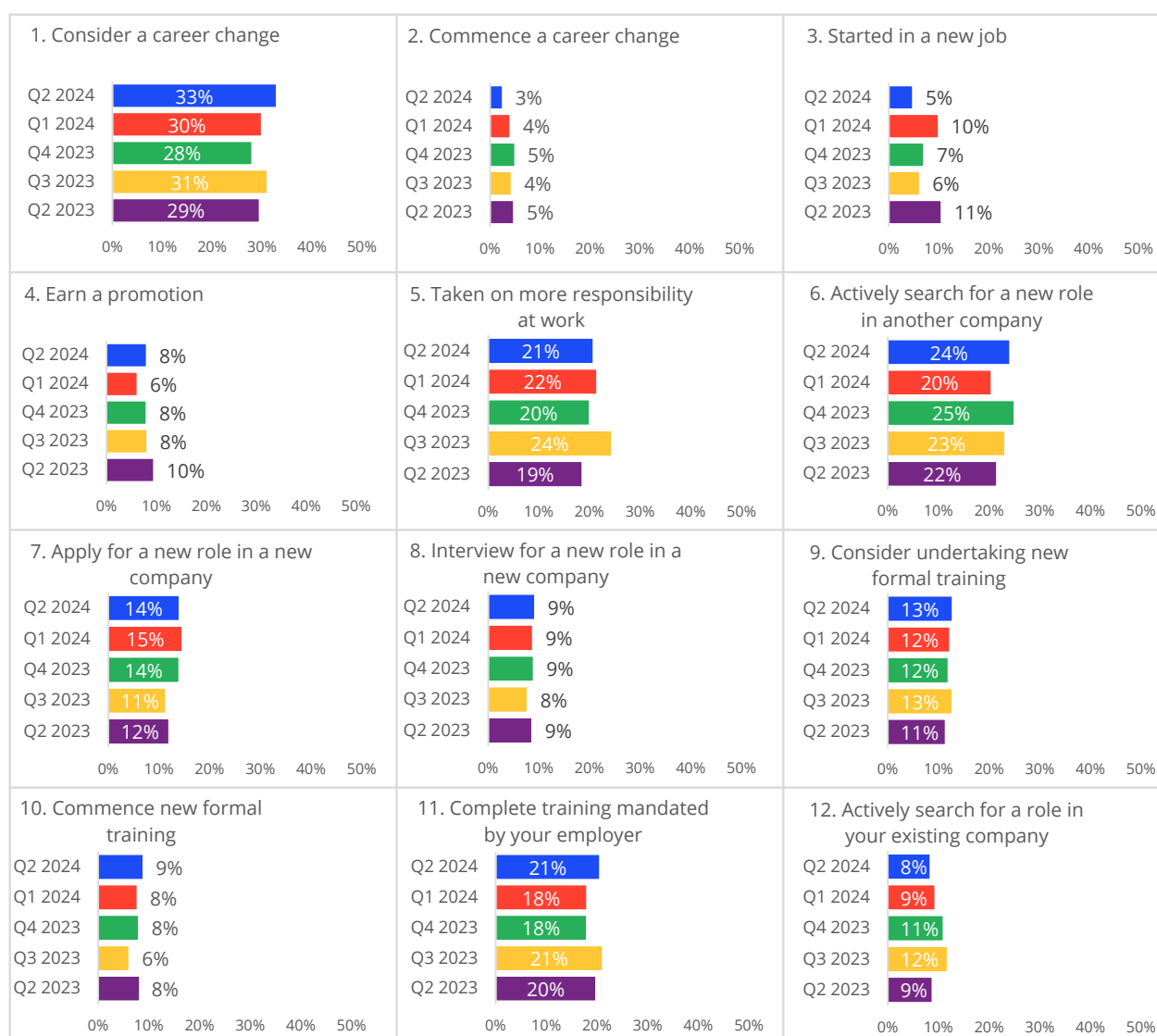
WORKER MOBILITY

Q2 saw small increases in the number of workers considering a career change and the rate of workers actively searching for a new role in another company.

However, the proportion of New Zealand workers starting in a new job in Q2 has halved since Q1 to just 5% – the lowest figure recorded in a year. Similarly, the number of people

searching for a new role within their existing business has also fallen to 8% in Q2.

Some mobility metrics differed between men and women this quarter. While men were more likely to have earned a promotion in Q2 (10%; cf. Women 6%), women were more likely to have taken on more responsibility at work (24%; cf. Men 18%).



None of the above:

Q2 2024 35%, Q1 2024 33%, Q4 2023 33%, Q3 2023 34%, Q2 2023 34%

Q6. In the past three months, did you...? New Zealand Workers Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501) // Q3 2023 (n=521) // Q2 2023 (n=512)

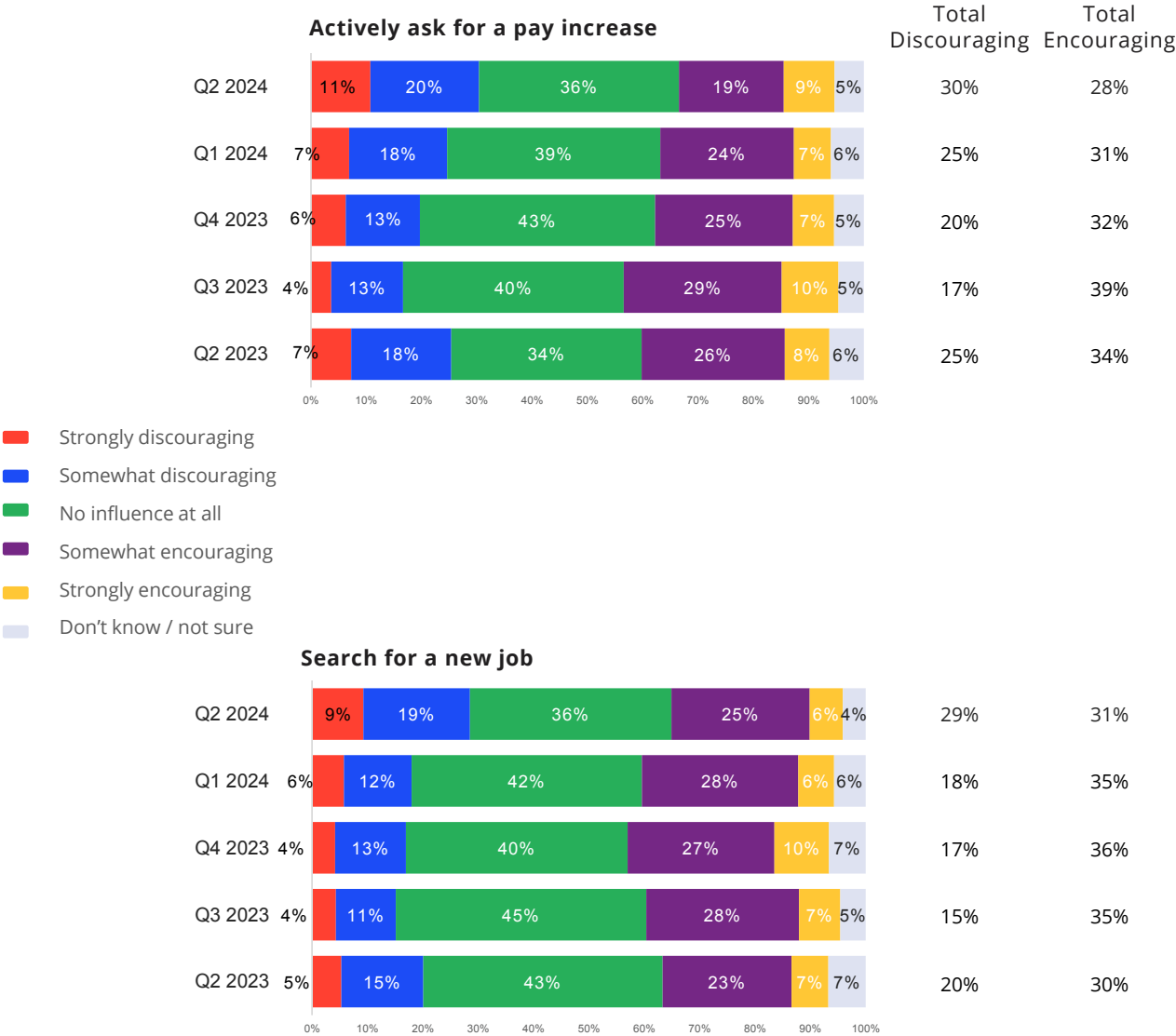
ECONOMY INFLUENCING DECISION-MAKING

Three in ten workers felt discouraged from actively asking for a pay increase by the current economic conditions in Q2, the highest proportion seen in the last 12 months.

Gen Z (37%) and Millennial (37%) workers were the most likely to be encouraged to ask for a pay increase in Q2 (cf. Gen X 19%, Baby Boomers 7%).

Similarly, the number of workers feeling discouraged to search for a new job increased significantly since Q1 up to 29%, with this quarter's figure the highest by far in the last 12 months.

Women were more likely to feel discouraged to ask for a pay increase (35%; cf. Men 26%) and to search for a new job (32%; cf. Men 25%) in Q2.



Q10. To what extent are current economic conditions encouraging or discouraging you to do the following? New Zealand Workers Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501) // Q3 2023 (n=521) // Q2 2023 (n=512)

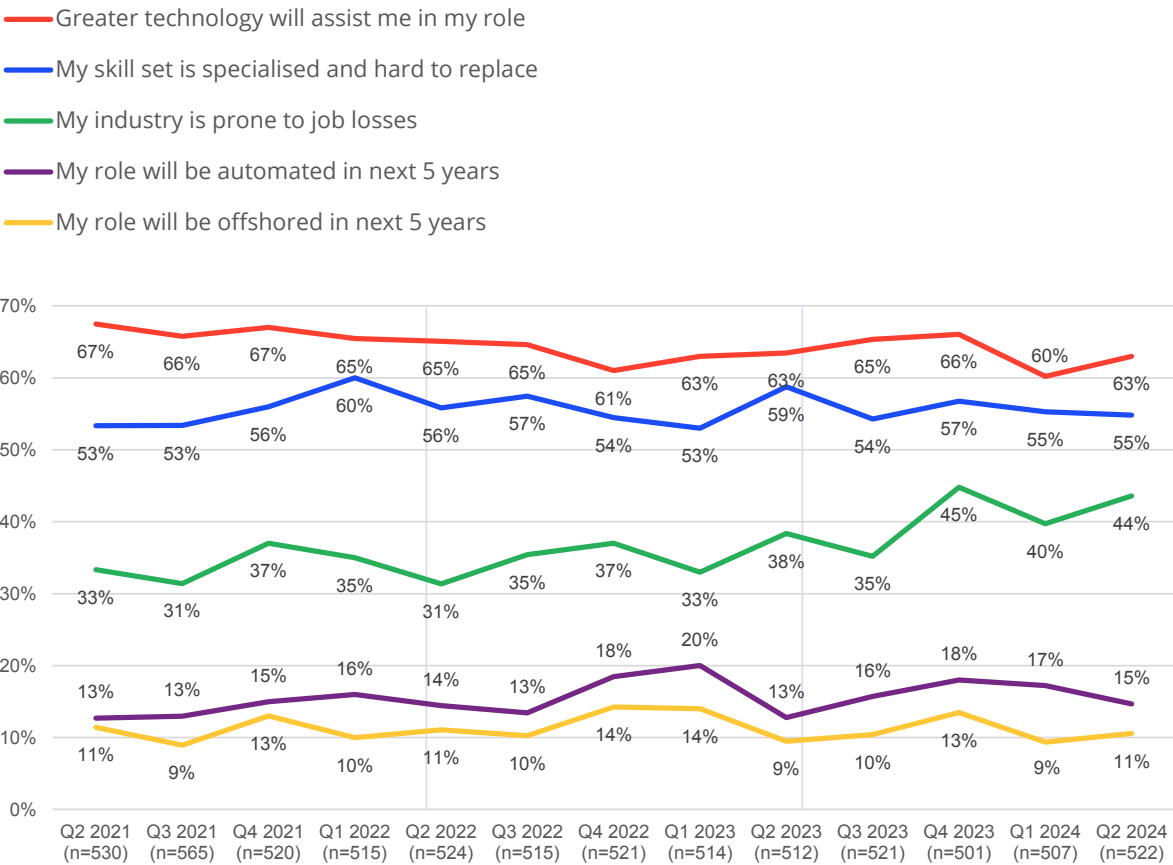
FUTURE OF WORK

Q2 saw movement across most future of work metrics, with only belief that workers' skill sets are specialised and hard to replace remaining stable since Q1 (both 55%). Men were more likely to endorse this belief (60%; cf. Women 49%), as were Baby Boomers (71%; cf. Gen Z 51%, Millennials 58%, Gen X 52%).

Meanwhile, 63% of workers believe that greater technology will assist them in their role, up from 60%.

Over two in five (44%) workers feel that their industry is prone to job losses, up from Q1 (40%). This goes hand in hand with the decrease in perceived industry security seen this quarter.

Approximately one in ten (11%) workers now believe their role will be offshored within the next five years, a small increase from Q1 (9%).



Agree and Strongly Agree

Q5. To what extent do you agree or disagree with each of the following statements? New Zealand Workers

EMPLOYEE PRIORITIES

Without much surprise, remuneration remains the top priority for New Zealand workers when thinking about choosing a new employer, while 'flexible and remote working' retains its 2nd place in Q2.

However, the 'stability of an organisation', which used to remain steadfast at 2nd place until Q1 2024, is now tied with 'easy and/or short commute' at 4th place. The 'culture of an organisation' has risen to take 3rd place this quarter.

'Career development opportunities' has tied 6th with the 'ethical standing of an organisation or leadership'.

'Online or word-of-mouth employee reviews of the leadership' has moved from 11th place to 8th this quarter, while 'professional learning opportunities', 'wellbeing initiatives' and 'diversity within the organisation' have been pushed down to 9th, 10th and 11th place, respectively.

	Q2 2024	Q1 2024	Q4 2023	Q3 2023	Q2 2023
Remuneration and bonus payments / incentives	1st	1st	1st	1st	1st
Flexible and remote working (e.g., altered hours, compressed work week, remote-based working)	2nd	2nd	3rd	3rd	Tied 3rd
Culture of the organisation	3rd	Tied 4th	4th	4th	Tied 3rd
Easy and / or short commute	Tied 4th	Tied 4th	5th	5th	5th
Stability of an organisation	Tied 4th	3rd	2nd	2nd	2nd
Career development opportunities	Tied 6th	6th	6th	6th	6th
The ethical standing / reputation of the organisation and leadership	Tied 6th	Tied 9th	Tied 7th	Tied 8th	Tied 7th
Online or word-of-mouth employee reviews of the leadership	8th	11th	11th	11th	11th
Professional learning opportunities	9th	Tied 7th	Tied 7th	Tied 8th	8th
Wellbeing initiatives	10th	Tied 7th	9th	7th	Tied 7th
Diversity among employees / senior leadership team of the organisation	11th	Tied 9th	10th	10th	10th

Q9. Thinking about choosing a new employer, rank your top five most important factors from the list below. New Zealand Workers
Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501) // Q3 2023 (n=521) // Q2 2023 (n=512)

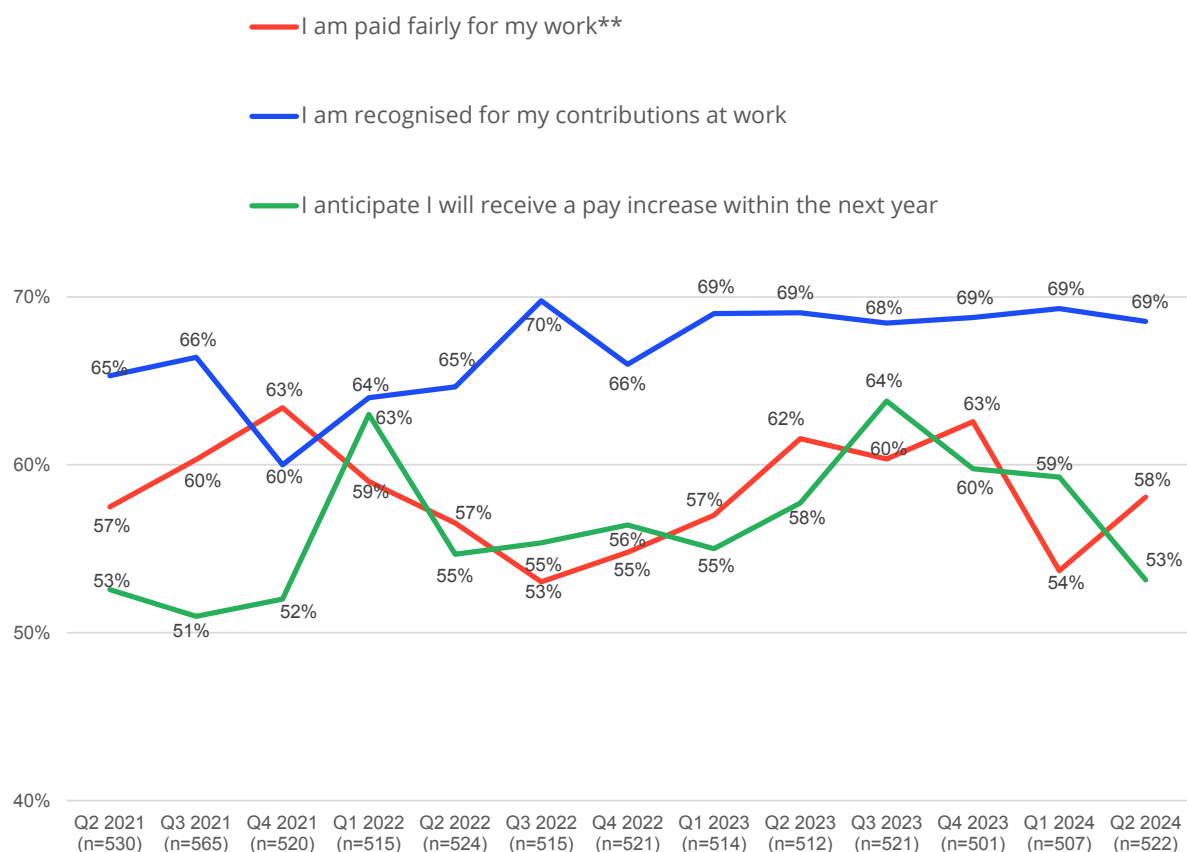
RECOGNITION AND RENUMERATION

Nearly three in five (58%) workers believe they are paid fairly for their work, an increase of four percentage points since Q1. This decreases to 49% of workers earning \$40,000–\$69,999 before tax but increases to 61% of workers earning less than \$40,000 before tax.

Only half (51%) of workers in professional, scientific or technical services believe they are paid fairly for their work, while two thirds (65%) of manufacturing workers feel they are paid fairly for their work.

Meanwhile, just over half (53%) of New Zealand workers anticipate a pay increase within the next year, a decrease from the previous quarter.

Younger workers were more likely to believe they will receive a pay rise within the next year, with two thirds (66%) of Gen Z anticipating a pay rise in the next 12 months (cf. Millennials 53%, Gen X 47%, Baby Boomers 45%). Nearly two thirds (64%) of workers in the manufacturing industry anticipate a pay rise within the next year.



Agree and Strongly Agree

Q7. To what extent do you agree or disagree with each of the following statements? New Zealand Workers
Note: Code frame reduced in Q1 2023

** Question text changed from "I am remunerated for my work fairly" to "I am paid fairly for my work" in Q1 2023

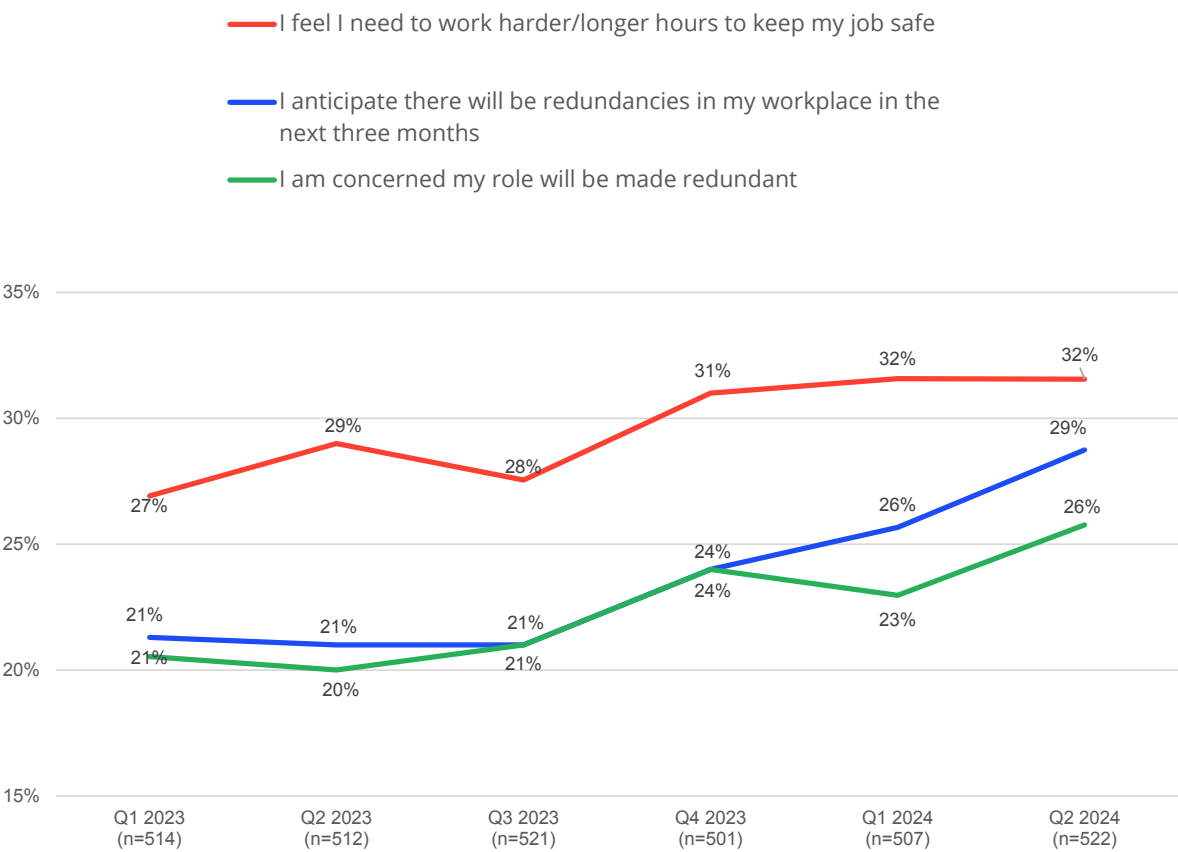
JOB SAFETY AND REDUNDANCIES

About one in three (32%) New Zealand workers feel they need to work harder or longer hours to keep their job safe, consistent with the previous quarter. Workers living in Auckland were significantly more likely to feel pressure to work harder or longer hours to keep their job safe (44%; Average 32%).

Three in ten (29%) workers anticipate there will be redundancies in their workplace within the next three months, a small increase since Q1 (26%). This is the highest proportion since workers were first asked this in Q1 2023, and belief in this statement has been increasing since Q3 2023.

Younger generations are more likely to anticipate redundancies in their workplace within the next three months (Gen Z 35%, Millennials 30%; cf. Gen X 26%, Baby Boomers 15%).

Around a quarter of workers are concerned their role will be made redundant, the highest proportion since workers were first asked this in Q1 2023. However, that is higher in industries such as retail trade, where 34% of workers are concerned about their role being made redundant, as are 32% of those working in professional, scientific and technical services.



Agree and Strongly Agree

Q7. To what extent do you agree or disagree with each of the following statements? New Zealand Workers
Note: Code frame reduced in Q1 2023

TRENDING CONCERNS: WELLBEING, CONNECTIVITY, AND TRUST

NEW ZEALAND | APRIL – JUNE 2024



UNDER PRESSURE TO CONNECT

Two thirds of managers feel pressure to keep in touch with direct reports more frequently when working from home.

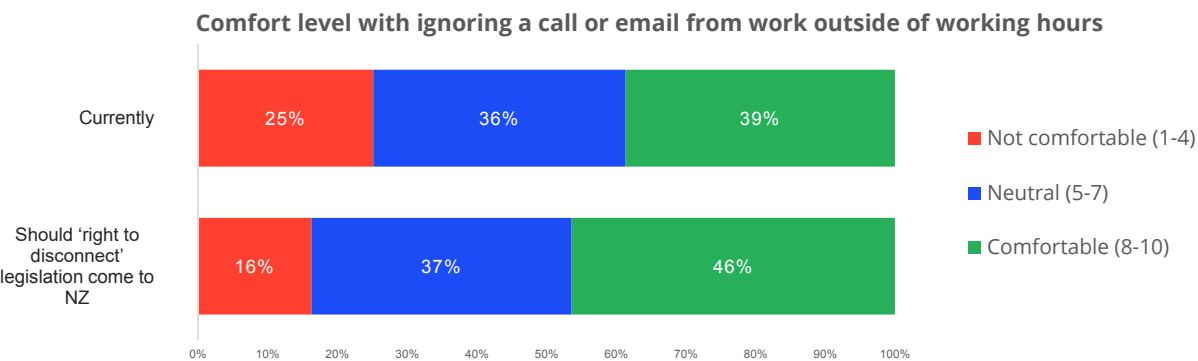
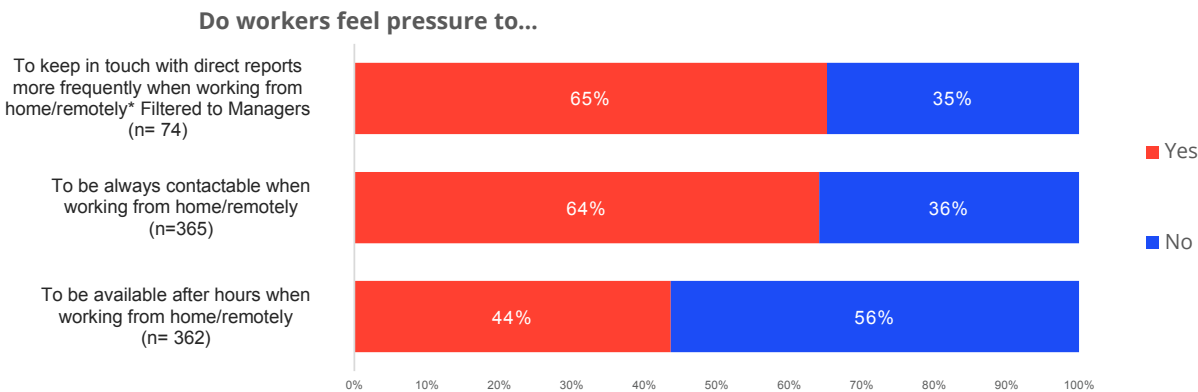
Just under two thirds of employees feel the need to be 'always contactable' when working from home, and 44% feel pressure to be available after hours when working from home or remotely.

Women were more likely to feel pressure to always be contactable when working from home

(71%; cf. Men 59%).

Currently, a quarter of workers do not feel comfortable ignoring a call or email from work outside of working hours.

However, should the 'right to disconnect' legislation come to New Zealand, similar to that introduced in Australia on 26 August 2024, the figure drops to 16% who feel they would still be uncomfortable ignoring a work call or email after hours.



B14. Thinking about working in the office compared to working from home do you feel pressure....? New Zealand Workers who can work from home

B13. How comfortable do you feel/will you feel ignoring a call or email from someone at work outside of your working hours, with 1 being extremely uncomfortable and 10 being extremely comfortable. New Zealand Workers (n=522)

FLEXIBLE WORK AND TRUST

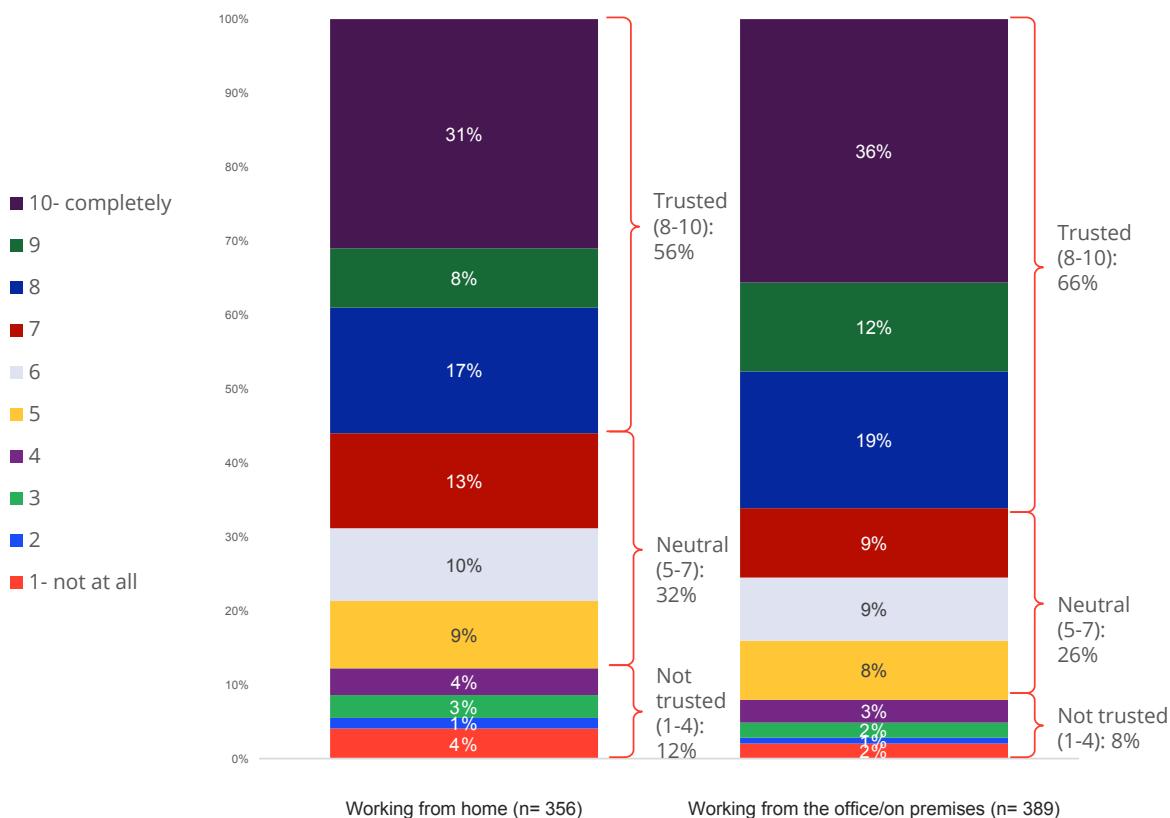
Workers are more likely to feel trusted by their managers when working in the office/on premises as opposed to when working from home. Just over a third of workers feel their managers trust them completely when working in the office or on premises, as opposed to 31% when working from home.

Additionally, 12% of workers feel they are not trusted by their managers when working from home, 50% more than those who feel they

aren't trusted when working in the office or on premises (8%).

Women were more likely to feel their managers trust them when working from home (62%; cf. Men 52%), while men were more likely to feel they were not trusted when working from home (14%; cf. Women 9%).

How trusted workers feel by their managers when working from...



B15. On a scale of 1 to 10 with 1 being not at all to 10 being completely, how trusted do you feel by your manager when working from home and at the office/on premises? New Zealand Workers who can work from home

MENTAL WELLBEING AT WORK

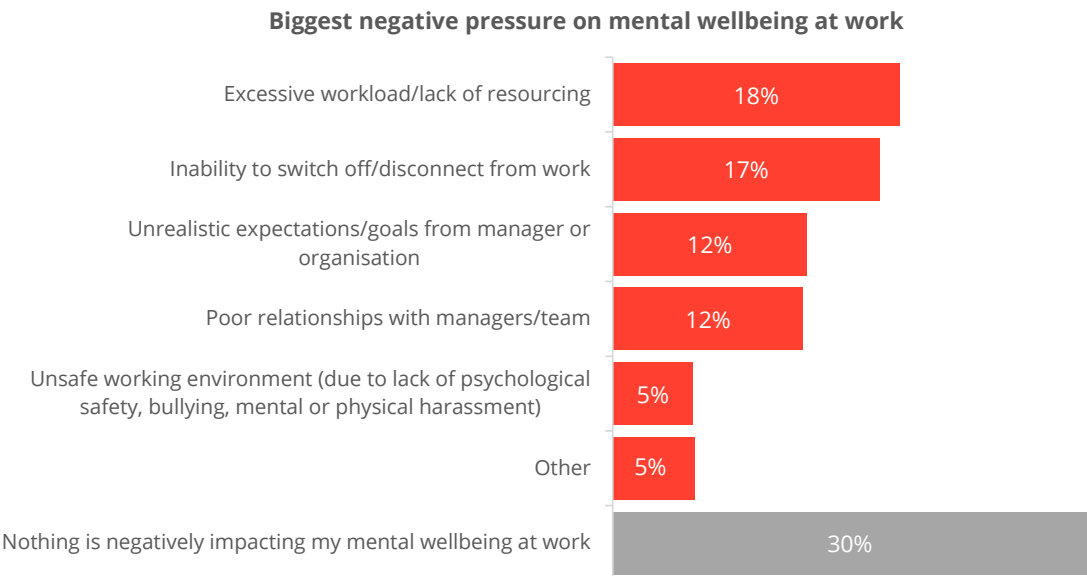
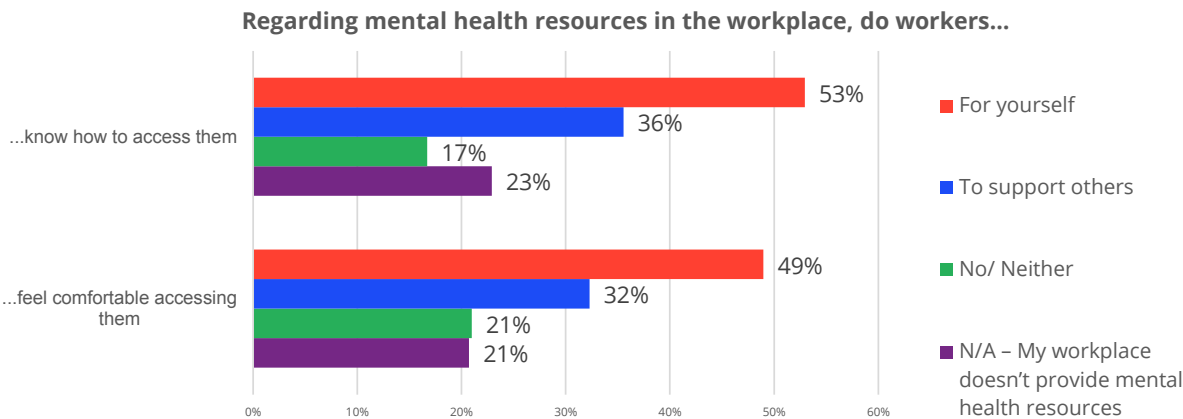
Regarding mental health resources in the workplace, just over half of workers know how to access support for themselves, while slightly less (49%) feel comfortable accessing them.

However, the figure is lower for seeking help for someone else. Only 36% know how to access workplace mental health resources for others while 32% feel comfortable accessing them to support others.

Men were more likely to feel comfortable

accessing mental health resources in the workplace for themselves (53%; cf. Women 44%) and to support others (36%; cf. Women 28%).

When asked what the biggest negative pressure on their mental wellbeing at work was, 18% of workers said excessive workloads or a lack of resourcing. A similar proportion (17%) mentioned the inability to switch off or disconnect from work as the biggest pressure.



B11. Thinking about accessing mental health resources within your workplace for yourself and/or to support others, do you: New Zealand Workers (n=522)
B12. What do you feel is the biggest pressure negatively impacting your mental wellbeing at work? New Zealand Workers (n=522)

METHODOLOGY

The ELMO Employee Sentiment Index offers a regular pulse check on the actions, attitudes and behaviours of New Zealand's employees. The quarterly report provides analysis of the prevailing sentiment within the workforce in order to track changes in perceptions around job security, wellbeing and the economy, as well as topical issues impacting New Zealand workers.

For this wave of the survey, respondents were asked to reflect on the three-month period between April 2024 to June 2024. The research was commissioned by ELMO Software and conducted by Lonergan Research in accordance with the ISO 20252 standard.

Lonergan Research surveyed 1,038 New Zealand workers aged 18 years and over between 26th June 2024 and 2nd July 2024.

The research was conducted via a 15-question online survey. Respondents were members of a permission-based panel, geographically dispersed throughout New Zealand including both capital city and non-capital city areas.

After surveying, data was weighted to the latest population estimates sourced from Stats NZ.





ABOUT ELMO SOFTWARE

Founded in 2002, [ELMO Software](#) is the trusted provider of HR technology solutions to 2,500+ mid-sized organisations and more than one million end users across Australia and New Zealand.

With a comprehensive suite of ISO-certified solutions that span the full employee lifecycle, ELMO Software is designed to scale as organisations grow.

Flexible and configurable, ELMO's one-stop HRIS fits to your specific needs and workflows.

Through powerful technology, automation, data and analytics, ELMO Software empowers HR professionals to play an integral role in company decision making.

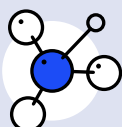
See [ELMO in action](#) with one of our friendly consultants to experience our HR and payroll solutions for your organisation.

**WE BUILD
HR SOLUTIONS
THAT RELEASE
YOUR FULL
POTENTIAL**



PAYROLL

Navigate the complexities of pay with secure and accurate payroll.



HR CORE

Centralise and automate your people management in one place.



RECRUITMENT

Find and hire the right talent for your business.



ONBOARDING

Start your new employee's journey with a personalised onboarding experience.



PERFORMANCE MANAGEMENT

Empower your teams to achieve their goals and thrive.



LEARNING MANAGEMENT

Create a culture of learning and develop your people with eLearning.