



Employee Sentiment Index: Q4 2024

New Zealand | October - December 2024





Contents



Methodology	3	Employee Priorities	12
Key Findings: Fixed Questions	4	Recognition And Remuneration	13
Key Findings: Topical Questions	5	Job Safety And Redundancies	14
Perceived Security	6	Trending Concerns: The Job Recruitment Process	15
Hours Worked	7	The Onboarding & Recruitment Process	16
Employee Wellbeing	8	Frustrations Within The Recruitment Process	17
Employee Mobility	9	New Year, New Employee?	18
Economy Influencing Decision Making	10	What Makes The New Year A Good (Or Bad) Time To Look For A New Job?	19
Future Of Work	11		



Methodology

500+
RESPONDENTS

**Oct-Dec
2024**



**New Zealand
Employees**

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 October 2024 to December 2024.

The research was commissioned by ELMO Software and conducted by Lonergan Research in accordance with the ISO 20252 standard.

Lonergan Research surveyed 521 New Zealand workers aged 18 years and over between 17th December 2024 and 28th December 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.

Key Findings

Fixed Questions

Each quarter, we ask the same ten core questions to track and benchmark employee sentiment. This quarter New Zealand employees generally feel a lot more secure across all four surveyed perceptions: their job, their organisation, their industry, and the economy. Organisational security increased to a new peak of 53%. This is an eight-percentage point increase since Q2 (45%) when perceived security was at its lowest.

Untaken Leave Trend Continues



Only 37% of employees have taken annual leave this quarter, a significant drop from last year, when 50% of employees took leave at the start of the holiday season.

Gen Z Most Mobile



Compared to other generations, Gen Z has had the most active quarter with 13% earning a promotion, 20% applying for a new role, and 18% interviewing for a new role in a new company.

Confidence In Skill

NZ employees who believe their skill set is specialised and hard to replace increased eight-percentage points to 62% (compared to Q3 2024 54%). This is the highest level it's been since the implementation of the Employee Sentiment Index (2021).



Fair Pay Rising

The percentage of NZ employees who believe they're paid fairly for their work has decreased slightly (Q4: 62%, compared to Q3: 63%). However, this is still significantly higher than it was at the beginning of the year (Q1: 54%). South Island workers are more likely to feel they're paid fairly for their work.



Key Findings

Topical Questions

Each quarter we include topical questions to explore specific trends or timely sentiments. This quarter, we focused on employees' views of the recruitment process.

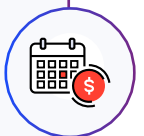
The start of the year becomes a crucial period for HR professionals to refine and strengthen their recruitment strategies, ensuring they are prepared to attract top talent.

Almost two in five New Zealand employees (39%) rate their overall recruitment process as good, however, the majority of this sentiment is held by Baby Boomers (58%) with Millennials (33%) and Gen Z (45%) less likely to have this view. Given these generations will soon comprise the majority of the employment market, there is a huge opportunity to improve recruitment processes.

Employee Frustrations

43%

of NZ employees say no salary information till late in the process is the most frustrating element of the recruitment process. Followed by prolonged decision-making time or response time (34%).



New Year, New Employee?



Almost two-thirds (65%) of NZ employees believe the start of the year is an ideal time to look for a new job, with 49% believing there's often a hiring surge after the holidays.

Capture An Active Job Market



21% of NZ employees don't think they're in the right role for them, suggesting that a significant portion of the workforce may actively consider a change as they begin the new year.



Perceived Security

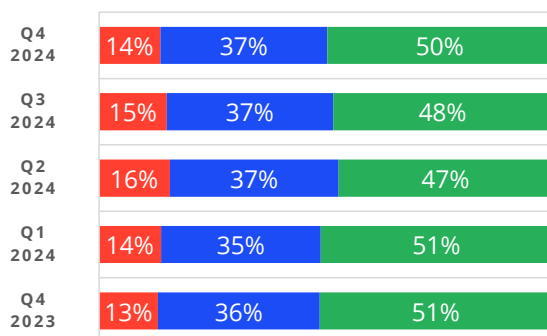
New Zealand employees' perceptions of security across all elements have increased this quarter. Industry security, in particular, has jumped seven percentage points to 52% compared to Q3 2024 (45%) but hasn't quite returned to its peak of this time last year.

Organisational security has increased to a new peak of 53%. This is an eight-percentage point increase since Q2 (45%), when perceived security was at its lowest.

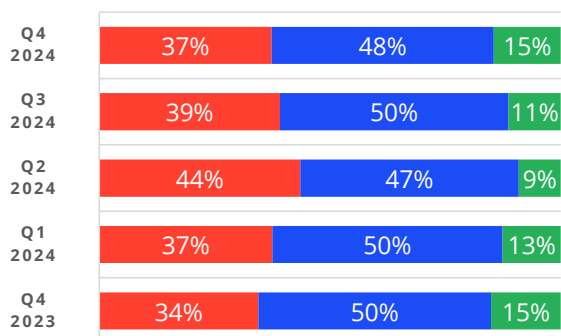
Job security has increased slightly (50%), almost returning to its peak of Q1 2024 (51%). While the number of employees who believe the economy is secure has also increased since Q3 (Q4 2024 15%; compared to Q3 2024 11%).

Baby Boomers are driving this perception of security, as they're more likely to feel secure about their jobs (74%; vs Gen Z 50%, Millennials 45%, Gen X 50%), their organisation (75%; vs Gen Z 53%, Millennials 48%, Gen X 54%), and their industry (67%; vs Gen Z 49%, Millennials, 47%, Gen X 55%).

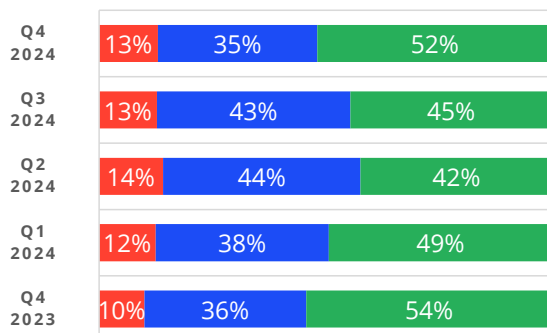
Job Security



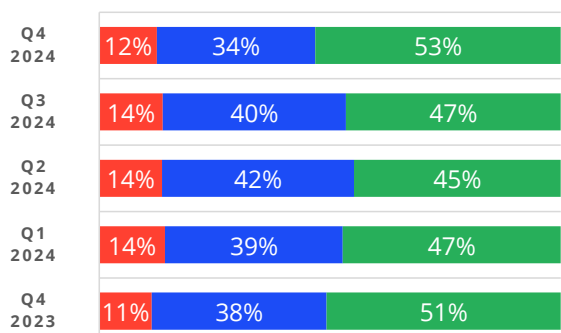
Economic Security



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 Q4 2024 (n=521) // Q3 2024 (n= 502) // Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501)



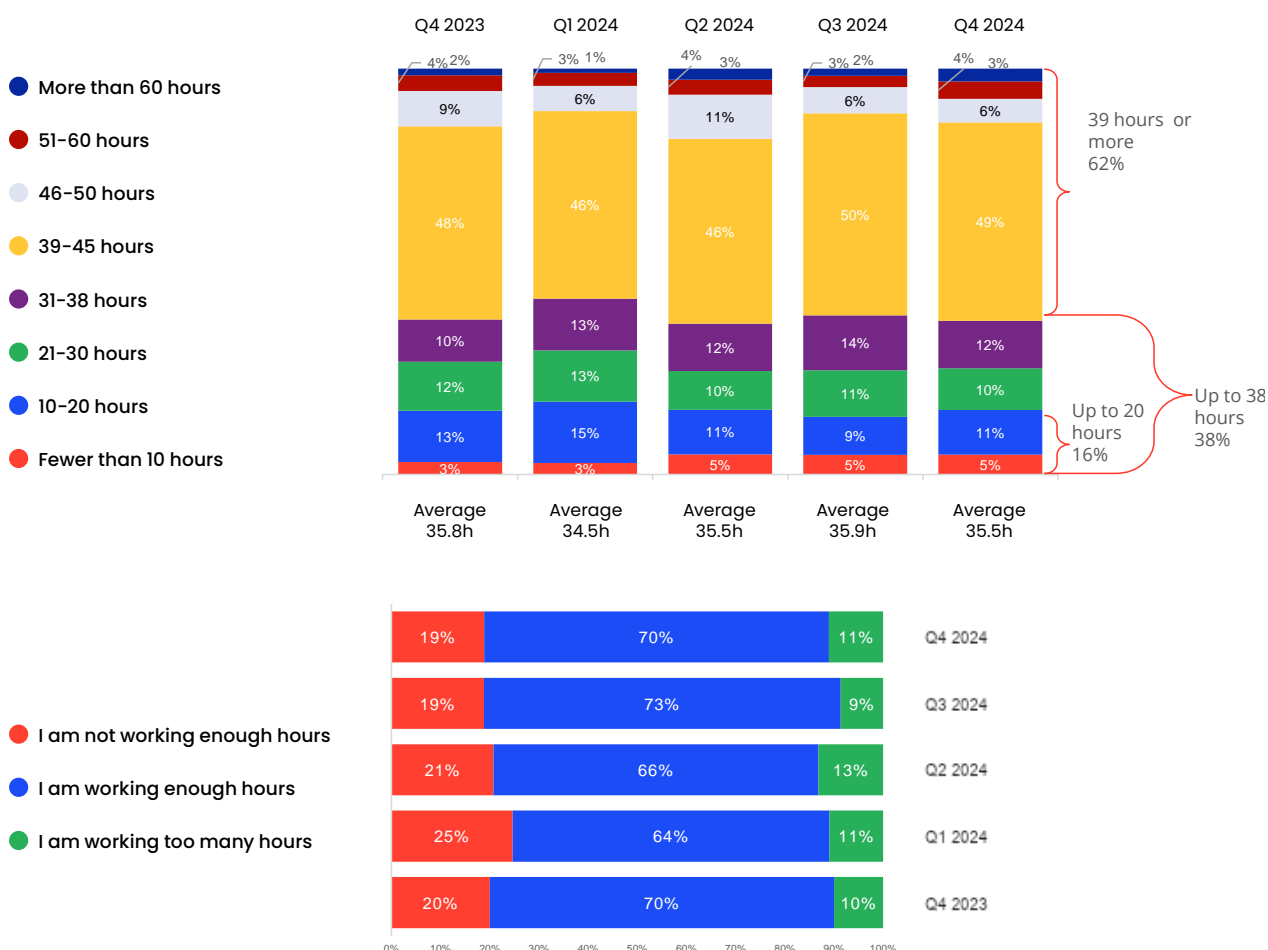
Hours Worked

The average number of hours worked each week has increased by approximately half an hour to 37.2 (Q3 2024 36.6h). The average number of hours worked is higher amongst North Island employees (37.4h; compared to South Island 36.2h).

Just over three in five (62%) employees say they work 39 or more hours a week, with almost half (49%) working between 39–45 hours.

Gen Z and male employees continue to work the most hours each week on average (Males: 40.6h vs Females: 33.3h, Gen Z: 37.8h vs Millennials: 36.9h, Gen X: 36.6h, Baby Boomers: 25.9h).

The number of employees who feel they're working too many hours has risen to 11%, a slight increase since Q3 (9%).



Q1. Over the last three months, on average how many hours do you work per week?

Q2. Over the past three months (October to December 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 Q4 2024 (n=521) // Q3 2024 (n= 502) // Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501)



Employee Wellbeing

There have been some key changes between Q3 and Q4 2024 in terms of worker wellbeing, as well as changes over the last 12 months. Most notably would be the number of employees who have taken annual leave. In 2023 it was half (50%), and this year it's closer to a third (34%), which continues the trend of employees taking less leave. [See Employee Sentiment Index: Q3 2024](#).

When considering overall employee wellbeing it's interesting to note that there's been a decrease in both legitimate sick days (from 45% to 34%) and workers arriving at work feeling unwell (from 35% to 27%) over the past three months. This could indicate that employees are feeling healthier. With fewer employees experiencing illness severe enough to require time off or affect their ability to work, this points to potential improvements in overall wellbeing.

It's worth noting that burnout levels only decreased slightly this quarter (from 39% to 38%) and are still not at the lowest level of Q4 2023 and Q1 2024 36%.



Q3. Over the past three months have you...? New Zealand Workers Q4 2024 (n=521) // Q3 2024 (n= 502) // Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501)



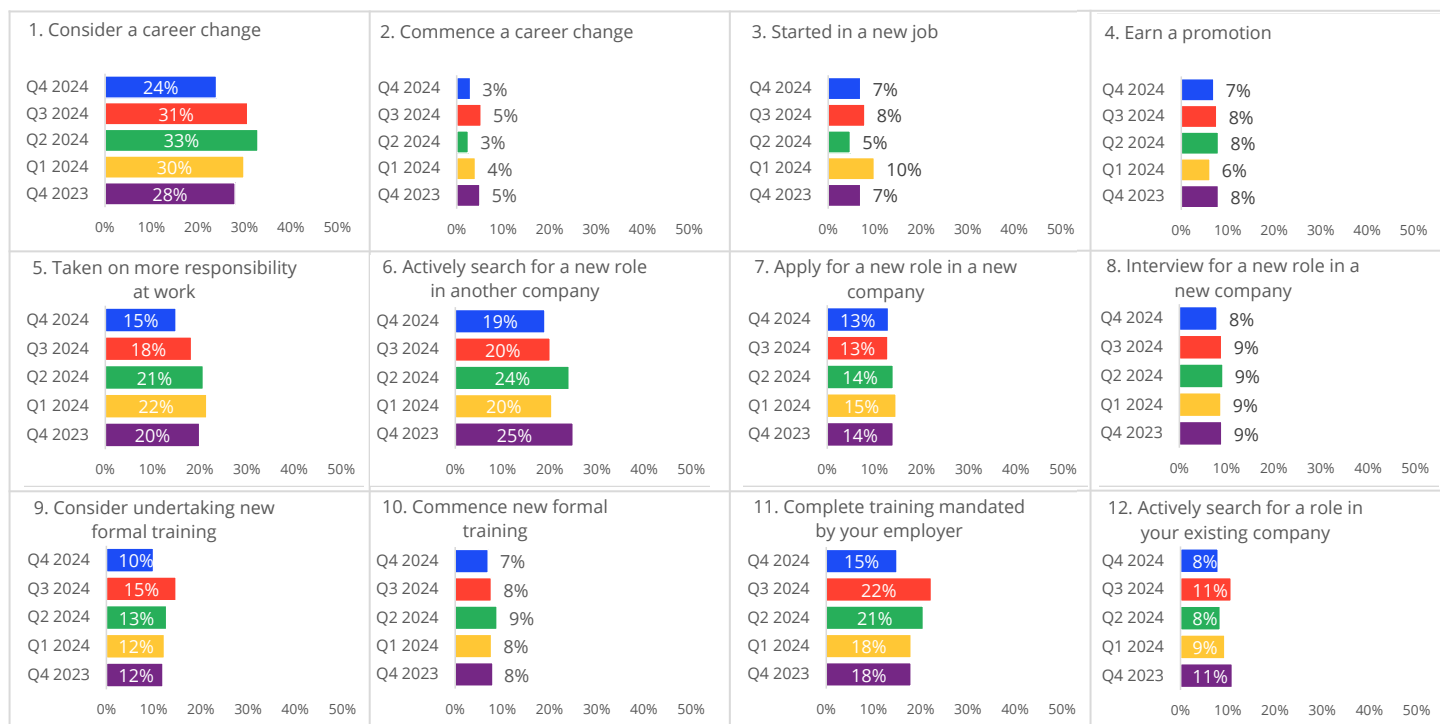
Employee Mobility

Employee mobility continues to decrease or remain stable this quarter. Employees who have done the following have all decreased since Q3 2024:

- Considered a career change (24%; vs Q3 2024 31%)
- Commenced a career change (3%; vs Q3 2024 5%)
- Started a new job (7%; vs Q3 2024 8%),
- Actively searched for a new role in another company (19%; vs Q3 2024 20%)

Gen Z continues to be the most mobile compared to other generations.

- Earned a promotion (Gen Z 13% vs. Millennials 10%, Gen X 3%, Baby Boomers 0%)
- Applied for a new role in a new company (Gen Z 20%; vs Millennials 15%, Gen X 10%, Baby Boomers 0%).
- Interviewed for a new role in a new company (Gen Z 18%; vs Millennials 9%, Gen X 4%, Baby Boomers 0%).



Q6. In the past three months, did you...? New Zealand Workers Q4 2024 (n= 521) // Q3 2024 (n= 502) // Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501)



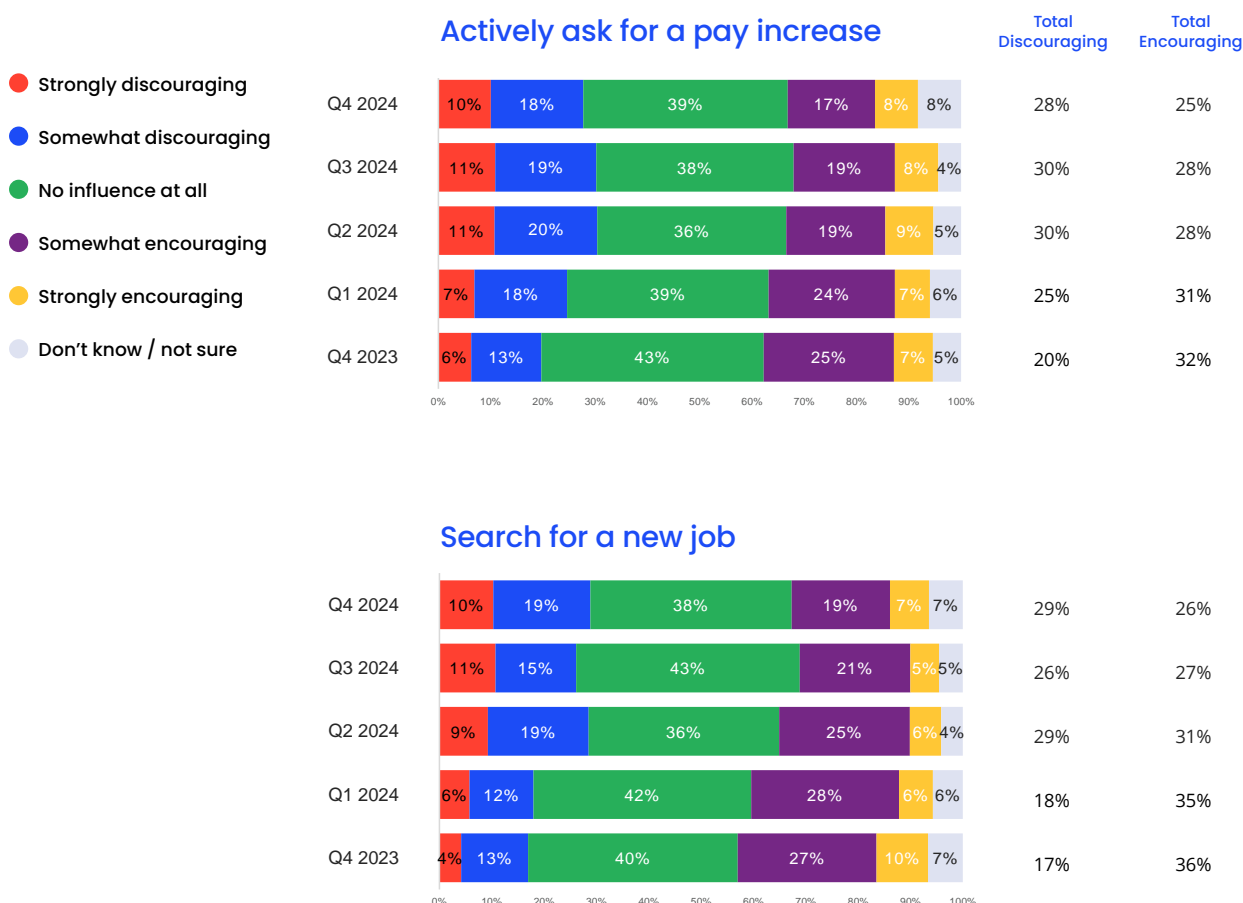
Economy Influencing Decision-Making

One quarter (25%) of NZ employees said they're encouraged by economic conditions to ask for a pay increase, while slightly more say they're discouraged (28%). Both sentiments have dropped from Q3 (encouraged 28%, discouraged 30%).

Gen Z employees are more likely to be encouraged (39%, compared to 28% for Millennials, 15% for Gen X, and 21% for Baby Boomers).

A quarter (26%) of employees feel encouraged to search for a new job which is slightly lower since last quarter (Q3 2024 27%) and a significant drop from this time last year (Q4 2023 36%).

Gen Z are also the most encouraged to search for a new job (39%; vs Millennials 32%, Gen X 19%, Baby Boomers 2%).



Q10. To what extent are current economic conditions encouraging or discouraging you to do the following? New Zealand Workers Q4 2024 (n=521) // Q3 2024 (n= 502) // Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501)

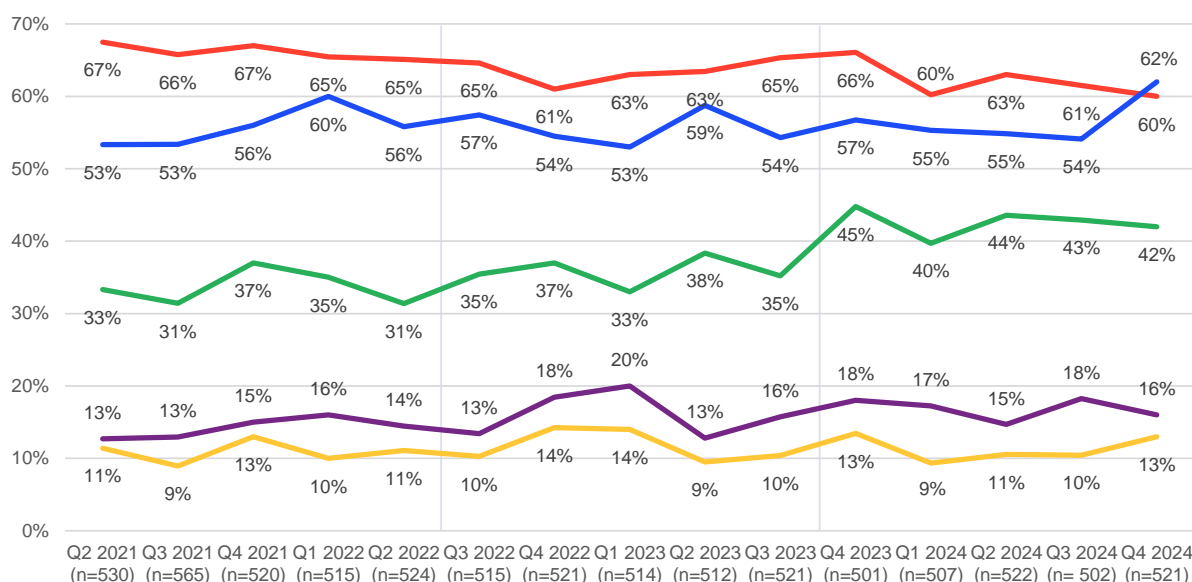


Future of Work

There have been slight changes in all future of work metrics since Q3. The most noteworthy change is the number of employees who believe their skill set is specialised and hard to replace, which has increased eight-percentage points (62%; compared to Q3 2024 54%). This is the highest it's been since the beginning of this Employee Sentiment Index.

There was also an increase in the number of NZ employees who feel their role will be offshored in the next 5 years (13%, compared to Q3 2024 10%). More importantly younger generations believe this more strongly (Gen Z 17%, Millennials 18%; vs Gen X 9%, Baby Boomers 0%). However, the belief that their role will be automated in the next 5 years has decreased slightly to 16% (compared to Q3 2024 18%).

The number of employees who believe their industry is prone to job losses is relatively stable (42%; compared to Q3 2024 43%) remaining under the peak it was this time last year (45%).



Agree and Strongly Agree

- Greater technology will assist me in my role
- My skill set is specialised and hard to replace
- My industry is prone to job losses
- My role will be automated in next 5 years
- My role will be offshored in next 5 years

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



Employee Priorities

Remuneration, flexible or remote working, organisational stability, and the culture of the organisation are all key priorities that have remained relatively unchanged over the last year.

Interestingly, the ethical standing/reputation of the organisation and leadership and professional learning opportunities jumped from both being tied 10th in Q3 to being 7th and 8th place respectively in Q4.

Wellbeing initiatives, diversity among employees/senior leadership team, and online or word-of-mouth reviews were all previously tied 6th in Q3. They are now ranked as the bottom three priorities of Q4 (9th, 10th, and 11th respectively).

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

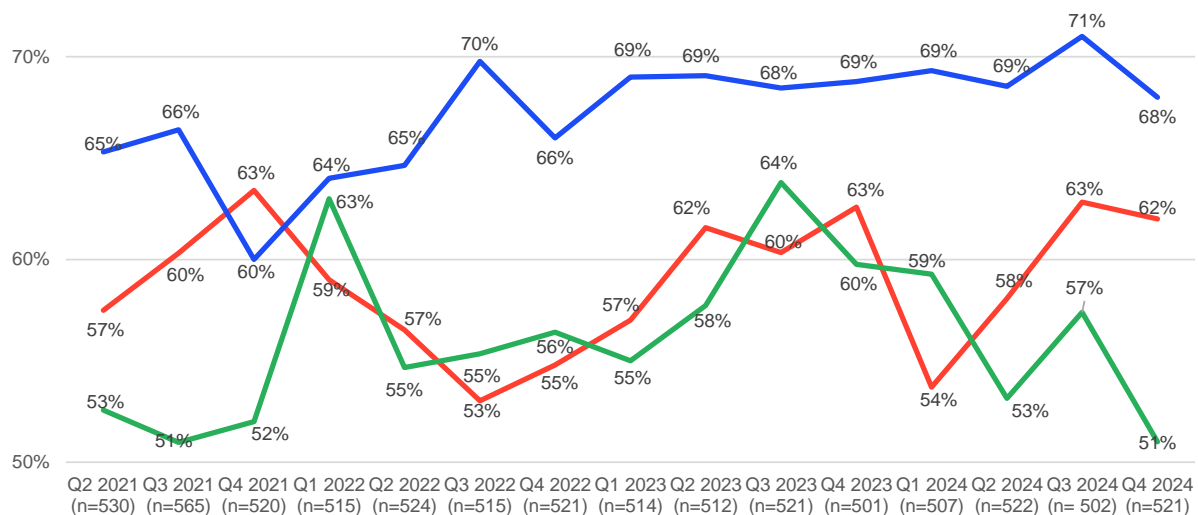
Q9. Thinking about choosing a new employer, rank your top five most important factors from the list below. New Zealand Workers Q4 2024 (n=521) // Q3 2024 (n= 502) // Q2 2024 (n=522) // Q1 2024 (n=507) // Q4 2023 (n=501)



Recognition and Remuneration

The proportion of employees in New Zealand who agree they're paid fairly for their work decreased slightly (Q4 62% compared to Q3 63%). However, this is significantly higher than it was at the beginning of the year (Q1 54%). South Island workers were more likely to have felt they were paid fairly for their work (68%; compared to North Island 60%). Older NZ workers were also more likely to feel this way (Baby Boomers 73% vs Gen Z 59%, Millennials 60%, and Gen X 64).

Just over half of NZ employees anticipate receiving a pay increase within the next year, a significant decrease from Q3 (57%). The proportion of employees who felt recognised for their contributions at work also saw a decline (Q4 68%, compared to Q3 71%). Male workers were less likely to have felt recognised (66% compared to female 71%). Younger NZ employees were also less likely to feel recognised (Gen Z 61% vs Millennials 68%, Gen X 71%, Baby Boomers 75%).



- I am recognised for my contributions at work
- I am paid fairly for my work**
- I anticipate I will receive a pay increase within the next year

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

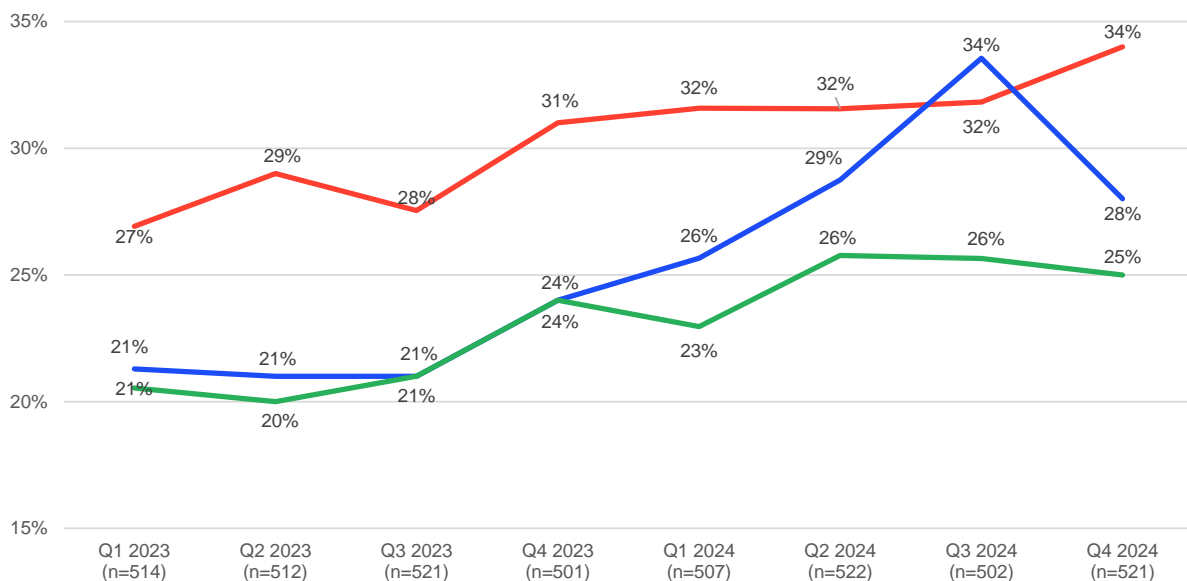


Job Safety and Redundancies

A third (34%) of NZ employees felt they needed to work harder/longer hours to keep their job safe, a slight increase from Q3 (32%). Male and Millennial workers were more likely to hold this belief (male 36% compared to female 31%; Millennials 43% vs Gen Z 35%, Gen X 28%, Baby Boomers 13%). Employees living in Auckland and the South Island were also more likely to think this (Auckland 43%, the Rest of South Island 41%; vs Wellington 12%, the Rest of North Island 28%, Christchurch 23%).

One quarter (25%) of employees were concerned their role would be made redundant, a slight decrease from Q3 (26%). Baby Boomers were the least likely to agree (7%; vs Gen Z 25%, Millennials 30%, Gen X 23%).

There was a significant decrease in the proportion of employees who anticipated redundancies in their workplace in the next three months (28% compared to Q3 34%). However, this is higher than it was in Q4 2023 (24%). Baby Boomers were again the least likely to hold this belief (8%; vs Gen Z 31%, Millennials 35%, Gen X 25%).



- I feel I need to work harder/longer hours to keep my job safe
- I anticipate there will be redundancies in my workplace in the next three months
- I am concerned my role will be made redundant

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

*indicative only due to low sample size



Trending Concerns

The job recruitment process





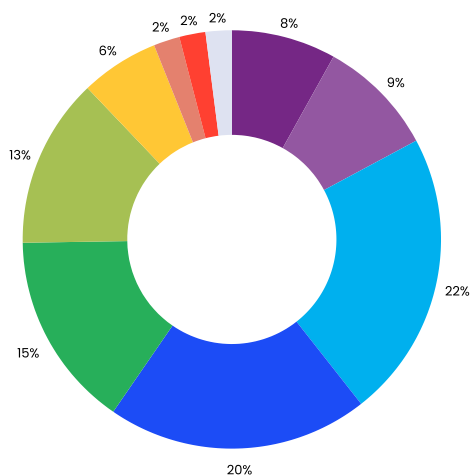
The Onboarding & Recruitment Process

39% of NZ employees feel their overall recruitment experience was good. This is heavily influenced by Baby Boomers (58% vs Gen X 38%, Millennials 33%, and Gen Z 45%). While less than half (48%) of employees rate it as neutral, nearly one in eight (13%) would rate their recruitment experience as bad, which is over 330,000 NZ employees.

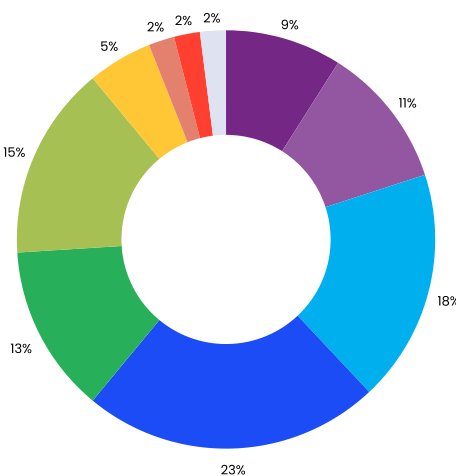
There are similar results for the interview and onboarding process with 38% and 36% of employees rating it as excellent respectively. However, approximately 330,000 employees would consider their interview and onboarding experience as bad.

In both cases, Baby Boomers were more likely to rate the processes highly.

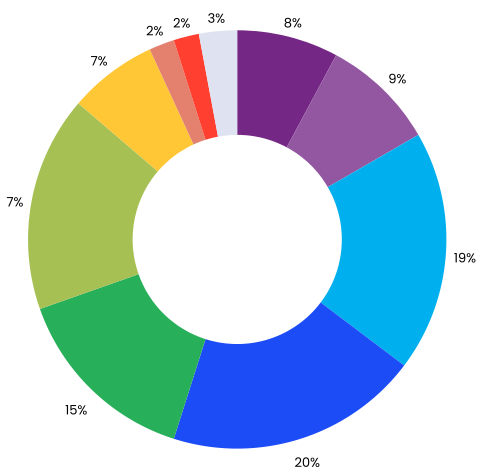
	Recruitment Process Overall	Interview Process	Onboarding Process
Good (8-10)	39%	38%	36%
Neutral (5-7)	48%	51%	51%
Bad (1-4)	13%	10%	13%



Recruitment Process Overall



Interview Process



Onboarding Process

10 - Amazing 9 8 7 6 5 4 3 2 1 - Terrible

B1. Thinking about your most recent job appointment, on a scale of 1 to 10, (1 being terrible, 10 being amazing) how would you rate your overall experience and the specific aspects below? New Zealand Workers (n= 521)



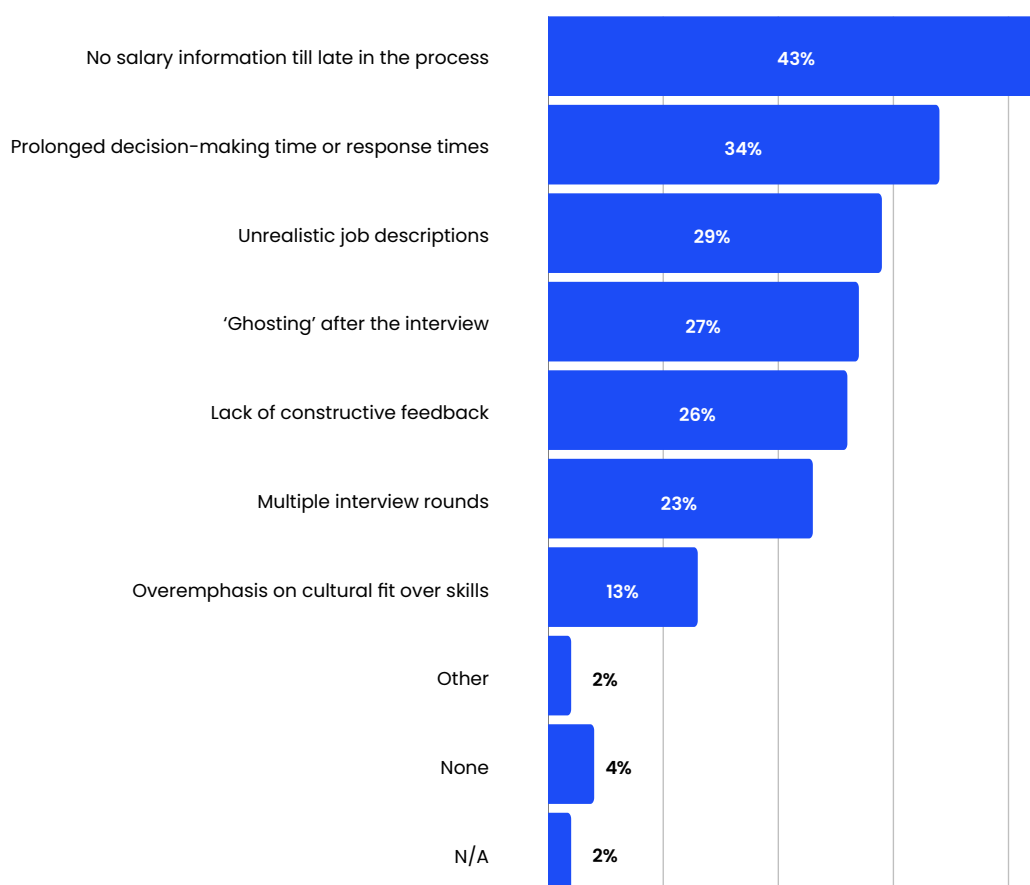
Frustrations Within The Recruitment Process

43% of New Zealand employees identify the lack of salary information until late in the recruitment process as the most frustrating aspect. Interestingly male workers are more likely to say this (46%) compared to their female counterparts (40%).

Over a third (34%) say prolonged decision-making time or response times is one of the most frustrating aspects while three in ten (29%) say it's unrealistic job descriptions.

Over a quarter of employees see ghosting after the interview (27%) and lack of constructive feedback (26%) as some of the most frustrating elements of the recruitment process, while slightly fewer say it's multiple interview rounds (23%).

Significantly lower than the rest is an overemphasis on cultural fit over skills with 13% finding this the most frustrating aspect.



B2. Thinking back to your last few job searches, what aspect of the recruitment process did you find most frustrating? New Zealand Workers (n= 521)



New Year, New Employee?

Almost four in five (79%) NZ employees believe they're currently in the right role for them. This view is higher in female employees (81%; compared to male 77%) and older employees (Gen X 82%, Baby Boomers 86% vs Gen Z 70%, Millennials 79%).

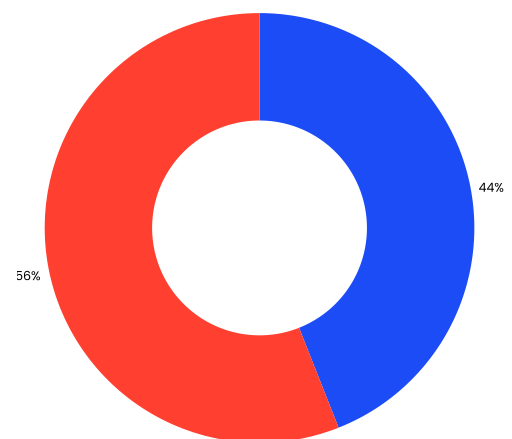
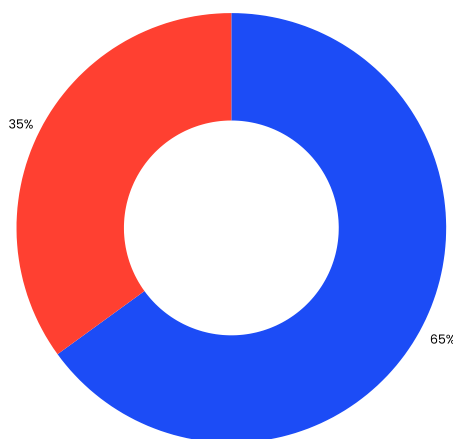
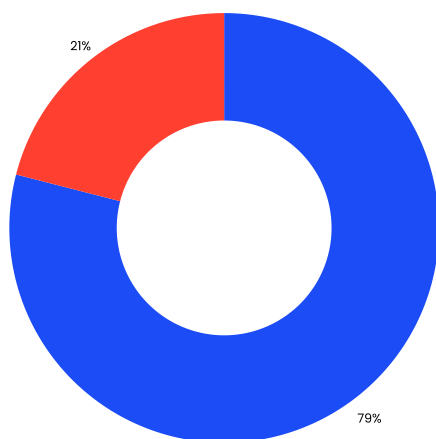
Almost two-thirds (65%) believe the start of the year is a good time to look for a new job. Millennials are more likely to hold this belief (69%; vs Gen Z 65%, Gen X 63%, and Baby Boomers 52%).

Just under half (44%) say they've been successfully head-hunted for a role.

Do you believe you are currently in the right role for you?

Do you think the start of the year is a good time to look for a new job?

Have you ever successfully got a role after being head hunted (i.e. approached to fill a position, rather than applied for the job)?



● Yes ● No

B3. Please answer yes or no to the following questions. New Zealand Workers (n= 521)



What makes the new year a good (or bad) time to look for a new job?

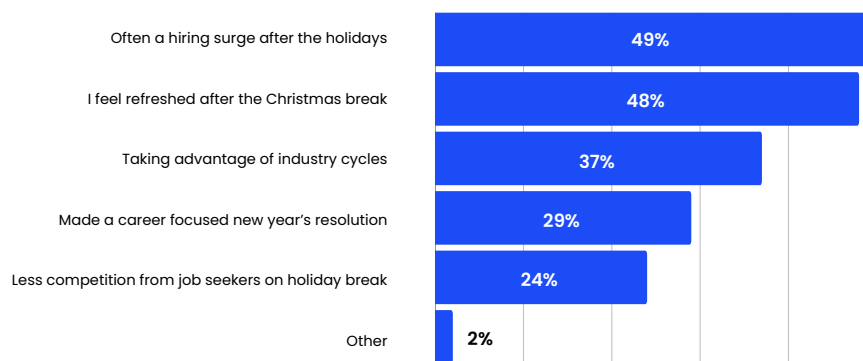
Almost half of NZ employees who think the new year is a good time to look for a job believe it's because there's often a hiring surge after the holidays (49%).

48% of those say they feel refreshed after the Christmas break while 37% are taking advantage of industry cycles.

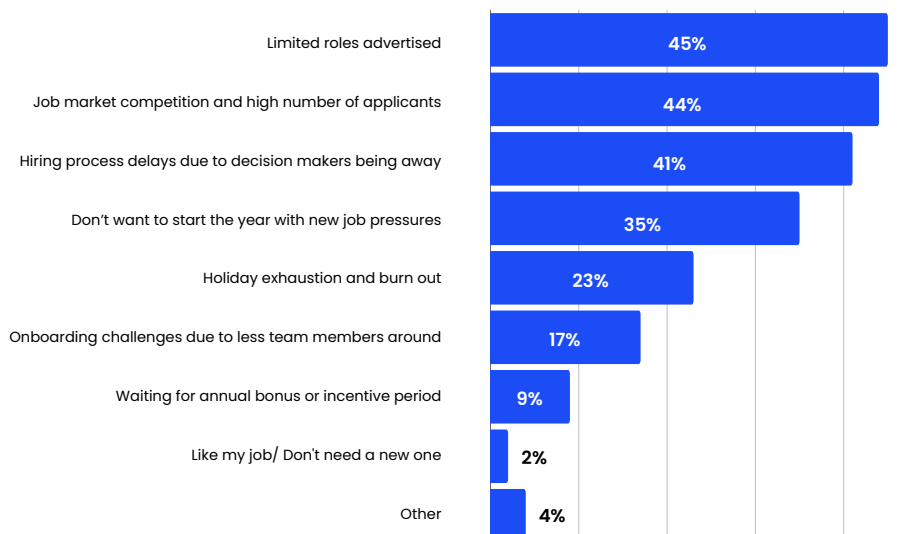
Conversely, 45% believe the new year is a bad time to look for a role because there are limited roles advertised. Employees in manufacturing (47%), accommodation and food services (72%), and public admin and safety (83%) industries are more likely to feel this way.

A similar number of employees believe job market competition and high number of applicants (44%) and delayed hiring processes (41%) make the start of the year a bad time to search for a job.

Why the start of the year is a good time to look



Why the start of the year is a bad time to look



B4. Why do you think the start of the year is a good time to look for a job? NZ Workers who think start of NY is good to look for a job (n= 334) B5. Why don't you think the start of the year is a good time to look for a job? NZ Workers who DON'T think start of NY is good to look for a job (n= 187)
*indicative due to low sample size <30

RELEASING HR'S FULL POTENTIAL

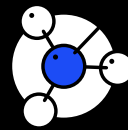
The **only** HR platform that truly fits the needs of mid-sized businesses in Australia and New Zealand, without the unnecessary complexity.



Onboarding



Recruitment



HR Core



Payroll &
Remuneration



Performance
Management



Learning
Management

Founded in 2002, the ELMO Group comprises ELMO Software in Australia, New Zealand and the UK, and Breathe HR in the UK. It is the trusted provider of HR technology solutions to 16,000+ small and mid-sized organisations and two million end users.

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.



Find out how ELMO can help your organisation.

elmosoftware.com.au | elmosoftware.co.nz | elmosoftware.co.uk