

# Feel Good Index 2023



We spend a **third of our time** at work  
in a standard week



**36%**  
of our time per week  
is spent at work



in our lifetime  
we spend more than  
**90,000**  
hours at work  
40 hours per week over 48 working weeks  
across a working lifetime<sup>1</sup>

## Two in five hospitality workers are open to new opportunities



**21%**

**Job lovers**

I love my job and I am not  
going anywhere



**66%**

**Job opportunists**

I like my job, but am open to  
something better



**9%**

**Unhappy stayers**

I am unhappy in my job,  
but am not ready to leave



**5%**

**Eager leavers**

I hate my job, and am  
ready to leave

## Hospitality workers feel their best at work when they have flexibility in their role

How do the four types of workers thrive at work?



**Job lovers**

I love my job and I am not  
going anywhere



**32%**

Strong relationships  
with colleagues



**30%**

Flexibility in my role to fit  
within other priorities in  
my life



**27%**

Supportive leadership and  
management



**Job opportunists**

I like my job, but am open  
to something better



**34%**

Flexibility in my role to fit  
within other priorities in  
my life



**32%**

Strong relationships  
with colleagues



**30%**

Competitive salary  
and benefits



**Unhappy stayers**

I am unhappy in my job,  
but am not ready to leave



**36%**

Flexibility in my role to fit  
within other priorities in  
my life



**29%**

Having the ability to act  
autonomously and make  
decisions within my role



**29%**

Competitive salary  
and benefits



**Eager leavers**

I hate my job, and am  
ready to leave



**42%**

Competitive salary  
and benefits



**38%**

Strong relationships  
with colleagues



**33%**

Flexibility in my role to fit  
within other priorities in  
my life

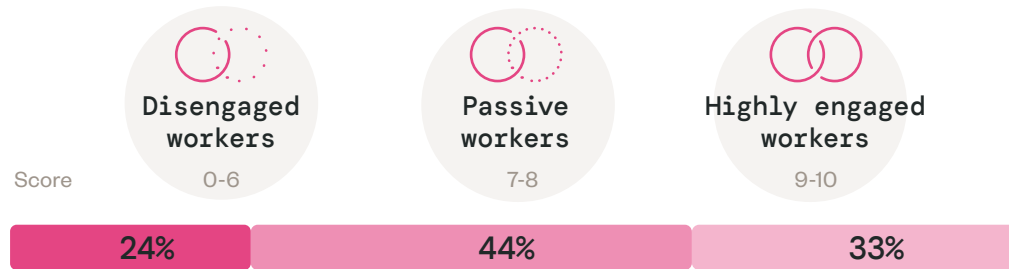


**33%**

Reasonable workload

# Workers are most engaged when their job contributes to their wellbeing and sense of purpose

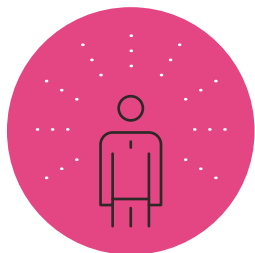
Thinking about how engaged you are in your current workplace and role, on a scale of 0-10 please rate your current engagement with your job.



## Hospitality NES

-9

The NES is calculated by subtracting the percentage of highly engaged workers from disengaged workers. An NES score can range anywhere between -100 and 100. A score above 0 is considered a good score.



53%

**More than half** of workers say their job plays an extremely/very important role in their overall life satisfaction

## Two in five hospitality workers are critics of their current workplace

On a scale of 0-10, how likely is it that you would recommend your organisation as a place to work, where relevant, to a friend or contact?



**41%**  
Critics  
(score of 0-6)



**35%**  
Neither critic nor advocate  
(score of 7-8)



**24%**  
Advocate  
(score of 9-10)



**43% of workers** believe their work is meaningful and produces positive impacts.



Workers are **4.5x more likely** to value what they can see over what they feel when accepting a job



**82%**  
of workers value factors they **can see**  
e.g. remuneration, salary and professional development

VS.



**18%**  
of workers value what they **feel**  
e.g. opportunities for personal growth, expanding networks

## Key considerations for hiring managers



**1.** Articulate how workers make a positive and meaningful impact in your organisation to attract quality staff



**2.** Seek to understand that the skills and values of potential employees fit with your organisation's values



**3.** Ensure that you are clearly communicating the key tangible attributes of the job.  
e.g. salary and professional development

### Methodology

Frontline Recruitment Group hospitality workers:  
Online survey in field from 13th of March to 2nd of April 2023, yielding n=241 responses

Hospitality workers: Online survey in field from 13th - 20th of March 2023, yielding n=278 responses

Research and design by

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