

December 2023 Happiness@Work index

TORONTO, December 27, 2023—[Maru Public Opinion](#) has released the December 2023 [ADP Canada](#) Happiness@Work Index which finds that Canadian workers' happiness has dwindled as the new year looms—dropping to 6.6/10, a decrease of 0.2 points from its output in November.

The survey is run in the first week of each reported month and has employed respondents' rate both their happiness as it pertains to their current role and the responsibilities at work ("Primary Indicator") and their satisfaction ("Secondary Indicators") with eight workplace factors on a scale from 1 to 10 which are then calculated as Mean scores that are tracked. Additional questions are often added on various topics to provide broader insights into the Canadian workplace.

The overall decrease was caused by declines in each of the secondary indicators (work-life balance and flexibility, recognition and support, compensation and benefits, and options for career advancement) this month. Boomers continue to hold the top spot as the happiest generation in the workplace for the 11th consecutive month, while British-Columbia rejoins Québec as the happiest worker regions in Canada.

Additionally, this month's sounding reveals that heading into the new year, most workers are optimistic about taking time off (75%) and having a manageable workload (72%) in 2024. Just over half (56%) of workers also appear to be expecting an increase in salary and compensation.

For the following scores, +/- or NC [no change] are compared to the findings from the previous month.

December 2023 National Work Happiness Score: 6.6/10 (-0.2)

Indicator Breakdown

Primary Indicator: 6.8/10 (-0.2)

Secondary Indicators:

- **Work-Life Balance and Flexibility: 6.7/10 (-0.3)**
- **Recognition and Support: 6.4/10 (-0.3)**
- **Compensation and Benefits: 6.1/10 (-0.2)**
- **Options for Career Advancement: 5.9/10 (-0.2)**

The December Index shows that the primary indicator of worker happiness also decreased to 6.8/10, -0.2 points from November, with less than half (44%) of workers in Canada feeling satisfied with their current role and responsibilities. The top secondary indicator continues to be work-life balance & flexibility (6.7/10), however it's the lowest recorded score since January 2023. Additionally, recognition & support also record the lowest score to date since the induction of the Index.

The Index also reveals that while Boomers (6.9/10) continue to hold the top spot as the happiest generation for the 11th consecutive month, their happiness score is decreasing of 0.3 points from November. Millennials (6.5/10) recorded their lowest score to date, and Gen Zs hold steady month-over-month. Regional results reveal that British-Columbia rejoins Québec (6.9/10) for the top spot as the happiest region, while Ontario (6.4/10) records one of the lowest Regional Work Happiness Scores in December.

National Work Happiness Score: Generational Snapshot

- **Boomers (aged 59+): 6.9/10 (-0.3)**
- **Gen-Z (aged 18-26): 6.8/10 (-0.1)**
- **Millennials (aged 27-42): 6.5/10 (-0.3)**
- **Gen-X (aged 43-58): 6.4/10 (-0.2)**

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Methodology

These are the findings from a [Maru Public Opinion](#) online panel survey undertaken by its sample and data collection experts at [Maru/Blue](#) from December 6-7, 2023, among a random selection of 1,416 employees and self-employed Canadians adults who are [Maru Voice Canada](#) panelists. The [ADP Canada](#) Happiness@Work Index ("Index") survey is run in the first week of each reported month has employed respondents' rate both their happiness as it pertains to their current role and the responsibilities at work ("Primary Indicator") and their satisfaction ("Secondary Indicators") with eight workplace factors on a scale from 1 to 10 which are then calculated as Mean scores that are tracked. Additional questions are often added on various topics to provide broader insights into the Canadian workplace.

The results were weighted by education, age, gender, and region (and in Quebec, language) to match the population, according to Census data. For comparison purposes, a probability sample of this size has an estimated margin of error (which measures sampling variability of +/- 2.6%, 19 times out of 20. Respondents could respond in either English or French.

Panel and data services provider [Maru Blue](#) is deeply rooted in the Maru/HUB technology platform and offers on-demand, high-quality, highly scalable online community samples of deeply engaged, known respondents. Excerpts from this release of findings should be properly attributed, with interpretation subject to clarification or correction.

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The experience & insights platform

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