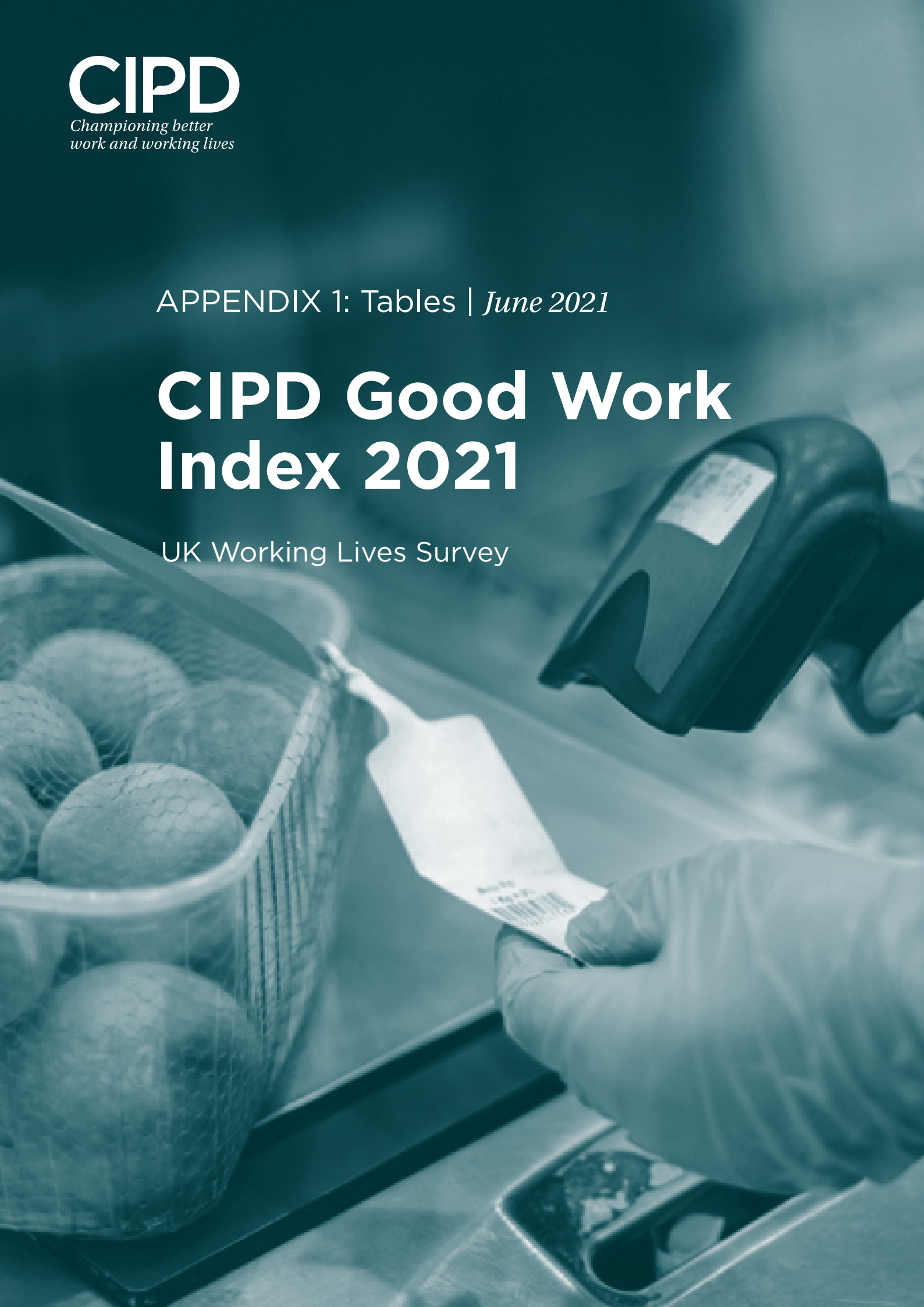


APPENDIX 1: Tables | *June 2021*

# CIPD Good Work Index 2021

UK Working Lives Survey



The CIPD is the professional body for HR and people development. The registered charity champions better work and working lives and has been setting the benchmark for excellence in people and organisation development for more than 100 years. It has more than 150,000 members across the world, provides thought leadership through independent research on the world of work, and offers professional training and accreditation for those working in HR and learning and development.

# CIPD Good Work Index 2021

## UK Working Lives Survey

### Appendix 1: Tables

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## Notes

This appendix accompanies the summary and survey reports of the CIPD Good Work Index 2021. The tables are derived from the 2021 UK Working Lives Survey conducted by YouGov on behalf of the CIPD. The survey drew on YouGov's UK panel of approximately 350,000 adults in work, as for the 2018, 2019 and 2020 surveys.

Fieldwork was undertaken online between 13 January and 23 February 2021; the total sample size was 6,257 adults. The responding sample is weighted to the profile of the sample definition to provide a representative reporting sample of all GB adults in work (aged 18+). The profile is normally derived from census data or, if not available from the census, from industry-accepted data.

The reported N is the unweighted base. Figures should be cited as CIPD Good Work Index 2021.

# 1 Background details

## Individual characteristics

### Sexual orientation

Heterosexual	87%
Gay or lesbian	5%
Bisexual	4%
Other	1%
Prefer not to say	3%
N	6,256

### Household size: How many people, including yourself, are there in your household?

1	18%
2	40%
3	20%
4	16%
5+	5%
Don't know/refused	1%
N	6,256

### Disability or long-term health issues in last 12 months

Yes	15%
No	83%
N	6,256

## Organisational characteristics

### Organisation size (number of workers)

1–9	27%
10–49	13%
50–249	11%
250–999	10%
1,000+	36%
N	6,256

### Organisation sector

Private sector	77%
Public sector	16%
Third/voluntary sector	6%
N	6,256

### Organisation industry

Primary industries	2%
Manufacturing	6%
Waste management	0%
Utilities	1%
Construction	6%
Retail	15%
Hospitality	7%
Transport and storage	5%
Information and communication	11%
Finance and insurance	3%
Real estate activities	1%
Professional, scientific and technical	9%
Arts, entertainment and recreation	2%
Public administration and defence	5%
Emergency services	1%
Education	7%
Health and social work	10%
Charity/membership organisation	2%
Other	5%
N	6,256

### Central work attitudes

#### Job centrality

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
A job is just a way of earning money – no more	11%	26%	21%	33%	9%	0%
I would enjoy having a paid job even if I did not need money	11%	46%	19%	14%	7%	2%

### Job satisfaction

Satisfied	66%
Dissatisfied	15%
N	6,256

### Intention to quit

How likely or unlikely do you think it is that you will voluntarily quit your job in the next 12 months?

Very likely	5%
Likely	9%
Neither likely nor unlikely	16%
Unlikely	23%
Very unlikely	41%
Don't know	5%
N	6,256

### Effort and performance

Effort	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	N
I am willing to work harder than I have to in order to help my employer or organisation	9%	46%	28%	11%	4%	0%	5,264.83
I am willing to work harder than I have to in order to help my client(s)	16%	56%	21%	5%	2%	1%	930

Task performance:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I achieve the objectives of the job, fulfil all the requirements	28%	56%	12%	2%	0%	1%
I am competent in all areas of the job, handle tasks with proficiency	29%	52%	14%	4%	1%	1%
Context performance						
I volunteer to do things not formally required by the job	13%	43%	25%	12%	5%	2%
I help others when their workload increases (assist others until they get over the hurdles)	16%	53%	21%	5%	2%	4%
I make innovative suggestions to improve the overall quality of my team or department	13%	41%	29%	9%	4%	4%

## 2 Change and continuity in the COVID-19 workplace

Once social distancing measures and other COVID-19-related restrictions are fully relaxed, how often, if at all, would you like to work from home?	
N	6,256
5 days a week or more	19%
4 days a week	7%
3 days a week	13%
2 days a week	9%
1 day a week	5%
Less often than 1 day a week	3%
Never	6%
Not applicable – I cannot do my job from home	34%
Don't know	3%

I feel anxious about catching and/or spreading COVID-19 at my workplace	
N	2,513
Strongly agree	14.8%
Agree	29.5%
Neither agree nor disagree	20.9%
Disagree	21.1%
Strongly disagree	12.7%
Don't know	1.0%

How often do you currently work from home (since the measures put in place to control COVID-19)?	
N	6,256
5 days a week/all the time	42.8%
4 days a week	4.9%
3 days a week	4.6%
2 days a week	3.7%
1 day a week	1.9%
Less often than 1 day a week	3.9%
Never	38.3%



### 3 Job design and the nature of work

Meaningfulness of work	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I have the feeling of doing useful work for my organisation	22%	53%	16%	5%	2%	1%
I have the feeling of doing useful work for my client(s)	38%	48%	8%	4%	1%	0%
I have the feeling of doing useful work for society	16%	37%	25%	15%	6%	1%
I am highly motivated by my organisation's core purpose	14%	36%	30%	12%	6%	1%
I am highly motivated by the core purpose of my client(s)	17%	45%	24%	10%	4%	1%

Normal weekly workload	
Far too much	7%
Too much	23%
About right	61%
Too little	6%
Far too little	2%
Don't know	2%
N	6,256

Qualification–job match	
I am overqualified	29%
I have the right level of qualifications	62%
I am underqualified	5%
Don't know	3%
N	6,256

Skills–job match	
I lack some skills required in my current duties	13%
My present skills correspond well with my duties	51%
I have the skills to cope with more demanding duties	34%
Don't know	3%
N	6,256

Job complexity: how often does your main job involve the following?	Always	Often	Sometimes	Rarely	Never
Solving unforeseen problems on your own	19%	41%	30%	8%	2%
Monotonous tasks	13%	31%	43%	12%	1%
Complex tasks	14%	33%	34%	17%	3%
Learning new things	11%	32%	38%	16%	3%
Interesting tasks	10%	36%	37%	15%	2%

Autonomy	A lot	Some	A little	None	Don't know
The tasks you do in your job	22%	36%	24%	18%	1%
The pace at which you work	34%	32%	18%	15%	1%
How you do your work	41%	33%	18%	8%	1%
The time you start or finish your working day	26%	25%	18%	31%	1%

Work resources	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I usually have enough time to get my work done within my allocated hours	18%	45%	17%	14%	5%	1%
I have the right equipment to do my job effectively	24%	54%	13%	7%	2%	1%
I have a suitable space to do my job effectively (eg office space or workshop)	25%	47%	15%	9%	2%	2%

Learning and development	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I receive the training and information I need to do my job well	11%	46%	25%	12%	6%	1%
My job offers good opportunities to develop my skills	11%	40%	24%	16%	9%	1%
My job offers good prospects for career advancement	7%	24%	29%	23%	15%	1%
I receive the training and information I need to manage my colleagues well	10%	43%	27%	13%	6%	1%

## 4 Pay and benefits

Considering my responsibilities and achievements in my job, I feel I get paid appropriately.					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
7%	42%	20%	23%	7%	1%

Total pay bands	
Less than £5,000 per year	1%
£5,000–£9,999 per year	2%
£10,000–£14,999 per year	3%
£15,000–£19,999 per year	10%
£20,000–£24,999 per year	11%
£25,000–£29,999 per year	7%
£30,000–£34,999 per year	6%
£35,000–£39,999 per year	5%
£40,000–£44,999 per year	4%
£45,000–£49,999 per year	3%
£50,000–£59,999 per year	3%
£60,000–£69,999 per year	3%
£70,000–£99,999 per year	3%
£100,000 and over	2%
Prefer not to say	36%

Are you currently saving through a company pension plan?	
I'm currently in a defined benefit plan (such as final salary or career average pension)	19%
I'm currently in a defined contribution plan (such as a group personal pension, stakeholder pension or NEST pension)	40%
I'm definitely in a plan but cannot remember whether it is a defined benefit or defined contribution plan	14%
No	20%
Don't know	7%

As a proportion of your salary, how much does your employer contribute into your company pension?	
0%	1%
1%	1%
2%	4%
3%	12%
4%	6%
5%	12%
6%	6%
7%	3%
8%	3%
9%	2%
10%	5%
11–15%	5%
16% or more	3%
Don't know	36%

Employee benefits available and used in the past 12 months	I have used this benefit	Available to me but I do not use this benefit	Not available to me	Do n't know
Career development benefits (eg paid study leave or professional subscriptions paid)	11%	18%	65%	7%
Financial assistance benefits (eg relocation assistance or homeworker allowance)	3%	10%	78%	8%
Food benefits (eg subsidised restaurant or free tea and coffee)	25%	9%	62%	4%
Health care and insurance benefits (eg death-in-service/life assurance, flu jabs, dental or health insurance)	19%	20%	55%	5%
Wellbeing benefits (eg subsidised gym membership, massage or exercise classes)	6%	22%	68%	5%
Enhanced leave benefits (eg paid bereavement leave, emergency eldercare support, or more than 20 days' paid annual leave excluding bank holidays)	23%	26%	44%	8%
Social benefits (eg Christmas or summer party)	21%	16%	59%	5%
Technology benefits (eg mobile phone for personal use or home computer)	20%	8%	67%	5%
Transport benefits (eg free/subsidised on-site car parking, travel season ticket loan, company car)	16%	14%	66%	5%

## 5 Contracts

Work status in main job	
Work as a permanent employee	79%
Temporary employment you have found yourself	2%
Temporary work via an employment agency	0%
Zero-hours contract work	2%
Short-hours contract work	1%
Running my own business	10%
Working as a freelancer or an independent contractor for one single client	2%
Working as a freelancer or an independent contractor for two or more clients	3%
Other	1%
Don't know	0%
N	6,256

How well does this suit your personal circumstances?	
Very well	70%
Fairly well	26%
Not very well	3%
Not at all well	1%
N	6,256

Contracted hours per week	
0	1%
Fewer than 5	0%
5–10	2%
10–15	3%
15–20	6%
20–25	9%
25–30	5%
30–35	6%
35–40	43%
40–45	17%
45–50	2%
50–55	0%
55–60	0%
60–65	0%
65–70	0%
70–75	0%
75–80	0%
80–85	0%
Over 80	0%
Don't know	7%
N	4,973

How often, if at all, do you have to work at short notice?	
Every day	6%
2–4 times a week	6%
Once a week	6%
2 or 3 times a month	9%
Once a month	6%
Once every 2–3 months	9%
Twice a year or less often	13%
Never	41%
Don't know	5%
N	6,194

How likely do you think it is that you could lose your job in the next 12 months?	
Very likely	5%
Likely	10%
Neither likely nor unlikely	23%
Unlikely	29%
Very unlikely	24%
Don't know	9%
N	6,256



How easy or difficult do you think it would be for you to find another job at least as good as your current one?	
Very easy	4%
Fairly easy	18%
Neither easy nor difficult	21%
Fairly difficult	30%
Very difficult	19%
Don't know	8%
N	6,256

## 6 Work–life balance

Hours of work per week	How many hours do you usually work per week, including any paid or unpaid overtime? Please type a number below.	While taking into account the need to earn your living, how many hours per week would you like to work if you could freely choose? Please type a number below.
0	1%	4%
Fewer than 5	1%	0%
5–10	3%	2%
10–15	4%	3%
15–20	5%	7%
20–25	9%	15%
25–30	6%	9%
30–35	8%	22%
35–40	22%	23%
40–45	22%	11%
45–50	9%	2%
50–55	5%	2%
55–60	1%	0%
60–65	2%	1%
65–70	0%	0%
70–75	0%	0%
75–80	0%	0%
80–85	0%	0%
Over 80	0%	0%

Usual commuting time	
Fewer than 15 minutes	48%
16–30 minutes	17%
31–45 minutes	10%
46–60 minutes	11%
61–75 minutes	2%
76–90 minutes	5%
More than 90 minutes	8%
N	6,256

Work–family conflict	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I find it difficult to fulfil my commitments outside of my job because of the amount of time I spend on my job	4%	16%	20%	40%	20%	0%
I find it difficult to do my job properly because of my commitments outside of work	1%	6%	12%	49%	31%	0%
I find it difficult to relax in my personal time because of my job	5%	19%	18%	37%	20%	0%

Informal flexible working: How easy or difficult would you say it is for you to arrange to take an hour or two off during working hours to take care of personal or family matters?	
Very easy	28%
Fairly easy	35%
Neither easy nor difficult	14%
Fairly difficult	11%
Very difficult	9%
Don't know	2%

N	6,256

Flexible working arrangements in the last 12 months	I have used this arrangement	Available to me but I do not use it	Not available to me	Don't know
Flexi-time (ability to choose the start and finish time of the working day)	33%	15%	47%	5%
Job-sharing (sharing a full-time job with someone)	2%	12%	76%	9%
The chance to reduce your working hours (eg full-time to part-time)	10%	30%	50%	10%
Compressed hours (working the same number of hours per week across fewer days, eg 37 hours in four days instead of five)	10%	22%	60%	8%
Working from home in normal working hours	49%	5%	44%	2%
Working only during school term times	4%	15%	70%	11%

## 7 Relationships at work

Quality of relationships with...	Very good	Good	Neither good nor poor	Poor	Very poor	Not applicable – I do not have a relationship with this person	Don't know
Your line manager or supervisor	37%	42%	13%	4%	3%	2%	1%
Other managers at your workplace	20%	47%	16%	4%	2%	9%	1%
Colleagues in your team	34%	43%	7%	2%	0%	12%	1%
Other colleagues at your workplace	21%	49%	12%	2%	1%	14%	1%
Staff who you manage	31%	48%	7%	1%	1%	11%	2%
Customers, clients or service users	27%	45%	10%	1%	1%	15%	1%
Suppliers	13%	29%	10%	1%	1%	44%	2%

Psychological safety	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Not applicable – I do not have a manager/team	N
If I make a mistake, my manager or supervisor will hold it against me	4%	12%	18%	39%	23%	4%	1%	4,981
People in my team sometimes reject others for being different	4%	14%	15%	30%	29%	4%	4%	5,382
No one in my team would	24%	39%	16%	10%	4%	4%	3%	5,382

deliberately act in a way that undermines my efforts								
--	--	--	--	--	--	--	--	--

People management: My immediate supervisor, line manager or boss...	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	N
Respects me as a person	31%	45%	13%	5%	3%	4%	5,104
Recognises when I have done a good job	25%	44%	17%	8%	4%	2%	5,104
Is successful in getting people to work together	18%	41%	24%	10%	4%	3%	5,104
Helps me in my job	19%	43%	23%	9%	5%	1%	5,104
Provides useful feedback on my work	16%	41%	23%	13%	6%	2%	5,104
Supports my learning and development	19%	38%	26%	9%	5%	3%	5,104
Can be relied upon to keep their promise	20%	40%	22%	10%	5%	4%	5,104
Is supportive if I have a problem	29%	46%	15%	5%	3%	3%	5,104
Treats me fairly	29%	48%	14%	5%	3%	1%	5,104

## 8 Employee voice

Channels for employee voice available	
N	5,165
All-department or all-organisation meetings	24%
Employee focus groups	12%
Employee survey	42%
None of the above	19%
Non-union staff association or consultation committee	5%
One-to-one meetings with your line manager	57%
Online forum or chat room for employees (ie an enterprise social network, such as Yammer)	14%
Other	2%
Team meetings	50%
Trade union	19%

Overall, how good or poor would you say managers at your workplace are at...	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	N
Keeping employees informed of management discussions or decisions	11%	36%	23%	15%	9%	5%	5,382
Seeking the views of employees or employee representatives	11%	34%	26%	15%	9%	7%	5,382
Responding to suggestions from employees or employee representatives	9%	33%	27%	15%	8%	9%	5,382
Allowing employees or employee representatives to influence final decisions	6%	27%	29%	16%	11%	11%	5,382

Overall, how good or poor would you say employee representatives at your workplace are at...	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	N
Seeking the views of employees	9%	38%	24%	15%	7%	7%	1,128
Representing employee views to senior management	9%	35%	26%	13%	7%	10%	1,128
Keeping employees informed of management discussions or decisions	9%	37%	26%	15%	6%	7%	1,128

## 9 Health and wellbeing

To what extent does your work positively or negatively affect the following ?	Very positively	Positively	Neither positively nor negatively	Negatively	Very negatively	Don't know	N
Your mental health	7%	32%	35%	21%	4%	1%	6,156
Your physical health	5%	24%	48%	22%	2%	0%	6,156

	Always	Often	Sometimes	Rarely	Never	N
At my work I feel full of energy	4%	27%	45%	21%	3%	6,256
I am enthusiastic about my job	15%	37%	34%	11%	3%	6,256
Time flies when I am working	15%	39%	36%	9%	1%	6,256
At my work I feel bored	3%	11%	35%	37%	14%	6,256
At my work I feel miserable	3%	8%	28%	43%	18%	6,256
At my work I feel exhausted	4%	17%	44%	28%	7%	6,256
At my work I feel under excessive pressure	5%	15%	40%	32%	7%	6,256



In the last 12 months, have you experienced any of the following health-related conditions? Please tick all that apply.	
Alcohol or drug dependence	2%
Anxiety	33%
Backache or other bone, joint or muscle problems	38%
Breathing problems	7%
Depression	20%
Hearing problems	6%
Heart problems	3%
Injury due to an accident while at work	1%
None of the above	29%
Other	5%
Panic attack(s)	9%
Repetitive strain injury (RSI)	5%
Road traffic accidents while commuting to or from work	1%
Skin problems	15%
Sleep problems	39%
N	6,169

Presenteeism: In the last three months have you ever worked in your main job despite not feeling well enough to perform your duties?	
Yes	35%
No	65%
N	6,256

## 10 CIPD Good Work Index

Good Work Indices: mean scores for 2018–2021 by National Statistics Socio-Economic Classification (NS- SEC)	Pay and benefit s	Contra cts	Work– life balanc e	Job design	Relations hips at work	Emplo yee voice	Health and wellbei ng
Higher managerial	0.55	0.87	0.55	0.64	0.73	0.34	0.59
Lower managerial	0.49	0.86	0.54	0.61	0.72	0.32	0.58
Intermediate occupations	0.48	0.87	0.56	0.55	0.70	0.33	0.59
Self-employed routine and manual	0.40	0.78	0.66	0.62	0.83	0.04	0.64
Lower supervisory and technical	0.49	0.85	0.51	0.57	0.68	0.32	0.59
Semi-routine occupations	0.45	0.81	0.53	0.53	0.68	0.31	0.57
Routine occupations	0.46	0.82	0.53	0.51	0.66	0.29	0.59
Total	0.49	0.85	0.55	0.59	0.71	0.30	0.59
N	22,584	22,584	22,584	22,577	21,722	22,584	22,584

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