

THE HR HAPPINESS INDEX

How happy are HR professionals?

[#HRHappinessIndex](#)



We believe that the organisations who succeed treat their people **like a human, not a number**

Whilst HR teams are at the forefront of educating organisations on the importance of creating happy and thriving work cultures, our data showed worrying signs that this was at the expense of their own happiness. In November 2019, we set out to investigate, launching the inaugural research measuring the happiness of HR professionals.

Respondents were asked to rate their level on the 20 factors driving happiness in the workplace out of 10. **The two factors where HR reported the highest levels of happiness were:**

- 1** Commitment to helping the organisation succeed
- 2** How well they got on with people at work

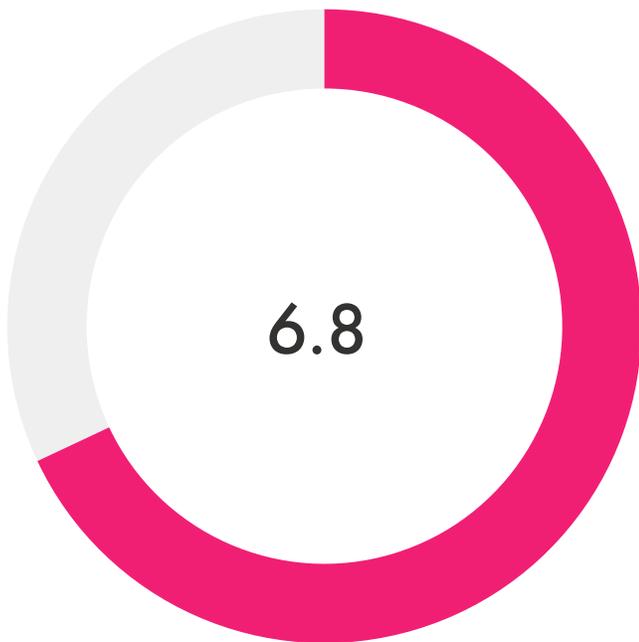
The lowest two factors both related to “learning and development”:

- 1** Satisfaction with the amount of training on offer
- 2** Opportunity to progress their careers

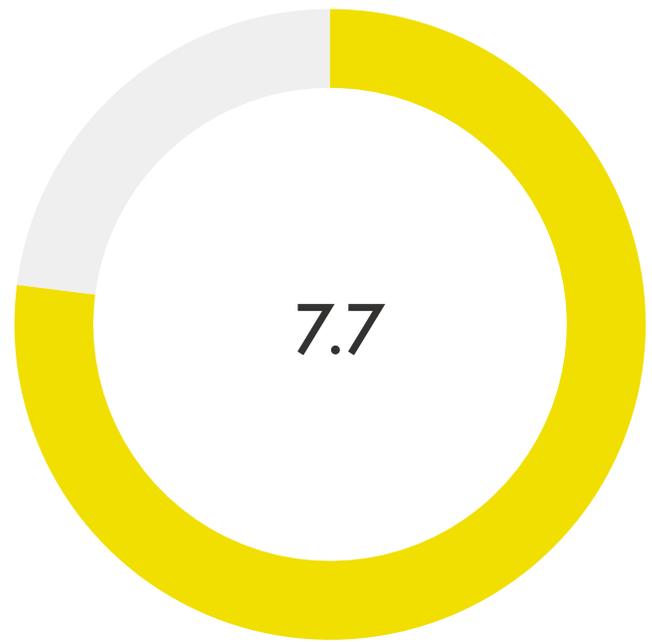
Whilst HR teams largely enjoy their roles, business leaders must ensure their people feel valued, inspired, listened to, and trusted and aren't neglected when it comes to development. This is the only way businesses can deliver a thriving culture.

QUESTION	AVG.
How committed are you to helping the organisation succeed?	8.4
How well do you get on with people at work?	7.8
How satisfied are you with the level of freedom you have in your role?	7.2
How positive are your relationships at work?	7.2
How much do you enjoy your job?	7.1
How satisfied are you with the amount of challenge in your role?	7.1
How much do you feel you can be yourself at work?	7.1
How clear are you on the requirements of your job?	7.0
How able are you to manage your workload?	7.0
How satisfied are you with the physical environment you work in?	6.9
How would you rate the balance between your work and home life?	6.8
How much do you feel your opinions are listened to?	6.8
How clear is the link between your role and the success of the organisation?	6.7
How much do you trust your organisation?	6.7
How well does your organisation keep you informed?	6.5
How much do you feel valued as an individual?	6.4
How inspired are you by your organisation?	6.4
How likely are you to be thanked for doing a good job?	6.3
How satisfied are you with the amount of training on offer?	6.1
How satisfied are you with the opportunity to progress your career here?	5.8

Our research confirmed what we'd suspected.
The happiness level of HR people is well
below the average for all employees



Overall HR Happiness
Index score



Average Happiness
Index score

There were three significant drivers of happiness amongst HR professionals

These happiness drivers highlight where Executive teams and organisations should focus their efforts if they want to effect change:

1 How well an HR professional gets on with people at work

2 The clarity of the link between an HR professional's role and the success of the organisation

3 How much an HR professional feels that they can be themselves at work

The 5 figure summary is a method we use to look at the **distribution of scores within a survey**

We use it to identify where scores are concentrated together and whether there are outliers within the results

The 5 figures we use are:

10

The highest point; this is the highest score we received for the survey

8.3

The 75th percentile

7.1

The 50th percentile; also known as the median

5.6

The 25% percentile

1.7

The lowest point; this is the lowest score we received for the survey

What does our 5 figure summary tell us?

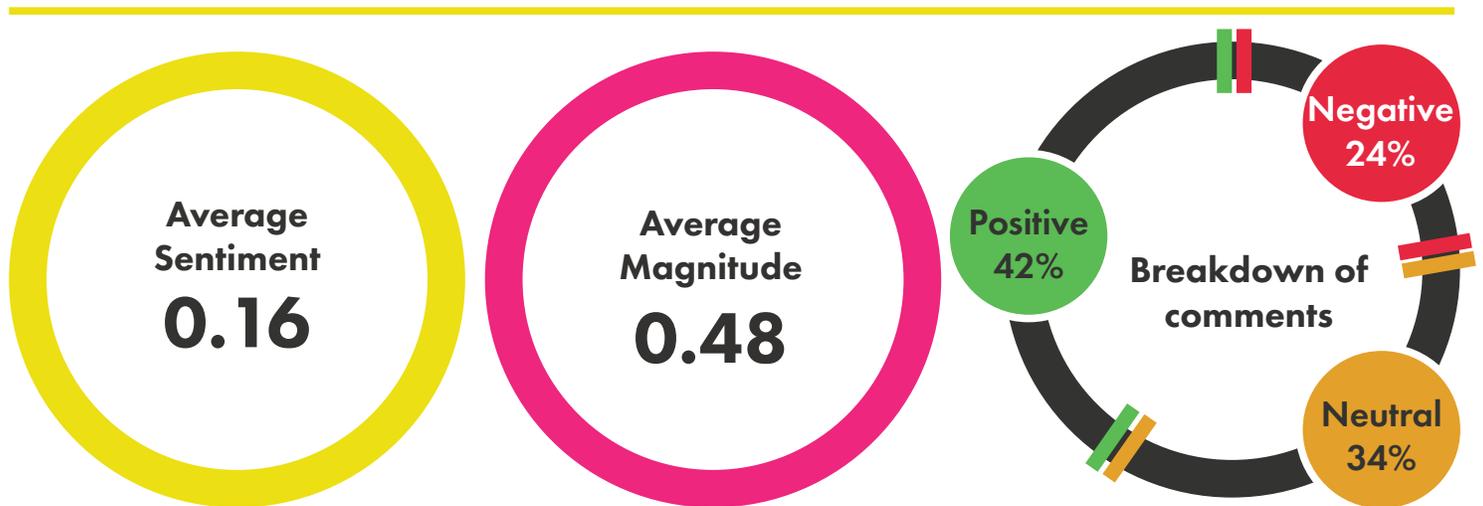
1 There's a wide range of opinion on how happy respondents are within HR as there was a huge **8.3** difference between the lowest and highest responses

2 The lowest score of **1.7** is an outlying score and not representative of all responses. We know this because the 25th percentile was **5.6**

3 This means over **75%** of responses were above **5.6**

4 The majority of responses are concentrated in a small range of **2.7** out of our **10 point scale**, with the 25th percentile being **5.6** and the 75th percentile being **8.3**

How do you define sentiment analysis?



Sentiment analysis analyses the comments we received and identifies the prevailing emotional opinion within the comment and determines the writer's attitude as positive, negative, or neutral.

We classify negative as being a score between **-1 and -0.25**, a neutral score is a score between **-0.25 and +0.25** and a positive score is **+0.25 or above**. The sentiment is calculated by analysing each sentence and giving it a sentiment score based upon the language and structure of the sentence. This sentence score is aggregated to give a sentiment score for the comment.

How do you define magnitude?

Magnitude indicates the amount of emotional content in the comment and will provide an overall strength of emotion score (both positive and negative).

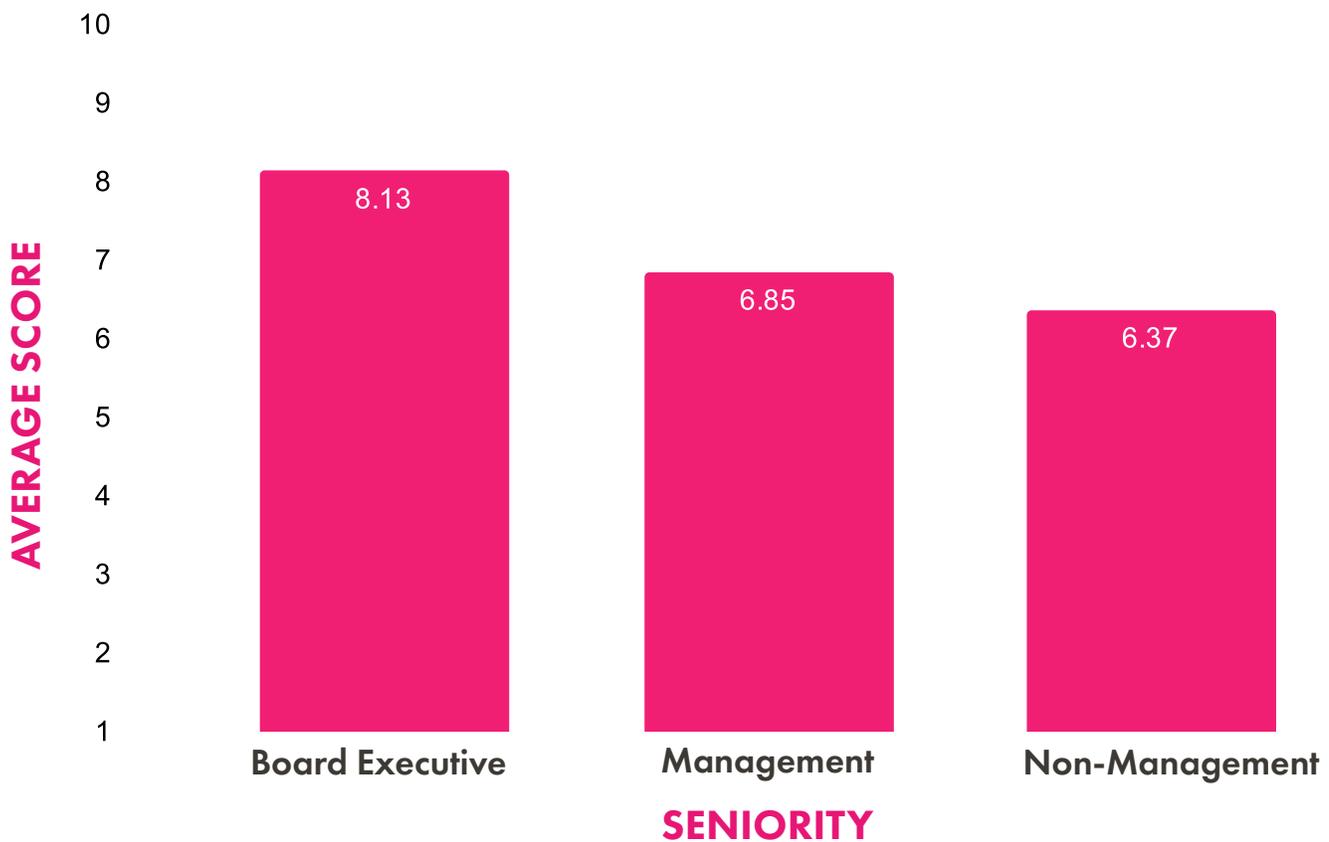
42% of comments received were of a positive nature, followed by 34% of comments being passive. This explains why the average sentiment is on the high end of neutral

Although the sentiment is neutral the average magnitude is strong, demonstrating the comments received had a high degree of emotional content

This is demonstrated in the word cloud below which shows the most frequent words used by the respondents, such as 'feel', 'valued', 'committed', 'trust', 'love' and 'happy'



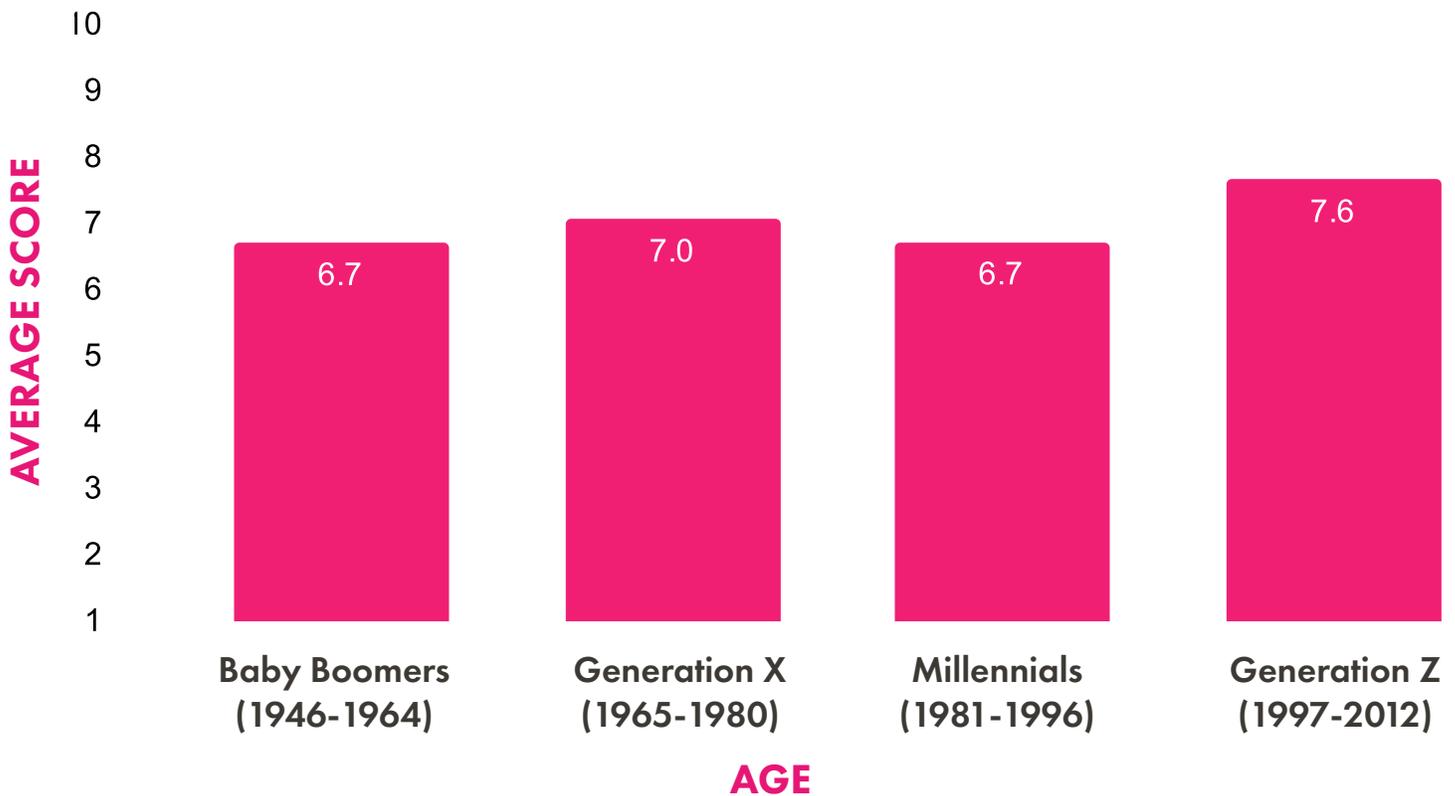
There was a marked difference in the levels of happiness in HR when analysed by seniority



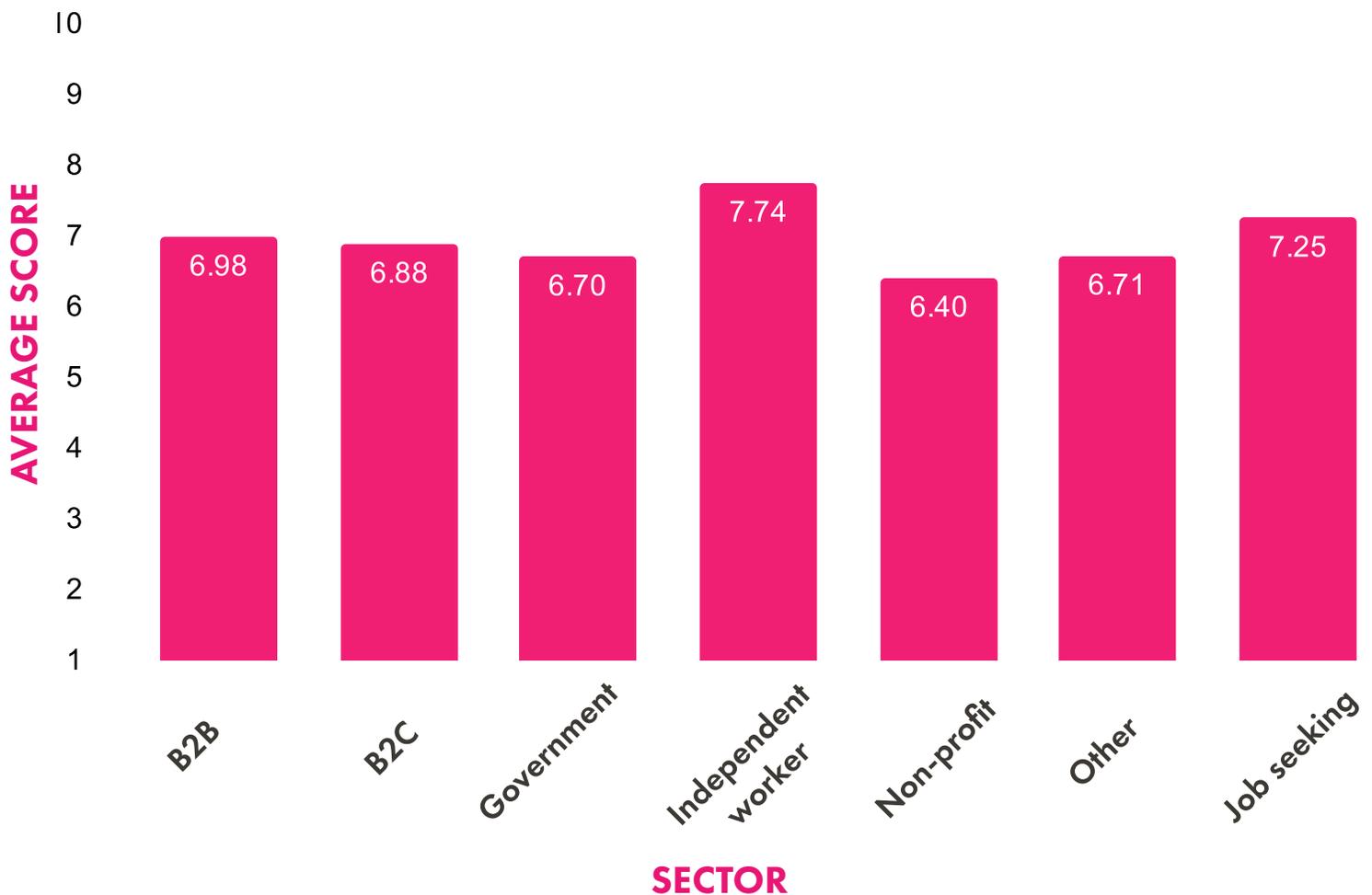
Unsurprisingly board executives reported the highest levels of happiness as they are more likely to feel listened to and have already seen their careers develop.

To develop the HR leaders of the future, more attention needs to be paid to creating clear career paths, (with co-created goals) motivating and retaining those in more junior HR roles.

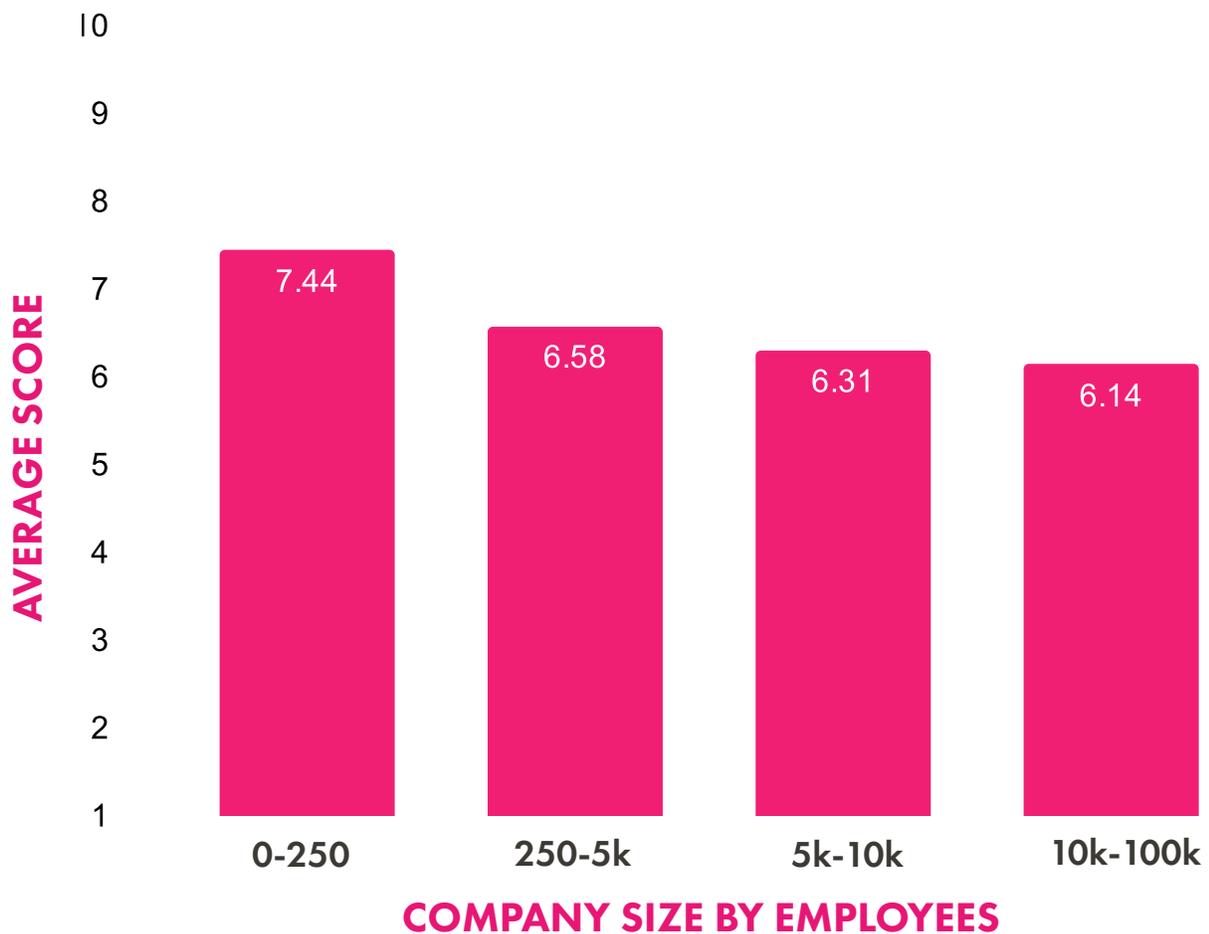
There was little difference in happiness scores when analysed by age between Generation X, Baby Boomers and Millennials. However, the newest entrants into the workplace **Generation Z demonstrated noticeably higher levels of happiness**



There were marked differences in happiness scores when analysed by sector. Independent workers reported by far the highest levels of happiness. **Whilst those working in the non-profit and government sectors reported the lowest...**



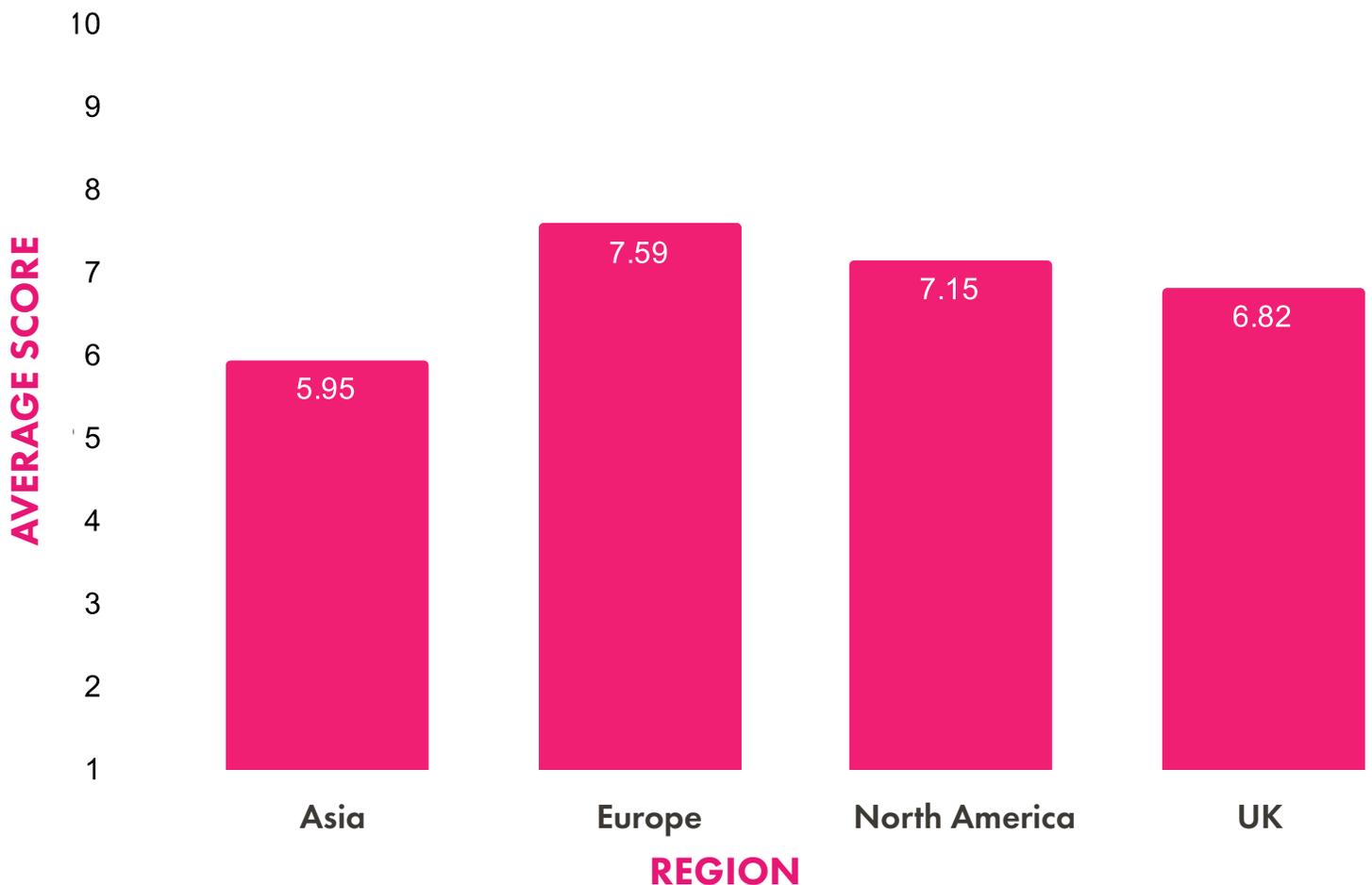
HR professionals working in SME organisations were the happiest with a **decline in score as the organisation became larger**



HAPPINESS IN HR BY REGION



Examining happiness by region highlights that the happiness of HR professionals in Europe and North America is markedly higher than it is in Asia. **Those in the UK are less happy than the rest of Europe**



HR TELLS IT LIKE IT IS



“I think it's true that HR professionals put so much emphasis on caring about others that it can be at the detriment of themselves. I have definitely absorbed other people's stresses and unhappiness which has made me feel like I'm failing as an HR professional - but we need to have an outlet too and someone we can talk to which isn't always available.”

“HR rarely gets the same support as other teams, have to develop themselves and are generally undervalued.”

“As HR professionals, I and the team I work within are passionate about treating people respectfully and fairly whilst also being commercially savvy. However, the way in which we are treated is appalling.”

“I'm lucky enough to work in an organisation where the importance of HR in enabling and supporting the success of the organisation is recognised and where our CEO's key priority is to develop a culture based on trust and integrity in which everyone has talent, is valued and is a leader in their role. As an HR team, we are front and centre in driving through this vision.”

“I'm very happy - I love the fact that HR is moving away from being compliance and process led, in favour of a greater focus on improvement and engagement. Whilst we've always been good at the other stuff, this is where we will have our greatest impact.”

“The quality of people working in HR is going down. It is a real problem for organisations but one they are not cognisant of.”

“For HR to have a real and lasting impact it needs buy-in from leadership at levels.”

“Not having a seat at the top table really impacts the ability to know what is going on but also to influence and add valuable insight.”

“Training is non-existent, career opportunities are poor.”

How happy are you in HR? **Have your say - bit.ly/HRHappiness**

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TO BE
HUMAN**