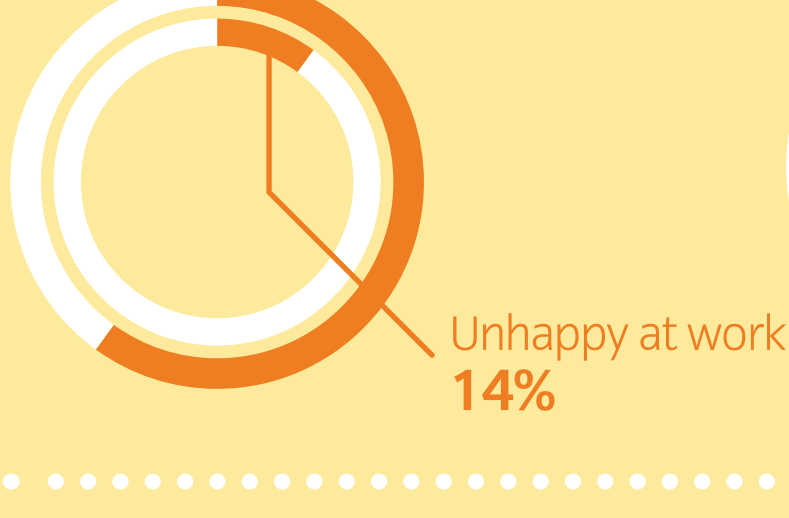


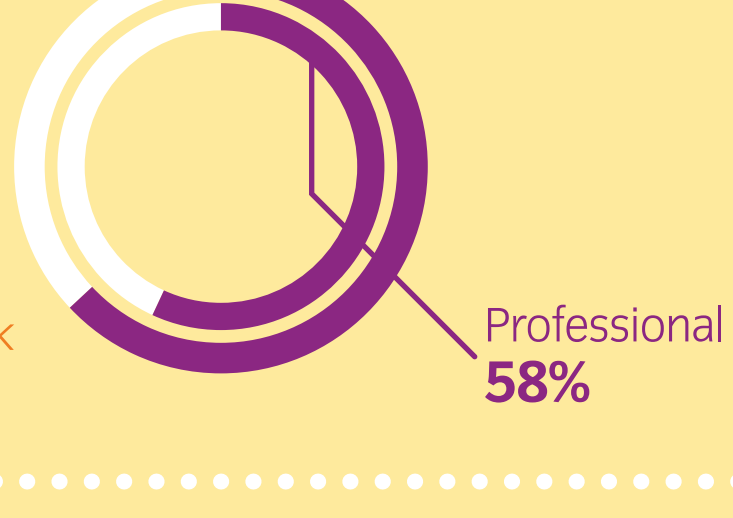
THE KEY TO HAPPINESS AT WORK

We spend most of our time at work. When we're not there, we're probably thinking about it – getting on, moving up, improving our lot. But what makes us happy there? And which workers are the most content? **City & Guilds' Career Happiness Index 2012** has the answers.

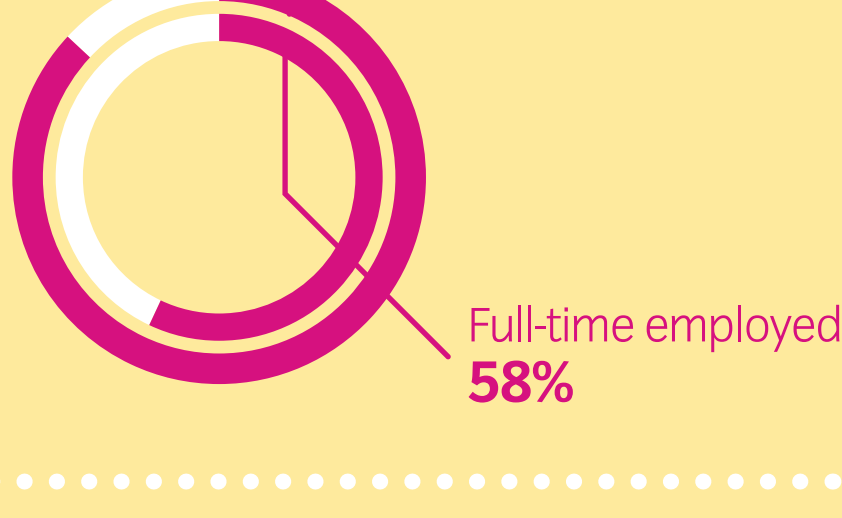
MOST OF US ARE ENJOYING OUR JOBS



THOSE IN SKILLS-BASED ROLES ARE MORE CONTENT



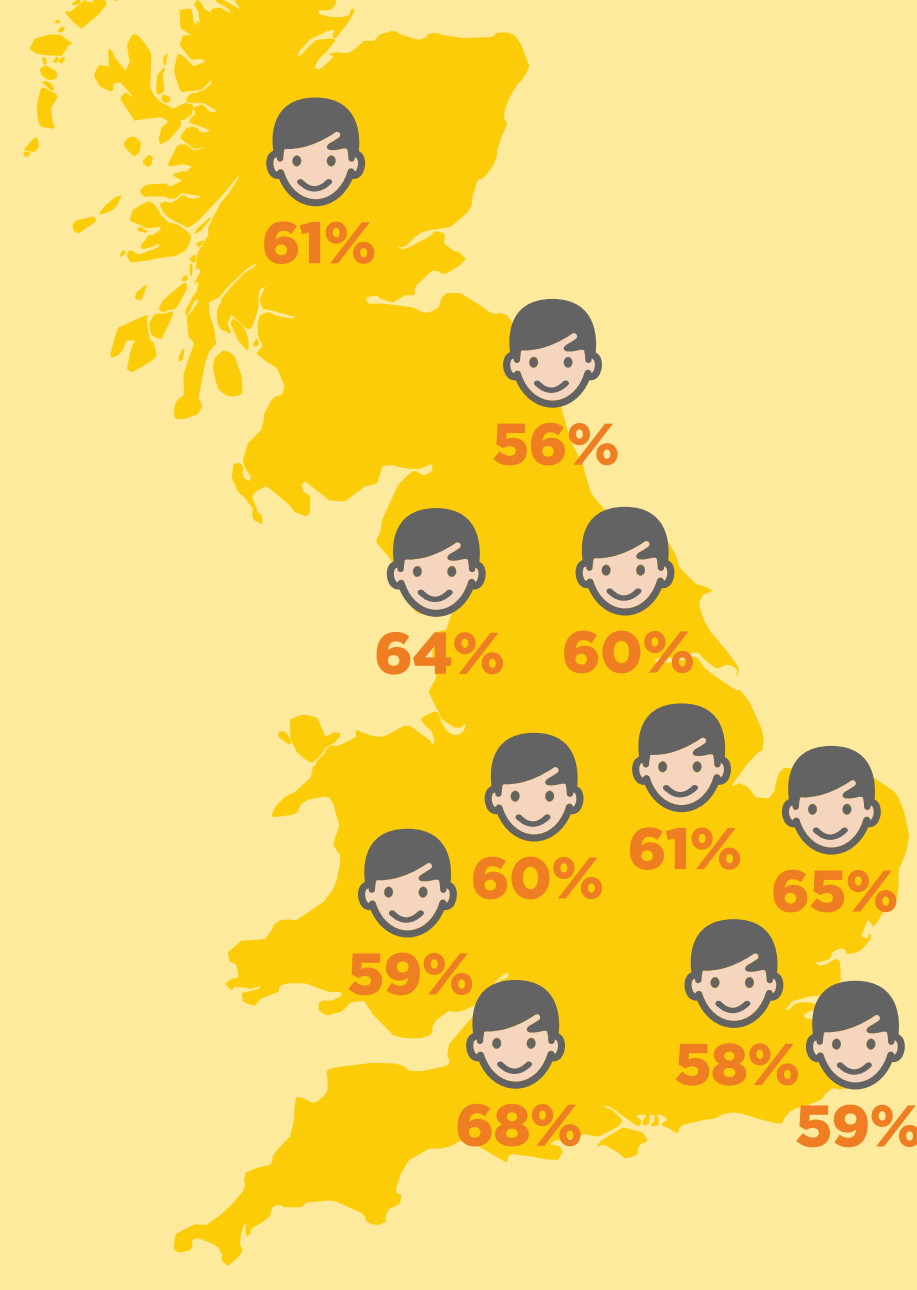
SELF-EMPLOYED WORKERS ARE FAR HAPPIER



WORKERS AGED OVER 56 ARE HAPPIEST OF ALL

AGE	HAPPY	UNHAPPY
56+	65%	10%
46-55	59%	16%
35-45	60%	13%
18-34	62%	15%

THE UK'S HAPPIEST WORKERS




AND THE HAPPIEST CAREER IS...

Floristry and gardening, with 87% saying everything at work is rosy. Florists and gardeners like their work environment the most. Most career groups say getting on well with colleagues is the most important ingredient for a happy work life.

	% AGREEING THEY ARE HAPPY	ATTRIBUTE THAT RESPONDENTS MOST ASSOCIATED WITH THEIR JOB
Florists & gardeners	87%	I am in a working environment that I like and I do something worthwhile and useful (89%)
Hairdressers & beauticians	79%	I have control of duties, manage my own workload and have stimulating work (71%)
Plumbers & water workers	76%	I get on well with colleagues (78%)
Marketers & PR	75%	I get on well with colleagues and I am in a working environment that I like (75%)
Scientists & researchers	69%	I get on well with colleagues (90%)
Leisure & tourism workers	67%	I get on well with colleagues (87%)
Construction workers	66%	I get on well with colleagues (81%)
Doctors & dentists	65%	I get on well with colleagues (88%)
Lawyers	64%	I get on well with colleagues (86%)
Nurses	62%	I feel that I am doing something worthwhile and useful (87%)
Architects	62%	I get on well with colleagues (81%)
Childcare & youth workers	60%	I feel that I am doing something worthwhile and useful (82%)
Teachers	59%	I get on well with colleagues (86%)
Accountants	58%	I get on well with colleagues (79%)
Car workers & mechanics	57%	I get on well with colleagues (86%)
Electricians	55%	I have control of duties, and manage my own workload (78%)
Caterers	55%	I get on well with colleagues (85%)
HR & personnel staff	54%	I have control of duties, and manage my own workload (79%)
IT & telecoms workers	48%	I get on well with colleagues (83%)
Bankers	44%	I get on well with colleagues (76%)

HAPPIEST CAREERS: REASONS TO BE CHEERFUL

80% feel recognised and appreciated		59% feel recognised and appreciated	
89% feel their work is worthwhile and useful		61% feel their work is worthwhile and useful	
64% get training support and development		48% get training support and development	
82% get to use their skills everyday		63% get to use their skills everyday	
Of those surveyed, are most likely to be self-employed (35%)		Least likely of all careers surveyed to be unhappy in their jobs (7%)	
PLUMBERS & WATER WORKERS		MARKETERS & PR	
67% feel recognised and appreciated		73% feel recognised and appreciated	
74% feel their work is worthwhile and useful		71% feel their work is worthwhile and useful	
59% get training support and development		60% get training support and development	
67% get to use their skills everyday		67% get to use their skills everyday	
78% believe it's important that they have scope for career progression		Achieving that perfect work life balance is important to this group (85%)	

WHAT MAKES US HAPPY AT WORK?

WHAT MAKES US HAPPY AT WORK?

The most important aspect of a job is feeling our work is recognised and appreciated: 62% of all workers say it's very important to them. Florists are most likely to feel their work is recognised and appreciated (80% of them agree), while bankers are least likely to agree.

	% AGREEING WITH THE FOLLOWING STATEMENTS	MOST LIKELY TO AGREE	MOST LIKELY TO DISAGREE
I get on well with my colleagues	82%	Scientists & researchers (90%)	Hairdressers & beauticians (14%)
I feel that I am doing something worthwhile and useful	73%	Florists & gardeners (89%)	Bankers (35%)
I have control of my duties, and manage my own workload	69%	Scientists & researchers (82%)	Nurses, leisure & tourism workers (22%)
I am doing something challenging and stimulating	68%	Florists & gardeners (87%)	Bankers (35%)
I am able to use my skills every day	68%	Florists & gardeners (82%)	Bankers (35%)
I am in a working environment that I like	67%	Florists & gardeners (89%)	Bankers (24%)
I have a good work/life balance	64%	Florists & gardeners (73%)	Bankers (33%)
I feel my work is recognised and appreciated	58%	Florists & gardeners (80%)	Leisure & tourism workers (37%)
I get support in training and development	53%	Nurses, florists & gardeners (64%)	IT & telecoms workers, bankers (34%)
I am adequately financially rewarded	44%	Scientists & researchers (63%)	Lawyers (50%)
I have scope for career progression	41%	Scientists & researchers (65%)	Car workers & mechanics (55%)
I have flexible working conditions, such as home working	40%	Florists & gardeners (69%)	Car workers & mechanics (65%)

MONEY DOESN'T GUARANTEE HAPPINESS

While 61% of those surveyed say being adequately financially rewarded is very important, having money isn't necessarily the key to contentment.

Londoners are most likely to feel they are adequately financially rewarded, but are the second least likely to be happy of all the regions surveyed.

Of those surveyed, the self-employed earn less than those in full time employment but are by far the happiest, with 25% saying they are very happy and 41% agreeing they are very proud of their job - more than twice the average of all those surveyed.

SOMEONE WHO INSPIRES AND INFLUENCES

MOST (55%) OF US CLAIM NOT TO HAVE A ROLE MODEL, BUT OF THOSE WHO DO A FAMILY MEMBER IS MOST POPULAR, ESPECIALLY AMONG THOSE AGED 18-34:

	ALL WORKERS AGREEING %	18-34 AGREEING %
Family member	17%	26%
Colleague	13%	14%
Friend outside work	13%	18%
Direct line manager	8%	10%
Managing director	4%	6%

THE MAIN REASON GIVEN FOR THE ROLE MODEL'S ABILITY TO INSPIRE IS THEIR HARD WORK. WE ALSO RESPECT THOSE WHO GET RESULTS IN A PLEASANT WAY.

They have worked really hard to get to where they are now	50%
They are able to get results in a pleasant / positive way	43%
They are able to pass on their skills / knowledge effectively	41%
They are committed to their personal development and continue to learn new skills	32%
They have been able to achieve a good work-life balance	30%