

# Happiness at work and its impact on organizations

Happiness at work is founded on a combination of job satisfaction, engagement, wellbeing and healthy relationships. Recognizing the benefits of happy employees, companies are now taking a more active role in championing employee happiness initiatives both inside and outside the workplace. This is particularly important now, as organizations look ahead to recovery and growth by refocusing and re-motivating their people.



**“BY TAKING SIMPLE ACTIONS TO CULTIVATE EMPLOYEES’ WELLBEING, LEADERS CAN IMPROVE THEIR ENGAGEMENT, THE EMPLOYEE EXPERIENCE AND OVERALL PERFORMANCE DURING THIS “NEXT NORMAL” -- AND IN THE LONG-TERM.”**  
GALLUP

## WHAT MAKES PEOPLE HAPPY AT WORK?

### CLOSE WORK FRIENDSHIPS

**50%** People with a close friend at work are 50% happier in their roles. <sup>4</sup>

### WORK/LIFE BALANCE

**88%** 88% of people are looking to build a better work/life balance through remote working, paid/unpaid leave and flexible working. <sup>6</sup>

### PROFESSIONAL CAREER GROWTH AND DEVELOPMENT OPPORTUNITIES

**69%** of employees – and **87%** of millennials – rate development as one of their top priorities.

**“EMPLOYEES WANT TO REMAIN LOYAL TO THEIR CURRENT EMPLOYERS, BUT ONLY IF THEY HAVE THE OPPORTUNITY TO GROW—BY EITHER FINDING SOMETHING THAT MAKES THEM HAPPIER OR BEING GIVEN THE CHANCE TO TACKLE A NEW CHALLENGE.”**  
HARVARD BUSINESS REVIEW

### VALUES ALIGNMENT

**70%** Employees – millennials especially – are happier when connected to a wider mission or purpose. More than **70%** said they'd rather work for an environmentally conscious company <sup>7</sup> and would choose culture even over salary. <sup>8</sup>

### CARING CULTURE

**48%** Employees want to feel supported as individuals and to know their employer cares about their physical and emotional wellbeing. **48%** of executives now consider employee wellbeing a top concern. <sup>10</sup>

**“TO TRULY MAKE A COMMITMENT TO EMPLOYEE HEALTH AND WELL-BEING, EMPLOYERS NEED TO LEAD BY EXAMPLE AND CREATE A CULTURE OF WELLNESS IN THEIR ORGANIZATION.”** <sup>9</sup>  
FORBES

### TOTAL PACKAGE

Employees are happier when they have financial security and feel appropriately rewarded for what they do. The total benefits package is still one of the **top considerations** for people thinking about changing roles. <sup>6</sup>

## HOW DOES THIS IMPACT YOUR BUSINESS?

### CUSTOMER SATISFACTION

**3.2x** Happy employees make customers **3.2 times** happier. <sup>1</sup>

### PRODUCTIVITY

**31%** You could increase productivity by **31%**. <sup>2</sup>

### REVENUE

**37%** Sales can increase by as much as **37%**. <sup>3</sup>

### ABSENTEEISM

**41%** Your employees are **41%** less likely to miss work. <sup>5</sup>

### RETENTION

**81%** Happy employees are **81%** less likely to look for a new job. <sup>5</sup>

### RESILIENCE

**2x+** Your employees are **more than twice** as likely to say they adapt well to change <sup>5</sup>

Prioritizing employee happiness can have as many benefits for your business as it does for your people. At Wiley, we know the impact of education on employee happiness and job satisfaction, which is why we support our customers with employee-focused education benefits programs.

Discover more about how you can make your employees happier and create a culture of lifelong learning at [educationbenefits.wiley.com](https://www.educationbenefits.wiley.com).

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