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quality of working life:
comparing the perceptions of professionals
and clerical sales and service workers

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a c i r r t

u n i v e r s i t y o f s y d n e y

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About the survey

The Australian Quality of Working Life Survey is a nationwide household survey conducted in November 2002, which reflects the opinions of 1,032 Australian employees aged 15 and over. A random stratified sampling technique was used to select respondents, which ensured that the sample reflected the national workforce in terms of state of residence. The results were weighted to take account of differential response rates among sub-groups and bring them closer into line with the population proportions in the 1996 Census.

Quality of working life measures

The main focus of the survey was to examine the attitudes of employees towards their working life. To do this, respondents were asked their views on 16 quality of working life measures in relation to their current main job. First, they were asked to what extent they agreed or disagreed (strongly agree, agree, neutral, disagree and strongly disagree) with the following statements:

- My current pay is fair and reasonable compared to what others doing similar work are paid
- I am concerned that I will lose my job in the next 12 months
- Harassment, discrimination or bullying is a problem at my workplace
- Overall I trust senior management at my workplace
- In general the work I do is not very interesting
- People at my workplace get on together quite well
- My immediate manager (supervisor) recognises the efforts I put in at work
- Management at my workplace keeps me informed about what is going on.

Respondents were then asked for their level of satisfaction or otherwise (very dissatisfied, dissatisfied, neutral, satisfied or very satisfied) with these statements:

- Your promotion prospects in your job over the next two years
- The amount of control you have over the way you do your work
- The standards of health and safety where you work
- The balance between the time you spend working and the time spent with family and friends
- How you are treated by your immediate manager (supervisor)
- The amount of work you have to do
- The opportunities you have in your current job for developing your skills
- The amount of pressure you feel under at work.

Finally, respondents were asked two open-ended questions relating to the quality of their working life: which factors make work a positive experience for them and what would changes would improve the quality of their working life.

Comparing two occupational groups

The analysis in this paper centres on two occupational groups: professionals and intermediate clerical, sales and service workers. Not only are they the two largest

occupational groups in the Australian workforce with each comprising about 18 per cent of the labour force (see Table 1 in Appendix), they are also experiencing the most rapid growth.

These occupations are interesting cases to compare. While both groups cover what might be broadly described as white-collar occupations, their position in the occupational hierarchy is quite different. Professionals are, for the most part, highly educated, usually to tertiary level, work in occupations that are generally of a higher status and are paid relatively well. For example, the professionals category in this survey was dominated by business and information professionals such as accountants, computing, and sales and marketing professionals (26 per cent), education professionals such as teachers (24 per cent) and health professionals including nurses and doctors (20 per cent). In contrast, the jobs of intermediate clerical, sales and service workers have traditionally been less prestigious and less well paid. In this survey, over a quarter of intermediate clerical, sales and service workers were general clerks (28 per cent) and just under a quarter (24 per cent) were sales and related workers, predominantly sales representatives. Other occupations in this group include carers and aides, hospitality workers such as waiters, numerical clerks and receptionists.

While objective characteristics of different occupational groups such as pay and educational levels may diverge, the experience of work by different occupational groups is not necessarily predetermined or predictable. The perceptions of work life by different workers has much to do with the type of job they do, their level of responsibility and position in the organisation and the expectations they bring to work about their role and the norms and ‘culture’ of different occupations.

A profile of the two occupational groups

Using demographic data collected in the survey a detailed profile of professionals and intermediate clerical, sales and service workers can be outlined. As shown in Table 1 below, the two occupational groups have quite different characteristics.

Among the professional workers surveyed there were almost equal proportions of men and women, albeit slightly more women. With few under the age of 25, they tend to be a somewhat older workforce. The vast majority of professionals work full-time in permanent or ongoing positions and over half work in the public sector. A substantial proportion work long or extended hours. With half educated to tertiary level, professionals are the most highly qualified broad occupational category. They are also relatively well paid compared to intermediate clerical, sales and service workers and to most other occupational groups. There is a relatively high level of union membership among professionals.

Two thirds of intermediate clerical, sales and service workers are women. Most are permanently employed and just over half work full-time. The majority work in the private sector and tend not to work long or extended hours. These employees are unlikely to have qualifications above a Year 12 high school certificate and their incomes are relatively low. There is a fairly low level of unionisation among these workers.

Table 1: Characteristics of professionals and clerical, sales & service workers

Characteristics	Professionals	Intermediate clerical, sales & service workers
Gender	52.1 % are women	67.9 % are women
Age group		
- under 25	8.9 %	19.5 %
- 25 to 44	54.5 %	49.7 %
- 45 and older	36.7 %	30.4 %
Highest educational qualification		
- tertiary	51.1 %	5.7 %
- associate/undergrad diploma	8.3 %	6.2 %
- skilled vocational	14.3 %	12.3 %
- year 12 high school certificate	13.9 %	32.8 %
- basic vocational	5.1 %	8.9 %
- year 10 school certificate	6.4 %	30.2 %
Trade union membership	40.2 % are union members	20.5 % are union members
Full-time/part-time	69.8 % are full-time	53.7 % are full-time
Permanent/casual	85.5 % are permanently employed	67.4 % are permanently employed
Sector		
- public sector	55.0 %	29.0 %
- private sector	40.1 %	64.9 %
Gross annual income		
- \$70,000+	10.1 %	1.2 %
- \$50,000-\$69,999	28.1 %	5.9 %
- \$40,000-\$49,999	19.2 %	15.0 %
- \$30,000-\$39,999	20.5 %	24.5 %
- \$20,000-\$29,999	9.6 %	26.0 %
- Less than \$20,000	12.5 %	27.5 %
Dependant children		
- children under 16 living at home	41.3 %	33.3 %
Total weekly hours worked		
- 35 to 44 hours	37.4 %	34.4 %
- 45 to 54 hours	21.2 %	12.8 %
- 55+ hours	9.3 %	3.7 %

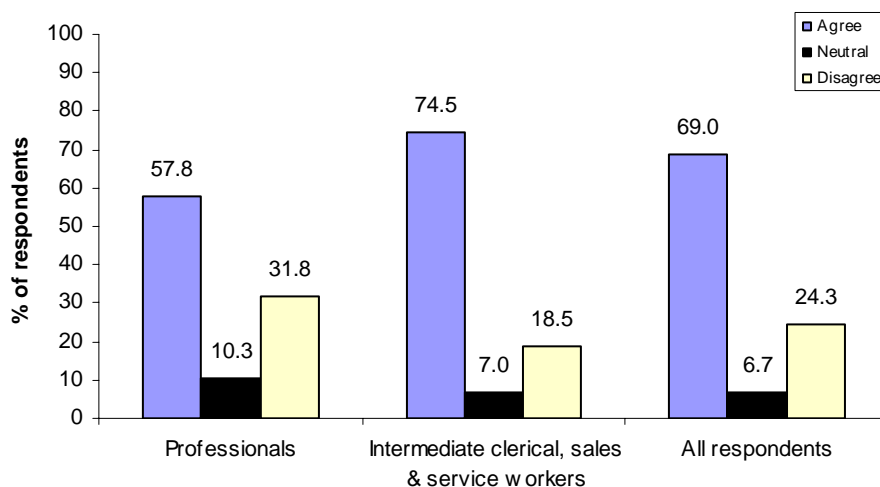
Quality of working life: How do they measure up?

On nine of the 16 quality of working life measures there are significant differences between the attitudes of professionals and intermediate clerical, sales and service workers. Pay and trust in senior management are the issues on which there is the largest divergence in attitudes between the two groups.

Divergent views on pay and trust in senior management

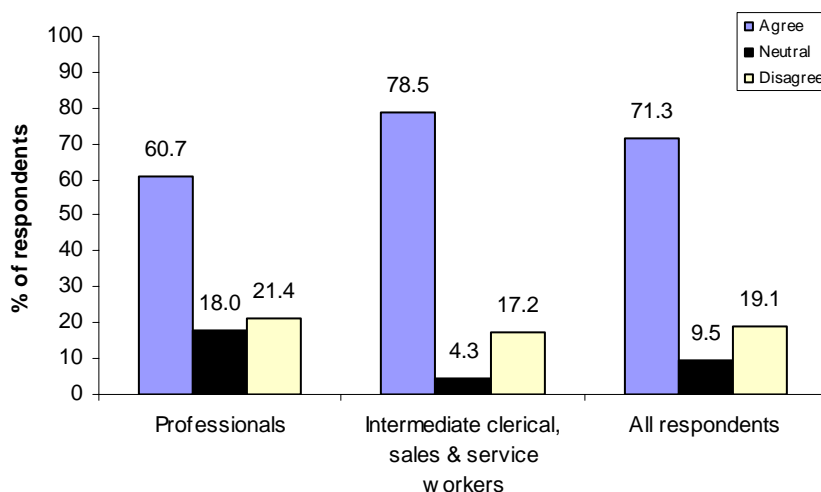
Despite being well paid relative to most other occupational groups, professionals were the most dissatisfied with their pay. Just over half of professionals (57.8 per cent) agreed or strongly agreed that their pay was fair and reasonable compared to what others doing similar work are paid, while nearly a third (31.8 per cent) disagreed (see Table 2 in Appendix). In contrast, intermediate clerical, sales and service workers were the second most satisfied - almost three quarters (74.5 per cent) agreed that their pay was fair and reasonable, while less than a fifth (18.5 per cent) disagreed. The relative dissatisfaction of professionals with pay could be influenced by the large proportion (over 40 per cent) of education and health workers, who are more likely to feel that they are less well paid than other professionals. Furthermore, as the most highly educated occupational group, professionals may have higher expectations about what they should be paid.

Chart 1: My current pay is fair and reasonable compared to what others doing similar work are paid



Professionals were also the least likely to trust senior management – just 60.7 per cent agreed said they trusted senior management at their workplace (see Table 3 in Appendix). Intermediate clerical, sales and service workers, on the other hand, appeared to be less sceptical about senior management - over three quarters (78.5 per cent) said that they trusted senior management and overall they were the third most likely occupational group to do so. However, professionals were more likely to remain neutral on the issue - nearly a fifth of professionals (18.0 per cent) recorded a neutral response compared to just four per cent of intermediate clerical, sales and service workers. Therefore, when the extent of disagreement with the statement is examined, the attitudes of both groups are fairly similar - some 21 per cent of professionals disagreed compared to 17 per cent of intermediate clerical, sales and service workers.

Chart 2: Overall I trust senior management at my workplace

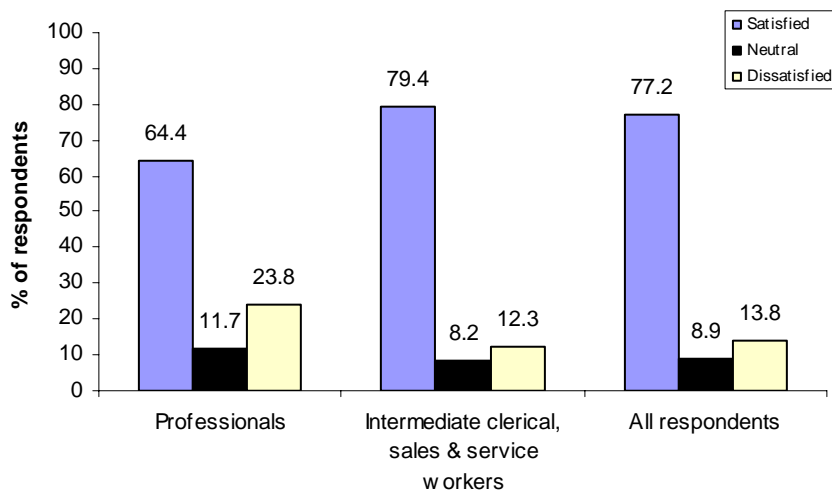


Professionals more dissatisfied with workload and pressure

On two other quality of working life measures – the amount of work they have to do and the pressure they feel under – professionals had the lowest satisfaction levels. Just under two thirds (64.4 per cent) were satisfied or very satisfied with the amount of work they have to do, nearly a quarter (23.8 per cent) were dissatisfied or very dissatisfied and about 12 per cent were neutral (see Table 4 in Appendix). In contrast, satisfaction among intermediate clerical, sales and service workers with the amount of work they have to do

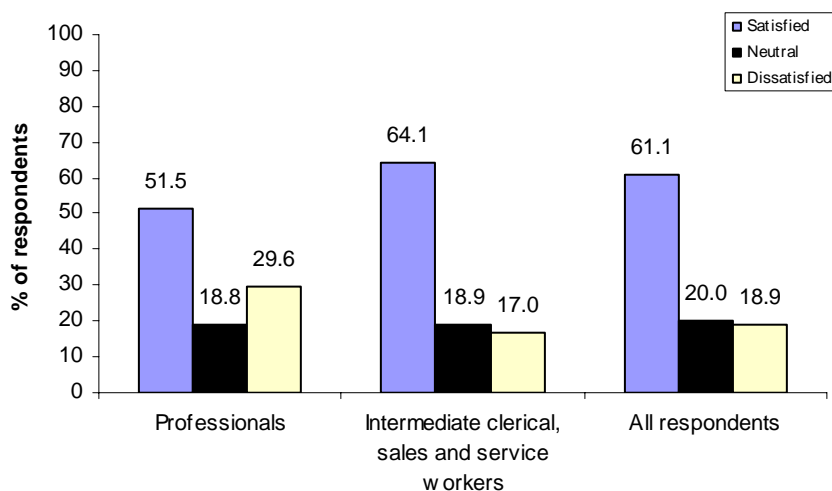
was much higher (79.4 per cent) and also similar to that of all respondents (77.0 per cent). Furthermore, only about 12 per cent of this group expressed dissatisfaction with their workload.

Chart 3: The amount of work I have to do



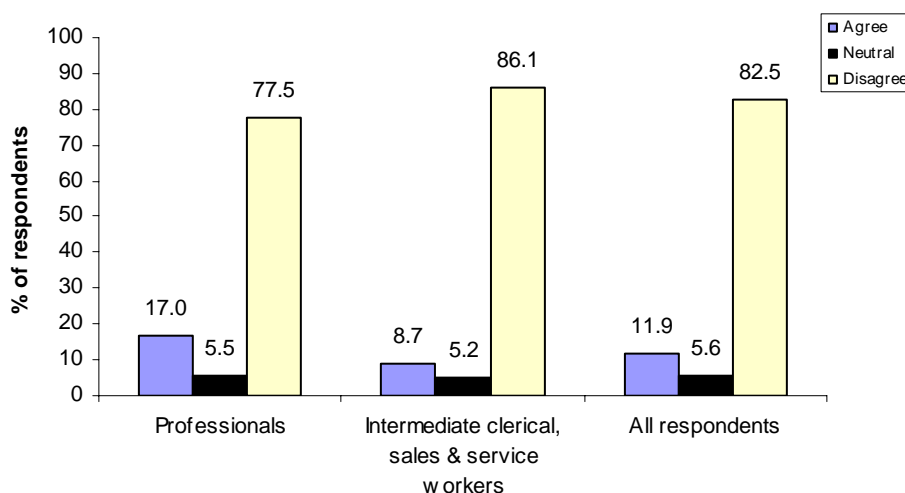
Professionals (51.5 per cent) were also the least satisfied and most dissatisfied (29.6 per cent) in terms of the pressure they feel under at work (see Table 5 in Appendix). On the other hand, dissatisfaction with pressure of work was only expressed by 17 per cent of intermediate clerical, sales and service workers and satisfaction was slightly higher than the all-worker average at 64.1 per cent. In both occupational groups, about 19 per cent were neutral on this issue.

Chart 4: The amount of pressure I feel under at work



Professionals were the least satisfied when asked whether harassment, discrimination or bullying was a problem at their current workplace – 17 per cent agreed there was a problem (see Table 6 in Appendix). The large proportion of education and health workers in this group may explain this finding. Employees who deal with the public more frequently in their day-to-day work, at times in difficult circumstances, are more likely to encounter incidents of bullying or harassment than other groups of workers. Just nine per cent of intermediate clerical, sales and service workers said these issues were a problem.

Chart 5: Harassment, discrimination or bullying is a problem at my workplace

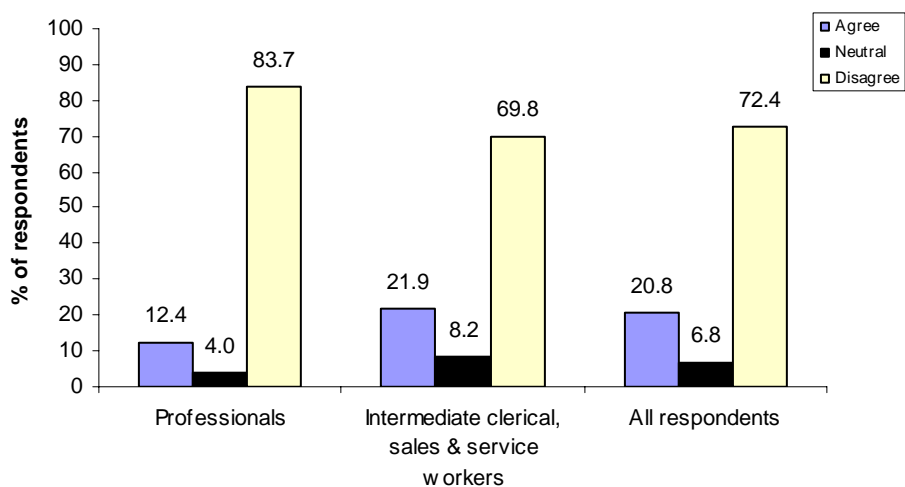


The positive side of professionals’ work: more interesting work and better opportunities for skills development

While professionals are clearly dissatisfied with certain aspects of their working life, the picture is not all bad. On two measures – interesting work and opportunities for skills development - professionals were one of the most satisfied groups of employees. The satisfaction levels of intermediate clerical, sales and service workers, on the other hand, were average.

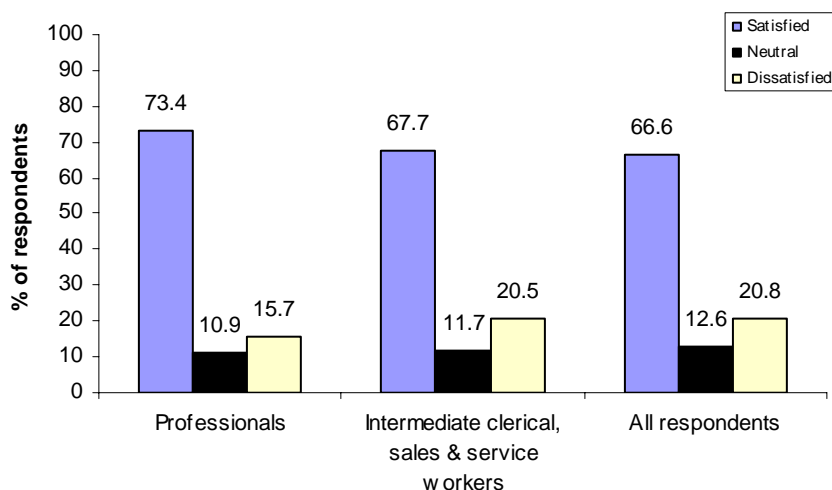
The vast majority of professionals thought that their work was interesting. Some 83 per cent disagreed with the statement that their work was not very interesting compared to about 70 per cent of intermediate clerical, sales and service workers (see Table 7 in Appendix). Further, professionals were the most likely to strongly disagree with the statement – nearly a third (31 per cent) strongly disagreed that their work was not very interesting as opposed to just 16 per cent of intermediate clerical, sales and service workers.

Chart 6: In general the work I do is *not* very interesting



Just under three quarters of professionals (73.4 per cent) were satisfied or very satisfied with the opportunities in their current job for developing their skills (see Table 8 in Appendix). At 67.7 per cent the satisfaction levels among intermediate clerical, sales and service workers were similar to those of all respondents.

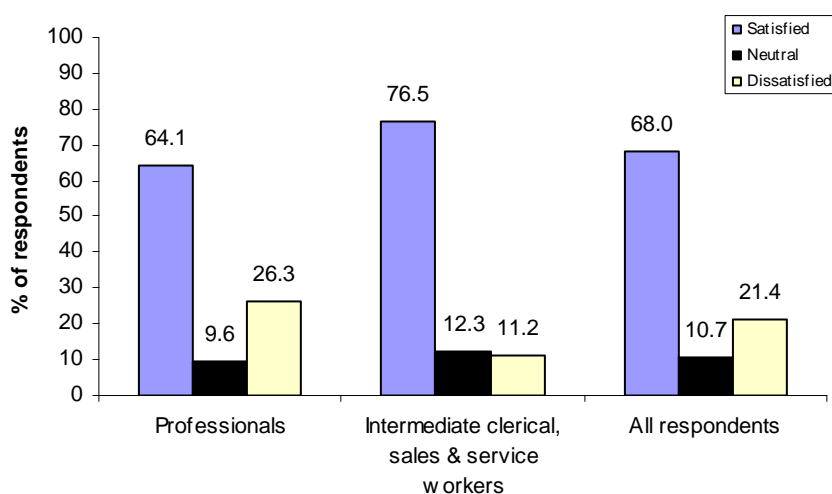
Chart 7: The opportunities I have in my current job for developing my skills



But clerical, sales and service workers have a better work-life balance and feel more secure

There were two areas about which intermediate clerical, sales and service workers were more positive than professionals. For example, they were the most satisfied employees of all in relation to their work-life balance (see Table 9 in Appendix). Just over three quarters (76.5 per cent) expressed satisfaction with the balance between the between time they spend working and the time spent with family and friends. Only 11 per cent were dissatisfied. In contrast, just under two thirds of professionals (64.1 per cent) were satisfied with their work-life balance and over a quarter (26.3 per cent) were dissatisfied. The differences in satisfaction between the two groups may be partly explained by their hours of work. For example, nearly half of intermediate clerical, sales and service workers work part-time, and only about 17 per cent work long or extended hours. In contrast, most professionals work full-time, and 30 per cent work long or extended hours. Family responsibilities may also be a contributing factor. About 40 per cent of professionals have children under 16 living at home compared to 33 per cent of intermediate clerical, sales and service workers.

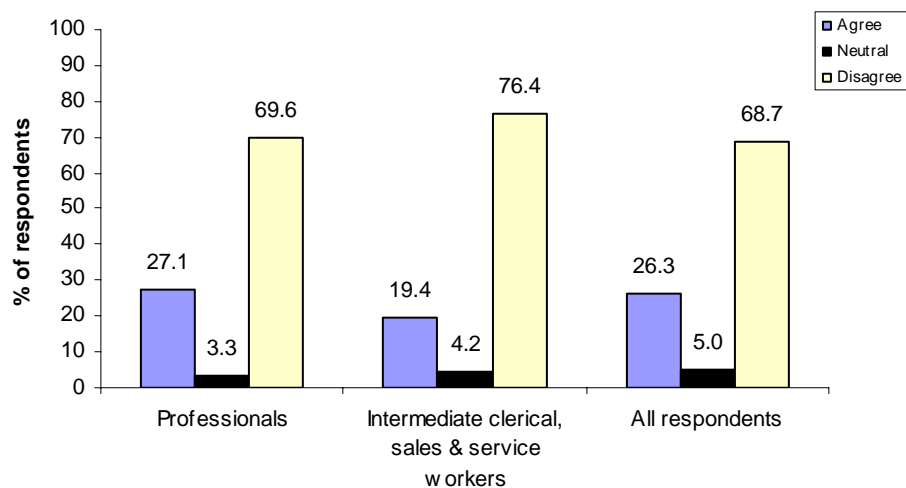
Chart 8: The balance between the time I spent working and the time spent with family and friends



Job insecurity appeared to be of less concern for professionals and intermediate clerical, sales and service workers than for other groups of employees (see Table 10 in Appendix).

That said, however, a sizeable proportion of professionals (27.1 per cent) were concerned about losing their job in the next 12 months while just under a fifth of intermediate clerical, sales and service workers (19.4 per cent) expressed such concerns.

Chart 9: I am concerned that I will lose my job in the next 12 months



The similarities

On seven of the quality of working life measures, the attitudes of professionals and intermediate clerical, sales and service workers are broadly similar. They are also consistent with the attitudes of employees as a whole.

Highest overall satisfaction with treatment by manager and work colleagues

Questions about work colleagues and the way they are treated by their immediate manager elicited the two highest satisfaction ratings from all employees, including professionals and intermediate clerical, sales and service workers. Overall, 88.6 per cent of employees agreed or strongly agreed that people at their workplace get on together quite well. With a satisfaction rating of 88.9 per cent, the views of professionals were consistent with those of all employees, while intermediate clerical, sales and service workers (93 per cent) were a little more likely to agree (see Table 11 in Appendix). Similarly, when asked about the way they were treated by their immediate manager or supervisor, 88.8 per cent of employees expressed satisfaction. Again, the responses of professionals (86.8 per cent) were similar to those of all respondents (see Table 12 in Appendix) and intermediate clerical, sales and service workers (91.8 per cent) were slightly more likely to agree.

There were three other measures on which both occupational groups scored similar levels of satisfaction: standards of health and safety, recognition of efforts and control over the way work is done. When asked about standards of health and safety at the workplace (see Table 13 in Appendix) both intermediate clerical, sales and service workers (87.3 per cent) and professionals (84.6 per cent) held similar views which were also consistent with those of all employees. Overall, 86 per cent expressed satisfaction with the standards of health and safety where they work and 35 per cent were very satisfied. Similar proportions of professionals (35.5 per cent) and intermediate clerical, sales and service workers (38.7 per cent) were very satisfied.

Another quality of working life measure addressed the question of whether employees' efforts were recognised by their immediate manager. The vast majority of professionals (81.7 per cent) and intermediate clerical, sales and service workers (84.6 per cent) agreed or

strongly agreed that their immediate manager or supervisor recognises the efforts they put in at work (see Table 14 in Appendix). The overall level of agreement was 83.5 per cent.

In terms of the amount of control employees have over the way they do their work, about 85 per cent of professionals said they were satisfied or very satisfied as did 83.7 per cent of intermediate clerical, sales and service workers (see Table 15 in Appendix). However, an important qualification should be made here. While the overall levels of satisfaction in the two occupational groups were almost the same, there was a significant difference in the proportions that were very satisfied. Some 30 per cent of professionals were very satisfied with the amount of control over the way they did their work compared to 17.8 per cent of intermediate clerical, sales and service workers

Less overall satisfaction with communications and promotion

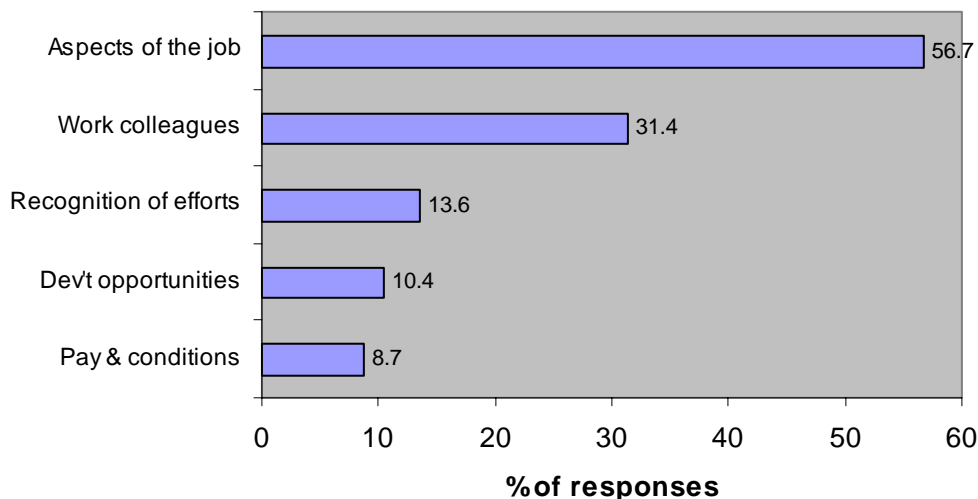
Overall, there was less satisfaction with promotion prospects than any other quality of working life measure. Some 55 per cent of employees were satisfied or very satisfied with their promotion prospects in the next two years, about 22 per cent were neutral and another 22 per cent were dissatisfied. The responses of both professionals and intermediate clerical, sales and service workers tended to mirror those of all respondents, although professionals (58 per cent) were slightly more satisfied (see Table 16 in Appendix).

Similarly, there were lower satisfaction levels over the level of communications at the workplace (see Table 17 in Appendix). Overall, just over two thirds of respondents (67.9 per cent) agreed or strongly agreed that management at their workplace kept them informed, some 17 per cent disagreed with the statement and about 15 per cent took a neutral stance. Again, the responses of both professionals (65.3 per cent) and intermediate clerical, sales and service workers (67.6 per cent) tended to coincide with those of all respondents

What makes work a positive experience for employees?

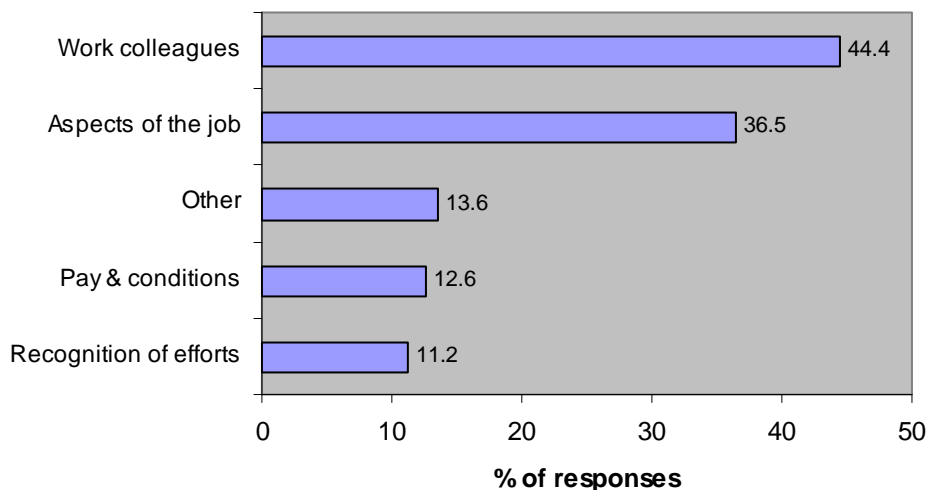
Respondents were also asked to indicate what factors make work a positive experience. There were some interesting differences between professionals and intermediate clerical, sales and service workers.

Chart 10: What makes work a positive experience for professionals? (the five most frequent responses)



The two most frequent responses from both groups were the same – ‘aspects of the job’ (eg interesting or rewarding work) and ‘work colleagues’ (see Table 18 in Appendix). However, ‘aspects of the job’ was the most frequent response from professionals (56.7 per cent of responses) while intermediate clerical, sales and service workers were more like to say ‘work colleagues’ (44.4 per cent of responses). Interestingly, ‘pay and conditions’ were cited less frequently by professionals (8.7 per cent of responses) than by intermediate clerical, sales and service workers (12.6 per cent of responses). Professionals placed a higher value on ‘good opportunities for development’ (10.4 per cent of responses).

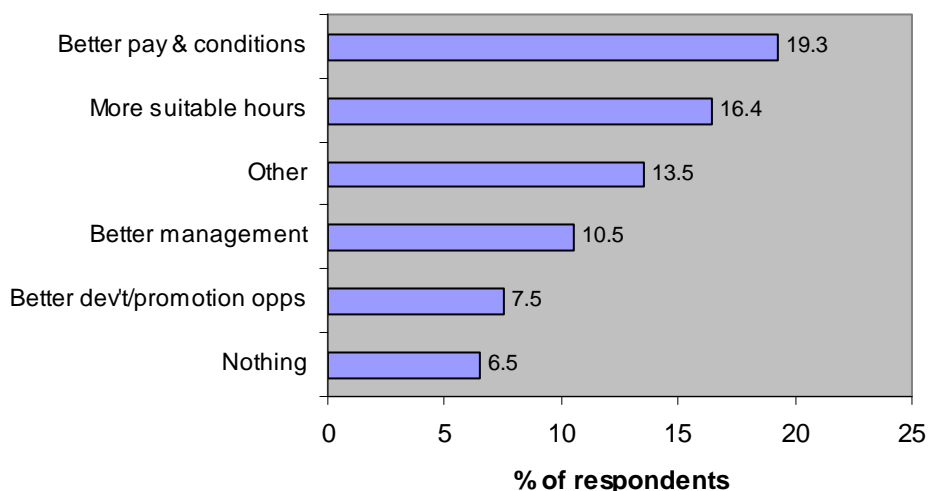
Chart 11: What makes work a positive experience for intermediate clerical, sales & service workers? (the five most frequent responses)



What would improve employees’ quality of working life?

Similarly, there were some notable differences between professionals and intermediate clerical, sales and service workers when asked what would improve their quality of working life (See Table 19 in Appendix). ‘Better pay and conditions’ (19.3 per cent) was the most frequent response from professionals followed by ‘more suitable’ hours (16.4 per cent).

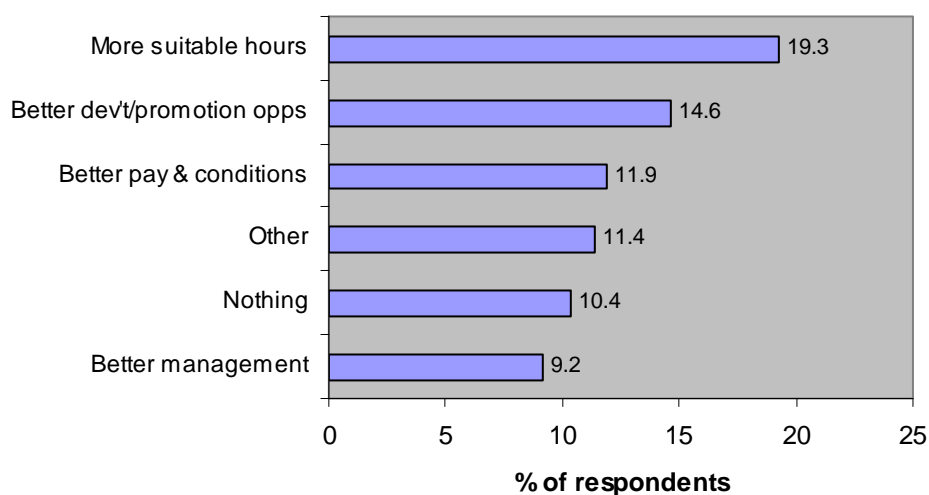
Chart 12: What would improve the quality of working life of professionals?



For intermediate clerical, sales and service workers, more suitable hours (19.3 per cent) were more important than ‘better pay and conditions’ (11.9 per cent). However, there were differences between the two occupational groups in terms of what ‘more suitable hours’ meant. For professionals, it was about having fewer hours or more control over their hours.

Intermediate clerical, sales and service workers, on the other hand, thought that fewer hours or more hours would improve their working life. Another area these workers would wish to improve is ‘better development and promotion opportunities’ (14.6 per cent) - a higher priority for them than for professionals (7.5 per cent). Intermediate clerical, sales and service workers tended to emphasise better opportunities for development than better promotion.

Chart 13: What would improve the quality of working life of intermediate clerical, sales & service workers?



Conclusion

On seven quality of working life measures the attitudes of professionals and intermediate clerical, sales and service workers are broadly similar. However, on nine of the 16 measures there are significant differences between the two, particularly in the areas of pay and trust in senior management where professionals were the least satisfied of all occupational groups. However, better pay and conditions followed by more suitable hours would appear to be a higher priority for improving professionals’ quality of working life than better management. The importance attached to these further underline professionals’ dissatisfaction with pay – and indirectly - dissatisfaction with their workload and pressure. These were two areas with which they were more dissatisfied than intermediate clerical, sales and service workers.

On the plus side, however, professionals were more likely to have interesting work and better opportunities for developing their skills. When asked about the factors that make their work a positive experience, ‘aspects of the job’ (eg interesting or rewarding work) was the most frequent response from professionals. Intermediate clerical, sales and service workers, on the other hand, felt they had a better work-life balance and greater job security than professionals. They were more likely to emphasise the importance of work colleagues in making work a positive experience. More suitable hours - fewer or more – and better development opportunities were more important to these workers in terms of improving their quality of working life.

Comparing these two groups, it would appear that the attitudes of intermediate clerical, sales and service workers are more consistent with those of employees as a whole. Their responses to 12 of the 16 measures are consistent with those of employees overall. The attitudes of professionals, on the other hand, are more polarised with high levels of satisfaction in some areas yet a high degree of dissatisfaction in others. This would therefore suggest that despite the relatively high status of their work, professionals are less

satisfied with their quality of working life than intermediate clerical, sales and service workers.

Appendix

Table 1: Occupational composition of survey

	Percentage of respondents (weighted)	Percentage of 1996 census population
Managers & administrators	7.4	8.2
Professionals	20.3	17.8
Associate professionals	8.2	11.1
Tradespersons & related workers	11.8	13.0
Advanced clerical & service workers	2.9	4.5
Intermediate clerical, sales & service workers	20.4	17.5
Intermediate production & transport workers	11.7	9.2
Elementary clerical, sales & service workers	9.0	9.8
Labourers & related workers	8.3	9.0

Table 2: Whether respondents think their current pay is fair and reasonable by occupation

	My current pay is fair and reasonable compared to what others doing similar work are paid (%)				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Managers & administrators	2.3	14.3	4.1	78.4	0.8
Professionals	8.7	23.1	10.3	53.8	4.0
Associate professionals	1.1	20.6	7.1	60.1	11.1
Tradespersons & related workers	3.7	26.1	6.8	54.2	9.2
Advanced clerical & service workers	8.2	7.0	11.9	56.9	16.0
Intermediate clerical, sales & service workers	2.2	16.3	7.0	64.1	10.4
Intermediate production & transport workers	0.0	23.1	4.2	66.1	6.6
Elementary clerical, sales & service workers	2.8	23.4	4.6	61.0	8.3
Labourers & related workers	1.9	21.2	4.1	65.7	7.2

n=1,032 All employees aged 15+, Australia

Table 3: Whether respondents trust senior management at their workplace by occupation

	Overall I trust senior management at my workplace (%)				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Managers & administrators	0.0	10.0	1.7	69.2	19.0
Professionals	5.6	15.8	18.0	52.4	8.3
Associate professionals	1.7	13.8	12.6	56.1	15.9
Tradespersons & related workers	3.9	22.5	11.3	54.4	8.0
Advanced clerical & service workers	4.1	7.1	0.0	70.8	18.0
Intermediate clerical, sales & service workers	3.8	13.4	4.3	66.4	12.1
Intermediate production & transport workers	5.1	12.8	7.5	56.0	18.6
Elementary clerical, sales & service workers	2.7	10.0	11.9	63.9	11.5
Labourers & related workers	4.6	23.7	6.4	59.4	5.8

n=1,032 All employees aged 15+, Australia

Table 4: Respondents' satisfaction with the amount of work they have to do by occupation

	The amount of work I have to do (%)				
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Managers & administrators	0.8	12.2	12.6	68.0	6.3
Professionals	3.6	20.2	11.7	56.6	7.8
Associate professionals	0.0	15.0	7.0	69.7	8.3
Tradespersons & related workers	0.0	7.4	6.7	73.3	12.6
Advanced clerical & service workers	0.0	12.4	8.9	71.6	7.2
Intermediate clerical, sales & service workers	1.2	11.1	8.2	70.3	9.1
Intermediate production & transport workers	1.1	7.7	5.7	83.3	2.3
Elementary clerical, sales & service workers	0.0	7.9	11.2	71.6	9.4
Labourers & related workers	1.1	11.8	6.8	76.4	3.9

n=1,032 All employees aged 15+, Australia

Table 5: Respondents' satisfaction with the amount of pressure they feel under at work by occupation

	The amount of pressure I feel under at work (%)				
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Managers & administrators	4.0	15.8	25.1	50.0	5.2
Professionals	6.5	23.1	18.8	46.5	5.0
Associate professionals	1.7	23.2	20.9	43.9	10.4
Tradespersons & related workers	2.6	10.7	21.6	51.1	13.9
Advanced clerical & service workers	0.0	10.4	27.0	57.5	5.1
Intermediate clerical, sales & service workers	4.3	12.7	18.9	57.6	6.5
Intermediate production & transport workers	0.5	18.3	18.6	60.8	1.8
Elementary clerical, sales & service workers	4.0	3.4	15.6	65.6	11.3
Labourers & related workers	3.7	8.6	24.4	57.5	5.8

n=1,032 All employees aged 15+, Australia

Table 6: Whether respondents agree that harassment, discrimination or bullying is a problem at their workplace

	Harassment, discrimination or bullying is a problem at my workplace (%)				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Managers & administrators	14.7	73.0	5.4	4.7	2.2
Professionals	23.7	53.8	5.5	13.8	3.2
Associate professionals	20.6	65.2	7.5	5.0	1.7
Tradespersons & related workers	23.5	58.8	5.7	9.3	2.7
Advanced clerical & service workers	33.2	55.1	0.0	5.2	6.6
Intermediate clerical, sales & service workers	24.1	62.0	5.2	5.8	2.9
Intermediate production & transport workers	7.0	76.3	2.3	12.1	2.3
Elementary clerical, sales & service workers	18.9	63.6	8.2	8.5	0.9
Labourers & related workers	14.3	62.1	9.0	12.6	1.9

n=1,032 All employees aged 15+, Australia

Table 7: Whether respondents agree that their work is not very interesting by occupation

	In general the work I do is <i>not</i> very interesting (%)				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Managers & administrators	12.1	74.3	2.6	6.1	4.9
Professionals	31.0	52.7	4.0	6.1	6.3
Associate professionals	27.8	55.1	7.3	7.0	2.9
Tradespersons & related workers	11.6	54.7	2.6	24.2	6.9
Advanced clerical & service workers	21.9	56.0	12.2	5.2	4.8
Intermediate clerical, sales & service workers	16.3	53.5	8.2	19.4	2.5
Intermediate production & transport workers	8.7	57.1	17.5	8.3	8.3
Elementary clerical, sales & service workers	9.5	47.7	7.6	30.9	4.2
Labourers & related workers	10.6	50.0	2.4	30.0	6.9

n=1,032 All employees aged 15+, Australia

Table 8: Respondents' satisfaction with opportunities in their current job for developing their skills by occupation

	The opportunities in my current job for developing my skills (%)				
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Managers & administrators	0.0	15.3	3.8	60.5	20.4
Professionals	2.4	13.3	10.9	57.1	16.3
Associate professionals	0.8	15.5	14.4	45.7	23.6
Tradespersons & related workers	7.6	21.2	7.3	50.1	13.8
Advanced clerical & service workers	2.5	1.5	18.1	55.4	22.5
Intermediate clerical, sales & service workers	2.7	17.8	11.7	54.3	13.4
Intermediate production & transport workers	2.7	28.6	16.5	37.2	15.0
Elementary clerical, sales & service workers	1.7	10.8	22.8	52.0	12.8
Labourers & related workers	5.1	28.9	16.9	45.3	3.8

n=1,032 All employees aged 15+, Australia

Table 9: Respondents' satisfaction with the balance between the time they spend working and the time spent with family and friends by occupation

	The balance between the time I spend working and the time spent with family and friends (%)				
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Managers & administrators	0.0	28.1	12.2	54.2	5.5
Professionals	6.5	19.8	9.6	53.4	10.7
Associate professionals	4.4	22.3	9.1	47.3	16.9
Tradespersons & related workers	4.5	21.3	7.0	49.6	17.6
Advanced clerical & service workers	0.0	23.7	14.9	42.5	18.9
Intermediate clerical, sales & service workers	0.4	10.8	12.3	58.9	17.6
Intermediate production & transport workers	5.3	21.1	5.8	63.8	4.0
Elementary clerical, sales & service workers	1.3	17.4	15.1	47.1	19.0
Labourers & related workers	1.1	11.3	15.4	61.1	11.1

n=1,032 All employees aged 15+, Australia

Table 10: Whether respondents are concerned they will lose their job in the next six months by occupation

	I am concerned I will lose my job in the next six months (%)				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Managers & administrators	8.1	69.3	0.8	17.4	4.3
Professionals	20.4	49.2	3.3	23.6	3.5
Associate professionals	12.1	54.0	6.8	24.3	2.9
Tradespersons & related workers	12.6	57.4	3.4	22.8	3.8
Advanced clerical & service workers	33.0	47.9	10.3	5.8	3.1
Intermediate clerical, sales & service workers	11.6	64.8	4.2	15.1	4.3
Intermediate production & transport workers	0.9	49.6	7.0	37.7	4.7
Elementary clerical, sales & service workers	15.2	58.6	8.4	14.8	3.0
Labourers & related workers	12.0	44.7	7.7	30.1	5.5

n=1,032 All employees aged 15+, Australia

Table 11: Whether respondents agree that people get on quite well at their workplace by occupation

	People at my workplace get on together quite well (%)				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Managers & administrators	0.8	14.1	3.0	67.1	14.9
Professionals	1.7	4.3	5.2	69.2	19.7
Associate professionals	0.0	0.7	3.6	75.6	20.1
Tradespersons & related workers	0.0	9.1	4.7	72.8	13.4
Advanced clerical & service workers	0.0	7.5	5.2	60.8	26.5
Intermediate clerical, sales & service workers	0.3	2.7	4.0	72.8	20.2
Intermediate production & transport workers	0.9	7.7	6.0	62.6	22.9
Elementary clerical, sales & service workers	0.0	1.5	4.1	76.8	17.5
Labourers & related workers	1.3	6.9	14.9	66.1	10.8

n=1,032 All employees aged 15+, Australia

Table 12: Respondents' satisfaction with how they are treated by their immediate manager by occupation

	How I am treated by my immediate manager (%)				
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Managers & administrators	0.0	1.5	3.3	66.2	28.9
Professionals	3.0	4.8	5.4	59.8	27.0
Associate professionals	0.0	2.8	2.1	70.9	24.1
Tradespersons & related workers	4.4	0.9	0.9	69.5	24.2
Advanced clerical & service workers	0.0	8.3	5.3	44.2	42.2
Intermediate clerical, sales & service workers	0.5	4.1	3.6	62.5	29.3
Intermediate production & transport workers	2.4	3.3	14.8	64.0	15.5
Elementary clerical, sales & service workers	1.7	4.0	4.1	63.4	26.8
Labourers & related workers	1.1	0.0	17.4	69.9	11.6

n=1,032 All employees aged 15+, Australia

Table 13: Respondents' satisfaction with the standards of health and safety where they work by occupation

	The standards of health and safety where I work (%)				
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Managers & administrators	0.0	1.7	11.5	36.4	50.5
Professionals	1.8	5.0	8.6	49.1	35.5
Associate professionals	0.0	1.6	1.9	46.6	49.9
Tradespersons & related workers	3.9	9.3	7.5	51.8	27.6
Advanced clerical & service workers	0.0	1.5	3.7	65.6	29.2
Intermediate clerical, sales & service workers	1.1	7.5	4.2	48.6	38.7
Intermediate production & transport workers	5.4	7.7	2.9	59.3	24.7
Elementary clerical, sales & service workers	2.8	7.4	4.2	56.6	29.0
Labourers & related workers	3.7	10.4	3.6	55.0	27.4

n=1,032 All employees aged 15+, Australia

Table 14: Whether respondents say their manager recognises the efforts they put in by occupation

	My immediate manager recognises the efforts I put in at work (%)				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Managers & administrators	0.0	3.3	5.0	61.5	30.2
Professionals	3.6	9.2	5.5	63.2	18.5
Associate professionals	0.7	3.2	6.4	72.7	17.0
Tradespersons & related workers	0.0	13.2	8.3	58.3	20.3
Advanced clerical & service workers	4.9	3.8	7.7	48.4	35.2
Intermediate clerical, sales & service workers	2.1	9.8	3.4	68.4	16.2
Intermediate production & transport workers	2.7	8.8	6.0	51.5	30.9
Elementary clerical, sales & service workers	0.5	8.3	4.7	72.4	14.1
Labourers & related workers	1.1	16.5	5.8	66.9	9.6

n=1,032 All employees aged 15+, Australia

Table 15: Respondents' satisfaction with the amount of control they have over their work by occupation

	The amount of control I have over the way I do my work (%)				
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Managers & administrators	0.0	12.8	5.7	37.6	43.9
Professionals	1.5	6.4	6.8	55.3	29.9
Associate professionals	1.7	3.9	6.6	63.7	24.1
Tradespersons & related workers	3.2	5.9	8.0	65.7	17.1
Advanced clerical & service workers	0.0	5.2	10.8	52.9	31.1
Intermediate clerical, sales & service workers	0.7	7.3	8.3	65.9	17.8
Intermediate production & transport workers	1.1	8.3	28.8	47.1	14.7
Elementary clerical, sales & service workers	0.0	6.8	11.3	67.7	14.2
Labourers & related workers	1.9	17.7	5.8	57.9	16.7

n=1,032 All employees aged 15+, Australia

Table 16: Respondents' satisfaction with their promotion prospects over the next two years by occupation

	My promotion prospects over the next two years (%)				
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Managers & administrators	3.0	7.6	21.5	60.1	7.7
Professionals	4.8	16.9	20.4	52.5	5.5
Associate professionals	0.0	12.7	20.9	57.3	9.1
Tradespersons & related workers	10.4	23.3	23.3	41.3	1.8
Advanced clerical & service workers	1.6	13.6	27.3	45.1	12.4
Intermediate clerical, sales & service workers	3.3	18.1	22.9	50.8	4.9
Intermediate production & transport workers	13.8	11.9	20.4	50.9	2.9
Elementary clerical, sales & service workers	3.7	16.0	21.2	55.5	3.6
Labourers & related workers	6.6	27.3	29.5	34.6	2.0

n=1,032 All employees aged 15+, Australia

Table 17: Whether respondents agree that management keeps them informed by occupation

	Management at my workplace keeps me informed about what is going on (%)				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Managers & administrators	0.7	7.1	10.8	74.1	7.4
Professionals	5.7	12.5	16.4	56.0	9.3
Associate professionals	2.3	9.6	11.7	65.9	10.4
Tradespersons & related workers	3.6	13.1	14.1	62.9	6.3
Advanced clerical & service workers	4.8	2.5	12.6	52.3	27.9
Intermediate clerical, sales & service workers	2.4	11.9	18.1	58.6	9.0
Intermediate production & transport workers	14.5	17.8	13.8	37.4	16.5
Elementary clerical, sales & service workers	2.3	15.8	11.6	64.5	5.8
Labourers & related workers	4.7	15.7	14.4	63.0	2.3

n=1,032 All employees aged 15+, Australia

Table 18: The most important factors making work a positive experience for respondents

	What are the most important factors ¹ in making your work a positive experience? (%)		
	All respondents	Professionals	Intermediate clerical, sales & service workers
Aspects of the job	41.1	56.7	36.5
Work colleagues	36.1	31.4	44.4
Pay & conditions	13.4	8.7	12.6
Other ²	12.9	8.2	13.6
Recognition of efforts	11.2	13.6	11.2
Good treatment by manager	8.0	5.5	10.6
Suitable hours	6.7	7.8	5.4
Being well informed	6.4	6.5	6.8
Development opportunities	6.1	10.4	4.6
Control/autonomy	6.0	7.5	7.1
Acceptable workload/pressure	4.6	3.5	5.4
Good leadership/senior management	3.3	2.9	7.5
Security	3.1	1.7	2.3
Good OH&S standards	2.0	1.8	3.4
Promotion opportunities	0.8	1.6	0.0
No harassment/discrimination/bullying	0.1	0.3	0.3

n=1,032 All employees aged 15+, Australia

¹Multiple responses

²Includes factors such as: Doing a good job/doing my job well; Good work environment (not further specified); Good company to work for; Having a positive attitude (ie own attitude to work); Good facilities/equipment.

Table 19: What respondents feel would improve their quality of working life

	If there was <i>one thing</i> you could improve about your working life what would it be? (%)		
	All respondents	Professionals	Intermediate clerical, sales & service workers
More suitable hours	17.1	16.4 (2)	19.3 (1)
Better pay & conditions	17.0	19.3 (1)	11.9 (3)
Other ¹	11.5	13.5 (3)	11.4 (4)
Nothing	11.0	6.5	10.4 (5)
Better development/promotion opportunities	10.3	7.5 (5)	14.6 (2)
Better management	7.6	10.5 (4)	9.2
Do something else/Not work	5.2	3.1	4.3
Better resources/equipment	4.5	6.3	4.6
Improve environment/premises	3.7	1.9	2.7
Improve job	3.6	5.3	2.2
Don't know	3.1	2.9	3.5
More job security	2.7	1.5	3.4
Smaller workload/less pressure	2.6	5.5	2.4

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¹Other includes: work in a different location/city; less travel time; more holidays; have staff with a better attitude; have shares/some ownership in company; more resources; better clients/customers; better relationships between colleagues; have more input