



Great resignation or great opportunity?

Find out what employees
want and how your
business should respond



Table of Contents

3	<i>Introduction</i>
6	<i>Why people are looking for a new job</i>
9	<i>Most valued perks and policies</i>
12	<i>Why employees are staying</i>
15	<i>How to deliver a great hiring process</i>
18	<i>The Great Opportunity</i>

Introduction

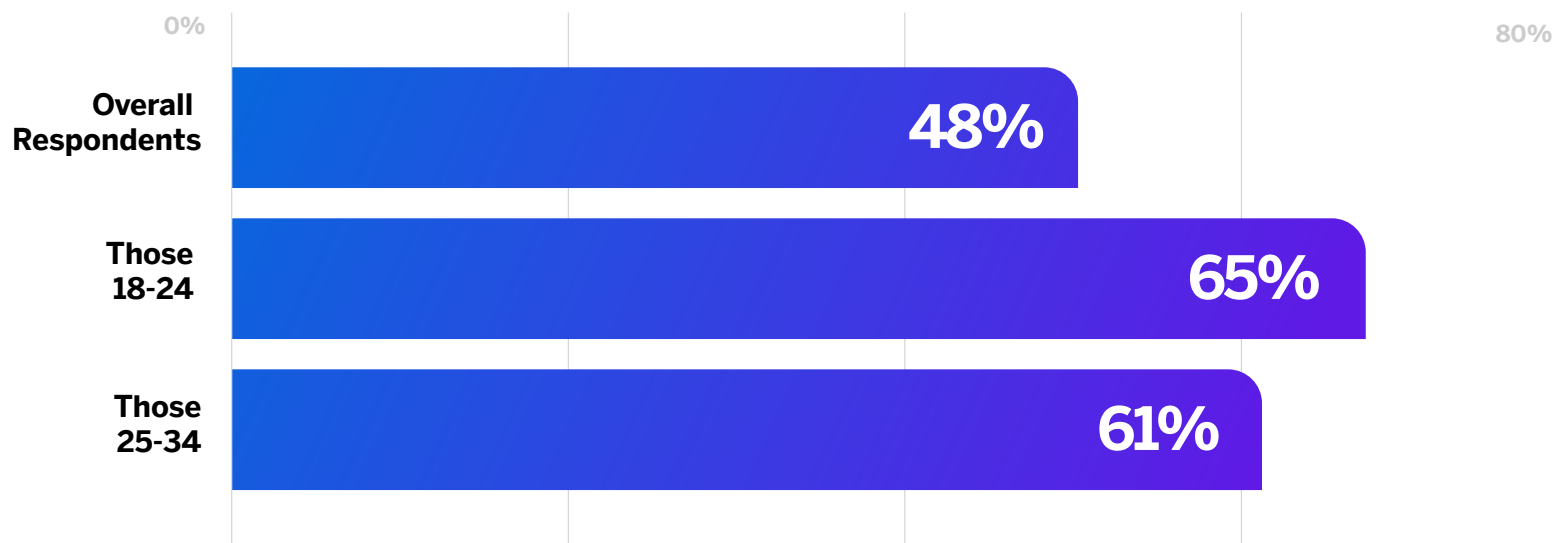
Introduction

Our ‘Great Resignation’ research

Talent retention, acquisition, and reskilling are some of the biggest challenges facing employers across Asia Pacific and Japan.

To better understand what lies ahead, we surveyed more than 6,000 workers across Australia, Japan, South Korea, Singapore, Thailand, Indonesia, Philippines, Hong Kong and Malaysia.

Planning to look for a new job in the next 12 months:



We found 48 per cent plan to look for a new job during the next 12 months. The desire for change is even greater among younger generations, with 65 per cent of those aged 18-24 and 61 per cent of those 25-34 planning to switch jobs in the next year.

Whether you want to retain and reskill your employees or attract new joiners to your organisation, you need to create an environment where people want to work and can thrive. The transformation underway in how we work is a significant opportunity to design new and improved experiences that help you attract, retain, and develop talent.

To help you navigate the journey ahead, our report explains why people are moving jobs and what they are looking for, including the perks and policies they want most. It also offers tips on improving recruitment processes and staff retention strategies to ensure The Great Resignation is in fact your Great Opportunity.

SECTION 1

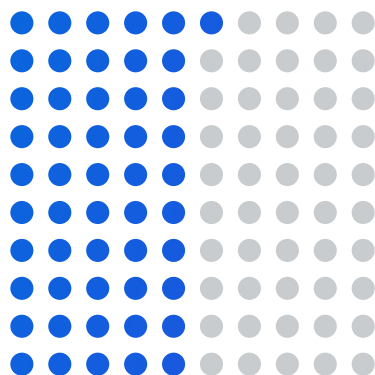
Why people are looking for a new job

Why people are looking for a new job

There are multiple factors driving people to think about quitting their job.

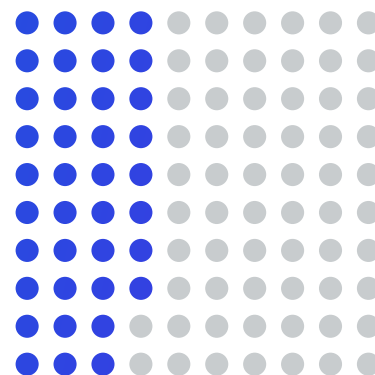
A lack of growth opportunities (51 per cent) is the biggest motivator to look for a new role, followed by salary (38 per cent), wellbeing (29 per cent) and purpose (23 per cent).

Why people plan to quit their job



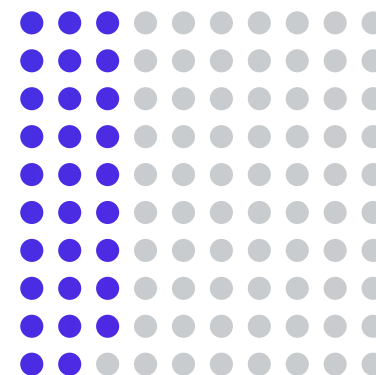
51%

lack of growth opportunities



38%

salary



29%

wellbeing

Learning and development is especially important for those aged 18-24 (57 per cent) and 25-34 (58 per cent). But it's also the biggest motivator across age groups, with the exception of the 55+ category, where it took second spot behind salary. Personal growth is also the top driver for individual contributors (50 per cent), managers (54 per cent), directors (46 per cent) and those in C-Level roles (48 per cent).

Unsurprisingly, salary is important across age groups and roles, but particularly for individual contributors (42 per cent) and those aged 35-44 (41 per cent). Stress is a reason for change for directors/VPs (44 per cent), C-Levels (31 per cent) and managers (30 per cent).

A desire for more purposeful work is consistent across age groups and job roles. It matters much the same to C-Levels (25 per cent), individual contributors (20 per cent), the 18-24 group (21 per cent) and those 55+ (21 per cent).

New Work, New EX Checklist

Download our New Work, New EX Checklist to explore key priorities for organisations looking to develop and deepen listening programs for a new hybrid work normal.

READ NOW

SECTION 2

Most valued perks and policies

Most valued perks and policies

As employers rethink traditional working practices due to the increased demand for hybrid working options, our findings serve as an important reminder of what makes them attractive to workers.

The perks and policies people value most



More flexible
time off



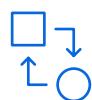
Best in class
technology



Health and
investment benefits



Home office
reimbursement



Hybrid work
options



Mandated COVID-19
vaccination / testing

We heard that the policies valued most are more flexible time off (50 per cent), health and investment benefits (44 per cent), hybrid work options (42 per cent) and best-in-class technology (34 per cent).

Other preferred perks include home office reimbursement (27 per cent), mandated COVID testing/vaccinations (24 per cent), a remote-first policy (24 per cent), in-office food (24 per cent) and an in-person first policy (20 per cent).

Where work gets done is a source of much division, with 27 per cent of the 18-24 group favouring an in-person work policy, 25 per cent a remote-first policy and 37 per cent a hybrid policy. Across age groups and job roles, a hybrid policy took the majority of the votes, but the variety of preferences shows employers will need a flexible approach to managing workforce wishes.

The new rules of engagement: A better way to work

Join Qualtrics, Standard Chartered Bank, Telstra and Woolworths as we explore the key considerations and steps in their return-to-work strategies.

WATCH NOW

SECTION 3

Why employees are staying

Why employees are staying

There has been plenty of talk about The Great Resignation, but we can't overlook those wanting to stay. It's important to keep hold of talent and understand why people are choosing to stay. Smart leaders will listen carefully to the needs of their workforce and take action.

As hybrid work becomes the norm, it's no surprise that work-life balance (60 per cent) matters to people. Other factors include purposeful work (34 per cent), manager effectiveness (24 per cent), and growth (19 per cent). Employers wanting to succeed should make sure they have models to align with each of these.

Two in three (65 per cent) of those 55+ named flexibility as a reason they plan to remain in their current role, compared with 44 per cent of those 18-24. The youngest age group had a broader spread of reasons to stay than older age groups, including purposeful work (42 per cent), a good manager (33 per cent) and growth opportunities (31 per cent).

Why employees are choosing to stay



Work-life balance



Manager effectiveness



Purposeful work



Growth

Great Resignation or Great Opportunity?

How three companies are capitalising on change

Hear from people leaders from Standard Chartered Bank, Telstra, and Qualtrics for a hyper-tactical panel discussion on how the Great resignation is instead, a prime opportunity for organisations to reprioritise and reshape how they inform their Employee experience programs to adapt to the needs of their employees.

WATCH NOW



SECTION 4

How to deliver a great hiring process

How to deliver a great hiring process

When everyone is looking for talent, you need to ensure your candidate experience is better than the rest. Despite the shift to hybrid, in-person interviews (46 per cent) are still preferred over hybrid (21 per cent) and remote (17 per cent).

Candidates want to know:

- + Their wellbeing is a priority
- + Their work is a priority
- + The work policy
- + Their team and manager
- + Clear expectations

Feeling like their wellbeing is a priority mattered to 50 per cent of those surveyed, followed by knowing the employer's work policy (41 per cent), clearly communicated expectations (41 per cent), feeling like their work is a priority (33 per cent), getting to know the team (28 per cent) and getting to know their manager (25 per cent).

The key takeaways? Show your candidates you care by prioritising their wellbeing, clearly communicating expectations, presenting a clear workplace policy, and making them feel like their work matters.

Your checklist for a better candidate experience

Use this checklist to uncover issues within, as the areas of opportunity to improve your candidate experience highlights the key questions your business should be asking to deliver true insights that drive improved talent branding, hiring processes, great candidate experiences, and better use of recruitment resources.

READ NOW



SECTION 5

The great opportunity

The great opportunity

It's crucial to learn from the pandemic and discover what employees want next as we continue to adapt. As organisations rethink their future employee experience, they have the opportunity to understand what people want, and then go ahead and deliver it to attract, retain, and develop talent.

Creating a superior employee experience is best achieved with continuous listening to understand employee needs, allowing you to deliver a world-class employee experience.

Focusing on work-life integration is a good place to start. Companies can help employees find harmony by giving them the flexibility to do the things that are important to them during the day, like participating in a child's school event or volunteering in the community. Organisations that truly help their employees find that balance between work and life will be much more successful at attracting and re-attracting talent than those that say they support work-life integration but then require their employees to be in the office five days a week from 8 a.m. to 5 p.m.

Employers that want to attract the best talent need to recognise their employees' desire for flexibility and will be mindful of the unintended consequences of flexible or hybrid work. They will differentiate themselves by creating an inclusive environment and continuously listening to employee feedback to ensure they are fostering a culture that supports employee well-being, belonging and work-life integration.

Providing growth opportunities and increasing investment in your employees is also essential. This is where managers become critical, by investing time, getting to know employees on a personal level, and understanding what matters to them. Knowing this is powerful, but it's only possible with empowered (and properly trained) managers.

It's also important for employees to own their career and let their managers know they're looking for growth opportunities so their managers can support and guide employees in developing their abilities. It's also important for managers to have those conversations with their individual team members regularly.



People want the opportunity to grow and develop as we emerge from the pandemic. If your company doesn't meet that need, they'll look elsewhere. By understanding how employees feel, and how those feelings evolve over time, employers will be equipped to take the action necessary to deliver the premium experiences their people now demand and expect.

How to deliver premium EX

- + Continuously listen, collect, and act on feedback from employees and candidates
- + Provide growth opportunities
- + Enable on work-life integration
- + Invest in your people



WANT TO SEE HOW IT ALL WORKS?

Contact us for more information
on how to get started.

BOOK DEMO