

APPENDIX 2: Methodology | *June 2022*

CIPD Good Work Index 2022

UK Working Lives Survey

The CIPD is the professional body for HR and people development. The registered charity champions better work and working lives and has been setting the benchmark for excellence in people and organisation development for more than 100 years. It has more than 160,000 members across the world, provides thought leadership through independent research on the world of work, and offers professional training and accreditation for those working in HR and learning and development.

CIPD Good Work Index 2022

UK Working Lives Survey

Appendix 2: Index methodology and tables

Introduction..... 2
Chapter 1 – The Good Work Index 2022 5

Introduction

This appendix accompanies the main report from the CIPD's Good Work Index 2022. It contains data tables reported in the survey report, which can be found at cipd.co.uk/workinglives.

The CIPD Good Work Index (previously CIPD Job Quality Index) is multifaceted in nature and covers seven important dimensions of a job: (1) pay and benefits; (2) contracts; (3) job design and the nature of work; (4) work–life balance; (5) relationships at work; (6) employee voice; and (7) health and wellbeing. A brief description of statistics of the 2022 CIPD Good Work Index is provided in Table 1.

Table 1: Good Work Index 2022

	n	Minimum	Maximum	Mean	Std deviation
Subjective pay index	6,265	0.00	1.00	0.530	0.287
Contracts index	6,291	0.04	1.00	0.865	0.148
Job design index	6,285	0.00	1.00	0.595	0.196
Work–life balance index	6,291	0.00	1.00	0.563	0.201
Relationships index	6,246	0.00	1.00	0.714	0.172
Employee voice index	6,291	0.00	1.00	0.312	0.212
Health and wellbeing index	5,999	0.00	1.00	0.570	0.183

The seven dimensions of the CIPD Good Work Index were calculated from 18 sub-indices, which in turn are derived from a total of 95 survey items. The relationships of the seven good work dimensions and their corresponding sub-indices and survey items are summarised in Table 2. Further technical details of the construction of the CIPD Good Work Index can be found in Appendix 2 of the 2019 UKWL survey report.

Table 2: Good Work Index dimensions and sub-dimensions index

Index	Sub-index	Survey item
Pay and benefits (subjective)	Subjective pay	Considering my responsibilities and achievements in my job, I feel I get paid appropriately
	Pension	Employer pension contribution as a proportion of salary
	Benefits	Career development benefits in last 12 months
		Financial assistance benefits in last 12 months
		Food benefits in last 12 months
		Health care and insurance benefits in last 12 months
		Wellbeing benefits in last 12 months
		Enhanced leave benefits in last 12 months
		Social benefits in last 12 months
		Technology benefits in last 12 months
Transport benefits in last 12 months		
Contracts	Security	How likely to lose job
		How often work at short notice

		Permanent in main job	
	Underwork	Hours usually worked per week	
		Hours would like to work per week	
Job design	Demand and resources	Workload	Workload in a normal week
		Autonomy	Amount of autonomy in job tasks
			Amount of autonomy in work pace
			Amount of autonomy in how work done
			Amount of autonomy in start or finish time
		Resources	I usually have enough time to get my work done within my allocated hours
			I have the right equipment to do my job effectively
			I have a suitable space to do my job effectively
		Skills	How well qualified for current job
	Person–job skills match		
	Development	Opportunities to develop skills	
		Prospects for career advancement	
	Meaning	I have the feeling of doing useful work for my organisation	
		I have the feeling of doing useful work for my client(s)	
		I have the feeling of doing useful work for society	
		I am highly motivated by my organisation’s core purpose	
I am highly motivated by the core purpose of my client(s)			
Work–life balance	Balance	I find it difficult to fulfil my commitments outside of work because of the amount of time I spend on my job	
		I find it difficult to do my job properly because of my commitments outside of work	
		I find it difficult to relax in my personal time because of my job	
	HR practice	Taking time out of the day for personal or family matters	
		Flexitime in last 12 months	
		Job-sharing in last 12 months	
		The chance to reduce your working hours in last 12 months	
		Compressed hours in last 12 months	
		Working from home in last 12 months	
		Working only during school term times in last 12 months	
	Hours	Hours usually worked per week, including overtime	
		Hours would like to work per week	
		Daily commute time	
Relationships at work**	Relationships	Line manager or supervisor	
		Other managers	
		Colleagues in your team	
		Other colleagues	
		Staff who you manage	
		Customers, clients or service users	
		Suppliers	

	Psychological safety***	If I make a mistake, my manager or supervisor will hold it against me
		People in my team sometimes reject others for being different
		No one in my team would deliberately act in a way that undermines my efforts
	Line management	My boss respects me as a person
		My boss recognises when I have done a good job
		My boss is successful in getting people to work together
		My boss helps me in my job
		My boss provides useful feedback on my work
		My boss supports my learning and development
		My boss can be relied upon to keep their promise
	My boss is supportive if I have a problem	
	My boss treats me fairly	
Voice and representation	Direct channels	Employee survey
		Online forum or chat room for employees
		Employee focus groups
		One-to-one meetings with your line manager
		Team meetings
		All-department or all-organisation meetings
	Indirect channels	Trade union
		Non-union staff association or consultation committee
		How good employee representatives are at seeking the views of employees
		How good employee representatives are at representing employee views to senior management
	Management	How good employee representatives are at keeping employees informed of management discussions or decisions
		How good managers are at seeking the views of employees or employee representatives
How good managers are at responding to suggestions from employees or employee representatives		
Health and wellbeing	Physical health	How good managers are at allowing employees or employee representatives to influence final decisions
		Impact of work on physical health
		Backache or other bone, joint or muscle problems (work-related, in last year)
		Breathing problems (work-related, in last year)
		Heart problems (work-related, in last year)
		Hearing problems (work-related, in last year)
		Road traffic accidents while commuting to or from work (work-related, in last year)
		Injury due to an accident while at work (work-related, in last year)
		Repetitive strain injury (RSI) (work-related, in last year)
		Skin problems (work-related, in last year)
At my work I feel full of energy		
At my work I feel exhausted		

Mental health	Impact of work on mental health
	At my work I feel miserable
	At my work I feel under excessive pressure
	Anxiety (work-related, in last year)
	Depression (work-related, in last year)

* The pension and benefits questions were not asked in the 2022 survey, so the subjective pay sub-index only is reported in Table 1.

** The conflict sub-index was originally included in the calculation of the 'Relationships at work' index in 2019, but the relevant questions are not available in the 2020 survey.

*** The item of 'I trust my colleagues to act with integrity' was originally included in the calculation of psychological safety sub-index in 2019, but this question is not available in the 2020 survey.

2 The Good Work Index 2022

Table 3: Good Work Index 2022, by SOC2020 occupation group

SOC2020 1-digit code		Subjective pay	Contracts	Work-life balance	Job design	Relationships	Employee voice	Health and wellbeing
Managers, directors and senior officials	Mean	0.59	0.87	0.55	0.64	0.74	0.33	0.59
	N	669	672	672	672	669	672	648
	Std deviation	0.28	0.11	0.22	0.19	0.16	0.23	0.18
Professional occupations	Mean	0.54	0.87	0.56	0.64	0.73	0.34	0.57
	N	1,704	1,708	1,708	1,708	1,695	1,708	1,633
	Std deviation	0.29	0.15	0.20	0.18	0.16	0.22	0.18
Associate professional occupations	Mean	0.53	0.87	0.58	0.61	0.73	0.32	0.57
	N	1,064	1,069	1,069	1,066	1,057	1,069	1,016
	Std deviation	0.29	0.15	0.20	0.19	0.17	0.21	0.18
Administrative and secretarial occupations	Mean	0.54	0.88	0.59	0.58	0.71	0.34	0.58
	N	815	818	818	818	816	818	781
	Std deviation	0.28	0.14	0.20	0.19	0.17	0.20	0.18
Skilled trades occupations	Mean	0.52	0.85	0.57	0.58	0.71	0.24	0.59
	N	371	375	375	375	372	375	361
	Std deviation	0.28	0.15	0.21	0.20	0.19	0.21	0.18

Caring, leisure and other service occupations	Mean	0.44	0.83	0.53	0.59	0.72	0.28	0.57
	N	288	288	288	288	284	288	267
	Std deviation	0.30	0.15	0.20	0.17	0.17	0.20	0.18
Sales and customer service occupations	Mean	0.49	0.86	0.56	0.52	0.68	0.28	0.55
	N	657	660	660	658	654	660	627
	Std deviation	0.28	0.16	0.19	0.21	0.19	0.20	0.20
Process, plant and machine operatives	Mean	0.49	0.86	0.50	0.52	0.65	0.26	0.59
	N	225	226	226	225	225	226	218
	Std deviation	0.29	0.16	0.22	0.19	0.20	0.19	0.19
Elementary occupations	Mean	0.52	0.83	0.54	0.49	0.64	0.27	0.54
	N	358	359	359	359	359	359	340
	Std deviation	0.28	0.18	0.18	0.21	0.18	0.17	0.18
All occupations	Mean	0.53	0.87	0.56	0.59	0.71	0.31	0.57
	N	6,150	6,174	6,174	6,169	6,131	6,174	5,891
	Std deviation	0.29	0.15	0.20	0.20	0.17	0.21	0.18

Table 4: Good Work Index 2022, by NS-SEC occupational class

NS-SEC analytical categories		Subjective pay index	Contract s index	Job design index	Work-life balance index	Relationship s index	Employee voice index	Health and wellbeing index
Higher managerial and professional	Mean	0.57	0.89	0.63	0.56	0.73	0.36	0.58
	N	1,283	1,288	1,288	1,288	1,281	1,288	1,228
	Std deviation	0.27	0.13	0.19	0.20	0.15	0.20	0.18
Lower managerial and professional	Mean	0.52	0.88	0.61	0.57	0.72	0.32	0.57
	N	1,512	1,516	1,514	1,516	1,502	1,516	1,451
	Std deviation	0.29	0.14	0.19	0.21	0.17	0.22	0.18

Intermediate occupations	Mean	0.50	0.90	0.57	0.56	0.71	0.34	0.56
	N	819	822	822	822	821	822	780
	Std deviation	0.29	0.13	0.19	0.19	0.17	0.19	0.18
Small employers and own-accounts	Mean	0.56	0.79	0.64	0.69	0.82	0.02	0.62
	N	317	321	321	321	312	321	306
	Std deviation	0.27	0.16	0.18	0.23	0.17	0.08	0.18
Lower supervisory and technical	Mean	0.51	0.88	0.57	0.50	0.68	0.32	0.58
	N	254	254	254	254	254	254	244
	Std deviation	0.29	0.13	0.19	0.20	0.16	0.19	0.17
Semi-routine occupations	Mean	0.47	0.86	0.51	0.52	0.65	0.28	0.54
	N	561	562	562	562	559	562	535
	Std deviation	0.29	0.15	0.21	0.19	0.18	0.19	0.20
Routine occupations	Mean	0.51	0.86	0.49	0.53	0.64	0.27	0.58
	N	239	240	240	240	239	240	230
	Std deviation	0.29	0.16	0.21	0.18	0.20	0.17	0.19
Total	Mean	0.53	0.87	0.59	0.56	0.72	0.31	0.57
	N	4,985	5,003	5,001	5,003	4,968	5,003	4,774
	Std deviation	0.29	0.14	0.20	0.20	0.17	0.21	0.18

Table 5: Good Work Index 2022, by employment status

Employment status		Subjective pay index	Contracts index	Job design index	Work-life balance index	Relationship index	Employee voice index	Health and wellbeing index
Employed	Mean	0.53	0.88	0.59	0.55	0.70	0.34	0.57
	N	5,645	5,664	5,660	5,664	5,645	5,664	5,401

	Std deviation	0.29	0.14	0.20	0.19	0.17	0.20	0.18
Self-employed	Mean	0.55	0.76	0.65	0.68	0.81	0.04	0.62
	N	621	626	625	626	600	626	598
	Std deviation	0.28	0.18	0.18	0.23	0.18	0.11	0.18
Total	Mean	0.53	0.86	0.59	0.56	0.71	0.31	0.57
	N	6,265	6,291	6,285	6,291	6,246	6,291	5,999
	Std deviation	0.29	0.15	0.20	0.20	0.17	0.21	0.18

Table 6: Good Work Index 2022, by gender

Gender		Subjective pay index	Contracts index	Job design index	Work-life balance index	Relationships index	Employee voice index	Health and wellbeing index
Male	Mean	0.55	0.87	0.56	0.60	0.71	0.31	0.59
	N	3,235	3,249	3,249	3,244	3,221	3,249	3,103
	Std deviation	0.28	0.15	0.20	0.20	0.18	0.22	0.18
Female	Mean	0.51	0.86	0.56	0.59	0.72	0.31	0.55
	N	3,030	3,042	3,042	3,041	3,024	3,042	2,896
	Std deviation	0.29	0.15	0.20	0.19	0.17	0.21	0.19
Total	Mean	0.53	0.86	0.56	0.59	0.71	0.31	0.57
	N	6,265	6,291	6,291	6,285	6,246	6,291	5,999
	Std deviation	0.29	0.15	0.20	0.20	0.17	0.21	0.18

Table 7: Good Work Index 2022, by age

Age		Subjective pay index	Contracts index	Job Design index	Work-life balance index	Relationships index	Employee voice index	Health and wellbeing index
18–24	Mean	0.50	0.78	0.56	0.62	0.71	0.32	0.54
	N	181	183	183	183	183	183	170
	Std deviation	0.29	0.21	0.21	0.18	0.15	0.16	0.17
	Mean	0.51	0.87	0.54	0.60	0.71	0.31	0.54

25–34	N	1,392	1,396	1,396	1,394	1,387	1,396	1,309
	Std deviation	0.29	0.16	0.19	0.20	0.17	0.20	0.18
35–44	Mean	0.53	0.87	0.54	0.59	0.70	0.33	0.55
	N	1,465	1,473	1,473	1,471	1,462	1,473	1,407
	Std deviation	0.29	0.15	0.19	0.20	0.17	0.21	0.18
45–54	Mean	0.54	0.87	0.56	0.59	0.72	0.31	0.57
	N	1,581	1,590	1,590	1,588	1,577	1,590	1,533
	Std deviation	0.28	0.14	0.20	0.19	0.18	0.22	0.18
55–64	Mean	0.52	0.87	0.58	0.58	0.71	0.30	0.59
	N	1,197	1,198	1,198	1,198	1,188	1,198	1,148
	Std deviation	0.29	0.14	0.21	0.20	0.18	0.21	0.18
65+	Mean	0.59	0.86	0.68	0.65	0.78	0.28	0.66
	N	449	451	451	451	448	451	433
	Std deviation	0.26	0.14	0.18	0.17	0.16	0.22	0.15
Total	Mean	0.53	0.86	0.56	0.59	0.71	0.31	0.57
	N	6,265	6,291	6,291	6,285	6,246	6,291	5,999
	Std deviation	0.29	0.15	0.20	0.20	0.17	0.21	0.18

Table 8: Work–life balance index, by gender

Year		Mean	N	Std deviation
Jan 2018	Male	0.55	3,328	0.21
	Female	0.57	2,582	0.21
	Total	0.56	5,910	0.21
Jan 2019	Male	0.54	2,707	0.19
	Female	0.54	2,429	0.20
	Total	0.54	5,136	0.20
Jan 2020	Male	0.54	3,513	0.21
	Female	0.55	3,168	0.21
	Total	0.55	6,681	0.21
Jan 2022	Male	0.56	3,374	0.20
	Female	0.56	2,888	0.20
	Total	0.56	6,262	0.20
Total	Male	0.56	14,087	0.21
	Female	0.56	12,006	0.21

	Total	0.56	26,093	0.21
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Table 9: Work–life balance index, by age

Year		Mean	N	Std deviation
Jan 2018	18–24	0.5303	206	0.22
	25–34	0.5314	636	0.20
	35–44	0.5320	1,205	0.20
	45–54	0.5296	1,664	0.21
	55+	0.6063	2,199	0.22
	Total	0.5589	5,910	0.21
Jan 2019	18–24	0.5657	125	0.19
	25–34	0.5271	916	0.18
	35–44	0.5158	1,110	0.19
	45–54	0.5222	1,357	0.20
	55+	0.5739	1,628	0.20
	Total	0.5391	5,136	0.20
Jan 2020	18–24	0.5299	298	0.19
	25–34	0.5133	852	0.18
	35–44	0.5157	1,230	0.20
	45–54	0.5255	1,814	0.20
	55+	0.5908	2,487	0.21
	Total	0.5467	6,681	0.21
Jan 2021	18–24	0.5840	156	0.18
	25–34	0.5614	1,169	0.19
	35–44	0.5592	1,408	0.20
	45–54	0.5532	1,529	0.20
	55+	0.6125	1,995	0.21
	Total	0.5758	6,257	0.20
Jan 2022	18–24	0.5510	153	0.21
	25–34	0.5433	1,382	0.19
	35–44	0.5349	1,503	0.20
	45–54	0.5483	1,609	0.21
	55+	0.6000	1,615	0.21
	Total	0.5574	6,262	0.20
Total	18–24	0.5499	952	0.20
	25–34	0.5427	5,150	0.19
	35–44	0.5392	6,834	0.20
	45–54	0.5430	8,566	0.21
	55+	0.6054	10,848	0.21
	Total	0.5633	32,350	0.21

Table 10: Work–life balance index, by SOC2020 occupation group

SOC2020 1-digit code	2019	n	2020	n	2021	n	2022	n
Managers, directors and senior officials	0.51	467	0.53	655	0.56	581	0.54	692
Professional occupations	0.54	1,335	0.53	1,856	0.57	1,893	0.56	1,933
Associate professional occupations	0.54	873	0.55	1,099	0.59	1,068	0.58	1,167
Administrative and secretarial occupations	0.55	601	0.57	938	0.60	854	0.58	805
Skilled trades occupations	0.56	267	0.56	385	0.60	392	0.56	327
Caring, leisure and other service occupations	0.53	228	0.53	332	0.56	298	0.52	263
Sales and customer service occupations	0.56	461	0.56	619	0.57	496	0.55	469
Process, plant and machine operatives	0.52	249	0.52	348	0.52	263	0.51	228
Elementary occupations	0.57	189	0.57	263	0.55	315	0.52	263
Total	0.54	4,670	0.55	6,495	0.58	6,160	0.56	6,147

Table 11: Work–life balance index, by NS-SEC occupational class

NS-SEC analytical categories	2020	n	2021	n	2022	n
Higher managerial and professional	0.55	1,198	0.58	1,017	0.56	1,288
Lower managerial and professional	0.54	1,576	0.58	1,529	0.57	1,516
Intermediate occupations	0.55	936	0.59	890	0.56	822
Small employers and own accounts	0.68	481	0.69	359	0.69	321
Lower supervisory and technical	0.51	280	0.51	265	0.50	254
Semi-routine occupations	0.54	708	0.55	620	0.52	562
Routine occupations	0.54	323	0.55	290	0.53	240
Total	0.55	5,502	0.58	4,970	0.56	5,003

Table 12: Work–life balance index, by key worker status

Whether the respondent is a key worker, according to government definition		Balance sub-index	HR practice sub-index	Hours sub-index	Work–life balance index
Yes	Mean	0.65	0.48	0.50	0.54
	N	5,635	5,650	5,679	5,679
	Std deviation	0.21	0.30	0.37	0.20
No	Mean	0.66	0.62	0.54	0.61
	N	8,568	8,580	8,626	8,626
	Std deviation	0.21	0.27	0.37	0.21
Total	Mean	0.66	0.56	0.52	0.58
	N	14,471	14,502	14,585	14,585
	Std deviation	0.21	0.29	0.37	0.21

Table 13: Health and wellbeing index, by age

Age		Physical health sub-index	Mental health sub-index	Health and wellbeing index
18–24	Mean	0.54	0.53	0.54
	N	174	173	170
	Std deviation	0.19	0.21	0.17
25–34	Mean	0.53	0.54	0.54
	N	1,345	1,321	1,309
	Std deviation	0.20	0.22	0.18
35–44	Mean	0.54	0.56	0.55
	N	1,433	1,422	1,407
	Std deviation	0.20	0.22	0.18
45–54	Mean	0.55	0.60	0.57
	N	1,563	1,544	1,533
	Std deviation	0.20	0.21	0.18
55–64	Mean	0.55	0.64	0.59
	N	1,171	1,162	1,148
	Std deviation	0.21	0.21	0.18
65+	Mean	0.58	0.74	0.66
	N	439	434	433
	Std deviation	0.20	0.16	0.15
Total	Mean	0.55	0.59	0.57
	N	6,124	6,056	5,999
	Std deviation	0.20	0.22	0.18

Table 14: Health and wellbeing index, by SOC2020 occupation group

SOC2020 1-digit code	2019	n	2020	n	2021	n	2022	n
Managers, directors and senior officials	0.60	465	0.58	631	0.59	557	0.59	664
Professional occupations	0.59	1,329	0.56	1,755	0.56	1,819	0.56	1,854
Associate professional occupations	0.58	869	0.56	1,059	0.56	1,027	0.58	1,109
Administrative and secretarial occupations	0.60	595	0.56	899	0.56	806	0.57	764
Skilled trades occupations	0.58	266	0.58	362	0.58	380	0.59	313

Caring, leisure and other service occupations	0.58	226	0.54	320	0.57	289	0.57	246
Sales and customer service occupations	0.57	461	0.54	598	0.56	483	0.54	448
Process, plant and machine operatives	0.58	246	0.58	331	0.59	257	0.59	220
Elementary occupations	0.59	186	0.56	254	0.58	303	0.55	246
Total	0.59	4,643	0.56	6,209	0.57	5,921	0.57	5,864

Table 15: Health and wellbeing index, by NS-SEC occupational class

NS-SEC analytical categories	2020	n	2021	n	2022	n
Higher managerial and professional	0.57	1,137	0.57	969	0.58	1,228
Lower managerial and professional	0.55	1,521	0.55	1,468	0.57	1,451
Intermediate occupations	0.55	893	0.56	850	0.56	780
Small employers and own accounts	0.61	456	0.62	353	0.62	306
Lower supervisory and technical	0.57	270	0.59	258	0.58	244
Semi-routine occupations	0.54	686	0.55	601	0.54	535
Routine occupations	0.57	311	0.60	283	0.58	230
Total	0.56	5,274	0.57	4,782	0.57	4,774

Table 16: Health and wellbeing index, by key worker status

Whether the respondent is a key worker, according to government definition		Physical health sub-index	Mental health sub-index	Health and wellbeing index
Yes	Mean	0.52	0.57	0.55
	N	2,226	2,212	2,186
	Std deviation	0.21	0.22	0.18
No	Mean	0.56	0.60	0.58
	N	3,751	3,690	3,667
	Std deviation	0.19	0.22	0.18
Total	Mean	0.55	0.59	0.57
	N	6,098	6,021	5,972
	Std deviation	0.20	0.22	0.18

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