

Work Wellbeing In The Netherlands 2023 Report: How Thriving People Create Thriving Companies

Executive Summary

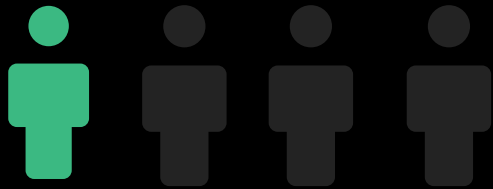
Indeed commissioned Forrester to explore employee wellbeing across the globe. In The Netherlands, Forrester surveyed 1,504 employees to understand their current wellbeing at work, as well as wellbeing beliefs and how that affected their performance, productivity, and retention.

For the purpose of this study, an employee has high wellbeing or is “thriving” if they indicate: 1) having a clear sense of purpose, 2) feeling satisfied with their job, 3) feeling happy most of the time, and 4) not feeling stressed at work most of the time. These four key indicators align with Forrester and Oxford expertise around work wellbeing.¹ In The Netherlands, we found the following:

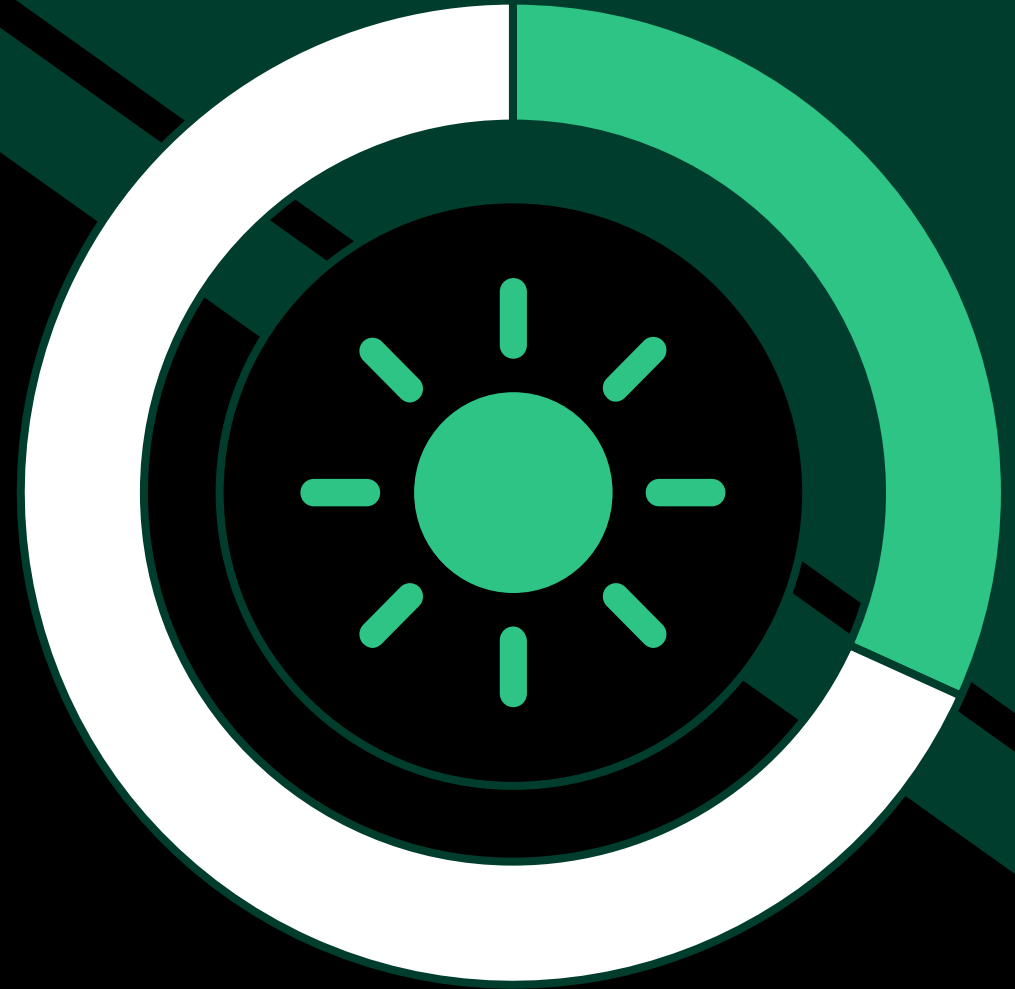
1. Just 34% of employees in The Netherlands are thriving at work. The majority indicate employers are responsible for employee wellbeing at work, but less than half believe companies are doing all they can to improve it.
2. Employees who are thriving have significantly higher retention metrics, and happy employees are significantly more productive than those who are not. Feeling energized, having a sense of belonging, and achieving most of their goals at work have the biggest impact on employee wellbeing.
3. Employees in The Netherlands believe it's important to find companies that care about how they feel.
4. Prioritizing wellbeing will help companies attract and retain talent. However, currently, only half of employees believe their senior leadership partakes in activities to promote wellbeing at work.

Only 34%

of employees in The Netherlands are thriving at work.



Average percentage of thriving employees among countries studied: **25%***



Base: 1,504 respondents in The Netherlands who are part of the active workforce

*Base: 15,197 global respondents' part of the active workforce in the US (4,002), India (2,132), UK (1,517), Canada (1,510), The Netherlands (1,504), France (1,508), Germany (1,506), and Japan (1,518)

*Note: Average among countries surveyed; no weight has been applied based on country sample sizes

Source: A commissioned study conducted by Forrester Consulting on behalf of Indeed, 2023

The majority of employees believe their employer is responsible for their wellbeing at work.

While most employees report their wellbeing expectations have remained the same or increased in the last year, less than half feel their employers are doing all they can to improve it.

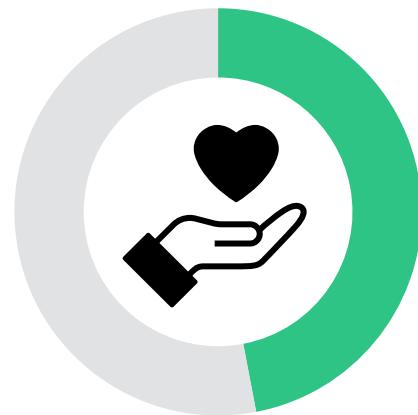


57%

My employer is responsible for my work wellbeing.*

90%

Wellbeing expectations at work have remained the same or increased in the last year.



47%

My company is doing all that it can to improve employee wellbeing and happiness.†

Base: 1,504 respondents in The Netherlands who are part of the active workforce

*Note: Sum of managers, top management responsible for entire organization, the CEO, human resources

†Note: Note: Showing 4 or 5 on a scale of 1 [Strongly disagree] to 5 [Strongly agree]

Source: A commissioned study conducted by Forrester Consulting on behalf of Indeed, March 2023

Feeling energized, having a sense of belonging, and achieving goals have the most significant impact on wellbeing.

Drivers With The Most Impact On Work Wellbeing

Magnitude of impact/relative importance of scale.

Highest

Lowest

In most of my work tasks, I feel energized.

21%

I feel a sense of belonging in my company.

17%

I am achieving most of my goals at work.

11%

I can trust people in my company.

10%

My work environment feels inclusive and respectful of all people.

9%

There are people at work who appreciate me as a person.

6%

My manager helps me succeed.

6%

There are people at work who give me support and encouragement.

6%

I often learn something at work.

5%

I am paid fairly for my work.

4%

My work has the time and location flexibility I need.

4%

Base: 1,504 respondents in The Netherlands who are part of the active workforce

Note: These numbers represent the relative impact of attributes on employee wellbeing, calculated as incremental contribution of each attribute into explaining the variance in the wellbeing variable. To make it easier to compare the attributes, these numbers are turned into percentages that sum up to 100%. Due to rounding sum may appear greater than/less than 100%.

Source: A commissioned study conducted by Forrester Consulting on behalf of Indeed, March 2023

Thriving Employees Have Significantly Higher Retention Metrics ...

THRIVING

81%

plan to stay at their current job for the next 12 months.*

83%

feel they are in the right role.†

68%

never, or almost never feel stressed at work.

NOT THRIVING

54%

plan to stay at their current job for the next 12 months.*

55%

feel they are in the right role.†

21%

never, or almost never feel stressed at work.

Base: 515 respondents identified as having high wellbeing (i.e., "thriving"); 989 respondents identified as having low-to-moderate wellbeing (i.e., "not thriving") in The Netherlands who are part of the active workforce

*Note: Showing 4 or 5 on a scale of 1 [Not at all likely] to 5 [Very likely]

†Note: Showing 4 or 5 on a scale of 1 [Strongly disagree] to 5 [Strongly agree]

Source: A commissioned study conducted by Forrester Consulting on behalf of Indeed, March 2023

... And Happy Employees Have Significantly Higher Productivity Levels

HAPPY

72% prioritize work effectively.

73% put a lot of energy into their tasks.

71% solve problems creatively.

NOT HAPPY

38% prioritize work effectively.

41% put a lot of energy into their tasks.

38% solve problems creatively.

Base: 1,504 respondents in The Netherlands who are part of the active workforce

Note: Showing 4 or 5 on a scale of 1 [Very rarely] to 5 [Very Often]

Source: A commissioned study conducted by Forrester Consulting on behalf of Indeed, March 2023

After pay, not learning new things and not feeling energized are the top reasons employees consider new opportunities.

23%

I'm not paid fairly for my work.

14%

I don't feel energized in most of my work tasks.

20%

I don't learn new things at work.

Base: 1,186 respondents in The Netherlands who are part of the active workforce and open to new opportunities
Source: A commissioned study conducted by Forrester Consulting on behalf of Indeed, March 2023

79%

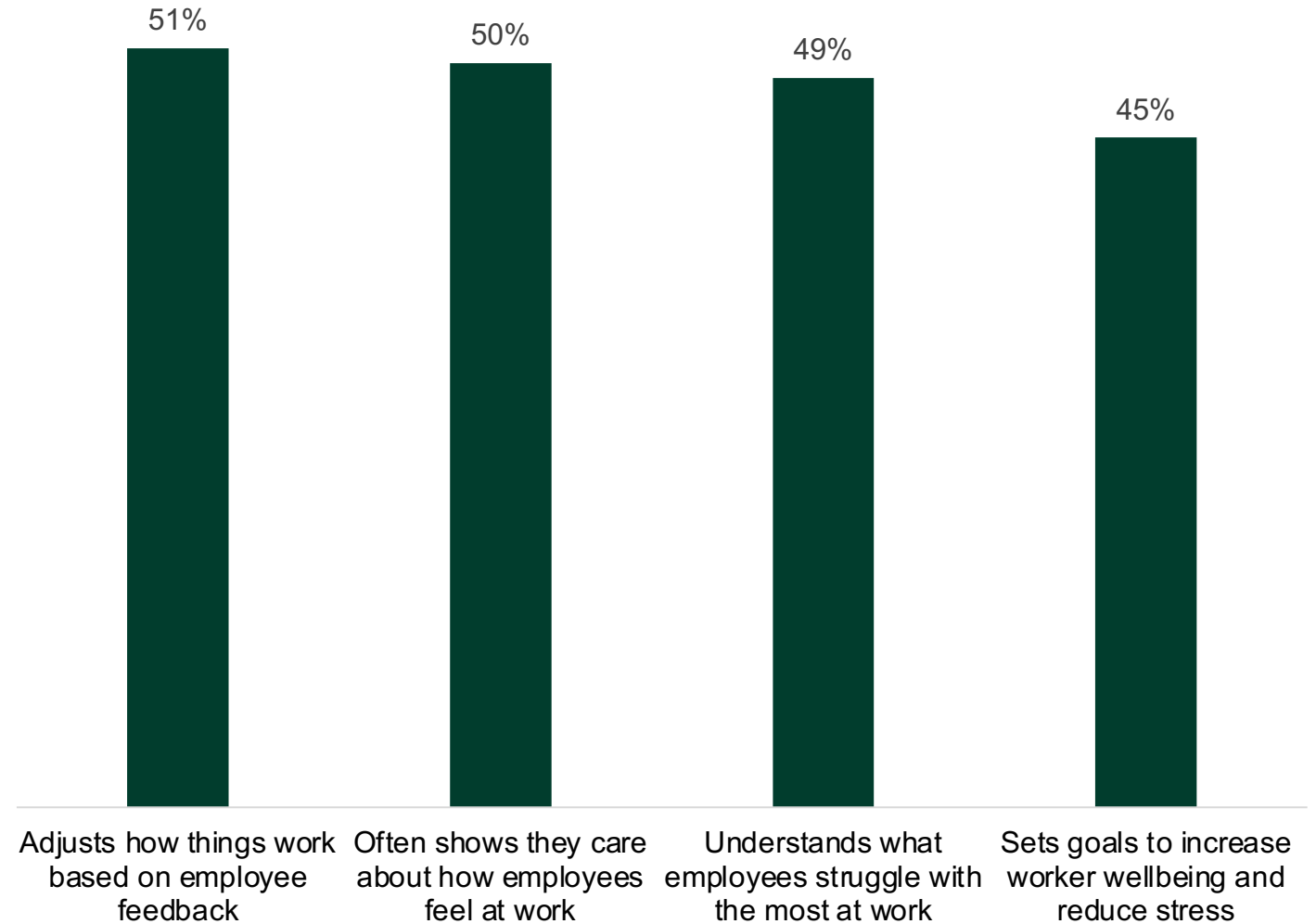
of employees in The Netherlands believe it's important to find companies that care about how you feel.





Only 51% of employees agree that senior leadership partakes in activities to promote their wellbeing.

The senior leadership in my company ...



Managers have an opportunity to impact worker wellbeing



62%

My manager understands
what it's like to do my job.

56%

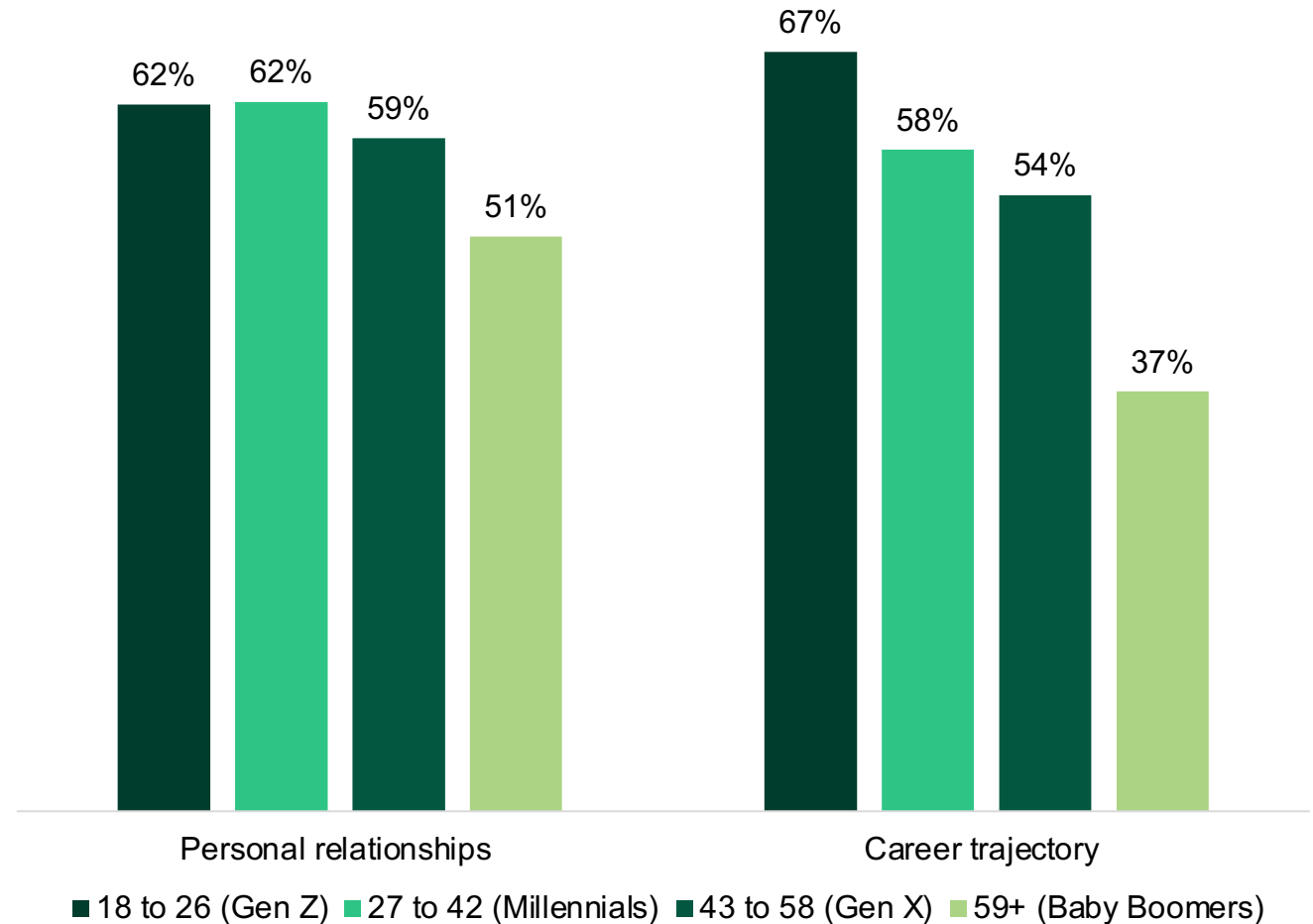
My manager leads
by example.



Managers should be empathetic leaders that lead by example. Without this guidance, employees feel less supported in their role, which negatively affects wellbeing.

Work wellbeing has a greater impact on life inside and outside of work for younger employees compared to older generations.

“How does your wellbeing at work impact the following?”



Base: 1,504 respondents in The Netherlands who are part of the active workforce; 217 that were in the 18 to 26 age range; 591 that were 27 to 42; 520 that were 43 to 58; and 176 that were 59+

Note: Showing 4 or 5 on a scale of 1 [Negative impact] to 5 [Positive impact]; showing wellbeing impacts with significant differences

Source: A commissioned study conducted by Forrester Consulting on behalf of Indeed, March 2023

Employers who prioritize wellbeing foster an environment for employees to thrive.

Yet few companies are doing that — and just half are even measuring it.

Employers who are doing all they can to improve employee wellbeing and happiness are
2x more likely
to have thriving employees.*

38%
of employees indicate their employer prioritizes wellbeing over profit.

51%
of employees say their employer measures wellbeing.

Base: 1,504 respondents in The Netherlands who are part of the active workforce

Note: Showing 4 or 5 on a scale of 1 [Strongly disagree] to 5 [Strongly agree]

*Base: 515 respondents identified as having high wellbeing (i.e., "thriving"); 989 respondents identified as having low-to-moderate wellbeing (i.e., "not thriving") in The Netherlands who are part of the active workforce

Source: A commissioned study conducted by Forrester Consulting on behalf of Indeed, March 2023

Key Recommendations



Focus on employee wellbeing to drive retention and productivity. We found thriving employees have significantly higher retention rates and happy employees are significantly more productive. With only 47% believing that their employer is doing all they can to improve wellbeing and happiness, there is much room to improve. While companies should care about their people because it is the right thing to do, those who focus on wellbeing will see an immense return in their business performance as well.



Understand what actually drives wellbeing at work. Our study results show that employees who are thriving are much more likely to be in the right role. Helping employees feel energized, feel a sense of belonging, and helping them achieve their career and personal goals will have a significant impact on their wellbeing. Understanding what drives your workforce wellbeing can help you improve it – benefiting both your employees and your company.



Showcase the wellbeing of your employees to attract talent. We found that 79% of surveyed employees in The Netherlands believe it's important to find companies who care about how they feel. Highlighting how your employees are thriving as a proof point on job descriptions, your company website, and during interviews will make your company stand out.

Methodology

In this study, Forrester conducted an online survey of 1,504 respondents in The Netherlands to evaluate their overall wellbeing at work. Survey participants included adults in the active workforce (i.e., those 18+ working full-time, part-time, or who have been unemployed for less than two years and are open to new opportunities). Questions provided to the participants asked a variety of topics related to happiness at work, including general perspectives on happiness, drivers of happiness, impact of happiness at work on business results, different aspects of stress at work, the relationship between work happiness and job searches, and others. Respondents were offered a small incentive as a thank-you for time spent on the survey. The study began in February 2023 and was completed in March 2023.

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Forrester's Employee Experience research group

Demographics

Country

The Netherlands (100%)

Level Of Monthly Household Income

Low (under €500 to €1,999)
(29%)

Medium (€2,000 to €2,999)
(28%)

High (€3,000 to €7,500 or more)
(38%)

N/A (5%)

Gender

Male (52%)

Female (48%)

Employment Status

Full-time (35+ hours per week)
(64%)

Part-time (less than 35 hours per
week) (36%)

Age Range

18 to 24 (10%)

25 to 34 (23%)

35 to 44 (26%)

45 to 54 (23%)

55 to 64 (16%)

65+ (2%)

Tenure

3 months or less (3%)

4 to 6 months (5%)

7 months to a year (10%)

2 to 3 years (18%)

4 to 5 years (20%)

6 to 10 years (15%)

11 to 15 years (10%)

16 to 20 years (5%)

More than 20 years (15%)

Demographics (cont'd)

Level Of Education

Low (Alleen lagere school - Middelbare school [VMBO, HAVO, VWO]) (16%)

Medium (MBO) (36%)

High (HBO/WO bachelor niveau [afgerond]; hoger dan HBO/WO diploma [bijv. MBA, gepromoveerd, etc.]) (48%)

Type Of Work

Primarily knowledge work (38%)

Primarily manual labor (24%)

Primarily service-based (35%)

Other (2%)

Endnotes

¹ Work wellbeing definition based on methodology developed in partnership with Oxford that aligns with external standards from the Organisation for Economic Co-operation and Development (OECD) and UK Office For National Statistics.

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[“Focus On Empathy To Gain Your Employees’ Trust,”](#)
Forrester Research, Inc., December 29, 2022.

[“Forrester’s Essential Guide To Forging And Leading A Thriving Organization In 2023,”](#) Forrester Research, Inc.,
November 11, 2022.

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