

# State of the Global Workplace 2021 Report



*Discover how employees around the world  
experienced life and work in 2020.*

Effects of the COVID-19 Pandemic | Employee Engagement and Life Evaluation

Daily Negative Emotions | Environmental, Social and Governance

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**FROM THE CHAIRMAN AND CEO**

What if the next global crisis is a mental health pandemic?

It is here now.

As you will see in this report, negative emotions — worry, stress, anger and sadness — among employees across the world reached record levels in 2020.

In addition, Gallup has found that roughly seven in 10 employees are struggling or suffering, rather than thriving, in their overall lives. Eighty percent are not engaged or are actively disengaged at work. This lack of engagement costs the global economy US\$8.1 trillion, nearly 10% of GDP, in lost productivity each year.

These problems existed long before COVID-19. Gallup has discovered that negative emotions have been rising over the past decade. Even if we return to pre-COVID-19 levels of these emotions, the trends are still concerning.

But it is possible — even likely — that employee mental health will get worse.

Gallup is taking on the mental health challenge, because solving any big, seemingly impossible problem starts with the question “What can we measure?” It is unlikely that you or other leaders have data on companywide wellbeing or resiliency — or data on how many employees in your organization are filled with stress and will soon burn out versus how many feel energized and inspired at work.

Gallup is the only organization capturing these statistics on how life is going for employees in a representative sample of the world.

Measuring employee mental health is critical. Besides destroying lives, suffering can destroy the human spirit that drives innovation, economic energy and eventually, good jobs. This is likely tied to declining economic dynamism. Global GDP per capita is slowing — it has been for decades.

But this trend can be reversed. The first step is to create inspiring workplace cultures that maximize the potential and wellbeing of every employee.



Jim Clifton  
Chairman and CEO

# Executive Summary

*The world experienced a pandemic in 2020. We all did not experience it the same way.*

## **GLOBALLY, EMPLOYEE ENGAGEMENT DECREASED**

by 2 percentage points from 2019 to 2020, and employees reported higher worry, stress, anger and sadness in 2020 than they had in the previous year.

Given hospitalizations and deaths due to COVID-19, as well as lockdowns, closed schools, increased remote work and unemployment, the above outcomes are not surprising. They represent the frustrations and struggles of millions of workers across the planet.

However, there are significant differences in how employees across regions and countries experienced 2020. Nearly half of employees in the United States and Canada reported experiencing a lot of stress before the pandemic, in 2019, and they were even more stressed in 2020, with 57% reporting high stress — far above the global average. But, employee engagement in the U.S. and Canada also increased.

In contrast, Western European employees' engagement remained dismally low, but their rise in negative emotions was nominal. In fact, stress and anger *decreased* in Western Europe, compared with 2019.

**As employers rethink their workplaces in 2021, they have lessons to learn from 2020. Most importantly, leaders need to recognize the influence of employee wellbeing and employee engagement on workforce resilience.**

Physical health, loneliness, financial hardship and community support, among other factors, affect the involvement, enthusiasm and productivity of workers in both good times and bad. Successful corporations of the future not only will generate profits, but also will generate thriving employees who are capable of weathering crises.

# Effects of the COVID-19 Pandemic

## LIFE IMPACT



45%

*of people say their own life has been affected "a lot" by the coronavirus situation.*

Learn how to translate our **COVID-19-related insights** into leadership lessons that produce long-term success for your organization.

### As a result of the coronavirus situation:

50%

of workers received less money than usual from their employer or business

53%

of workers temporarily stopped working at their job or business

49%

of workers worked fewer hours at their job or business

32%

of workers lost their job or business

Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases.

It is difficult to overstate the global impact of all that occurred in 2020. Almost half of people worldwide say the pandemic has affected their lives a lot.

The Middle East and North Africa have the highest regional percentage (54%) of people who say they were impacted a lot by the coronavirus situation.

**Nearly one in three people who had a job at the time of the pandemic say they lost their job or business because of the coronavirus situation — translating to just over 1 billion adults.**

How the pandemic affected work varied widely by region. In Western Europe, 6% of workers say they lost a job or business, and almost a quarter of those who had a job (24%) say they temporarily stopped working due to the coronavirus situation. In contrast, 50% of workers in South Asia say they lost a job or business, and 66% say they temporarily stopped working due to the pandemic.

# Employee Engagement and Life Evaluation

## EMPLOYEE ENGAGEMENT

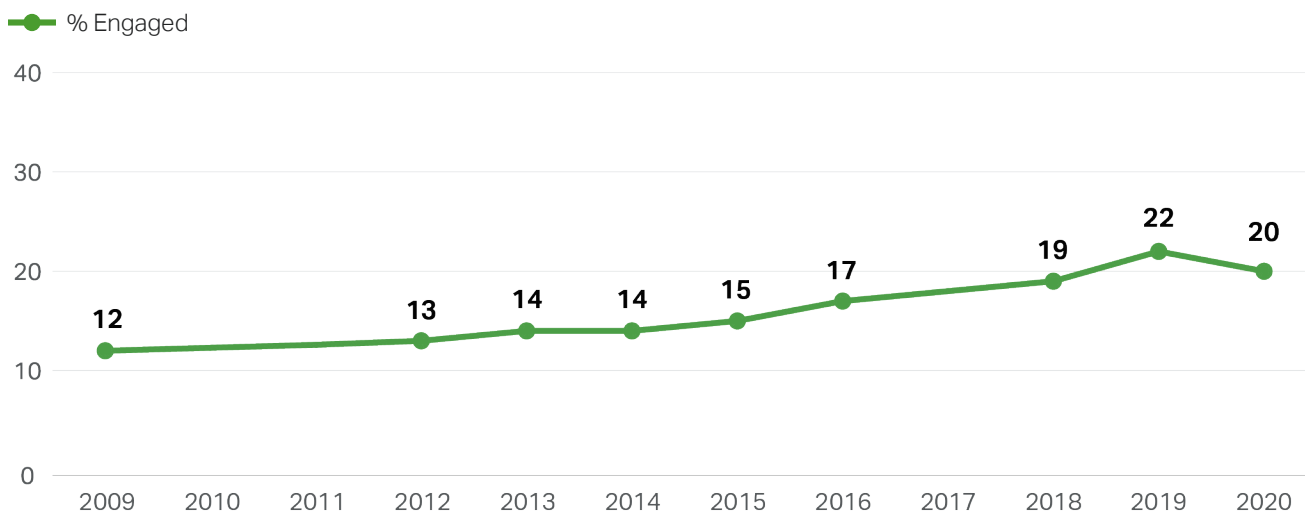


# 20%

*of employees are engaged at work.*

Discover how Gallup helps organizations like yours harness human potential to improve business outcomes through a strategy of employee engagement.

### Global Employee Engagement Trend



Note: To determine the percentage of engaged employees, Gallup uses a proprietary formula founded on extensive research about how the engagement elements, as measured by the Gallup Q<sup>12</sup>, relate to various workplace outcomes. For this reason, employee engagement is a much higher bar than merely satisfaction. Gallup's formula does not require perfect agreement with all of the Q<sup>12</sup> elements for employees to be classified as engaged. See "Appendix 3: Support Information" to view descriptions of engaged, not engaged and actively disengaged employees, as well as the survey items that Gallup uses to measure employee engagement.

Employee engagement reflects the involvement and enthusiasm of employees in their work and workplace. Business units with high employee engagement achieve higher productivity, higher customer loyalty/engagement, better safety, lower turnover and higher profitability, among other positive business outcomes, according to a Gallup study of more than 100,000 business units.<sup>1</sup>

**Globally, employee engagement decreased by 2 points, from 22% in 2019 to 20% in 2020, following a steady rise over the last decade.**

Notably, engagement rose from 2019 to 2020 in some regions, including the U.S. and Canada, as well as Eastern Europe. Engagement remained remarkably low in Western Europe, at 11%, even as Western European employees assessed themselves as having high life evaluations (55% are thriving) and low negative emotions, compared with employees in many other regions.

<sup>1</sup> Harter, J. K., Schmidt, F. L., Agrawal, S., Blue, A., Plowman, S. K., Josh, P., & Asplund, J. (2020.) *The Relationship Between Engagement at Work and Organizational Outcomes: 2020 Q<sup>12</sup> Meta-Analysis: 10<sup>th</sup> Edition*. Omaha, NE: Gallup. Retrieved from <https://www.gallup.com/workplace/321725/gallup-q12-meta-analysis-report.aspx>

**LIFE EVALUATION**



**32%**

*of employees are thriving.*

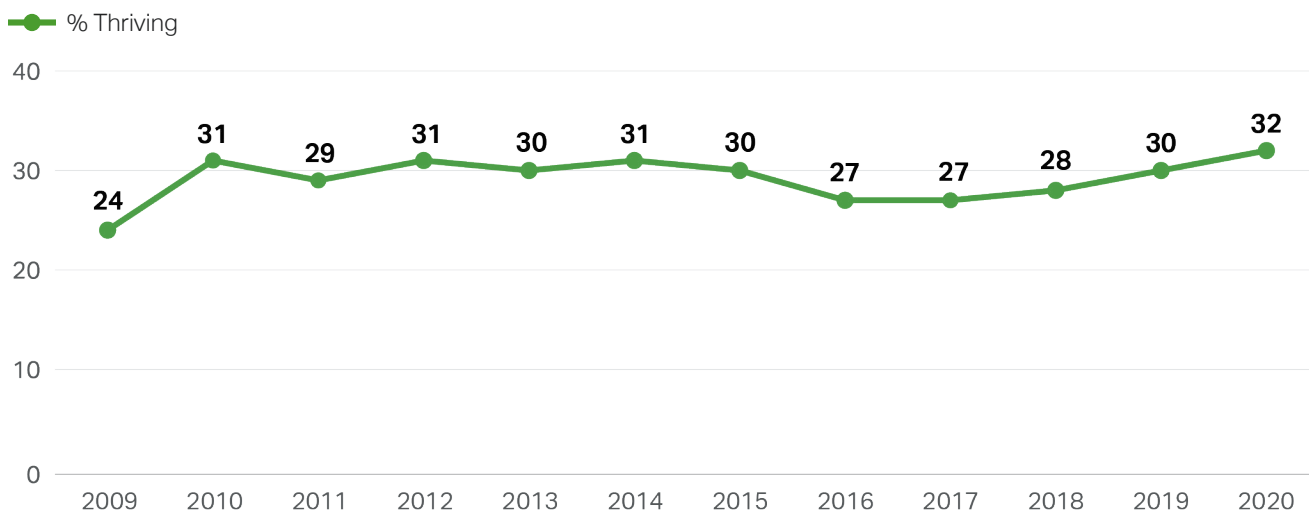
Read Gallup's latest book, ***Wellbeing at Work***, to learn how to build resilient and thriving teams.

**Life Evaluation, Among Employees**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)



Gallup's measure of personal life evaluation quantifies the difference between the best possible life and the worst possible life using a simple two-part question<sup>2</sup> — the Best Possible Life Scale. The question assesses how people feel about their lives currently ("best life present") and how they expect to feel about their lives in five years ("best life future").

Individuals with high life evaluation are considered to be "thriving." They have positive views of their present life situation (7 or higher on best life present) and positive views of the next five years (8 or higher on best life future).

Thriving employees report significantly fewer health problems; less worry, stress, sadness, depression and anger; and more hope, happiness, energy, interest and respect. See "Appendix 3: Support Information" for related details.

**Nordic countries — Finland (85%), Denmark (79%), Iceland (76%), Sweden (71%) and Norway (69%) — and the Netherlands (76%) have the highest life evaluations in the world.**

<sup>2</sup> Cantril, H. (1965). *The pattern of human concerns*. New Brunswick, NJ: Rutgers University Press.



**Surprisingly, the global life evaluation percentage among employees increased by 2 points from 2019 to 2020. A few factors may explain this increase during a pandemic:**

- 1** Relative social status plays a large role in how we feel about our own lives. During the COVID-19 pandemic, those who were employed for an employer may have felt their lives were much better than those around them. Simply having a job may have increased their subjective life evaluation during tough times. They also may have had higher income than those around them — another influence on life evaluation.
- 2** People in many countries may have been influenced by negative international news about COVID-19. They may have seen the suffering of others and considered themselves better off in comparison. For example, Australia and New Zealand effectively kept their COVID-19 cases relatively low in 2020, and some countries did not experience a major wave of hospitalizations or deaths until late in the year.
- 3** Despite the challenges of the COVID-19 pandemic, it seems that hope never died. Although there is a wide range of percentages of thriving employees across regions, the Best Possible Life Scale data show that, even amid their current struggles, most could see their future (five years later) being brighter than the present. For much of the world, hope for the future stayed about the same or increased slightly, compared with 2019.
- 4** Gallup traditionally conducts in-person interviews in countries and territories where telephone coverage is not adequate. Because of the COVID-19 pandemic, in 2020, Gallup conducted telephone interviews in nearly all countries and territories in which it surveyed. This change in methodology could have influenced how respondents reacted to the life satisfaction question and hence the estimated percentages of thriving employees for 2020.

# Daily Negative Emotions

## WORRY, STRESS, ANGER AND SADNESS INCREASED FOR EMPLOYEES

**GLOBALLY IN 2020.** Nevertheless, there are striking differences among regions and countries. In addition, from 2019 to 2020, negative emotions increased more for female employees than male employees and more for employees who are younger than 40 than those who are 40 and older.

Western Europeans experienced some of the smallest effects on their negative emotions from 2019 to 2020; employees in this region saw a decline in stress and anger, no change in sadness and an increase of only 3 points for worry.

Help your employees manage negative emotions and, therefore, curb burnout by focusing on **employee wellbeing**.

**DAILY WORRY**

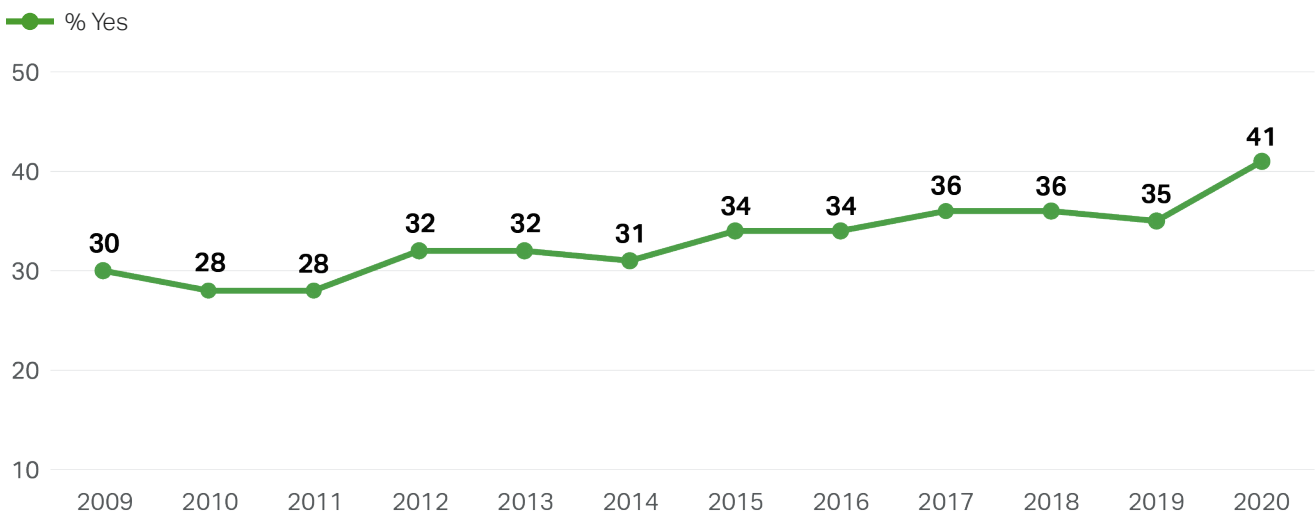


# 41%

*of employees experienced worry during a lot of the previous day.*

### Global Worry Trend, Among Employees

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?*



**Experiences of worry occurring on the previous day increased from 35% to 41% from 2019 to 2020. The largest increases in daily worry occurred in Eastern Europe (+12 points), East Asia (+12 points), and the U.S. and Canada (+10 points).**

In contrast, daily worry increased by only 3 points in Western Europe and 1 point in sub-Saharan Africa, and it *decreased* in South Asia (-10 points), as well as Australia and New Zealand (-2 points).

**DAILY STRESS**

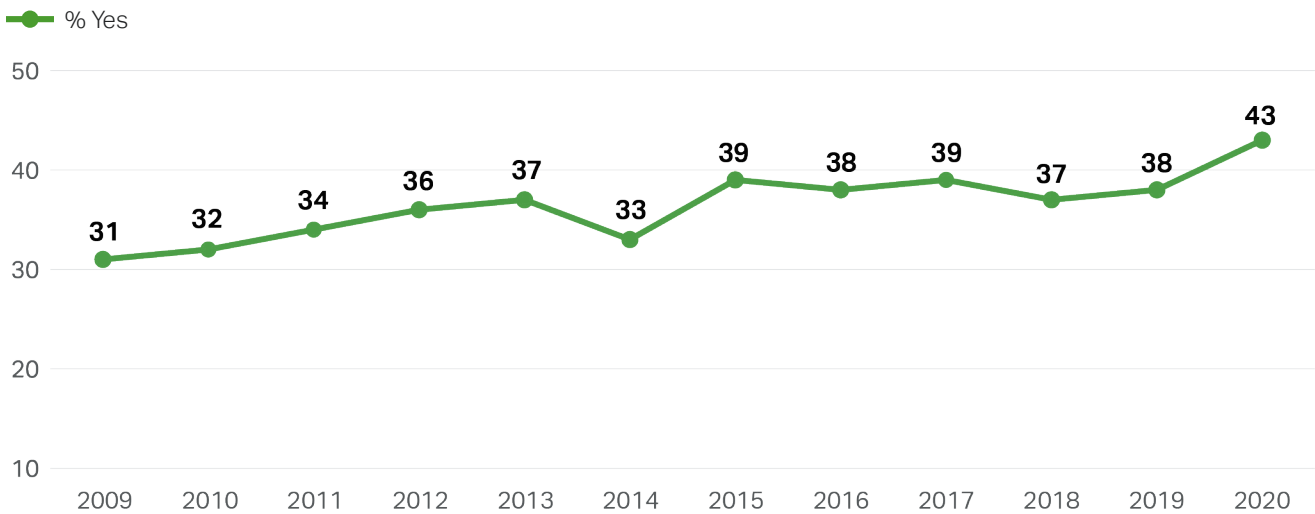


**43%**

*of employees experienced stress during a lot of the previous day.*

**Global Stress Trend, Among Employees**

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?*



Employees’ daily stress reached a record high in 2020, increasing from 38% in 2019 to 43% in 2020.

At 57%, employees in the U.S. and Canada report the highest levels of daily stress in the world. Daily stress in the U.S. and Canada was also the highest in 2019, before the pandemic. Employed women in the U.S. and Canada experience higher-than-average levels of stress, with 62% of working women — 10 points higher than working men — saying they experienced a lot of stress in the past day. They also experienced a notable increase in daily stress from 2019 to 2020 (51% to 62%).

**Working women in Western Europe reported lower daily stress in 2020 (41%) than in 2019 (47%), possibly due to supportive social safety nets in many European countries, such as well-developed social systems that helped to prevent some job loss and unemployment.**

**DAILY ANGER**

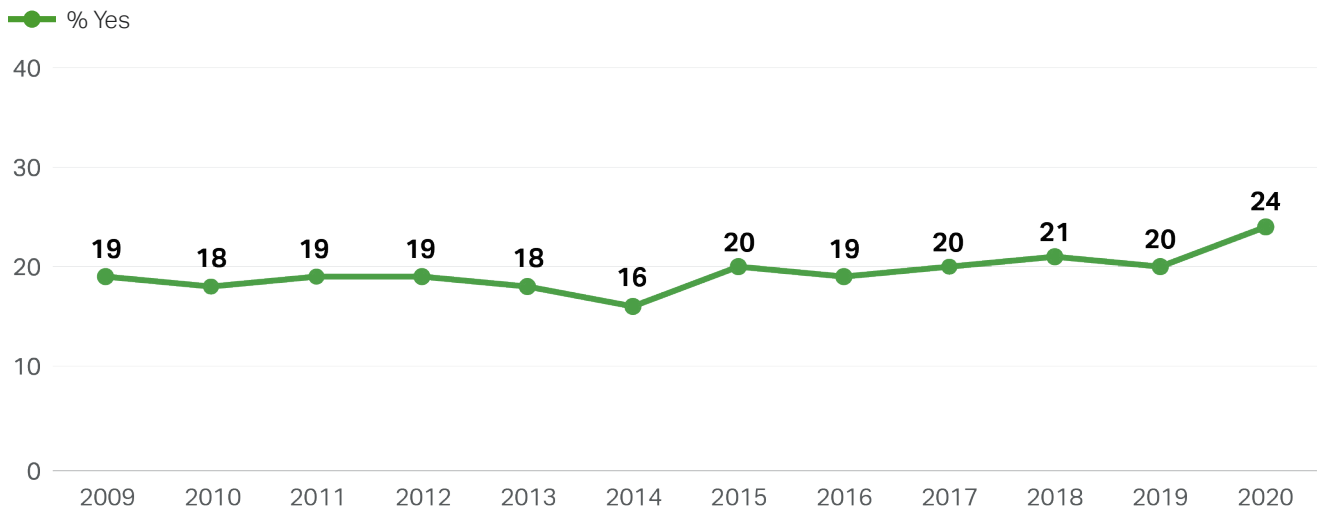


**24%**

*of employees experienced anger during a lot of the previous day.*

**Global Anger Trend, Among Employees**

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?*



Reported feelings of anger among those who are employed reached a record high in 2020. A higher percentage of employees who are younger than 40 experienced anger a lot of the previous day than did older employees in nearly every region, including Eastern Europe, where the percentage of younger employees experiencing daily anger doubled from 2019 to 2020.

**DAILY SADNESS**

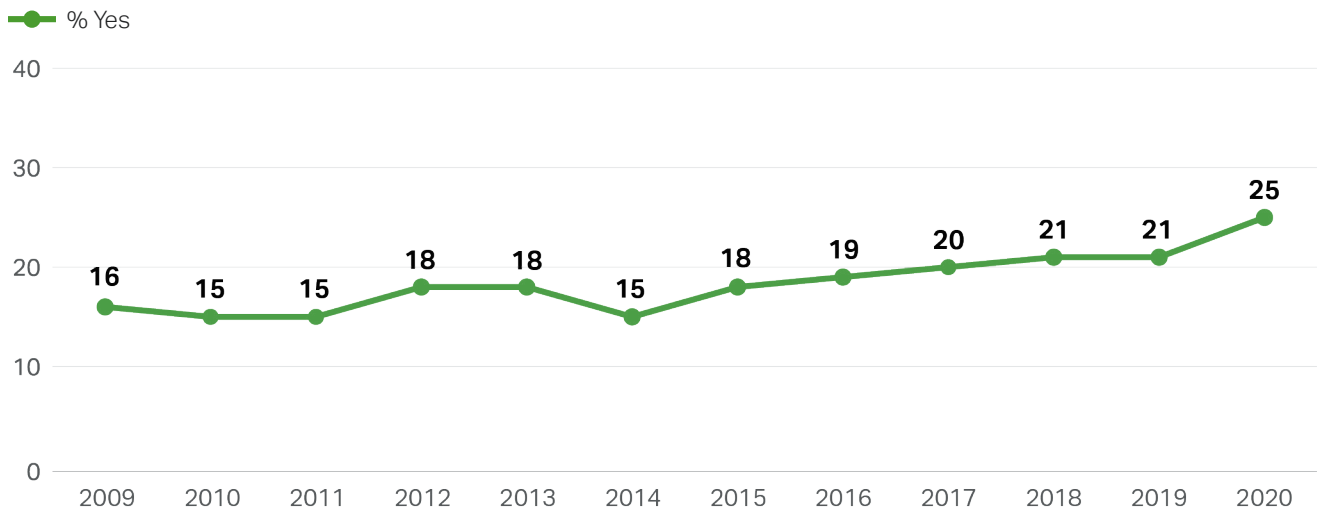


**25%**

*of employees experienced sadness during a lot of the previous day.*

**Global Sadness Trend, Among Employees**

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?*



Sadness among employees increased by 4 points globally in 2020. Some regions saw significantly above-average increases. Latin America and the Caribbean, as well as Eastern Europe, increased in daily sadness by 10 points from 2019 to 2020. South Asia decreased by 11 points. Globally, more employed women than employed men say they experienced sadness a lot of the previous day.

# Environmental, Social and Governance (ESG)

## ENVIRONMENTAL

Use the Gallup Sustainability 5 Index to measure employee perceptions of your organization's **environmental, social and governance** initiatives.

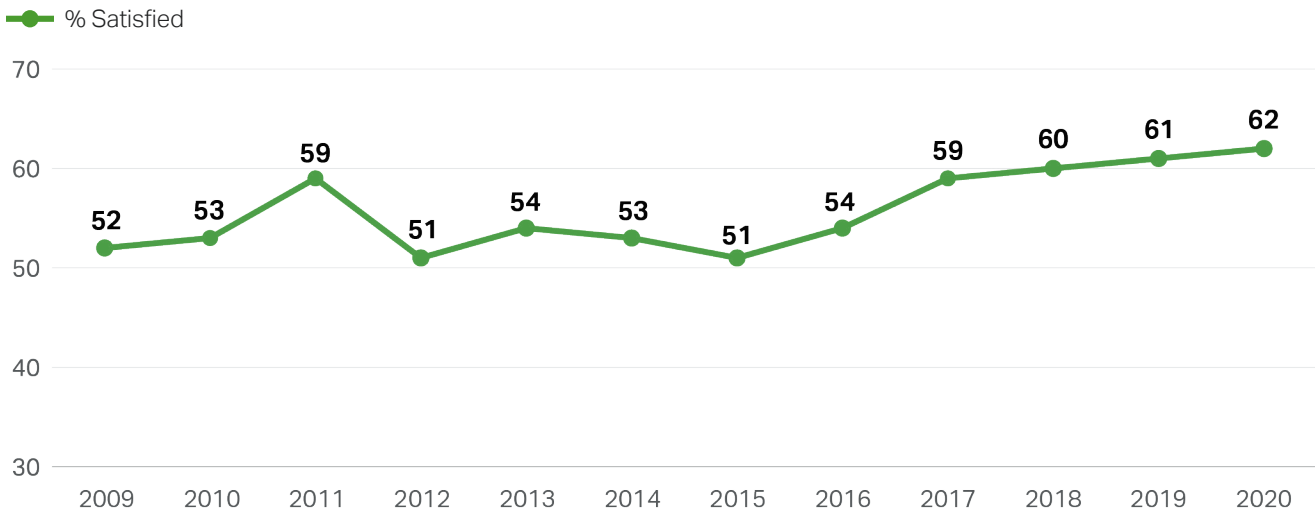


# 62%

*of employees are satisfied with their country's efforts to preserve the environment.*

### Employees' Perceptions of Their Country's Efforts to Preserve the Environment

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*



Sixty-two percent of employees say they are satisfied with environmental protections in their country. However, this global average obscures a significant divide between Asia and the rest of the world. Our three Asian regions (East, South and Southeast) have at least 70% of employees saying they are satisfied with their country's efforts to preserve the environment, with China at 83%, India at 76% and Indonesia at 72%.

**In all regions besides the three Asian regions and sub-Saharan Africa, at 54%, less than half of employees say they are satisfied with the environmental protections in their country of residence.**

**SOCIAL**

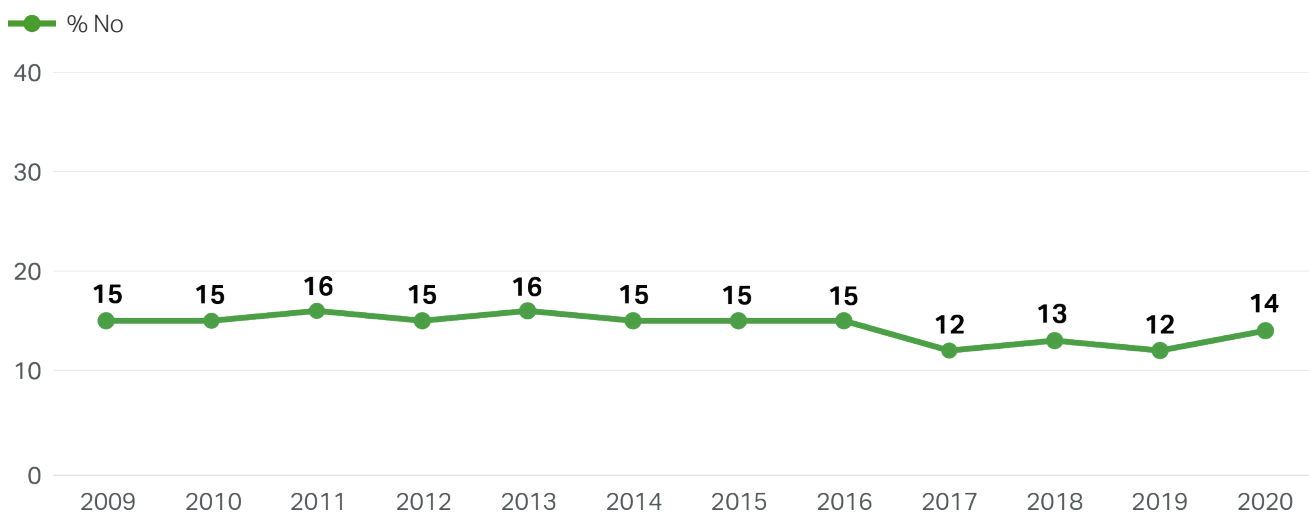


**14%**

*of employees say they were not treated with respect all day on the previous day.*

**Lack of Respect, Among Employees**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*



Globally, 14% of employees say they were not treated with respect during all of the previous day. This item includes experiences inside and outside the workplace. Lack of respect in the workplace correlates highly with employee perceptions of discrimination or harassment.

Japan’s percentage of employees who experienced lack of respect on the previous day is 29% — more than double the global average.

Percentages in the U.S. and Canada, Australia and New Zealand, and many countries in Western Europe and Latin America are in the single digits.

**In some countries, such as Ethiopia (43%) and Laos (38%), percentages of employees who say they were not treated with respect all day on the previous day are much higher than average.**

**GOVERNANCE**

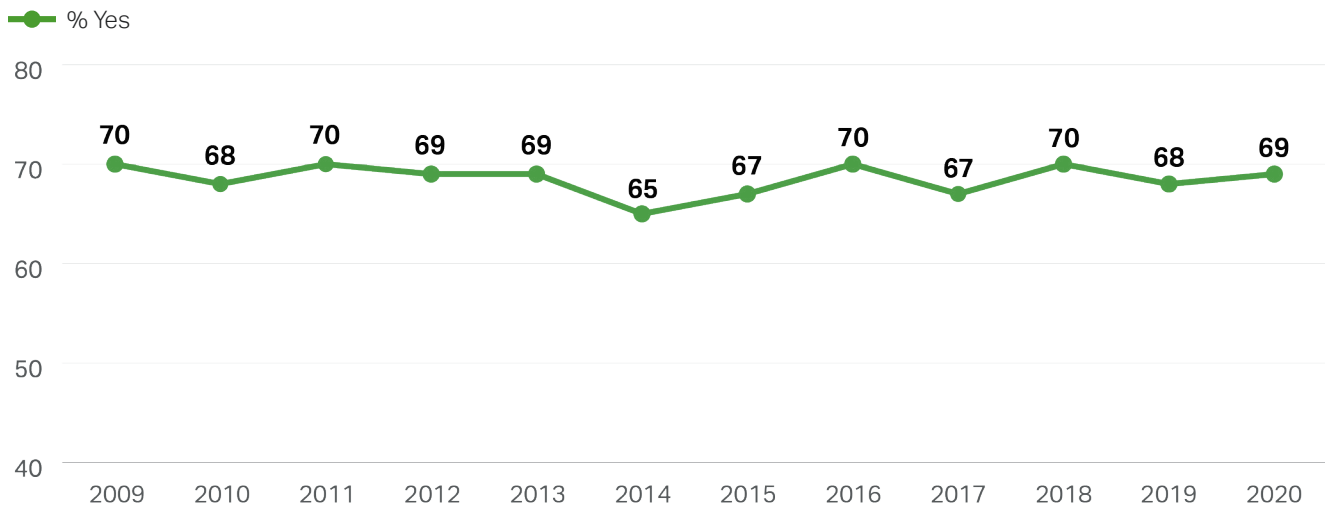


**69%**

*of employees say corruption is widespread within businesses located in their country.*

**Employees' Perceptions of Corruption in Business**

*Is corruption widespread within businesses located in [country], or not?*



In this report, we examine employees' perceptions of corruption within businesses in their own country. Due to the sensitive nature of questions about corruption in some countries, Gallup is reporting only regional data.

The levels of perceived corruption are especially concerning because our study focuses on those working for an employer. Employees often have awareness of unethical practices in their organizations, long before board members find out.

**One region — Australia and New Zealand, at 37% — has less than a majority of employees saying corruption is widespread within businesses in their country. The next-lowest regional percentages are 51% for Western Europe, 56% for East Asia, and 59% for the U.S. and Canada.**

As organizations look to improve their reputations by embracing positive approaches to business, such as measuring and meeting ESG standards, they face an uphill battle to gain public trust. Leaders will need to go above and beyond to prove to skeptical stakeholders — starting with their own teams — that they are truly committed to fair, honest and ethical business practices.

At 80%, sub-Saharan Africa has the highest regional percentage for this topic, followed by the Commonwealth of Independent States and Latin America and the Caribbean, tied at 76%.



# Corporate Leaders: Are Your Employees Engaged *and* Thriving?

Over the last decade, employee engagement has been rising. Millions more employees than in previous years are excited to come to work each day, have a chance to do what do they best, feel connected to their coworkers and are motivated by their organization’s purpose. This is great news.

Even so, employee engagement remains dismally low — at 20% globally. This means that a large majority of employees in the world are either watching the clock or actively opposing their employer. Employees’ disengagement creates a drag on productivity, innovation and organizational change.

If 80% of an organization’s employees are not engaged at work, the organization’s resilience during a crisis will be at high risk, and leaders won’t be able to consistently reach their goals — there is no way for a leader to be effective when their people aren’t paying attention to them.

With the current global levels of employee engagement, average corporations fight themselves daily for minimal gains in productivity. *It does not have to be this way.*

Gallup’s work with employers around the world has proven that organizations with extremely low engagement can make changes that produce a high percentage of engaged employees — 70% or higher.

**Gallup estimates that low engagement costs the global economy US\$8.1 trillion.**

## Employee Engagement Trends

% Engaged



Note: Percentages for global and U.S. engagement trends are calculated using annual data. Percentages for best-practice organizations are average percentages of engaged employees across annual Gallup Exceptional Workplace Award winners; percentages reflect the year that Gallup collected the winners’ engagement data — not the year that Gallup named the award winners.

Employee engagement is not merely a measure of happy or generally satisfied workers who give a 4 or 5 on a 5-point scale, and a highly engaging culture is not just about feeling good.

**Engaged employees act differently, going above and beyond to surpass expectations, and that gives their organizations a competitive advantage.**

Gallup’s engagement measures have proven through 10 meta-analyses that employee engagement correlates strongly with positive performance outcomes, such as profitability, productivity, sales, safety and retention. And, Gallup has found that the importance of employee engagement to business outcomes increases during times of crisis.

Gallup clients who have increased their percentage of engaged employees to 70% or higher have seen their workplaces completely transform, with corresponding improvements in growth and profits.

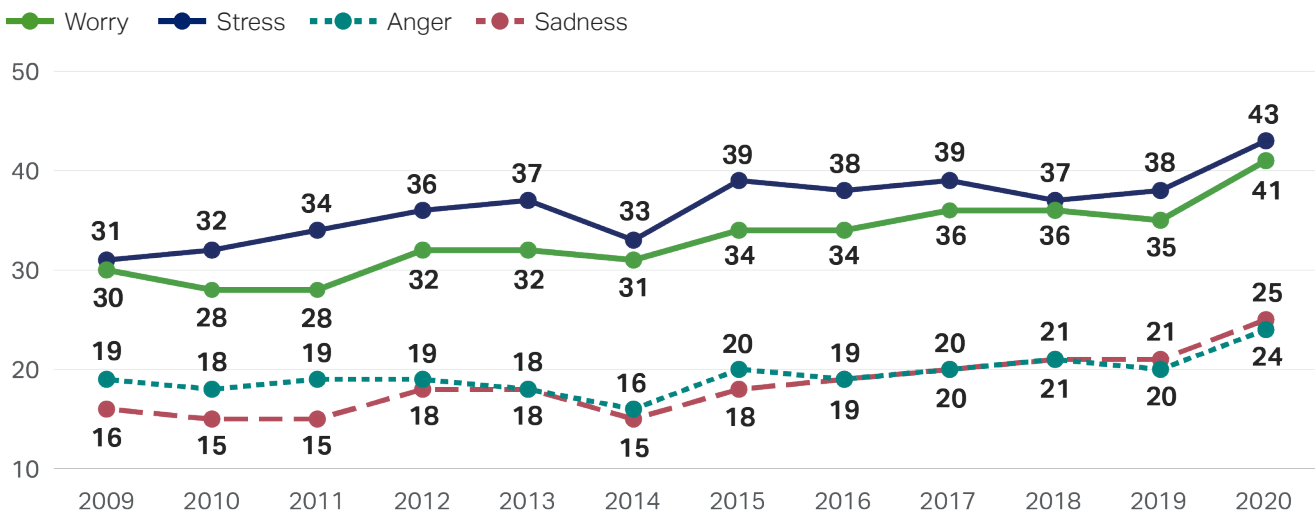
## The New Measure of Organizational Success: Employee Engagement + Thriving Wellbeing

Engagement reflects what happens at work. Wellbeing includes work *and* all other experiences. As this past year showed us so clearly, experiences outside work greatly affect work itself. And, wellbeing is not just a COVID-19-related issue. All daily negative emotions reported among employees have been rising since 2009.

### Daily Negative Emotions, Among Employees

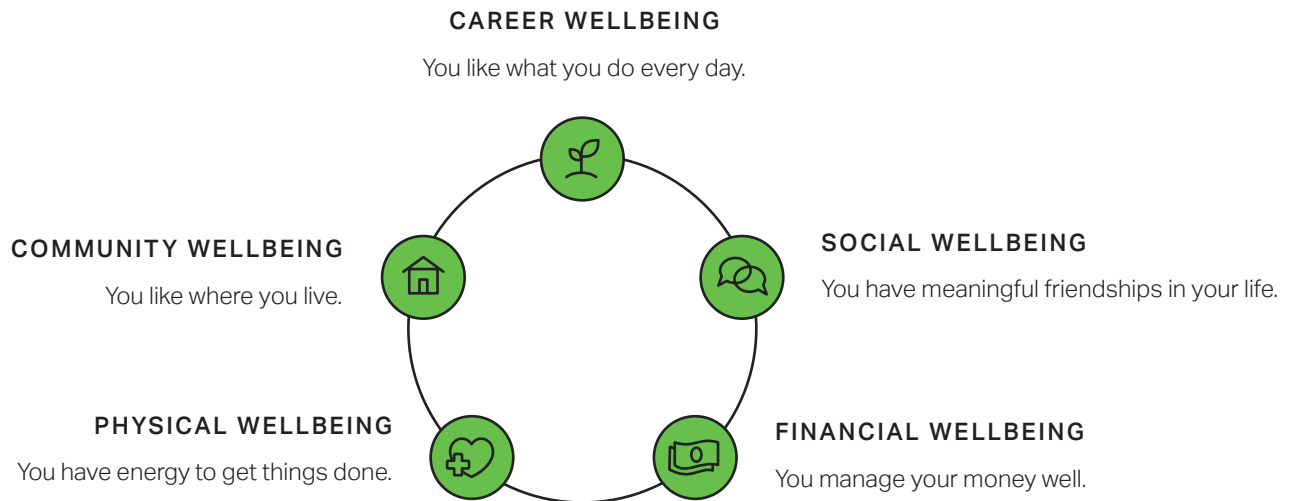
*Did you experience the following feelings during A LOT OF THE DAY yesterday?  
How about [worry, stress, anger, sadness]?*

% Yes



Mental health, emotional strain, social isolation, financial shocks and caregiving responsibilities all influence work performance over the long term. Over time, the negative side of these experiences can lead to burnout.

**Gallup has identified five elements that make up overall wellbeing:**



Many employers already have physical wellness programs, but Gallup has found that wellbeing is about more than physical health. When people are thriving in all five areas, they have better health outcomes than when thriving in just physical wellbeing. *Compared with those who score high on physical wellbeing alone, those who score high on all five elements report 41% fewer unhealthy days.*

Corporations need employees who are consistently high in energy, focused, innovative, agile and resilient. In other words, they need employees who are engaged at work and thriving in their overall life.

**Employees who are engaged but not thriving typically feel high levels of stress, worry, anger and sadness, despite their positive experiences at work. These emotions are all bellwethers of burnout. But, when employees are engaged and thriving, the risk of burnout declines sharply.**

Some leaders believe that they shouldn't concern themselves with their employees' non-work-related life experiences. This should no longer be the case.

To be competitive and maximize business performance in today's workplaces, employers are responsible for fostering wellbeing by:

- developing their employees' strengths to help foster long-term careers
- creating family-friendly policies and encouraging friendships at work
- providing financial services and education
- encouraging physical activity and making it easier to choose healthy foods
- celebrating those who give back to the community through service

Of course, creating a culture in which employees are engaged and thriving requires more than policy. Gallup has found that managers play a critical role — managers account for 70% of the variance in team engagement, and for managers to positively influence employee wellbeing, they must be upskilled from boss to coach so that they can have honest, meaningful, developmental conversations with their team members. No wellbeing program will be effective until employees trust that their leaders and managers truly care about them as people.

## Business leaders have the power to greatly improve their employees' everyday lives.

Improving employee wellbeing ultimately depends on the decisions of executive leadership. Leaders themselves must first be thriving and prioritize their managers' wellbeing so that individual contributors see and follow others' positive examples. They must create policies that support the overall wellbeing of employees, both inside and outside the workplace.

**Ultimately, leaders must create a culture in which leaders, managers and employees weave wellbeing into their everyday conversations. Wellbeing must become a natural and expected part of "how we do things around here."**

The global workplace is experiencing a generational shift in the way the world defines business success. Going forward, businesses will not be measured by profits alone. They also will be measured by their positive impact on people and the planet. Organizations such as the World Economic Forum and the Big Four accounting firms are collaborating with each other and consulting with large organizations and regulators around the world to develop standard reporting for environmental, social and governance issues.

Making the world better begins at work. We know what drives high engagement and wellbeing. Some of the world's leading organizations have partnered with Gallup to crack the code in their organization, and it has paid off for them, their shareholders, their employees and their communities. *It's time for the rest to follow suit.*

As you look ahead to the future of work, we challenge you to reevaluate how you treat, train, coach and develop your employees.

*We bridge the science of analytics with the art of advice and learning to help clients create exceptional workplaces.*

**Connect with Gallup** to explore how we can help you develop engaged and thriving employees who boost your business outcomes.

# Global Insights



United States and Canada



Sub-Saharan Africa



Latin America and the Caribbean



East Asia



Western Europe



South Asia



Eastern Europe



Southeast Asia



Commonwealth of Independent States



Australia and New Zealand



Middle East and North Africa

## Global Summary

### Effects of the COVID-19 Pandemic

**LIFE IMPACT**  
(Affected "a lot")

**45%**

**LOST PAY**  
**50%**

**WORKED FEWER HOURS**  
**49%**

**TEMPORARILY STOPPED WORKING**  
**53%**

**LOST A JOB OR BUSINESS**  
**32%**

### Employee Engagement and Life Evaluation

**EMPLOYEE ENGAGEMENT**  
**20%**

**LIFE EVALUATION**  
(Thriving)  
**32%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

**DAILY WORRY**  
**41%**

**DAILY STRESS**  
**43%**

**DAILY ANGER**  
**24%**

**DAILY SADNESS**  
**25%**

### Environmental, Social and Governance

**ENVIRONMENTAL**  
(Satisfied with country's efforts to preserve environment)

**62%**

**SOCIAL**  
(Were not treated with respect all day on the previous day)

**14%**

**GOVERNANCE**  
(Say corruption is widespread in their country's businesses)

**69%**

**LIFE IMPACT**

In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?  
 (A lot, Some, Not at all)

% A LOT

**Global**

**45%**

**Gender**

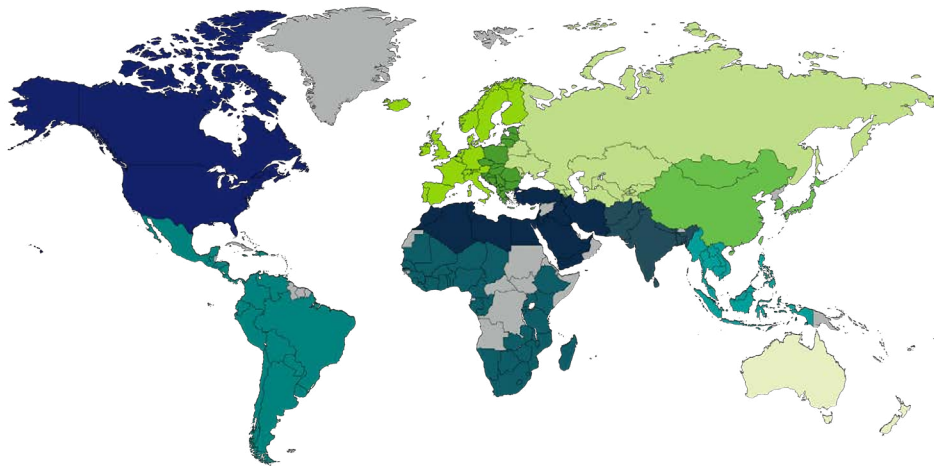


**Age**



**Regional Ranking**

|    |                                    | % A lot |
|----|------------------------------------|---------|
| 1  | Middle East and North Africa       | 54      |
| 2  | United States and Canada           | 50      |
| 3  | South Asia                         | 49      |
| 4  | Sub-Saharan Africa                 | 46      |
| 5  | Latin America and the Caribbean    | 45      |
| 6  | Southeast Asia                     | 42      |
| 7  | Eastern Europe                     | 37      |
| 8  | East Asia                          | 37      |
| 9  | Western Europe                     | 36      |
| 10 | Commonwealth of Independent States | 33      |
| 11 | Australia and New Zealand          | 22      |



Note: Gallup asked the "life impact" question of all respondents — not only of workers. In the map above, each region is colored based on the countries that Gallup included in regional analyses in this report. However, among those countries, Gallup did not ask the COVID-19-related survey questions in the following countries: Afghanistan, Armenia, Azerbaijan, Belarus, Botswana, Burundi, Chad, China, Comoros, Eswatini, Haiti, Kuwait, Lesotho, Liberia, Libya, Luxembourg, Madagascar, Malawi, Mauritania, Mozambique, New Zealand, Niger, Northern Cyprus (Territory of Republic of Cyprus), Palestinian Territories, Panama, Rwanda, Sierra Leone, Singapore, The Gambia, Turkmenistan, Yemen.

**LOST PAY**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Received less money than usual from your employer or business

(Yes, No)

% YES

**Global**

**50%**

**Gender**



Female



Male

**Age**



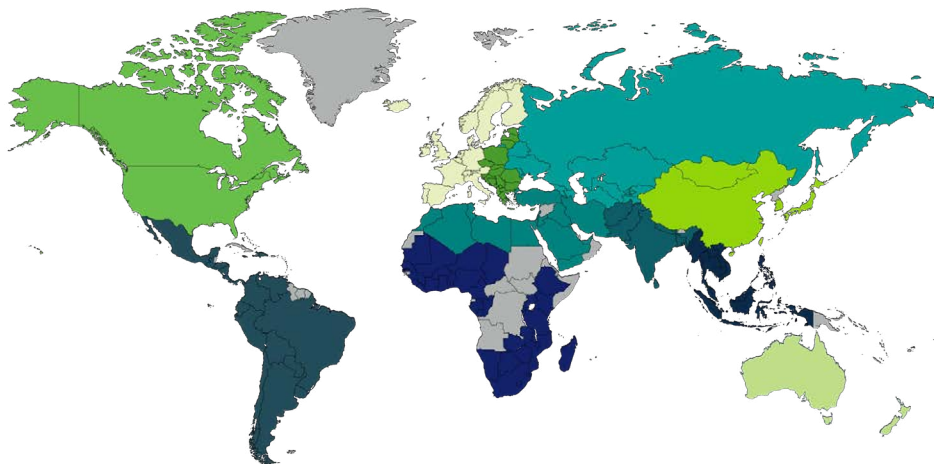
<40 years old



≥40 years old

**Regional Ranking**

|    |                                    | % Yes |
|----|------------------------------------|-------|
| 1  | Southeast Asia                     | 67    |
| 2  | Sub-Saharan Africa                 | 64    |
| 3  | Latin America and the Caribbean    | 57    |
| 4  | South Asia                         | 55    |
| 5  | Middle East and North Africa       | 48    |
| 6  | Commonwealth of Independent States | 39    |
| 7  | Eastern Europe                     | 34    |
| 8  | United States and Canada           | 33    |
| 9  | East Asia                          | 30    |
| 10 | Australia and New Zealand          | 25    |
| 11 | Western Europe                     | 24    |



Note: Percentages on this page reflect the responses of those who had a job at the time of the pandemic. In the map above, each region is colored based on the countries that Gallup included in regional analyses in this report. However, among those countries, Gallup did not ask the COVID-19-related survey questions in the following countries: Afghanistan, Armenia, Azerbaijan, Belarus, Botswana, Burundi, Chad, China, Comoros, Eswatini, Haiti, Kuwait, Lesotho, Liberia, Libya, Luxembourg, Madagascar, Malawi, Mauritania, Mozambique, New Zealand, Niger, Northern Cyprus (Territory of Republic of Cyprus), Palestinian Territories, Panama, Rwanda, Sierra Leone, Singapore, The Gambia, Turkmenistan, Yemen.



**WORKED FEWER HOURS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Worked less hours at your job or business

(Yes, No)

% YES

**Global**

**49%**

**Gender**

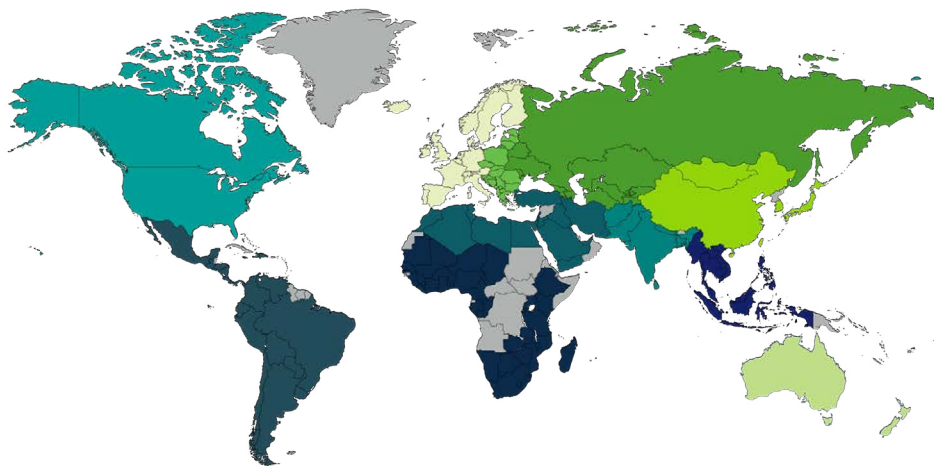


**Age**



**Regional Ranking**

|    |                                    | % Yes |
|----|------------------------------------|-------|
| 1  | Sub-Saharan Africa                 | 62    |
| 2  | Southeast Asia                     | 61    |
| 3  | Latin America and the Caribbean    | 57    |
| 4  | Middle East and North Africa       | 54    |
| 5  | South Asia                         | 51    |
| 6  | United States and Canada           | 40    |
| 7  | Commonwealth of Independent States | 38    |
| 8  | Eastern Europe                     | 34    |
| 9  | East Asia                          | 33    |
| 10 | Australia and New Zealand          | 29    |
| 11 | Western Europe                     | 29    |



Note: Percentages on this page reflect the responses of those who had a job at the time of the pandemic. In the map above, each region is colored based on the countries that Gallup included in regional analyses in this report. However, among those countries, Gallup did not ask the COVID-19-related survey questions in the following countries: Afghanistan, Armenia, Azerbaijan, Belarus, Botswana, Burundi, Chad, China, Comoros, Eswatini, Haiti, Kuwait, Lesotho, Liberia, Libya, Luxembourg, Madagascar, Malawi, Mauritania, Mozambique, New Zealand, Niger, Northern Cyprus (Territory of Republic of Cyprus), Palestinian Territories, Panama, Rwanda, Sierra Leone, Singapore, The Gambia, Turkmenistan, Yemen.

**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

**Global**

**53%**

**Gender**

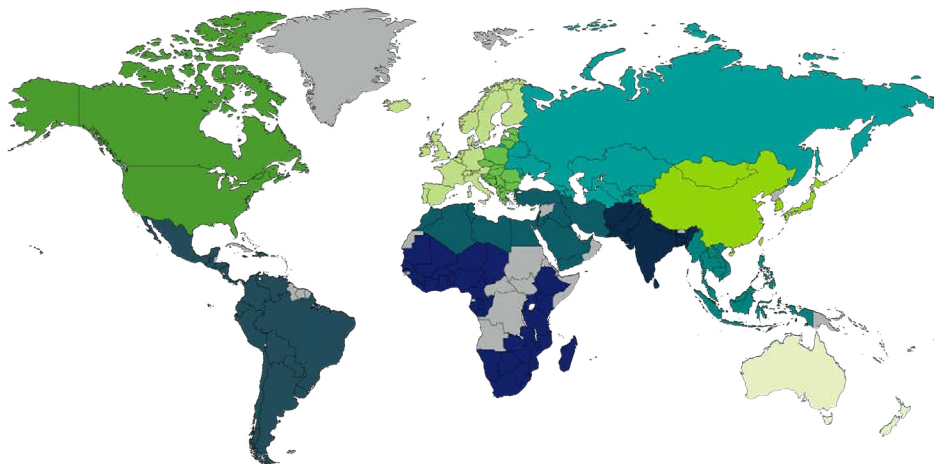


**Age**



**Regional Ranking**

|    |                                    | % Yes |
|----|------------------------------------|-------|
| 1  | South Asia                         | 66    |
| 2  | Sub-Saharan Africa                 | 62    |
| 3  | Latin America and the Caribbean    | 58    |
| 4  | Middle East and North Africa       | 57    |
| 5  | Southeast Asia                     | 56    |
| 6  | Commonwealth of Independent States | 39    |
| 7  | United States and Canada           | 38    |
| 8  | Eastern Europe                     | 34    |
| 9  | East Asia                          | 25    |
| 10 | Western Europe                     | 24    |
| 11 | Australia and New Zealand          | 22    |



Note: Percentages on this page reflect the responses of those who had a job at the time of the pandemic. In the map above, each region is colored based on the countries that Gallup included in regional analyses in this report. However, among those countries, Gallup did not ask the COVID-19-related survey questions in the following countries: Afghanistan, Armenia, Azerbaijan, Belarus, Botswana, Burundi, Chad, China, Comoros, Eswatini, Haiti, Kuwait, Lesotho, Liberia, Libya, Luxembourg, Madagascar, Malawi, Mauritania, Mozambique, New Zealand, Niger, Northern Cyprus (Territory of Republic of Cyprus), Palestinian Territories, Panama, Rwanda, Sierra Leone, Singapore, The Gambia, Turkmenistan, Yemen.

**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Lost your job or business

(Yes, No)

% YES

**Global**

**32%**

**Gender**

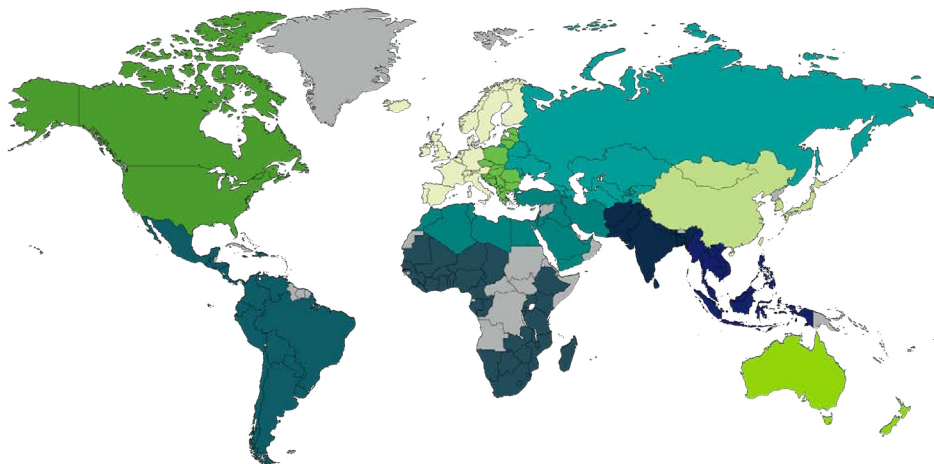


**Age**



**Regional Ranking**

|    |                                    | % Yes |
|----|------------------------------------|-------|
| 1  | South Asia                         | 50    |
| 2  | Southeast Asia                     | 42    |
| 3  | Sub-Saharan Africa                 | 37    |
| 4  | Latin America and the Caribbean    | 31    |
| 5  | Middle East and North Africa       | 23    |
| 6  | Commonwealth of Independent States | 15    |
| 7  | United States and Canada           | 13    |
| 8  | Eastern Europe                     | 11    |
| 9  | Australia and New Zealand          | 9     |
| 10 | East Asia                          | 7     |
| 11 | Western Europe                     | 6     |



Note: Percentages on this page reflect the responses of those who had a job at the time of the pandemic. In the map above, each region is colored based on the countries that Gallup included in regional analyses in this report. However, among those countries, Gallup did not ask the COVID-19-related survey questions in the following countries: Afghanistan, Armenia, Azerbaijan, Belarus, Botswana, Burundi, Chad, China, Comoros, Eswatini, Haiti, Kuwait, Lesotho, Liberia, Libya, Luxembourg, Madagascar, Malawi, Mauritania, Mozambique, New Zealand, Niger, Northern Cyprus (Territory of Republic of Cyprus), Palestinian Territories, Panama, Rwanda, Sierra Leone, Singapore, The Gambia, Turkmenistan, Yemen.

**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Global**

**20%**

**Gender**



Female



Male

**Age**



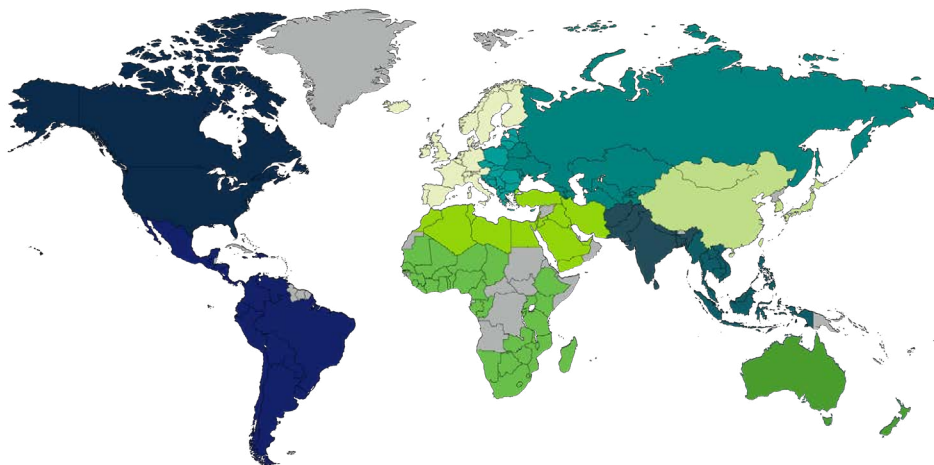
<40 years old



≥40 years old

**Regional Ranking**

|    |                                    | % Engaged |
|----|------------------------------------|-----------|
| 1  | United States and Canada           | 34        |
| 2  | Latin America and the Caribbean    | 24        |
| 3  | South Asia                         | 24        |
| 4  | Southeast Asia                     | 23        |
| 5  | Commonwealth of Independent States | 23        |
| 6  | Eastern Europe                     | 21        |
| 7  | Australia and New Zealand          | 20        |
| 8  | Sub-Saharan Africa                 | 16        |
| 9  | Middle East and North Africa       | 16        |
| 10 | East Asia                          | 14        |
| 11 | Western Europe                     | 11        |



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Global**

**32%**

**Gender**

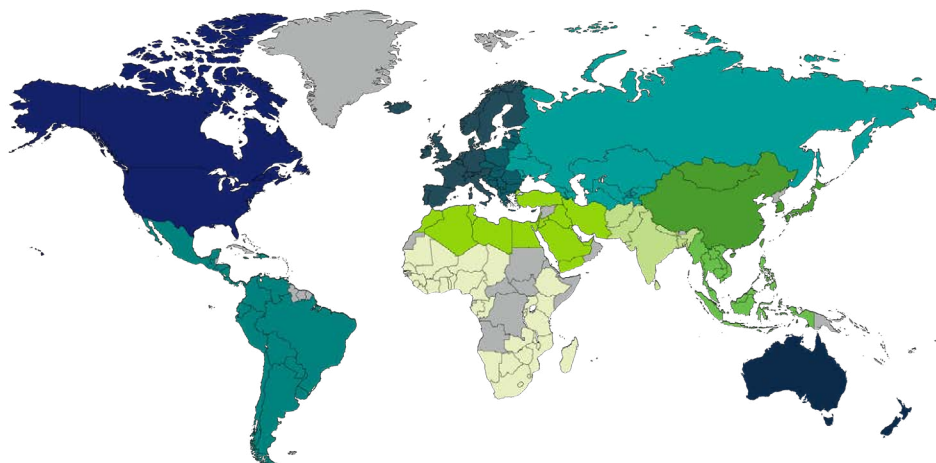


**Age**



**Regional Ranking**

|                                      | % Thriving |
|--------------------------------------|------------|
| 1 Australia and New Zealand          | 57         |
| 2 United States and Canada           | 56         |
| 3 Western Europe                     | 55         |
| 4 Eastern Europe                     | 41         |
| 5 Latin America and the Caribbean    | 39         |
| 6 Commonwealth of Independent States | 31         |
| 7 East Asia                          | 29         |
| 8 Southeast Asia                     | 26         |
| 9 Middle East and North Africa       | 25         |
| 10 South Asia                        | 21         |
| 11 Sub-Saharan Africa                | 21         |



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

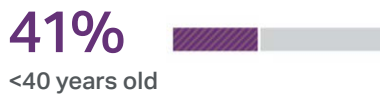
**Global**

**41%**

**Gender**

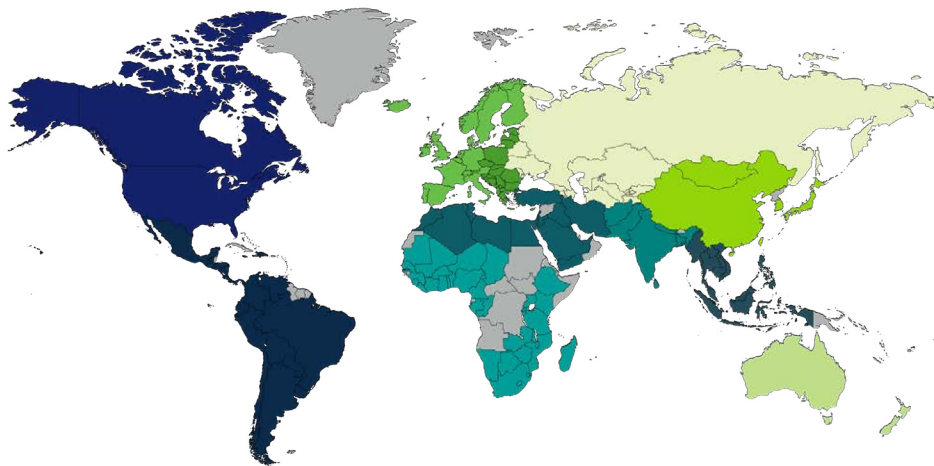


**Age**



**Regional Ranking**

|                                       | % Yes |
|---------------------------------------|-------|
| 1 Latin America and the Caribbean     | 55    |
| 2 United States and Canada            | 48    |
| 3 Southeast Asia                      | 47    |
| 4 Middle East and North Africa        | 46    |
| 5 South Asia                          | 43    |
| 6 Sub-Saharan Africa                  | 41    |
| 7 Eastern Europe                      | 39    |
| 8 Western Europe                      | 36    |
| 9 East Asia                           | 35    |
| 10 Australia and New Zealand          | 31    |
| 11 Commonwealth of Independent States | 26    |



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

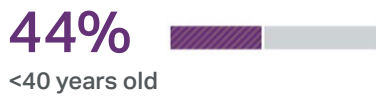
**Global**

**43%**

**Gender**

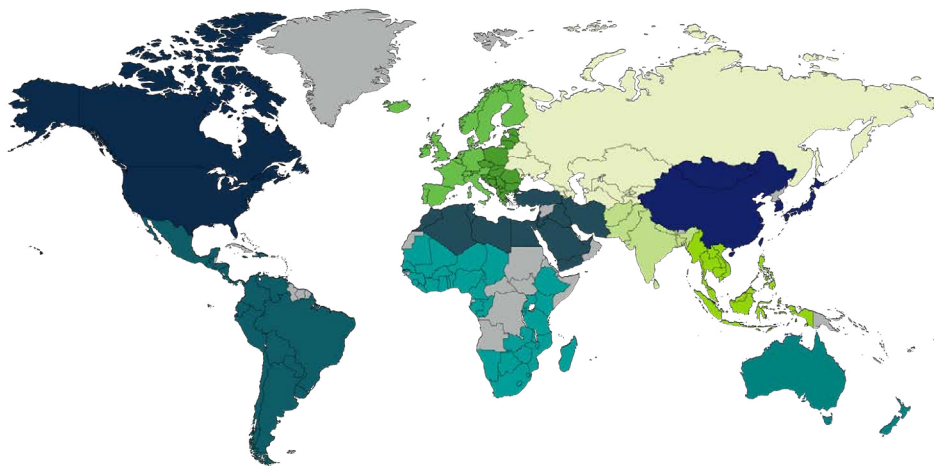


**Age**



**Regional Ranking**

|    |                                    | % Yes |
|----|------------------------------------|-------|
| 1  | United States and Canada           | 57    |
| 2  | East Asia                          | 51    |
| 3  | Middle East and North Africa       | 50    |
| 4  | Latin America and the Caribbean    | 49    |
| 5  | Australia and New Zealand          | 45    |
| 6  | Sub-Saharan Africa                 | 44    |
| 7  | Eastern Europe                     | 41    |
| 8  | Western Europe                     | 39    |
| 9  | Southeast Asia                     | 36    |
| 10 | South Asia                         | 31    |
| 11 | Commonwealth of Independent States | 21    |



**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Global**

**24%**

**Gender**

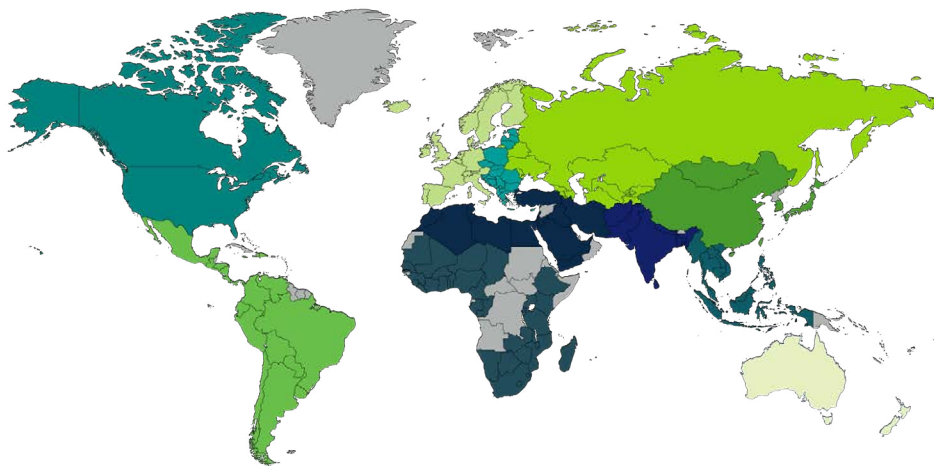


**Age**



**Regional Ranking**

|                                      | % Yes |
|--------------------------------------|-------|
| 1 Middle East and North Africa       | 38    |
| 2 South Asia                         | 32    |
| 3 Sub-Saharan Africa                 | 25    |
| 4 Southeast Asia                     | 24    |
| 5 United States and Canada           | 22    |
| 6 Eastern Europe                     | 22    |
| 7 East Asia                          | 22    |
| 8 Latin America and the Caribbean    | 19    |
| 9 Commonwealth of Independent States | 16    |
| 10 Western Europe                    | 13    |
| 11 Australia and New Zealand         | 13    |





**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Global**

**25%**

**Gender**

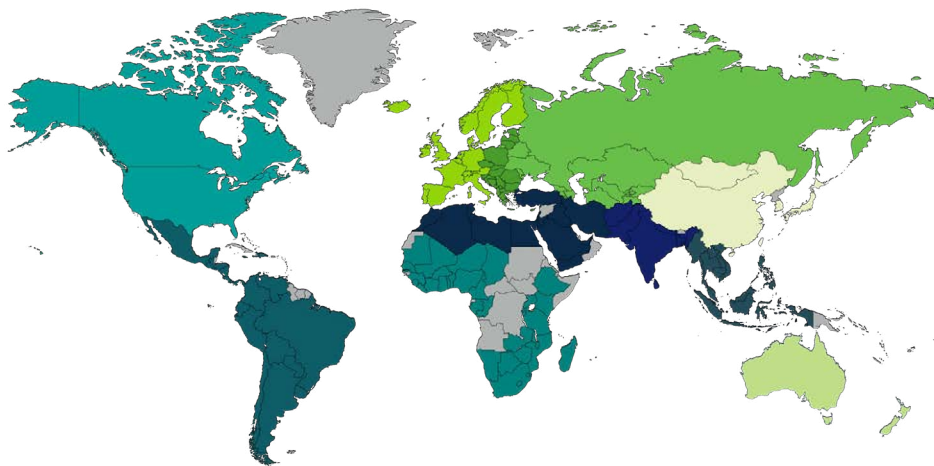


**Age**



**Regional Ranking**

|                                      | % Yes |
|--------------------------------------|-------|
| 1 Middle East and North Africa       | 35    |
| 2 South Asia                         | 34    |
| 3 Southeast Asia                     | 30    |
| 4 Latin America and the Caribbean    | 30    |
| 5 Sub-Saharan Africa                 | 28    |
| 6 United States and Canada           | 26    |
| 7 Eastern Europe                     | 22    |
| 8 Commonwealth of Independent States | 22    |
| 9 Western Europe                     | 19    |
| 10 Australia and New Zealand         | 17    |
| 11 East Asia                         | 15    |



**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Global**

**62%**

**Gender**



Female



Male

**Age**



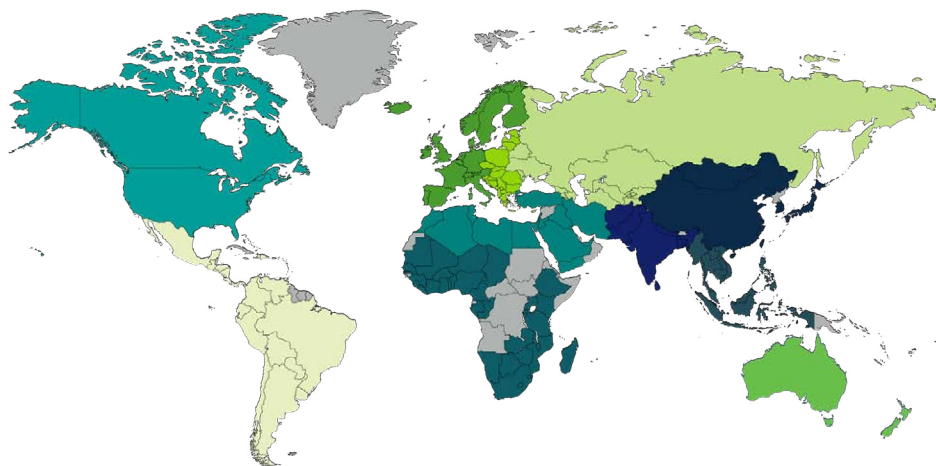
<40 years old



≥40 years old

**Regional Ranking**

|                                       | % Satisfied |
|---------------------------------------|-------------|
| 1 East Asia                           | 79          |
| 2 South Asia                          | 72          |
| 3 Southeast Asia                      | 70          |
| 4 Sub-Saharan Africa                  | 54          |
| 5 Middle East and North Africa        | 48          |
| 6 United States and Canada            | 46          |
| 7 Western Europe                      | 44          |
| 8 Australia and New Zealand           | 42          |
| 9 Eastern Europe                      | 38          |
| 10 Commonwealth of Independent States | 37          |
| 11 Latin America and the Caribbean    | 31          |



**SOCIAL**

Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?

(Yes, No)

% NO

**Global**

**14%**

**Gender**

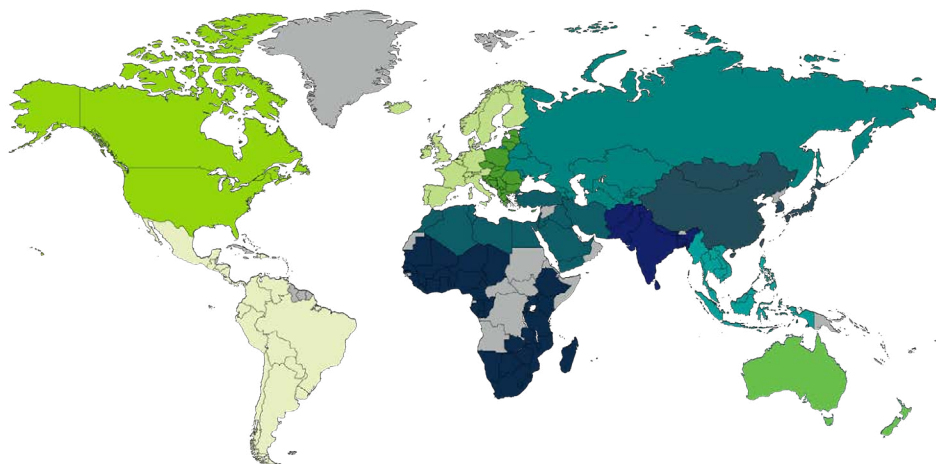


**Age**



**Regional Ranking**

|                                      | % No |
|--------------------------------------|------|
| 1 Sub-Saharan Africa                 | 24   |
| 2 South Asia                         | 17   |
| 3 East Asia                          | 16   |
| 4 Middle East and North Africa       | 14   |
| 5 Commonwealth of Independent States | 11   |
| 6 Southeast Asia                     | 10   |
| 7 Eastern Europe                     | 10   |
| 8 Australia and New Zealand          | 8    |
| 9 United States and Canada           | 6    |
| 10 Western Europe                    | 6    |
| 11 Latin America and the Caribbean   | 6    |



**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Global**

**69%**

**Gender**

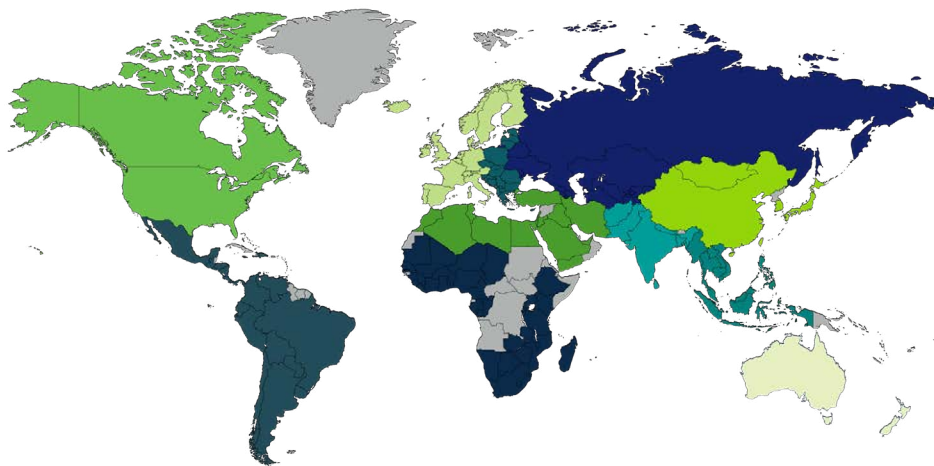


**Age**



**Regional Ranking**

|                                      | % Yes |
|--------------------------------------|-------|
| 1 Sub-Saharan Africa                 | 80    |
| 2 Commonwealth of Independent States | 76    |
| 3 Latin America and the Caribbean    | 76    |
| 4 Eastern Europe                     | 75    |
| 5 Southeast Asia                     | 74    |
| 6 South Asia                         | 73    |
| 7 Middle East and North Africa       | 70    |
| 8 United States and Canada           | 59    |
| 9 East Asia                          | 56    |
| 10 Western Europe                    | 51    |
| 11 Australia and New Zealand         | 37    |



Note: In the map above, each region is colored based on the countries that Gallup included in regional analyses in this report. However, among those countries, Gallup did not ask the governance survey question in the following countries: Afghanistan, Armenia, Azerbaijan, Bahrain, Belarus, Botswana, Burundi, Chad, China, Comoros, Egypt, Eswatini, Guatemala, Haiti, Honduras, Jordan, Kuwait, Lesotho, Liberia, Libya, Luxembourg, Madagascar, Malawi, Mauritania, Mozambique, Niger, Northern Cyprus (Territory of Republic of Cyprus), Palestinian Territories, Panama, Rwanda, Saudi Arabia, Sierra Leone, Singapore, The Gambia, Togo, Turkmenistan, United Arab Emirates, Yemen.

# United States and Canada

*United States, Canada*



■ Countries that Gallup included in analysis of this region

## Top Takeaways

- highest regional percentage of engaged employees
- second-highest regional life evaluation — percentage of employees who are thriving
- highest regional percentage of daily stress



## Regional Summary

### Effects of the COVID-19 Pandemic

**LIFE IMPACT**  
(Affected "a lot")

**50%**

**LOST PAY**  
**33%**

**WORKED FEWER HOURS**  
**40%**

**TEMPORARILY STOPPED WORKING**  
**38%**

**LOST A JOB OR BUSINESS**  
**13%**

### Employee Engagement and Life Evaluation

**EMPLOYEE ENGAGEMENT**  
**34%**

**LIFE EVALUATION**  
(Thriving)  
**56%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

**DAILY WORRY**  
**48%**

**DAILY STRESS**  
**57%**

**DAILY ANGER**  
**22%**

**DAILY SADNESS**  
**26%**

### Environmental, Social and Governance

**ENVIRONMENTAL**  
(Satisfied with country's efforts to preserve environment)

**46%**

**SOCIAL**  
(Were not treated with respect all day on the previous day)

**6%**

**GOVERNANCE**  
(Say corruption is widespread in their country's businesses)

**59%**



**LIFE IMPACT**

*In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?*  
 (A lot, Some, Not at all)

% A LOT

**Regional**

**50%**

**Global**

**45%**



**Gender**

**55%**

Female



**44%**

Male



**Age**

**49%**

<40 years old



**51%**

≥40 years old



**LOST PAY**

*Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?*  
 Received less money than usual from your employer or business

(Yes, No)

% YES

**Regional**

**33%**

**Global**

**50%**



**Gender**

**33%**

Female



**34%**

Male



**Age**

**39%**

<40 years old



**29%**

≥40 years old



**WORKED FEWER HOURS**

*Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?*  
 Worked less hours at your job or business

(Yes, No)

% YES

**Regional**

**40%**

**Global**

**49%**



**Gender**

**38%**

Female



**41%**

Male



**Age**

**49%**

<40 years old



**33%**

≥40 years old





**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

**Regional**

**38%**



**Global**

**53%**

**Gender**

**38%**

Female



**37%**

Male



**Age**

**46%**

<40 years old



**32%**

≥40 years old



**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES

**Regional**

**13%**



**Global**

**32%**

**Gender**

**14%**

Female



**12%**

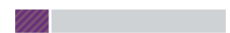
Male



**Age**

**17%**

<40 years old



**10%**

≥40 years old



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases.





**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**34%**

Percentage Point Change,  
2019 to 2020

+2

**Global**

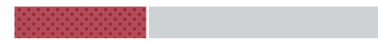
**20%**



**Gender**

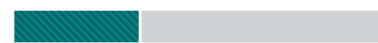
**36%**

Female



**33%**

Male



**Age**

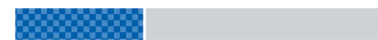
**34%**

<40 years old



**35%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**56%**

Percentage Point Change,  
2019 to 2020

-5

**Global**

**32%**



**Gender**

**53%**

Female



**58%**

Male



**Age**

**54%**

<40 years old



**57%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.



**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**48%**

Percentage Point Change,  
2019 to 2020

+10

**Global**

**41%**



**Gender**

**53%**

Female



**43%**

Male



**Age**

**54%**

<40 years old



**42%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**57%**

Percentage Point Change,  
2019 to 2020

+8

**Global**

**43%**



**Gender**

**62%**

Female



**52%**

Male



**Age**

**64%**

<40 years old



**51%**

≥40 years old





**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**22%**

Percentage Point Change,  
2019 to 2020

+7

**Global**

**24%**



**Gender**

**23%**

Female



**22%**

Male



**Age**

**24%**

<40 years old



**21%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**26%**

Percentage Point Change,  
2019 to 2020

+3

**Global**

**25%**



**Gender**

**30%**

Female



**22%**

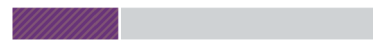
Male



**Age**

**29%**

<40 years old



**23%**

≥40 years old





**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**46%**

Percentage Point Change,  
2019 to 2020

+4

**Global**

**62%**



**Gender**

**38%**

Female



**54%**

Male



**Age**

**39%**

<40 years old



**52%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**6%**

Percentage Point Change,  
2019 to 2020

-3

**Global**

**14%**



**Gender**

**8%**

Female



**5%**

Male



**Age**

**7%**

<40 years old



**6%**

≥40 years old





**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**59%**

Percentage Point Change,  
2019 to 2020

-3

**Global**

**69%**



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

**Gender**

**66%**

Female



**53%**

Male



**Age**

**66%**

<40 years old



**54%**

≥40 years old



# Latin America and the Caribbean

*Argentina, Bolivia, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Haiti, Honduras, Jamaica, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay, Venezuela*



■ Countries that Gallup included in analysis of this region

## Top Takeaways

- largest regional decrease in employee engagement
- highest regional percentage of daily worry
- lowest regional percentage of employees who are satisfied with their country's efforts to preserve the environment



## Regional Summary

### Effects of the COVID-19 Pandemic

**LIFE IMPACT**  
(Affected "a lot")

**45%**

**LOST PAY**  
**57%**

**WORKED FEWER HOURS**  
**57%**

**TEMPORARILY STOPPED WORKING**  
**58%**

**LOST A JOB OR BUSINESS**  
**31%**

### Employee Engagement and Life Evaluation

**EMPLOYEE ENGAGEMENT**  
**24%**

**LIFE EVALUATION**  
(Thriving)  
**39%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

**DAILY WORRY**  
**55%**

**DAILY STRESS**  
**49%**

**DAILY ANGER**  
**19%**

**DAILY SADNESS**  
**30%**

### Environmental, Social and Governance

**ENVIRONMENTAL**  
(Satisfied with country's efforts to preserve environment)

**31%**

**SOCIAL**  
(Were not treated with respect all day on the previous day)

**6%**

**GOVERNANCE**  
(Say corruption is widespread in their country's businesses)

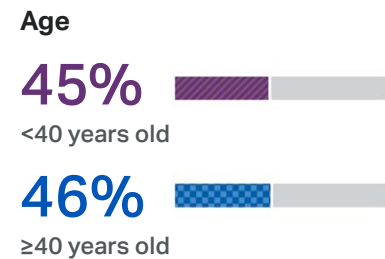
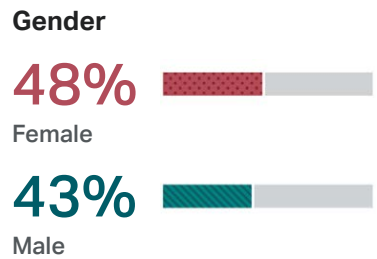
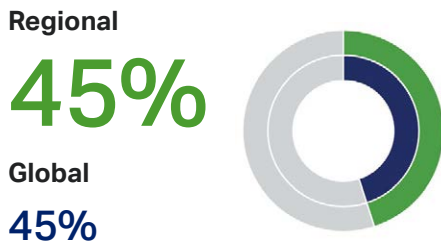
**76%**



**LIFE IMPACT**

In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?  
 (A lot, Some, Not at all)

% A LOT

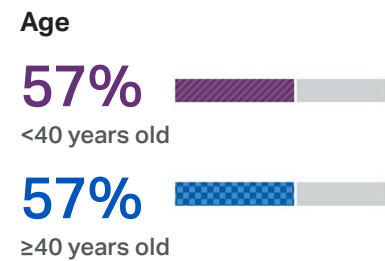
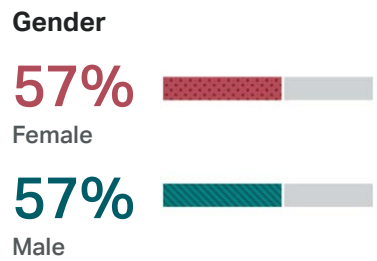
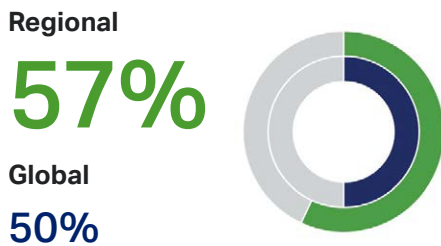


**LOST PAY**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Received less money than usual from your employer or business

(Yes, No)

% YES

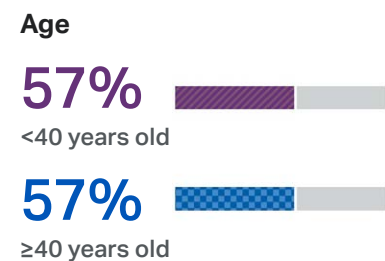
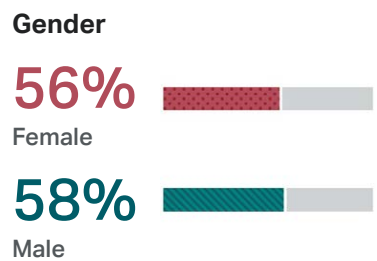
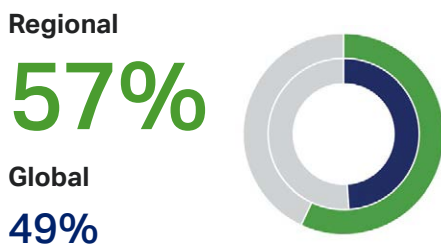


**WORKED FEWER HOURS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Worked less hours at your job or business

(Yes, No)

% YES





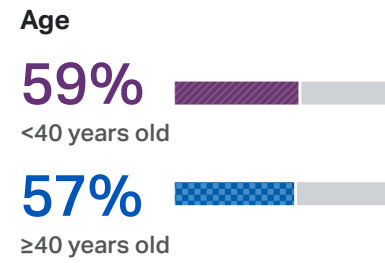
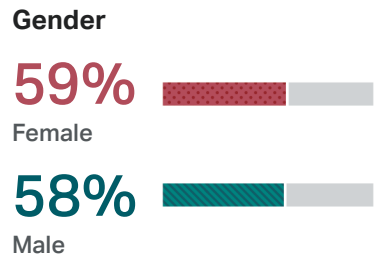
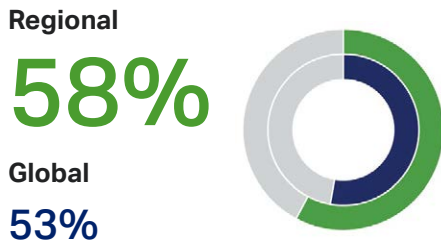


**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

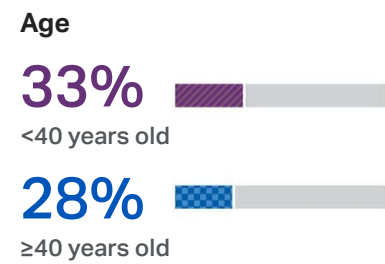
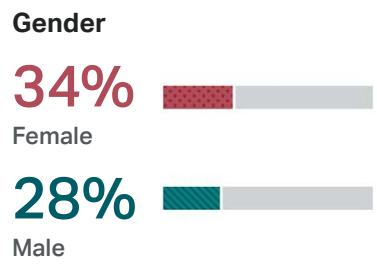


**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. In this region, Gallup did not ask the COVID-19-related survey questions in the following countries: Haiti, Panama.



**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**24%**

Percentage Point Change,  
2019 to 2020

-7

**Global**

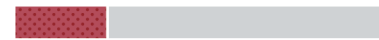
**20%**



**Gender**

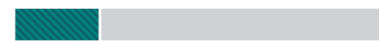
**25%**

Female



**23%**

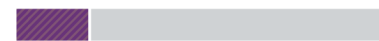
Male



**Age**

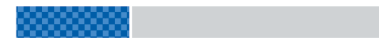
**20%**

<40 years old



**31%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**39%**

Percentage Point Change,  
2019 to 2020

-7

**Global**

**32%**



**Gender**

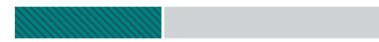
**39%**

Female



**40%**

Male



**Age**

**43%**

<40 years old



**34%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.



**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**55%**

Percentage Point Change,  
2019 to 2020

+8

**Global**

**41%**



**Gender**

**60%**

Female



**50%**

Male



**Age**

**53%**

<40 years old



**57%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**49%**

Percentage Point Change,  
2019 to 2020

+4

**Global**

**43%**



**Gender**

**55%**

Female



**45%**

Male



**Age**

**52%**

<40 years old



**44%**

≥40 years old





**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**19%**

Percentage Point Change,  
2019 to 2020

+5

**Global**

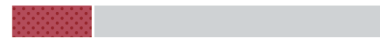
**24%**



**Gender**

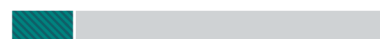
**22%**

Female



**17%**

Male



**Age**

**21%**

<40 years old



**18%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**30%**

Percentage Point Change,  
2019 to 2020

+10

**Global**

**25%**



**Gender**

**37%**

Female



**24%**

Male



**Age**

**28%**

<40 years old



**33%**

≥40 years old





**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**31%**

Percentage Point Change,  
2019 to 2020

-2

**Global**

**62%**



**Gender**

**31%**

Female



**31%**

Male



**Age**

**30%**

<40 years old



**32%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**6%**

Percentage Point Change,  
2019 to 2020

+2

**Global**

**14%**



**Gender**

**7%**

Female



**4%**

Male



**Age**

**6%**

<40 years old



**5%**

≥40 years old





**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**76%**

Percentage Point Change,  
2019 to 2020

-2



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

**Global**

**69%**

Note: In this region, Gallup did not ask the governance survey question in the following countries: Guatemala, Haiti, Honduras, Panama.

**Gender**

**76%**

Female



**76%**

Male



**Age**

**73%**

<40 years old



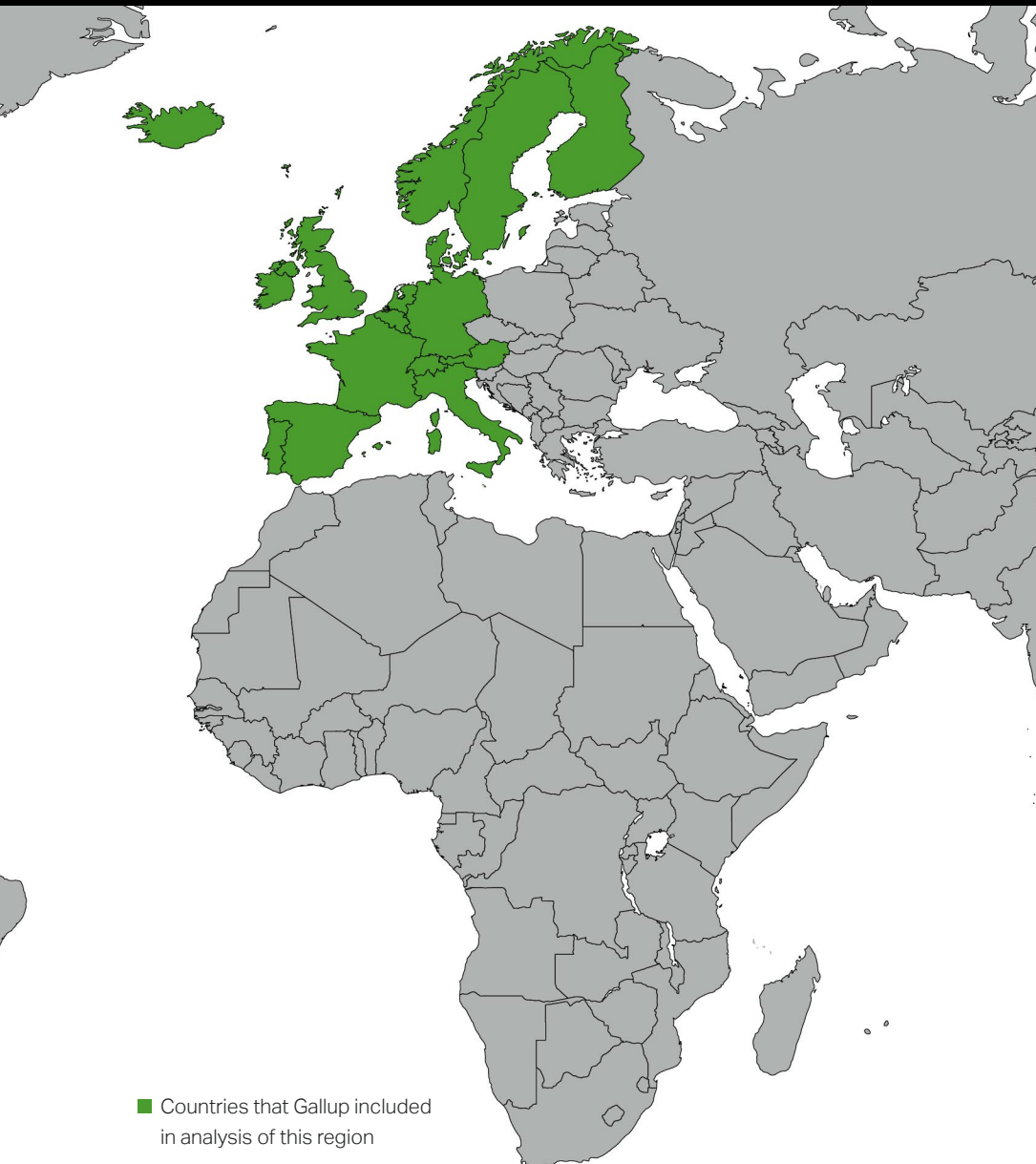
**81%**

≥40 years old



# Western Europe

*Austria, Belgium, Denmark, Finland, France, Germany, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom*



■ Countries that Gallup included in analysis of this region

## Top Takeaways

- lowest regional percentage of engaged employees
- largest regional decrease in daily stress
- second-lowest regional percentage of employees who say corruption is widespread in their country's businesses



## Regional Summary

### Effects of the COVID-19 Pandemic

#### LIFE IMPACT

(Affected "a lot")

**36%**

#### LOST PAY

**24%**

#### WORKED FEWER HOURS

**29%**

#### TEMPORARILY STOPPED WORKING

**24%**

#### LOST A JOB OR BUSINESS

**6%**

### Employee Engagement and Life Evaluation

#### EMPLOYEE ENGAGEMENT

**11%**

#### LIFE EVALUATION

(Thriving)

**55%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

#### DAILY WORRY

**36%**

#### DAILY STRESS

**39%**

#### DAILY ANGER

**13%**

#### DAILY SADNESS

**19%**

### Environmental, Social and Governance

#### ENVIRONMENTAL

(Satisfied with country's efforts to preserve environment)

**44%**

#### SOCIAL

(Were not treated with respect all day on the previous day)

**6%**

#### GOVERNANCE

(Say corruption is widespread in their country's businesses)

**51%**





**LIFE IMPACT**

*In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?*  
 (A lot, Some, Not at all)

% A LOT

**Regional**

**36%**

**Global**

**45%**



**Gender**

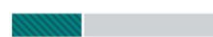
**37%**

Female



**34%**

Male



**Age**

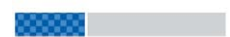
**38%**

<40 years old



**34%**

≥40 years old



**LOST PAY**

*Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?*  
 Received less money than usual from your employer or business

(Yes, No)

% YES

**Regional**

**24%**

**Global**

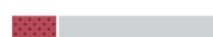
**50%**



**Gender**

**22%**

Female



**25%**

Male



**Age**

**28%**

<40 years old



**22%**

≥40 years old



**WORKED FEWER HOURS**

*Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?*  
 Worked less hours at your job or business

(Yes, No)

% YES

**Regional**

**29%**

**Global**

**49%**



**Gender**

**27%**

Female



**30%**

Male



**Age**

**34%**

<40 years old



**25%**

≥40 years old





**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

**Regional**

**24%**



**Global**

**53%**

**Gender**

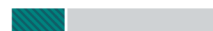
**23%**

Female



**26%**

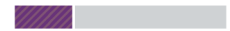
Male



**Age**

**28%**

<40 years old



**22%**

≥40 years old



**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES

**Regional**

**6%**



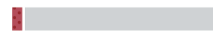
**Global**

**32%**

**Gender**

**6%**

Female



**6%**

Male



**Age**

**9%**

<40 years old



**5%**

≥40 years old



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. In this region, Gallup did not ask the COVID-19-related survey questions in Luxembourg.



**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**11%**

Percentage Point Change,  
2019 to 2020

+1

**Global**

**20%**



**Gender**

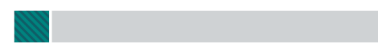
**13%**

Female



**10%**

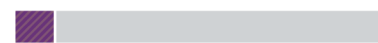
Male



**Age**

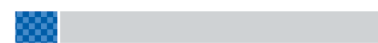
**11%**

<40 years old



**12%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**55%**

Percentage Point Change,  
2019 to 2020

0

**Global**

**32%**



**Gender**

**56%**

Female



**54%**

Male



**Age**

**60%**

<40 years old



**52%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.



**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**36%**

Percentage Point Change,  
2019 to 2020

+3

**Global**

**41%**



**Gender**

**36%**

Female



**37%**

Male



**Age**

**34%**

<40 years old



**38%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**39%**

Percentage Point Change,  
2019 to 2020

-7

**Global**

**43%**



**Gender**

**41%**

Female



**38%**

Male



**Age**

**41%**

<40 years old



**38%**

≥40 years old





**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**13%**

Percentage Point Change,  
2019 to 2020

-3

**Global**

**24%**



**Gender**

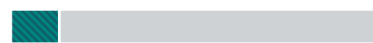
**13%**

Female



**13%**

Male



**Age**

**12%**

<40 years old



**14%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**19%**

Percentage Point Change,  
2019 to 2020

0

**Global**

**25%**



**Gender**

**20%**

Female



**18%**

Male



**Age**

**16%**

<40 years old



**21%**

≥40 years old





**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**44%**

Percentage Point Change,  
2019 to 2020

-3

**Global**

**62%**



**Gender**

**43%**

Female



**45%**

Male



**Age**

**45%**

<40 years old



**44%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**6%**

Percentage Point Change,  
2019 to 2020

-2

**Global**

**14%**



**Gender**

**6%**

Female



**6%**

Male



**Age**

**6%**

<40 years old



**7%**

≥40 years old





**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**51%**

Percentage Point Change,  
2019 to 2020

+1

**Global**

**69%**



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

Note: In this region, Gallup did not ask the governance survey question in Luxembourg.

**Gender**

**54%**

Female



**49%**

Male



**Age**

**51%**

<40 years old



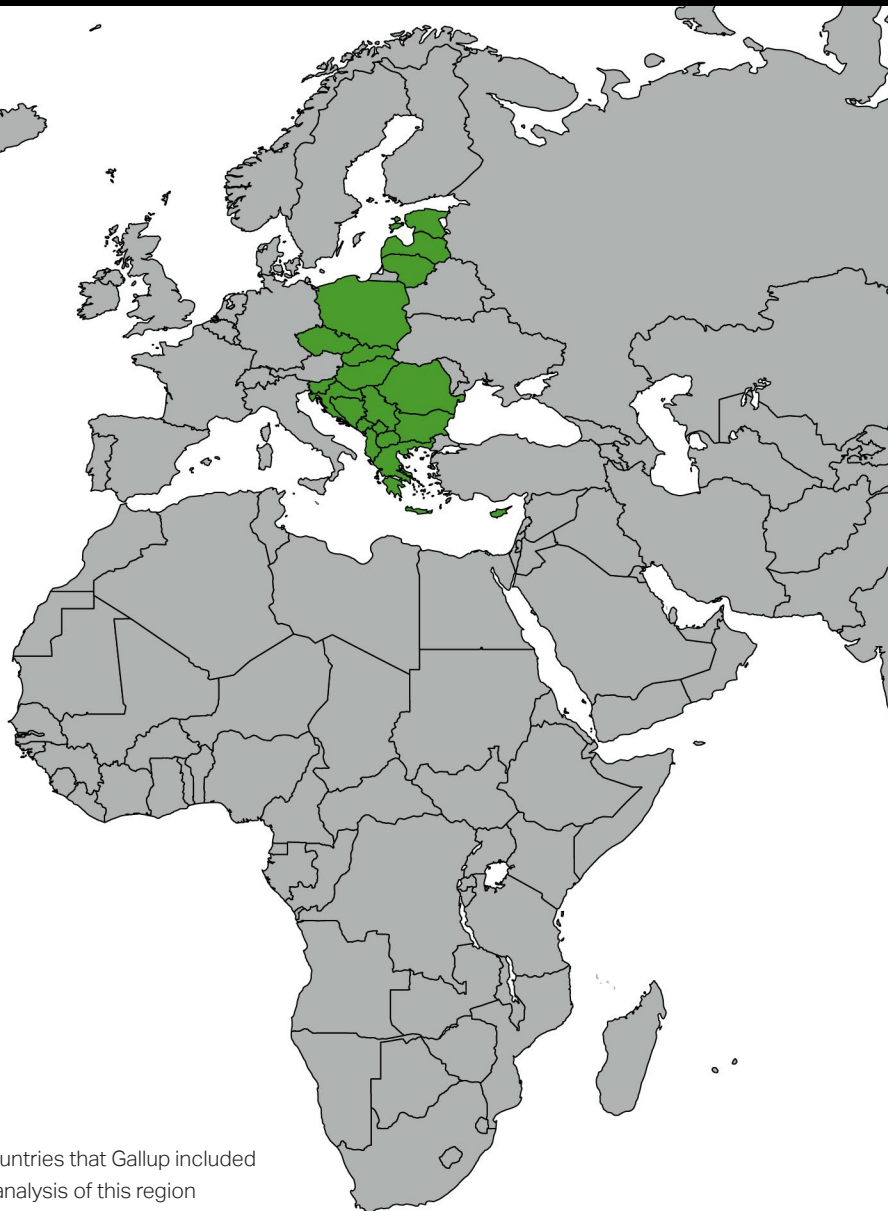
**52%**

≥40 years old



# Eastern Europe

*Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Greece, Hungary, Kosovo, Latvia, Lithuania, Montenegro, North Macedonia, Northern Cyprus (Territory of Republic of Cyprus), Poland, Romania, Serbia, Slovakia, Slovenia*



## Top Takeaways

- largest regional increase in employee engagement
- largest regional increase in daily worry (tied with East Asia)
- largest regional decrease in employees' satisfaction with their country's efforts to preserve the environment





## Regional Summary

### Effects of the COVID-19 Pandemic

#### LIFE IMPACT

(Affected "a lot")

**37%**

#### LOST PAY

**34%**

#### WORKED FEWER HOURS

**34%**

#### TEMPORARILY STOPPED WORKING

**34%**

#### LOST A JOB OR BUSINESS

**11%**

### Employee Engagement and Life Evaluation

#### EMPLOYEE ENGAGEMENT

**21%**

#### LIFE EVALUATION

(Thriving)

**41%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

#### DAILY WORRY

**39%**

#### DAILY STRESS

**41%**

#### DAILY ANGER

**22%**

#### DAILY SADNESS

**22%**

### Environmental, Social and Governance

#### ENVIRONMENTAL

(Satisfied with country's efforts to preserve environment)

**38%**

#### SOCIAL

(Were not treated with respect all day on the previous day)

**10%**

#### GOVERNANCE

(Say corruption is widespread in their country's businesses)

**75%**



**LIFE IMPACT**

In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?  
(A lot, Some, Not at all)

% A LOT

Regional

**37%**

Global

**45%**



Gender

**39%**

Female



**35%**

Male



Age

**40%**

<40 years old



**36%**

≥40 years old



**LOST PAY**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Received less money than usual from your employer or business

(Yes, No)

% YES

Regional

**34%**

Global

**50%**



Gender

**31%**

Female



**36%**

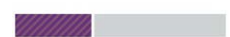
Male



Age

**37%**

<40 years old



**32%**

≥40 years old



**WORKED FEWER HOURS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Worked less hours at your job or business

(Yes, No)

% YES

Regional

**34%**

Global

**49%**



Gender

**31%**

Female



**36%**

Male



Age

**37%**

<40 years old



**31%**

≥40 years old



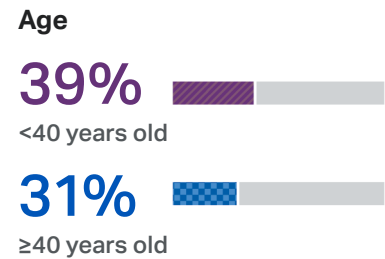
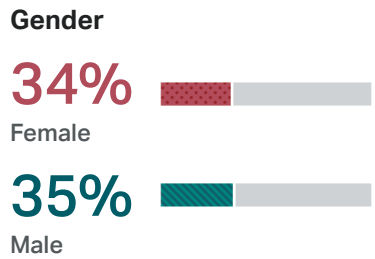
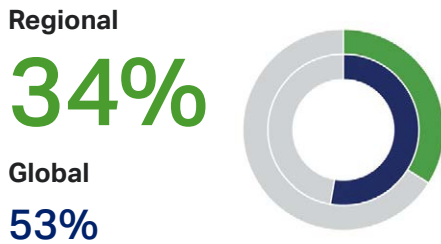


**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

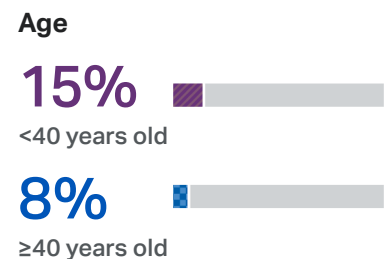
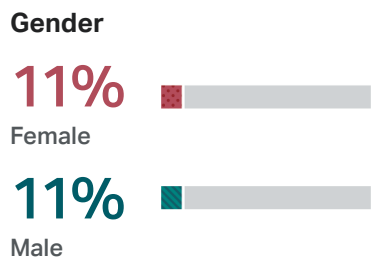


**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. In this region, Gallup did not ask the COVID-19-related survey questions in Northern Cyprus (Territory of Republic of Cyprus).



**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**21%**

Percentage Point Change,  
2019 to 2020

+7

**Global**

**20%**



**Gender**

**25%**

Female



**18%**

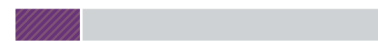
Male



**Age**

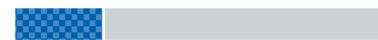
**18%**

<40 years old



**24%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**41%**

Percentage Point Change,  
2019 to 2020

+3

**Global**

**32%**



**Gender**

**42%**

Female



**41%**

Male



**Age**

**48%**

<40 years old



**35%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.



**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**39%**

Percentage Point Change,  
2019 to 2020

+12

**Global**

**41%**



**Gender**

**46%**

Female



**33%**

Male



**Age**

**37%**

<40 years old



**40%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**41%**

Percentage Point Change,  
2019 to 2020

+7

**Global**

**43%**



**Gender**

**44%**

Female



**39%**

Male



**Age**

**46%**

<40 years old



**36%**

≥40 years old





**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**22%**

Percentage Point Change,  
2019 to 2020

+9

**Global**

**24%**



**Gender**

**22%**

Female



**22%**

Male



**Age**

**26%**

<40 years old



**19%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**22%**

Percentage Point Change,  
2019 to 2020

+10

**Global**

**25%**



**Gender**

**28%**

Female



**18%**

Male



**Age**

**21%**

<40 years old



**23%**

≥40 years old





**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**38%**

Percentage Point Change,  
2019 to 2020

-6

**Global**

**62%**



**Gender**

**39%**

Female



**38%**

Male



**Age**

**36%**

<40 years old



**41%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**10%**

Percentage Point Change,  
2019 to 2020

-1

**Global**

**14%**



**Gender**

**9%**

Female



**10%**

Male



**Age**

**10%**

<40 years old



**9%**

≥40 years old





**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**75%**

Percentage Point Change,  
2019 to 2020

+2

**Global**

**69%**



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

Note: In this region, Gallup did not ask the governance survey question in Northern Cyprus (Territory of Republic of Cyprus).

**Gender**

**76%**

Female



**75%**

Male



**Age**

**75%**

<40 years old



**75%**

≥40 years old

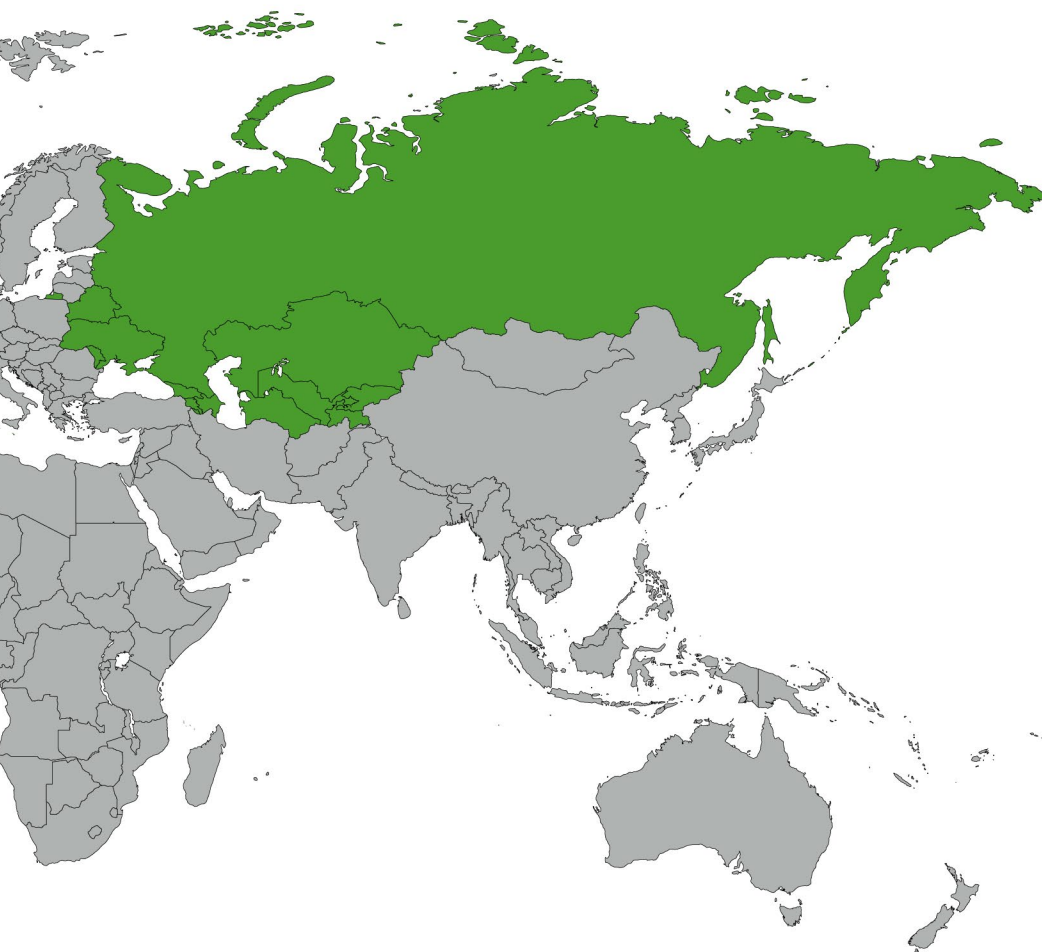




# Commonwealth of Independent States

*Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Russia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan*

Note: Georgia formally withdrew from the Commonwealth of Independent States (CIS) in 2009. Ukraine terminated its participation with the statutory bodies of CIS in 2018. These countries are included with the region for comparison purposes because of the historical association.



■ Countries that Gallup included in analysis of this region

## Top Takeaways

- second-lowest regional percentage of people whose lives have been affected “a lot” by the coronavirus situation
- lowest regional percentage of daily worry
- largest regional increase in employees’ perceptions of widespread corruption in their country’s businesses



## Regional Summary

### Effects of the COVID-19 Pandemic

#### LIFE IMPACT

(Affected "a lot")

**33%**

#### LOST PAY

**39%**

#### WORKED FEWER HOURS

**38%**

#### TEMPORARILY STOPPED WORKING

**39%**

#### LOST A JOB OR BUSINESS

**15%**

### Employee Engagement and Life Evaluation

#### EMPLOYEE ENGAGEMENT

**23%**

#### LIFE EVALUATION

(Thriving)

**31%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

#### DAILY WORRY

**26%**

#### DAILY STRESS

**21%**

#### DAILY ANGER

**16%**

#### DAILY SADNESS

**22%**

### Environmental, Social and Governance

#### ENVIRONMENTAL

(Satisfied with country's efforts to preserve environment)

**37%**

#### SOCIAL

(Were not treated with respect all day on the previous day)

**11%**

#### GOVERNANCE

(Say corruption is widespread in their country's businesses)

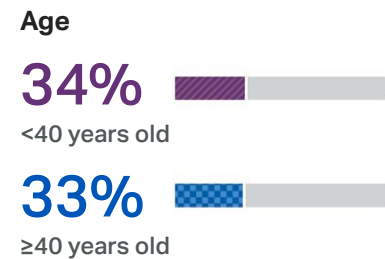
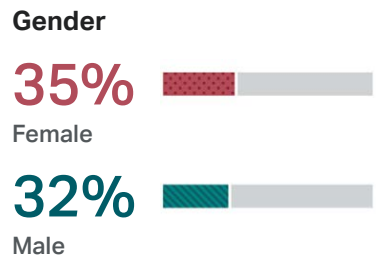
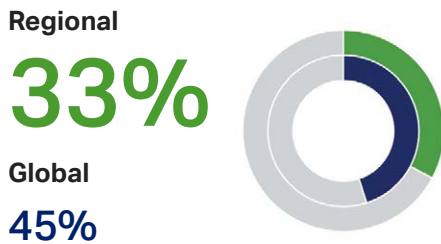
**76%**



**LIFE IMPACT**

In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?  
 (A lot, Some, Not at all)

% A LOT

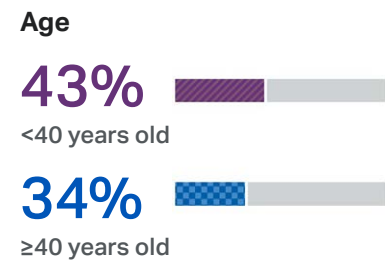
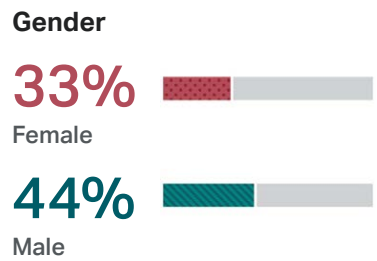
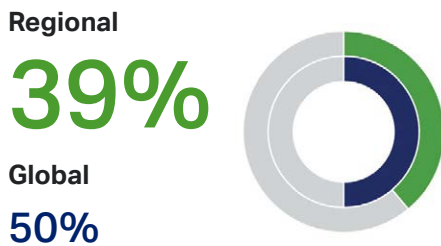


**LOST PAY**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Received less money than usual from your employer or business

(Yes, No)

% YES

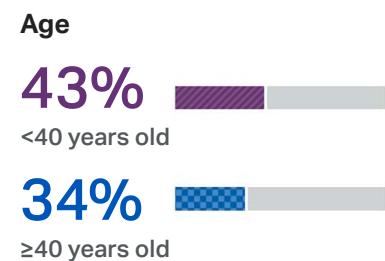
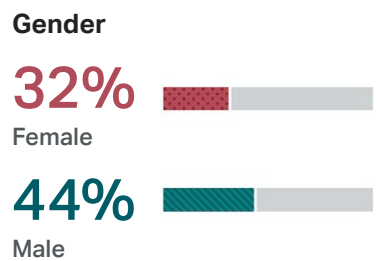


**WORKED FEWER HOURS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Worked less hours at your job or business

(Yes, No)

% YES





**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

**Regional**

**39%**



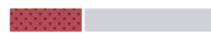
**Global**

**53%**

**Gender**

**35%**

Female



**43%**

Male



**Age**

**43%**

<40 years old



**35%**

≥40 years old



**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES

**Regional**

**15%**



**Global**

**32%**

**Gender**

**13%**

Female



**17%**

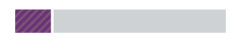
Male



**Age**

**18%**

<40 years old



**12%**

≥40 years old



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. In this region, Gallup did not ask the COVID-19-related survey questions in the following countries: Armenia, Azerbaijan, Belarus, Turkmenistan.



**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**23%**

Percentage Point Change,  
2019 to 2020

-5

**Global**

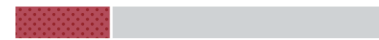
**20%**



**Gender**

**26%**

Female



**21%**

Male



**Age**

**23%**

<40 years old



**23%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**31%**

Percentage Point Change,  
2019 to 2020

+5

**Global**

**32%**



**Gender**

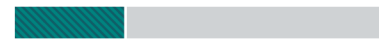
**33%**

Female



**30%**

Male



**Age**

**38%**

<40 years old



**23%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.



**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**26%**

Percentage Point Change,  
2019 to 2020

+4

**Global**

**41%**



**Gender**

**31%**

Female



**22%**

Male



**Age**

**25%**

<40 years old



**27%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**21%**

Percentage Point Change,  
2019 to 2020

+3

**Global**

**43%**



**Gender**

**24%**

Female



**18%**

Male



**Age**

**22%**

<40 years old



**19%**

≥40 years old





**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**16%**

Percentage Point Change,  
2019 to 2020

0

**Global**

**24%**



**Gender**

**17%**

Female



**15%**

Male



**Age**

**18%**

<40 years old



**14%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**22%**

Percentage Point Change,  
2019 to 2020

+4

**Global**

**25%**



**Gender**

**26%**

Female



**18%**

Male



**Age**

**21%**

<40 years old



**22%**

≥40 years old





**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**37%**

Percentage Point Change,  
2019 to 2020

+2

**Global**

**62%**



**Gender**

**38%**

Female



**37%**

Male



**Age**

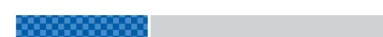
**39%**

<40 years old



**36%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**11%**

Percentage Point Change,  
2019 to 2020

-2

**Global**

**14%**



**Gender**

**9%**

Female



**12%**

Male



**Age**

**12%**

<40 years old



**9%**

≥40 years old







**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**76%**

Percentage Point Change,  
2019 to 2020

**+7**

**Global**

**69%**



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

Note: In this region, Gallup did not ask the governance survey question in the following countries: Armenia, Azerbaijan, Belarus, Turkmenistan.

**Gender**

**76%**

Female



**77%**

Male



**Age**

**76%**

<40 years old



**77%**

≥40 years old



# Middle East and North Africa

*Algeria, Bahrain, Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Libya, Morocco, Palestinian Territories, Saudi Arabia, Tunisia, Turkey, United Arab Emirates, Yemen*



■ Countries that Gallup included in analysis of this region

## Top Takeaways

- highest regional percentage of people whose lives have been affected “a lot” by the coronavirus situation
- highest regional percentage of daily anger
- highest regional percentage of daily sadness



## Regional Summary

### Effects of the COVID-19 Pandemic

#### LIFE IMPACT

(Affected "a lot")

**54%**

#### LOST PAY

**48%**

#### WORKED FEWER HOURS

**54%**

#### TEMPORARILY STOPPED WORKING

**57%**

#### LOST A JOB OR BUSINESS

**23%**

### Employee Engagement and Life Evaluation

#### EMPLOYEE ENGAGEMENT

**16%**

#### LIFE EVALUATION

(Thriving)

**25%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

#### DAILY WORRY

**46%**

#### DAILY STRESS

**50%**

#### DAILY ANGER

**38%**

#### DAILY SADNESS

**35%**

### Environmental, Social and Governance

#### ENVIRONMENTAL

(Satisfied with country's efforts to preserve environment)

**48%**

#### SOCIAL

(Were not treated with respect all day on the previous day)

**14%**

#### GOVERNANCE

(Say corruption is widespread in their country's businesses)

**70%**



**LIFE IMPACT**

In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?  
 (A lot, Some, Not at all)

% A LOT

Regional

**54%**

Global

**45%**



Gender

**56%**

Female



**52%**

Male



Age

**53%**

<40 years old



**55%**

≥40 years old



**LOST PAY**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Received less money than usual from your employer or business

(Yes, No)

% YES

Regional

**48%**

Global

**50%**



Gender

**37%**

Female



**54%**

Male



Age

**49%**

<40 years old



**48%**

≥40 years old



**WORKED FEWER HOURS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Worked less hours at your job or business

(Yes, No)

% YES

Regional

**54%**

Global

**49%**



Gender

**41%**

Female



**60%**

Male



Age

**53%**

<40 years old



**55%**

≥40 years old



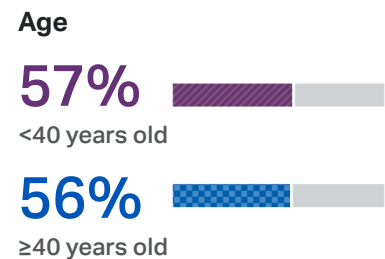
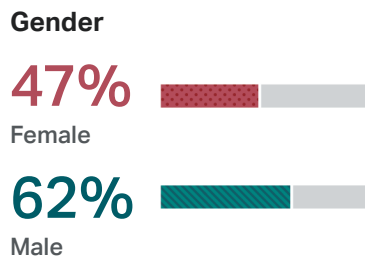
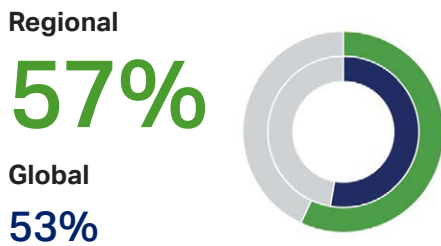


**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

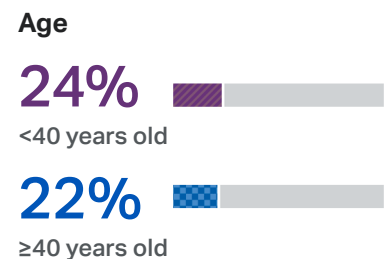
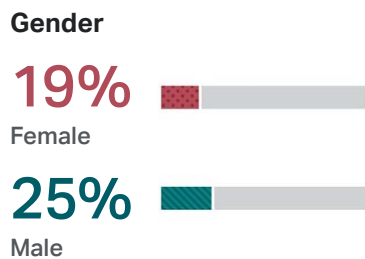
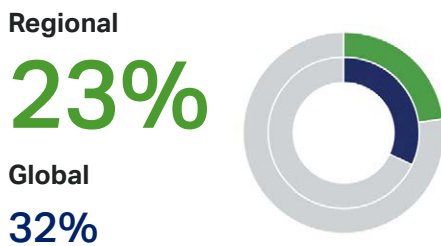


**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. In this region, Gallup did not ask the COVID-19-related survey questions in the following countries: Kuwait, Libya, Palestinian Territories, Yemen.



**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**16%**

Percentage Point Change,  
2019 to 2020

+3

**Global**

**20%**



**Gender**

**16%**

Female



**16%**

Male



**Age**

**16%**

<40 years old



**16%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**25%**

Percentage Point Change,  
2019 to 2020

+2

**Global**

**32%**



**Gender**

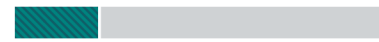
**29%**

Female



**23%**

Male



**Age**

**26%**

<40 years old



**23%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.



**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**46%**

Percentage Point Change,  
2019 to 2020

+5

**Global**

**41%**



**Gender**

**49%**

Female



**45%**

Male



**Age**

**45%**

<40 years old



**49%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**50%**

Percentage Point Change,  
2019 to 2020

+3

**Global**

**43%**



**Gender**

**52%**

Female



**49%**

Male



**Age**

**50%**

<40 years old



**49%**

≥40 years old





**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**38%**

Percentage Point Change,  
2019 to 2020

+6

**Global**

**24%**



**Gender**

**38%**

Female



**37%**

Male



**Age**

**41%**

<40 years old



**33%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**35%**

Percentage Point Change,  
2019 to 2020

+8

**Global**

**25%**



**Gender**

**40%**

Female



**32%**

Male



**Age**

**35%**

<40 years old



**34%**

≥40 years old







**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**48%**

Percentage Point Change,  
2019 to 2020

+1

**Global**

**62%**



**Gender**

**41%**

Female



**50%**

Male



**Age**

**47%**

<40 years old



**49%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**14%**

Percentage Point Change,  
2019 to 2020

+4

**Global**

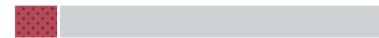
**14%**



**Gender**

**12%**

Female



**15%**

Male



**Age**

**15%**

<40 years old



**13%**

≥40 years old





**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**70%**

Percentage Point Change,  
2019 to 2020

-2

**Global**

**69%**



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

Note: In this region, Gallup did not ask the governance survey question in the following countries: Bahrain, Egypt, Jordan, Kuwait, Libya, Palestinian Territories, Saudi Arabia, United Arab Emirates, Yemen.

**Gender**

**71%**

Female



**69%**

Male



**Age**

**71%**

<40 years old



**68%**

≥40 years old



# Sub-Saharan Africa

*Benin, Botswana, Burkina Faso, Burundi, Cameroon, Chad, Comoros, Côte d'Ivoire, Eswatini, Ethiopia, Gabon, Ghana, Guinea, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mozambique, Namibia, Niger, Nigeria, Republic of the Congo, Rwanda, Senegal, Sierra Leone, South Africa, Tanzania, The Gambia, Togo, Uganda, Zambia, Zimbabwe*



■ Countries that Gallup included in analysis of this region

## Top Takeaways

- lowest regional life evaluation — percentage of employees who are thriving (tied with South Asia)
- highest regional percentage of employees who say they were not treated with respect all day on the previous day
- highest regional percentage of employees who say corruption is widespread in their country's businesses



## Regional Summary

### Effects of the COVID-19 Pandemic

#### LIFE IMPACT

(Affected "a lot")

**46%**

#### LOST PAY

**64%**

#### WORKED FEWER HOURS

**62%**

#### TEMPORARILY STOPPED WORKING

**62%**

#### LOST A JOB OR BUSINESS

**37%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

#### DAILY WORRY

**41%**

#### DAILY STRESS

**44%**

#### DAILY ANGER

**25%**

#### DAILY SADNESS

**28%**

### Employee Engagement and Life Evaluation

#### EMPLOYEE ENGAGEMENT

**16%**

#### LIFE EVALUATION

(Thriving)

**21%**

### Environmental, Social and Governance

#### ENVIRONMENTAL

(Satisfied with country's efforts to preserve environment)

**54%**

#### SOCIAL

(Were not treated with respect all day on the previous day)

**24%**

#### GOVERNANCE

(Say corruption is widespread in their country's businesses)

**80%**



**LIFE IMPACT**

In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?  
 (A lot, Some, Not at all)

% A LOT

Regional

**46%**



Global

**45%**

Gender

**46%**

Female



**45%**

Male



Age

**45%**

<40 years old



**48%**

≥40 years old



**LOST PAY**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Received less money than usual from your employer or business

(Yes, No)

% YES

Regional

**64%**



Global

**50%**

Gender

**61%**

Female



**66%**

Male



Age

**63%**

<40 years old



**64%**

≥40 years old



**WORKED FEWER HOURS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Worked less hours at your job or business

(Yes, No)

% YES

Regional

**62%**



Global

**49%**

Gender

**60%**

Female



**64%**

Male



Age

**61%**

<40 years old



**63%**

≥40 years old



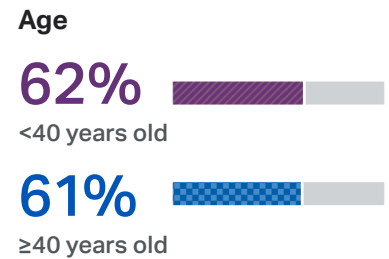
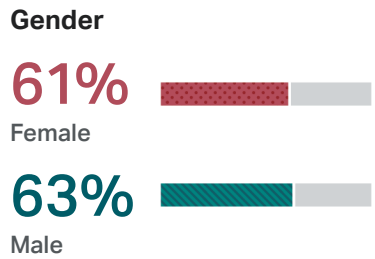
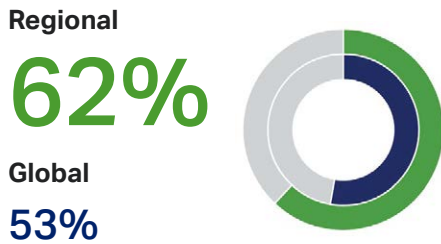


**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

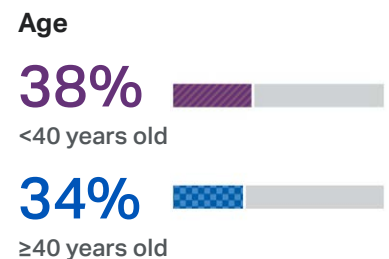
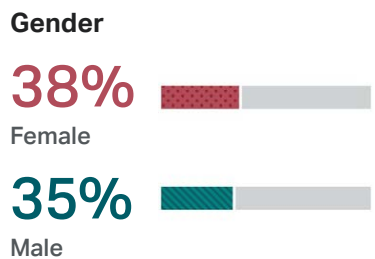
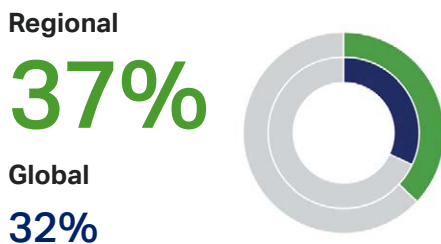


**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. In this region, Gallup did not ask the COVID-19-related survey questions in the following countries: Botswana, Burundi, Chad, Comoros, Eswatini, Lesotho, Liberia, Madagascar, Malawi, Mauritania, Mozambique, Niger, Rwanda, Sierra Leone, The Gambia.



**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**16%**

Percentage Point Change,  
2019 to 2020

-2

**Global**

**20%**



**Gender**

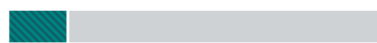
**16%**

Female



**16%**

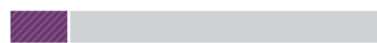
Male



**Age**

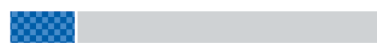
**16%**

<40 years old



**18%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**21%**

Percentage Point Change,  
2019 to 2020

+1

**Global**

**32%**



**Gender**

**22%**

Female



**19%**

Male



**Age**

**21%**

<40 years old



**19%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.



**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**41%**

Percentage Point Change,  
2019 to 2020

+1

**Global**

**41%**



**Gender**

**39%**

Female



**43%**

Male



**Age**

**41%**

<40 years old



**41%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**44%**

Percentage Point Change,  
2019 to 2020

0

**Global**

**43%**



**Gender**

**44%**

Female



**45%**

Male



**Age**

**44%**

<40 years old



**44%**

≥40 years old







**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**25%**

Percentage Point Change,  
2019 to 2020

0

**Global**

**24%**



**Gender**

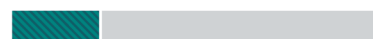
**26%**

Female



**24%**

Male



**Age**

**26%**

<40 years old



**23%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**28%**

Percentage Point Change,  
2019 to 2020

+1

**Global**

**25%**



**Gender**

**29%**

Female



**27%**

Male



**Age**

**29%**

<40 years old



**25%**

≥40 years old





**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**54%**

Percentage Point Change,  
2019 to 2020

+4

**Global**

**62%**



**Gender**

**53%**

Female



**55%**

Male



**Age**

**56%**

<40 years old



**50%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**24%**

Percentage Point Change,  
2019 to 2020

+4

**Global**

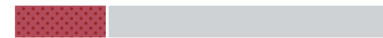
**14%**



**Gender**

**25%**

Female



**23%**

Male



**Age**

**25%**

<40 years old



**21%**

≥40 years old





**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**80%**

Percentage Point Change,  
2019 to 2020

**+3**

**Global**

**69%**



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

Note: In this region, Gallup did not ask the governance survey question in the following countries: Botswana, Burundi, Chad, Comoros, Eswatini, Lesotho, Liberia, Madagascar, Malawi, Mauritania, Mozambique, Niger, Rwanda, Sierra Leone, The Gambia, Togo.

**Gender**

**79%**

Female



**80%**

Male



**Age**

**80%**

<40 years old



**79%**

≥40 years old



# East Asia

*China, Hong Kong (S.A.R. of China), Japan, Mongolia, South Korea, Taiwan (Province of China)*



■ Countries that Gallup included in analysis of this region

## Top Takeaways

- largest regional increase in daily stress
- lowest regional percentage of daily sadness
- highest regional percentage of employees who are satisfied with their country's efforts to preserve the environment



## Regional Summary

### Effects of the COVID-19 Pandemic

#### LIFE IMPACT

(Affected "a lot")

**37%**

#### LOST PAY

**30%**

#### WORKED FEWER HOURS

**33%**

#### TEMPORARILY STOPPED WORKING

**25%**

#### LOST A JOB OR BUSINESS

**7%**

### Employee Engagement and Life Evaluation

#### EMPLOYEE ENGAGEMENT

**14%**

#### LIFE EVALUATION

(Thriving)

**29%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

#### DAILY WORRY

**35%**

#### DAILY STRESS

**51%**

#### DAILY ANGER

**22%**

#### DAILY SADNESS

**15%**

### Environmental, Social and Governance

#### ENVIRONMENTAL

(Satisfied with country's efforts to preserve environment)

**79%**

#### SOCIAL

(Were not treated with respect all day on the previous day)

**16%**

#### GOVERNANCE

(Say corruption is widespread in their country's businesses)

**56%**



**LIFE IMPACT**

In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?  
 (A lot, Some, Not at all)

% A LOT

Regional

**37%**



Global

**45%**

Gender

**38%**

Female



**36%**

Male



Age

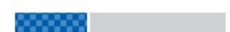
**40%**

<40 years old



**35%**

≥40 years old



**LOST PAY**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Received less money than usual from your employer or business

(Yes, No)

% YES

Regional

**30%**



Global

**50%**

Gender

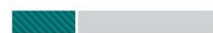
**29%**

Female



**31%**

Male



Age

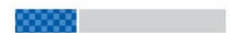
**31%**

<40 years old



**29%**

≥40 years old



**WORKED FEWER HOURS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Worked less hours at your job or business

(Yes, No)

% YES

Regional

**33%**



Global

**49%**

Gender

**31%**

Female



**34%**

Male



Age

**36%**

<40 years old



**31%**

≥40 years old



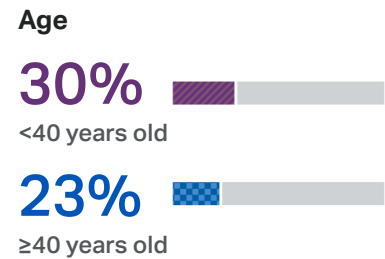
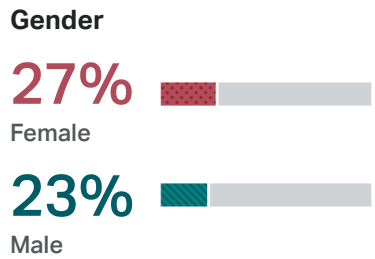
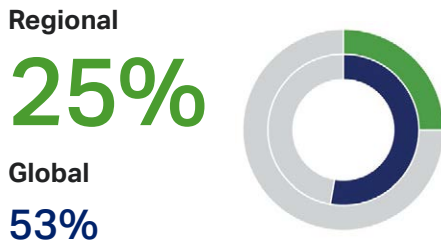


**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

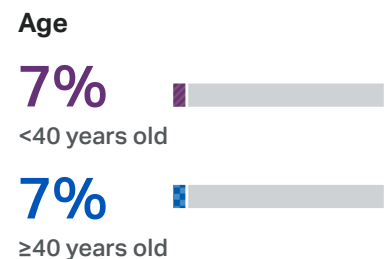
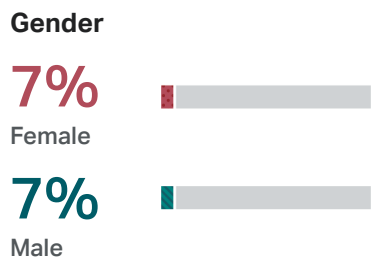


**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. In this region, Gallup did not ask the COVID-19-related survey questions in China.



**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**14%**

Percentage Point Change,  
2019 to 2020

-4

**Global**

**20%**



**Gender**

**14%**

Female



**14%**

Male



**Age**

**11%**

<40 years old



**17%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**29%**

Percentage Point Change,  
2019 to 2020

+6

**Global**

**32%**



**Gender**

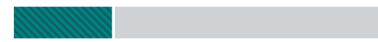
**32%**

Female



**27%**

Male



**Age**

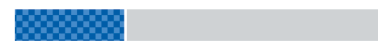
**27%**

<40 years old



**30%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.





**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**35%**

Percentage Point Change,  
2019 to 2020

+12

**Global**

**41%**



**Gender**

**35%**

Female



**34%**

Male



**Age**

**37%**

<40 years old



**33%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**51%**

Percentage Point Change,  
2019 to 2020

+14

**Global**

**43%**



**Gender**

**51%**

Female



**51%**

Male



**Age**

**56%**

<40 years old



**47%**

≥40 years old





**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**22%**

Percentage Point Change,  
2019 to 2020

+9

**Global**

**24%**



**Gender**

**24%**

Female



**20%**

Male



**Age**

**22%**

<40 years old



**22%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**15%**

Percentage Point Change,  
2019 to 2020

+8

**Global**

**25%**



**Gender**

**14%**

Female



**15%**

Male



**Age**

**14%**

<40 years old



**16%**

≥40 years old





**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**79%**

Percentage Point Change,  
2019 to 2020

+2

**Global**

**62%**



**Gender**

**77%**

Female



**80%**

Male



**Age**

**76%**

<40 years old



**81%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**16%**

Percentage Point Change,  
2019 to 2020

+7

**Global**

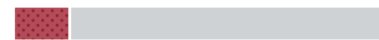
**14%**



**Gender**

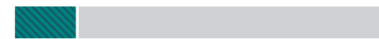
**15%**

Female



**17%**

Male



**Age**

**11%**

<40 years old



**21%**

≥40 years old





**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**56%**

Percentage Point Change,  
2019 to 2020

-4

**Global**

**69%**

Note: In this region, Gallup did not ask the governance survey question in China.



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

**Gender**

**61%**

Female



**53%**

Male



**Age**

**59%**

<40 years old



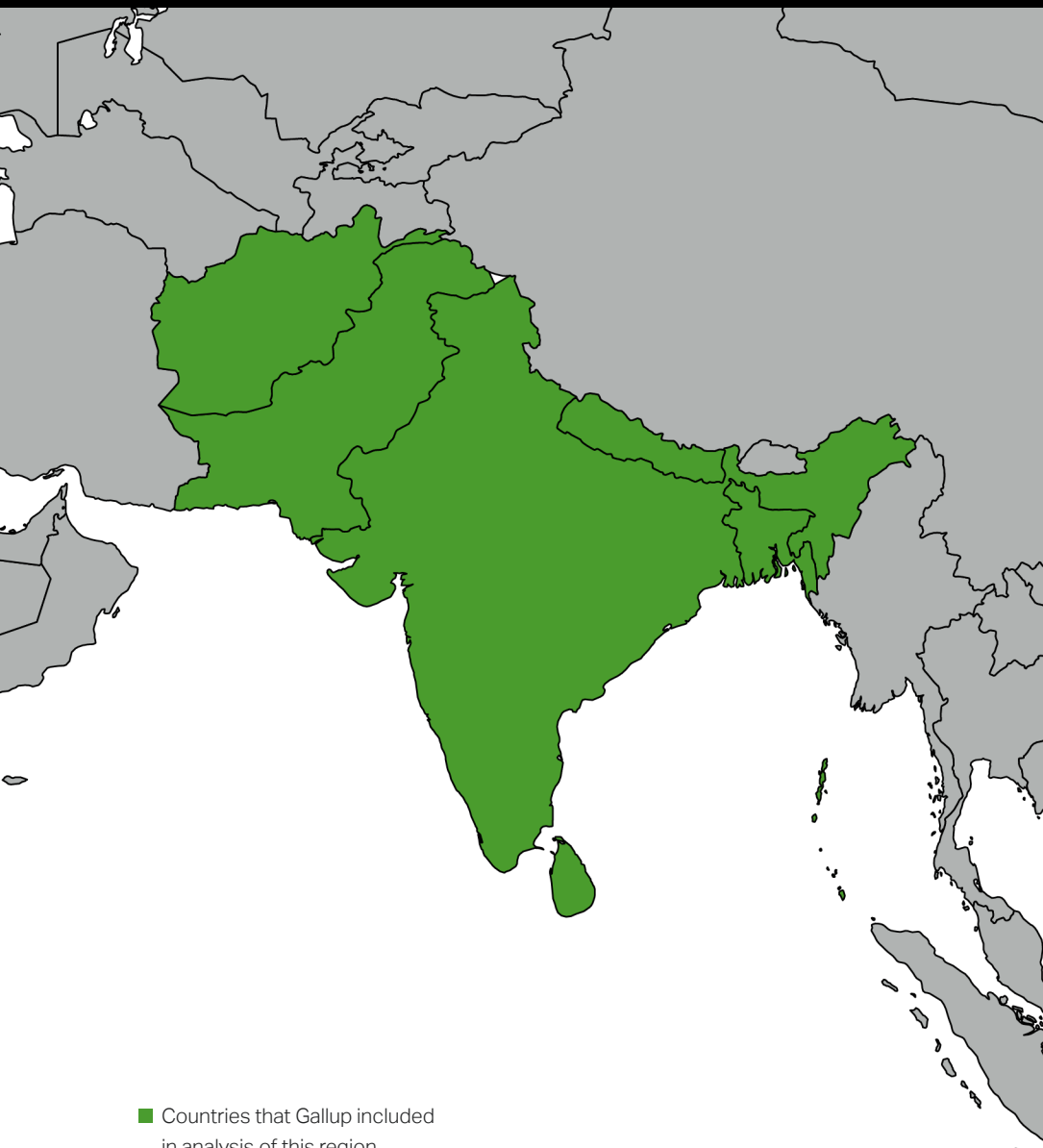
**54%**

≥40 years old



# South Asia

*Afghanistan, Bangladesh, India, Nepal, Pakistan, Sri Lanka*



■ Countries that Gallup included in analysis of this region

## Top Takeaways

- highest regional percentage of people who lost a job or business due to the coronavirus situation
- lowest regional life evaluation — percentage of employees who are thriving (tied with sub-Saharan Africa)
- largest regional decrease in daily anger



## Regional Summary

### Effects of the COVID-19 Pandemic

**LIFE IMPACT**  
(Affected "a lot")

**49%**

**LOST PAY**  
**55%**

**WORKED FEWER HOURS**  
**51%**

**TEMPORARILY STOPPED WORKING**  
**66%**

**LOST A JOB OR BUSINESS**  
**50%**

### Employee Engagement and Life Evaluation

**EMPLOYEE ENGAGEMENT**  
**24%**

**LIFE EVALUATION**  
(Thriving)  
**21%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

**DAILY WORRY**  
**43%**

**DAILY STRESS**  
**31%**

**DAILY ANGER**  
**32%**

**DAILY SADNESS**  
**34%**

### Environmental, Social and Governance

**ENVIRONMENTAL**  
(Satisfied with country's efforts to preserve environment)

**72%**

**SOCIAL**  
(Were not treated with respect all day on the previous day)

**17%**

**GOVERNANCE**  
(Say corruption is widespread in their country's businesses)

**73%**



**LIFE IMPACT**

In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?  
 (A lot, Some, Not at all)

% A LOT

Regional

**49%**



Global

**45%**

Gender

**48%**

Female



**50%**

Male



Age

**50%**

<40 years old



**48%**

≥40 years old



**LOST PAY**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Received less money than usual from your employer or business

(Yes, No)

% YES

Regional

**55%**



Global

**50%**

Gender

**50%**

Female



**59%**

Male



Age

**56%**

<40 years old



**55%**

≥40 years old



**WORKED FEWER HOURS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Worked less hours at your job or business

(Yes, No)

% YES

Regional

**51%**



Global

**49%**

Gender

**46%**

Female



**54%**

Male



Age

**51%**

<40 years old



**51%**

≥40 years old



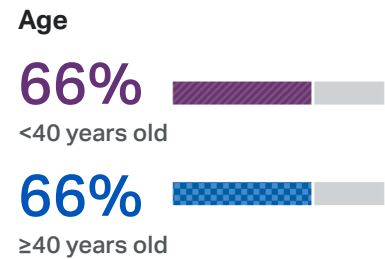
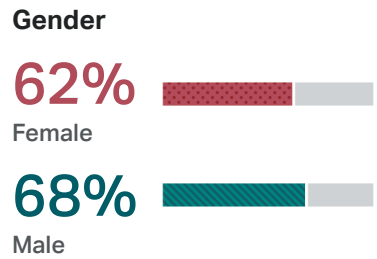
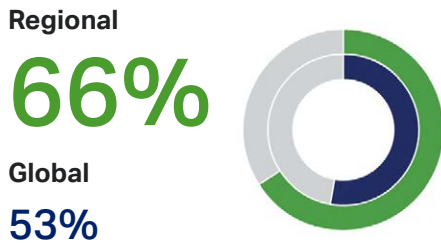


**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

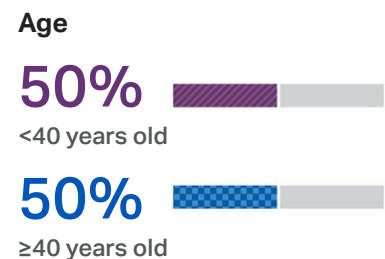
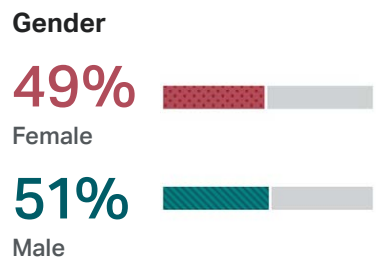


**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. In this region, Gallup did not ask the COVID-19-related survey questions in Afghanistan.





**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**24%**

Percentage Point Change,  
2019 to 2020

-1

**Global**

**20%**



**Gender**

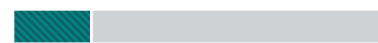
**33%**

Female



**21%**

Male



**Age**

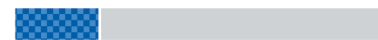
**24%**

<40 years old



**23%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**21%**

Percentage Point Change,  
2019 to 2020

+10

**Global**

**32%**



**Gender**

**22%**

Female



**21%**

Male



**Age**

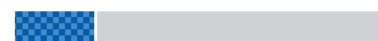
**20%**

<40 years old



**22%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.



**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**43%**

Percentage Point Change,  
2019 to 2020

-10

**Global**

**41%**



**Gender**

**48%**

Female



**41%**

Male



**Age**

**38%**

<40 years old



**52%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**31%**

Percentage Point Change,  
2019 to 2020

-1

**Global**

**43%**



**Gender**

**32%**

Female



**30%**

Male



**Age**

**28%**

<40 years old



**37%**

≥40 years old





**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**32%**

Percentage Point Change,  
2019 to 2020

-9

**Global**

**24%**



**Gender**

**36%**

Female



**30%**

Male



**Age**

**33%**

<40 years old



**31%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**34%**

Percentage Point Change,  
2019 to 2020

-11

**Global**

**25%**



**Gender**

**39%**

Female



**32%**

Male



**Age**

**31%**

<40 years old



**39%**

≥40 years old





**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**72%**

Percentage Point Change,  
2019 to 2020

0

**Global**

**62%**



**Gender**

**85%**

Female



**68%**

Male



**Age**

**74%**

<40 years old



**69%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**17%**

Percentage Point Change,  
2019 to 2020

-6

**Global**

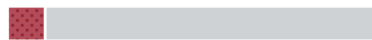
**14%**



**Gender**

**10%**

Female



**20%**

Male



**Age**

**15%**

<40 years old



**22%**

≥40 years old





**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**73%**

Percentage Point Change,  
2019 to 2020

-3

**Global**

**69%**

Note: In this region, Gallup did not ask the governance survey question in Afghanistan.



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

**Gender**

**69%**

Female



**74%**

Male



**Age**

**73%**

<40 years old



**71%**

≥40 years old



# Southeast Asia

*Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, Vietnam*



■ Countries that Gallup included in analysis of this region

## Top Takeaways

- highest regional percentage of people who lost pay due to the coronavirus situation
- second-highest regional percentage of people who worked fewer hours due to the coronavirus situation
- second-highest regional percentage of people who lost a job or business due to the coronavirus situation



## Regional Summary

### Effects of the COVID-19 Pandemic

#### LIFE IMPACT

(Affected "a lot")

**42%**

#### LOST PAY

**67%**

#### WORKED FEWER HOURS

**61%**

#### TEMPORARILY STOPPED WORKING

**56%**

#### LOST A JOB OR BUSINESS

**42%**

### Employee Engagement and Life Evaluation

#### EMPLOYEE ENGAGEMENT

**23%**

#### LIFE EVALUATION

(Thriving)

**26%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

#### DAILY WORRY

**47%**

#### DAILY STRESS

**36%**

#### DAILY ANGER

**24%**

#### DAILY SADNESS

**30%**

### Environmental, Social and Governance

#### ENVIRONMENTAL

(Satisfied with country's efforts to preserve environment)

**70%**

#### SOCIAL

(Were not treated with respect all day on the previous day)

**10%**

#### GOVERNANCE

(Say corruption is widespread in their country's businesses)

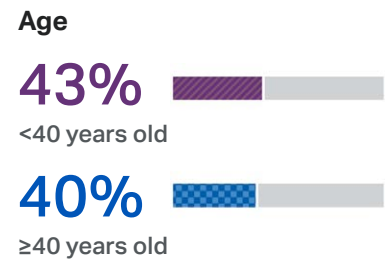
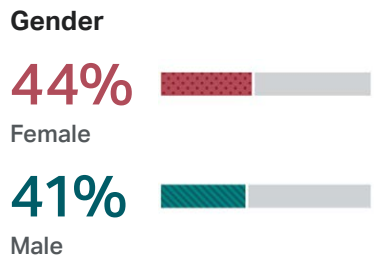
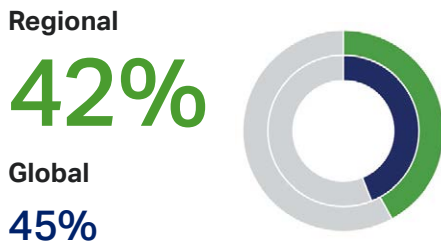
**74%**



**LIFE IMPACT**

In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?  
 (A lot, Some, Not at all)

% A LOT

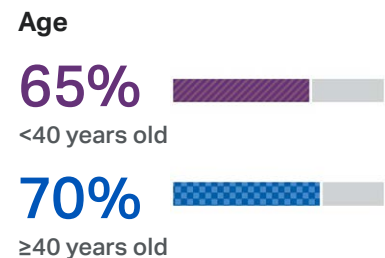
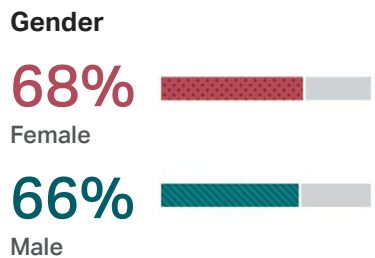
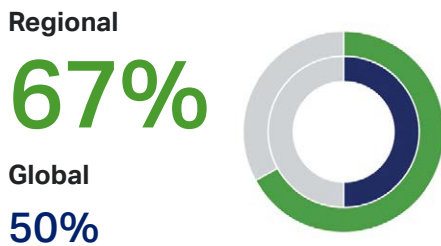


**LOST PAY**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Received less money than usual from your employer or business

(Yes, No)

% YES

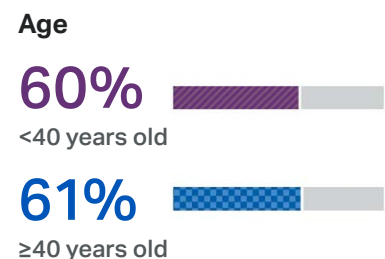
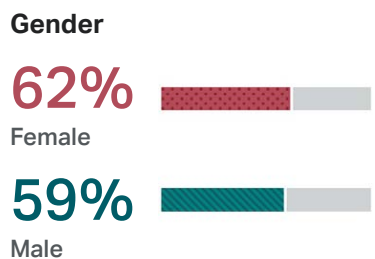
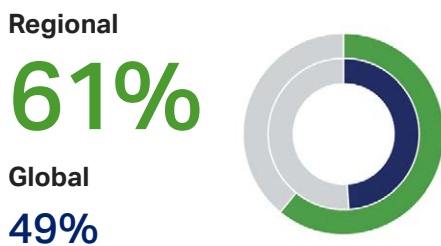


**WORKED FEWER HOURS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Worked less hours at your job or business

(Yes, No)

% YES





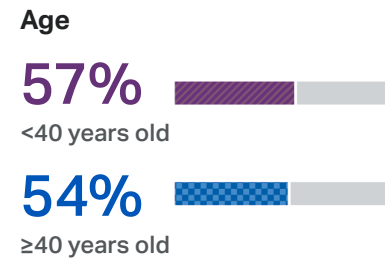
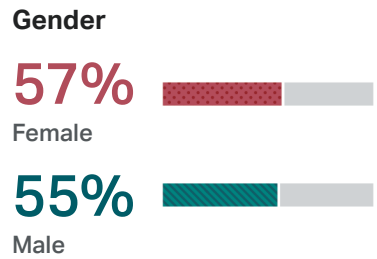
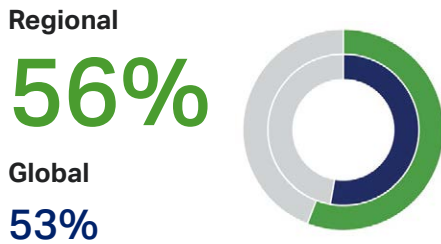


**TEMPORARILY STOPPED WORKING**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

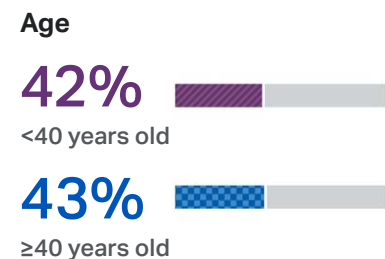
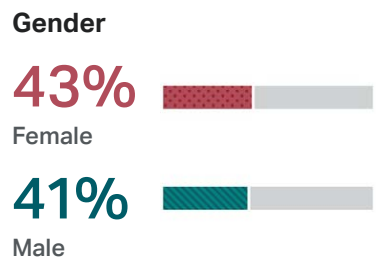
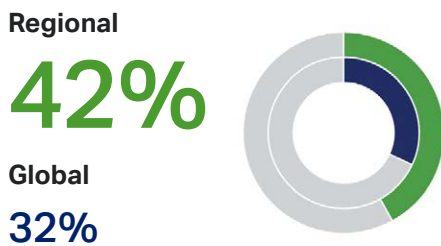


**LOST A JOB OR BUSINESS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. In this region, Gallup did not ask the COVID-19-related survey questions in Singapore.



**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**23%**

Percentage Point Change,  
2019 to 2020

-4

**Global**

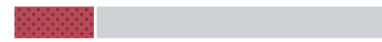
**20%**



**Gender**

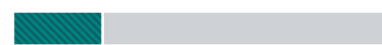
**22%**

Female



**24%**

Male



**Age**

**20%**

<40 years old



**30%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**26%**

Percentage Point Change,  
2019 to 2020

-2

**Global**

**32%**



**Gender**

**28%**

Female



**24%**

Male



**Age**

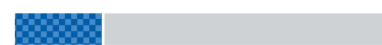
**27%**

<40 years old



**24%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.



**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**47%**

Percentage Point Change,  
2019 to 2020

+9

**Global**

**41%**



**Gender**

**47%**

Female



**47%**

Male



**Age**

**46%**

<40 years old



**47%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**36%**

Percentage Point Change,  
2019 to 2020

+6

**Global**

**43%**



**Gender**

**38%**

Female



**34%**

Male



**Age**

**38%**

<40 years old



**32%**

≥40 years old





**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**24%**

Percentage Point Change,  
2019 to 2020

+3

**Global**

**24%**



**Gender**

**27%**

Female



**22%**

Male



**Age**

**26%**

<40 years old



**19%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**30%**

Percentage Point Change,  
2019 to 2020

+7

**Global**

**25%**



**Gender**

**32%**

Female



**29%**

Male



**Age**

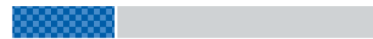
**31%**

<40 years old



**28%**

≥40 years old





**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**70%**

Percentage Point Change,  
2019 to 2020

-2

**Global**

**62%**



**Gender**

**69%**

Female



**71%**

Male



**Age**

**69%**

<40 years old



**72%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**10%**

Percentage Point Change,  
2019 to 2020

0

**Global**

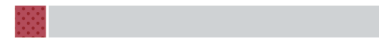
**14%**



**Gender**

**9%**

Female



**11%**

Male



**Age**

**10%**

<40 years old



**9%**

≥40 years old





**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**74%**

Percentage Point Change,  
2019 to 2020

+1

**Global**

**69%**



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

Note: In this region, Gallup did not ask the governance survey question in Singapore.

**Gender**

**72%**

Female



**76%**

Male



**Age**

**75%**

<40 years old



**72%**

≥40 years old



# Australia and New Zealand

*Australia, New Zealand*



■ Countries that Gallup included in analysis of this region

## Top Takeaways

- highest regional life evaluation — percentage of employees who are thriving
- second-largest regional decrease in employees' satisfaction with their country's efforts to preserve the environment
- lowest regional percentage of employees who say corruption is widespread in their country's businesses



## Regional Summary

### Effects of the COVID-19 Pandemic

#### LIFE IMPACT

(Affected "a lot")

**22%**

#### LOST PAY

**25%**

#### WORKED FEWER HOURS

**29%**

#### TEMPORARILY STOPPED WORKING

**22%**

#### LOST A JOB OR BUSINESS

**9%**

### Employee Engagement and Life Evaluation

#### EMPLOYEE ENGAGEMENT

**20%**

#### LIFE EVALUATION

(Thriving)

**57%**

### Daily Negative Emotions

(Emotions experienced during a lot of the previous day)

#### DAILY WORRY

**31%**

#### DAILY STRESS

**45%**

#### DAILY ANGER

**13%**

#### DAILY SADNESS

**17%**

### Environmental, Social and Governance

#### ENVIRONMENTAL

(Satisfied with country's efforts to preserve environment)

**42%**

#### SOCIAL

(Were not treated with respect all day on the previous day)

**8%**

#### GOVERNANCE

(Say corruption is widespread in their country's businesses)

**37%**





**LIFE IMPACT**

In general, to what extent has your own life been affected by the [insert local term for coronavirus] situation?  
 (A lot, Some, Not at all)

% A LOT

Regional

**22%**



Global

**45%**

Gender

**22%**

Female



**22%**

Male



Age

**19%**

<40 years old



**23%**

≥40 years old



**LOST PAY**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Received less money than usual from your employer or business

(Yes, No)

% YES

Regional

**25%**



Global

**50%**

Gender

**18%**

Female



**32%**

Male



Age

**28%**

<40 years old



**23%**

≥40 years old



**WORKED FEWER HOURS**

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
 Worked less hours at your job or business

(Yes, No)

% YES

Regional

**29%**



Global

**49%**

Gender

**23%**

Female



**36%**

Male



Age

**37%**

<40 years old



**25%**

≥40 years old





## TEMPORARILY STOPPED WORKING

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Temporarily stopped working at your job or business

(Yes, No)

% YES

Regional

22%



Global

53%

Gender

17%

Female



27%

Male



Age

29%

<40 years old



18%

≥40 years old



## LOST A JOB OR BUSINESS

Have you experienced each of the following as a result of the [insert local term for coronavirus] situation?  
Lost your job or business

(Yes, No)

% YES

Regional

9%



Global

32%

Gender

4%

Female



13%

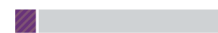
Male



Age

11%

<40 years old



7%

≥40 years old



Note: Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. In this region, Gallup did not ask the COVID-19-related survey questions in New Zealand.



**EMPLOYEE ENGAGEMENT**

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

% ENGAGED

**Regional**

**20%**

Percentage Point Change,  
2019 to 2020

+1

**Global**

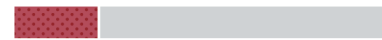
**20%**



**Gender**

**23%**

Female



**17%**

Male



**Age**

**19%**

<40 years old



**21%**

≥40 years old



**LIFE EVALUATION**

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

% THRIVING

**Regional**

**57%**

Percentage Point Change,  
2019 to 2020

-7

**Global**

**32%**



**Gender**

**57%**

Female



**57%**

Male



**Age**

**56%**

<40 years old



**58%**

≥40 years old



Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.



**DAILY WORRY**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

% YES

**Regional**

**31%**

Percentage Point Change,  
2019 to 2020

-2

**Global**

**41%**



**Gender**

**34%**

Female



**28%**

Male



**Age**

**32%**

<40 years old



**30%**

≥40 years old



**DAILY STRESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

% YES

**Regional**

**45%**

Percentage Point Change,  
2019 to 2020

+5

**Global**

**43%**



**Gender**

**49%**

Female



**42%**

Male



**Age**

**52%**

<40 years old



**40%**

≥40 years old





**DAILY ANGER**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

% YES

**Regional**

**13%**

Percentage Point Change,  
2019 to 2020

+1

**Global**

**24%**



**Gender**

**13%**

Female



**12%**

Male



**Age**

**18%**

<40 years old



**8%**

≥40 years old



**DAILY SADNESS**

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

% YES

**Regional**

**17%**

Percentage Point Change,  
2019 to 2020

+4

**Global**

**25%**



**Gender**

**20%**

Female



**13%**

Male



**Age**

**15%**

<40 years old



**17%**

≥40 years old





**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

% SATISFIED

**Regional**

**42%**

Percentage Point Change,  
2019 to 2020

-4

**Global**

**62%**



**Gender**

**42%**

Female



**42%**

Male



**Age**

**37%**

<40 years old



**46%**

≥40 years old



**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

% NO

**Regional**

**8%**

Percentage Point Change,  
2019 to 2020

-1

**Global**

**14%**



**Gender**

**7%**

Female



**8%**

Male



**Age**

**10%**

<40 years old



**5%**

≥40 years old





**GOVERNANCE**

*Is corruption widespread within businesses located in [country], or not?*

(Yes, No)

% YES

**Regional**

**37%**

Percentage Point Change,  
2019 to 2020

+6

**Global**

**69%**



Due to the sensitive nature of the topic of corruption, Gallup is not reporting country-level data for this item.

**Gender**

**37%**



Female

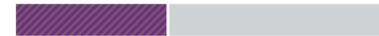
**37%**



Male

**Age**

**41%**



<40 years old

**35%**



≥40 years old



## Appendix 1: Country Comparisons

### United States and Canada

#### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country       | Change* | % Engaged |
|------|---------------|---------|-----------|
| 1    | United States | +1      | <b>34</b> |
| 2    | Canada        | +1      | <b>19</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

#### LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country       | Change* | % Thriving |
|------|---------------|---------|------------|
| 1    | Canada        | -2      | <b>63</b>  |
| 2    | United States | -2      | <b>58</b>  |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.





## DAILY WORRY

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?*

(Yes, No)

| Rank | Country       | Change* | % Yes |
|------|---------------|---------|-------|
| 1    | Canada        | +3      | 45    |
| 2    | United States | +6      | 40    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY STRESS

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?*

(Yes, No)

| Rank | Country       | Change* | % Yes |
|------|---------------|---------|-------|
| 1    | Canada        | +4      | 53    |
| 2    | United States | +5      | 51    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY ANGER

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?*

(Yes, No)

| Rank | Country       | Change* | % Yes |
|------|---------------|---------|-------|
| 1    | United States | +3      | 21    |
| 2    | Canada        | +2      | 18    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY SADNESS

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?*

*(Yes, No)*

| Rank | Country       | Change* | % Yes     |
|------|---------------|---------|-----------|
| 1    | Canada        | +4      | <b>22</b> |
| 2    | United States | +2      | <b>21</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## ENVIRONMENTAL

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country       | Change* | % Satisfied |
|------|---------------|---------|-------------|
| 1    | Canada        | -4      | <b>55</b>   |
| 2    | United States | 0       | <b>44</b>   |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## SOCIAL

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

| Rank | Country       | Change* | % No     |
|------|---------------|---------|----------|
| 1    | United States | 0       | <b>9</b> |
| 2    | Canada        | +1      | <b>8</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## Latin America and the Caribbean

### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country     | Change* | % Engaged |
|------|-------------|---------|-----------|
| 1    | Panama      | 0       | <b>35</b> |
| 2    | Nicaragua   | -1      | <b>34</b> |
| 3    | Venezuela   | -4      | <b>32</b> |
| 4    | El Salvador | -3      | <b>31</b> |
| 5    | Honduras    | 0       | <b>31</b> |
| 6    | Costa Rica  | -3      | <b>31</b> |
| 7    | Guatemala   | 0       | <b>30</b> |
| 8    | Brazil      | 0       | <b>29</b> |
| 9    | Chile       | -1      | <b>28</b> |
| 10   | Ecuador     | -2      | <b>28</b> |

| Rank | Country            | Change* | % Engaged |
|------|--------------------|---------|-----------|
| 11   | Jamaica            | **      | <b>26</b> |
| 12   | Dominican Republic | -3      | <b>25</b> |
| 13   | Argentina          | -3      | <b>25</b> |
| 14   | Uruguay            | -1      | <b>25</b> |
| 15   | Colombia           | -4      | <b>25</b> |
| 16   | Mexico             | -2      | <b>24</b> |
| 17   | Paraguay           | -3      | <b>21</b> |
| 18   | Peru               | -2      | <b>20</b> |
| 19   | Bolivia            | -1      | <b>18</b> |
|      | Haiti              | **      | <b>**</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country    | Change* | % Thriving |
|------|------------|---------|------------|
| 1    | Costa Rica | -10     | 51         |
| 2    | Brazil     | 0       | 49         |
| 3    | Uruguay    | -3      | 47         |
| 4    | Mexico     | -3      | 46         |
| 5    | Panama     | -2      | 44         |
| 6    | Guatemala  | -1      | 44         |
| 7    | Argentina  | -4      | 44         |
| 8    | Honduras   | -1      | 43         |
| 9    | Colombia   | -5      | 42         |
| 10   | Chile      | +1      | 41         |

| Rank | Country            | Change* | % Thriving |
|------|--------------------|---------|------------|
| 11   | Nicaragua          | 0       | 40         |
| 12   | El Salvador        | -11     | 39         |
| 13   | Ecuador            | -10     | 37         |
| 14   | Jamaica            | **      | 36         |
| 15   | Peru               | -6      | 36         |
| 16   | Paraguay           | -1      | 33         |
| 17   | Bolivia            | -1      | 33         |
| 18   | Dominican Republic | -6      | 32         |
| 19   | Venezuela          | -3      | 21         |
|      | Haiti              | **      | **         |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## DAILY WORRY

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

| Rank | Country            | Change* | % Yes |
|------|--------------------|---------|-------|
| 1    | Brazil             | +6      | 57    |
| 2    | Peru               | +4      | 55    |
| 3    | Venezuela          | 0       | 53    |
| 4    | Bolivia            | 0       | 53    |
| 5    | Ecuador            | +11     | 53    |
| 6    | Costa Rica         | +4      | 51    |
| 7    | Argentina          | -1      | 51    |
| 8    | Chile              | +4      | 50    |
| 9    | Dominican Republic | +5      | 47    |
| 10   | Nicaragua          | +3      | 46    |

| Rank | Country     | Change* | % Yes |
|------|-------------|---------|-------|
| 11   | Colombia    | +5      | 46    |
| 12   | Uruguay     | +1      | 44    |
| 13   | Paraguay    | +4      | 43    |
| 14   | Guatemala   | -2      | 42    |
| 15   | El Salvador | +7      | 41    |
| 16   | Mexico      | +4      | 38    |
| 17   | Panama      | 0       | 36    |
| 18   | Honduras    | -3      | 34    |
| 19   | Jamaica     | **      | 32    |
|      | Haiti       | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.

## DAILY STRESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

| Rank | Country            | Change* | % Yes |
|------|--------------------|---------|-------|
| 1    | Ecuador            | +8      | 54    |
| 2    | Costa Rica         | +4      | 54    |
| 3    | Peru               | +6      | 53    |
| 4    | El Salvador        | +9      | 52    |
| 5    | Dominican Republic | 0       | 50    |
| 6    | Venezuela          | -1      | 50    |
| 7    | Bolivia            | 0       | 50    |
| 8    | Chile              | +3      | 46    |
| 9    | Colombia           | +5      | 46    |
| 10   | Brazil             | +2      | 46    |

| Rank | Country   | Change* | % Yes |
|------|-----------|---------|-------|
| 11   | Mexico    | +3      | 45    |
| 12   | Honduras  | -1      | 44    |
| 13   | Guatemala | -2      | 43    |
| 14   | Argentina | +2      | 41    |
| 15   | Nicaragua | +2      | 40    |
| 16   | Panama    | 0       | 40    |
| 17   | Uruguay   | 0       | 39    |
| 18   | Paraguay  | +3      | 34    |
| 19   | Jamaica   | **      | 32    |
|      | Haiti     | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## DAILY ANGER

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

| Rank | Country    | Change* | % Yes |
|------|------------|---------|-------|
| 1    | Peru       | +2      | 24    |
| 2    | Brazil     | +4      | 22    |
| 3    | Bolivia    | -3      | 21    |
| 4    | Costa Rica | +2      | 20    |
| 5    | Venezuela  | -3      | 19    |
| 6    | Nicaragua  | -2      | 19    |
| 7    | Jamaica    | **      | 19    |
| 8    | Ecuador    | +3      | 18    |
| 9    | Chile      | +1      | 18    |
| 10   | Honduras   | +1      | 16    |

| Rank | Country            | Change* | % Yes |
|------|--------------------|---------|-------|
| 11   | Guatemala          | 0       | 16    |
| 12   | Colombia           | +1      | 16    |
| 13   | El Salvador        | +1      | 16    |
| 14   | Argentina          | +2      | 16    |
| 15   | Dominican Republic | 0       | 11    |
| 16   | Paraguay           | -2      | 10    |
| 17   | Mexico             | +1      | 9     |
| 18   | Uruguay            | -1      | 9     |
| 19   | Panama             | -1      | 9     |
|      | Haiti              | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.

## DAILY SADNESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

| Rank | Country            | Change* | % Yes |
|------|--------------------|---------|-------|
| 1    | Venezuela          | +5      | 34    |
| 2    | Nicaragua          | 0       | 33    |
| 3    | Ecuador            | +9      | 32    |
| 4    | Peru               | +4      | 31    |
| 5    | Bolivia            | -1      | 31    |
| 6    | Costa Rica         | +7      | 26    |
| 7    | Dominican Republic | +4      | 26    |
| 8    | Brazil             | +6      | 26    |
| 9    | Colombia           | +4      | 25    |
| 10   | El Salvador        | +2      | 24    |

| Rank | Country   | Change* | % Yes |
|------|-----------|---------|-------|
| 11   | Chile     | +2      | 24    |
| 12   | Argentina | +3      | 23    |
| 13   | Jamaica   | **      | 23    |
| 14   | Guatemala | -1      | 20    |
| 15   | Mexico    | +3      | 20    |
| 16   | Honduras  | +1      | 20    |
| 17   | Panama    | 0       | 19    |
| 18   | Uruguay   | +1      | 18    |
| 19   | Paraguay  | +3      | 17    |
|      | Haiti     | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## ENVIRONMENTAL

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country            | Change* | % Satisfied |
|------|--------------------|---------|-------------|
| 1    | Nicaragua          | -5      | <b>63</b>   |
| 2    | Costa Rica         | -1      | <b>61</b>   |
| 3    | Guatemala          | +2      | <b>55</b>   |
| 4    | Honduras           | -1      | <b>53</b>   |
| 5    | Ecuador            | -12     | <b>49</b>   |
| 6    | Panama             | 0       | <b>48</b>   |
| 7    | Uruguay            | -3      | <b>48</b>   |
| 8    | El Salvador        | +9      | <b>48</b>   |
| 9    | Dominican Republic | -4      | <b>46</b>   |
| 10   | Bolivia            | -9      | <b>46</b>   |

| Rank | Country   | Change* | % Satisfied |
|------|-----------|---------|-------------|
| 11   | Mexico    | 0       | <b>41</b>   |
| 12   | Jamaica   | **      | <b>40</b>   |
| 13   | Paraguay  | -5      | <b>38</b>   |
| 14   | Colombia  | 0       | <b>37</b>   |
| 15   | Argentina | -1      | <b>34</b>   |
| 16   | Peru      | -4      | <b>33</b>   |
| 17   | Venezuela | -2      | <b>29</b>   |
| 18   | Chile     | -5      | <b>25</b>   |
| 19   | Brazil    | -1      | <b>23</b>   |
|      | Haiti     | **      | <b>**</b>   |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.

## SOCIAL

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

| Rank | Country            | Change* | % No      |
|------|--------------------|---------|-----------|
| 1    | Jamaica            | **      | <b>11</b> |
| 2    | Bolivia            | +1      | <b>7</b>  |
| 3    | Nicaragua          | 0       | <b>6</b>  |
| 4    | Chile              | +1      | <b>6</b>  |
| 5    | Peru               | 0       | <b>6</b>  |
| 6    | Venezuela          | 0       | <b>6</b>  |
| 7    | Dominican Republic | +1      | <b>5</b>  |
| 8    | Guatemala          | +1      | <b>5</b>  |
| 9    | Costa Rica         | +2      | <b>5</b>  |
| 10   | Brazil             | +1      | <b>5</b>  |

| Rank | Country     | Change* | % No      |
|------|-------------|---------|-----------|
| 11   | Paraguay    | +1      | <b>5</b>  |
| 12   | Mexico      | 0       | <b>5</b>  |
| 13   | Argentina   | -1      | <b>4</b>  |
| 14   | Ecuador     | +1      | <b>4</b>  |
| 15   | El Salvador | -1      | <b>4</b>  |
| 16   | Uruguay     | -1      | <b>3</b>  |
| 17   | Colombia    | 0       | <b>3</b>  |
| 18   | Honduras    | 0       | <b>3</b>  |
| 19   | Panama      | -1      | <b>3</b>  |
|      | Haiti       | **      | <b>**</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## Western Europe

### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country     | Change* | % Engaged |
|------|-------------|---------|-----------|
| 1    | Iceland     | **      | <b>22</b> |
| 2    | Malta       | 0       | <b>21</b> |
| 3    | Denmark     | 0       | <b>20</b> |
| 4    | Sweden      | 0       | <b>18</b> |
| 5    | Portugal    | +1      | <b>18</b> |
| 6    | Norway      | +1      | <b>18</b> |
| 7    | Germany     | -1      | <b>15</b> |
| 8    | Ireland     | 0       | <b>13</b> |
| 9    | Switzerland | 0       | <b>12</b> |

| Rank | Country        | Change* | % Engaged |
|------|----------------|---------|-----------|
| 10   | Netherlands    | +2      | <b>12</b> |
| 11   | Belgium        | -1      | <b>12</b> |
| 12   | United Kingdom | -1      | <b>11</b> |
| 13   | Austria        | 0       | <b>10</b> |
| 14   | Finland        | +1      | <b>10</b> |
| 15   | Luxembourg     | 0       | <b>8</b>  |
| 16   | Spain          | +1      | <b>8</b>  |
| 17   | France         | 0       | <b>7</b>  |
| 18   | Italy          | 0       | <b>5</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.





## LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country        | Change* | % Thriving |
|------|----------------|---------|------------|
| 1    | Finland        | -2      | <b>85</b>  |
| 2    | Denmark        | -2      | <b>79</b>  |
| 3    | Iceland        | +1      | <b>76</b>  |
| 4    | Netherlands    | +1      | <b>76</b>  |
| 5    | Sweden         | +1      | <b>71</b>  |
| 6    | Norway         | -4      | <b>69</b>  |
| 7    | Switzerland    | -1      | <b>68</b>  |
| 8    | Ireland        | +6      | <b>62</b>  |
| 9    | United Kingdom | +3      | <b>60</b>  |

| Rank | Country    | Change* | % Thriving |
|------|------------|---------|------------|
| 10   | Austria    | 0       | <b>60</b>  |
| 11   | Belgium    | +1      | <b>59</b>  |
| 12   | Germany    | +6      | <b>59</b>  |
| 13   | Luxembourg | +3      | <b>57</b>  |
| 14   | Malta      | -3      | <b>46</b>  |
| 15   | France     | -2      | <b>42</b>  |
| 16   | Spain      | 0       | <b>42</b>  |
| 17   | Italy      | 0       | <b>41</b>  |
| 18   | Portugal   | 0       | <b>38</b>  |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY WORRY

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 1    | Portugal    | +7      | <b>64</b> |
| 2    | Malta       | +4      | <b>63</b> |
| 3    | Spain       | +2      | <b>47</b> |
| 4    | Italy       | -2      | <b>46</b> |
| 5    | Netherlands | +5      | <b>39</b> |
| 6    | Belgium     | +2      | <b>37</b> |
| 7    | Finland     | +3      | <b>36</b> |
| 8    | France      | 0       | <b>35</b> |
| 9    | Denmark     | +3      | <b>35</b> |

| Rank | Country        | Change* | % Yes     |
|------|----------------|---------|-----------|
| 10   | Norway         | +1      | <b>35</b> |
| 11   | United Kingdom | +1      | <b>32</b> |
| 12   | Ireland        | +2      | <b>32</b> |
| 13   | Sweden         | +3      | <b>32</b> |
| 14   | Iceland        | +3      | <b>31</b> |
| 15   | Luxembourg     | +1      | <b>30</b> |
| 16   | Germany        | -1      | <b>28</b> |
| 17   | Austria        | -1      | <b>27</b> |
| 18   | Switzerland    | -2      | <b>21</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY STRESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

| Rank | Country    | Change* | % Yes     |
|------|------------|---------|-----------|
| 1    | Italy      | -4      | <b>54</b> |
| 2    | Luxembourg | +3      | <b>50</b> |
| 3    | Ireland    | 0       | <b>49</b> |
| 4    | Malta      | +3      | <b>49</b> |
| 5    | Portugal   | -1      | <b>47</b> |
| 6    | France     | -1      | <b>46</b> |
| 7    | Spain      | -3      | <b>43</b> |
| 8    | Iceland    | +4      | <b>43</b> |
| 9    | Germany    | -3      | <b>42</b> |

| Rank | Country        | Change* | % Yes     |
|------|----------------|---------|-----------|
| 10   | United Kingdom | 0       | <b>42</b> |
| 11   | Finland        | +2      | <b>42</b> |
| 12   | Belgium        | -3      | <b>41</b> |
| 13   | Switzerland    | +1      | <b>41</b> |
| 14   | Norway         | -3      | <b>40</b> |
| 15   | Austria        | -2      | <b>39</b> |
| 16   | Sweden         | -2      | <b>36</b> |
| 17   | Netherlands    | -2      | <b>30</b> |
| 18   | Denmark        | +2      | <b>21</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY ANGER

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

| Rank | Country    | Change* | % Yes     |
|------|------------|---------|-----------|
| 1    | Spain      | -1      | <b>27</b> |
| 2    | Italy      | -1      | <b>23</b> |
| 3    | Malta      | +1      | <b>20</b> |
| 4    | Luxembourg | +3      | <b>18</b> |
| 5    | Austria    | 0       | <b>16</b> |
| 6    | France     | 0       | <b>16</b> |
| 7    | Germany    | 0       | <b>15</b> |
| 8    | Ireland    | +2      | <b>15</b> |
| 9    | Belgium    | 0       | <b>14</b> |

| Rank | Country        | Change* | % Yes     |
|------|----------------|---------|-----------|
| 10   | Switzerland    | +1      | <b>14</b> |
| 11   | United Kingdom | -2      | <b>13</b> |
| 12   | Denmark        | +1      | <b>12</b> |
| 13   | Sweden         | 0       | <b>12</b> |
| 14   | Norway         | -1      | <b>11</b> |
| 15   | Portugal       | +1      | <b>10</b> |
| 16   | Netherlands    | +1      | <b>9</b>  |
| 17   | Iceland        | 0       | <b>9</b>  |
| 18   | Finland        | -1      | <b>5</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY SADNESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

| Rank | Country        | Change* | % Yes     |
|------|----------------|---------|-----------|
| 1    | Italy          | +3      | <b>29</b> |
| 2    | Portugal       | +7      | <b>27</b> |
| 3    | Spain          | +1      | <b>23</b> |
| 4    | Malta          | +6      | <b>22</b> |
| 5    | France         | 0       | <b>20</b> |
| 6    | United Kingdom | +1      | <b>19</b> |
| 7    | Germany        | +1      | <b>18</b> |
| 8    | Ireland        | +1      | <b>18</b> |
| 9    | Denmark        | +2      | <b>16</b> |

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 10   | Norway      | +1      | <b>16</b> |
| 11   | Sweden      | +2      | <b>15</b> |
| 12   | Austria     | +2      | <b>15</b> |
| 13   | Belgium     | +1      | <b>15</b> |
| 14   | Netherlands | +2      | <b>15</b> |
| 15   | Switzerland | 0       | <b>13</b> |
| 16   | Luxembourg  | 0       | <b>13</b> |
| 17   | Iceland     | +3      | <b>13</b> |
| 18   | Finland     | +1      | <b>12</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## ENVIRONMENTAL

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country     | Change* | % Satisfied |
|------|-------------|---------|-------------|
| 1    | Luxembourg  | -1      | <b>72</b>   |
| 2    | Switzerland | -5      | <b>72</b>   |
| 3    | Finland     | -1      | <b>71</b>   |
| 4    | Austria     | -3      | <b>64</b>   |
| 5    | Sweden      | -1      | <b>64</b>   |
| 6    | Norway      | -2      | <b>62</b>   |
| 7    | Netherlands | -1      | <b>60</b>   |
| 8    | Denmark     | -2      | <b>59</b>   |
| 9    | Ireland     | -2      | <b>58</b>   |

| Rank | Country        | Change* | % Satisfied |
|------|----------------|---------|-------------|
| 10   | Iceland        | +8      | <b>56</b>   |
| 11   | United Kingdom | -4      | <b>53</b>   |
| 12   | Germany        | -6      | <b>52</b>   |
| 13   | Malta          | -1      | <b>49</b>   |
| 14   | Belgium        | -1      | <b>47</b>   |
| 15   | Portugal       | +3      | <b>47</b>   |
| 16   | France         | -6      | <b>42</b>   |
| 17   | Spain          | +1      | <b>38</b>   |
| 18   | Italy          | 0       | <b>21</b>   |

\*\*Change\* indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## SOCIAL

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

| Rank | Country        | Change* | % No      |
|------|----------------|---------|-----------|
| 1    | France         | -1      | <b>10</b> |
| 2    | United Kingdom | 0       | <b>9</b>  |
| 3    | Italy          | 0       | <b>9</b>  |
| 4    | Spain          | -1      | <b>9</b>  |
| 5    | Luxembourg     | 0       | <b>8</b>  |
| 6    | Germany        | -2      | <b>8</b>  |
| 7    | Belgium        | -1      | <b>8</b>  |
| 8    | Austria        | -2      | <b>8</b>  |
| 9    | Ireland        | 0       | <b>7</b>  |

| Rank | Country     | Change* | % No     |
|------|-------------|---------|----------|
| 10   | Finland     | +1      | <b>6</b> |
| 11   | Denmark     | +1      | <b>6</b> |
| 12   | Switzerland | -1      | <b>6</b> |
| 13   | Iceland     | +1      | <b>6</b> |
| 14   | Sweden      | 0       | <b>6</b> |
| 15   | Malta       | +1      | <b>5</b> |
| 16   | Netherlands | 0       | <b>5</b> |
| 17   | Portugal    | 0       | <b>5</b> |
| 18   | Norway      | 0       | <b>4</b> |

\*\*Change\* indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## Eastern Europe

### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country                | Change* | % Engaged |
|------|------------------------|---------|-----------|
| 1    | Romania                | 0       | 30        |
| 2    | Kosovo                 | +1      | 27        |
| 3    | Estonia                | 0       | 24        |
| 4    | Albania                | +1      | 23        |
| 5    | North Macedonia        | +3      | 20        |
| 6    | Cyprus                 | +1      | 20        |
| 7    | Hungary                | +2      | 19        |
| 8    | Montenegro             | +3      | 18        |
| 9    | Bulgaria               | +3      | 17        |
| 10   | Bosnia and Herzegovina | +3      | 17        |
| 11   | Latvia                 | +2      | 17        |

| Rank | Country   | Change* | % Engaged |
|------|---|---------|-----------|
| 12   | Slovenia  | -1      | 16        |
| 13   | Czech Republic                                    | +1      | 16        |
| 14   | Serbia  | +1      | 16        |
| 15   | Lithuania   | +8      | 15        |
| 16   | Slovakia  | +2      | 13        |
| 17   | Croatia   | +4      | 12        |
| 18   | Poland  | +3      | 12        |
| 19   | Greece  | +1      | 9         |
| 20   | Northern Cyprus (Territory of Republic of Cyprus) | 0       | 8         |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country        | Change* | % Thriving |
|------|----------------|---------|------------|
| 1    | Czech Republic | +8      | 51         |
| 2    | Romania        | +4      | 48         |
| 3    | Serbia         | +7      | 46         |
| 4    | Slovenia       | +1      | 46         |
| 5    | Lithuania      | +2      | 41         |
| 6    | Kosovo         | +2      | 39         |
| 7    | Slovakia       | +2      | 39         |
| 8    | Estonia        | +6      | 39         |
| 9    | Cyprus         | -2      | 38         |
| 10   | Hungary        | +3      | 37         |
| 11   | Latvia         | 0       | 36         |

| Rank | Country   | Change* | % Thriving |
|------|---|---------|------------|
| 12   | Poland  | 0       | 35         |
| 13   | Bosnia and Herzegovina                            | +4      | 34         |
| 14   | Montenegro  | +1      | 33         |
| 15   | Greece  | +3      | 31         |
| 16   | Croatia   | +10     | 29         |
| 17   | Albania   | +2      | 26         |
| 18   | Bulgaria  | +3      | 25         |
| 19   | North Macedonia                                   | +1      | 24         |
| 20   | Northern Cyprus (Territory of Republic of Cyprus) | 0       | 18         |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY WORRY

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

| Rank | Country                | Change* | % Yes |
|------|------------------------|---------|-------|
| 1    | Croatia                | 0       | 54    |
| 2    | Montenegro             | +3      | 53    |
| 3    | Slovenia               | +2      | 51    |
| 4    | North Macedonia        | +7      | 45    |
| 5    | Cyprus                 | -1      | 43    |
| 6    | Greece                 | +3      | 43    |
| 7    | Serbia                 | +4      | 41    |
| 8    | Bosnia and Herzegovina | +3      | 37    |
| 9    | Slovakia               | +3      | 33    |
| 10   | Romania                | +1      | 33    |
| 11   | Czech Republic         | +7      | 32    |

| Rank | Country   | Change* | % Yes |
|------|---|---------|-------|
| 12   | Northern Cyprus (Territory of Republic of Cyprus) | 0       | 32    |
| 13   | Latvia  | -1      | 27    |
| 14   | Hungary   | +5      | 27    |
| 15   | Estonia   | +4      | 26    |
| 16   | Poland  | +7      | 26    |
| 17   | Albania   | +1      | 25    |
| 18   | Bulgaria  | +6      | 24    |
| 19   | Kosovo  | +2      | 24    |
| 20   | Lithuania   | -2      | 23    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY STRESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

| Rank | Country   | Change* | % Yes |
|------|---|---------|-------|
| 1    | Greece  | 0       | 65    |
| 2    | Croatia   | -3      | 53    |
| 3    | Cyprus  | -2      | 51    |
| 4    | Albania   | +1      | 47    |
| 5    | Slovakia  | -2      | 45    |
| 6    | Northern Cyprus (Territory of Republic of Cyprus) | 0       | 40    |
| 7    | Hungary   | +1      | 39    |
| 8    | Romania   | -3      | 38    |
| 9    | Slovenia  | +1      | 37    |
| 10   | Montenegro  | 0       | 34    |

| Rank | Country                | Change* | % Yes |
|------|------------------------|---------|-------|
| 11   | North Macedonia        | +1      | 34    |
| 12   | Kosovo                 | +5      | 34    |
| 13   | Czech Republic         | +2      | 34    |
| 14   | Poland                 | +7      | 32    |
| 15   | Serbia                 | +1      | 31    |
| 16   | Bosnia and Herzegovina | +3      | 31    |
| 17   | Lithuania              | -2      | 30    |
| 18   | Bulgaria               | +2      | 28    |
| 19   | Latvia                 | -3      | 24    |
| 20   | Estonia                | +3      | 22    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY ANGER

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

| Rank | Country   | Change* | % Yes     |
|------|---|---------|-----------|
| 1    | Montenegro  | -1      | <b>37</b> |
| 2    | Northern Cyprus (Territory of Republic of Cyprus) | 0       | <b>30</b> |
| 3    | North Macedonia                                   | +1      | <b>28</b> |
| 4    | Slovakia  | +1      | <b>24</b> |
| 5    | Bosnia and Herzegovina                            | +2      | <b>23</b> |
| 6    | Albania   | +1      | <b>20</b> |
| 7    | Poland  | +4      | <b>20</b> |
| 8    | Czech Republic                                    | +1      | <b>19</b> |
| 9    | Serbia  | -1      | <b>18</b> |
| 10   | Lithuania   | +1      | <b>18</b> |

| Rank | Country  | Change* | % Yes     |
|------|----------|---------|-----------|
| 11   | Cyprus   | -2      | <b>18</b> |
| 12   | Slovenia | +2      | <b>18</b> |
| 13   | Greece   | 0       | <b>18</b> |
| 14   | Kosovo   | +1      | <b>15</b> |
| 15   | Romania  | +1      | <b>13</b> |
| 16   | Hungary  | 0       | <b>12</b> |
| 17   | Latvia   | -1      | <b>12</b> |
| 18   | Croatia  | -1      | <b>10</b> |
| 19   | Bulgaria | +1      | <b>10</b> |
| 20   | Estonia  | +1      | <b>7</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY SADNESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

| Rank | Country   | Change* | % Yes     |
|------|---|---------|-----------|
| 1    | Northern Cyprus (Territory of Republic of Cyprus) | 0       | <b>28</b> |
| 2    | Cyprus  | 0       | <b>22</b> |
| 3    | Albania   | +3      | <b>21</b> |
| 4    | Montenegro  | +4      | <b>20</b> |
| 5    | North Macedonia                                   | +5      | <b>19</b> |
| 6    | Czech Republic                                    | +8      | <b>19</b> |
| 7    | Romania   | +1      | <b>18</b> |
| 8    | Lithuania   | +1      | <b>16</b> |
| 9    | Greece  | +1      | <b>15</b> |
| 10   | Bosnia and Herzegovina                            | +4      | <b>15</b> |

| Rank | Country  | Change* | % Yes     |
|------|----------|---------|-----------|
| 11   | Bulgaria | +4      | <b>15</b> |
| 12   | Poland   | +4      | <b>15</b> |
| 13   | Slovakia | +2      | <b>15</b> |
| 14   | Slovenia | +1      | <b>14</b> |
| 15   | Croatia  | -1      | <b>14</b> |
| 16   | Latvia   | 0       | <b>13</b> |
| 17   | Hungary  | +1      | <b>12</b> |
| 18   | Serbia   | +1      | <b>12</b> |
| 19   | Estonia  | +1      | <b>11</b> |
| 20   | Kosovo   | +3      | <b>6</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.





## ENVIRONMENTAL

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country        | Change* | % Satisfied |
|------|----------------|---------|-------------|
| 1    | Slovenia       | -1      | <b>68</b>   |
| 2    | Lithuania      | -2      | <b>61</b>   |
| 3    | Czech Republic | -2      | <b>58</b>   |
| 4    | Estonia        | +1      | <b>55</b>   |
| 5    | Poland         | -5      | <b>53</b>   |
| 6    | Latvia         | +3      | <b>52</b>   |
| 7    | Kosovo         | -2      | <b>46</b>   |
| 8    | Hungary        | 0       | <b>42</b>   |
| 9    | Albania        | 0       | <b>40</b>   |
| 10   | Slovakia       | -6      | <b>38</b>   |
| 11   | Cyprus         | -3      | <b>38</b>   |

| Rank | Country   | Change* | % Satisfied |
|------|---|---------|-------------|
| 12   | Northern Cyprus (Territory of Republic of Cyprus) | 0       | <b>36</b>   |
| 13   | Croatia   | -5      | <b>36</b>   |
| 14   | Montenegro  | +1      | <b>33</b>   |
| 15   | North Macedonia                                   | +1      | <b>29</b>   |
| 16   | Serbia  | 0       | <b>28</b>   |
| 17   | Bulgaria  | -5      | <b>24</b>   |
| 18   | Greece  | +1      | <b>24</b>   |
| 19   | Romania   | -1      | <b>21</b>   |
| 20   | Bosnia and Herzegovina                            | 0       | <b>21</b>   |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## SOCIAL

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

| Rank | Country   | Change* | % No      |
|------|---|---------|-----------|
| 1    | Lithuania   | -1      | <b>32</b> |
| 2    | Croatia   | -4      | <b>18</b> |
| 3    | Northern Cyprus (Territory of Republic of Cyprus) | 0       | <b>18</b> |
| 4    | Czech Republic                                    | -5      | <b>15</b> |
| 5    | Bosnia and Herzegovina                            | 0       | <b>13</b> |
| 6    | Slovakia  | -1      | <b>13</b> |
| 7    | Greece  | +1      | <b>13</b> |
| 8    | Serbia  | 0       | <b>13</b> |
| 9    | North Macedonia                                   | 0       | <b>12</b> |
| 10   | Cyprus  | -1      | <b>12</b> |

| Rank | Country    | Change* | % No      |
|------|------------|---------|-----------|
| 11   | Bulgaria   | 0       | <b>11</b> |
| 12   | Montenegro | -4      | <b>11</b> |
| 13   | Latvia     | -1      | <b>10</b> |
| 14   | Hungary    | -2      | <b>9</b>  |
| 15   | Poland     | 0       | <b>8</b>  |
| 16   | Albania    | +2      | <b>8</b>  |
| 17   | Romania    | 0       | <b>8</b>  |
| 18   | Slovenia   | -1      | <b>8</b>  |
| 19   | Kosovo     | +1      | <b>8</b>  |
| 20   | Estonia    | 0       | <b>7</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## Commonwealth of Independent States

Note: Georgia formally withdrew from the Commonwealth of Independent States (CIS) in 2009. Ukraine terminated its participation with the statutory bodies of CIS in 2018. These countries are included with the region for comparison purposes because of the historical association.

### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country      | Change* | % Engaged | Rank | Country    | Change* | % Engaged |
|------|--------------|---------|-----------|------|------------|---------|-----------|
| 1    | Turkmenistan | 0       | 36        | 7    | Russia     | -1      | 23        |
| 2    | Uzbekistan   | -4      | 36        | 8    | Moldova    | +2      | 22        |
| 3    | Georgia      | +2      | 28        | 9    | Ukraine    | +2      | 22        |
| 4    | Kyrgyzstan   | -1      | 27        | 10   | Belarus    | 0       | 8         |
| 5    | Armenia      | 0       | 27        | 11   | Azerbaijan | 0       | 7         |
| 6    | Kazakhstan   | +1      | 25        |      | Tajikistan | **      | **        |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*No data available

### LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country    | Change* | % Thriving | Rank | Country      | Change* | % Thriving |
|------|------------|---------|------------|------|--------------|---------|------------|
| 1    | Kazakhstan | +4      | 41         | 7    | Ukraine      | +6      | 23         |
| 2    | Uzbekistan | -2      | 36         | 8    | Belarus      | +2      | 22         |
| 3    | Moldova    | -1      | 36         | 9    | Tajikistan   | -4      | 19         |
| 4    | Armenia    | +7      | 30         | 10   | Georgia      | +4      | 19         |
| 5    | Russia     | +1      | 28         | 11   | Azerbaijan   | +1      | 17         |
| 6    | Kyrgyzstan | +4      | 25         | 12   | Turkmenistan | 0       | 12         |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY WORRY

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

| Rank | Country      | Change* | % Yes     |
|------|--------------|---------|-----------|
| 1    | Armenia      | +1      | <b>46</b> |
| 2    | Moldova      | +1      | <b>34</b> |
| 3    | Tajikistan   | +1      | <b>29</b> |
| 4    | Turkmenistan | -9      | <b>27</b> |
| 5    | Kyrgyzstan   | +9      | <b>25</b> |
| 6    | Georgia      | +3      | <b>25</b> |

| Rank | Country    | Change* | % Yes     |
|------|------------|---------|-----------|
| 7    | Ukraine    | +2      | <b>25</b> |
| 8    | Uzbekistan | +2      | <b>24</b> |
| 9    | Azerbaijan | -1      | <b>23</b> |
| 10   | Russia     | +1      | <b>23</b> |
| 11   | Belarus    | -2      | <b>21</b> |
| 12   | Kazakhstan | -1      | <b>20</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY STRESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

| Rank | Country    | Change* | % Yes     |
|------|------------|---------|-----------|
| 1    | Tajikistan | +2      | <b>29</b> |
| 2    | Moldova    | 0       | <b>25</b> |
| 3    | Belarus    | +1      | <b>23</b> |
| 4    | Georgia    | +3      | <b>21</b> |
| 5    | Russia     | +1      | <b>19</b> |
| 6    | Ukraine    | +1      | <b>19</b> |

| Rank | Country      | Change* | % Yes     |
|------|--------------|---------|-----------|
| 7    | Kazakhstan   | +1      | <b>19</b> |
| 8    | Turkmenistan | 0       | <b>19</b> |
| 9    | Armenia      | -2      | <b>17</b> |
| 10   | Azerbaijan   | +1      | <b>17</b> |
| 11   | Uzbekistan   | +4      | <b>16</b> |
| 12   | Kyrgyzstan   | +3      | <b>15</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY ANGER

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

| Rank | Country      | Change* | % Yes     | Rank | Country    | Change* | % Yes     |
|------|--------------|---------|-----------|------|------------|---------|-----------|
| 1    | Armenia      | +2      | <b>43</b> | 7    | Belarus    | +1      | <b>21</b> |
| 2    | Uzbekistan   | +3      | <b>28</b> | 8    | Ukraine    | +3      | <b>18</b> |
| 3    | Kyrgyzstan   | +5      | <b>25</b> | 9    | Kazakhstan | -1      | <b>17</b> |
| 4    | Georgia      | +2      | <b>25</b> | 10   | Moldova    | 0       | <b>17</b> |
| 5    | Tajikistan   | -1      | <b>22</b> | 11   | Azerbaijan | -2      | <b>16</b> |
| 6    | Turkmenistan | -1      | <b>22</b> | 12   | Russia     | 0       | <b>14</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY SADNESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

| Rank | Country      | Change* | % Yes     | Rank | Country    | Change* | % Yes     |
|------|--------------|---------|-----------|------|------------|---------|-----------|
| 1    | Armenia      | 0       | <b>31</b> | 7    | Georgia    | +6      | <b>20</b> |
| 2    | Tajikistan   | +3      | <b>23</b> | 8    | Kyrgyzstan | +3      | <b>19</b> |
| 3    | Uzbekistan   | +2      | <b>22</b> | 9    | Ukraine    | +3      | <b>19</b> |
| 4    | Turkmenistan | -2      | <b>22</b> | 10   | Belarus    | +1      | <b>18</b> |
| 5    | Moldova      | +3      | <b>21</b> | 11   | Kazakhstan | 0       | <b>15</b> |
| 6    | Russia       | +1      | <b>20</b> | 12   | Azerbaijan | 0       | <b>12</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## ENVIRONMENTAL

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country      | Change* | % Satisfied |
|------|--------------|---------|-------------|
| 1    | Tajikistan   | +6      | <b>85</b>   |
| 2    | Uzbekistan   | -4      | <b>80</b>   |
| 3    | Azerbaijan   | +1      | <b>63</b>   |
| 4    | Turkmenistan | -2      | <b>57</b>   |
| 5    | Kazakhstan   | +6      | <b>51</b>   |
| 6    | Kyrgyzstan   | +1      | <b>51</b>   |

| Rank | Country | Change* | % Satisfied |
|------|---------|---------|-------------|
| 7    | Belarus | -1      | <b>47</b>   |
| 8    | Armenia | +2      | <b>42</b>   |
| 9    | Georgia | +6      | <b>41</b>   |
| 10   | Russia  | -1      | <b>31</b>   |
| 11   | Moldova | 0       | <b>30</b>   |
| 12   | Ukraine | +1      | <b>19</b>   |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## SOCIAL

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

| Rank | Country    | Change* | % No      |
|------|------------|---------|-----------|
| 1    | Belarus    | +2      | <b>27</b> |
| 2    | Azerbaijan | -2      | <b>16</b> |
| 3    | Ukraine    | -1      | <b>15</b> |
| 4    | Kazakhstan | 0       | <b>14</b> |
| 5    | Russia     | -1      | <b>12</b> |
| 6    | Kyrgyzstan | -1      | <b>12</b> |

| Rank | Country      | Change* | % No      |
|------|--------------|---------|-----------|
| 7    | Moldova      | -2      | <b>12</b> |
| 8    | Turkmenistan | -5      | <b>11</b> |
| 9    | Tajikistan   | -7      | <b>8</b>  |
| 10   | Armenia      | -3      | <b>5</b>  |
| 11   | Uzbekistan   | +1      | <b>5</b>  |
| 12   | Georgia      | -4      | <b>4</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## Middle East and North Africa

### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country              | Change* | % Engaged |
|------|----------------------|---------|-----------|
| 1    | Iraq                 | +3      | <b>27</b> |
| 2    | United Arab Emirates | -2      | <b>21</b> |
| 3    | Bahrain              | 0       | <b>19</b> |
| 4    | Kuwait               | 0       | <b>18</b> |
| 5    | Israel               | +2      | <b>18</b> |
| 6    | Morocco              | -1      | <b>17</b> |
| 7    | Libya                | 0       | <b>15</b> |
| 8    | Saudi Arabia         | 0       | <b>15</b> |
| 9    | Turkey               | +2      | <b>14</b> |

| Rank | Country                 | Change* | % Engaged |
|------|-------------------------|---------|-----------|
| 10   | Jordan                  | 0       | <b>14</b> |
| 11   | Yemen                   | 0       | <b>12</b> |
| 12   | Egypt                   | +5      | <b>11</b> |
| 13   | Tunisia                 | +2      | <b>11</b> |
| 14   | Palestinian Territories | 0       | <b>10</b> |
| 15   | Lebanon                 | +1      | <b>9</b>  |
| 16   | Iran                    | 0       | <b>9</b>  |
| 17   | Algeria                 | -1      | <b>5</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country              | Change* | % Thriving |
|------|----------------------|---------|------------|
| 1    | Israel               | -1      | <b>62</b>  |
| 2    | United Arab Emirates | -4      | <b>49</b>  |
| 3    | Saudi Arabia         | +4      | <b>46</b>  |
| 4    | Bahrain              | +3      | <b>45</b>  |
| 5    | Kuwait               | +1      | <b>40</b>  |
| 6    | Libya                | 0       | <b>23</b>  |
| 7    | Morocco              | +2      | <b>21</b>  |
| 8    | Iraq                 | +1      | <b>19</b>  |
| 9    | Turkey               | +3      | <b>19</b>  |

| Rank | Country                 | Change* | % Thriving |
|------|-------------------------|---------|------------|
| 10   | Palestinian Territories | 0       | <b>18</b>  |
| 11   | Algeria                 | +5      | <b>17</b>  |
| 12   | Tunisia                 | +3      | <b>16</b>  |
| 13   | Jordan                  | +1      | <b>16</b>  |
| 14   | Iran                    | 0       | <b>14</b>  |
| 15   | Egypt                   | +3      | <b>10</b>  |
| 16   | Lebanon                 | -3      | <b>9</b>   |
|      | Yemen                   | **      | <b>**</b>  |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## DAILY WORRY

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

| Rank | Country                 | Change* | % Yes |
|------|-------------------------|---------|-------|
| 1    | Iran                    | 0       | 57    |
| 2    | Tunisia                 | +3      | 56    |
| 3    | Iraq                    | 0       | 52    |
| 4    | Lebanon                 | +4      | 49    |
| 5    | Egypt                   | -1      | 45    |
| 6    | Palestinian Territories | -2      | 45    |
| 7    | Morocco                 | -3      | 45    |
| 8    | Algeria                 | 0       | 40    |
| 9    | Libya                   | 0       | 40    |

| Rank | Country              | Change* | % Yes |
|------|----------------------|---------|-------|
| 10   | Turkey               | +2      | 40    |
| 11   | Kuwait               | 0       | 38    |
| 12   | United Arab Emirates | +4      | 36    |
| 13   | Israel               | -2      | 36    |
| 14   | Bahrain              | +1      | 35    |
| 15   | Saudi Arabia         | -1      | 35    |
| 16   | Yemen                | -3      | 32    |
|      | Jordan               | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*No data available

## DAILY STRESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

| Rank | Country                 | Change* | % Yes |
|------|-------------------------|---------|-------|
| 1    | Turkey                  | +3      | 64    |
| 2    | Tunisia                 | 0       | 59    |
| 3    | Lebanon                 | +7      | 58    |
| 4    | Egypt                   | -1      | 52    |
| 5    | Iran                    | -3      | 51    |
| 6    | Iraq                    | -1      | 51    |
| 7    | Palestinian Territories | 0       | 50    |
| 8    | Kuwait                  | 0       | 43    |
| 9    | Libya                   | 0       | 42    |

| Rank | Country              | Change* | % Yes |
|------|----------------------|---------|-------|
| 10   | Morocco              | -2      | 42    |
| 11   | United Arab Emirates | +2      | 42    |
| 12   | Bahrain              | +1      | 40    |
| 13   | Yemen                | 0       | 38    |
| 14   | Israel               | -1      | 35    |
| 15   | Saudi Arabia         | -1      | 35    |
| 16   | Algeria              | 0       | 31    |
|      | Jordan               | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*No data available





## DAILY ANGER

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

| Rank | Country                 | Change* | % Yes | Rank | Country              | Change* | % Yes |
|------|-------------------------|---------|-------|------|----------------------|---------|-------|
| 1    | Iraq                    | +2      | 48    | 10   | Libya                | -2      | 31    |
| 2    | Turkey                  | +5      | 44    | 11   | Kuwait               | -1      | 27    |
| 3    | Tunisia                 | +1      | 41    | 12   | United Arab Emirates | +1      | 26    |
| 4    | Palestinian Territories | +1      | 39    | 13   | Bahrain              | -1      | 26    |
| 5    | Iran                    | +1      | 38    | 14   | Saudi Arabia         | -2      | 24    |
| 6    | Lebanon                 | +8      | 35    | 15   | Israel               | -3      | 23    |
| 7    | Morocco                 | -3      | 35    | 16   | Yemen                | -2      | 17    |
| 8    | Algeria                 | +6      | 32    |      | Jordan               | **      | **    |
| 9    | Egypt                   | +2      | 32    |      |                      |         |       |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*No data available

## DAILY SADNESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

| Rank | Country              | Change* | % Yes | Rank | Country                 | Change* | % Yes |
|------|----------------------|---------|-------|------|-------------------------|---------|-------|
| 1    | Iraq                 | -1      | 43    | 10   | Tunisia                 | +7      | 25    |
| 2    | Iran                 | -2      | 42    | 11   | Kuwait                  | 0       | 24    |
| 3    | Turkey               | +4      | 35    | 12   | Palestinian Territories | -1      | 24    |
| 4    | Lebanon              | +10     | 32    | 13   | Saudi Arabia            | +1      | 21    |
| 5    | Morocco              | +1      | 29    | 14   | Israel                  | -1      | 17    |
| 6    | Egypt                | +2      | 29    | 15   | Algeria                 | +2      | 16    |
| 7    | Libya                | +1      | 28    | 16   | Yemen                   | -3      | 11    |
| 8    | Bahrain              | +3      | 26    |      | Jordan                  | **      | **    |
| 9    | United Arab Emirates | +3      | 25    |      |                         |         |       |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*No data available



## ENVIRONMENTAL

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country              | Change* | % Satisfied |
|------|----------------------|---------|-------------|
| 1    | United Arab Emirates | -2      | <b>93</b>   |
| 2    | Bahrain              | +5      | <b>80</b>   |
| 3    | Saudi Arabia         | +3      | <b>79</b>   |
| 4    | Kuwait               | 0       | <b>75</b>   |
| 5    | Jordan               | +4      | <b>56</b>   |
| 6    | Israel               | 0       | <b>50</b>   |
| 7    | Libya                | -1      | <b>50</b>   |
| 8    | Morocco              | +5      | <b>46</b>   |
| 9    | Egypt                | +8      | <b>44</b>   |

| Rank | Country                 | Change* | % Satisfied |
|------|-------------------------|---------|-------------|
| 10   | Palestinian Territories | +1      | <b>42</b>   |
| 11   | Turkey                  | -3      | <b>37</b>   |
| 12   | Iran                    | -3      | <b>35</b>   |
| 13   | Algeria                 | +6      | <b>34</b>   |
| 14   | Iraq                    | +1      | <b>29</b>   |
| 15   | Yemen                   | +6      | <b>27</b>   |
| 16   | Tunisia                 | +2      | <b>27</b>   |
| 17   | Lebanon                 | +1      | <b>14</b>   |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## SOCIAL

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

| Rank | Country                 | Change* | % No      |
|------|-------------------------|---------|-----------|
| 1    | Turkey                  | +4      | <b>25</b> |
| 2    | Yemen                   | +3      | <b>20</b> |
| 3    | Morocco                 | +3      | <b>17</b> |
| 4    | Iraq                    | 0       | <b>14</b> |
| 5    | Lebanon                 | +3      | <b>13</b> |
| 6    | Israel                  | 0       | <b>13</b> |
| 7    | Algeria                 | -3      | <b>12</b> |
| 8    | Tunisia                 | -1      | <b>11</b> |
| 9    | Palestinian Territories | +1      | <b>11</b> |

| Rank | Country              | Change* | % No     |
|------|----------------------|---------|----------|
| 10   | Iran                 | -1      | <b>9</b> |
| 11   | Saudi Arabia         | +1      | <b>8</b> |
| 12   | Jordan               | -1      | <b>8</b> |
| 13   | United Arab Emirates | +1      | <b>7</b> |
| 14   | Bahrain              | +1      | <b>7</b> |
| 15   | Libya                | 0       | <b>7</b> |
| 16   | Egypt                | -1      | <b>6</b> |
| 17   | Kuwait               | 0       | <b>5</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## Sub-Saharan Africa

### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country               | Change* | % Engaged | Rank | Country      | Change* | % Engaged |
|------|-----------------------|---------|-----------|------|--------------|---------|-----------|
| 1    | Mali                  | +5      | <b>40</b> | 19   | Ghana        | +3      | <b>17</b> |
| 2    | The Gambia            | 0       | <b>39</b> | 20   | Madagascar   | 0       | <b>17</b> |
| 3    | Guinea                | 0       | <b>33</b> | 21   | Mauritania   | 0       | <b>17</b> |
| 4    | Senegal               | +9      | <b>29</b> | 22   | Gabon        | +1      | <b>17</b> |
| 5    | Niger                 | 0       | <b>29</b> | 23   | Tanzania     | **      | <b>17</b> |
| 6    | Mozambique            | 0       | <b>26</b> | 24   | Chad         | 0       | <b>16</b> |
| 7    | Republic of the Congo | +1      | <b>26</b> | 25   | Cameroon     | +3      | <b>16</b> |
| 8    | Uganda                | -5      | <b>24</b> | 26   | Nigeria      | 0       | <b>15</b> |
| 9    | Namibia               | 0       | <b>22</b> | 27   | Kenya        | +1      | <b>15</b> |
| 10   | Botswana              | 0       | <b>22</b> | 28   | Burkina Faso | 0       | <b>14</b> |
| 11   | Comoros               | 0       | <b>21</b> | 29   | Zimbabwe     | +1      | <b>13</b> |
| 12   | Benin                 | -2      | <b>21</b> | 30   | Togo         | 0       | <b>11</b> |
| 13   | Zambia                | -4      | <b>21</b> | 31   | Ethiopia     | 0       | <b>10</b> |
| 14   | Rwanda                | 0       | <b>20</b> | 32   | Eswatini     | 0       | <b>8</b>  |
| 15   | Sierra Leone          | 0       | <b>20</b> |      | Burundi      | **      | <b>**</b> |
| 16   | Côte d'Ivoire         | 0       | <b>18</b> |      | Lesotho      | **      | <b>**</b> |
| 17   | South Africa          | -2      | <b>17</b> |      | Liberia      | **      | <b>**</b> |
| 18   | Mauritius             | +2      | <b>17</b> |      | Malawi       | **      | <b>**</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country               | Change* | % Thriving |
|------|-----------------------|---------|------------|
| 1    | Mauritius             | -1      | <b>33</b>  |
| 2    | Republic of the Congo | +6      | <b>29</b>  |
| 3    | The Gambia            | +7      | <b>28</b>  |
| 4    | Nigeria               | +1      | <b>27</b>  |
| 5    | Mozambique            | +2      | <b>27</b>  |
| 6    | Guinea                | +2      | <b>27</b>  |
| 7    | Benin                 | -3      | <b>26</b>  |
| 8    | Côte d'Ivoire         | 0       | <b>26</b>  |
| 9    | Ghana                 | +3      | <b>25</b>  |
| 10   | Niger                 | +2      | <b>25</b>  |
| 11   | Burkina Faso          | +3      | <b>23</b>  |
| 12   | Cameroon              | 0       | <b>22</b>  |
| 13   | South Africa          | +2      | <b>22</b>  |
| 14   | Comoros               | 0       | <b>21</b>  |
| 15   | Gabon                 | +3      | <b>21</b>  |
| 16   | Senegal               | +4      | <b>20</b>  |
| 17   | Uganda                | +3      | <b>18</b>  |
| 18   | Chad                  | 0       | <b>18</b>  |

| Rank | Country      | Change* | % Thriving |
|------|--------------|---------|------------|
| 19   | Togo         | +1      | <b>16</b>  |
| 20   | Mali         | -5      | <b>16</b>  |
| 21   | Sierra Leone | 0       | <b>16</b>  |
| 22   | Eswatini     | 0       | <b>16</b>  |
| 23   | Kenya        | -3      | <b>16</b>  |
| 24   | Namibia      | -1      | <b>15</b>  |
| 25   | Zambia       | +1      | <b>15</b>  |
| 26   | Madagascar   | 0       | <b>13</b>  |
| 27   | Ethiopia     | +3      | <b>12</b>  |
| 28   | Tanzania     | +2      | <b>11</b>  |
| 29   | Rwanda       | +1      | <b>11</b>  |
| 30   | Botswana     | -1      | <b>10</b>  |
| 31   | Mauritania   | -3      | <b>9</b>   |
| 32   | Zimbabwe     | 0       | <b>5</b>   |
|      | Burundi      | **      | <b>**</b>  |
|      | Lesotho      | **      | <b>**</b>  |
|      | Liberia      | **      | <b>**</b>  |
|      | Malawi       | **      | <b>**</b>  |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## DAILY WORRY

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?

(Yes, No)

| Rank | Country               | Change* | % Yes     | Rank | Country      | Change* | % Yes     |
|------|-----------------------|---------|-----------|------|--------------|---------|-----------|
| 1    | Mozambique            | +4      | <b>68</b> | 19   | Mauritania   | +1      | <b>44</b> |
| 2    | Guinea                | 0       | <b>64</b> | 20   | Comoros      | 0       | <b>44</b> |
| 3    | Chad                  | -2      | <b>63</b> | 21   | Senegal      | +1      | <b>43</b> |
| 4    | Togo                  | +2      | <b>62</b> | 22   | Nigeria      | +9      | <b>42</b> |
| 5    | Sierra Leone          | -3      | <b>60</b> | 23   | Zimbabwe     | +11     | <b>38</b> |
| 6    | The Gambia            | +5      | <b>59</b> | 24   | South Africa | +4      | <b>37</b> |
| 7    | Mali                  | +3      | <b>58</b> | 25   | Burundi      | 0       | <b>37</b> |
| 8    | Republic of the Congo | +5      | <b>56</b> | 26   | Ghana        | 0       | <b>33</b> |
| 9    | Gabon                 | 0       | <b>55</b> | 27   | Ethiopia     | -4      | <b>32</b> |
| 10   | Cameroon              | +2      | <b>54</b> | 28   | Namibia      | -5      | <b>32</b> |
| 11   | Benin                 | -6      | <b>53</b> | 29   | Tanzania     | +1      | <b>31</b> |
| 12   | Niger                 | -1      | <b>52</b> | 30   | Botswana     | -1      | <b>31</b> |
| 13   | Rwanda                | -1      | <b>50</b> | 31   | Eswatini     | 0       | <b>31</b> |
| 14   | Côte d'Ivoire         | -8      | <b>50</b> | 32   | Kenya        | 0       | <b>29</b> |
| 15   | Uganda                | +2      | <b>47</b> | 33   | Mauritius    | -2      | <b>20</b> |
| 16   | Burkina Faso          | -1      | <b>47</b> |      | Lesotho      | **      | <b>**</b> |
| 17   | Madagascar            | -2      | <b>47</b> |      | Liberia      | **      | <b>**</b> |
| 18   | Zambia                | -1      | <b>46</b> |      | Malawi       | **      | <b>**</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## DAILY STRESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?

(Yes, No)

| Rank | Country               | Change* | % Yes |
|------|-----------------------|---------|-------|
| 1    | Ghana                 | +2      | 58    |
| 2    | Rwanda                | +1      | 58    |
| 3    | Tanzania              | -3      | 55    |
| 4    | Uganda                | +1      | 54    |
| 5    | Sierra Leone          | -1      | 53    |
| 6    | Madagascar            | -3      | 52    |
| 7    | Senegal               | +7      | 51    |
| 8    | Burkina Faso          | +5      | 49    |
| 9    | Chad                  | +1      | 48    |
| 10   | Guinea                | +3      | 47    |
| 11   | Niger                 | +1      | 47    |
| 12   | Nigeria               | +3      | 46    |
| 13   | Cameroon              | +4      | 44    |
| 14   | Republic of the Congo | +5      | 44    |
| 15   | Togo                  | +4      | 43    |
| 16   | Zimbabwe              | +9      | 43    |
| 17   | South Africa          | +5      | 41    |
| 18   | The Gambia            | +1      | 40    |

| Rank | Country       | Change* | % Yes |
|------|---------------|---------|-------|
| 19   | Burundi       | 0       | 40    |
| 20   | Zambia        | -1      | 40    |
| 21   | Mali          | +4      | 39    |
| 22   | Côte d'Ivoire | 0       | 38    |
| 23   | Gabon         | 0       | 37    |
| 24   | Mauritania    | +2      | 36    |
| 25   | Mozambique    | +2      | 35    |
| 26   | Benin         | 0       | 35    |
| 27   | Comoros       | 0       | 33    |
| 28   | Ethiopia      | 0       | 32    |
| 29   | Kenya         | -2      | 31    |
| 30   | Namibia       | -2      | 30    |
| 31   | Botswana      | +2      | 29    |
| 32   | Eswatini      | 0       | 28    |
| 33   | Mauritius     | -4      | 22    |
|      | Lesotho       | **      | **    |
|      | Liberia       | **      | **    |
|      | Malawi        | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## DAILY ANGER

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

| Rank | Country               | Change* | % Yes | Rank | Country      | Change* | % Yes |
|------|-----------------------|---------|-------|------|--------------|---------|-------|
| 1    | Togo                  | 0       | 41    | 19   | Burkina Faso | 0       | 25    |
| 2    | Sierra Leone          | -1      | 40    | 20   | Nigeria      | +1      | 23    |
| 3    | Uganda                | +3      | 35    | 21   | Eswatini     | 0       | 23    |
| 4    | Guinea                | +2      | 34    | 22   | Mauritania   | -1      | 22    |
| 5    | Chad                  | -3      | 34    | 23   | Kenya        | +3      | 22    |
| 6    | Niger                 | +1      | 33    | 24   | Tanzania     | 0       | 22    |
| 7    | Gabon                 | -1      | 33    | 25   | Namibia      | -2      | 21    |
| 8    | Benin                 | +1      | 32    | 26   | South Africa | +3      | 20    |
| 9    | Madagascar            | -1      | 30    | 27   | Senegal      | -3      | 19    |
| 10   | The Gambia            | +3      | 30    | 28   | Comoros      | 0       | 19    |
| 11   | Mali                  | +4      | 29    | 29   | Mozambique   | +2      | 19    |
| 12   | Republic of the Congo | 0       | 29    | 30   | Botswana     | 0       | 18    |
| 13   | Côte d'Ivoire         | -4      | 29    | 31   | Zimbabwe     | +6      | 18    |
| 14   | Burundi               | 0       | 27    | 32   | Rwanda       | -1      | 17    |
| 15   | Ghana                 | -2      | 26    | 33   | Mauritius    | -1      | 10    |
| 16   | Ethiopia              | -4      | 25    |      | Lesotho      | **      | **    |
| 17   | Cameroon              | -1      | 25    |      | Liberia      | **      | **    |
| 18   | Zambia                | -4      | 25    |      | Malawi       | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## DAILY SADNESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

| Rank | Country               | Change* | % Yes | Rank | Country      | Change* | % Yes |
|------|-----------------------|---------|-------|------|--------------|---------|-------|
| 1    | Guinea                | +2      | 51    | 19   | Rwanda       | -1      | 28    |
| 2    | Chad                  | -1      | 50    | 20   | Tanzania     | +1      | 28    |
| 3    | Sierra Leone          | 0       | 46    | 21   | Zimbabwe     | +9      | 27    |
| 4    | Republic of the Congo | +3      | 43    | 22   | Ethiopia     | -2      | 27    |
| 5    | Togo                  | +2      | 43    | 23   | Botswana     | +1      | 27    |
| 6    | The Gambia            | +3      | 42    | 24   | Comoros      | 0       | 26    |
| 7    | Niger                 | -1      | 41    | 25   | Nigeria      | +3      | 26    |
| 8    | Mozambique            | +3      | 40    | 26   | South Africa | +4      | 25    |
| 9    | Gabon                 | +2      | 40    | 27   | Eswatini     | 0       | 25    |
| 10   | Madagascar            | -2      | 38    | 28   | Ghana        | +2      | 24    |
| 11   | Burundi               | 0       | 36    | 29   | Senegal      | +1      | 23    |
| 12   | Côte d'Ivoire         | -2      | 35    | 30   | Mauritania   | 0       | 22    |
| 13   | Mali                  | -2      | 35    | 31   | Namibia      | +1      | 22    |
| 14   | Uganda                | -3      | 35    | 32   | Kenya        | -1      | 21    |
| 15   | Benin                 | -4      | 34    | 33   | Mauritius    | -1      | 15    |
| 16   | Cameroon              | +2      | 34    |      | Lesotho      | **      | **    |
| 17   | Burkina Faso          | 0       | 33    |      | Liberia      | **      | **    |
| 18   | Zambia                | -2      | 29    |      | Malawi       | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.





## ENVIRONMENTAL

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country               | Change* | % Satisfied |
|------|-----------------------|---------|-------------|
| 1    | Rwanda                | 0       | 91          |
| 2    | Ethiopia              | +7      | 81          |
| 3    | Niger                 | +4      | 77          |
| 4    | Tanzania              | +7      | 74          |
| 5    | Mozambique            | +3      | 74          |
| 6    | Botswana              | -3      | 72          |
| 7    | Mauritius             | -1      | 66          |
| 8    | Benin                 | +6      | 64          |
| 9    | Eswatini              | 0       | 64          |
| 10   | Chad                  | +1      | 60          |
| 11   | Côte d'Ivoire         | +3      | 58          |
| 12   | Burundi               | 0       | 57          |
| 13   | Sierra Leone          | +2      | 56          |
| 14   | Guinea                | -1      | 55          |
| 15   | Zambia                | -3      | 55          |
| 16   | Republic of the Congo | +3      | 55          |
| 17   | Burkina Faso          | +6      | 54          |
| 18   | Kenya                 | -1      | 54          |

| Rank | Country      | Change* | % Satisfied |
|------|--------------|---------|-------------|
| 19   | Namibia      | -9      | 50          |
| 20   | Zimbabwe     | +3      | 49          |
| 21   | South Africa | +6      | 48          |
| 22   | Cameroon     | -7      | 48          |
| 23   | Senegal      | -1      | 48          |
| 24   | Madagascar   | +2      | 48          |
| 25   | The Gambia   | -3      | 48          |
| 26   | Ghana        | +2      | 48          |
| 27   | Uganda       | -8      | 48          |
| 28   | Mali         | -2      | 47          |
| 29   | Nigeria      | -6      | 41          |
| 30   | Gabon        | -1      | 40          |
| 31   | Comoros      | 0       | 39          |
| 32   | Togo         | -7      | 39          |
| 33   | Mauritania   | 0       | 24          |
|      | Lesotho      | **      | **          |
|      | Liberia      | **      | **          |
|      | Malawi       | **      | **          |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.


**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

(Yes, No)

| Rank | Country               | Change* | % No      |
|------|-----------------------|---------|-----------|
| 1    | Ethiopia              | +5      | <b>43</b> |
| 2    | Chad                  | +2      | <b>27</b> |
| 3    | Uganda                | +1      | <b>26</b> |
| 4    | Togo                  | +1      | <b>26</b> |
| 5    | Zimbabwe              | +7      | <b>25</b> |
| 6    | Sierra Leone          | +2      | <b>24</b> |
| 7    | Republic of the Congo | +2      | <b>23</b> |
| 8    | Benin                 | 0       | <b>22</b> |
| 9    | Burundi               | 0       | <b>22</b> |
| 10   | Kenya                 | +1      | <b>21</b> |
| 11   | Namibia               | +2      | <b>20</b> |
| 12   | Zambia                | 0       | <b>20</b> |
| 13   | Cameroon              | +1      | <b>19</b> |
| 14   | Tanzania              | +1      | <b>19</b> |
| 15   | Burkina Faso          | -2      | <b>19</b> |
| 16   | Niger                 | 0       | <b>18</b> |
| 17   | Côte d'Ivoire         | -2      | <b>17</b> |
| 18   | Nigeria               | +3      | <b>17</b> |

| Rank | Country      | Change* | % No      |
|------|--------------|---------|-----------|
| 19   | Rwanda       | -1      | <b>17</b> |
| 20   | Gabon        | -1      | <b>17</b> |
| 21   | Mauritania   | -2      | <b>17</b> |
| 22   | Ghana        | 0       | <b>16</b> |
| 23   | Comoros      | 0       | <b>15</b> |
| 24   | South Africa | +2      | <b>15</b> |
| 25   | Mali         | 0       | <b>14</b> |
| 26   | Mozambique   | 0       | <b>13</b> |
| 27   | The Gambia   | +2      | <b>13</b> |
| 28   | Madagascar   | 0       | <b>12</b> |
| 29   | Botswana     | -1      | <b>12</b> |
| 30   | Guinea       | 0       | <b>10</b> |
| 31   | Senegal      | 0       | <b>9</b>  |
| 32   | Eswatini     | 0       | <b>9</b>  |
| 33   | Mauritius    | 0       | <b>5</b>  |
|      | Lesotho      | **      | <b>**</b> |
|      | Liberia      | **      | <b>**</b> |
|      | Malawi       | **      | <b>**</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## East Asia

### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country                     | Change* | % Engaged |
|------|-----------------------------|---------|-----------|
| 1    | Mongolia                    | -3      | <b>35</b> |
| 2    | China                       | -1      | <b>17</b> |
| 3    | South Korea                 | 0       | <b>12</b> |
| 4    | Taiwan (Province of China)  | 0       | <b>8</b>  |
| 5    | Hong Kong (S.A.R. of China) | +1      | <b>7</b>  |
| 6    | Japan                       | 0       | <b>5</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

### LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country                     | Change* | % Thriving |
|------|-----------------------------|---------|------------|
| 1    | Taiwan (Province of China)  | +3      | <b>36</b>  |
| 2    | South Korea                 | -2      | <b>32</b>  |
| 3    | Mongolia                    | +5      | <b>31</b>  |
| 4    | Japan                       | +1      | <b>25</b>  |
| 5    | China                       | +2      | <b>25</b>  |
| 6    | Hong Kong (S.A.R. of China) | -1      | <b>15</b>  |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY WORRY

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?*

(Yes, No)

| Rank | Country                     | Change* | % Yes |
|------|-----------------------------|---------|-------|
| 1    | Hong Kong (S.A.R. of China) | 0       | 43    |
| 2    | Mongolia                    | +4      | 38    |
| 3    | South Korea                 | +1      | 37    |
| 4    | Japan                       | 0       | 31    |
| 5    | China                       | +3      | 28    |
| 6    | Taiwan (Province of China)  | -2      | 13    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY STRESS

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?*

(Yes, No)

| Rank | Country                     | Change* | % Yes |
|------|-----------------------------|---------|-------|
| 1    | Hong Kong (S.A.R. of China) | -3      | 54    |
| 2    | China                       | +3      | 45    |
| 3    | Japan                       | 0       | 44    |
| 4    | South Korea                 | -2      | 38    |
| 5    | Taiwan (Province of China)  | 0       | 33    |
| 6    | Mongolia                    | +4      | 19    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY ANGER

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?*

(Yes, No)

| Rank | Country                     | Change* | % Yes     |
|------|-----------------------------|---------|-----------|
| 1    | Hong Kong (S.A.R. of China) | 0       | <b>28</b> |
| 2    | South Korea                 | -2      | <b>17</b> |
| 3    | China                       | +3      | <b>17</b> |
| 4    | Japan                       | 0       | <b>15</b> |
| 5    | Mongolia                    | 0       | <b>12</b> |
| 6    | Taiwan (Province of China)  | 0       | <b>11</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY SADNESS

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?*

(Yes, No)

| Rank | Country                     | Change* | % Yes     |
|------|-----------------------------|---------|-----------|
| 1    | Hong Kong (S.A.R. of China) | +1      | <b>19</b> |
| 2    | Mongolia                    | +2      | <b>15</b> |
| 3    | South Korea                 | -1      | <b>13</b> |
| 4    | Japan                       | 0       | <b>12</b> |
| 5    | China                       | +3      | <b>11</b> |
| 6    | Taiwan (Province of China)  | 0       | <b>4</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## ENVIRONMENTAL

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country                     | Change* | % Satisfied |
|------|-----------------------------|---------|-------------|
| 1    | China                       | +6      | <b>83</b>   |
| 2    | Japan                       | -2      | <b>44</b>   |
| 3    | Taiwan (Province of China)  | +4      | <b>41</b>   |
| 4    | South Korea                 | +7      | <b>40</b>   |
| 5    | Hong Kong (S.A.R. of China) | 0       | <b>30</b>   |
| 6    | Mongolia                    | -2      | <b>18</b>   |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## SOCIAL

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

| Rank | Country                     | Change* | % No      |
|------|-----------------------------|---------|-----------|
| 1    | Japan                       | +1      | <b>29</b> |
| 2    | South Korea                 | 0       | <b>24</b> |
| 3    | Mongolia                    | 0       | <b>14</b> |
| 4    | Hong Kong (S.A.R. of China) | -1      | <b>10</b> |
| 5    | China                       | +2      | <b>10</b> |
| 6    | Taiwan (Province of China)  | 0       | <b>9</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## South Asia

### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country     | Change* | % Engaged |
|------|-------------|---------|-----------|
| 1    | Bangladesh  | +4      | <b>37</b> |
| 2    | Nepal       | 0       | <b>30</b> |
| 3    | Sri Lanka   | -1      | <b>27</b> |
| 4    | India       | -1      | <b>25</b> |
| 5    | Pakistan    | -2      | <b>10</b> |
|      | Afghanistan | **      | <b>**</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.

### LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country     | Change* | % Thriving |
|------|-------------|---------|------------|
| 1    | Nepal       | +10     | <b>29</b>  |
| 2    | Bangladesh  | +10     | <b>23</b>  |
| 3    | Pakistan    | 0       | <b>17</b>  |
| 4    | India       | +7      | <b>14</b>  |
| 5    | Sri Lanka   | +2      | <b>10</b>  |
|      | Afghanistan | **      | <b>**</b>  |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## DAILY WORRY

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?*

(Yes, No)

| Rank | Country     | Change* | % Yes |
|------|-------------|---------|-------|
| 1    | Bangladesh  | +2      | 50    |
| 2    | India       | -2      | 46    |
| 3    | Nepal       | -5      | 46    |
| 4    | Pakistan    | +2      | 45    |
| 5    | Sri Lanka   | 0       | 31    |
|      | Afghanistan | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.

## DAILY STRESS

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?*

(Yes, No)

| Rank | Country     | Change* | % Yes |
|------|-------------|---------|-------|
| 1    | Sri Lanka   | -3      | 52    |
| 2    | Bangladesh  | +2      | 41    |
| 3    | Pakistan    | +1      | 33    |
| 4    | Nepal       | -3      | 32    |
| 5    | India       | 0       | 28    |
|      | Afghanistan | **      | **    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.





## DAILY ANGER

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?

(Yes, No)

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 1    | Pakistan    | -2      | <b>40</b> |
| 2    | India       | +2      | <b>33</b> |
| 3    | Sri Lanka   | +3      | <b>28</b> |
| 4    | Bangladesh  | +5      | <b>25</b> |
| 5    | Nepal       | -8      | <b>23</b> |
|      | Afghanistan | **      | <b>**</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.

## DAILY SADNESS

Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?

(Yes, No)

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 1    | India       | +1      | <b>37</b> |
| 2    | Bangladesh  | +1      | <b>36</b> |
| 3    | Pakistan    | +1      | <b>34</b> |
| 4    | Sri Lanka   | +2      | <b>33</b> |
| 5    | Nepal       | -6      | <b>32</b> |
|      | Afghanistan | **      | <b>**</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## ENVIRONMENTAL

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country     | Change* | % Satisfied |
|------|-------------|---------|-------------|
| 1    | India       | +1      | <b>76</b>   |
| 2    | Bangladesh  | -2      | <b>70</b>   |
| 3    | Nepal       | +1      | <b>64</b>   |
| 4    | Sri Lanka   | -1      | <b>54</b>   |
| 5    | Pakistan    | -1      | <b>39</b>   |
|      | Afghanistan | **      | <b>**</b>   |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.

## SOCIAL

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

| Rank | Country     | Change* | % No      |
|------|-------------|---------|-----------|
| 1    | Nepal       | -5      | <b>29</b> |
| 2    | India       | +1      | <b>20</b> |
| 3    | Bangladesh  | 0       | <b>14</b> |
| 4    | Pakistan    | 0       | <b>12</b> |
| 5    | Sri Lanka   | -1      | <b>12</b> |
|      | Afghanistan | **      | <b>**</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.



## Southeast Asia

### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country     | Change* | % Engaged |
|------|-------------|---------|-----------|
| 1    | Philippines | -5      | <b>32</b> |
| 2    | Thailand    | -2      | <b>25</b> |
| 3    | Cambodia    | -1      | <b>24</b> |
| 4    | Myanmar     | -2      | <b>22</b> |
| 5    | Indonesia   | +1      | <b>22</b> |

| Rank | Country   | Change* | % Engaged |
|------|-----------|---------|-----------|
| 6    | Laos      | 0       | <b>22</b> |
| 7    | Vietnam   | **      | <b>21</b> |
| 8    | Malaysia  | +2      | <b>18</b> |
| 9    | Singapore | 0       | <b>13</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

\*\*This data point is not provided due to small sample size.

### LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country     | Change* | % Thriving |
|------|-------------|---------|------------|
| 1    | Singapore   | 0       | <b>39</b>  |
| 2    | Thailand    | +2      | <b>36</b>  |
| 3    | Philippines | -5      | <b>26</b>  |
| 4    | Vietnam     | +5      | <b>26</b>  |
| 5    | Malaysia    | +4      | <b>25</b>  |

| Rank | Country   | Change* | % Thriving |
|------|-----------|---------|------------|
| 6    | Indonesia | 0       | <b>24</b>  |
| 7    | Laos      | +6      | <b>23</b>  |
| 8    | Cambodia  | -4      | <b>20</b>  |
| 9    | Myanmar   | +3      | <b>15</b>  |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY WORRY

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?*

(Yes, No)

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 1    | Cambodia    | -3      | <b>52</b> |
| 2    | Indonesia   | +3      | <b>50</b> |
| 3    | Myanmar     | -4      | <b>46</b> |
| 4    | Thailand    | +7      | <b>41</b> |
| 5    | Philippines | -1      | <b>40</b> |

| Rank | Country   | Change* | % Yes     |
|------|-----------|---------|-----------|
| 6    | Laos      | 0       | <b>38</b> |
| 7    | Vietnam   | +6      | <b>37</b> |
| 8    | Malaysia  | +7      | <b>29</b> |
| 9    | Singapore | -3      | <b>18</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY STRESS

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?*

(Yes, No)

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 1    | Philippines | -5      | <b>53</b> |
| 2    | Cambodia    | -4      | <b>41</b> |
| 3    | Myanmar     | -2      | <b>39</b> |
| 4    | Thailand    | +7      | <b>35</b> |
| 5    | Singapore   | -2      | <b>34</b> |

| Rank | Country   | Change* | % Yes     |
|------|-----------|---------|-----------|
| 6    | Vietnam   | +5      | <b>33</b> |
| 7    | Laos      | +5      | <b>31</b> |
| 8    | Malaysia  | +3      | <b>27</b> |
| 9    | Indonesia | +4      | <b>19</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY ANGER

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?*

(Yes, No)

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 1    | Laos        | +1      | <b>36</b> |
| 2    | Myanmar     | -4      | <b>28</b> |
| 3    | Philippines | -2      | <b>27</b> |
| 4    | Cambodia    | -1      | <b>23</b> |
| 5    | Indonesia   | +2      | <b>22</b> |

| Rank | Country   | Change* | % Yes     |
|------|-----------|---------|-----------|
| 6    | Vietnam   | +4      | <b>20</b> |
| 7    | Thailand  | +4      | <b>19</b> |
| 8    | Malaysia  | +1      | <b>17</b> |
| 9    | Singapore | 0       | <b>14</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY SADNESS

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?*

(Yes, No)

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 1    | Cambodia    | -2      | <b>42</b> |
| 2    | Indonesia   | +2      | <b>33</b> |
| 3    | Philippines | +1      | <b>33</b> |
| 4    | Laos        | +2      | <b>32</b> |
| 5    | Myanmar     | -1      | <b>23</b> |

| Rank | Country   | Change* | % Yes     |
|------|-----------|---------|-----------|
| 6    | Vietnam   | +2      | <b>23</b> |
| 7    | Thailand  | +4      | <b>17</b> |
| 8    | Malaysia  | +5      | <b>17</b> |
| 9    | Singapore | 0       | <b>8</b>  |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## ENVIRONMENTAL

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country     | Change* | % Satisfied |
|------|-------------|---------|-------------|
| 1    | Singapore   | +2      | <b>92</b>   |
| 2    | Philippines | +1      | <b>89</b>   |
| 3    | Cambodia    | -5      | <b>85</b>   |
| 4    | Laos        | -2      | <b>74</b>   |
| 5    | Indonesia   | -3      | <b>72</b>   |

| Rank | Country  | Change* | % Satisfied |
|------|----------|---------|-------------|
| 6    | Myanmar  | -7      | <b>71</b>   |
| 7    | Thailand | -7      | <b>69</b>   |
| 8    | Malaysia | 0       | <b>67</b>   |
| 9    | Vietnam  | -4      | <b>66</b>   |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## SOCIAL

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

| Rank | Country  | Change* | % No      |
|------|----------|---------|-----------|
| 1    | Laos     | 0       | <b>38</b> |
| 2    | Myanmar  | -5      | <b>30</b> |
| 3    | Cambodia | -2      | <b>18</b> |
| 4    | Thailand | +2      | <b>14</b> |
| 5    | Malaysia | +1      | <b>8</b>  |

| Rank | Country     | Change* | % No     |
|------|-------------|---------|----------|
| 6    | Vietnam     | -1      | <b>8</b> |
| 7    | Indonesia   | 0       | <b>6</b> |
| 8    | Singapore   | 0       | <b>5</b> |
| 9    | Philippines | +1      | <b>5</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## Australia and New Zealand

### EMPLOYEE ENGAGEMENT

Gallup Q<sup>12</sup> items; see "Appendix 3: Support Information" for item wording

| Rank | Country     | Change* | % Engaged |
|------|-------------|---------|-----------|
| 1    | New Zealand | +2      | <b>19</b> |
| 2    | Australia   | +1      | <b>19</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

### LIFE EVALUATION

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

| Rank | Country     | Change* | % Thriving |
|------|-------------|---------|------------|
| 1    | Australia   | -2      | <b>60</b>  |
| 2    | New Zealand | 0       | <b>60</b>  |

Note: A change in survey methodology due to the COVID-19 pandemic may have influenced respondents' reactions to the life satisfaction question and, therefore, the estimated percentages of thriving employees for 2020.

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.



## DAILY WORRY

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about worry?*

(Yes, No)

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 1    | Australia   | -1      | <b>32</b> |
| 2    | New Zealand | +1      | <b>29</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY STRESS

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about stress?*

(Yes, No)

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 1    | Australia   | +1      | <b>43</b> |
| 2    | New Zealand | +1      | <b>39</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## DAILY ANGER

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about anger?*

(Yes, No)

| Rank | Country     | Change* | % Yes     |
|------|-------------|---------|-----------|
| 1    | Australia   | 0       | <b>12</b> |
| 2    | New Zealand | +1      | <b>11</b> |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.





**DAILY SADNESS**

*Did you experience the following feelings during A LOT OF THE DAY yesterday? How about sadness?*

*(Yes, No)*

| Rank | Country     | Change* | % Yes |
|------|-------------|---------|-------|
| 1    | New Zealand | 0       | 15    |
| 2    | Australia   | 0       | 15    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

**ENVIRONMENTAL**

*In [country], are you satisfied or dissatisfied with efforts to preserve the environment?*

*(Satisfied, Dissatisfied)*

| Rank | Country     | Change* | % Satisfied |
|------|-------------|---------|-------------|
| 1    | New Zealand | +1      | 62          |
| 2    | Australia   | -4      | 43          |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

**SOCIAL**

*Now, please think about yesterday, from the morning until the end of the day. Think about where you were, what you were doing, who you were with and how you felt. Were you treated with respect all day yesterday?*

*(Yes, No)*

| Rank | Country     | Change* | % No |
|------|-------------|---------|------|
| 1    | Australia   | -1      | 8    |
| 2    | New Zealand | 0       | 7    |

\*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

## Appendix 2: Methodology

The primary data in this report come from the Gallup World Poll, through which Gallup has conducted surveys of the world's adult population, using randomly selected samples, since 2005. The survey is administered annually face to face or by telephone, covering more than 160 countries and areas since its inception. In addition to the World Poll data, Gallup collected extensive random samples of working populations in the United States and Germany; these samples were also added to the dataset.

In 2020, because of the COVID-19 pandemic, it was not safe or even possible to administer the survey using previously established methodology. After concluding that we could safely switch from face-to-face interviews to computer-assisted telephone interviews (CATI) and still maintain the data quality that meets our standards, we made the switch. In close partnership with our regional teams worldwide, we carried out surveys in 116 countries and areas by early 2021.

The target population of the World Poll is the entire civilian, noninstitutionalized, aged 15 and older population. For the purposes of this report, Gallup surveyed a nationally representative sample of adults in the target population to measure how people's lives and livelihoods were affected by the pandemic, including their lives overall, wages, work hours, and whether they had stopped working temporarily or lost their job or business. Gallup asked the "life impact" question of all respondents — not only of workers. Only those who had a job at the time of the pandemic provided responses to the questions related to wages, work hours, and whether they had stopped working temporarily or lost their job or business. Responses to survey questions about disruption due to the pandemic may have been influenced by the timing of survey field periods. Surveys occurred before, during or after major waves of COVID-19 cases. For employee engagement; life evaluation; daily negative emotions; and environmental, social and governance, Gallup's data in this report reflect the responses of adults aged 15 and older who were employed for any number of hours by an employer.

With some exceptions, all samples are probability-based and nationally representative. Gallup uses data weighting to minimize bias in survey-based estimates; ensure samples are nationally representative for each country; and correct for unequal selection probability, nonresponse and double coverage of landline and mobile phone users when using both mobile phone and landline frames. Gallup also weights its final samples to match the national demographics of each selected country.

Regional findings in this report include data obtained from 2009 to as late as March 1, 2021 (reported as part of 2020 data in this report). To determine percentage point changes for regions, Gallup determined percentages based on 2019 and 2020 data from the same countries within each region. Regional percentages for 2009 through 2020 include data from all countries that participated in the World Poll each year.

Country-specific findings in “Appendix 1: Country Comparisons” in this report are based on data aggregated from three years of polling (2018, 2019 and 2020 — with several countries’ 2020 data being obtained in 2021). Percentage point changes for countries indicate the differences in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

Gallup typically surveys 1,000 individuals in each country or area, using a standard set of core questions that has been translated into the major languages of the respective country. In some countries, Gallup collects oversamples in major cities or areas of special interest. Additionally, in some large countries, such as China and Russia, sample sizes include at least 2,000 adults. In some countries, the sample size is less than 1,000. In this report, Gallup does not provide country-level data for any country that has an aggregate n size across 2018, 2019 and 2020 of less than 300.

For results based on the total sample of adults **globally**, the margin of sampling error ranged from  $\pm 0.3$  percentage points to  $\pm 0.7$  percentage points at the 95% confidence level. For results based on the total sample of adults in each **region**, the margin of sampling error ranged from  $\pm 1.0$  percentage points to  $\pm 5.4$  percentage points at the 95% confidence level. For results based on the total sample of adults in each **country**, the margin of sampling error ranged from  $\pm 0.4$  percentage points to  $\pm 8.5$  percentage points at the 95% confidence level. All reported margins of sampling error include computed design effects for weighting.

Gallup is entirely responsible for the management, design and control of Gallup’s World Poll. For more than 80 years, Gallup has been committed to the principle that accurately collecting and disseminating the opinions and aspirations of people around the globe is vital to understanding our world. Gallup’s mission is to provide information in an objective, reliable and scientifically grounded manner. Gallup is not associated with any political orientation, party or advocacy group and does not accept partisan entities as clients. Any individual, institution or governmental agency may access the Gallup World Poll regardless of nationality. The identities of clients and all surveyed respondents remain confidential.

The World Poll monitors the issues that matter most to societies worldwide, such as personal safety, food and shelter, employment, wellbeing, and confidence in national institutions. In addition to conducting our core polls, organizations worldwide turn to Gallup to conduct custom surveys using our rigorous research standards and scientifically proven methodologies to help them solve their most pressing problems.

## Appendix 3: Support Information

### Effects of the COVID-19 Pandemic

Gallup has extensive coverage of public opinions on the COVID-19 crisis. View all Gallup news articles related to COVID-19, by topic, on [this webpage](#) at [news.gallup.com](https://news.gallup.com).

### Employee Engagement

Employee engagement reflects the involvement and enthusiasm of employees in their work and workplace. Gallup categorizes an organization's employees as engaged, not engaged or actively disengaged. Employees can become engaged when their basic needs are met and when they have a chance to contribute, a sense of belonging, and opportunities to learn and grow.

**Engaged employees** are highly involved in and enthusiastic about their work and workplace. They are psychological "owners," drive performance and innovation, and move the organization forward.

**Not engaged employees** are psychologically unattached to their work and company. Because their engagement needs are not being fully met, they're putting time — but not energy or passion — into their work.

**Actively disengaged employees** aren't just unhappy at work — they are resentful that their needs aren't being met and are acting out their unhappiness. Every day, these workers potentially undermine what their engaged coworkers accomplish.

To determine the percentage of engaged, not engaged and actively disengaged employees, Gallup uses a proprietary formula founded on extensive research about how the engagement elements, as measured by the Gallup Q<sup>12</sup>, relate to various workplace outcomes. For this reason, employee engagement is a much higher bar than merely satisfaction or metrics that combine "strongly agree" and "agree" responses into a "percent favorable" engagement index.

The current standard is to ask each employee (a census survey; median participation rate is 84%) to rate the Q<sup>12</sup> statements using six response options, from 5 = strongly agree to 1 = strongly disagree, and the sixth response option — don't know/does not apply — is unscored. Gallup's proprietary formula does not require perfect agreement with all of the Q<sup>12</sup> elements for employees to be classified as engaged.

## Gallup Q<sup>12</sup> Items

- Q01. I know what is expected of me at work.
- Q02. I have the materials and equipment I need to do my work right.
- Q03. At work, I have the opportunity to do what I do best every day.
- Q04. In the last seven days, I have received recognition or praise for doing good work.
- Q05. My supervisor, or someone at work, seems to care about me as a person.
- Q06. There is someone at work who encourages my development.
- Q07. At work, my opinions seem to count.
- Q08. The mission or purpose of my company makes me feel my job is important.
- Q09. My associates or fellow employees are committed to doing quality work.
- Q10. I have a best friend at work.
- Q11. In the last six months, someone at work has talked to me about my progress.
- Q12. This last year, I have had opportunities at work to learn and grow.

## Life Evaluation

Gallup's Life Evaluation Index, which is included as part of the standard set of core questions on the Gallup World Poll, measures respondents' perceptions of where they stand now and in the future.

Building on the Cantril Self-Anchoring Striving Scale,<sup>1</sup> Gallup measures life satisfaction by quantifying the difference between the best possible life and the worst possible life using a simple two-part question — Gallup's Best Possible Life Scale. Gallup asks respondents to place the status of their lives on a "ladder" scale with steps numbered from zero to 10, where zero indicates the worst possible life and 10 the best possible life.

### Best Possible Life Scale Two-Part Question

Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. Suppose we say that the top of the ladder represents the best possible life for you, and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time? (0-10)

Just your best guess, on which step do you think you will stand in the future, say about five years from now? (0-10)

<sup>1</sup> Cantril, H. (1965). *The pattern of human concerns*. New Brunswick, NJ: Rutgers University Press. The Cantril Self-Anchoring Striving Scale (ladder scale) was originated by pioneering social researcher Hadley Cantril in his 1965 book *The Pattern of Human Concerns*. George Gallup included the measure in his 1977 classic volume *Human Needs and Satisfaction: A Global Survey*, and it has been tracked in Gallup's World Poll since 2005.

## Thriving, Struggling and Suffering

Gallup classifies respondents into one of three categories of wellbeing — thriving, struggling or suffering — and determines the percentage of respondents in each category.

Individuals who rate their current life a 7 or higher AND their future an 8 or higher are “thriving.” Individuals are “suffering” if they rate their current AND future lives at 4 or below. All other individuals are “struggling.”

**Thriving:** These respondents have positive views of their present life situation (7 or higher rating on best life present) and have positive views of the next five years (8 or higher rating on best life future). They report significantly fewer health problems and less worry, stress, sadness, depression and anger. They report more hope, happiness, energy, interest and respect.

**Struggling:** These respondents struggle in their present life situation and have uncertain or negative views about their future. They report more daily stress and worry about money than thriving respondents do.

**Suffering:** These respondents report that their lives are miserable (4 and below rating on best life present) and have negative views of the next five years (4 and below on best life future). They are more likely to report that they lack the basics of food and shelter and more likely to have physical pain and a lot of stress, worry, sadness and anger. They have less access to health insurance and care and more than double the disease burden compared with thriving respondents.

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## Daily Negative Emotions

Gallup annually surveys around the world to determine people’s experiences of daily emotions. This report focuses on the emotional experiences of employed adults. For further data on the emotions of all adults globally, please see our most recent [\*\*\*Global Emotions Report\*\*\*](#).

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## Environmental, Social and Governance (ESG)

ESG refers to environmental, social and governance criteria for evaluating organizational success beyond profit. It challenges leaders to move away from a sole focus on short-term profit to long-term sustainability and the interests of all stakeholders. Ultimately, it is a redefinition of success in business — beyond wealth creation, toward making the world, the planet and its people better over the long term.

**Connect** with a Gallup expert to learn more.

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