

# NAB BEHAVIOURAL INSIGHT REPORT

## AUSTRALIA'S GREAT RESIGNATION - IS IT HAPPENING, WHICH SECTORS ARE EXPOSED & WHAT ARE THE KEY DRIVERS?



*NAB Behavioural & Industry Economics*

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**OVER 1 IN 5 AUSTRALIANS HAVE CHANGED JOBS IN THE PAST YEAR. ALMOST 1 IN 4 ARE CONSIDERING IT, WITH MANY PLANNING TO MOVE TO A NEW ROLE IN A NEW INDUSTRY OR TAKE A CAREER BREAK.**

The Great Resignation is a phenomenon that predicts people will voluntarily leave their jobs in record numbers as the pandemic encourages a rethink of careers, work-life balance and long-term goals. This occurs just as the economy re-opens and demand for labour increases. In some countries, notably the United States, there is evidence this is indeed occurring. But what about Australia? After more than 2 years of COVID disruptions should businesses prepare for a seismic shift in the workforce? Opinions vary with some predicting millions of burnt out workers will leave their current employment, while others have dismissed the phenomenon with no evidence of similar attitudes here. In this report NAB asked over 1,200 Australians working full or part time about their employment behaviours, attitudes and intentions.

The findings suggest after decades of low employee turnover there is indeed a very sizeable share of the adult working population who have left or are considering leaving their current job. Just over 1 in 5 Australians have changed jobs within the last year and almost 1 in 4 are considering leaving their current place of employment. Over 1 in 3 Australians considering changing jobs said COVID has had a big impact on their decision. Importantly, the survey also finds that many of the key reasons workers are contemplating leaving their jobs are "push" factors - a lack of personal fulfillment, purpose or meaning, lack of career growth, mental health, poor pay and benefits. Many Australians who are considering changing jobs are also looking for a fresh start, with around 3 in 10 planning to move to a different or new role in a new industry. NAB's research suggests more must be done by employers if they wish to retain their staff, particularly in some sectors. Results are based on the responses of over 1,200 working Australians during the survey period 25 November to 13 December 2021.

According to NAB's results, just over 1 in 5 (21%) Australians have changed jobs within the last year. Almost 14% did so in the last 1-2 years, 23% in the last 2-5 years, 16% within the last 5-10 years and 25% more than 10 years ago. To put this in context, this increase in resignations comes after unusually low levels of employee turnover in Australia. In fact, Australia experienced the lowest employee turnover since the Australian Bureau of Statistics (ABS) started tracking labour mobility in 1972. The most recent ABS data suggests 7.5% of employed people (around 1.1 million) changed jobs in the year to February 2021 - down from a peak of 19.5% in 1988-89. Note, the ABS series captures labour mobility for the civilian population aged 15 years and over, while NAB's survey focusses on a more representative sample of the adult population aged 18 years and up. Increased labour mobility is a natural part of the economic cycle - when jobs become more abundant, the number of people leaving their jobs also rises as opportunities improve and competition for workers increases. That said, NAB's results suggest the cycle is also being impacted by behavioural factors due to COVID.

A much larger share of part time employees indicated in NAB's survey that they had changed jobs within the last year (24% vs. 19% for full time workers). By age, younger workers (18-29) were much more likely to have changed jobs in recent years, particularly within the last 12 months, compared to older employees (33% vs. 18% in the 30-49 age groups, 13% in the 50-64 groups and 5% among those over 65). NAB's survey also shows job turnover was greatest for general unskilled workers, with almost 4 in 10 (37%) indicating they had changed jobs in the past year, followed by labourers (29%) and other IT & technology workers (28%). By industry, job turnover was highest in Agribusiness (31%), Health Services (25%), Finance & Insurance Services (25%), Retail (24%) and Property Services (24%).

What of the future? Almost 1 in 4 (23%) adult Australians are considering leaving their current place of employment, on average in 4.3 months' time. Interestingly, a greater share of full time workers are considering leaving their job over the next year (24% vs. 18% of part timers).

By age, again younger people are more likely to be considering a change (28%), but a sizeable share of workers aged 30-49 (23%) and 50-64 (17%) are also considering doing so. By state, turnover is likely to be highest in the ACT (30%) and TAS (29%). By employment type, around 3 in 10 managers (29%) and sales workers (28%) are considering changing jobs, compared to just 16% of clerical & administrative, community & personal services workers, 18% of trade workers and 19% in other IT & technology. By industry, consideration is highest in Agribusiness & Construction (38%) and Utilities (35%). Almost 1 in 2 (46%) people working in Wholesale and 4 in 10 in Government (42%) and Manufacturing (40%) are not considering changing jobs or monitoring the jobs market, compared to just 13% of workers in the Utilities and 18% in the Telecommunications sectors.

There are a number of theories why the Great Resignation might be happening. These include: a heightened sense of mortality and a shift in priorities; burnout due to extra work (particularly among frontline "essential" workers) or dissatisfaction with treatment during the pandemic; a reluctance to return to the workplace after working remotely; and a strong rebound in the labour market providing confidence of finding another job when returning to employment.

NAB also wanted to understand why Australians were considering changing jobs. The key reasons were mostly "push" rather than "pull" factors, though a host of additional emotional and lifestyle issues also seem to be playing a role. On average, around 3 in 10 workers indicated they were being pushed away from their current jobs by a lack of personal fulfillment and purpose or meaning (30%), lack of career growth (29%), the impact of their current job on their mental health (29%) and poor pay and benefits (27%). Around 3 in 10 wanted a change (29%). Other key drivers included poor work-life balance (23%), burnout (22%) and feeling like a fresh start (20%).

There were some key differences by state, role and industry. A much higher share of workers in QLD (48%) cited mental health as a key driver of change, in WA poor pay and benefits (47%), burnout in the other states (33%) and employers failing to recognise pandemic concerns in VIC (18%). By industry, over 1 in 2 workers in Wholesale (55%) and Mining (52%) cited lack of personal fulfillment and purpose, and those in Hospitality (55%) and Manufacturing (50%) lack of career growth. Over 6 in 10 workers in Government (62%) and Recreational & Personal Services (62%) pointed to a desire for change, and around 1 in 2 in Health Services (54%), Education (51%) and Mining (48%) the impact on their mental health. Noticeably more people in Property Services cited poor pay and benefits (57%), in Transport/Storage poor work-life balance (46%), and in Recreational & Personal Services (39%) and Health Services (38%) burnout. Wanting more time with their family was most important in the Utilities (44%) sector, lack of diversity & inclusion in Mining (51%) and employers failing to recognise pandemic concerns in Telcos (38%).

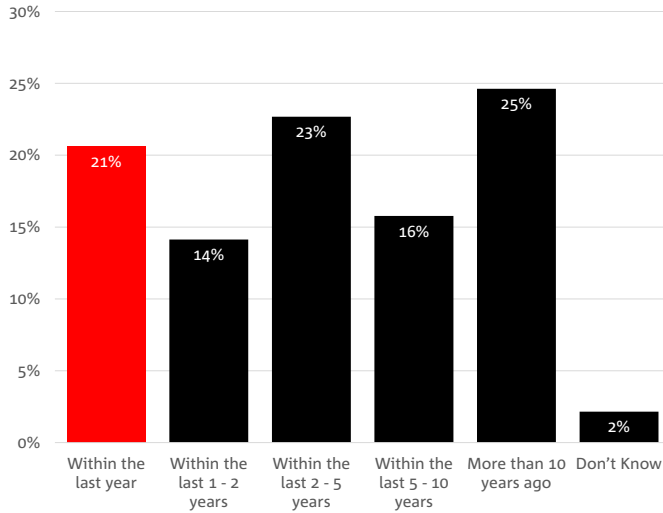
Most Australians who are considering changing jobs are looking for a fresh start, with around 3 in 10 (31%) planning to move to a different or new role in a new industry or move to a different or new role in the same industry (27%). Just over 1 in 5 (22%) plans to move to a similar role in the same industry, and 17% to a similar role in a new industry. Nearly 1 in 5 (17%) will take a career break and 14% work less or start a business. Around 1 in 20 (6%) are unsure, while 1 in 25 (4%) plan to do other things like study, travel or retire.

By state, nearly 4 in 10 (38%) people in VIC plan to move to a new role in a new industry, compared to just 1 in 5 (18%) in WA. By job type, a much higher number of labourers plan to move to a new job in a new industry (59%), machinery operators & drivers to a different role in the same industry (53%), digital & data workers to a similar role in the same industry (40%) or similar role in a new industry (77%), general unskilled workers and machinery operators & drivers work less (33% & 32% respectively), or start a business (24% and 23% respectively). By industry a much larger number of people working in Wholesale (64%) and Retail (56%) plan to switch to a new role in a new industry, in Education (48%), Agribusiness (48%) and Utilities (44%) to a new role in the same industry, in Construction (46%) and Utilities (41%) to a similar role in the same industry, in Mining (52%) and Wholesale (44%) taking a career break, in Property Services (32%), Business Services (30%), Utilities (30%) and Telcos (30%) moving to a similar role in a new industry, and in Mining starting a new business (52%) or for other reasons (24%).

Finally, Australians who were considering changing jobs were asked to rate the extent their experience during COVID had influenced their decision. Over 1 in 3 (36%) said it had a big impact on their decision, rating it 8 pts or higher. The impact was biggest for other IT & technology workers (7.4 pts), followed by managers (6.8 pts), digital & data workers (6.2 pts), professionals (6.2 pts), general unskilled workers (6.1 pts) and labourers (6.0 pts). Its influence was smallest by some margin for community & personal services workers (2.5 pts), followed by machinery operators & drivers (4.0 pts), trades workers (4.2 pts), sales workers (4.4 pts) and clerical & administrative workers (4.7 pts). By industry, the COVID impact on their decision to change employment was biggest in Telecommunications (7.3 pts) where 3 in 4 workers also rated its impact very big, Construction (7.3 pts) and Property Services (7.3 pts). It was lowest for workers in Education (3.8 pts) and Retail (4.5 pts).

# SURVEY FINDINGS

## LAST TIME YOU CHANGED JOBS: OVERALL



Australians employed part or full time were asked when was the last time they changed jobs. Around 1 in 4 (25%) did so more than 10 years ago and 16% within the last 5-10 years.

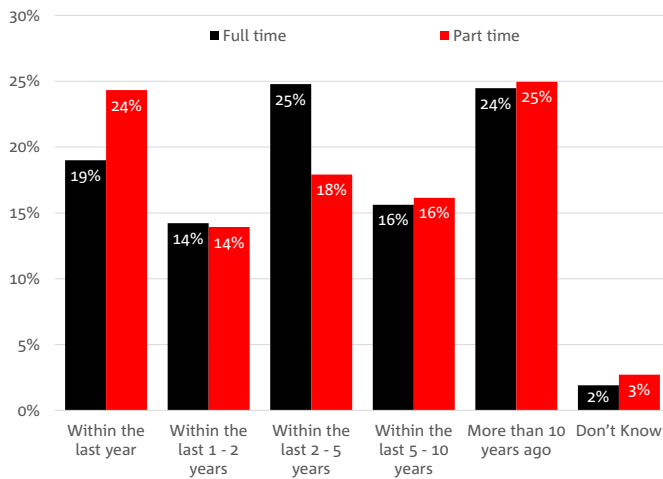
Almost 1 in 4 (23%) did so in the last 2-5 years and 14% in the last 1-2 years. Just over 1 in 5 (21%) changed within the last year.

There are some notable differences in labour mobility among Australians working part and full time.

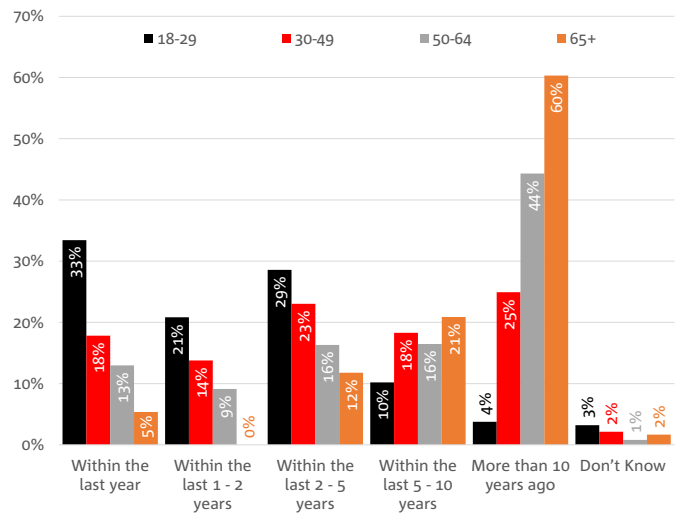
A much larger share of part time employees indicated that had changed jobs within the last year (24% vs 19% for full time workers). In contrast a much greater share of full time workers indicated that had changed jobs within the last 2-5 years (25% vs. 18% of part time workers). Shares were similar in all other time frames.

By age, younger workers (18-29) were much more likely to have changed jobs in recent years, particularly within the last 12 months, compared to older employees (33%, vs. 18% of those aged 30-49, 13% aged 50-64 and 5% aged 65+).

## LAST TIME YOU CHANGED JOBS: FULL TIME VS. PART TIME



## LAST TIME YOU CHANGED JOBS: AGE



The timing of job changes varied noticeably across states and territories and by type of job and industry. By state for example, 3 in 10 (30%) workers in WA had changed jobs in the last year, significantly more than in the NT (9%) and SA (14%). In contrast, noticeably more workers in SA (36%) and the NT (32%) said they had been in the same job for more than 10 years, compared to only 12% in TAS and 19% in WA. Timing of job movements in Eastern seaboard states aligned more closely - see table below for full detail.

## LAST TIME YOU CHANGED JOBS: STATE, JOB TYPE & INDUSTRY

	Within last year	Within last 1 - 2 years	Within last 2 - 5 years	Within las 5 - 10 years	More than 10 years ago	Don't Know
AUS	21%	14%	23%	16%	25%	2%
NSW	19%	17%	22%	14%	25%	4%
VIC	22%	14%	22%	17%	24%	1%
QLD	20%	13%	21%	18%	26%	2%
SA	14%	14%	23%	14%	36%	0%
ACT	23%	7%	33%	13%	23%	0%
WA	30%	10%	23%	16%	19%	2%
TAS	16%	17%	19%	24%	12%	12%
NT	9%	9%	51%	0%	32%	0%
Manager	18%	11%	27%	17%	26%	2%
Sales worker	22%	19%	21%	9%	24%	4%
Professional	21%	17%	23%	15%	21%	2%
Machinery operator and/or driver	12%	13%	25%	26%	24%	0%
Digital and data	21%	16%	36%	22%	5%	0%
Other IT/Technology	28%	10%	19%	13%	22%	7%
Labourer	29%	15%	15%	20%	17%	5%
General unskilled	37%	8%	11%	25%	17%	3%
Trades worker	20%	8%	37%	10%	25%	0%
Community and personal service workers	24%	14%	26%	16%	19%	2%
Clerical and administrative workers	15%	11%	23%	16%	33%	2%
Education	13%	14%	16%	21%	35%	1%
Agribusiness	31%	7%	20%	15%	20%	6%
Mining	27%	11%	32%	14%	16%	0%
Manufacturing	16%	9%	21%	22%	28%	4%
Construction	18%	21%	26%	13%	22%	0%
Retail	24%	17%	24%	11%	22%	2%
Wholesale	15%	15%	24%	3%	40%	3%
Transport/Storage	19%	12%	18%	25%	26%	0%
Finance & Insurance Services	25%	20%	22%	8%	25%	0%
Business Services	20%	10%	23%	20%	24%	3%
Property Services	24%	16%	21%	19%	17%	3%
Accommodation, Cafes, Restaurants, Clubs	22%	17%	27%	15%	16%	3%
Recreational & Personal Services	22%	10%	22%	17%	26%	1%
Electricity, Water, Gas	13%	35%	40%	0%	11%	0%
Telecommunications	16%	13%	22%	24%	19%	5%
Health Services	25%	15%	23%	13%	21%	3%
Government	20%	6%	19%	16%	39%	0%

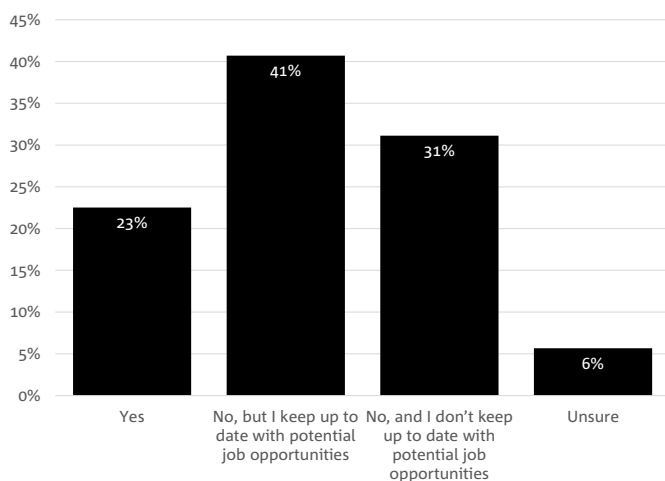
By job type, short-term turnover was biggest for general unskilled workers, with almost 4 in 10 (37%) indicating they had changed jobs in the past year. A relatively rapid turnover of workers was also noted for labourers (29%) and other IT & technology workers (28%). The number of workers who had changed jobs in the last year was lowest in Education (13%), Utilities (13%), Wholesale (15%), Manufacturing (16%) and Telecommunications (16%).

Clerical & administrative workers were most likely to have last changed jobs over 10 years ago (around 1 in 3 or 33%), along with managers (26%), trades workers (25%), sales workers (24%) and machinery operators & drivers (24%). Only 1 in 20 (5%) digital & data workers said they had last just jobs more than 10 years ago least likely to have done so (5%), well below the next lowest groups labourers (17%) and general unskilled workers (17%).

By industry, short-term job turnover was highest in Agribusiness (31%), with around 1 in 4 workers in Health Services (25%), Finance & Insurance Services (25%), Retail (24%) and Property Services(24%) also changing jobs in the last 12 months.

At the other extreme, around 4 in 10 people working in Wholesale (40%), Government (39%) and Education (35%) had changed jobs over 10 years ago, compared to just 1 in 10 (11%) in the Utilities sector, and 16% in both Hospitality and Mining, and 17% in Property Services.

**CONSIDERING LEAVING CURRENT PLACE OF EMPLOYMENT: OVERALL**



While around 1 in 5 working Australians had changed jobs in the past year, a large number indicated they are also considering leaving their current place of employment.

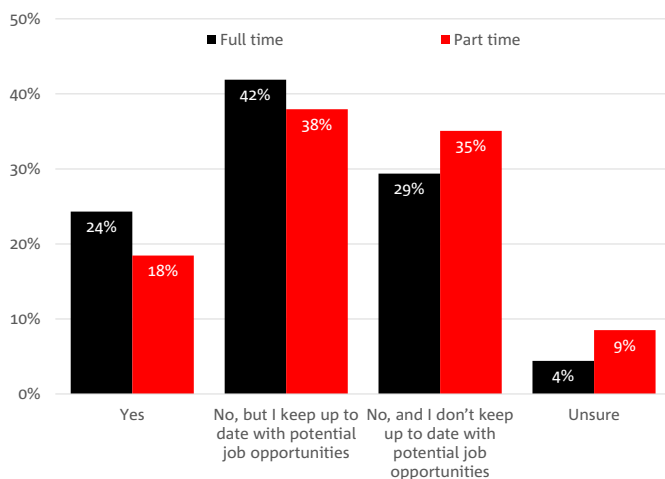
When asked about their plans to do so, almost 1 in 4 (23%) said they were. A further 4 in 10 (41%) indicated they were not considering leaving their current jobs but were keeping up to date with potential job opportunities.

Around 3 in 10 (31%) said they had no intention to change jobs and did not keep up with potential job opportunities. Just over 1 in 20 (6%) however were unsure.

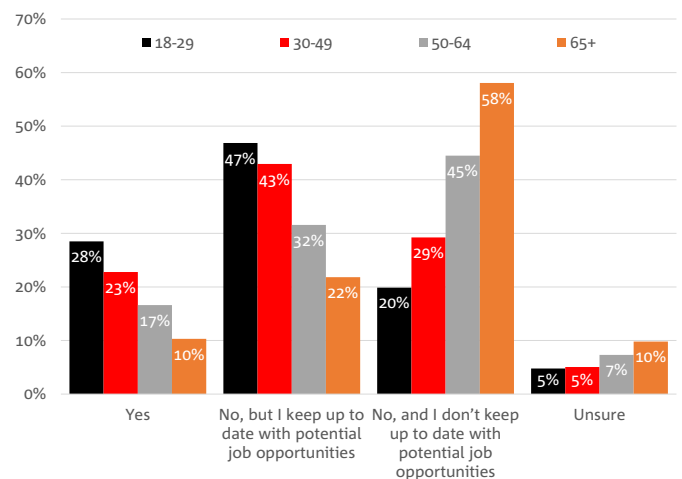
Interestingly, a greater share of full time workers are considering leaving their job over the next 12 months (24% vs. 18% of part timers).

By age once again younger workers are more likely to be considering a change (28%), but a sizeable share of Australians aged 30-49 (23%) and 50-64 (17%) are also considering doing so.

**CONSIDERING LEAVING CURRENT PLACE OF EMPLOYMENT: FULL TIME VS. PART TIME**



**CONSIDERING LEAVING CURRENT PLACE OF EMPLOYMENT: AGE**



By state around 3 in 10 workers in the ACT (30%) and TAS (29%), were considering leaving their current jobs, or around twice as many than in SA (16%) where most had no intent to change jobs (37%), and significantly higher than workers living in TAS (12%). But 1 in 2 workers in TAS (50%) were keeping up with potential job opportunities, compared to around 4 in 10 in all other states and territories. Uncertainty was highest in QLD, TAS and the NT at 8%, and lowest in the ACT and TAS at 3% - see table below for detail.

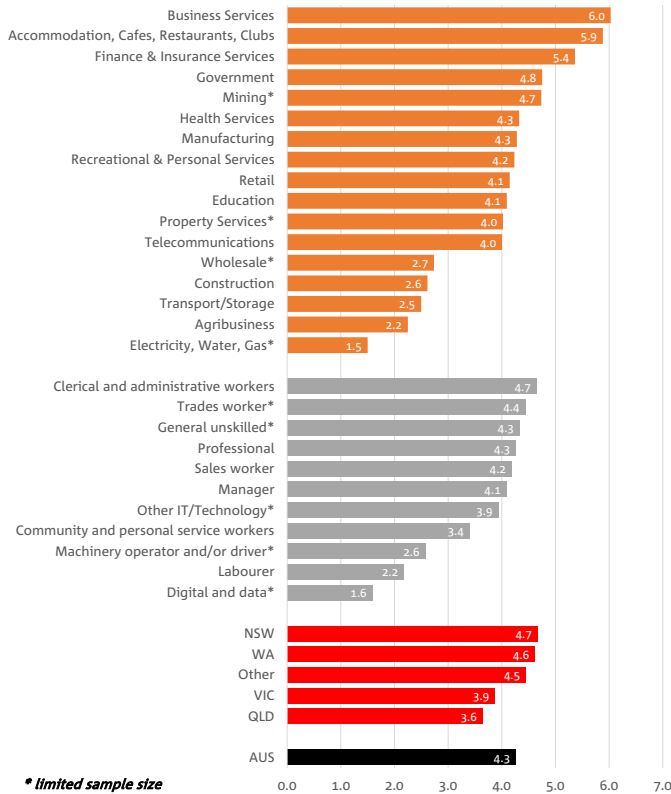
By employment type, around 3 in 10 managers (29%) and sales workers (28%) signalled they were considering changing their current job, compared to just 16% of clerical & administrative workers and community & personal services workers, 18% of trade workers and 19% working in other IT & technology jobs. Almost 1 in 2 (48%) clerical & administrative workers said they did not intend to change jobs, significantly higher than in all other groups, particularly when compared to managers (21%), sales workers (25%), digital & data workers (26%), professionals (27%) and other IT & technology workers (28%).

Consideration about changing current jobs also varied widely by industry, and ranged from as high 38% in both Agribusiness and Construction and 35% in Utilities, to just 12% in Education, 15% in Mining, 16% in Wholesale and 17% in Recreational & Personal Services. In contrast, almost 1 in 2 (46%) working in Wholesale and around 4 in 10 in Government (42%) and Manufacturing (40%) were not considering changing jobs or monitoring the jobs market, compared to just 13% of workers in the Utilities and 18% in telecommunications sectors.

## CONSIDERING LEAVING CURRENT PLACE OF EMPLOYMENT: STATE, JOB TYPE & INDUSTRY

	Yes	No, but I keep up to date with potential job opportunities	No, and I don't keep up to date with potential job opportunities	Unsure
AUS	23%	41%	31%	6%
NSW	23%	40%	32%	6%
VIC	23%	41%	31%	5%
QLD	21%	40%	31%	8%
SA	16%	43%	37%	4%
ACT	30%	44%	23%	3%
WA	24%	41%	31%	3%
TAS	29%	50%	12%	8%
NT	25%	42%	25%	8%
Manager	29%	47%	21%	3%
Sales worker	28%	38%	25%	9%
Professional	25%	44%	27%	5%
Machinery operator and/or driver	21%	43%	33%	4%
Digital and data	25%	49%	26%	0%
Other IT/Technology	19%	49%	28%	4%
Labourer	25%	32%	34%	9%
General unskilled	22%	35%	34%	9%
Trades worker	18%	36%	37%	9%
Community and personal service workers	16%	44%	33%	8%
Clerical and administrative workers	16%	28%	48%	8%
Education	12%	43%	38%	7%
Agribusiness	38%	29%	33%	0%
Mining	15%	51%	31%	3%
Manufacturing	22%	33%	40%	6%
Construction	38%	31%	29%	2%
Retail	27%	45%	21%	6%
Wholesale	16%	30%	46%	8%
Transport/Storage	21%	36%	37%	7%
Finance & Insurance Services	21%	47%	30%	2%
Business Services	18%	45%	32%	5%
Property Services	28%	31%	27%	13%
Accommodation, Cafes, Restaurants, Clubs	28%	41%	22%	9%
Recreational & Personal Services	17%	41%	38%	4%
Electricity, Water, Gas	35%	44%	13%	8%
Telecommunications	25%	55%	18%	2%
Health Services	19%	43%	30%	8%
Government	23%	29%	42%	5%

**WHEN ARE YOU CONSIDERING LEAVING YOUR CURRENT PLACE OF EMPLOYMENT (MONTHS)**



Workers who indicated they were considering leaving their current place of employment were asked to also specify when they were considering doing so. On average, they planned to do so in 4.3 months' time.

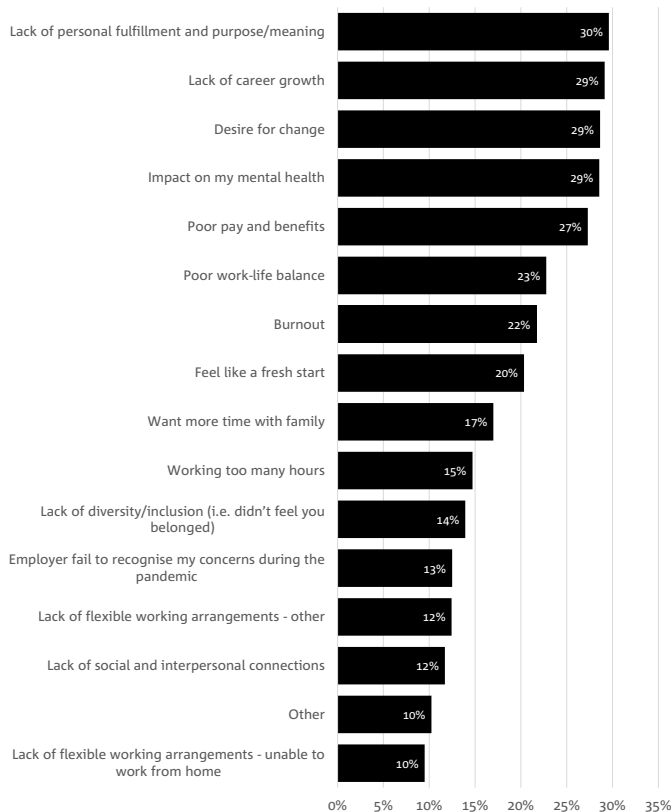
By state, workers in QLD were planning to change jobs most quickly (3.6 months), followed by VIC (3.9 months). Workers in NSW were planning to take longest (4.7 months), marginally ahead of WA (4.6 months) and Other states and territories (SA, TAS, ACT & NT combined) at 4.5 months.

By employment type, those wanting to move fastest worked in digital & data\* (1.6 months), or as labourers (2.2 months), machinery operators & drivers\* (2.6 months), and in community & personal services (3.4 months). Those considering taking most time before moving were clerical & administrative workers (4.7 months), trades workers (4.4 months), unskilled workers (4.3 months), professionals (4.3 months), sales workers (4.2 months) and managers (4.1 months).

By industry, intent to switch jobs was most urgent in Utilities\* (1.5 months), agribusiness (2.2 months), Transport/Storage (2.5 months), Construction (2.6 months) and Wholesale\* (2.7 months). Workers with the longest timeframe worked in the Business Services (6.0 months), Hospitality (5.9 months) and Financial & Insurance Services (5.4 months) sectors.

\*limited sample size

**MAIN REASONS YOU'RE CONSIDERING LEAVING YOUR CURRENT PLACE OF EMPLOYMENT**



The survey also sought to understand why these people were considering changing jobs. The results suggest the key reasons were mostly “push” rather than “pull” factors - though a host of additional emotional and more subtle issues also seemed to play a role.

On average, around 3 in 10 workers indicated they were being pushed away from their current jobs by a lack of personal fulfillment and purpose or meaning (30%), lack of career growth (29%), the impact of their current job on their mental health (29%) and poor pay and benefits (27%). Around 3 in 10 however also cited being pulled away by a desire for change (29%).

Other key drivers of change included poor work-life balance (23%), burnout (22%) and feeling like a fresh start (20%).

Issues around being unable to work from home (10%), lack of social or interpersonal connections (12%), a lack of “other” flexible working arrangements (12%), the failure of their employer to recognise their concerns during the pandemic (13%), lack of diversity or inclusion (14%), working too many hours (15%) and wanting more time with family (17%) were the least common reasons driving their desire to change their current job.

## REASONS CONSIDERING LEAVING CURRENT PLACE OF EMPLOYMENT: STATE, JOB TYPE & INDUSTRY

	Lack of personal fulfillment & purpose/meaning	Lack of career growth	Desire for change	Impact on mental health	Poor pay and benefits	Poor work-life balance	Burnout	Feel like a fresh start	Want more time with family	Working too many hours	Lack of diversity/inclusion	Employer fail to recognise concerns during pandemic	Lack of flexible working arrangements - other	Lack of social and interpersonal connections	Lack of flexible working - unable to work from home	Other
AUS	30%	29%	29%	29%	27%	23%	22%	20%	17%	15%	14%	13%	12%	12%	10%	10%
NSW	33%	29%	34%	18%	26%	24%	21%	21%	12%	17%	13%	13%	9%	11%	14%	6%
VIC	24%	27%	26%	26%	27%	26%	23%	19%	24%	17%	6%	18%	18%	10%	9%	10%
QLD	34%	31%	28%	48%	25%	21%	21%	26%	17%	10%	25%	8%	12%	13%	4%	12%
WA	25%	32%	29%	36%	47%	14%	14%	21%	10%	7%	21%	4%	14%	11%	7%	7%
Others	31%	28%	21%	33%	21%	20%	33%	12%	20%	17%	14%	10%	7%	18%	7%	22%
Manager	24%	27%	22%	31%	23%	22%	24%	25%	28%	17%	19%	14%	14%	16%	11%	3%
Sales worker	22%	42%	48%	18%	35%	29%	9%	22%	5%	9%	15%	7%	8%	9%	13%	14%
Professional	33%	25%	25%	24%	18%	18%	20%	14%	21%	20%	17%	18%	12%	15%	13%	12%
Machinery operator/driver	27%	44%	9%	16%	21%	70%	32%	9%	36%	32%	20%	0%	28%	22%	9%	10%
Digital and data*	77%	40%	0%	60%	0%	17%	55%	0%	0%	0%	23%	23%	0%	0%	17%	23%
Other IT/Technology	21%	41%	33%	18%	10%	18%	9%	0%	19%	28%	18%	11%	9%	0%	22%	0%
Labourer	22%	45%	20%	8%	37%	22%	0%	13%	7%	8%	14%	0%	14%	13%	7%	14%
General unskilled*	20%	45%	11%	20%	47%	36%	0%	23%	11%	12%	12%	0%	25%	24%	0%	9%
Trades worker*	55%	29%	33%	0%	57%	23%	12%	18%	0%	23%	0%	0%	0%	0%	12%	0%
Comm. & personal serv. workers	43%	42%	55%	67%	26%	29%	53%	22%	5%	5%	18%	11%	7%	0%	6%	17%
Clerical & admin. workers	46%	28%	41%	47%	33%	23%	28%	36%	5%	10%	14%	17%	19%	10%	9%	19%
Education	33%	28%	54%	51%	0%	14%	8%	27%	8%	0%	18%	0%	11%	18%	0%	31%
Agribusiness	19%	29%	21%	9%	8%	17%	0%	0%	19%	8%	27%	0%	17%	0%	10%	16%
Mining*	52%	24%	24%	48%	48%	0%	0%	48%	24%	0%	51%	0%	0%	0%	0%	0%
Manufacturing	33%	50%	24%	15%	30%	15%	31%	17%	8%	37%	14%	7%	15%	5%	15%	0%
Construction	23%	21%	16%	10%	40%	31%	0%	10%	32%	24%	14%	30%	0%	19%	19%	3%
Retail	21%	44%	39%	29%	38%	29%	20%	18%	11%	9%	17%	10%	6%	14%	8%	15%
Wholesale*	55%	44%	21%	13%	43%	13%	21%	43%	13%	0%	21%	0%	13%	0%	21%	0%
Transport/Storage	24%	8%	0%	7%	47%	46%	22%	8%	30%	23%	7%	16%	16%	8%	15%	15%
Finance & Insurance Services	46%	15%	34%	39%	19%	28%	32%	7%	5%	28%	22%	21%	20%	22%	7%	0%
Business Services	40%	26%	14%	28%	29%	17%	33%	26%	13%	16%	9%	10%	8%	17%	4%	16%
Property Services*	40%	15%	30%	10%	57%	26%	25%	15%	17%	33%	0%	17%	33%	0%	17%	12%
Accomm., Cafes, Rest., Clubs	37%	55%	36%	37%	15%	17%	28%	37%	17%	8%	13%	0%	13%	19%	4%	0%
Rec. & Personal Services	27%	0%	62%	39%	5%	27%	39%	24%	9%	15%	9%	9%	18%	0%	0%	23%
Electricity, Water, Gas*	0%	12%	0%	14%	0%	14%	0%	0%	44%	15%	29%	0%	29%	0%	0%	0%
Telecommunications	7%	25%	17%	17%	28%	10%	16%	46%	28%	25%	8%	38%	21%	0%	7%	8%
Health Services	36%	40%	30%	54%	30%	23%	38%	17%	13%	6%	9%	15%	15%	12%	15%	15%
Government	31%	8%	62%	51%	0%	25%	29%	44%	0%	0%	15%	8%	17%	8%	8%	8%

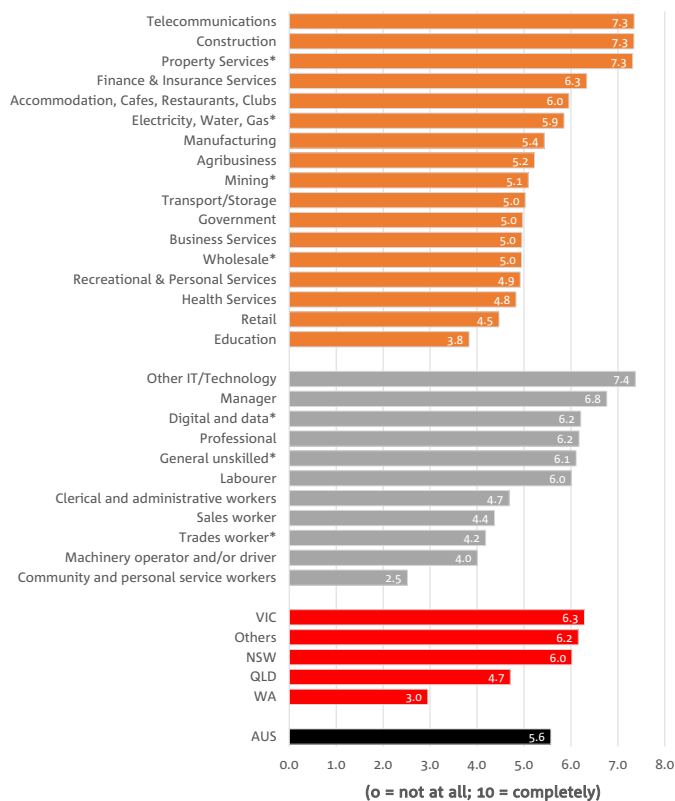


By state, some key anomalies included the much higher number of workers in QLD (48%) who cited mental health as a key driver of change, in WA poor pay and benefits (47%), burnout in Other states (33%) and employers failing to recognise pandemic concerns in VIC (18%). Also apparent was the noticeably lower number of workers in NSW who cited the impact on mental health (18%), burnout in WA (14%), feeling like a fresh start in Other states (12%) and lack of diversity & inclusion in VIC (6%) as reasons for leaving.

By role, lack of personal fulfillment and purpose was key for significantly more digital & data\* (77%) and trades\* (55%) workers. Noticeably more community & personal services (55%) and sales workers (48%) want to leave because they desire a change. More community & personal services (67%) and digital & data\* (60%) workers cited the impact on their mental health, and trades workers\* (57%) poor pay and benefits. Significantly more machinery operators & drivers pointed to poor work-life balance (70%) and more time with family(36%). Burnout was a major factor for digital & data\* (55%) and community & personal services (53%) workers, while noticeably more clerical & administrative workers were motivated by a fresh start (36%), and other IT & technology workers (22%) by being unable to work from home (22%).

By industry, over 1 in 2 workers in the Wholesale\* (55%) and Mining\* (52%) sectors cited lack of personal fulfillment and purpose, and those in Hospitality (55%) and Manufacturing (50%) lack of career growth. Over 6 in 10 workers in Government (62%) and Recreational & Personal Services (62%) pointed to a desire for change, and around 1 in 2 in Health Services (54%), Education (51%) and Mining\* (48%) the impact on their mental health. Noticeably more people in Property Services\* cited poor pay and benefits (57%), in Transport/Storage poor work-life balance (46%), and in Recreational & Personal Services (39%) and Health Services (38%) burnout. Wanting more time with their family was most important in the Utilities\* sector (44%), lack of diversity & inclusion in Mining\* (51%) and employers failing to recognise pandemic concerns in Telecommunications (38%).

### EXTENT EXPERIENCE DURING COVID INFLUENCED DECISION TO CHANGE CURRENT PLACE OF EMPLOYMENT



In the US, workers have quit their jobs in record numbers as the economy started re-opening and the pandemic enabled them to rethink their careers, work-life balance, and long-term goals - a phenomenon known as the "Great Resignation". As the economy begins to open up after 2 years of disruption in Australia, has COVID also re-written the rules for local workers?

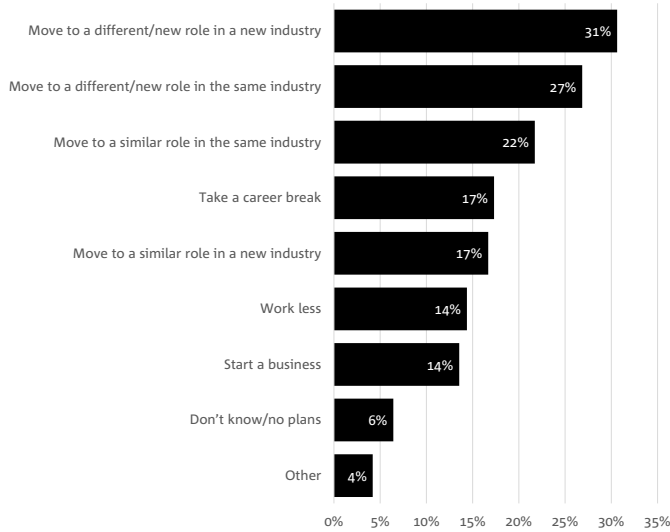
In this survey, NAB asked working Australians who were considering changing jobs to rate the extent their experience during COVID had influenced their decision to change their current job. On average, the impact of COVID can best be described as "moderate" scoring just 5.6 pts out of 10 (10 = completely). That said, over 1 in 3 (36%) said it had a big impact on their decision, rating it 8 pts or higher.

The role of COVID has however varied significantly by state, ranging from just 3.0 pts in WA and 4.7 pts in QLD to 6.0 pts in NSW, 6.2 pts in Other states and 6.3 pts in VIC where 44% also rated the impact very big.

The impact was biggest for other IT & technology workers (7.4 pts), followed by managers (6.8 pts), digital & data\* workers (6.2 pts), professionals (6.2 pts), general unskilled workers\* (6.1 pts) and labourers (6.0 pts). Its influence was smallest by some margin for community & personal services workers (2.5 pts), followed by machinery operators & drivers (4.0 pts), trades workers\* (4.2 pts), sales workers (4.4 pts) and clerical & administrative workers (4.7 pts).

By industry, the COVID impact on their decision to change employment was biggest in Telecommunications (7.3 pts) where 3 in 4 workers also rated its impact very big, Construction (7.3 pts) and Property Services\* (7.3 pts). It was smallest for workers in Education (3.8 pts) and Retail (4.5 pts).

### WHAT ARE YOU GOING TO DO WHEN YOU LEAVE



Most Australians who are considering changing jobs are looking for a fresh start. According to NAB's survey results, around 3 in 10 (31%) plan to move to a different or new role in a new industry or move to a different or new role in the same industry (27%).

Just over 1 in 5 (22%) however plan to move to a similar role in the same industry, and 17% move to a similar role in a new industry.

Nearly 1 in 5 (17%) will take a career break and 14% work less or start a business. Around 1 in 20 (6%) are unsure, while 1 in 25 (4%) plan to do other things like study, travel or retire.

By state, nearly 4 in 10 (38%) people in VIC plan to move to a new role in a new industry, compared to just 1 in 5 (18%) in WA. Noticeably more people in Other states (around 1 in 3 or 34%) plan to move to a different or new role in the same industry, and 1 in 3 (32%) in WA to a similar role in the same industry.

Significantly more people living in Other states (24%) also intend to work less, while those in WA were the least inclined (by some margin) to take a career break (4%) or start a business (4%) when they leave their current job.

By job type, some major differences included the much higher number of labourers planning to move to a new job in a new industry (59%), machinery operators & drivers to a different role in the same industry (53%), digital & data workers\* to a similar role in the same industry (40%) or similar role in a new industry (77%), general unskilled workers\* and machinery operators & drivers work less (33% & 32% respectively), or start a business (24% and 23% respectively).

An industry split also reveals a much larger number of people working in Wholesale\* (64%) and Retail (56%) switching to a new role in a new industry, in Education (48%), Agribusiness (48%) and Utilities\* (44%) to a new role in the same industry, in Construction (46%) and Utilities\* (41%) to a similar role in the same industry, in Mining\* (52%) and Wholesale\* (44%) taking a career break, in Property Services\* (32%), Business Services (30%), Utilities\* (30%) and Telecommunications (30%) moving to a similar role in a new industry, and in Mining\* starting a new business (52%) or for other reasons (24%).

## WHAT ARE YOU GOING TO DO WHEN YOU LEAVE CURRENT PLACE OF EMPLOYMENT: STATE, JOB TYPE & INDUSTRY

	Move to a different or new role in a new industry	Move to a different or new role in the same industry	Move to a similar role in the same industry	Take a career break	Move to a similar role in a new industry	Work less	Start a business	Other	Unsure
AUS	31%	27%	22%	17%	17%	14%	14%	4%	6%
NSW	30%	27%	19%	14%	17%	18%	11%	3%	2%
VIC	38%	24%	20%	20%	19%	10%	16%	3%	12%
QLD	32%	28%	24%	22%	17%	10%	19%	4%	4%
WA	18%	25%	32%	4%	14%	10%	4%	7%	11%
Others	23%	34%	24%	24%	10%	24%	18%	9%	7%
Manager	25%	30%	22%	29%	25%	20%	16%	2%	3%
Sales worker	43%	16%	15%	10%	7%	22%	6%	7%	5%
Professional	26%	39%	32%	19%	20%	12%	16%	5%	6%
Machinery operator/driver	31%	53%	12%	22%	11%	32%	23%	9%	7%
Digital and data*	40%	17%	40%	0%	77%	0%	15%	0%	0%
Other IT/Technology	31%	38%	21%	19%	44%	11%	0%	0%	0%
Labourer	59%	30%	29%	22%	7%	8%	16%	0%	0%
General unskilled*	47%	21%	12%	12%	0%	33%	24%	9%	12%
Trades worker*	43%	13%	0%	24%	11%	12%	12%	12%	22%
Community & personal service workers	33%	32%	18%	0%	0%	0%	12%	0%	18%
Clerical & administrative workers	32%	10%	21%	4%	20%	9%	3%	10%	8%
Education	0%	48%	39%	8%	6%	0%	11%	9%	8%
Agribusiness	8%	48%	23%	18%	8%	21%	10%	0%	0%
Mining*	0%	24%	0%	52%	24%	0%	52%	24%	0%
Manufacturing	32%	15%	0%	30%	23%	8%	8%	0%	8%
Construction	27%	41%	46%	20%	20%	20%	20%	0%	7%
Retail	56%	15%	14%	13%	10%	13%	2%	6%	5%
Wholesale*	64%	21%	0%	44%	0%	21%	21%	0%	13%
Transport/Storage	23%	23%	16%	8%	16%	0%	8%	14%	8%
Finance & Insurance Services	41%	29%	21%	13%	15%	34%	29%	0%	7%
Business Services	28%	21%	30%	14%	30%	9%	3%	3%	7%
Property Services*	32%	32%	0%	0%	32%	16%	17%	12%	10%
Accomm., Cafes, Restaurants, Clubs	32%	37%	13%	19%	26%	22%	13%	0%	5%
Recreational & Personal Services	34%	7%	9%	18%	14%	16%	16%	14%	18%
Electricity, Water, Gas*	14%	44%	41%	14%	30%	0%	0%	0%	0%
Telecommunications	18%	16%	25%	28%	30%	8%	30%	0%	0%
Health Services	36%	27%	25%	11%	8%	13%	14%	3%	7%
Government	23%	22%	24%	8%	8%	8%	0%	8%	7%

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