

Workplace Survey

American Psychological Association
Harris Interactive

March 2012



**Psychologically Healthy
Workplace Program**

Methodology

- The Stress in the Workplace survey was conducted online within the United States by Harris Interactive on behalf of the American Psychological Association between January 12 – January 19, 2012 among 1,714 adults aged 18+ who reside in the U.S who are either employed full-time, part-time, or self-employed.
- Results were weighted as needed for age, sex, race/ethnicity, education, region and household income. Propensity score weighting was also used to adjust for respondents' propensity to be online.
- Respondents for this survey were selected from among those who have agreed to participate in Harris Interactive surveys. Because the sample is based on those who were invited to participate in the Harris Interactive online research panel, no estimates of theoretical sampling error can be calculated.

Executive Summary

- Though there was a slight uptick in the percentage of employees reporting that they typically feel stressed out during the workday, other findings generally support a slight improvement in the workplace compared to 2011.
 - Two in five (41%) employed adults report that they typically feel stressed out during the workday. This percentage is up from last year's 36%.
 - However, the percentage of employees reporting that their employer provides sufficient opportunities for them to be involved in decision making, problem solving, and goal setting at work is up significantly from last year (60% vs. 53%).
 - A higher percentage of employees also reported that their employer provides sufficient opportunities for internal career advancement compared to last year (40% vs. 35%).
 - There was also a significant increase in the percentage of employees reporting that they feel motivated to do their very best for their employer (72% vs. 66%).

Executive Summary

- Despite the slight improvements, there are aspects of work that are clearly in need of improvement.
 - Less than half of employees (46%) report being satisfied with the growth and development opportunities offered by their employer.
 - The same is true for overall satisfaction with the employee recognition practices of my employer (48%).
 - In addition, less than half of employees report feeling they are receiving adequate monetary compensation (48%).
 - Minorities of employees report that their employer has programs and policies that allow employees to be flexible in where, how much, and when they work (45%).
 - Two in five employees report that their employer helps employees develop and maintain a healthy lifestyle (40%).

Executive Summary

- Feeling valued is an important piece of the employee's assessment of their workplace. Those who feel valued are more likely to report being and feeling motivated to do their very best for their employer whereas those who do not feel valued are less likely to recommend their place of work to others and more likely to report wanting to find a new job in the future.
 - Employed adults who report feeling valued by their employer are significantly more likely to report they are motivated to do their very best for their employer (93% vs. 33%).
 - They are also more likely to report they would recommend their workplace to others (85% vs. 19%).
 - On the other hand, those who do not feel valued are significantly more likely to report that they intend to seek employment outside of their company next year (50% vs. 21%).

General Satisfaction with the Workplace

Although the majority of workers (70%) report that they are satisfied with their jobs, less than half (46%) are satisfied with the growth and development opportunities and recognition practices offered by their employers.

% Strongly agree/Agree

■ 2012 ■ 2011

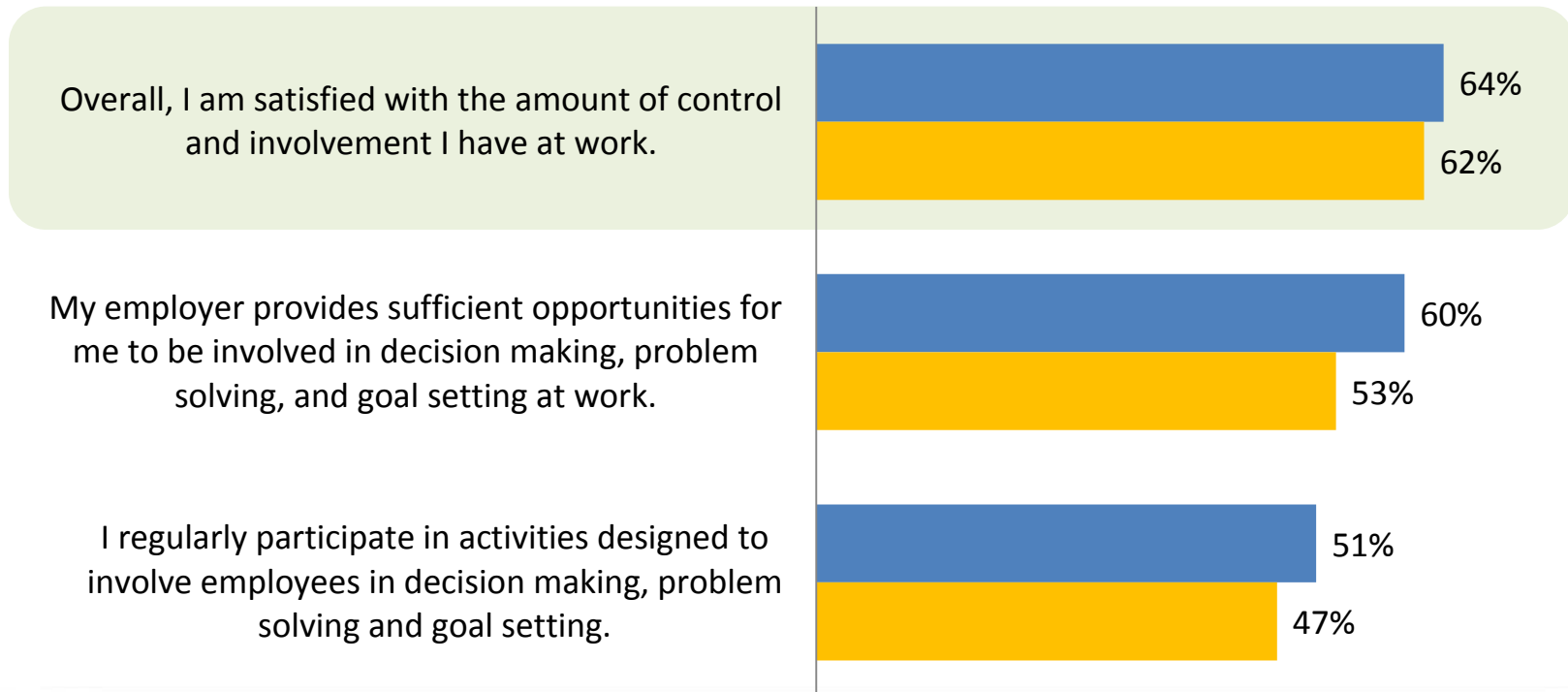


Employee Involvement

When it comes to the amount of control and involvement they have at work, less than two-thirds (64%) of employees are satisfied. This year, a higher percentage of workers report their employer provides sufficient opportunities for them to be involved in decision making, problem solving, and goal setting, but only half (51%) say they regularly participate in these activities.

% Strongly agree/Agree

■ 2012 ■ 2011



Employee Growth and Development

Less than half of employees (46%) are satisfied with the growth and development opportunities offered by their employer. Just four out of ten reported that their employer provides sufficient opportunities for internal advancement.

% Strongly agree/Agree

■ 2012 ■ 2011

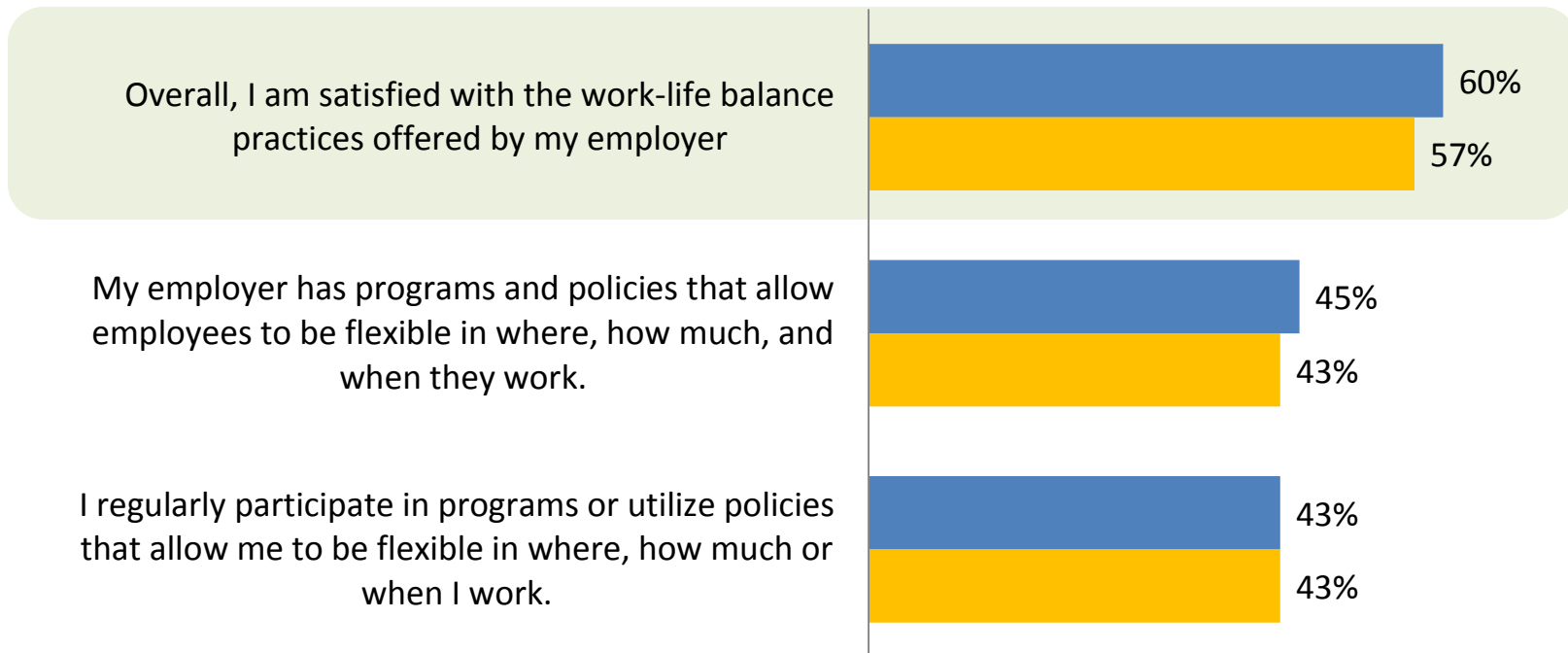


Work-Life Balance

Only six in ten employed adults are satisfied with the work-life practices offered by their employers. Less than half report that their employer has programs and policies that allow employees to be flexible in where, how much, and when they work.

% Strongly agree/Agree

■ 2012 ■ 2011

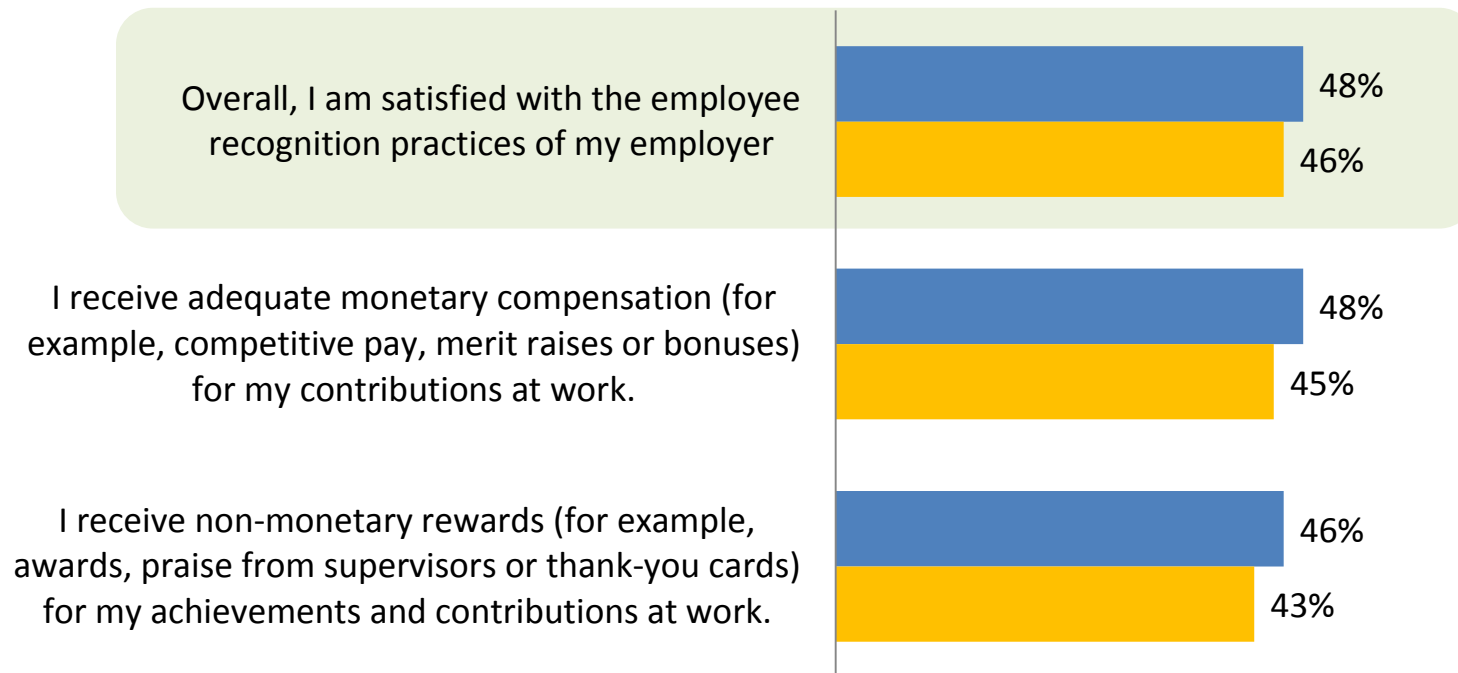


Employee Recognition

Fewer than half (48%) of employed adults report that they are satisfied with the recognition practices of their employer. The same percentage (48%) report that they receive adequate monetary compensation for their work and even fewer (46%) say they receive non-monetary rewards.

% Strongly agree/Agree

■ 2012 ■ 2011

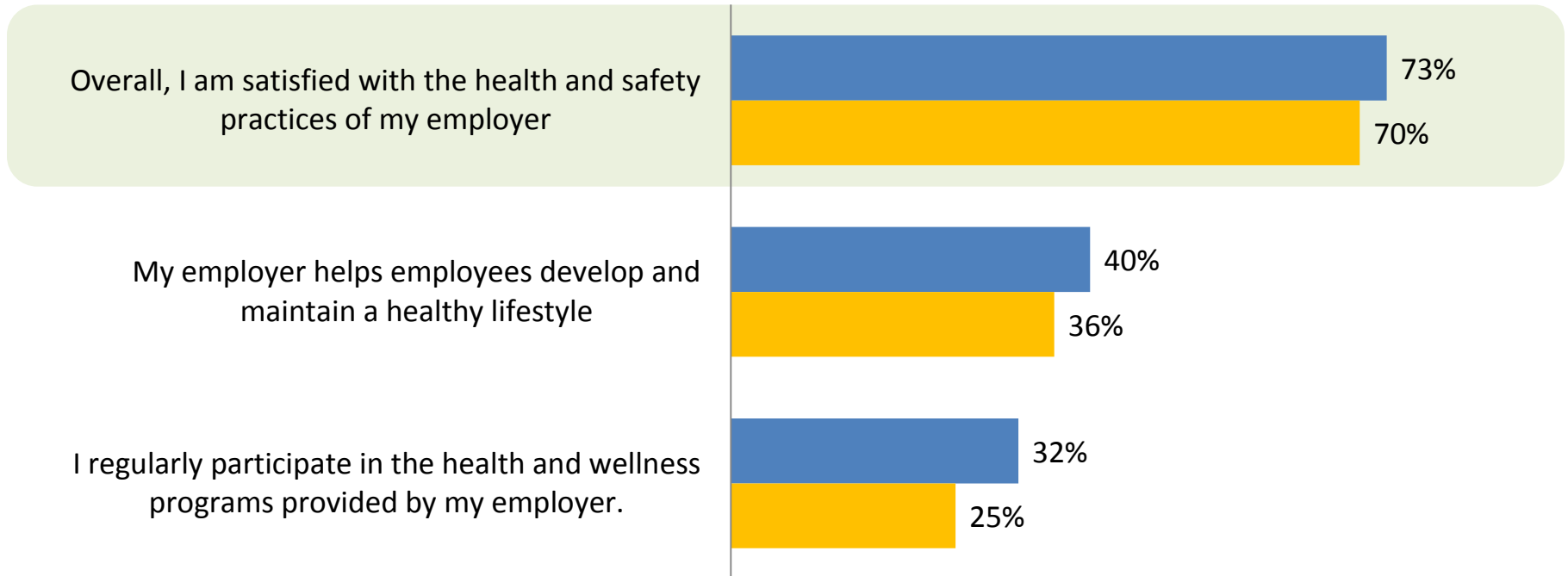


Health and Safety Practices

While most employed adults (73%) say they are satisfied with the health and safety practices of their employer, only four in ten report that their organization helps employees develop and maintain a healthy lifestyle and less than a third (32%) say they regularly participate in the health and wellness programs offered by their employers.

% Strongly agree/Agree

■ 2012 ■ 2011

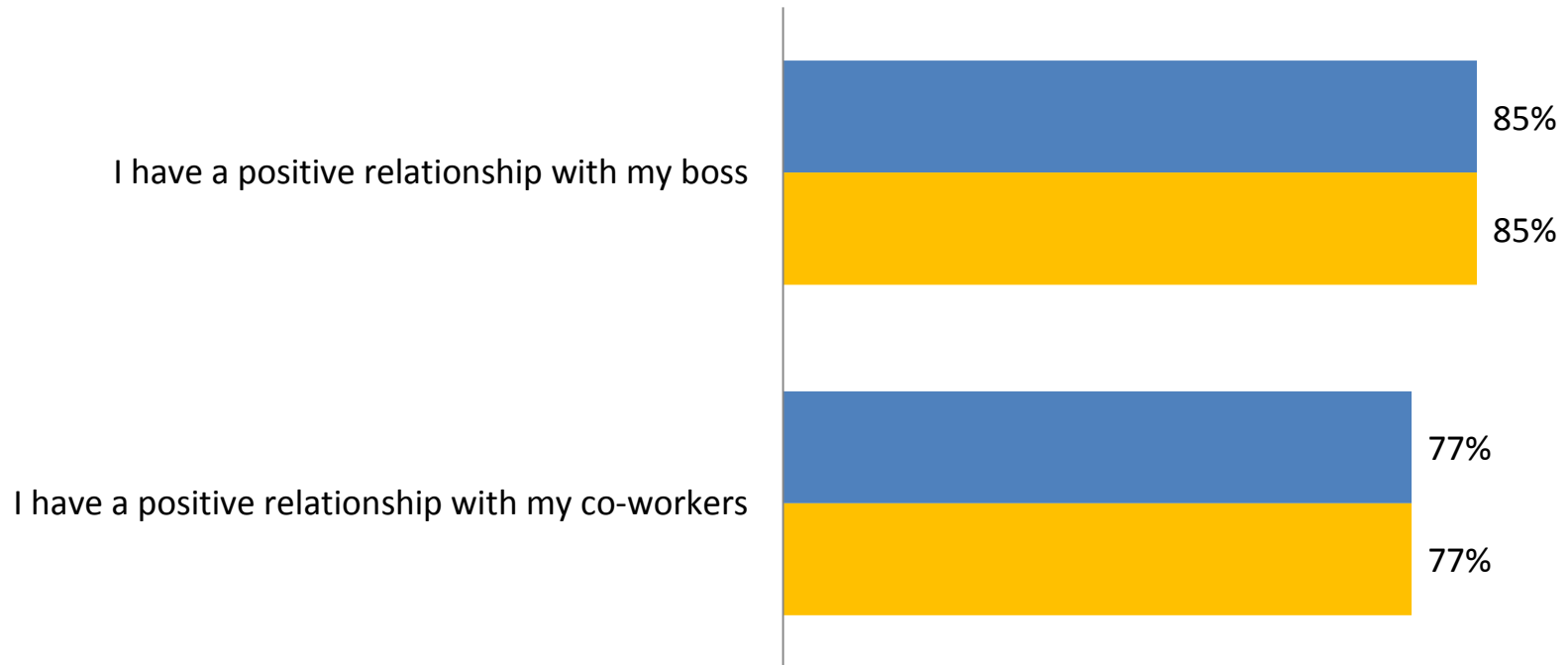


Relationships in the Workplace

Most employed adults report having a positive relationship with their boss (85%) and their co-workers (77%).

% Strongly agree/Agree

■ 2012 ■ 2011



Employment Experience

This year, a significantly higher percentage of employees compared to last year said that they are motivated to do their very best for their employer. However, almost three in ten (28%) reported that they intend to seek new employment in the next year and only 54% said their organizations make them feel valued.

% Strongly agree/Agree

■ 2012 ■ 2011



Feeling Valued at Work

Employees who report feeling valued are significantly more likely than those who do not feel valued to report that they are satisfied with their job overall and are also more satisfied other key aspects like employee involvement, growth and development and recognition.

% Strongly agree/Agree

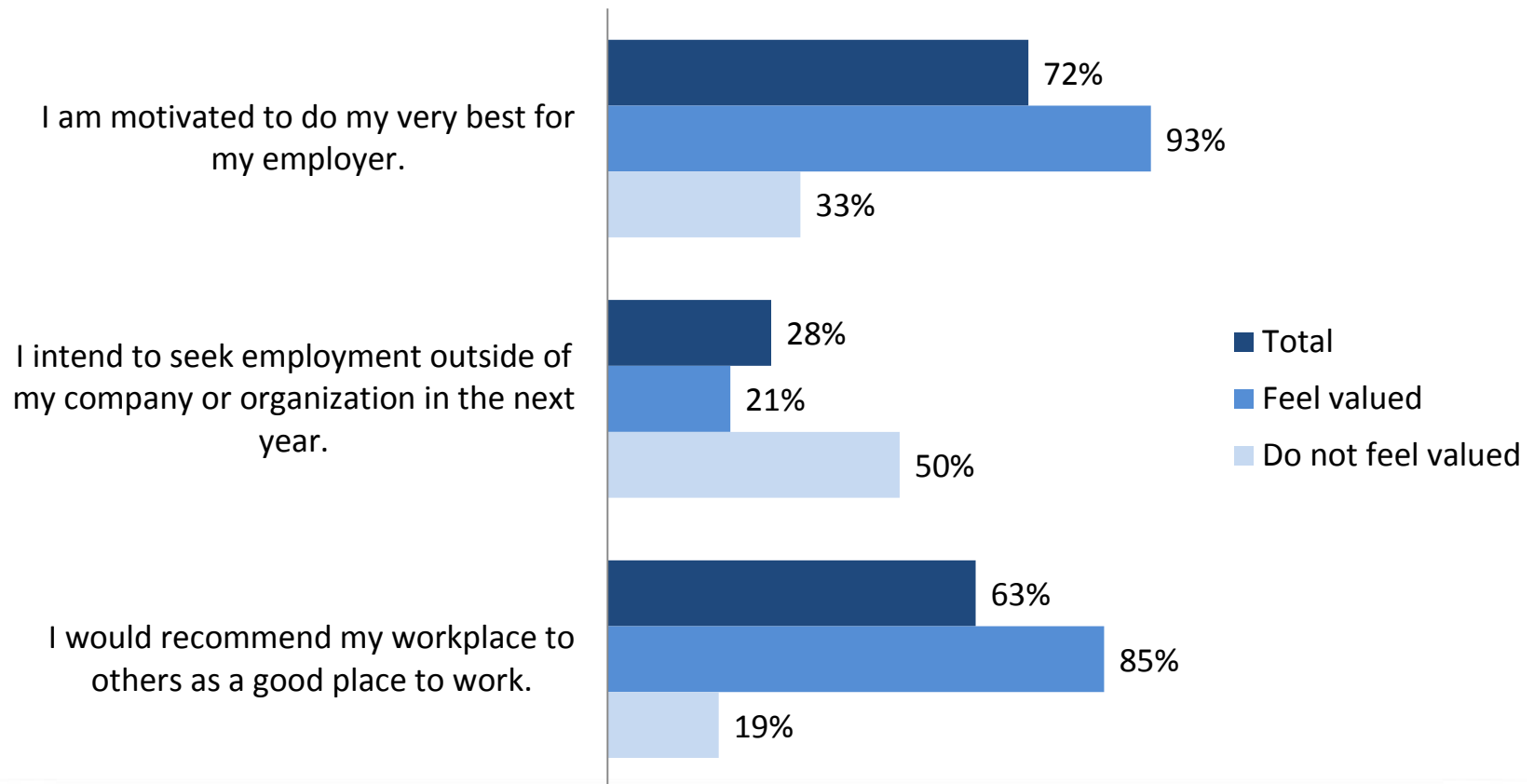
■ Total ■ Feels valued ■ Does not feel valued



Feeling Valued at Work

Employed adults who report feeling valued by their employer are significantly more likely to report they are motivated to do their very best for their employer and recommend their workplace to others. They are also significantly less likely to say that they tend to seek employment outside of their company within the next year.

% Strongly agree/Agree



Work Stress

Two in five (41%) employed adults report that they typically feel stressed out during the workday. Less than six in ten (58%) report that they have the resources to manage work stress.

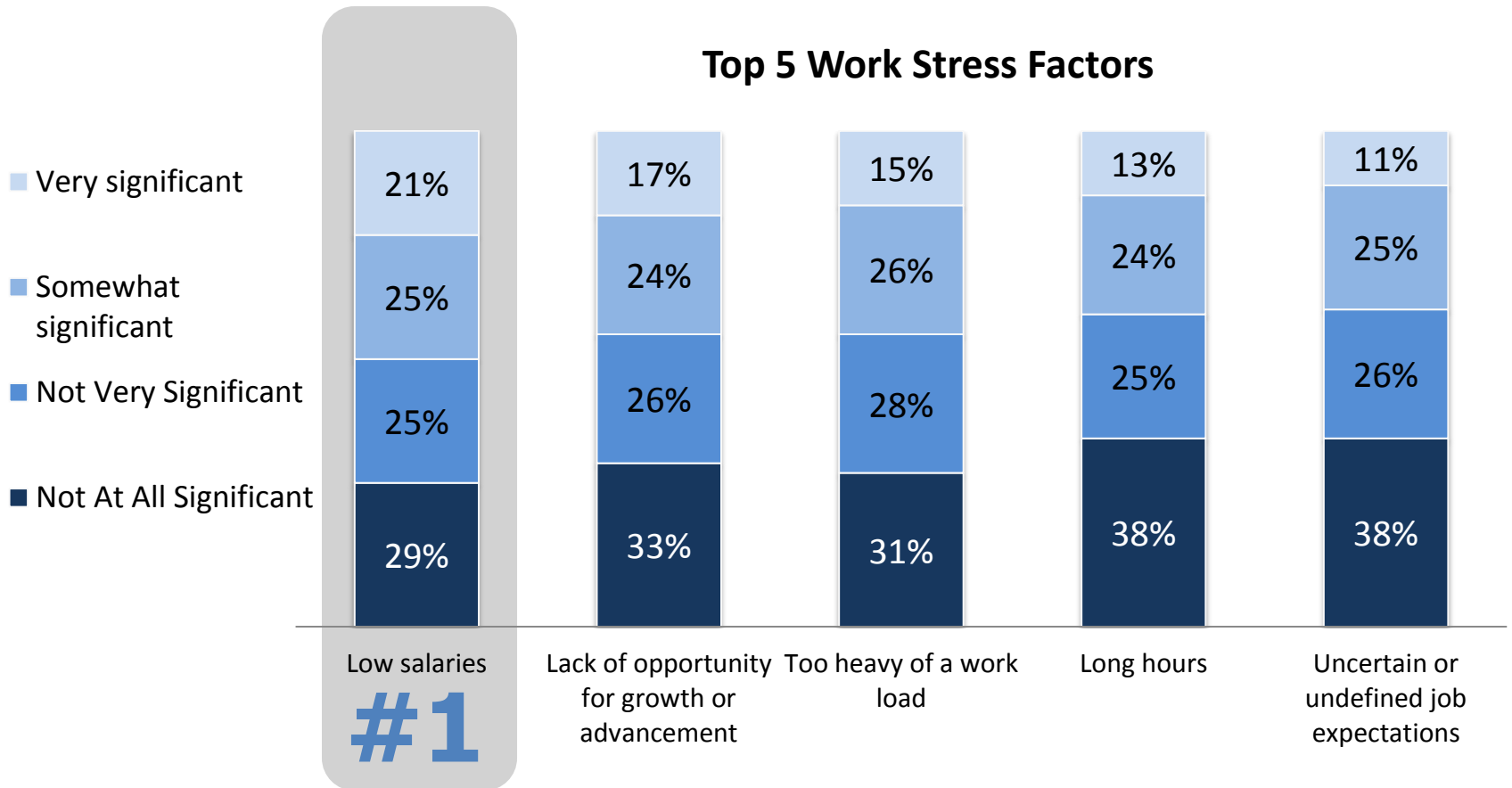
% Strongly agree/Agree

■ 2012 ■ 2011



Top Five Work Stress Factors in 2012

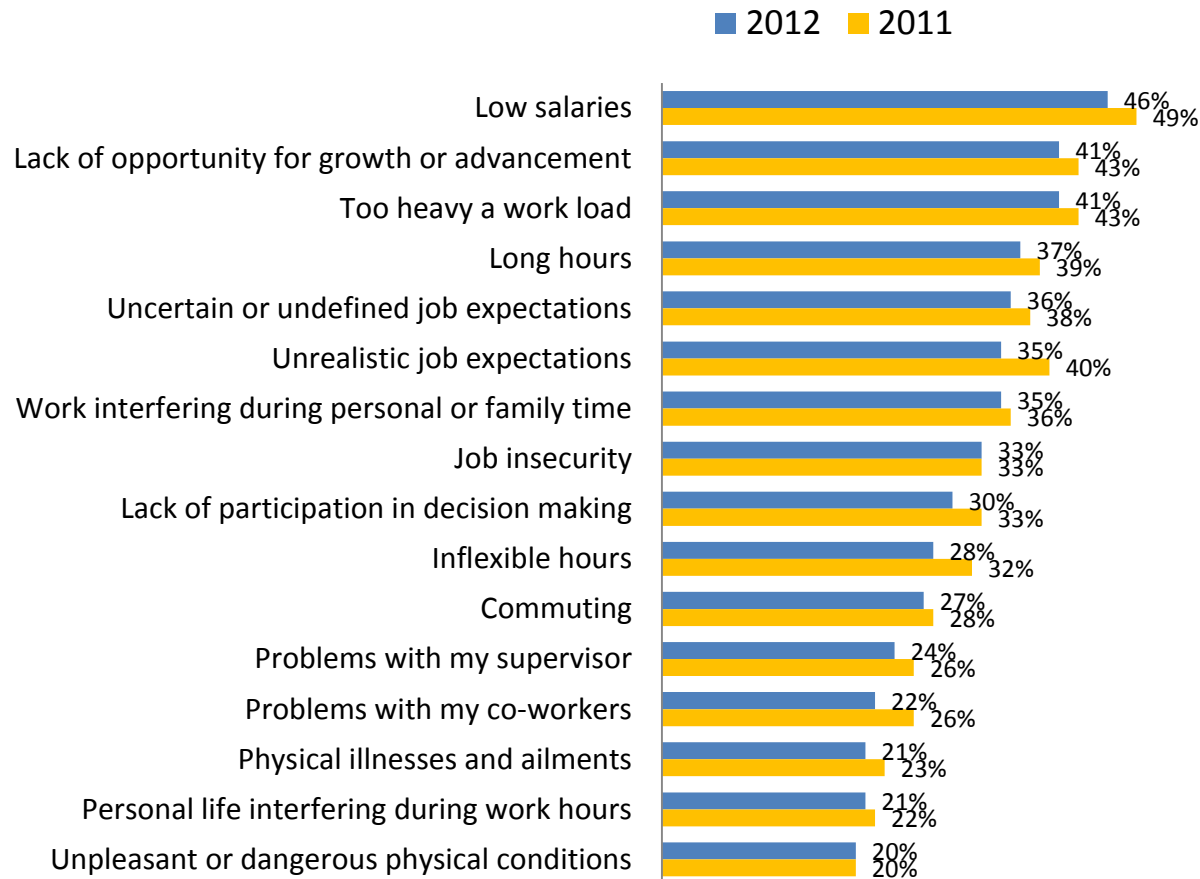
Low salaries and lack of opportunity for growth and advancement top the list of work stress factors.



Work Stress Factors: Trended Comparison

As it was seen last year, low salaries tops the list of work stress factors. However, this year, on the whole, a slightly smaller percentage of employed adults compared to last year are reporting the factors below are a very or somewhat significant source of workplace stress.

% Very significant/Somewhat significant



Work Stress and Feeling Valued at Work

Employees who report that they do not feel valued are significantly more likely than those who feel valued to report that a variety of factors significantly affect their stress levels at work.

% Very significant/Somewhat significant

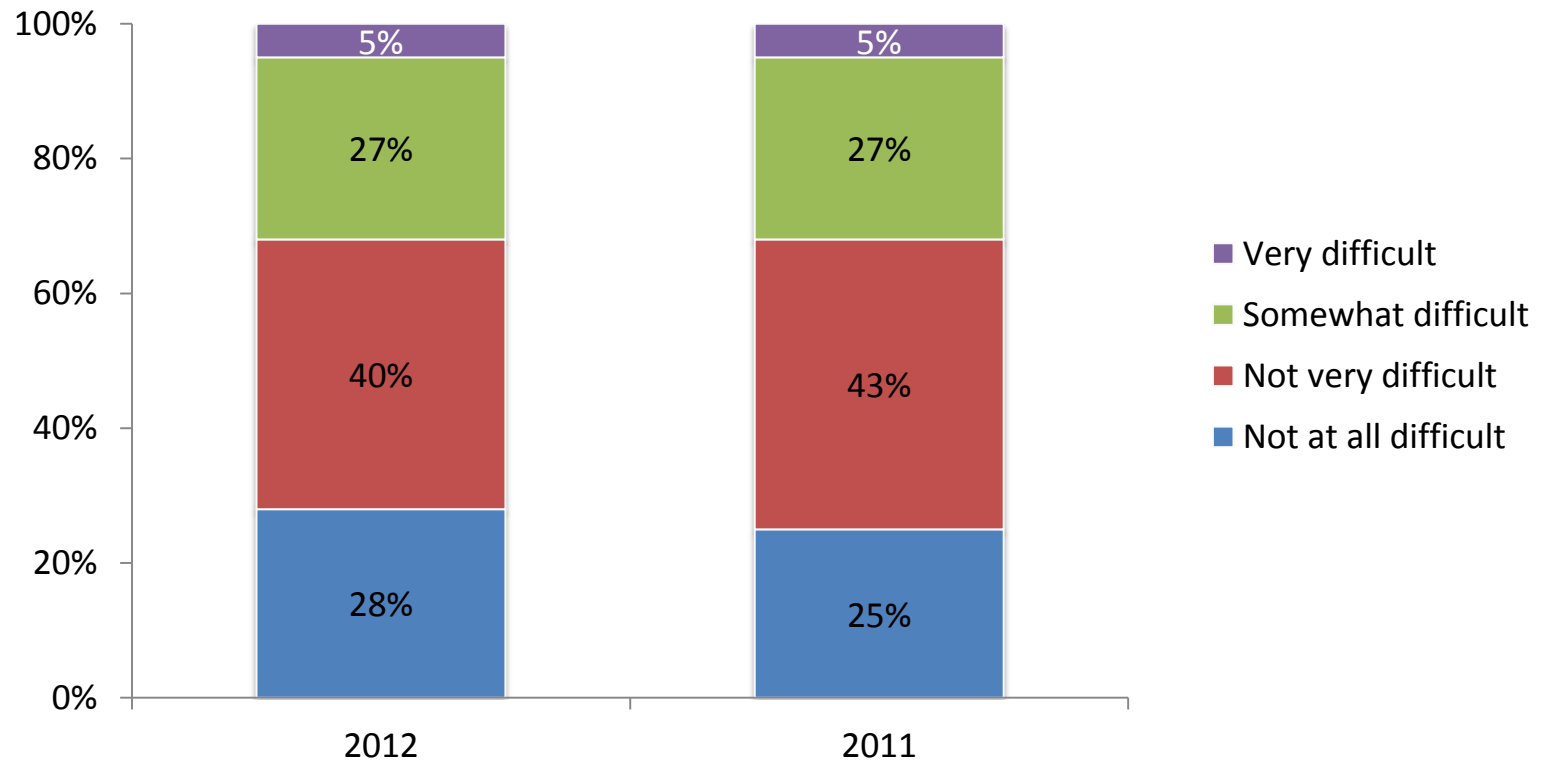
■ Total ■ Feels valued ■ Does not feel valued



Balancing Work and Family Life

Nearly one-third of employed adults (32%) report that they are having difficulty balancing work and family life. This percentage remains unchanged from 2011.

Difficulty of Balancing Work and Family Life

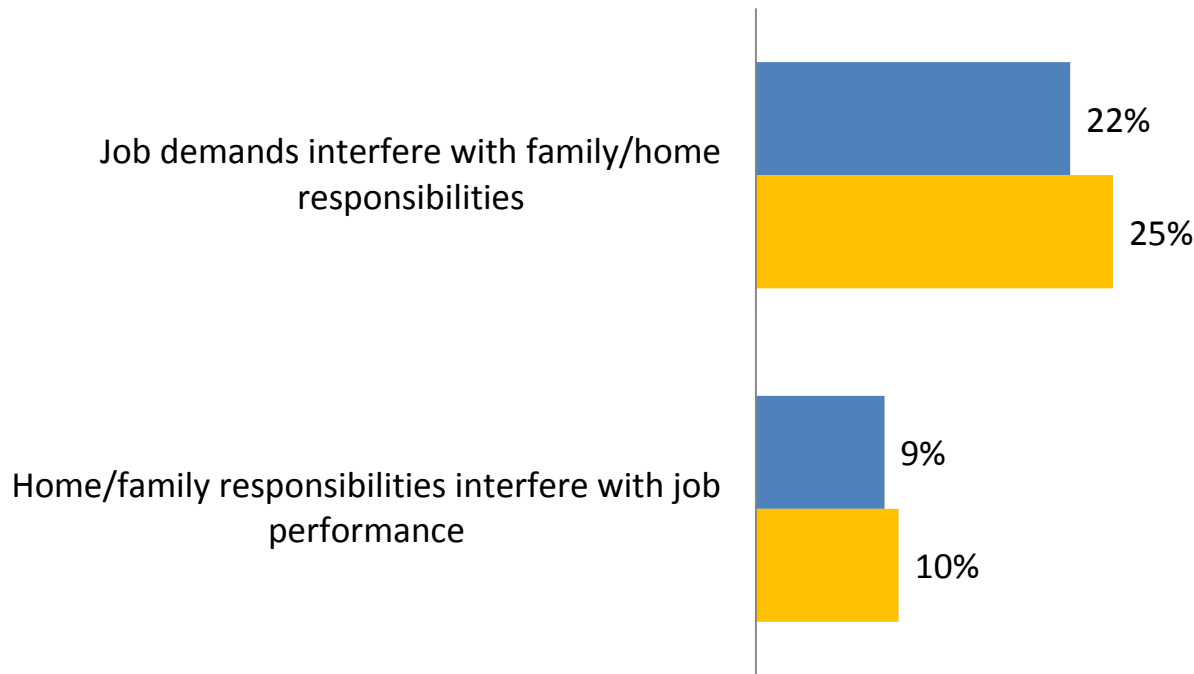


Work-Life Conflict

A slightly lower percentage of employed adults are reporting that their job demands interfere with their family/home life as compared to last year.

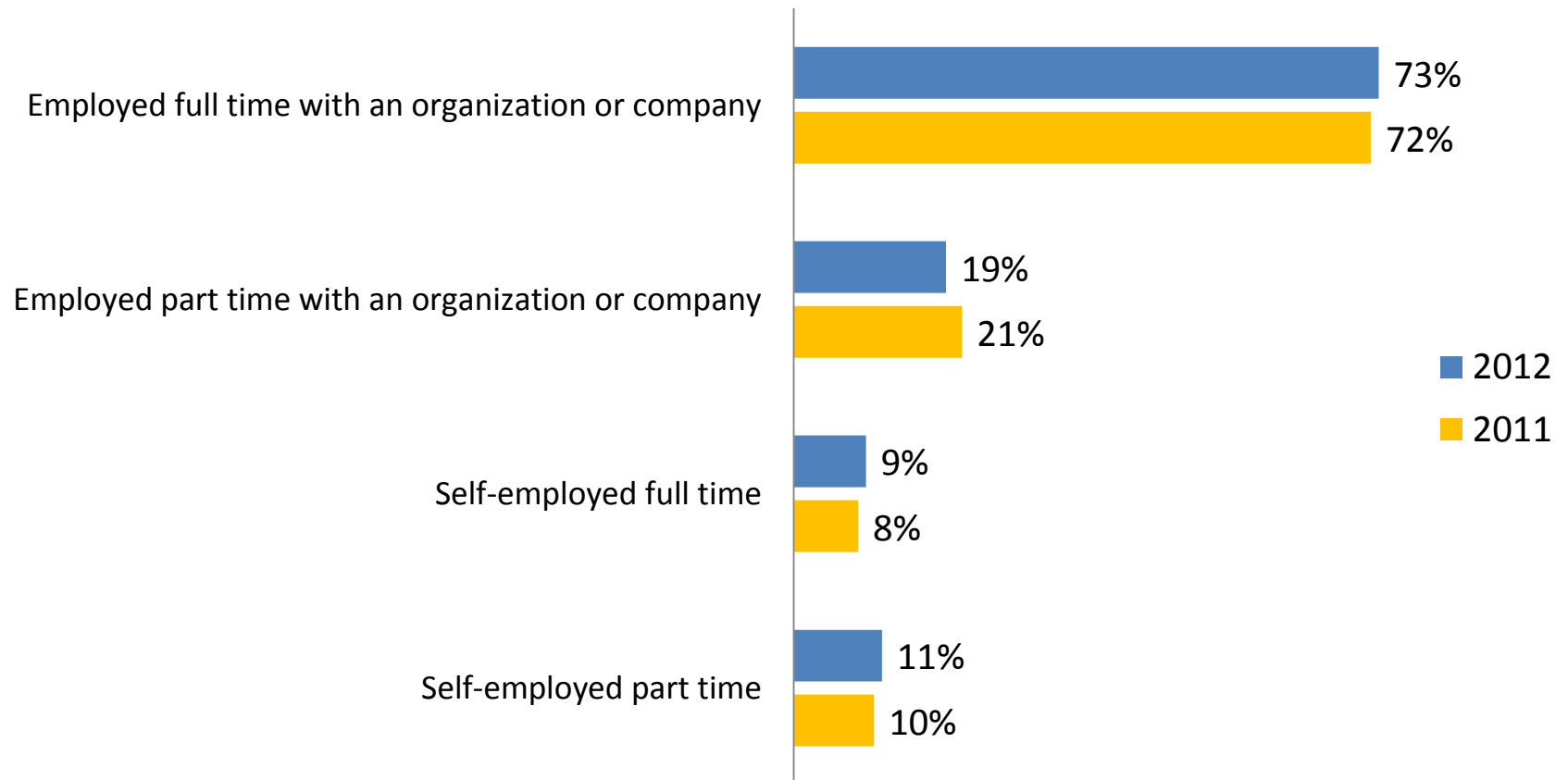
% Strongly agree/Agree

■ 2012 ■ 2011

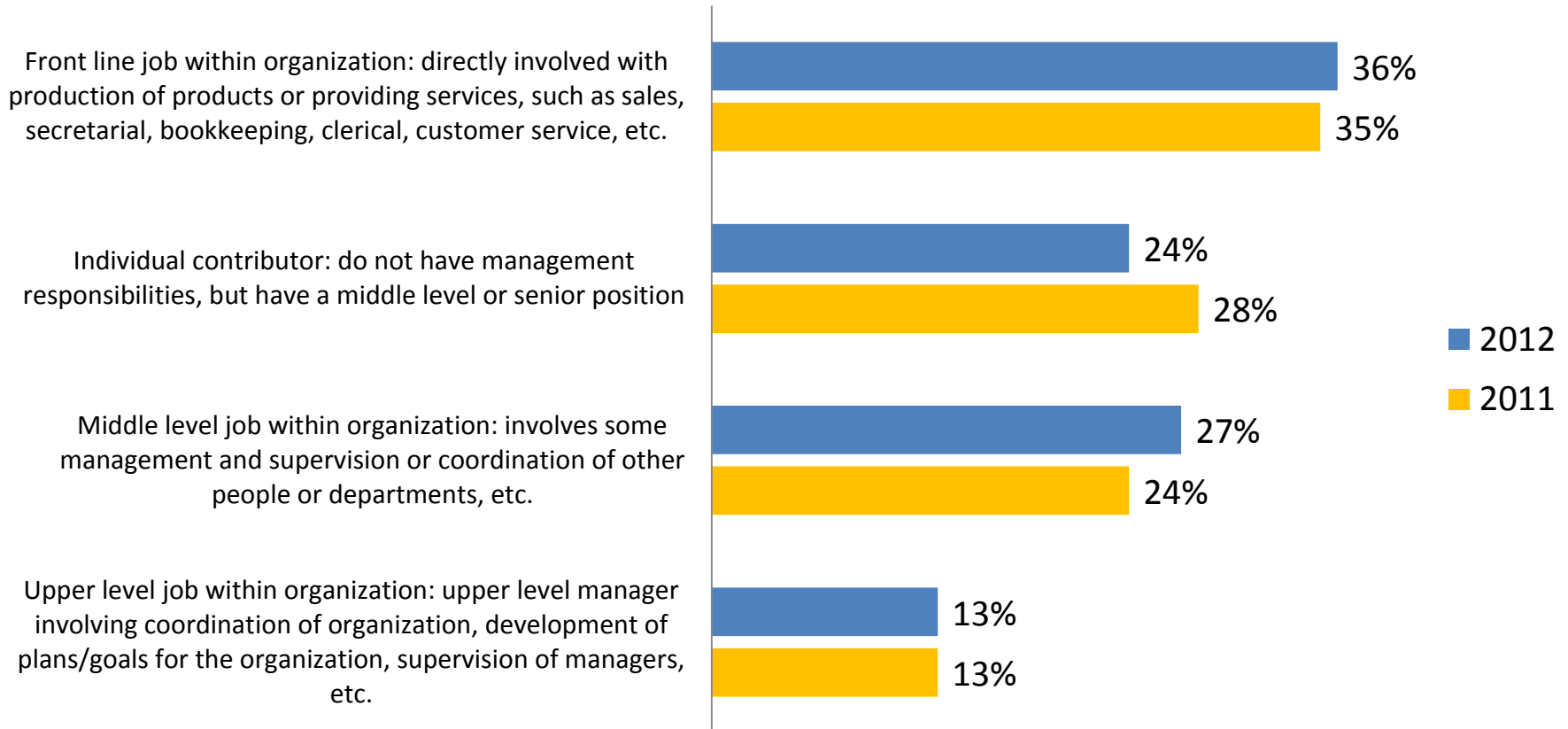


EMPLOYMENT AND DEMOGRAPHIC PROFILE OF RESPONDENTS

Type of Employment

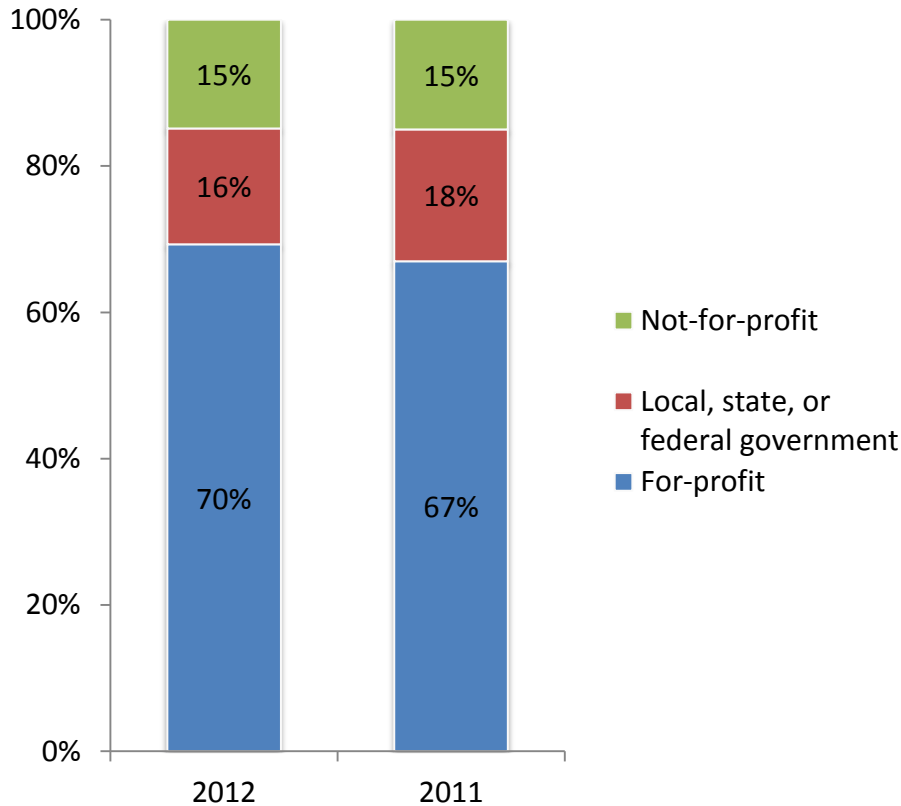


Workplace Duties

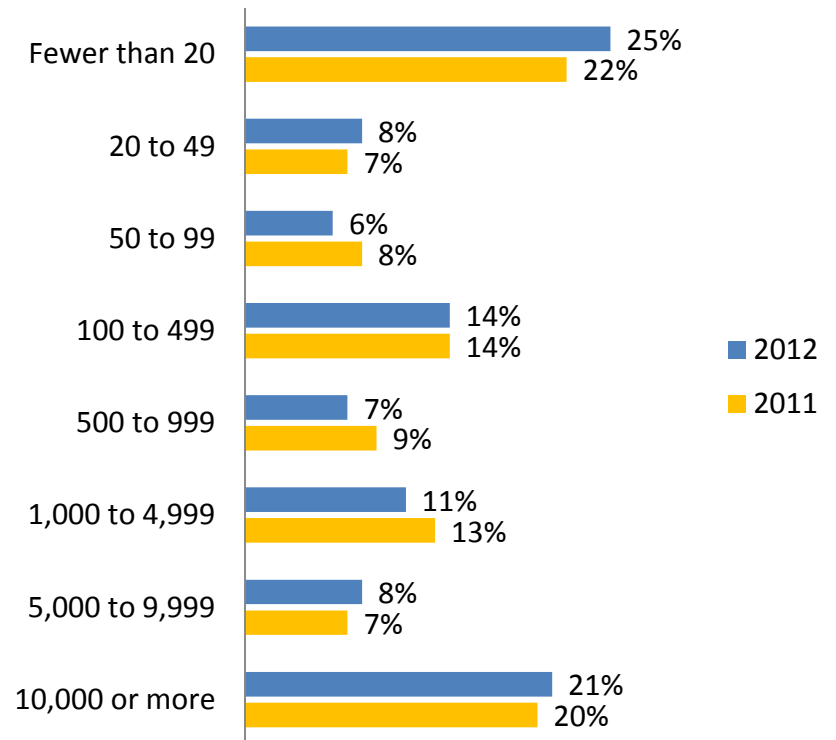


Company Profile

Type of Company



Number of Employees



BASE: All respondents 2012 n=1714; 2011 n=1546

Q 815 Which of the following best describes the company or organization where you currently work? If you are presently employed by more than one organization, please think about the organization for which you work the most hours per week.

Q 820 How many employees does your company or organization have in the U.S. and globally? If your company has more than one location, please provide the total number of employees that your organization has at all locations. Your best estimate is fine.

Demographic Profile

	2012 N=1714	2011 N=1546
Gender		
Male	54%	60%
Female	46%	40%

	2012 N=1714	2011 N=1546
Age		
18-24	11%	13%
25-34	35%	39%
35-44	20%	21%
45-54	17%	14%
55-64	12%	7%
65 and over	5%	5%

	2012 N=1714	2011 N=1546
Ethnicity		
White	74%	79%
Black/African American	10%	8%
Hispanic	10%	7%
Asian or Pacific Islander	2%	3%
Native American/Alaskan native	*	*
Other race	1%	1%
Mixed racial background	*	1%

	2012 N=1714	2011 N=1546
Hours Worked per Week		
1-8 hrs	4%	4%
9-16 hours	5%	6%
17-24 hours	7%	7%
25-31 hours	8%	7%
32 or more hours	75%	76%

	2012 N=1714	2011 N=1546
Marital Status		
Single, never married	31%	36%
Married	51%	49%
Divorced	7%	5%
Separated	3%	2%
Widowed	1%	1%
Living with partner	8%	6%

	2012 N=1714	2011 N=1546
Region		
East	23%	25%
Midwest	24%	23%
South	30%	30%
West	23%	22%

	2012 N=1714	2011 N=1546
Education		
High school or less	29%	20%
Some college	18%	22%
Associate degree	9%	8%
Bachelor's degree	26%	33%
Graduate School	14%	18%

	2012 N=1714	2011 N=1546
Income		
Less than \$15,000	5%	5%
\$15,000 to \$24,999	7%	6%
\$25,000 to \$34,999	8%	8%
\$35,000 to \$49,999	13%	13%
\$50,000 to \$74,999	20%	18%
\$75,000 to \$99,999	15%	15%
\$100,000 to \$124,999	12%	16%
\$125,000 to \$149,999	5%	5%
\$150,000 to \$199,999	4%	6%
\$200,000 to \$249,999	1%	1%
\$250,000 or more	3%	2%
Decline to answer	7%	6%