Workplace Survey

American Psychological Association Harris Interactive

March 2012



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, parttime, 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





BASE: All respondents 2012 n=1714; 2011n=1546 Q825, Q840, Q855, Q870,Q885, Q905

Employee Involvement

When it comes to the amount of control and involvement they have a 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



BASE: All respondents 2012 n=1714; 2011n=1546 Q831, Q835, Q840

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.



Psychologically Healthy Workplace Program

BASE: All respondents 2012 n=1714; 2011 n=1546 Q845, Q850, Q855

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



BASE: All respondents 2012 n=1714; 2011 n=1546 Q860, Q865, Q870

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

I receive adequate monetary compensation (for example, competitive pay, merit raises or bonuses)

I receive non-monetary rewards (for example, awards, praise from supervisors or thank-you cards) for my achievements and contributions at work.

Psychologically Healthy Workplace Program

BASE: All respondents 2012 n=1714; 2011 n=1546 Q875, Q880, Q885

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

Psychologically Healthy Workplace Program BASE: All respondents 2012 n=1714; 2011 n=1546 Q890, Q900, Q905

Relationships in the Workplace

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





BASE: All respondents 2012 n=1714; 2011 n=1546 Q910, Q915

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



BASE: All respondents 2012 n=1714; 2011 n=1546 Q920, Q925, Q930, Q935

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.







Psychologically Healthy Workplace Program **BASE: All respondents 2012 Total n=1714; Feel valued n=905; Do not feel valued n=384** Q825, Q831, Q835, Q845, Q850, Q855, Q875, Q880, Q885, Q1015

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



BASE: All respondents 2012 Total n=1714; Feel valued n=905; Do not feel valued n=384 Q925, Q935, Q1010

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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.





Workplace Program

BASE: All respondents 2012 n=1714; 2011 n=1546 Q946 How much do you agree or disagree with the following statement? During my workday, I typically feel tense or stressed out. Q950 How much do you agree or disagree with the following statement? I have the resources available to manage the stress that I experience in my daily work life.

Top Five Work Stress Factors in 2012

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





BASE: All respondents 2012 n=1714 Q955 Below is a list of factors people say impact stress levels in their work. For each one, please indicate how significant the impact is on your stress level at work.

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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



2012 2011

Psychologically Healthy Workplace Program **BASE: All respondents 2012 n=1714; 2011 n=1546** Q955 Below is a list of factors people say impact stress levels in their work. For each one, please indicate how significant the impact is on your stress level at work.

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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 value	ed Does not feel valued
Low salaries	32% 46% 75%
Lack of opportunity for growth or advancement	26% 41% 75%
Too heavy a work load	36% 41% 51%
Long hours	33% ^{37%} 48%
Uncertain or undefined job expectations	26% 36% 59%
Unrealistic job expectations	25% 35% 57%
Work interfering during personal or family time	32 ^{35%} 47%
Job insecurity	23% 51%
Lack of participation in decision making	16% 30% 57%
Inflexible hours	20% 28% 47%
Commuting	24% 31%
Problems with my supervisor	16% 24%
Problems with my co-workers	18% ^{22%} 31%
Physical illnesses and ailments	20%24%
Personal life interfering during work hours	21%
Unpleasant or dangerous physical conditions	15% ^{20%} 31%



BASE: All respondents 2012 Total n=1714; Feel valued n=905; Do not feel valued n=384 Q955 Below is a list of factors people say impact stress levels in their work. For each one, please indicate how significant the impact is on your stress level at work.

Balancing Work and Family Life

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

Difficulty of Balancing Work and Family Life





BASE: All respondents 2012 n=1714; 2011 n=1546 Q960 Please indicate if you find it difficult or not to balance 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.





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

Q965 The demands of my job interfere with my ability to fulfill family or home responsibilities. Q970 My home and family responsibilities interfere with my ability to perform my job well.

EMPLOYMENT AND DEMOGRAPHIC PROFILE OF RESPONDENTS



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Type of Employment





BASE: All respondents 2012 n=1714; 2011 n=1546 Q398 Next, we have a few employment and economic questions.

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Workplace Duties

Front line job within organization: directly involved with production of products or providing services, such as sales, secretarial, bookkeeping, clerical, customer service, etc.

Individual contributor: do not have management responsibilities, but have a middle level or senior position

Middle level job within organization: involves some management and supervision or coordination of other people or departments, etc.

Upper level job within organization: upper level manager involving coordination of organization, development of plans/goals for the organization, supervision of managers, etc.





Psychologically Healthy Workplace Program BASE: All respondents 2 Q810 Now we would lik following best describes

BASE: All respondents 2012 n=1714; 2011 n=1546 Q810 Now we would like to ask about your employment experiences. Which of the following best describes most of your duties within your company or organization?

Company Profile



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

Age	N=1714	N=1546
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%

Ethnicity	N=1714	N=1546
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	2011
Hours Worked per Week	N=1714	N=1546
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%

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

	2012	2011
Region	N=1714	N=1546
East	23%	25%
Midwest	24%	23%
South	30%	30%
West	23%	22%
Education	N=1714	N=1546
High school or less	29%	20%
Some college	18%	22%
Associate degree	9%	8%
Bachelor's degree	26%	33%
Graduate School	14%	18%
Income	N=1714	N=1546
Income Less than \$15,000	N=1714 5%	N=1546 5%
Less than \$15,000	5%	5%
Less than \$15,000 \$15,000 to \$24,999	5% 7%	5% 6%
Less than \$15,000 \$15,000 to \$24,999 \$25,000 to \$34,999	5% 7% 8%	5% 6% 8%
Less than \$15,000 \$15,000 to \$24,999 \$25,000 to \$34,999 \$35,000 to \$49,999	5% 7% 8% 13%	5% 6% 8% 13%
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