
▶ WORK TRENDS

AMERICANS' ATTITUDES ABOUT WORK,
EMPLOYERS AND GOVERNMENT

▶ Work and Family

How Employers and
Workers Can
Strike the Balance

A Joint Project of the

*John J. Heldrich Center for
Workforce Development
at Rutgers, The State
University of New Jersey*

*Center for Survey Research
and Analysis at the
University of Connecticut*

Work Trends II: Work and Family

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Strike the Balance

March 1999

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John J. Heldrich Center for Workforce Development
at Rutgers University and the
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1. Executive Summary

Work Trends: Americans' Attitudes About Work, Employers and the Government is a national survey conducted quarterly by the John J. Heldrich Center for Workforce Development at Rutgers University and the Center for Survey Research and Analysis (CRSA) at the University of Connecticut. The study directors are Carl Van Horn, Director of the Heldrich Center and Ken Dautrich, Director of CRSA.

This report is based on a total of 1,000 telephone interviews completed with adult members of the workforce in the contiguous United States. The sample for this survey was stratified to insure that regions, as defined by the U.S. Bureau of the Census, were represented in proportion to their share of the total U.S. workforce. The sample error associated with a survey of this size in +/- 3% at the 95% confidence level, that means there is less than one chance in twenty that the results of the survey of this size would differ by more than 3% in either direction from the results which would be obtained if all members of the workforce of the contiguous U.S. had been selected.

Work Trends explores the perceptions of Americans regarding job satisfaction, job security, career mobility, education and training, and the role of government in addressing the needs of workers, employers and job seekers. The surveys, which are conducted each quarter, follow broad trends in the workforce as well as highlighting topical issues.

This quarter's survey offers an in-depth analysis of workers' ability to balance work and family, the policies made available by employers to help their employees achieve this balance, and workers' attitudes about the policies designed to address the need to balance work and family.

Key Findings:

Workers feel anxiety about work and family issues despite high job satisfaction and a low unemployment rate.

- Workers rate the ability to balance work and family as *the most important aspect of a job* with 97% of workers indicating that it is important and 88% indicating that it is very or extremely important. Job security is rated as the second most important element of a job with 83% of workers reporting that it is very or extremely important. Based on analysis from the previous *Work Trends* report (Fall 1998), the ability to balance work and family is seen as more important than health and medical coverage, total annual income and opportunities for advancement.

Work Trends explores the perceptions of Americans regarding job satisfaction, job security, career mobility, education and training, and the role of government in addressing the needs of workers, employers and job seekers.

- An important aspect of balancing work and family is the amount of time workers spend with their immediate family. Almost all workers (95%) are concerned about spending time with their immediate family with 41% being extremely concerned and another 41% being very concerned.
- Long work hours may be cutting into the time workers spend with their family. Almost half (46%) of American workers spend more than 40 hours on the job, with a significant number (18%) working more than 50 hours per week.

- Workplace demands may also be interfering with workers' schedule and routine outside of work. Almost half (45%) of workers report having to work overtime with little or no notice with 18% of workers being asked to work four or more days of overtime a week with little or no notice. In addition, most workers (87%) are concerned about getting enough sleep with 24% of workers indicating that they are extremely concerned.

The combination of high job satisfaction and the lowest unemployment rate in 30 years has not diminished workers' anxiety regarding job security or reduced the stress associated with work.

- Job satisfaction among workers is high. Most workers (88%) are at least somewhat satisfied with their job and over half (54%) of workers are very satisfied.
- Most American workers (88%) report that the amount of stress in their job is important with 44% indicating that they are very or extremely concerned about feeling stress from work demands.
- Most American workers (71%) are concerned about job security for those currently employed.

General concern regarding the unemployment rate and job security has declined since August when the stock market fell sharply.

- In February of 1999, fewer Americans (18%) indicated that they were very concerned with the unemployment rate than in August 1998 when 32% reported that they were very concerned.
- Concern over personal job security fell from 59% of Americans in August of 1998 to only 36% concerned in February of 1999.

A significant gap exists between what workers would like to have in a job and what they are receiving.

- Most American workers (92%) are concerned with having the flexibility in their schedules to take care of family

needs such as caring for a sick child or parent or attending school functions.

- A quarter (24%) of workers indicate that they do not think their employer cares about their ability to balance work and

Most American workers (88%) report that the amount of stress in their job is important with 44% indicating that they are very or extremely concerned about feeling stress from work demands.

family and 25% say that their employer does not have policies that offer benefits that supports them in balancing work and family.

- Most workers (87%) feel that flexible work hours or days are important; however, half the employers (52%) do not offer flexible work days and 39% do not offer flexible work hours.
- Although most workers (80%) would enroll in an education or training program if subsidized by their employer, only 33% of employers offer this benefit.

Telecommuting may be emerging as a solution to broadly assist workers in balancing work and family. Significant numbers of Americans have computer access at home – and routine word processing and other information technology skills are now widely required in the workforce.

- Although 59% of workers indicate they would take advantage of the opportunity to telecommute if offered, only 17% of employers offer this opportunity.
- The survey found that most Americans (61%) have access to the Internet at least once a month with 38% having access every day.
- The majority (67%) of American workers report having access to a computer at

home. (This numbers is somewhat higher than other surveys which have reported 40-50% of adults having access to a computer at home; perhaps this number reflects an upward trend to computer access.)

- Most (74%) workers use a computer at work or school.

Among those workers who currently telecommute all or part of the week:

- Almost half (46%) of telecommuters report that they are more productive working from home or another off site location while only 11% indicate that they are less productive.
- Virtually all telecommuters (90%) indicate that the opportunity to telecommute helps them better balance work and family.

A telecommuting gap exists based on education level and income.

- Only 11% of high school graduates work

for employers that offer telecommuting opportunities as opposed to 24% of college graduates and 29% of post-graduates.

- Among those working for employers that offer telecommuting opportunities, 40% of those earning less than \$40,000 are not allowed to telecommute as opposed to only 23% of those earning more than \$40,000.

There is strong support among American workers for raising the minimum wage to \$6.15/hour.

- Most Americans (65%) agree with the proposal to increase the minimum wage from \$5.15/hour to \$6.15/hour with half (49%) strongly agreeing.
- Support for this increase is strong across party lines with only 23% of Republicans, 11% of independents and 2% of Democrats strongly disagreeing with the proposal.

2. Background on the Work Trends Project

“Work Trends: Americans’ Attitudes About Work, Employers, and Government” is a national survey conducted quarterly by the John J. Heldrich Center for Workforce Development, Rutgers University and the Center for Survey Research and Analysis, University of Connecticut. Each quarter, this comprehensive survey will explore Americans’ perceptions regarding job satisfaction, job security, career mobility, education and training and the appropriate role of government in addressing the needs of workers, employers and job seekers. In addition, each quarter will highlight a different topical issue, providing an in-depth understanding of work-related issues important to the American public.

The John J. Heldrich Center for Workforce Development was founded in 1997 at Rutgers, The State University of

New Jersey to address the needs of the nation’s workforce development system. The Center’s mission is to increase the efficiency of the labor market by identifying and creating strategies to strengthen America’s workforce to seize the job opportunities emerging in the global economy. The Center’s researchers, scholars and practitioners combine their talents to develop solutions to put people to work, ensure that workers remain competitive, and provide employers with qualified and productive workers.

The Center for Survey Research and Analysis (CSRA) at the University of Connecticut is a non-profit, non-partisan research and education facility. CSRA is recognized nationally and internationally as a leader in conducting innovative and important public opinion research.

Note: Figures in charts may not add exactly to 100% due to rounding.

3. Balancing Work and Family

Despite a strong economy, low unemployment, and high job satisfaction, American workers have great anxiety about their ability to meet the competing demands of work and family. It appears that one of the ironies of the strong economy is that workers must work harder and be more flexible to meet the needs of employers seeking to compete effectively; it also appears that workers are seeking, in turn, additional flexibility in work and family policies.

Currently, most workers (88%) are satisfied with their job with over half (54%) indicating that they are very satisfied. There is little variation in job satisfaction between men and women or among different races; however, job satisfaction does vary by income and education level.

Workers earning over \$40,000 are 10% more likely to be very satisfied with their jobs than those earning under \$40,000. Interestingly, workers with less than a high school education are far more satisfied with their jobs than workers of any other education level. Over three-fourths (76%) of workers with less than a high school education report being very satisfied with their jobs while only 54% of high school graduates, 53% of college graduates and 60% of those with post-graduate education. In addition, self-employed workers tend to be more satisfied than either full or part-time employees with 70% of self-employed workers indicating that they are very satisfied with their job. [See Figure 3.1]

While Americans may be satisfied with their job, they are having difficulty balancing their work and family life. The *Work Trends* survey took 18 separate job factors and asked respondents to report how important each factor was to them. The most important factor for Americans in their jobs is the ability to balance work and family. This factor rated as very or extremely important by 88% of all

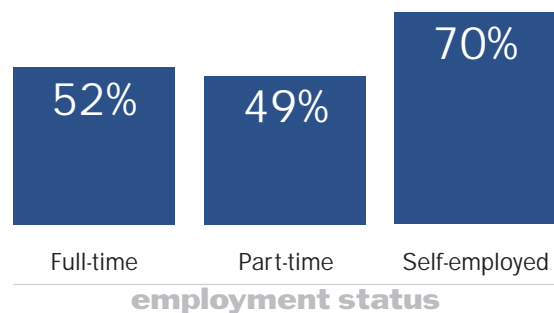
Almost all workers (95%) are concerned about spending time with their immediate family with 41% being extremely concerned and another 41% being very concerned.

members of the workforce and as extremely important by 37%. Other factors with high 'extremely important' ratings are job security (30%), an emergency time off policy that allows one to take paid time off in case of emergency (25%), and stress at work (21%).

Despite the fact that most Americans think balancing work and family is very important, few workers achieve this balance. Almost all workers (95%) are concerned about spending time with their immediate family with 41% being extremely concerned and another 41% being very concerned. [See Figure 3.1] The increase in single parent families and the number of two income earner families are possible reasons for this concern.

Although there is little variation about the relative importance of balancing work and family across gender, race, income, age or income level, variation does exist when looking at whether or not workers have dependent children and when looking at employment status. Workers with children

Fig. 3-1: Percentage of Workers Satisfied with their Job



are somewhat more concerned about spending time with their families with 50% being extremely concerned as compared to 33% of those without children under 18. Another significant variance is exhibited among workers of different employment status – full-time, part-time and self-employed. Self-employed workers are less concerned than other workers with only 32% reporting that they are very concerned with spending enough time with their immediate family as compared to 42% of full-time and 43% of part-time workers.

It is well established that working adults value the flexibility to arrange their work schedules to allow them to take care of family needs such as caring for a sick child or parent or attending a school function. The *Work Trends* survey confirms that this issue is of overwhelming concern for working Americans. Almost all (92%) workers are concerned with having the flexibility in their work schedule to care of family needs, with 38% of workers being extremely concerned and 37% being very concerned.

Unlike spending time with family, the concern for having flexibility in one’s work schedule to meet family needs does demonstrate variation across gender and age. Women show a stronger concern for flexibility in their work schedule than men with 43% of women being extremely concerned as compared to only 33% of men. Similarly, 41% of workers 18-29 years old are extremely concerned with flexibility in their work schedule as compared to only 31% of workers 50 plus years of age. Another significant variance is among workers of different employment status – full-time, part-time and self-employed. Not surprisingly, self-employed workers are less concerned with flexible work schedules than other workers. Only 29% of self-employed workers report being very concerned as opposed to 38% of full-time and 42% of part-time workers.

Fig. 3-2: Concerned about Spending Time with Family

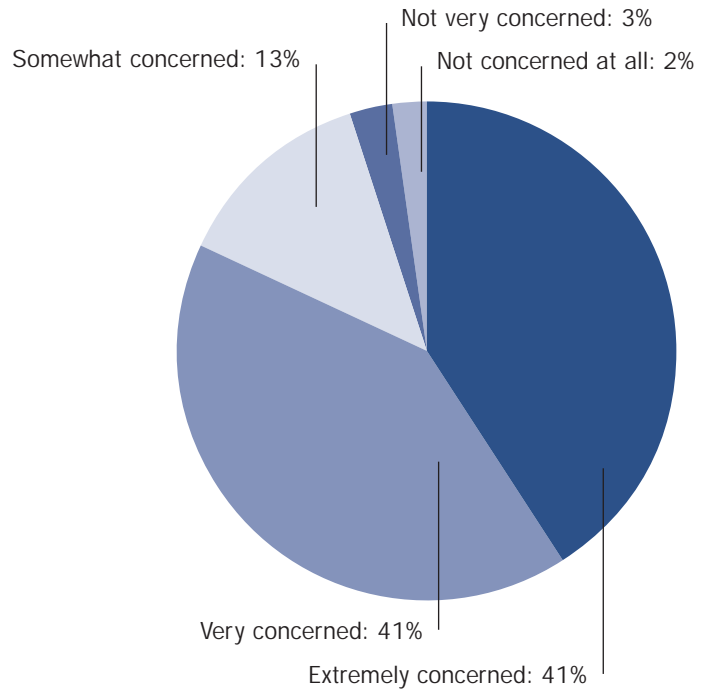
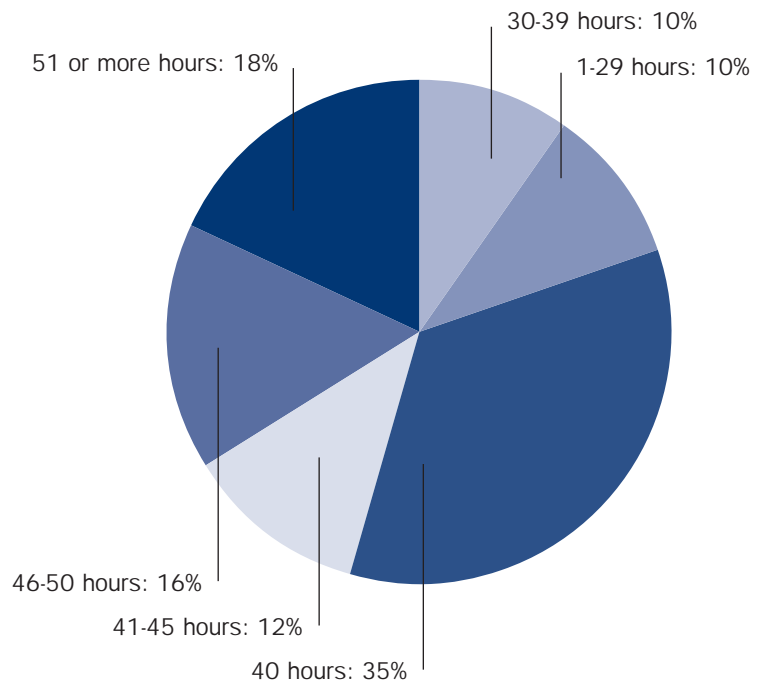


Fig. 3-3: Hours Worked in a Typical Week



A key ingredient in a worker's ability to balance work and family is time. Currently, almost half (46%) of American workers spend more than 40 hours on the job, with a significant number (18%) working more than 50 hours per week. [See Figure 3.3] In addition to the difficulty of working long hours, many workers are asked to work overtime with little or no notice. Almost half (45%) of all workers report having to work overtime with little or no notice, 18% of whom work overtime four or more days per week.

In light of the long work hours and the difficulty in spending enough time with family, it appears that workers may be sacrificing the amount of time they sleep. An overwhelming 87% of workers are concerned with getting enough sleep with 60% indicating

Women show a stronger concern for flexibility in their work schedule than men with 43% of women being extremely concerned as compared to only 33% of men.

that they are very or extremely concerned with the amount they are sleeping. Although this concern is for the most part universal, there is slight variation among workers of different education levels. Among those with less than a high school degree, 73% are very or extremely concerned with getting enough sleep as compared to 55% of college graduates and 57% of those receiving post-graduate education.

4. Job Stress and Anxiety Regarding Job Security

The combination of high job satisfaction and the lowest unemployment rate in 30 years has not diminished workers' anxiety regarding job security or reduced the stress associated with work. General concern regarding the unemployment rate and job security has declined since August when the stock market fell sharply.

In February of 1999, fewer Americans (18%) indicated that they were very concerned with the unemployment rate than in August 1998 when 32% reported that they were very concerned. Concern over personal job security fell from 59% of Americans in August of 1998 to only 36% concerned in February of 1999.

Currently, most workers (83%) report that job security is a very or extremely important aspect of a job. In spite of an extremely tight labor market, 71% of workers are concerned about job security for those currently employed and half (51%) are concerned about the unemployment rate.

Non-whites tend to be more concerned about job security than whites with 45% of non-white workers indicating that they are very concerned with job security as compared to only 33% of white workers. Workers ages 50 and older also tend to be more concerned with job security than younger workers. Among those workers 50 and older, 43% are very concerned with job security as compared to 34% of workers ages 30-49 and 33% of workers ages 18-29.

Another indicator of general concern about the economy and job security is the level of concern over the unemployment rate. Similar to concern over job security, non-white workers are more than twice as likely than white workers to be very concerned about the current employment rate. About one third (32%) of non-white workers are very concerned with the unemployment rate while only 14% of white workers are

very concerned. In addition to race, there is significant variation by education level. The less formal education a worker has obtained, the greater their anxiety about the unemployment rate. As seen in Figure 4.1, those with less than a high school education are

Fig. 4-1: Percentage of Workers Concerned about the Unemployment Rate

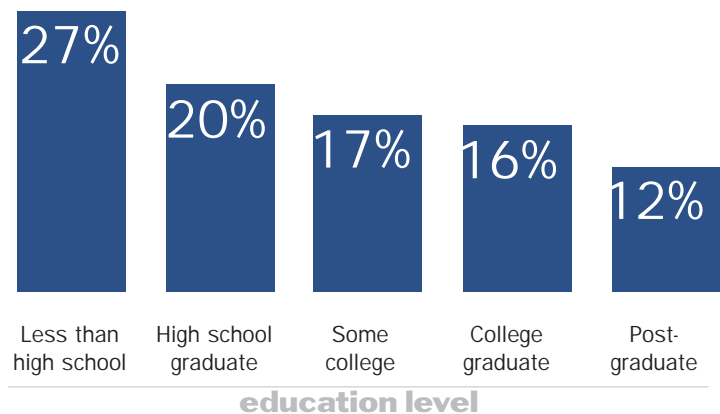
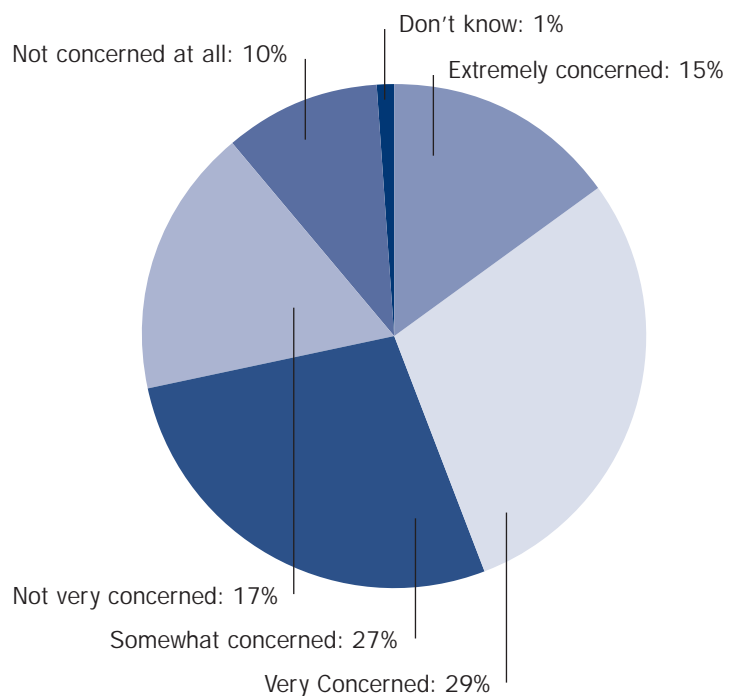


Fig. 4-2: Percentage of Workers Feeling Stress from Work Demands



more than twice as likely be very concerned with the unemployment rate as those with post-graduate education.

In addition to anxiety about employment prospects, American workers are feeling stress resulting from the demands of their jobs. Most workers (88%) said that the amount of stress in their job is an important factor with 64% reporting that it is very or extremely important. Despite workers' awareness of the importance of stress, 44%

of workers indicate that they are very or extremely concerned about feeling stress from work demands. [See Figure 4.2] Concern over stress is particularly high among women and non-whites. Half of all women are very or extremely concerned with feeling stress from work demands as opposed to 40% of men. Similarly, over half (51%) of non-whites as compared to 43% of whites are very or extremely concerned with stress.

5. Employer Benefits vs. Employee Desires

The issues of balancing work and family and job related stress are certainly not new. Employers have implemented an array of programs and policies — often called ‘family-friendly’ benefits – in an attempt to assist employees in managing stress and meeting the competing demands of the workplace and home. Most American workers (70%) agree that their employer cares about their ability to balance work and family, but one in four indicate that their employer does not offer benefits to support them in achieving this balance. In addition to contending with the cost of providing such benefits, employers must also contend with a substantial number of workers (35%) who indicate that it is unfair to offer ‘family friendly’ benefits without offering other benefits for employees without dependents.

In light of these issues, the *Work Trends* survey examined 8 different policies/benefits that are important to workers and determined what percentage of employers offer these benefits. The results show a gap between what workers feel is important and what employers are able to offer. [See 5.1]

In general, workers place the greatest importance on policies or benefits that provide them with the necessary flexibility in their schedules to address family needs such as an emergency time off policy (91%), unpaid leave (90%), and flexible work hours/days (87%). Although employers offer these benefits, they are by no means standard. Many employers offer an emergency time off policy (83%) and unpaid leave (74%), but fewer offer flexible work hours (61%) and flexible work days (48%). Interestingly, women and non-white workers are more likely to work for an employer that offers flexible work hours.

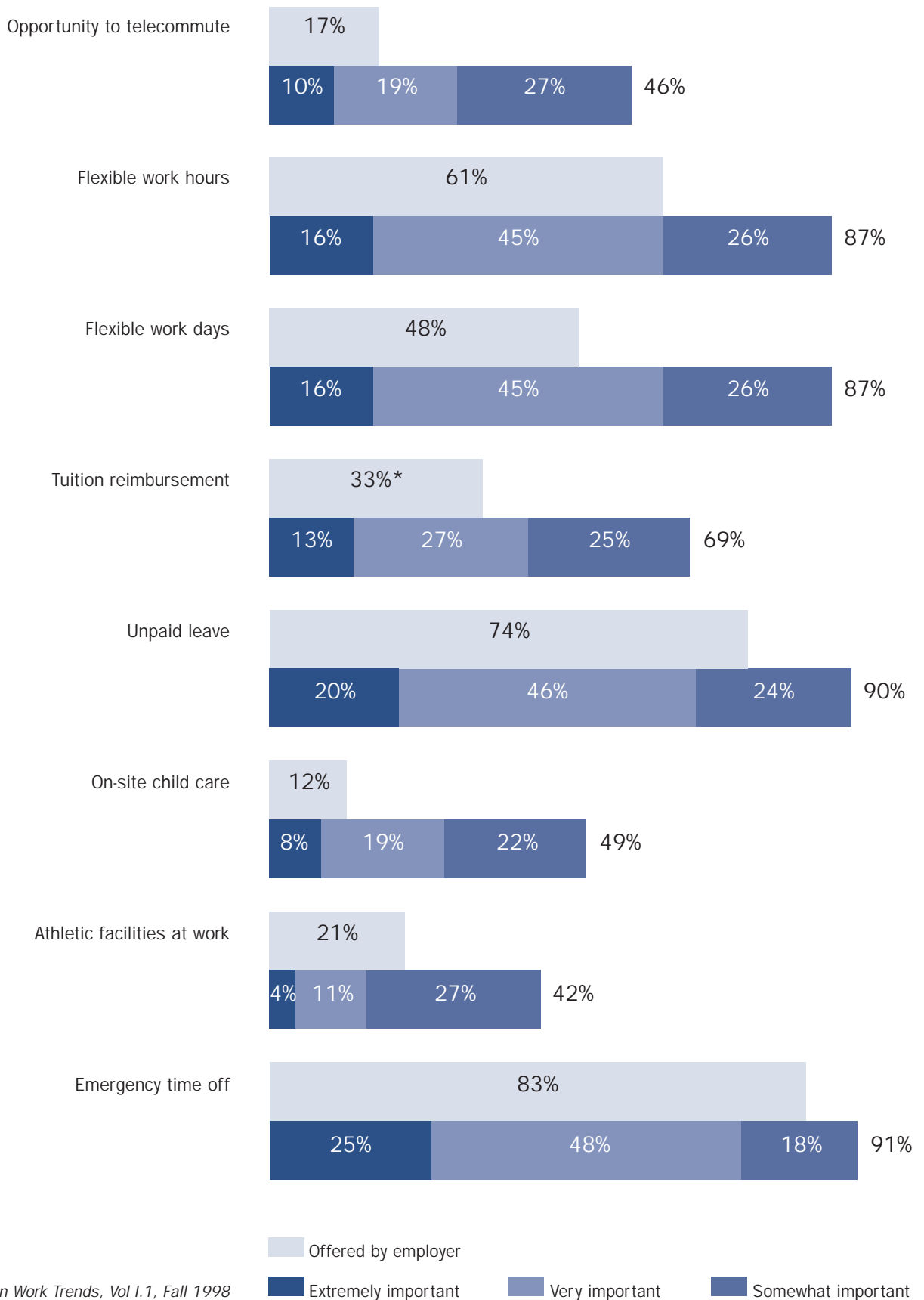
The gap between employee preferences and employer benefits is even greater when examining benefits of convenience such as on-site childcare and athletic facilities. Although half of all workers (49%) feel that on-site childcare is important, only 12% of employers offer this benefit. Women place greater importance on child care facilities at work than men with 35% of women reporting that it is very or extremely important compared to only 23% of men. The relative importance of on-site child care also varies by income with 35% workers earning under \$40,000 indicating that this benefit is very or extremely important compared to 24% of workers earning more than \$40,000.

Most American workers (70%) agree that their employer cares about their ability to balance work and family, but one in four indicate that their employer does not offer benefits to support them in achieving this balance.

Having athletic facilities at work is another benefit that helps save time and reduce stress. A substantial number (42%) of workers indicate that athletic facilities at work are important yet only 21% of employers provide this benefit. The relative importance of work out facilities varies little by gender, income, or age; however, it varies considerably by race with 27% of non-white workers report that it is very or extremely important to have athletic facilities at work as compared to only 11% of white workers.

In addition to finding more time for their families, workers feel strongly about continuing

Fig. 5-1: Relative Importance and Percentage Offered of Various Policies/Benefits



their education and training. Many workers (69%) indicate that tuition remission is an important benefit. If tuition remission were offered by their employer, 80% of workers would enroll in an education or training class. With only 33% of employers offering tuition remission, this policy has tremendous potential for growth. Women, non-white

workers, and young workers place a higher importance on tuition remission than their respective counterparts. [See Figures 5.2 and 5.3] The concerns expressed by employees ought to be attended to by those responsible for human resource decisions as they try to attract and retain workers.

Fig. 5-2: Importance of Tuition Remission

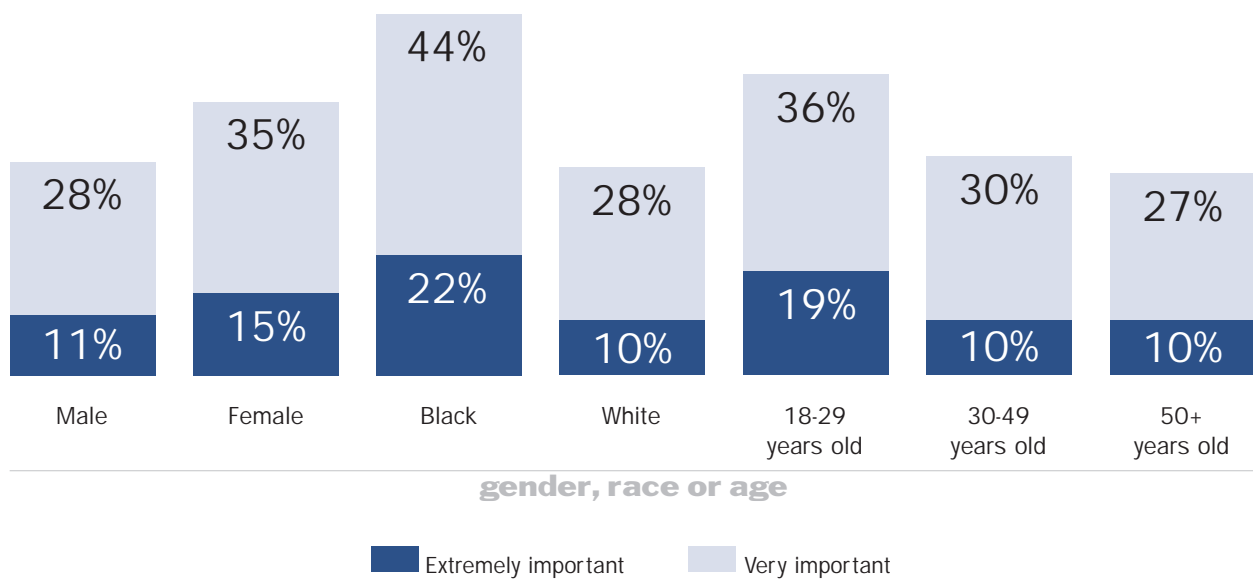
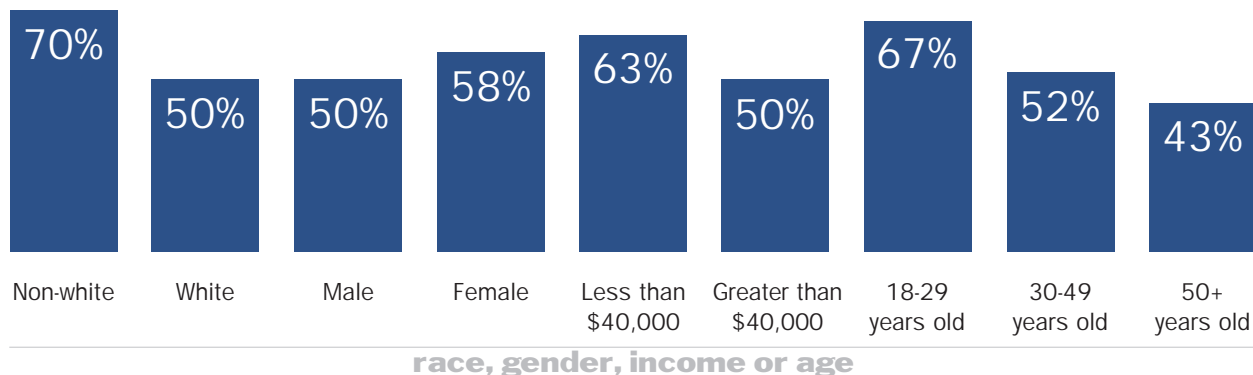


Fig. 5-3: Percentage of those who would enroll in a class if tuition remission were offered



6. Telecommuting: An Emerging Opportunity

This quarter's *Work Trends* survey included a number of questions regarding telecommuting because it is a policy option with multiple benefits including balancing work and family and increasing worker productivity. Although not widespread in practice, telecommuting is an attractive policy to both employers and employees.

Telecommuting involves working from home or another location outside of the work place, often using a phone and computer. Much like flexible work days or flexible work hours, telecommuting offers workers increased control over their schedule. Telecommuting also has the potential to save time otherwise spent commuting to work. Although there appears to be interest in telecommuting, neither workers nor employers seem to have fully embraced it.

Nearly half (46%) of American workers report that the opportunity to telecommute is important to them, yet only 10% indicate that it is extremely important. Women are twice as likely as men to feel strongly about the importance of telecommuting opportunities with 13% of women reporting that the opportunity to work from home or a convenient location is extremely important. Perhaps some of this reluctance regarding telecommuting stems from workers' concern that telecommuting may hinder their opportunities for advancement. Close to half (45%) of workers believe that telecommuting would reduce their chances for advancement. Despite this belief, 59% of workers indicate that they would telecommute if given the opportunity.

Even though there is relatively high interest in telecommuting, only 17% of employers offer this opportunity to their employees. It appears that there is a telecommuting gap where those with higher incomes, higher education, and working in professional or technical occupations are much more likely

Close to half (45%) of workers believe that telecommuting would reduce their chances for advancement. Despite this belief, 59% of workers indicate that they would telecommute if given the opportunity.

to have the opportunity to telecommute. For example, only 11% of high school graduates work for employers that offer telecommuting opportunities as opposed to 24% of college graduates and 29% of post-graduates. Workers with higher incomes are also more likely to work for employers that offer the telecommuting option. Twenty-eight percent (28%) of those earning \$75,000 or more work for companies offering telecommuting opportunities compared to only 12% of those earning between \$10,000 - \$20,000. [See Figure 6.1]

Even when working for an employer that offers telecommuting opportunities, many workers are still denied the option of participating. Among those with employers that offer telecommuting opportunities, 29% report that this offer does not extend to them. For example, 58% of workers earning less than \$40,000/year have the opportunity to telecommute compared to

Fig. 6-1: Percent Working for Companies that Offer the Opportunity to Telecommute

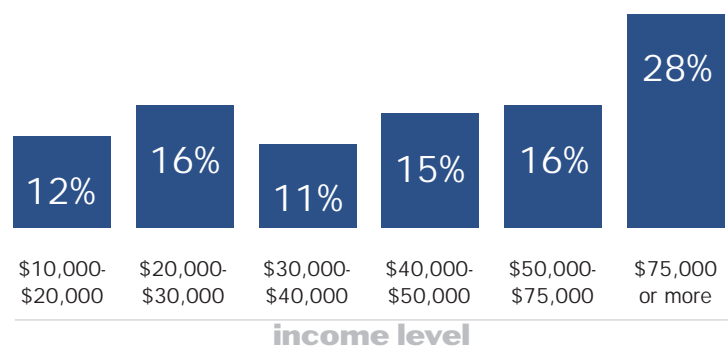
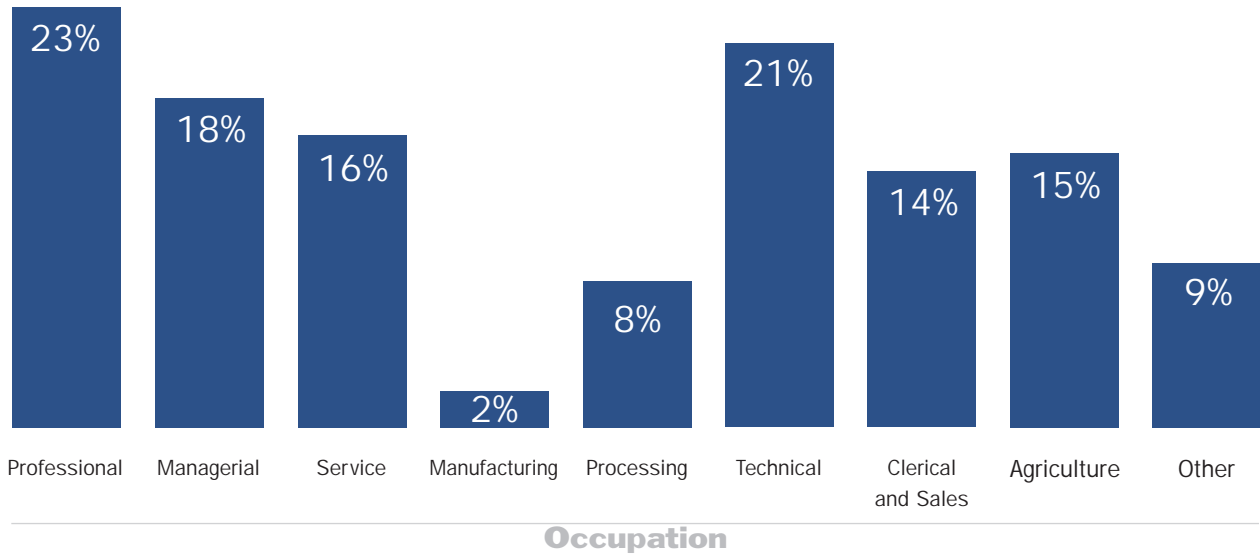


Fig. 6-2: Percentage of Workers Offered the Opportunity to Telecommute



76% of those earning more than \$40,000. In addition, those in professional and technical occupations are more likely to be offered the option of telecommuting than those in other occupations. [See Figure 6.2]

In general, only about 8% of workers (excluding the self-employed) telecommute. These workers tend to work from home one or two days per week. Those that do telecommute, report substantial benefits. Close to half (46%) report being more productive when they are working from home or other location versus being in a more traditional office setting. [See Figure 6.3] In addition, 90% of workers indicate that the opportunity to telecommute helps them to better balance work and family.

Although only about 8% of employees telecommute, the high rates of computer use and Internet access create a foundation for expanding telecommuting opportunities. Most (74%) workers use a computer at work or school and a surprising 67% of workers have access to a computer at home. In addition, 67% of Americans have access to the Internet with 38% having access to the Internet every day. [See Figure 6.4]

Computer access at home and Internet

Fig. 6-3: Telecommuters' productivity

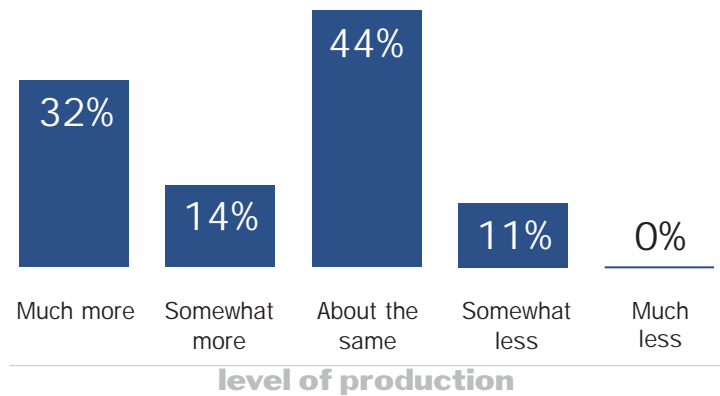
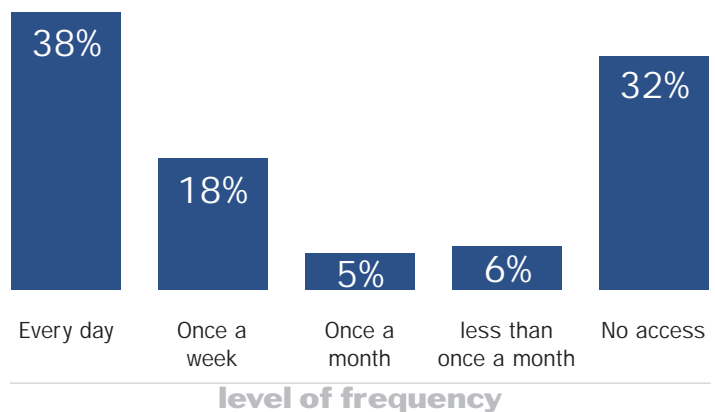


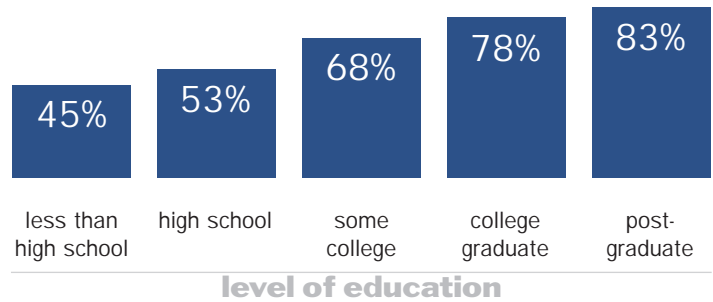
Fig. 6-4: Access to the Internet



access vary significantly by both income and education level, reinforcing the idea that there is technology gap in society. The majority (77%) of individuals with incomes greater than \$40,000 have a computer at home while less than half (48%) of individuals earning less than \$40,000 have access. In addition, those higher level of education, the greater likelihood of having a computer at home and having daily Internet access. [See Figures 6.5 and 6.6]

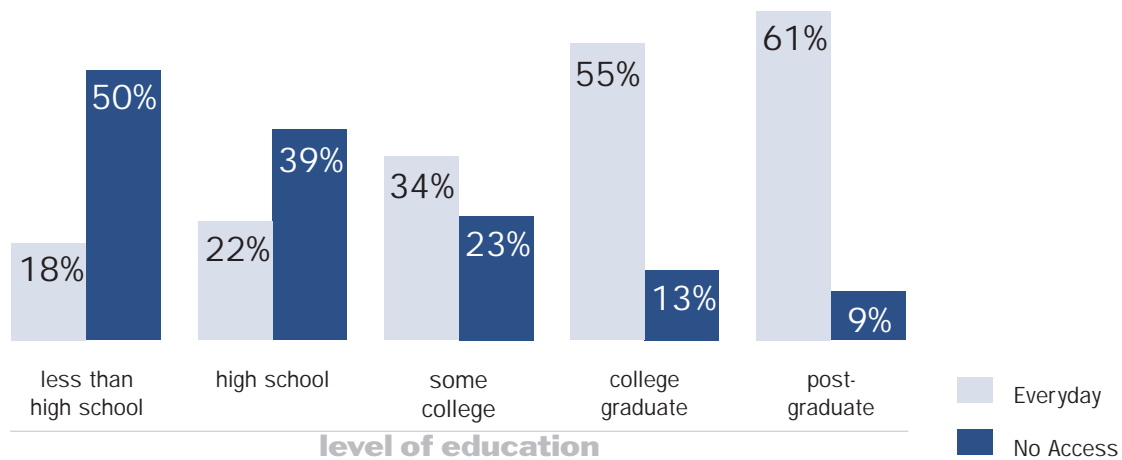
Telecommuting is clearly a strategy that can assist workers in balancing work and family as well as one with the potential for mass application. The high percentage of workers who use a computer at work (74%) and have a computer at home (67%) provide the foundation for extending this benefit to

Fig. 6-5: Access to a computer at home



a greater number of employees. In order to mitigate a telecommuting gap, careful attention must be paid to provide telecommuting opportunities to individuals with low-income and little formal education.

Fig. 6-6: Access to the Internet



7. Policy Implications

The rise of technology, heightened global competition, and the collapse of traditional trade barriers have forever changed how employers and their workers go about their business. These changes have challenged employers to become more flexible and efficient, and in turn have challenged workers to take more responsibility for their skill and career development. The rules of the new economy have created opportunity as well as uncertainty. Despite a tight labor market and high job satisfaction, workers are uncertain about their job security and have a desire to upgrade their skills to remain competitive in a volatile labor market. The demand for a high skilled and experienced workforce provides a powerful incentive for employers to embrace policies that promote continuing education; these policies increase the skills of incumbent workers and act as an incentive to attract and retain a quality workforce. If given assistance in the form of time off from work or tuition remission, workers report that they will enroll in education and training programs. The convergence of these demands has the potential to significantly expand the market for education and training – especially for incumbent workers. Those education and training institutions that customize their services and products to meet the specific needs of employers and employees have met with success and provide lessons for the new and expanding marketplace.

The prevailing concern about balancing work and family coupled with the rise of technology provide the incentive and opportunity for telecommuting. Telecommuting is

an untapped policy that holds potential to improve workplace productivity and worker balance as well as reducing congestion and pollution. Those who telecommute report being equally or more productive when telecommuting as well as better able to balance work and family. The virtual ubiquity of computer access, dropping computer prices, and prevalent use of computers at work points to the potential for mass application of telecommuting programs across all income and education levels. With less than 10% of employees currently telecommuting, the expansion of telecommuting programs could explode if companies begin to reassess its potential benefits, now that lost cost technology makes it possible. In addition to its workplace, workforce and environmental benefits, the mass expansion of telecommuting may significantly expand the technology and telecommunication markets.

Telecommuting also holds great potential for individuals with mobility problems — particularly those with disabilities and low income job seekers and workers. With jobs increasingly located in suburban locations not well served by transit, individuals with disabilities and those that cannot afford to own cars have difficulty accessing jobs.

As workers struggle to meet the demands of employers and employers struggle to meet the demands of the global economy, policies promoting increased skill attainment and worker flexibility have the potential to meet the needs of both workers and companies. Clearly, both telecommuting and tuition reimbursement are two such solutions at work.

Appendix 1: Methodology

The survey was conducted from February 5 through February 22, 1999 by the Center for Survey Research and Analysis (CSRA) at the University of Connecticut. This report is based on a total of 1,000 telephone interviews completed with adult members of the workforce in the contiguous United States.

Interviews were conducted at the CSRA's interviewing facility in Storrs, Connecticut, using a Computer Assisted Telephone Interviewing (CATI) system. All CSRA surveys are conducted by professional survey interviewers who are trained in standard protocols for administering survey instruments. All interviewers assigned to this survey participated in special training conducted by senior project staff. The draft survey questionnaire and field protocols received extensive testing prior to the start of the formal interviewing period, and all project interviewers conducted trial interviews with randomly selected respondents as part of this pre-test phase. During the formal interviewing period, interviews were extensively monitored by center staff to insure CSRA standards for quality were con-

tinually met. Selected respondents were recontacted to validate the accuracy of recorded responses.

The sample for this survey was stratified to insure that regions, as defined by the U.S. Bureau of the Census, were represented in proportion to their share of the total U.S. workforce. Within each of these regions, telephone numbers were generated through a random-digit-dial telephone methodology to insure that each possible residential telephone number had an equal probability of selection. Telephone banks which contain no known residential telephone numbers were removed from the sample selection process. The sample was generated using the GENESYS sampling database under the direction of a CSRA survey methodologist. Once selected, each telephone number was contacted a minimum of four times to attempt to reach an eligible respondent. Households where a viable contact was made were called up to 25 additional times. Within each household one adult was randomly selected to complete the interview.

A total of 1,698 adults received full

screening interviews to determine if they were eligible for inclusion in the survey. Respondents were included if they worked full or part time, or if they were unemployed and looking for work. A total of 661 adults were not interviewed because they did not meet the screening criteria. An additional 37 respondents completed partial interviews and asked that the interview be completed after the field period had ended. The results of this report are based on a total of 1,000 complete interviews with members of the workforce. The final results were weighted to match U.S. Department of Labor estimates for age, gender, and employment status for the U.S. workforce.

The sample error associated with a survey of this size is +/- 3% at the 95% confidence level, that means there is less than one chance in twenty that the results of a survey of this size would differ by more than 3% in either direction from the results which would be obtained if all members of the workforce in the contiguous U.S. had been selected. The sample error is larger for sub-groups. CSRA also attempted to minimize other possible sources of error in this survey.

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