

Job Satisfaction Survey August 2009

Q1 Which of the following issues has the biggest impact in your stress level and sense of wellbeing: work, health, the economy, or family? If work, press 1. If health, press 2. If the economy, press 3. If family, press 4.

Work22% Economy.....42%
Health19% Family.....18%

Q2 In the last six months has your stress level increased, decreased, or remained the same? If it has increased, press 1. If it has decreased, press 2. If it has remained the same, press 3.

Increased.....53% Remained the Same35%
Decreased13%

Q3 Given the choices of work, money, health, family, and spirituality which do you think is the most important? If work, press 1. If money, press 2. If health, press 3. If family, press 4. If spirituality, press 5.

Work 4% Family.....40%
Money..... 6% Spirituality31%
Health20%

Q4 Between worrying about finances, relationship or family troubles, job security, caregiving responsibilities, and your health what currently distracts you the most while at work? If worrying about finances, press 1. If relationship or family troubles, press 2. If job security, press 3. If caregiving responsibilities, press 4. If your health, press 5.

Finances 33%
Relationship or Family Trouble 15%
Job Security 19%
Caregiving Responsibilities 13%
Health 20%

Q5 If you had more spare time, would you spend it pursuing hobbies, exercising, with your family, or working and advancing your career? If pursuing hobbies, press 1. If exercising, press 2. If with family, press 3. If working and advancing your career, press 4.

Hobbies..... 25%
Exercising 19%
Time with Family.....51%
Working and Advancing Career 5%

Q6 If you could change one aspect of your job would it be your salary and benefits, work-life balance, opportunities for professional development and advancement, or better hours? If better salary and benefits, press 1. If better work-life balance, press 2. If more opportunity for professional development and advancement, press 3. If better hours, press 4.

Salary and Benefits.....51%
Work-Life Balance28%
Opportunities for Professional Development and Advancement..... 14%
Better Hours..... 7%

Q7 How would you categorize the importance of work-life balance to you? If very important, press 1. If somewhat important, press 2. If not very important, press 3. If not at all important, press 4.

Very Important 67%
Somewhat Important.....26%
Not Very Important..... 5%
Not at all Important 2%

Q8 Are you happy with the balance between your work life and personal life? If yes, press 1. If no, press 2.

Yes.....67% No 33%

Q9 Do you feel your company's work-life benefits or employee assistance programs are equitable to both single and married employees? If yes, press 1. If no, press 2.

Yes72% No28%

Q10 Do you feel that the workplace has different sets of expectations for married versus single employees? If yes, press one. If no, press two.

Yes 25%
 No 75%

Q11 Do you spend time at work researching goods and services that you need at home, such as appliances, cars for sale, furniture, plumbers, and other things like this? If yes, press 1. If no, press 2.

Yes 22%
 No 78%

Q12 Do you spend time at work researching weekend and night time recreation or vacation travel, like airfares and hotel accommodations? If yes, press 1. If no, press 2.

Yes 17%
 No 83%

Q13 Do you ever have to leave work or stay home to meet with a repair or other service person? If yes, press 1. If no, press 2.

Yes 44%
 No 56%

Q14 Some companies provide convenience and concierge services which can conduct research on goods and products, find community resources or even provide a personal assistant to take care of things like errands and letting service people into your home. In your opinion, how important is it that employers provide these kinds of benefits for their employees? If you think it is very important, press 1. If you think it is somewhat important, press 2. If you think it is not very important, press 3. If you have no opinion, press 4.

Very Important 15%
 Somewhat Important 27%
 Not Very Important 53%
 No Opinion 5%

Q15 How long have you worked for your current employer? If less than a year, press 1. If one to three years, press 2. If more than 3 years, press 3.

Less than a year 9% More than three years 78%
 One to three years 13%

Q16 If you are a woman, press 1. If a man, press 2.

Woman 54% Man 46%

Q17 If you are 18 to 29, press 1. If 30 to 45, press 2. If 46 to 65, press 3. If older than 65, press 4.

18 to 29 8% 46 to 65 56%
 30 to 45 24% Older than 65 12%

Q18 If you are Hispanic, press 1. If white, press 2. If black, press 3. If other, press 4.

Hispanic 13%
 White 67%
 Black 13%
 Other 6%

Q19 What kind of industry do you work in? If you work in a service industry, press 1. If you work in retail or wholesale trade, press 2. If you work in finance, insurance or real estate, press 3. If you work in a construction or minerals industry, press 4. If you work in a manufacturing business, press 5. If you work in transportation, communication or utilities, press 6. If education, press 7. If health care, press 8. If you are a government employee, press 9.

Service industry 27%
 Retail or wholesale trade 9%
 Finance, insurance, or real estate 9%
 Construction or minerals industry 6%
 Manufacturing business 10%
 Transportation, communication, or utilities 6%
 Education 14%
 Health care 12%
 Government employee 7%



Q20 If you make less than \$25,000 a year, press 1. If you make between \$25,000 and \$50,000 a year, press 2. If you make between \$50,000 and \$75,000 a year, press 3. If you make between \$75,000 and \$100,000 a year, press 4. If you make more than \$100,000 a year, press 5.

Under \$25,000..... 20%
\$25,000 to \$50,000..... 30%
\$50,000 to \$75,000..... 22%
\$75,000 to \$100,000..... 11%
More than \$100,000..... 16%

Q21 Are you married? If yes, press 1. If no, press 2.

Yes 75%
No..... 25%

Crosstabs

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Biggest Impact on Stress Level				
Work	22%	36%	26%	20%
Health	19%	18%	19%	19%
Economy	42%	32%	38%	43%
Family	18%	15%	16%	18%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Change in Stress Level				
Increased	52%	65%	56%	51%
Decreased	13%	14%	16%	12%
Remained the Same	35%	21%	28%	38%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Top Priority				
Work	4%	12%	3%	4%
Money	6%	11%	7%	5%
Health	19%	23%	20%	19%
Family	40%	30%	42%	40%
Spirituality	31%	23%	28%	33%

Crosstabs

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Distraction at Work				
Finances	33%	53%	47%	29%
Relationship or Family Trouble	15%	8%	12%	16%
Job Security	19%	18%	24%	18%
Caregiving Responsibilities	13%	6%	10%	14%
Health	21%	16%	7%	23%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Priorities with more time				
Hobbies	25%	35%	23%	24%
Exercising	19%	15%	24%	18%
Time with Family	51%	41%	47%	53%
Working and Advancing Career	5%	9%	6%	4%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Change One Aspect of Job				
Salary and Benefits	51%	65%	55%	49%
Work-Life Balance	28%	13%	22%	31%
Opportunities for Professional Development and Advancement	14%	14%	17%	13%
Better Hours	7%	7%	6%	7%

Crosstabs

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Importance of Work-Life Balance				
Very Important	67%	72%	72%	66%
Somewhat Important	26%	27%	24%	26%
Not Very Important	5%	1%	3%	6%
Not at all Important	2%	1%	0%	3%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Happy w/ Work-Life Balance				
Yes	66%	60%	70%	67%
No	34%	40%	30%	33%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Work/Life Benefits Equitable				
Yes	72%	60%	67%	74%
No	28%	40%	33%	26%

Crosstabs

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Different Sets of Expectations				
Yes	25%	36%	27%	24%
No	75%	64%	73%	76%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Work Time Spent Researching Goods and Services				
Yes	22%	32%	30%	19%
No	78%	68%	70%	81%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Work Time Spent Researching Travel and Recreation				
Yes	16%	27%	21%	14%
No	84%	73%	79%	86%

Crosstabs

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Leave Work for Service/Repair				
Yes	44%	44%	34%	46%
No	56%	56%	66%	54%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
Importance of Concierge Services				
Very Important	15%	30%	18%	13%
Somewhat Important	26%	30%	29%	26%
Not Very Important	53%	37%	50%	56%
No Opinion	5%	3%	4%	6%

	Base	Gender	
		Woman	Man
Biggest Impact on Stress Level			
Work	22%	18%	26%
Health	19%	21%	16%
Economy	42%	42%	42%
Family	18%	19%	16%

Crosstabs

	Base	Gender	
		Woman	Man
Change in Stress Level			
Increased	53%	53%	52%
Decreased	13%	13%	13%
Remained the Same	35%	35%	35%

	Base	Gender	
		Woman	Man
Top Priority			
Work	4%	4%	5%
Money	6%	6%	5%
Health	20%	19%	20%
Family	40%	38%	41%
Spirituality	31%	33%	28%

	Base	Gender	
		Woman	Man
Distraction at Work			
Finances	33%	33%	34%
Relationship or Family Trouble	15%	15%	14%
Job Security	19%	16%	21%
Caregiving Responsibilities	13%	16%	9%
Health	20%	20%	21%

Crosstabs

	Base	Gender	
		Woman	Man
Priorities with more time			
Hobbies	25%	21%	30%
Exercising	19%	19%	18%
Time with Family	51%	54%	47%
Working and Advancing Career	5%	5%	5%

	Base	Gender	
		Woman	Man
Change One Aspect of Job			
Salary and Benefits	51%	53%	48%
Work-Life Balance	28%	28%	28%
Opportunities for Professional Development and Advancement	14%	11%	17%
Better Hours	7%	7%	7%

	Base	Gender	
		Woman	Man
Importance of Work-Life Balance			
Very Important	67%	72%	61%
Somewhat Important	26%	23%	29%
Not Very Important	5%	3%	7%
Not at all Important	2%	2%	2%

Crosstabs

	Base	Gender	
		Woman	Man
Happy w/ Work-Life Balance			
Yes	67%	65%	68%
No	33%	35%	32%

	Base	Gender	
		Woman	Man
Work/Life Benefits Equitable			
Yes	72%	71%	73%
No	28%	29%	27%

	Base	Gender	
		Woman	Man
Different Sets of Expectations			
Yes	25%	25%	26%
No	75%	75%	74%

Crosstabs

		Gender		
		Base	Woman	Man
Work Time Spent Researching Goods and Services				
	Yes	22%	18%	26%
	No	78%	82%	74%

		Gender		
		Base	Woman	Man
Work Time Spent Researching Travel and Recreation				
	Yes	17%	14%	20%
	No	83%	86%	80%

		Gender		
		Base	Woman	Man
Leave Work for Service/Repair				
	Yes	44%	44%	44%
	No	56%	56%	56%

Crosstabs

	Base	Gender	
		Woman	Man
Importance of Concierge Services			
Very Important	15%	16%	14%
Somewhat Important	27%	27%	27%
Not Very Important	53%	52%	55%
No Opinion	5%	6%	4%

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Biggest Impact on Stress Level					
Work	22%	38%	30%	19%	8%
Health	19%	19%	16%	18%	26%
Economy	42%	34%	34%	45%	49%
Family	18%	9%	20%	18%	18%

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Change in Stress Level					
Increased	53%	57%	57%	52%	43%
Decreased	13%	18%	12%	12%	12%
Remained the Same	35%	24%	31%	36%	45%

Crosstabs

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Top Priority					
Work	4%	17%	2%	4%	2%
Money	6%	16%	6%	4%	6%
Health	20%	21%	13%	21%	23%
Family	40%	19%	47%	39%	40%
Spirituality	31%	27%	32%	31%	29%

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Distraction at Work					
Finances	33%	61%	42%	28%	25%
Relationship or Family Trouble	15%	10%	14%	16%	15%
Job Security	19%	14%	24%	19%	9%
Caregiving Responsibilities	13%	9%	10%	14%	13%
Health	20%	5%	10%	23%	38%

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Priorities with more time					
Hobbies	25%	37%	19%	26%	27%
Exercising	19%	23%	18%	18%	19%
Time with Family	51%	29%	57%	51%	52%
Working and Advancing Career	5%	10%	6%	5%	2%

Crosstabs

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Change One Aspect of Job					
Salary and Benefits	51%	68%	43%	52%	50%
Work-Life Balance	28%	16%	31%	29%	27%
Opportunities for Professional Development and Advancement	14%	10%	19%	12%	14%
Better Hours	7%	6%	7%	7%	8%

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Importance of Work-Life Balance					
Very Important	67%	72%	76%	66%	51%
Somewhat Important	26%	20%	21%	28%	30%
Not Very Important	5%	8%	3%	4%	12%
Not at all Important	2%	-	0%	2%	8%

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Happy w/ Work-Life Balance					
Yes	67%	74%	61%	65%	80%
No	33%	26%	39%	35%	20%

Crosstabs

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Work/Life Benefits Equitable					
Yes	72%	70%	68%	74%	72%
No	28%	30%	32%	26%	28%

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Different Sets of Expectations					
Yes	25%	45%	27%	21%	31%
No	75%	55%	73%	79%	69%

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Work Time Spent Researching Goods and Services					
Yes	22%	47%	27%	18%	15%
No	78%	53%	73%	82%	85%

Crosstabs

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Work Time Spent Researching Travel and Recreation					
Yes	17%	38%	23%	11%	15%
No	83%	62%	77%	89%	85%

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Leave Work for Service/Repair					
Yes	44%	49%	52%	43%	31%
No	56%	51%	48%	57%	69%

	Base	Age			
		18 to 29	30 to 45	46 to 65	Older than 65
Importance of Concierge Services					
Very Important	15%	41%	14%	13%	12%
Somewhat Important	27%	25%	30%	25%	28%
Not Very Important	53%	32%	52%	57%	53%
No Opinion	5%	3%	4%	5%	7%

Crosstabs

		Race				
		Base	Hispanic	White	Black	Other
Biggest Impact on Stress Level						
	Work	22%	30%	19%	26%	23%
	Health	19%	20%	18%	24%	17%
	Economy	42%	41%	43%	37%	35%
	Family	18%	9%	20%	13%	24%

		Race				
		Base	Hispanic	White	Black	Other
Change in Stress Level						
	Increased	53%	55%	57%	33%	35%
	Decreased	13%	12%	11%	17%	20%
	Remained the Same	35%	32%	31%	50%	45%

		Race				
		Base	Hispanic	White	Black	Other
Top Priority						
	Work	4%	11%	3%	4%	7%
	Money	6%	15%	4%	4%	2%
	Health	20%	20%	18%	27%	16%
	Family	40%	31%	45%	19%	48%
	Spirituality	31%	23%	30%	46%	27%

Crosstabs

	Base	Race			
		Hispanic	White	Black	Other
Distraction at Work					
Finances	33%	36%	34%	34%	22%
Relationship or Family Trouble	15%	15%	15%	11%	17%
Job Security	19%	21%	18%	16%	22%
Caregiving Responsibilities	13%	14%	12%	13%	14%
Health	20%	15%	20%	26%	25%

	Base	Race			
		Hispanic	White	Black	Other
Priorities with more time					
Hobbies	25%	27%	26%	19%	26%
Exercising	19%	18%	20%	16%	17%
Time with Family	51%	51%	50%	56%	49%
Working and Advancing Career	5%	4%	4%	10%	9%

	Base	Race			
		Hispanic	White	Black	Other
Change One Aspect of Job					
Salary and Benefits	51%	51%	50%	64%	34%
Work-Life Balance	28%	26%	29%	21%	35%
Opportunities for Professional Development and Advancement	14%	21%	13%	10%	20%
Better Hours	7%	3%	8%	4%	11%

Crosstabs

	Base	Race			
		Hispanic	White	Black	Other
Importance of Work-Life Balance					
Very Important	67%	64%	67%	74%	60%
Somewhat Important	26%	26%	27%	19%	34%
Not Very Important	5%	7%	4%	6%	2%
Not at all Important	2%	3%	2%	1%	4%

	Base	Race			
		Hispanic	White	Black	Other
Happy w/ Work-Life Balance					
Yes	67%	62%	67%	66%	77%
No	33%	38%	33%	34%	23%

	Base	Race			
		Hispanic	White	Black	Other
Work/Life Benefits Equitable					
Yes	72%	67%	74%	64%	71%
No	28%	33%	26%	36%	29%

Crosstabs

	Base	Race			
		Hispanic	White	Black	Other
Different Sets of Expectations					
Yes	25%	30%	24%	27%	29%
No	75%	70%	76%	73%	71%

	Base	Race			
		Hispanic	White	Black	Other
Work Time Spent Researching Goods and Services					
Yes	22%	31%	20%	21%	20%
No	78%	69%	80%	79%	80%

	Base	Race			
		Hispanic	White	Black	Other
Work Time Spent Researching Travel and Recreation					
Yes	17%	26%	15%	14%	20%
No	83%	74%	85%	86%	80%

Crosstabs

	Base	Race			
		Hispanic	White	Black	Other
Leave Work for Service/Repair					
Yes	44%	45%	43%	53%	40%
No	56%	55%	57%	47%	60%

	Base	Race			
		Hispanic	White	Black	Other
Importance of Concierge Services					
Very Important	15%	25%	10%	34%	9%
Somewhat Important	27%	22%	27%	30%	28%
Not Very Important	53%	45%	58%	33%	59%
No Opinion	5%	8%	5%	3%	5%

	Base	Industry									
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee	
Biggest Impact on Stress Level											
Work	22%	23%	21%	26%	34%	11%	27%	18%	24%	15%	
Health	19%	22%	19%	15%	9%	17%	13%	23%	19%	17%	
Economy	42%	37%	44%	48%	43%	53%	44%	37%	43%	39%	
Family	18%	18%	16%	12%	14%	19%	16%	22%	14%	29%	

Crosstabs

	Base	Industry								
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee
Change in Stress Level										
Increased	53%	51%	59%	52%	63%	54%	57%	47%	49%	52%
Decreased	13%	15%	9%	10%	10%	12%	5%	17%	12%	11%
Remained the Same	35%	34%	31%	37%	27%	34%	38%	36%	39%	37%

	Base	Industry								
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee
Top Priority										
Work	4%	6%	-	5%	7%	3%	4%	4%	3%	4%
Money	6%	7%	6%	4%	6%	6%	5%	4%	4%	7%
Health	20%	19%	26%	20%	16%	15%	23%	19%	19%	22%
Family	40%	38%	38%	45%	38%	38%	40%	39%	42%	43%
Spirituality	31%	30%	30%	26%	33%	37%	27%	34%	33%	25%

	Base	Industry								
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee
Distraction at Work										
Finances	33%	39%	39%	37%	42%	24%	36%	25%	34%	21%
Relationship or Family Trouble	15%	15%	16%	12%	8%	9%	22%	17%	13%	22%
Job Security	19%	16%	19%	20%	19%	27%	26%	13%	18%	20%
Caregiving Responsibilities	13%	14%	9%	13%	5%	6%	5%	20%	14%	18%
Health	20%	16%	16%	19%	26%	34%	11%	25%	21%	18%

Crosstabs

	Base	Industry									
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee	
Priorities with more time											
Hobbies	25%	30%	30%	20%	24%	29%	31%	21%	16%	25%	
Exercising	19%	16%	18%	27%	12%	16%	16%	25%	18%	18%	
Time with Family	51%	49%	47%	47%	57%	48%	45%	51%	61%	56%	
Working and Advancing Career	5%	5%	5%	6%	6%	8%	9%	3%	5%	1%	

	Base	Industry									
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee	
Change One Aspect of Job											
Salary and Benefits	51%	48%	56%	48%	53%	50%	42%	63%	47%	46%	
Work-Life Balance	28%	29%	26%	31%	27%	21%	31%	25%	33%	28%	
Opportunities for Professional Development and Advancement	14%	16%	13%	13%	15%	17%	13%	7%	15%	18%	
Better Hours	7%	7%	5%	8%	5%	12%	13%	5%	5%	9%	

	Base	Industry									
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee	
Importance of Work-Life Balance											
Very Important	67%	70%	67%	74%	59%	67%	69%	66%	64%	61%	
Somewhat Important	26%	25%	23%	24%	32%	24%	27%	26%	30%	25%	
Not Very Important	5%	5%	4%	2%	3%	6%	2%	5%	4%	13%	
Not at all Important	2%	0%	6%	-	6%	3%	2%	3%	3%	1%	

Crosstabs

	Base	Industry									
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee	
Happy w/ Work-Life Balance											
Yes	67%	61%	68%	70%	69%	64%	70%	73%	64%	72%	
No	33%	39%	32%	30%	31%	36%	30%	27%	36%	28%	

	Base	Industry									
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee	
Work/Life Benefits Equitable											
Yes	72%	70%	69%	74%	69%	70%	77%	77%	71%	74%	
No	28%	30%	31%	26%	31%	30%	23%	23%	29%	26%	

	Base	Industry									
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee	
Different Sets of Expectations											
Yes	25%	28%	26%	22%	34%	22%	21%	22%	23%	30%	
No	75%	72%	74%	78%	66%	78%	79%	78%	77%	70%	

Crosstabs

	Base	Industry								
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee
Work Time Spent Researching Goods and Services										
Yes	22%	25%	24%	28%	19%	20%	27%	15%	16%	23%
No	78%	75%	76%	72%	81%	80%	73%	85%	84%	77%

	Base	Industry								
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee
Work Time Spent Researching Travel and Recreation										
Yes	17%	21%	17%	19%	16%	11%	21%	15%	10%	17%
No	83%	79%	83%	81%	84%	89%	79%	85%	90%	83%

	Base	Industry								
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee
Leave Work for Service/Repair										
Yes	44%	49%	38%	57%	31%	42%	48%	39%	35%	53%
No	56%	51%	62%	43%	69%	58%	52%	61%	65%	47%

Crosstabs

	Base	Industry									
		Service industry	Retail or wholesale trade	Finance, insurance, or real estate	Construction or minerals industry	Manufacturing business	Transportation, communication, or utilities	Education	Health care	Government employee	
Importance of Concierge Services											
Very Important	15%	22%	13%	14%	5%	16%	4%	11%	15%	21%	
Somewhat Important	27%	25%	32%	28%	24%	25%	24%	31%	24%	27%	
Not Very Important	53%	50%	49%	53%	62%	54%	68%	53%	55%	48%	
No Opinion	5%	3%	7%	5%	9%	5%	3%	6%	6%	3%	

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Biggest Impact on Stress Level						
Work	22%	20%	19%	22%	25%	26%
Health	19%	26%	21%	16%	13%	12%
Economy	42%	37%	44%	42%	45%	41%
Family	18%	16%	15%	20%	18%	21%

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Change in Stress Level						
Increased	53%	55%	52%	53%	51%	51%
Decreased	13%	11%	11%	12%	16%	16%
Remained the Same	35%	33%	37%	34%	33%	34%

Crosstabs

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Top Priority						
Work	4%	8%	5%	4%	-	2%
Money	6%	8%	7%	4%	1%	4%
Health	20%	23%	18%	19%	16%	20%
Family	40%	33%	35%	41%	43%	53%
Spirituality	31%	27%	35%	31%	40%	20%

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Distraction at Work						
Finances	33%	42%	37%	26%	30%	29%
Relationship or Family Trouble	15%	10%	11%	19%	16%	22%
Job Security	19%	15%	20%	21%	18%	17%
Caregiving Responsibilities	13%	8%	15%	10%	15%	16%
Health	20%	24%	17%	24%	21%	16%

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Priorities with more time						
Hobbies	25%	31%	24%	27%	25%	18%
Exercising	19%	15%	19%	18%	16%	26%
Time with Family	51%	47%	50%	52%	55%	53%
Working and Advancing Career	5%	7%	7%	4%	4%	3%

Crosstabs

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Change One Aspect of Job						
Salary and Benefits	51%	65%	56%	48%	40%	35%
Work-Life Balance	28%	15%	23%	30%	40%	42%
Opportunities for Professional Development and Advancement	14%	14%	14%	14%	9%	18%
Better Hours	7%	6%	7%	7%	12%	5%

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Importance of Work-Life Balance						
Very Important	67%	67%	64%	69%	62%	75%
Somewhat Important	26%	24%	28%	24%	34%	21%
Not Very Important	5%	7%	5%	5%	3%	3%
Not at all Important	2%	2%	3%	2%	1%	2%

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Happy w/ Work-Life Balance						
Yes	67%	64%	69%	69%	63%	65%
No	33%	36%	31%	31%	37%	35%

Crosstabs

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Work/Life Benefits Equitable						
Yes	72%	53%	69%	82%	80%	82%
No	28%	47%	31%	18%	20%	18%

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Different Sets of Expectations						
Yes	25%	37%	23%	20%	24%	25%
No	75%	63%	77%	80%	76%	75%

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Work Time Spent Researching Goods and Services						
Yes	22%	25%	17%	21%	23%	29%
No	78%	75%	83%	79%	77%	71%

Crosstabs

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Work Time Spent Researching Travel and Recreation						
Yes	17%	15%	15%	15%	19%	21%
No	83%	85%	85%	85%	81%	79%

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Leave Work for Service/Repair						
Yes	44%	40%	40%	42%	55%	52%
No	56%	60%	60%	58%	45%	48%

	Base	Income				
		Under \$25,000	\$25,000 to \$50,000	\$50,000 to \$75,000	\$75,000 to \$100,000	More than \$100,000
Importance of Concierge Services						
Very Important	15%	25%	14%	12%	9%	14%
Somewhat Important	27%	29%	27%	27%	25%	23%
Not Very Important	53%	41%	53%	55%	62%	59%
No Opinion	5%	5%	6%	6%	3%	4%

Crosstabs

		Marital Status		
		Base	Yes	No
Biggest Impact on Stress Level				
	Work	22%	21%	24%
	Health	19%	17%	25%
	Economy	42%	42%	40%
	Family	18%	20%	11%

		Marital Status		
		Base	Yes	No
Change in Stress Level				
	Increased	53%	54%	48%
	Decreased	13%	12%	14%
	Remained the Same	35%	34%	39%

		Marital Status		
		Base	Yes	No
Top Priority				
	Work	4%	4%	5%
	Money	6%	5%	8%
	Health	20%	16%	31%
	Family	40%	42%	31%
	Spirituality	31%	33%	25%

Crosstabs

	Base	Marital Status	
		Yes	No
Distraction at Work			
Finances	33%	33%	34%
Relationship or Family Trouble	15%	16%	13%
Job Security	19%	19%	17%
Caregiving Responsibilities	13%	13%	11%
Health	20%	19%	25%

	Base	Marital Status	
		Yes	No
Priorities with more time			
Hobbies	25%	23%	31%
Exercising	19%	18%	21%
Time with Family	51%	55%	39%
Working and Advancing Career	5%	4%	10%

	Base	Marital Status	
		Yes	No
Change One Aspect of Job			
Salary and Benefits	51%	50%	54%
Work-Life Balance	28%	29%	24%
Opportunities for Professional Development and Advancement	14%	13%	16%
Better Hours	7%	8%	6%

Crosstabs

	Base	Marital Status	
		Yes	No
Importance of Work-Life Balance			
Very Important	67%	69%	62%
Somewhat Important	26%	25%	28%
Not Very Important	5%	4%	8%
Not at all Important	2%	2%	2%

	Base	Marital Status	
		Yes	No
Happy w/ Work-Life Balance			
Yes	67%	66%	67%
No	33%	34%	33%

	Base	Marital Status	
		Yes	No
Work/Life Benefits Equitable			
Yes	72%	75%	63%
No	28%	25%	37%

Crosstabs

	Base	Marital Status	
		Yes	No
Different Sets of Expectations			
Yes	25%	23%	33%
No	75%	77%	67%

	Base	Marital Status	
		Yes	No
Work Time Spent Researching Goods and Services			
Yes	22%	21%	23%
No	78%	79%	77%

	Base	Marital Status	
		Yes	No
Work Time Spent Researching Travel and Recreation			
Yes	17%	17%	16%
No	83%	83%	84%

Crosstabs

	Base	Marital Status	
		Yes	No
Leave Work for Service/Repair			
Yes	44%	43%	48%
No	56%	57%	52%

	Base	Marital Status	
		Yes	No
Importance of Concierge Services			
Very Important	15%	14%	18%
Somewhat Important	27%	25%	32%
Not Very Important	53%	56%	46%
No Opinion	5%	5%	4%