



# WORKPLACE OPTIONS

## Job Satisfaction Survey 6/15/2008

**Q1** Most people like some parts of their jobs and dislike other parts. Overall, taking the good and the bad, how satisfied are you with your job? If you are very satisfied, press 1. If you are somewhat satisfied, press 2. If you are somewhat dissatisfied, press 3. If you are very dissatisfied, press 4. If you are undecided, press 5.

*Very satisfied* .....54% *Very dissatisfied*..... 4%  
*Somewhat satisfied*30% *Undecided*..... 1%  
*Somewhat dissatisfied*.....11%

**Q2** How stressful is your job? If your job is often very stressful, press 1. If your job is usually somewhat stressful, press 2. If it is usually not very stressful, press 3. If you can't decide, press 4.

*Very stressful*.....24% *Not very stressful*...26%  
*Somewhat stressful*48% *Undecided*..... 3%

**Q3** Based on your experience on the job, how much loyalty has your employer earned from your co-workers? If you think your employer has earned a lot of loyalty from employees, press 1. If you believe the employer has earned some loyalty from employees, press 2. If only a little loyalty, press 3. If you think your employer has not earned any loyalty, press 4.

*A lot of loyalty* .....32% *A little loyalty*.....21%  
*Some loyalty* .....41% *No loyalty*..... 6%

**Q4** In your opinion, how concerned are the supervisors at your job for the welfare of the people who work with you? If you think the supervisors are very concerned for the welfare of employees, please press 1 now. If the supervisors are somewhat concerned, press 2. If the supervisors are not very concerned for the employees' welfare, press 3. If they are not at all concerned, press 4. If you have no opinion, press 5.

*Very concerned*.....43% *Not very concerned*18%  
*Somewhat concerned*.....33% *Not at all concerned* 5%  
*No opinion*..... 1%

**Q5** 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* ..... 19%  
*No*..... 81%

**Q6** 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%

**Q7** 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* ..... 41%  
*No*..... 59%





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**Q8** Some companies provide convenience and concierge services which can conduct research on good 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* ..... 14%  
*Somewhat important* ..... 30%  
*Not very important* ..... 50%  
*No opinion* ..... 5%

**Q9** If your employer provided such a service free of charge to you would you utilize it? If yes, press 1. If no, press 2.

*Yes* ..... 58%  
*No* ..... 42%

**Q10** Is your job full time or part-time? If full time, press 1. If part-time, press 2.

*Full time* ..... 82% *Part time* ..... 18%

**Q11** Do you have more than one part-time job? If yes, press 1. If no, press 2.

*Yes* ..... 27% *No* ..... 73%

**Q12** 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* ..... 77%  
*One to three years* ..... 14%

**Q13** If you are a woman, press 1. If a man, press 2.

*Woman* ..... 57% *Man* ..... 43%

**Q14** If you are less than 26 years of age, press 1. If you are 26 to 35, press 2. If you are 36 to 50, press 3. If you are 51 to 65, press 4. If your are 66 or older, press 5.

*Less than 26* ..... 4% *51-65* ..... 40%  
*26-35* ..... 14% *66 or older* ..... 5%  
*36-50* ..... 37%

**Q15** If you are Hispanic, press 1. If white, press 2. If black, press 3. If other, press 4.

*Hispanic* ..... 14%  
*White* ..... 67%  
*Black* ..... 12%  
*Other* ..... 7%

**Q16** 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. If other, press 0.

*Service industry* ..... 21%  
*Retail or wholesale trade* ..... 6%  
*Finance, insurance, or real estate* ..... 6%  
*Construction or minerals industry* ..... 4%  
*Manufacturing business* ..... 8%  
*Transportation, communication, or utilities* ..... 5%  
*Education* ..... 17%  
*Health care* ..... 14%  
*Government employee* ..... 8%  
*Other* ..... 12%





# WORKPLACE OPTIONS

## Crosstabs

	Base	Research at Work	
		Yes	No
<b>Overall satisfaction</b>			
<b>Very satisfied</b>	53%	59%	52%
<b>Somewhat satisfied</b>	31%	31%	31%
<b>Somewhat dissatisfied</b>	11%	8%	12%
<b>Very dissatisfied</b>	4%	2%	4%
<b>Undecided</b>	1%	-	2%

	Base	Research at Work	
		Yes	No
<b>Stress</b>			
<b>Very stressful</b>	22%	20%	22%
<b>Somewhat stressful</b>	48%	48%	48%
<b>Not very stressful</b>	28%	28%	28%
<b>Undecided</b>	2%	4%	2%

	Base	Research at Work	
		Yes	No
<b>Loyalty</b>			
<b>A lot of loyalty</b>	31%	37%	30%
<b>Some loyalty</b>	42%	42%	42%
<b>A little loyalty</b>	21%	16%	22%
<b>No loyalty</b>	6%	5%	6%

	Base	Research at Work	
		Yes	No
<b>Concern for welfare</b>			
<b>Very concerned</b>	41%	46%	40%
<b>Somewhat concerned</b>	35%	31%	36%
<b>Not very concerned</b>	18%	19%	18%
<b>Not at all concerned</b>	4%	4%	5%
<b>No opinion</b>	1%	-	1%



# WORKPLACE OPTIONS

## Crosstabs

	Base	Travel at Work	
		Yes	No
<b>Overall satisfaction</b>			
<b>Very satisfied</b>	53%	57%	52%
<b>Somewhat satisfied</b>	31%	34%	30%
<b>Somewhat dissatisfied</b>	11%	6%	12%
<b>Very dissatisfied</b>	4%	4%	4%
<b>Undecided</b>	1%	-	2%

	Base	Travel at Work	
		Yes	No
<b>Stress</b>			
<b>Very stressful</b>	22%	16%	23%
<b>Somewhat stressful</b>	47%	48%	47%
<b>Not very stressful</b>	28%	31%	28%
<b>Undecided</b>	3%	4%	2%

	Base	Travel at Work	
		Yes	No
<b>Loyalty</b>			
<b>A lot of loyalty</b>	31%	32%	30%
<b>Some loyalty</b>	42%	47%	41%
<b>A little loyalty</b>	21%	19%	21%
<b>No loyalty</b>	6%	3%	7%

	Base	Travel at Work	
		Yes	No
<b>Concern for welfare</b>			
<b>Very concerned</b>	41%	43%	41%
<b>Somewhat concerned</b>	35%	37%	34%
<b>Not very concerned</b>	18%	16%	19%
<b>Not at all concerned</b>	5%	3%	5%
<b>No opinion</b>	1%	1%	1%



# WORKPLACE OPTIONS

## Crosstabs

	Base	Concierge/Job Focus	
		Yes	No
<b>Overall satisfaction</b>			
<b>Very satisfied</b>	53%	52%	54%
<b>Somewhat satisfied</b>	31%	30%	31%
<b>Somewhat dissatisfied</b>	11%	12%	10%
<b>Very dissatisfied</b>	4%	5%	3%
<b>Undecided</b>	1%	2%	1%

	Base	Concierge/Job Focus	
		Yes	No
<b>Stress</b>			
<b>Very stressful</b>	22%	25%	19%
<b>Somewhat stressful</b>	47%	45%	49%
<b>Not very stressful</b>	29%	28%	29%
<b>Undecided</b>	3%	2%	3%

	Base	Concierge/Job Focus	
		Yes	No
<b>Loyalty</b>			
<b>A lot of loyalty</b>	31%	29%	32%
<b>Some loyalty</b>	42%	39%	44%
<b>A little loyalty</b>	21%	23%	19%
<b>No loyalty</b>	6%	9%	5%

	Base	Concierge/Job Focus	
		Yes	No
<b>Concern for welfare</b>			
<b>Very concerned</b>	41%	40%	42%
<b>Somewhat concerned</b>	35%	31%	37%
<b>Not very concerned</b>	18%	23%	15%
<b>Not at all concerned</b>	5%	5%	4%
<b>No opinion</b>	1%	1%	1%



# WORKPLACE OPTIONS

## Crosstabs

	Base	Importance of Concierge Services			
		Very important	Somewhat important	Not very important	No opinion
<b>Overall satisfaction</b>					
<b>Very satisfied</b>	53%	45%	54%	56%	40%
<b>Somewhat satisfied</b>	31%	33%	29%	30%	40%
<b>Somewhat dissatisfied</b>	11%	10%	12%	11%	12%
<b>Very dissatisfied</b>	4%	7%	5%	3%	5%
<b>Undecided</b>	1%	5%	1%	1%	5%

	Base	Importance of Concierge Services			
		Very important	Somewhat important	Not very important	No opinion
<b>Stress</b>					
<b>Very stressful</b>	21%	17%	27%	19%	30%
<b>Somewhat stressful</b>	47%	48%	42%	53%	21%
<b>Not very stressful</b>	29%	31%	28%	27%	49%
<b>Undecided</b>	2%	4%	3%	2%	-

	Base	Importance of Concierge Services			
		Very important	Somewhat important	Not very important	No opinion
<b>Loyalty</b>					
<b>A lot of loyalty</b>	31%	36%	28%	32%	19%
<b>Some loyalty</b>	42%	32%	46%	42%	51%
<b>A little loyalty</b>	21%	17%	22%	21%	23%
<b>No loyalty</b>	6%	15%	5%	5%	7%

	Base	Importance of Concierge Services			
		Very important	Somewhat important	Not very important	No opinion
<b>Concern for welfare</b>					
<b>Very concerned</b>	41%	41%	37%	45%	23%
<b>Somewhat concerned</b>	35%	31%	45%	31%	33%
<b>Not very concerned</b>	18%	18%	14%	19%	35%
<b>Not at all concerned</b>	5%	9%	4%	5%	2%
<b>No opinion</b>	1%	2%	1%	0%	7%



# WORKPLACE OPTIONS

## Crosstabs

	Base	Concierge Services Utilization	
		Yes	No
<b>Overall satisfaction</b>			
<b>Very satisfied</b>	53%	48%	59%
<b>Somewhat satisfied</b>	31%	32%	28%
<b>Somewhat dissatisfied</b>	11%	13%	9%
<b>Very dissatisfied</b>	4%	5%	3%
<b>Undecided</b>	1%	2%	0%

	Base	Concierge Services Utilization	
		Yes	No
<b>Stress</b>			
<b>Very stressful</b>	22%	23%	19%
<b>Somewhat stressful</b>	47%	47%	47%
<b>Not very stressful</b>	29%	27%	31%
<b>Undecided</b>	3%	3%	2%

	Base	Concierge Services Utilization	
		Yes	No
<b>Loyalty</b>			
<b>A lot of loyalty</b>	31%	27%	35%
<b>Some loyalty</b>	42%	42%	42%
<b>A little loyalty</b>	21%	23%	18%
<b>No loyalty</b>	6%	8%	5%

	Base	Concierge Services Utilization	
		Yes	No
<b>Concern for welfare</b>			
<b>Very concerned</b>	41%	38%	46%
<b>Somewhat concerned</b>	35%	35%	34%
<b>Not very concerned</b>	18%	20%	15%
<b>Not at all concerned</b>	5%	6%	4%
<b>No opinion</b>	1%	1%	1%



# WORKPLACE OPTIONS

## Crosstabs

	Base	Full time or part time	
		Full time	Part time
<b>Overall satisfaction</b>			
<b>Very satisfied</b>	53%	54%	52%
<b>Somewhat satisfied</b>	31%	30%	33%
<b>Somewhat dissatisfied</b>	11%	11%	11%
<b>Very dissatisfied</b>	4%	4%	4%
<b>Undecided</b>	1%	2%	1%

	Base	Full time or part time	
		Full time	Part time
<b>Stress</b>			
<b>Very stressful</b>	22%	23%	16%
<b>Somewhat stressful</b>	47%	50%	37%
<b>Not very stressful</b>	29%	25%	45%
<b>Undecided</b>	2%	3%	2%

	Base	Full time or part time	
		Full time	Part time
<b>Loyalty</b>			
<b>A lot of loyalty</b>	31%	30%	37%
<b>Some loyalty</b>	42%	42%	44%
<b>A little loyalty</b>	21%	22%	15%
<b>No loyalty</b>	6%	7%	5%

	Base	Full time or part time	
		Full time	Part time
<b>Concern for welfare</b>			
<b>Very concerned</b>	41%	41%	40%
<b>Somewhat concerned</b>	35%	34%	38%
<b>Not very concerned</b>	18%	18%	18%
<b>Not at all concerned</b>	5%	5%	2%
<b>No opinion</b>	1%	1%	2%



# WORKPLACE OPTIONS

## Crosstabs

	Base	Multiple part time	
		Yes	No
<b>Overall satisfaction</b>			
<b>Very satisfied</b>	52%	33%	59%
<b>Somewhat satisfied</b>	32%	42%	29%
<b>Somewhat dissatisfied</b>	11%	21%	7%
<b>Very dissatisfied</b>	4%	-	5%
<b>Undecided</b>	1%	5%	-

	Base	Multiple part time	
		Yes	No
<b>Stress</b>			
<b>Very stressful</b>	16%	16%	16%
<b>Somewhat stressful</b>	36%	51%	31%
<b>Not very stressful</b>	46%	28%	51%
<b>Undecided</b>	2%	5%	1%

	Base	Multiple part time	
		Yes	No
<b>Loyalty</b>			
<b>A lot of loyalty</b>	37%	30%	39%
<b>Some loyalty</b>	43%	47%	42%
<b>A little loyalty</b>	15%	14%	15%
<b>No loyalty</b>	5%	9%	4%

	Base	Multiple part time	
		Yes	No
<b>Concern for welfare</b>			
<b>Very concerned</b>	39%	37%	40%
<b>Somewhat concerned</b>	38%	30%	41%
<b>Not very concerned</b>	18%	28%	15%
<b>Not at all concerned</b>	2%	5%	1%
<b>No opinion</b>	2%	-	3%



# WORKPLACE OPTIONS

## Crosstabs

	Base	Length of employment		
		Less than a year	One to three years	More than three years
<b>Overall satisfaction</b>				
<b>Very satisfied</b>	53%	65%	46%	54%
<b>Somewhat satisfied</b>	31%	18%	37%	31%
<b>Somewhat dissatisfied</b>	11%	12%	11%	11%
<b>Very dissatisfied</b>	4%	5%	4%	3%
<b>Undecided</b>	1%	-	1%	2%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
<b>Stress</b>				
<b>Very stressful</b>	22%	21%	18%	23%
<b>Somewhat stressful</b>	47%	29%	49%	49%
<b>Not very stressful</b>	29%	45%	33%	26%
<b>Undecided</b>	2%	5%	-	2%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
<b>Loyalty</b>				
<b>A lot of loyalty</b>	31%	48%	28%	30%
<b>Some loyalty</b>	42%	38%	49%	42%
<b>A little loyalty</b>	21%	12%	13%	23%
<b>No loyalty</b>	6%	2%	11%	6%

	Base	Length of employment		
		Less than a year	One to three years	More than three years
<b>Concern for welfare</b>				
<b>Very concerned</b>	41%	52%	40%	41%
<b>Somewhat concerned</b>	35%	32%	40%	34%
<b>Not very concerned</b>	18%	13%	17%	19%
<b>Not at all concerned</b>	4%	-	4%	5%
<b>No opinion</b>	1%	2%	-	1%



# WORKPLACE OPTIONS

## Crosstabs

	Base	Gender	
		Woman	Man
<b>Overall satisfaction</b>			
<b>Very satisfied</b>	53%	54%	53%
<b>Somewhat satisfied</b>	31%	31%	30%
<b>Somewhat dissatisfied</b>	11%	11%	11%
<b>Very dissatisfied</b>	4%	4%	4%
<b>Undecided</b>	1%	1%	2%

	Base	Gender	
		Woman	Man
<b>Stress</b>			
<b>Very stressful</b>	22%	22%	21%
<b>Somewhat stressful</b>	47%	49%	46%
<b>Not very stressful</b>	29%	27%	30%
<b>Undecided</b>	2%	2%	3%

	Base	Gender	
		Woman	Man
<b>Loyalty</b>			
<b>A lot of loyalty</b>	31%	32%	29%
<b>Some loyalty</b>	42%	43%	41%
<b>A little loyalty</b>	21%	22%	20%
<b>No loyalty</b>	6%	4%	10%

	Base	Gender	
		Woman	Man
<b>Concern for welfare</b>			
<b>Very concerned</b>	41%	41%	41%
<b>Somewhat concerned</b>	35%	37%	33%
<b>Not very concerned</b>	18%	18%	18%
<b>Not at all concerned</b>	5%	3%	7%
<b>No opinion</b>	1%	1%	1%



# WORKPLACE OPTIONS

## Crosstabs

	Base	Age				
		Less than 26	26-35	36-50	51-65	66 or older
<b>Overall satisfaction</b>						
<b>Very satisfied</b>	53%	51%	46%	54%	54%	63%
<b>Somewhat satisfied</b>	31%	27%	35%	31%	29%	27%
<b>Somewhat dissatisfied</b>	11%	16%	7%	10%	12%	10%
<b>Very dissatisfied</b>	4%	5%	11%	2%	3%	-
<b>Undecided</b>	1%	-	-	2%	1%	-

	Base	Age				
		Less than 26	26-35	36-50	51-65	66 or older
<b>Stress</b>						
<b>Very stressful</b>	22%	24%	23%	26%	18%	18%
<b>Somewhat stressful</b>	47%	22%	44%	50%	49%	45%
<b>Not very stressful</b>	29%	49%	33%	21%	31%	37%
<b>Undecided</b>	2%	5%	-	3%	3%	-

	Base	Age				
		Less than 26	26-35	36-50	51-65	66 or older
<b>Loyalty</b>						
<b>A lot of loyalty</b>	31%	49%	41%	27%	29%	38%
<b>Some loyalty</b>	42%	38%	35%	45%	41%	45%
<b>A little loyalty</b>	21%	14%	13%	22%	23%	13%
<b>No loyalty</b>	6%	-	11%	6%	6%	4%

	Base	Age				
		Less than 26	26-35	36-50	51-65	66 or older
<b>Concern for welfare</b>						
<b>Very concerned</b>	41%	57%	35%	37%	44%	53%
<b>Somewhat concerned</b>	35%	22%	47%	40%	30%	22%
<b>Not very concerned</b>	18%	8%	13%	17%	20%	24%
<b>Not at all concerned</b>	5%	3%	5%	5%	5%	-
<b>No opinion</b>	1%	11%	-	1%	0%	-



# WORKPLACE OPTIONS

## Crosstabs

	Base	Race			
		Hispanic	White	Black	Other
<b>Overall satisfaction</b>					
<b>Very satisfied</b>	53%	64%	55%	38%	50%
<b>Somewhat satisfied</b>	31%	29%	31%	31%	19%
<b>Somewhat dissatisfied</b>	11%	7%	10%	14%	19%
<b>Very dissatisfied</b>	4%	-	3%	14%	6%
<b>Undecided</b>	1%	-	1%	3%	6%

	Base	Race			
		Hispanic	White	Black	Other
<b>Stress</b>					
<b>Very stressful</b>	22%	39%	20%	21%	31%
<b>Somewhat stressful</b>	47%	54%	48%	52%	31%
<b>Not very stressful</b>	29%	7%	30%	21%	31%
<b>Undecided</b>	2%	-	2%	7%	6%

	Base	Race			
		Hispanic	White	Black	Other
<b>Loyalty</b>					
<b>A lot of loyalty</b>	31%	43%	31%	24%	25%
<b>Some loyalty</b>	42%	39%	43%	31%	50%
<b>A little loyalty</b>	21%	14%	20%	34%	13%
<b>No loyalty</b>	6%	4%	6%	10%	13%

	Base	Race			
		Hispanic	White	Black	Other
<b>Concern for welfare</b>					
<b>Very concerned</b>	41%	54%	40%	41%	50%
<b>Somewhat concerned</b>	35%	25%	37%	28%	19%
<b>Not very concerned</b>	18%	11%	17%	21%	31%
<b>Not at all concerned</b>	5%	7%	4%	10%	-
<b>No opinion</b>	1%	4%	1%	-	-



# WORKPLACE OPTIONS

## 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	Other	
<b>Overall satisfaction</b>												
<b>Very satisfied</b>	53%	55%	33%	56%	49%	35%	40%	71%	49%	55%	53%	
<b>Somewhat satisfied</b>	31%	27%	43%	26%	38%	32%	38%	21%	35%	30%	36%	
<b>Somewhat dissatisfied</b>	11%	13%	18%	9%	-	33%	8%	8%	7%	7%	8%	
<b>Very dissatisfied</b>	4%	5%	7%	9%	6%	-	10%	-	4%	8%	-	
<b>Undecided</b>	1%	-	-	-	6%	-	4%	-	5%	-	3%	

	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	Other
<b>Stress</b>											
<b>Very stressful</b>	22%	21%	15%	12%	17%	22%	27%	12%	29%	33%	29%
<b>Somewhat stressful</b>	47%	51%	43%	73%	49%	34%	38%	58%	51%	33%	34%
<b>Not very stressful</b>	29%	26%	43%	12%	21%	44%	35%	27%	21%	31%	33%
<b>Undecided</b>	2%	2%	-	3%	13%	-	-	3%	-	2%	5%



# WORKPLACE OPTIONS

## 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	Other
<b>Loyalty</b>											
<b>A lot of loyalty</b>	31%	39%	34%	29%	28%	14%	21%	32%	23%	31%	38%
<b>Some loyalty</b>	42%	35%	42%	53%	34%	56%	40%	52%	41%	27%	38%
<b>A little loyalty</b>	21%	17%	24%	15%	23%	25%	27%	13%	33%	25%	20%
<b>No loyalty</b>	6%	9%	-	3%	15%	5%	12%	2%	3%	17%	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	Other
<b>Concern for welfare</b>											
<b>Very concerned</b>	41%	40%	10%	53%	32%	35%	40%	55%	39%	45%	40%
<b>Somewhat concerned</b>	35%	35%	59%	21%	43%	38%	29%	32%	33%	37%	32%
<b>Not very concerned</b>	18%	19%	20%	23%	4%	20%	27%	12%	22%	17%	20%
<b>Not at all concerned</b>	5%	6%	8%	3%	21%	5%	4%	1%	5%	1%	3%
<b>No opinion</b>	1%	-	3%	-	-	2%	-	-	1%	-	5%