



Stress in the Workplace

Survey Summary

American Psychological Association

Harris Interactive

March 2011

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 31 - February 8, 2011 among 1,546 adults aged 18+ who reside in the U.S who are either employed full-time, part-time, or self-employed.





Key Findings

Although the majority of employed adults are satisfied with their jobs, fewer report being satisfied with specifics such as opportunities for advancement, flexibility, and employee recognition.

More than two-thirds (69 percent) of employed adults report they are satisfied with their job. However, less than half (46 percent) report being satisfied with the recognition practices of their employer and only one third (35 percent) report that they feel their employer provides sufficient opportunities for internal advancement.

More than one third (36 percent) of workers said they typically feel tense or stressed out during their workday and almost half (49 percent) said low salary is significantly impacting their stress level at work. Twenty percent report that their average daily level of stress from work is an 8, 9, or 10 on a 10-point scale.

Employees also cite lack of opportunities for growth and advancement (43 percent), heavy workload (43 percent), unrealistic job expectations (40 percent) and long hours (39 percent) as significant sources of stress.

Less than half of employees (43 percent) said they receive non-monetary rewards and recognition for their contributions at work and only 57 percent reported being satisfied with their employer's work-life practices. Just 52 percent of employees said they feel valued on the job, only two thirds reported being motivated to do their best at work and almost a third (32 percent) indicated that they intend to seek employment elsewhere within the next year.

Nearly two-thirds of employed adults report their employer has made some type of cut due to the recession. Sixty-four percent report that their employer has made at least one cut.

The most commonly reported cuts employers have made according to employed adults is laying off employees followed by reducing or eliminating bonuses, reducing or eliminating social activities, and increasing employee contribution towards health insurance costs. For each cut listed, over half of those who indicated the cut was made report that the cut has not been reversed.





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 31 - February 8, 2011 among 1,546 adults aged 18+ who reside in the U.S who are either employed full-time, part-time, or self-employed.

Results were weighted as needed for age, sex, race/ethnicity, education, region and household income. Propensity score weighting was also used to adjust for respondents' propensity to be online.

Respondents for this survey were selected from among those who have agreed to participate in Harris Interactive surveys. Because the sample is based on those who were invited to participate in the Harris Interactive online research panel, no estimates of theoretical sampling error can be calculated.





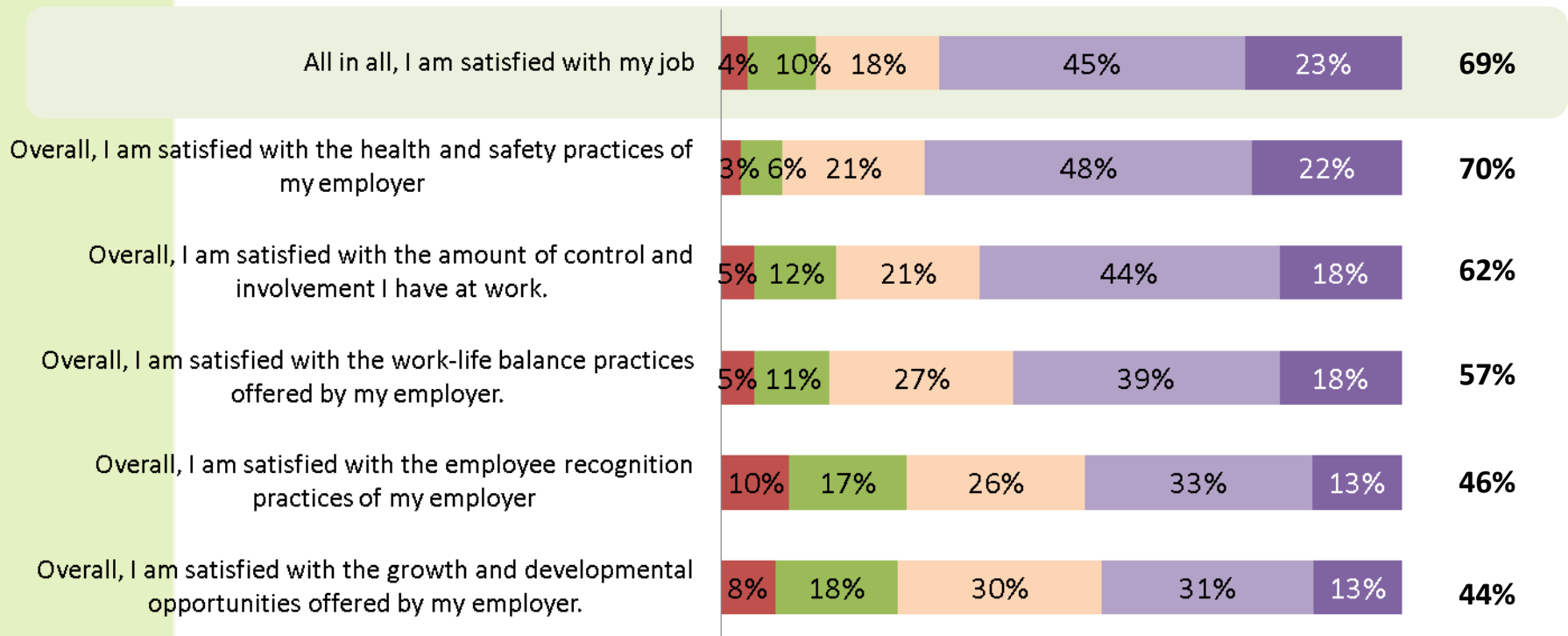
Overall Satisfaction with the Workplace

Although 69 percent of employees are overall satisfied with their jobs, fewer are satisfied with recognition practices of their employer (46 percent) or opportunities for growth (44 percent).

Overall Satisfaction

■ Strongly Disagree ■ Disagree ■ Neither ■ Agree ■ Strongly Agree

Total Agree



BASE: All respondents (n=1546)
Q825, Q840, Q855, Q870, Q885, Q905



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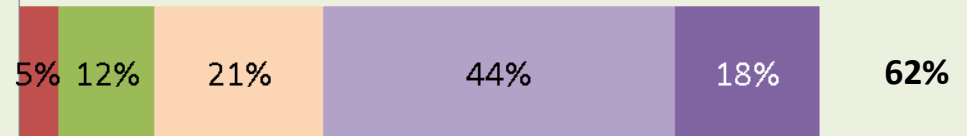


Satisfaction With Control and Involvement

Less than two-thirds of employees are satisfied with the amount of control and involvement they have at work.

■ Strongly Disagree ■ Disagree ■ Neither ■ Agree ■ Strongly Agree **Total Agree**

Overall, I am satisfied with the amount of control and involvement I have at work.



My employer provides sufficient opportunities for me to be involved in decision making, problem solving, and goal setting at work.



I regularly participate in activities designed to involve employees in decision making, problem solving and goal setting.





Satisfaction with Growth and Development

Less than half (44 percent) of employees are satisfied with the growth and development opportunities offered by their employer.

■ Strongly Disagree ■ Disagree ■ Neither ■ Agree ■ Strongly Agree

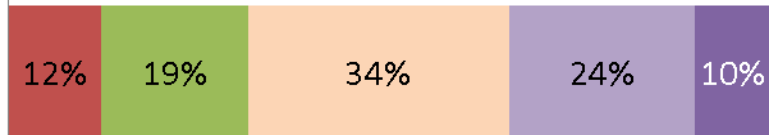
Total Agree

Overall, I am satisfied with the growth and development opportunities offered by my employer.



44%

My employer provides sufficient opportunities for internal career advancement.



35%

I regularly participate in employee training and development activities.



53%

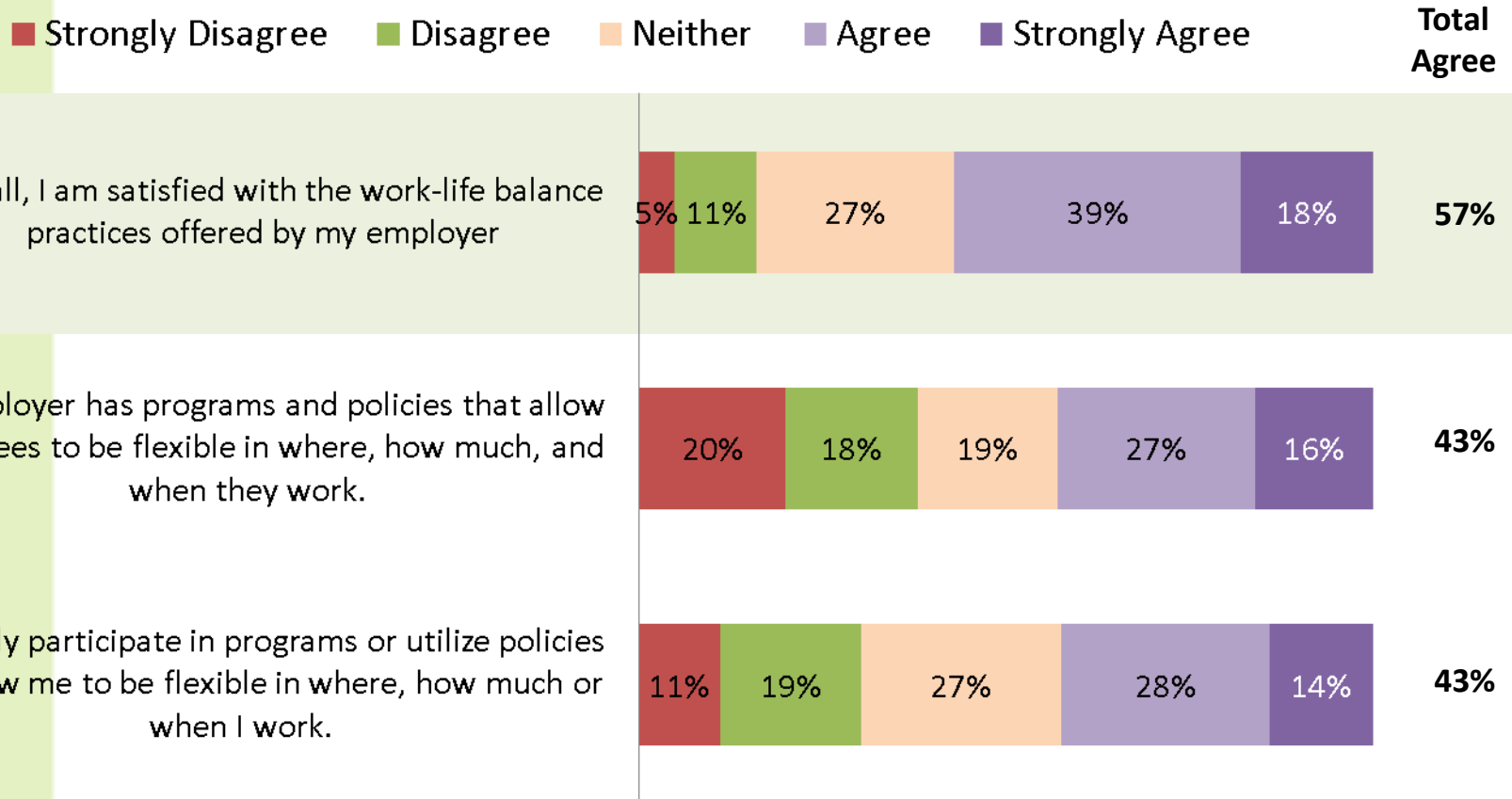
BASE: All respondents (n=1546)
Q845, Q850, Q855





Satisfaction with Work-Life Balance

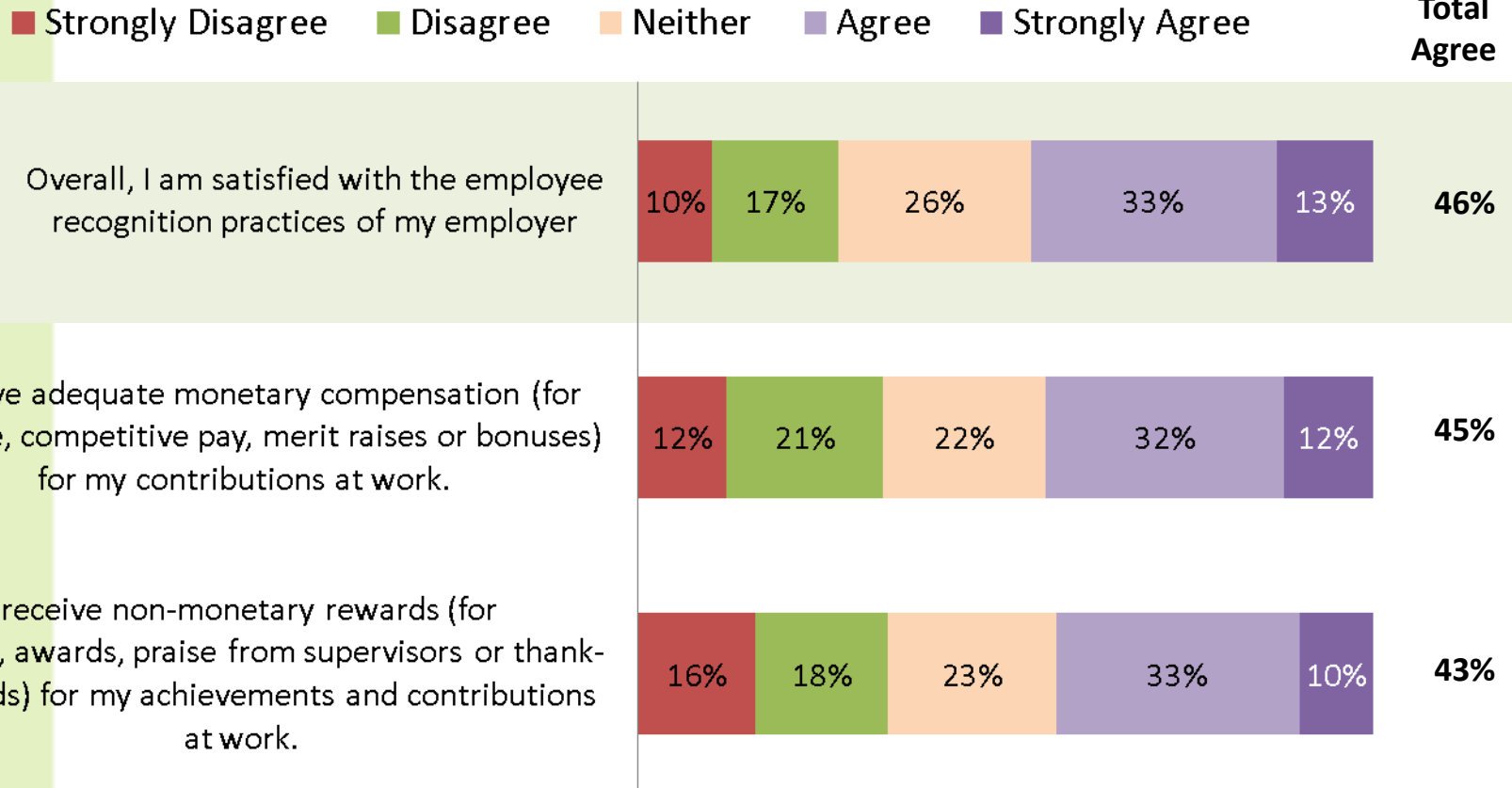
Only 57 percent of employees are satisfied with the work-life balance practices offered by their employer.





Satisfaction with Employee Recognition

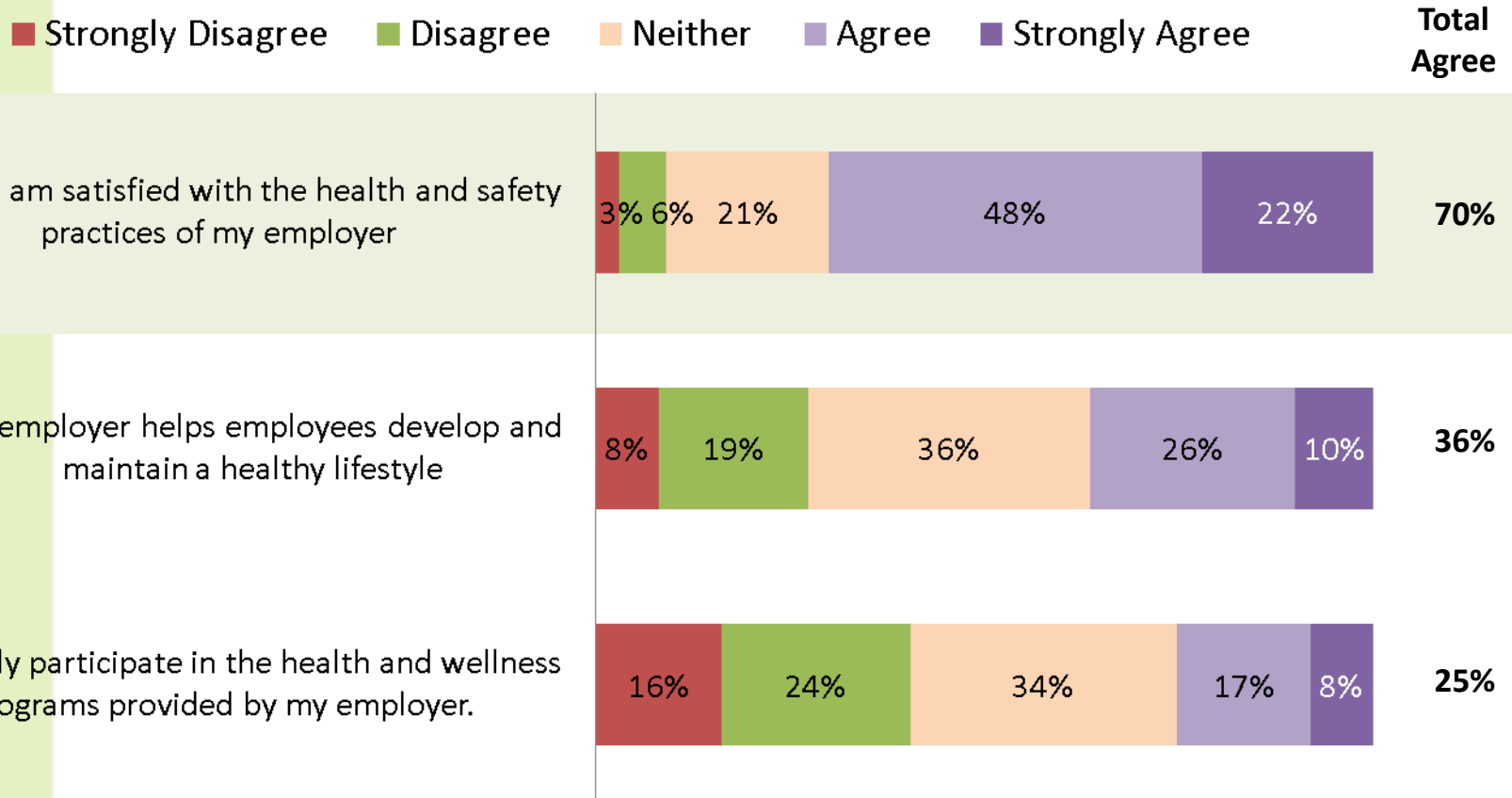
Less than half (46 percent) of employees are satisfied with the recognition practices of their employer.





Satisfaction with Health and Safety Practices

Just over one-third (36 percent) agree that their employer helps them develop and maintain a healthy lifestyle. Only one-quarter (25 percent) of employees report regularly participating in the health and wellness programs offered by their employer.

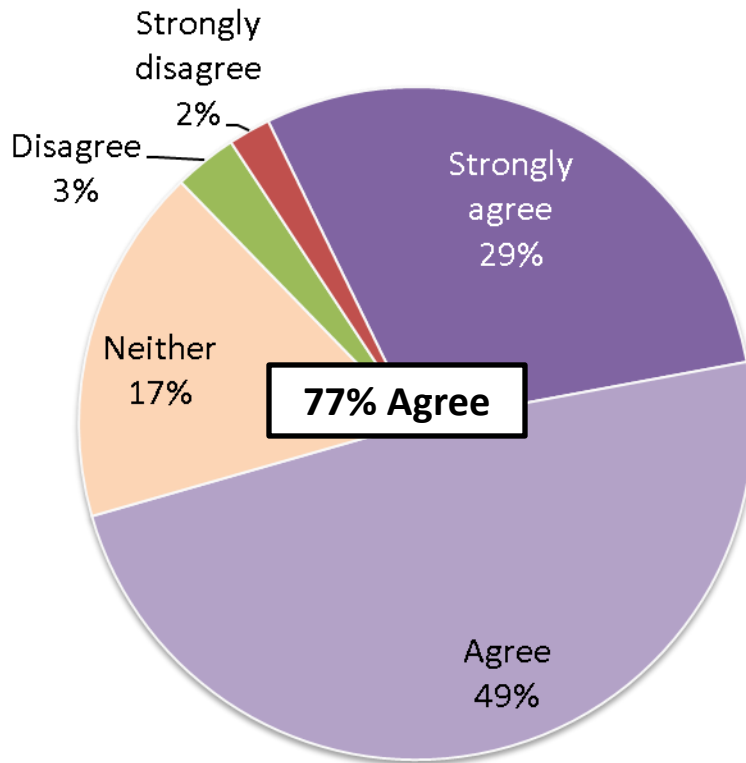




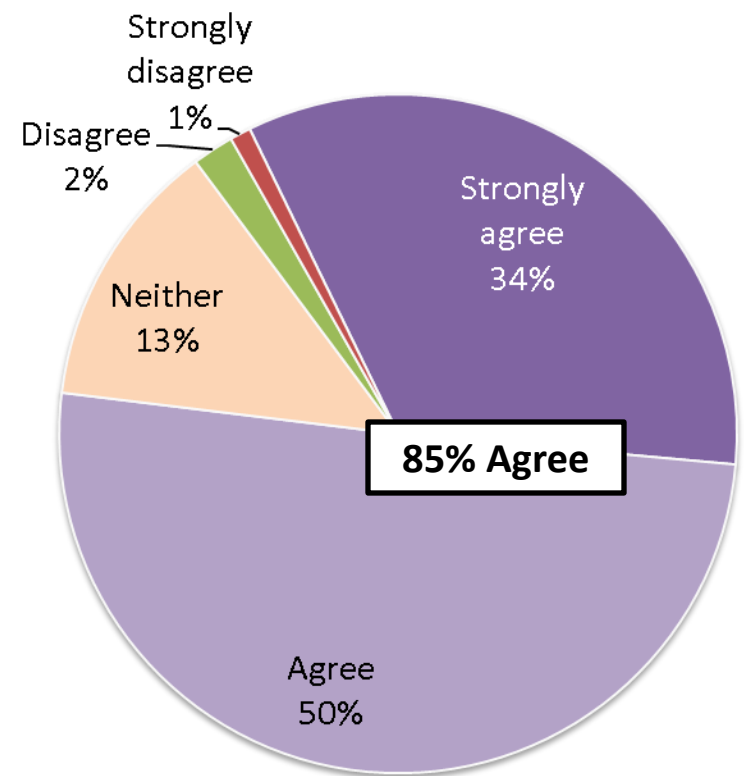
Relationships in the Workplace

Three-quarters of employees report having a positive relationship with their boss. Even more (85 percent) report their relationship with their co-workers is positive.

Positive Relationship With Boss



Positive Relationship With Coworkers



BASE: All respondents (n=1546)
Q910, Q915

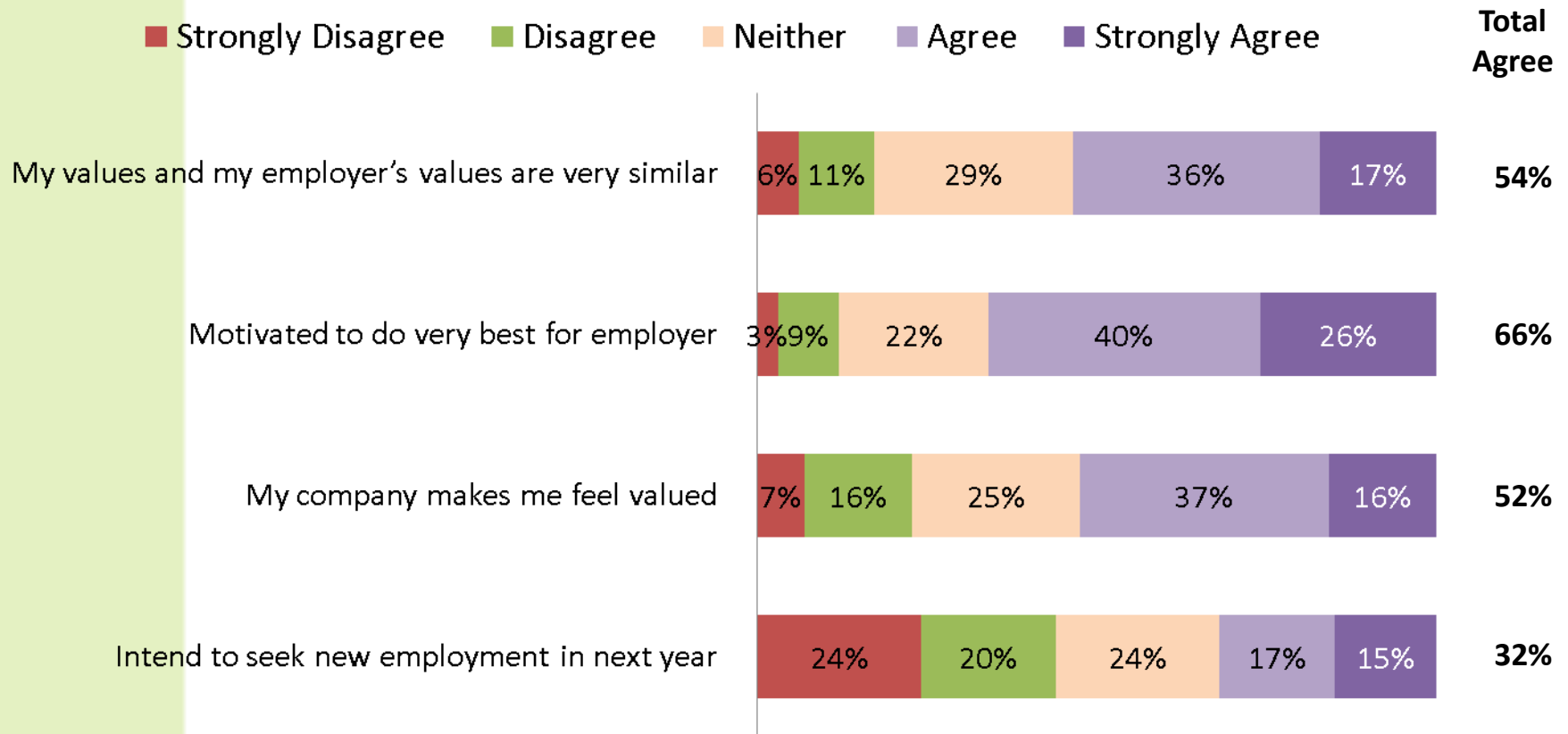


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Connections with Employer

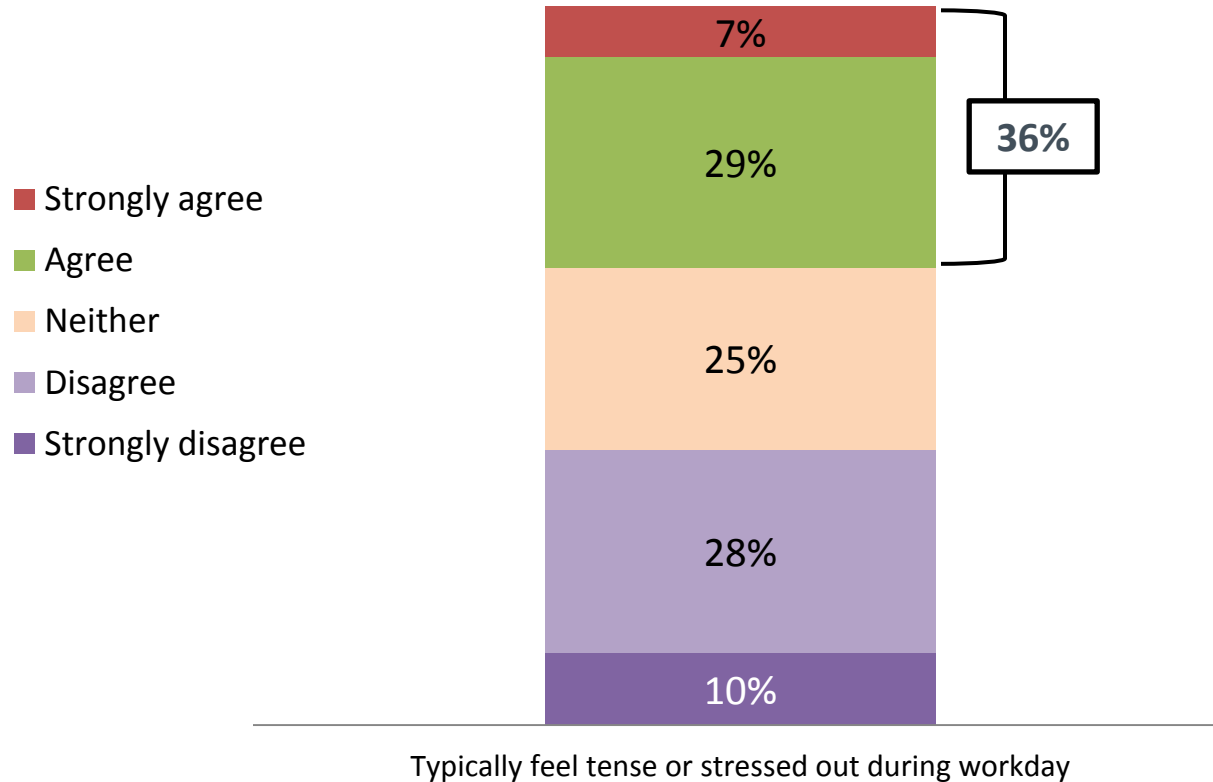
Just over half (54 percent) say that their values are aligned with that of their employer. A similar percentage (52 percent) agree that their company makes them feel valued. In addition, only two-thirds (66 percent) report that they are motivated to do their very best for their employer.





Workday Stress

More than one third (36 percent) of employees report they are typically stressed out during the workday.



BASE: All respondents (n=1546)

Q945 How much do you agree or disagree with the following statement?
During my workday, I typically feel tense or stressed out.

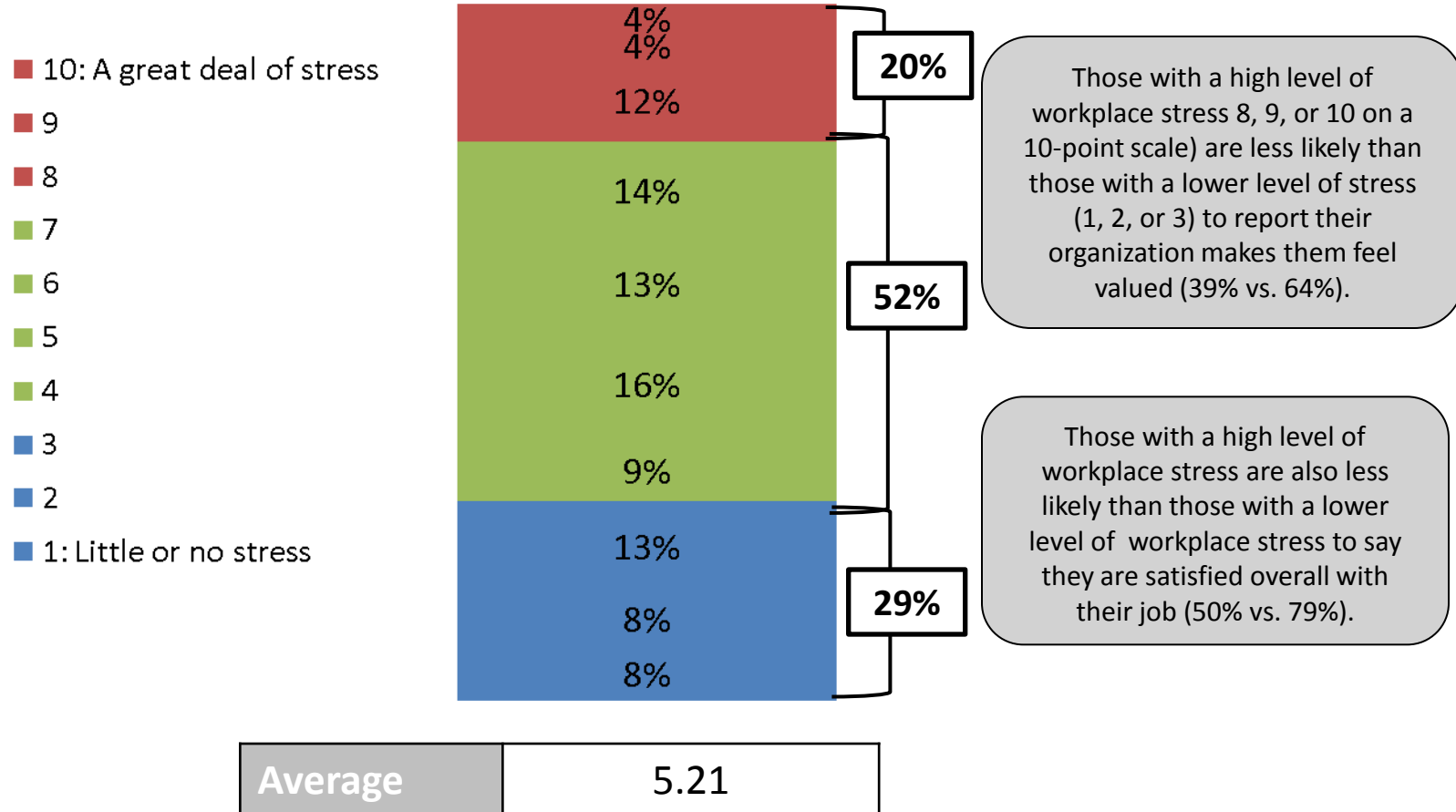


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Average Daily Workplace Stress

One in five (20 percent) employees report that their average daily workplace stress is high (defined as a 8, 9, or 10 on an 10-point scale).



BASE: All respondents (n=1546)

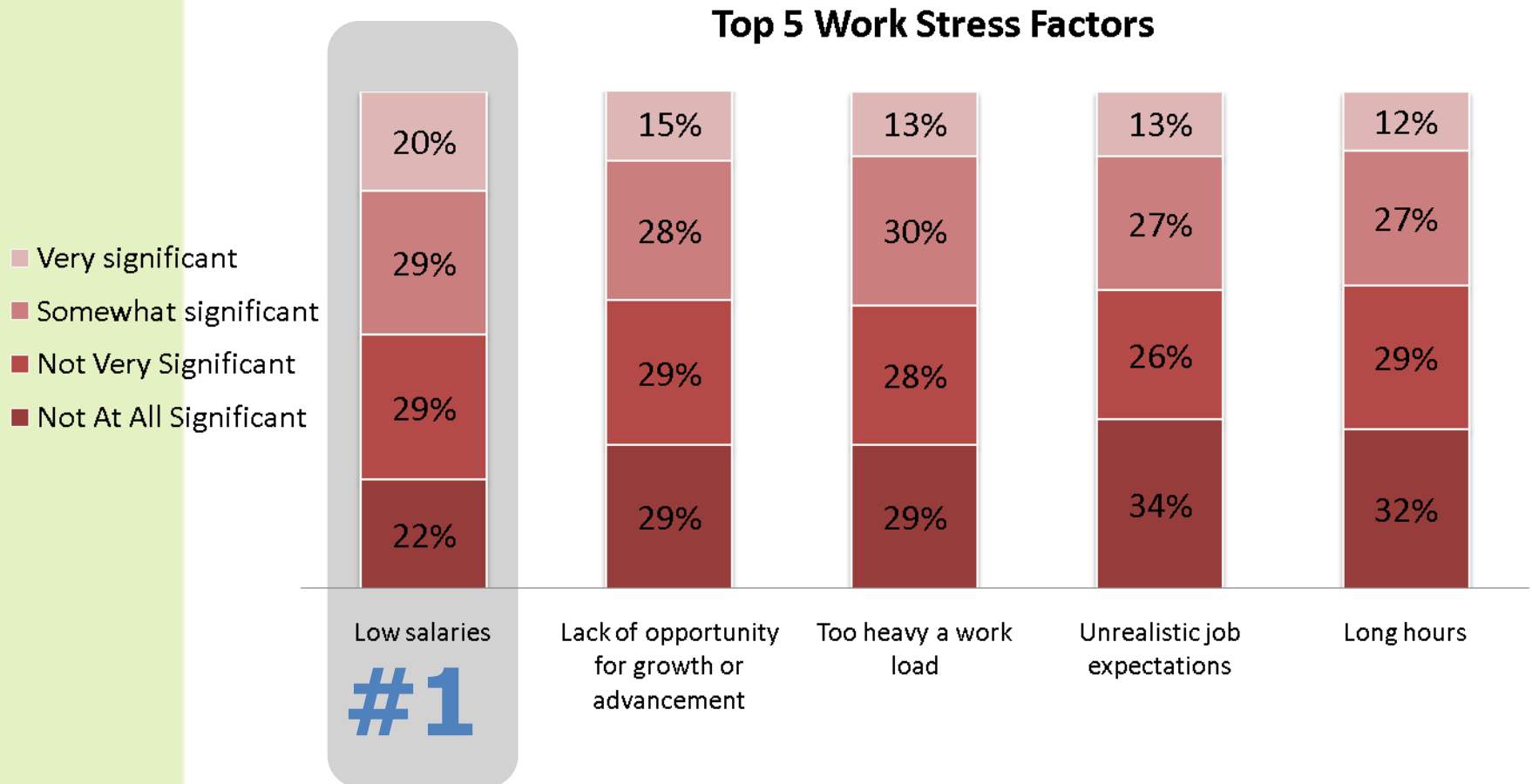
Q 940 What is your average daily level of stress from work where 1 means little or no stress and 10 means a great deal of stress?





Top Five Work Stress Factors

When asked to rate the impact certain factors had on their work stress levels, low salaries were selected as having a significant impact more often than any other factor.



BASE: All respondents (n=1546)

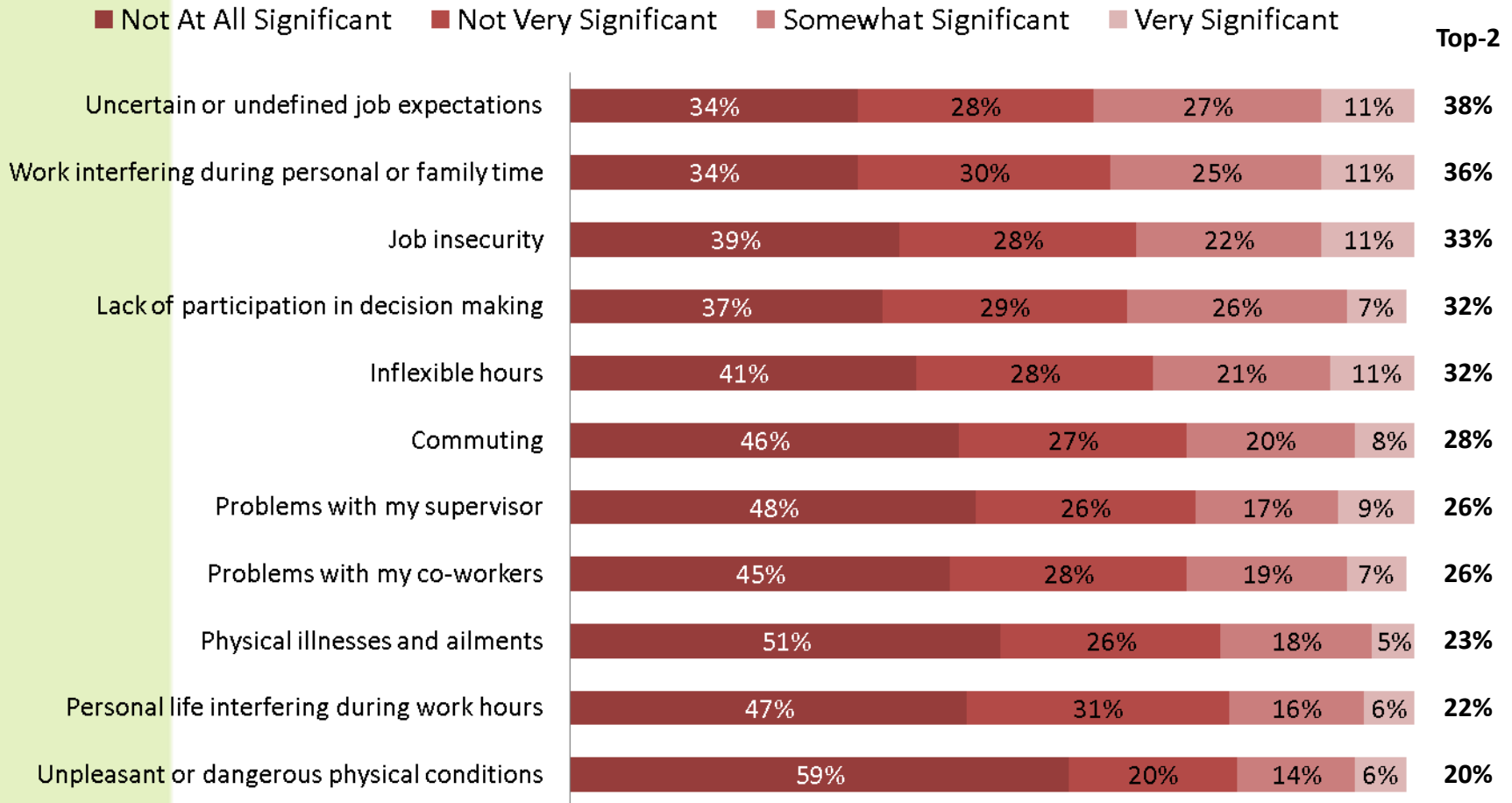
Q 955 Below is a list of factors people say impact stress levels in their work. For each one, please indicate how significant the impact is on your stress level at work.



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Other Work Stress Factors



BASE: All respondents (n=1546)

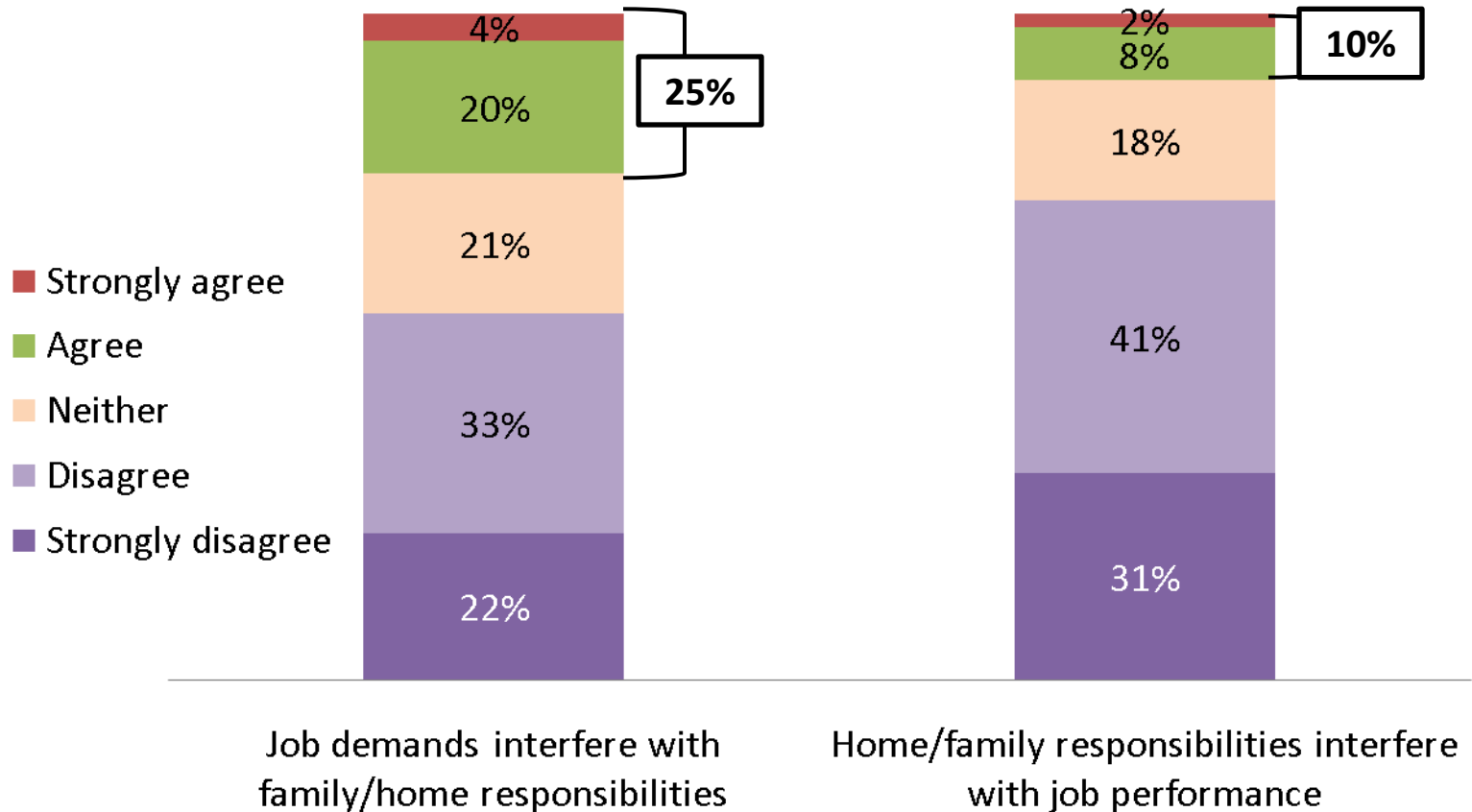
Q 955 Below is a list of factors people say impact stress levels in their work. For each one, please indicate how significant the impact is on your stress level at work.





Crossover Between Work and Family Duties

One in four (25 percent) employed adults agree that job demands interfere with family/home responsibilities. Fewer (10 percent) report the inverse – that home/family responsibilities interfere with job performance.



BASE: All respondents (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.



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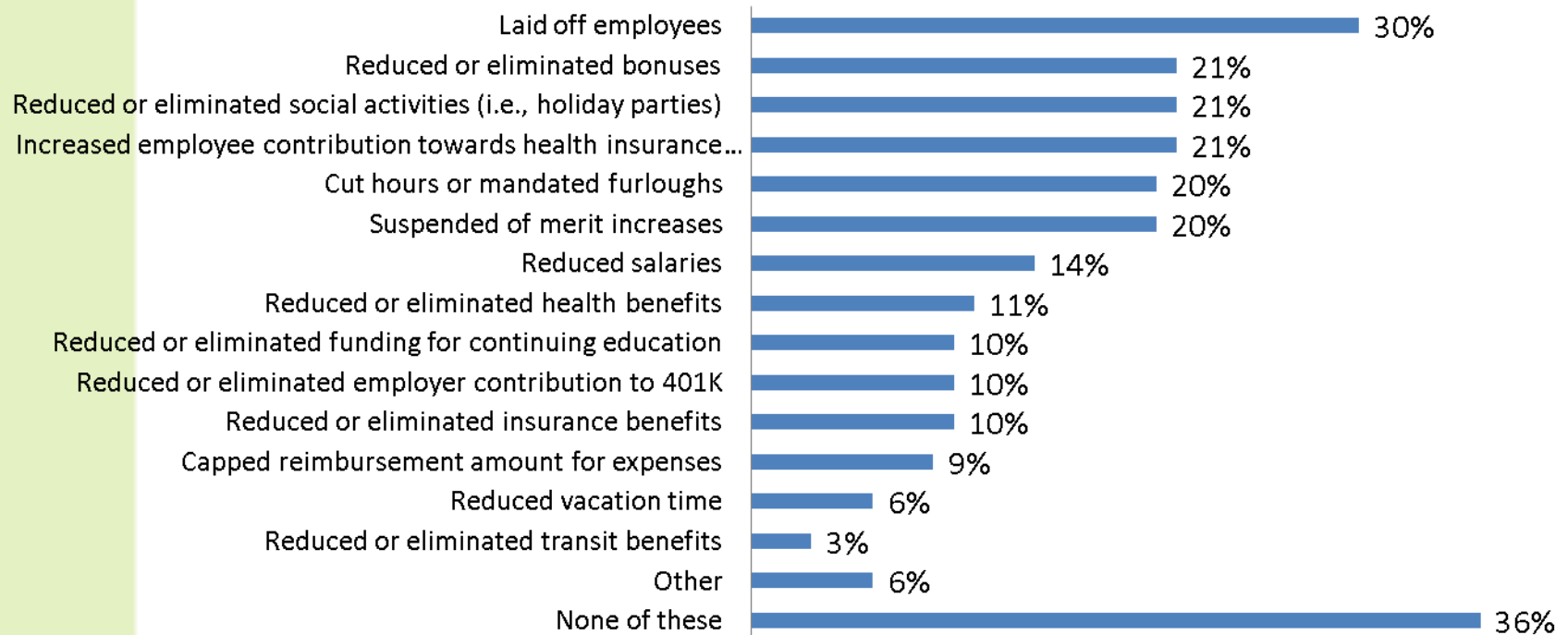


Cuts Made Due to the Recession

According to survey respondents, the most common cut employers have made is laying off employees followed by reduced or eliminated bonuses, reduced or eliminated social activities, increased employee contribution towards health insurance costs.

64% of workers indicate their employer has made cuts do to the recession.

Employer-Made Cuts Due to Recession



BASE: All respondents (n=1546)

Q1000 Has your employer made any of the following cuts due to the recession? Please select all that apply.



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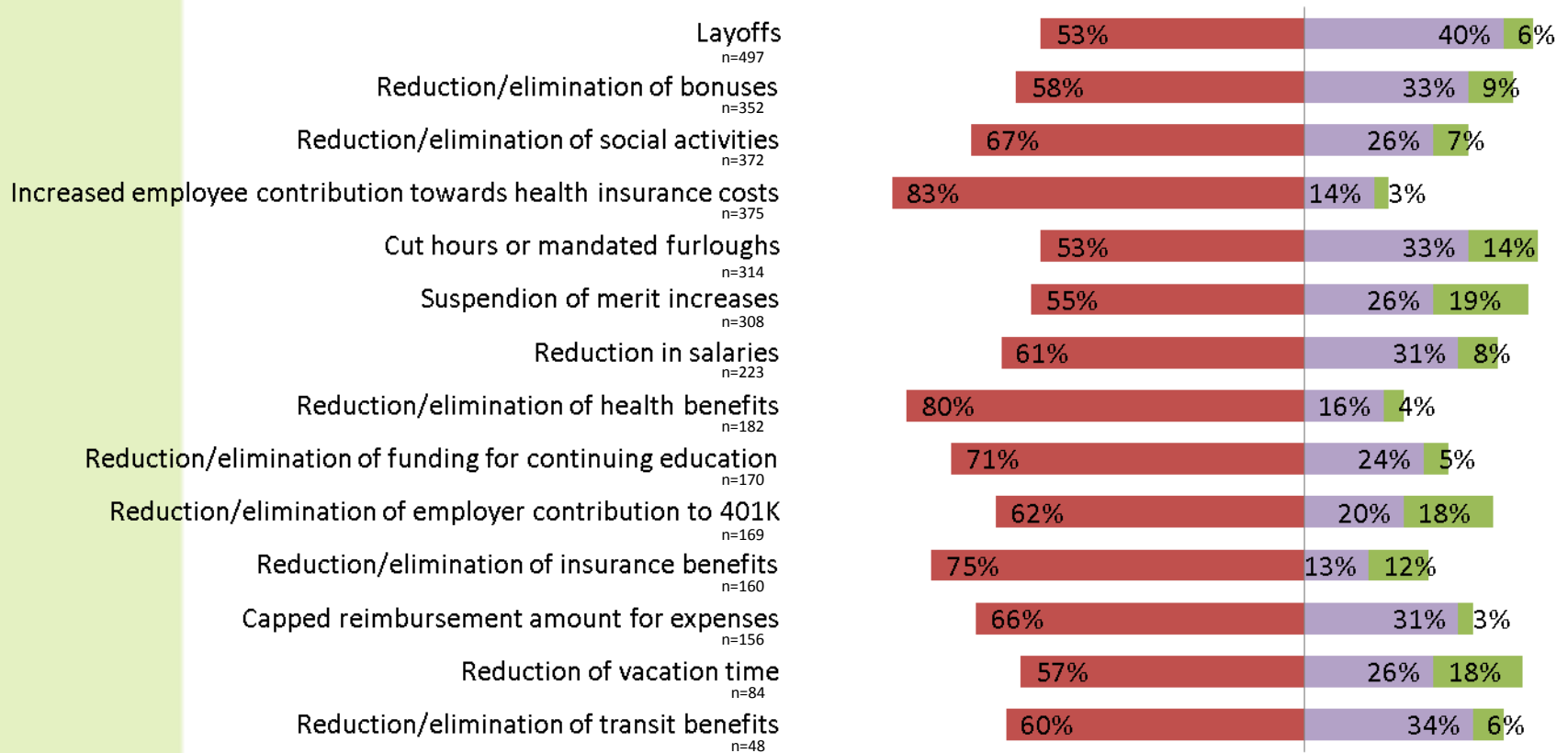


Current Status of Recession Cuts

For every cut listed, over half of those who indicated the cut was made report that the cut has not been reversed.

Employer-Made Cuts Reversed As Economy Improved

■ Not at all ■ In part ■ In full



BASE: varies

Q1005 Have any of the cuts been reversed as the economy improved?

