



NORTH CAROLINA EMPLOYEE SATISFACTION SURVEY

PRINCIPAL INVESTIGATORS

Peter L. Francia, Department of Political Science, East Carolina University*
Jonathan S. Morris, Department of Political Science, East Carolina University

CONTACTS FOR FURTHER INFORMATION

Peter L. Francia, Director
ECU Center for Survey Research
252-328-6126
franciap@ecu.edu

Jonathan S. Morris, Associate Director
ECU Center for Survey Research
252-328-1067
morrisj@ecu.edu

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ECU CENTER FOR SURVEY RESEARCH NC CHAMBER

NORTH CAROLINA EMPLOYEE SATISFACTION SURVEY

I. Survey Background

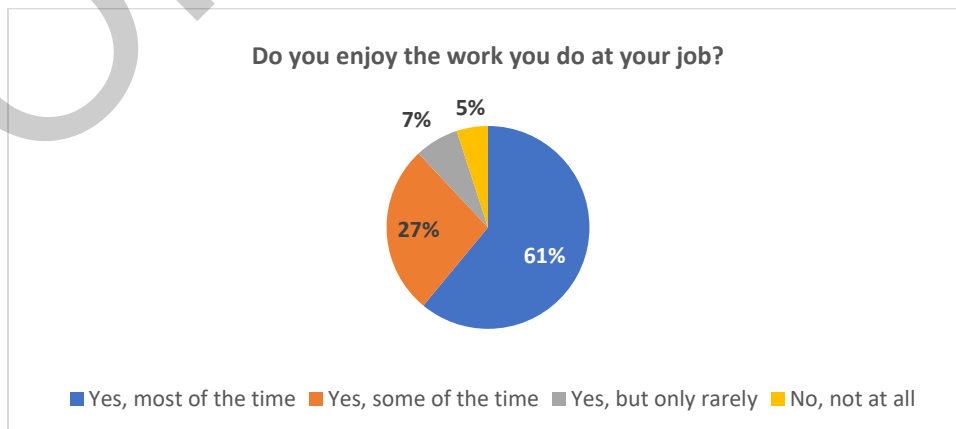
The results from this East Carolina University (ECU)/NC Chamber poll, conducted **February 12-18**, are based on completed responses of 830 adults who currently live and work for pay at a job or business in North Carolina. All respondents are employed full-time, and none are self-employed. The Credibility Interval, similar to a poll's margin of error, is ± 4.0 percentage points.

To conduct the poll, the ECU Center for Survey Research utilized a mixed-mode approach, drawing from a randomized cell-phone sample and two demographically representative online panels. Consensus Strategies, an independent research company, collected the data from the cell-phone sample, using text-to-web to contact respondents. Online respondent data came from Bovitz and Cint (formerly Lucid). To ensure that the overall mixed-mode sample of 830 respondents was representative of the state's workforce, the data were weighted by gender, age, education, race, and labor-related characteristics, such as union membership and public-private employment, to reflect the latest North Carolina employee statistics as reported by the U.S. Census Bureau.

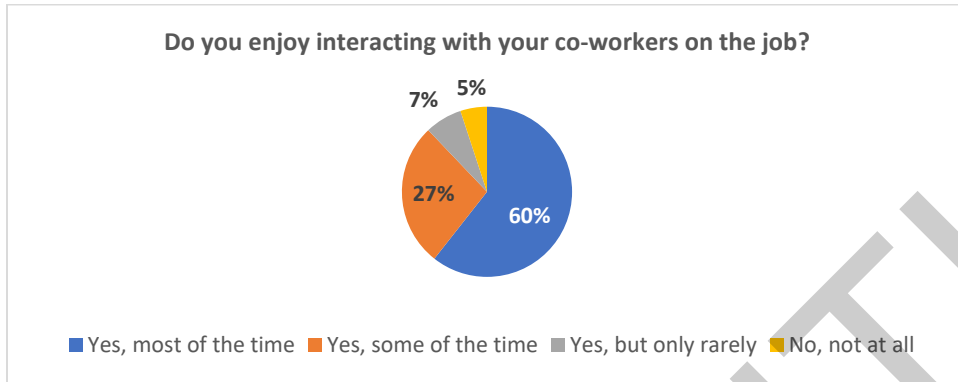
II. Report Highlights: Overall Workforce in North Carolina

■ *A large majority of workers in North Carolina express enjoyment with the work they do, as well as enjoyment in the interactions they have with their co-workers.*

- Some 61% of the respondents report that they enjoy the work they do at their job most of the time, while another 27% indicate that they enjoy their work some of the time. Only 7% report that they rarely enjoy the work at their jobs. The remaining 5% say they don't enjoy their work at all.

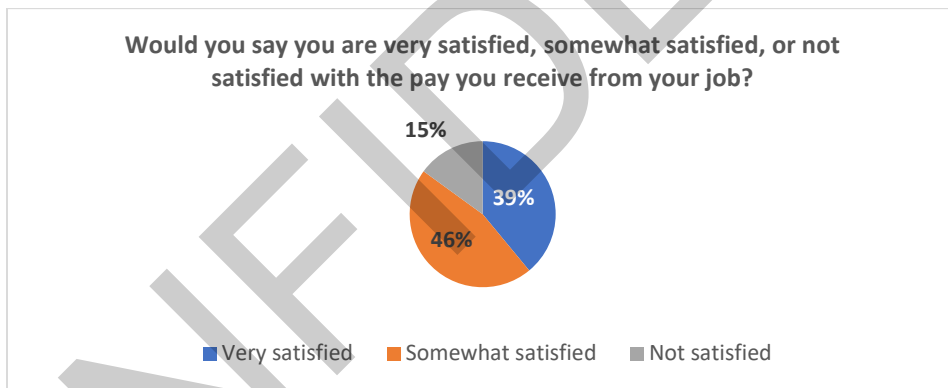


- Similarly, 60% report that they enjoy interacting with their co-workers most of the time, while 27% say they enjoy interacting with their co-workers some of the time. Just 7% report “yes, but only rarely” with the remaining 5% who say “no, not at all.”

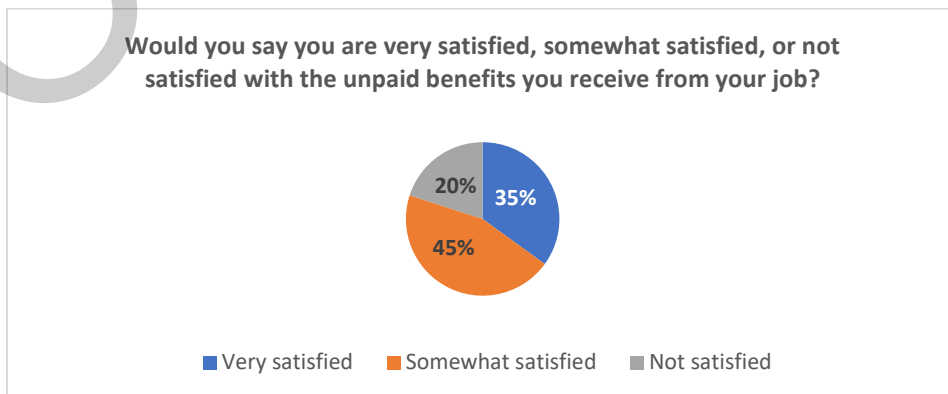


■ **North Carolina workers express high levels of satisfaction with the pay and benefits they receive from their job.**

- Satisfaction with pay and benefits among North Carolinian workers outweighs the lack thereof. Eighty-five percent of workers report they are either very satisfied (39%) or somewhat satisfied (46%) with their pay.

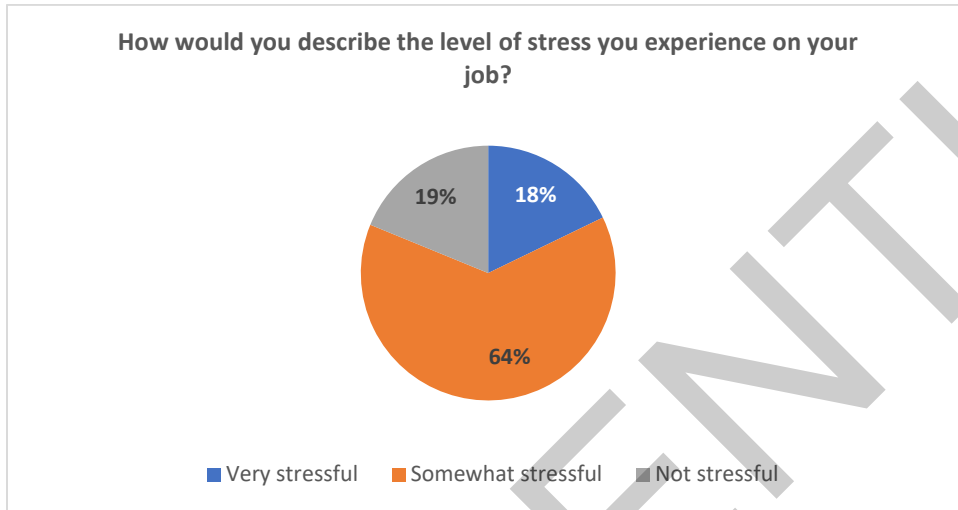


- Likewise, 80% of respondents say they are very satisfied or somewhat satisfied with their benefits (35% and 45% respectively).



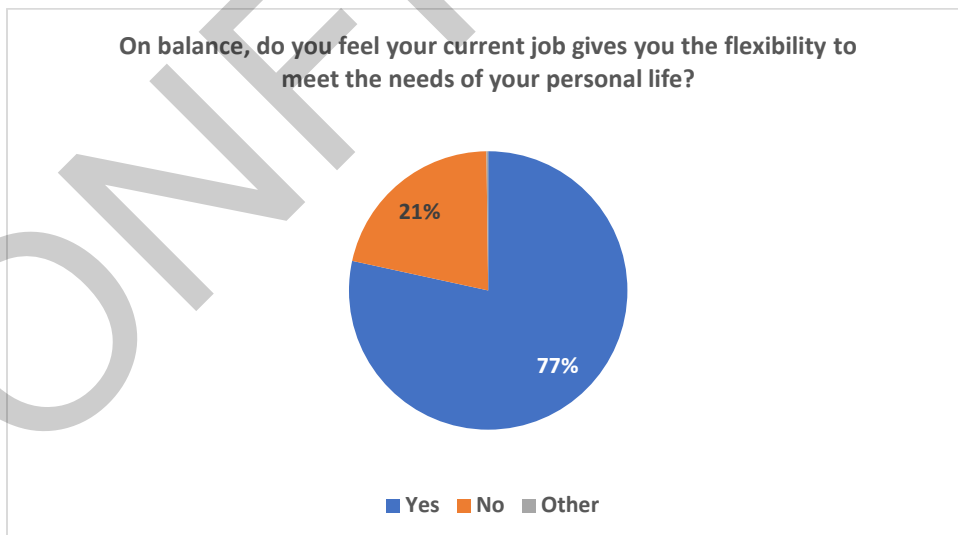
■ *Although most workers appear very satisfied or somewhat satisfied with their work, co-workers, pay, and benefits, there is still some stress associated with their jobs.*

- Specifically, 64% say they would describe the level of stress they feel on the job as somewhat stressful. However, the remaining respondents roughly split between the high category of “very stressful” (18%) and the low category of “not stressful” (19%).

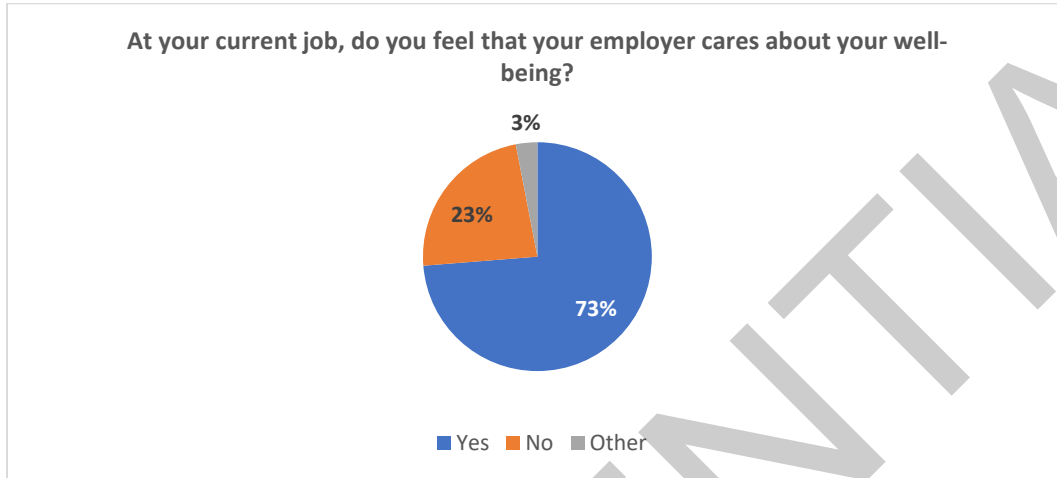


■ *An overwhelming majority of North Carolina workers are happy with their employers’ ability to accommodate flexibility and work-life balance.*

- When asked if they feel their current job gives the flexibility to meet the needs of their personal life, 77% say yes, and only 21% say no.

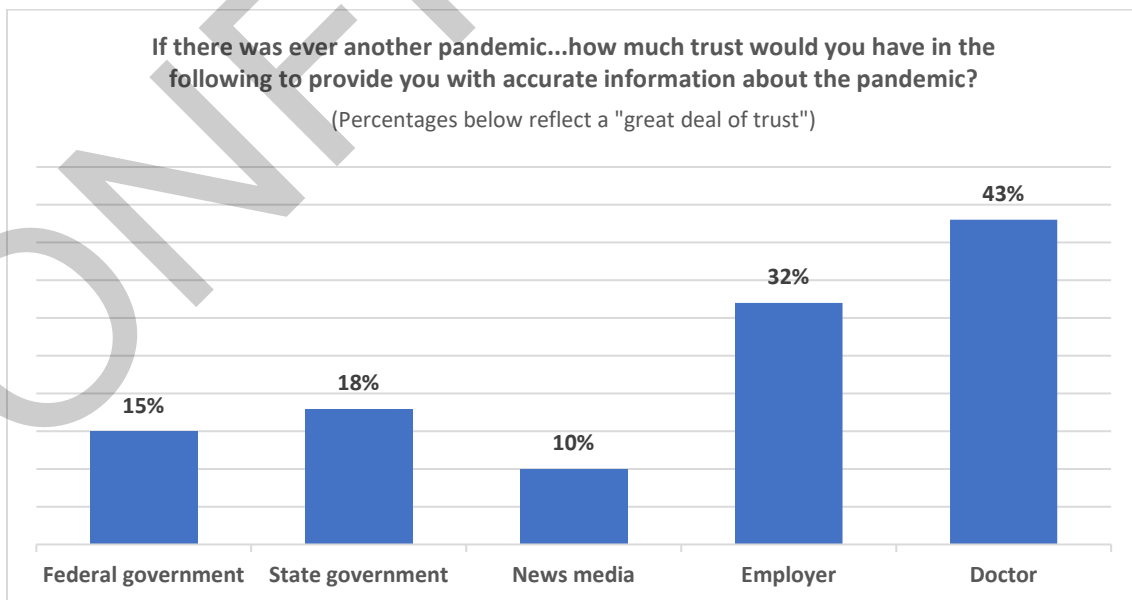


- In addition, workers who believe their employers care about their well-being outnumber those who do not by a three-to-one margin (73% to 23%). Some respondents added comments that distinguished between their direct supervisors and the company itself, noting that direct supervisors care more.



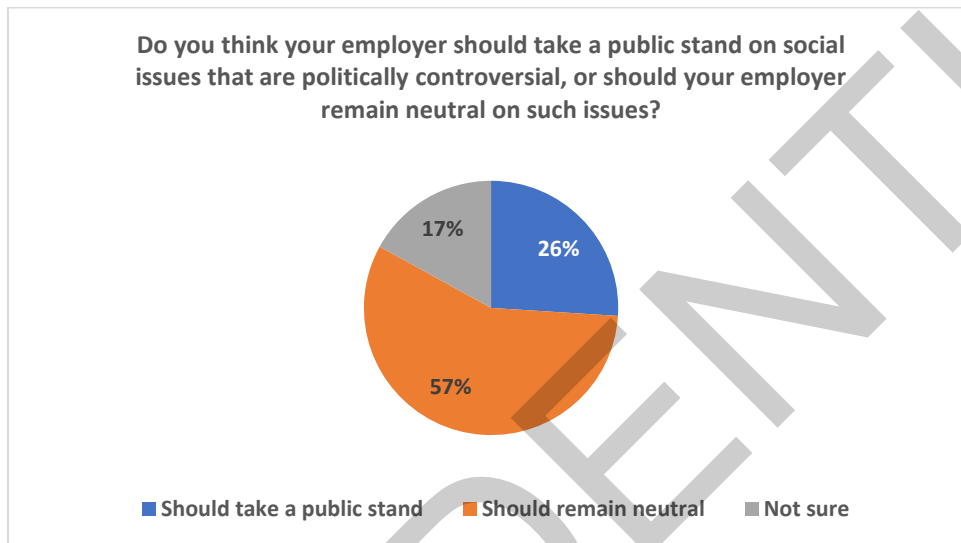
■ **Employers are regarded as trustworthy compared to other sources in providing accurate information about a future pandemic.**

- Nearly one out of three North Carolina workers (32%) express “a great deal of trust” in their employers to provide accurate information about a pandemic compared to 18% for the state government of North Carolina, 15% for the federal government, and just 10% for the news media. Only a worker’s doctor/healthcare provider scored higher, with 43% reporting “a great deal of trust.”



■ *A majority of North Carolina workers want their employers to remain neutral on social issues that are politically controversial.*

- Fifty-seven percent of North Carolina workers want their employers to remain neutral on social issues that are politically controversial. This is more than twice as high as the 26% of workers who want their employers to take a public stand. Some 17% say they are not sure. Another 1% fall in the “other” category with a few of those respondents noting that in their open-ended comments that it “depends” on the issue.



Summary: Overall Workforce in North Carolina

The overall results paint a positive picture of employer-employee relations in North Carolina. In general, full-time workers in North Carolina are:

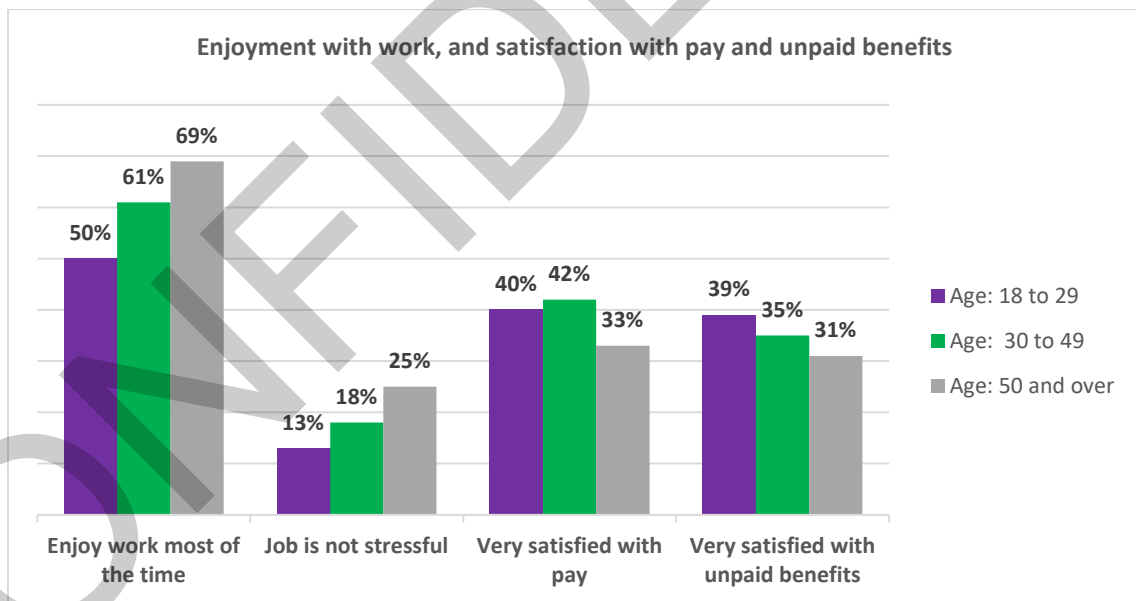
- (1) **Happy with their jobs and co-workers.** A large majority of workers in North Carolina express enjoyment with the work they do, as well as enjoyment in the interactions they have with their co-workers.
- (2) **Satisfied with pay and benefits.** North Carolina workers express high levels of satisfaction with the pay and benefits they receive from their job.
- (3) **Able to achieve work-life balance.** An overwhelming majority of North Carolina workers are happy with their employers’ ability to accommodate flexibility and work-life balance.
- (4) **Trusting of their employers.** Employers are regarded as trustworthy compared to other sources in providing accurate information about a future pandemic.
- (5) **Of the opinion that their employers should remain neutral on socially charged issues.** Most workers in North Carolina want their employers to remain neutral on social issues that are politically controversial.

III. Additional Report Highlights: Differences Within the Workforce in North Carolina

The results in this section highlight any significant differences between various segments of the workforce in North Carolina. The analysis includes breakdowns based on demographic characteristics such as age, education level, gender, and race, as well as for public sector and private sector workers. There is also analysis of differences based on workers' political preferences (i.e., Biden voters compared to Trump voters).

■ ***Older workers express more enjoyment than younger workers with the work they do at their jobs and report less stress from their jobs, but also indicate less satisfaction than younger workers with the pay they earn and the unpaid benefits they receive.***

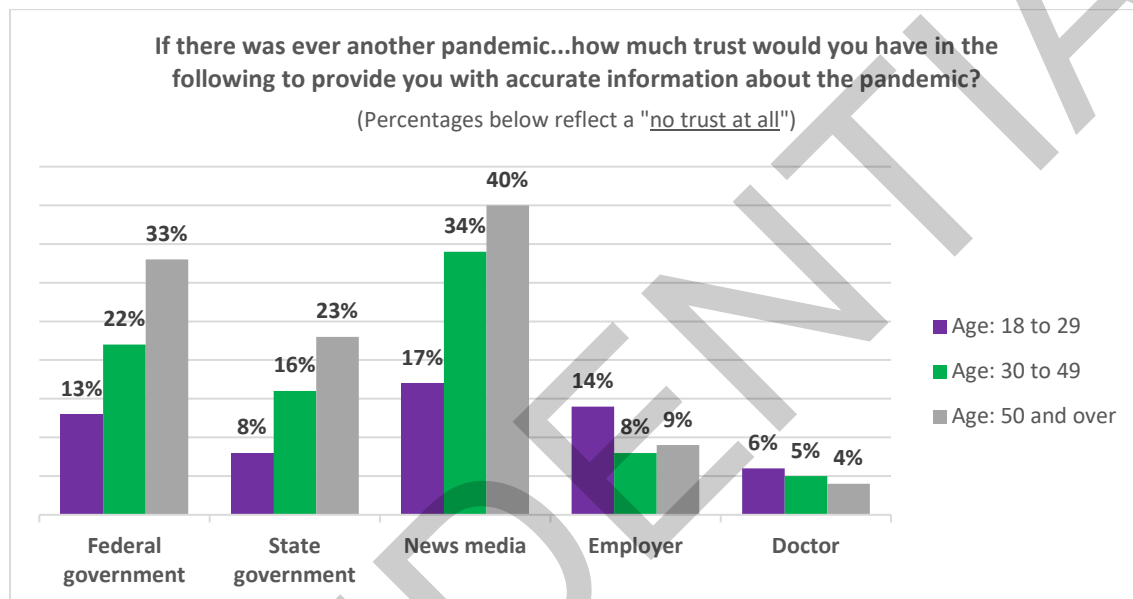
- Some seven out of ten workers (69%), who are age 50 or above, indicate that they enjoy the work they do most of the time compared to about six out of ten workers (61%) who are between the ages of 30 and 49, and five out of ten workers (50%) who are under the age of 30. Workers who are age 50 or above also are the most likely to report that their jobs are not stressful (25% compared to 18% for workers who are between the ages of 30 and 49 and 13% for workers under 30). Older workers (age 50 and above), however, are the least likely to express being very satisfied with the pay they earn (33% compared to 42% for workers who are between the ages of 30 and 49 and 40% for workers under 30) and the unpaid benefits they receive (31% compared to 35% for workers who are between the ages of 30 and 49 and 39% for workers under 30).



■ ***Older workers are significantly less trusting than younger workers of government sources and the news media to provide accurate information about a future pandemic, but they are more trusting than younger workers of their employer to provide accurate information about a future pandemic.***

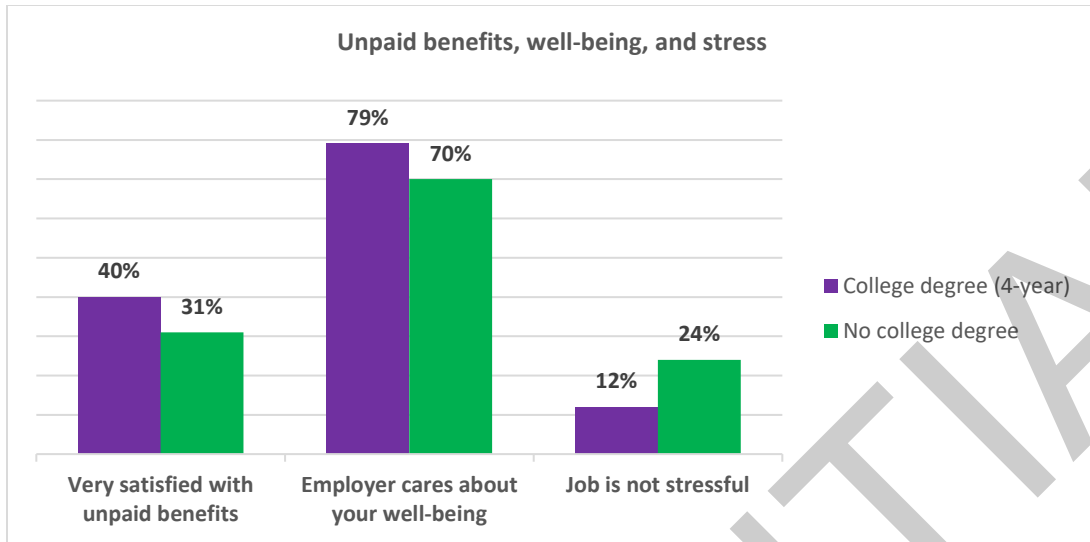
- One out of three workers (33%), age 50 or above, reports “no trust at all” in the federal government to provide accurate information about a future pandemic. This lack of trust declines with younger workers between the ages of 30 and 49 (22%) and among those

under age 30 (13%). Likewise, 23% of older voters (50 or above) express “no trust at all” in the state government and 40% express “no trust at all” in the news media to provide accurate information about a future pandemic compared to 16% and 34% respectively for those between the ages of 30 and 49, and 8% and 17% respectively for workers under the age of 30. Yet, when it comes to their employer providing accurate information about a future pandemic, younger workers (under the age of 30) are the least trusting, with 14% who report “no trust at all” in their employer compared to 8% for workers who are between the ages of 30 and 49 and 9% for workers age 50 or above.



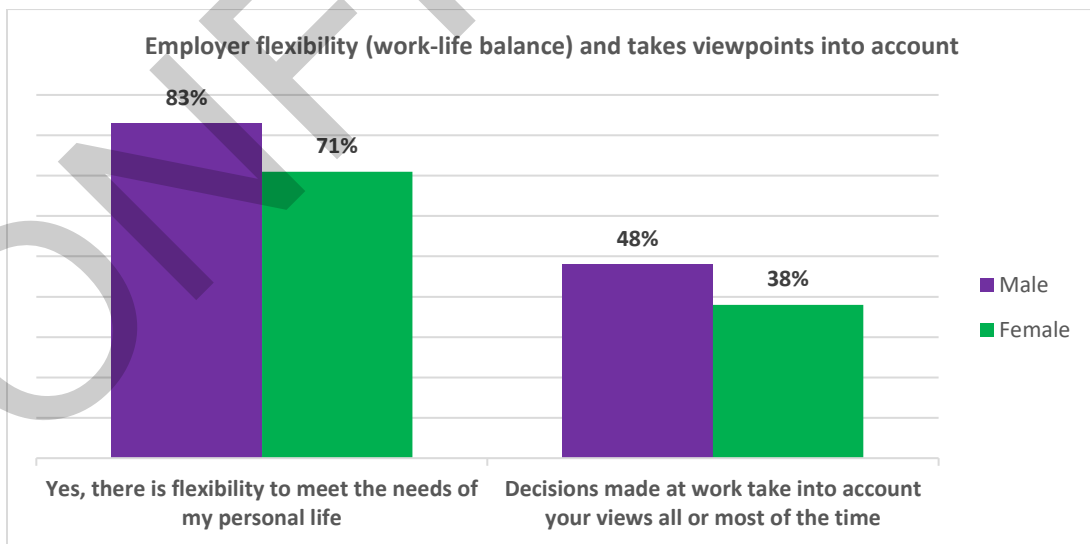
■ **Workers with a four-year college degree or higher express more satisfaction with their unpaid benefits and are more likely to say that their employer cares about their well-being than are workers with less education. Yet, college-educated workers are also more likely to report stress on the job than workers without a four-year college degree.**

- Approximately four out of ten workers (40%) with a four-year college degree or higher report being very satisfied with their unpaid benefits. This compares to three out of ten workers (31%) who do not have a four-year college degree. Likewise, nearly eight out of ten (79%) college-educated workers think their employer cares about their well-being, whereas seven out of ten (70%) workers without a college degree think the same. Workers without a college degree, however, report less stress on the job, with 24% who indicate that their job is not stressful compared to half that percentage (12%) for workers who have a four-year college degree.



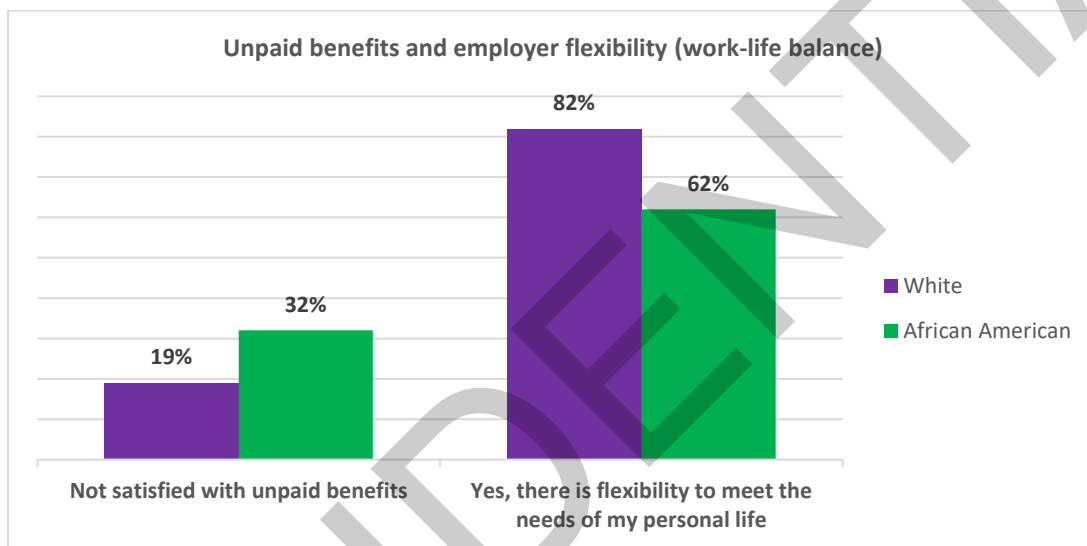
■ *Female workers are less likely than male workers to report that their current job provides them with the flexibility to meet the needs of their personal life. Male workers are more likely than female workers to indicate that decisions made at work take into account their views all or most of the time.*

- While overwhelming percentages of both men and women report that their current job provides them with the flexibility to meet the needs of their personal life, male workers are more likely than female workers to indicate they experience such work-life balance by a margin of 83% to 71%. Nearly half (48%) of male workers report that decisions made at work take into account their views most or all of the time compared to about two out of five (38%) female workers.



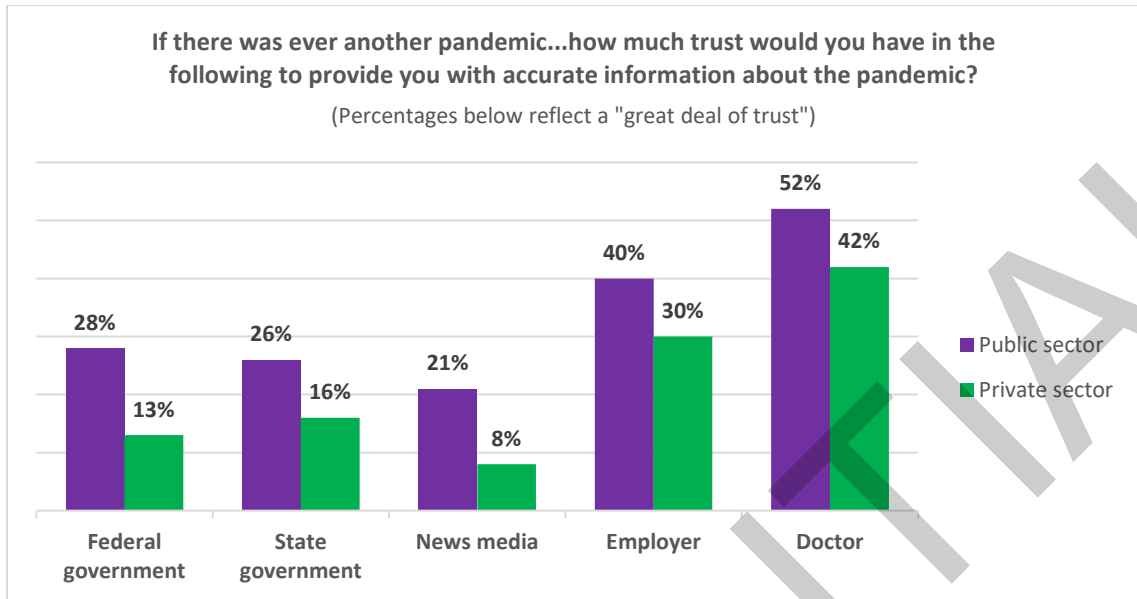
■ ***African American workers report less satisfaction than white workers with their unpaid benefits and report that their jobs offer less flexibility for work-life balance.***

- Although African American and white workers express similar views on most issues related to their job-related experiences, there are some differences. Of note, about one out of every three African American workers (32%) report that they are not satisfied with the unpaid benefits they receive from their job compared to about one out of every five white workers (19%). Solid majorities of both African American and white workers report that their current job provides them with the flexibility to meet the needs of their personal life; however, the percentages are significantly higher for white workers (82%) than for African American workers (62%).



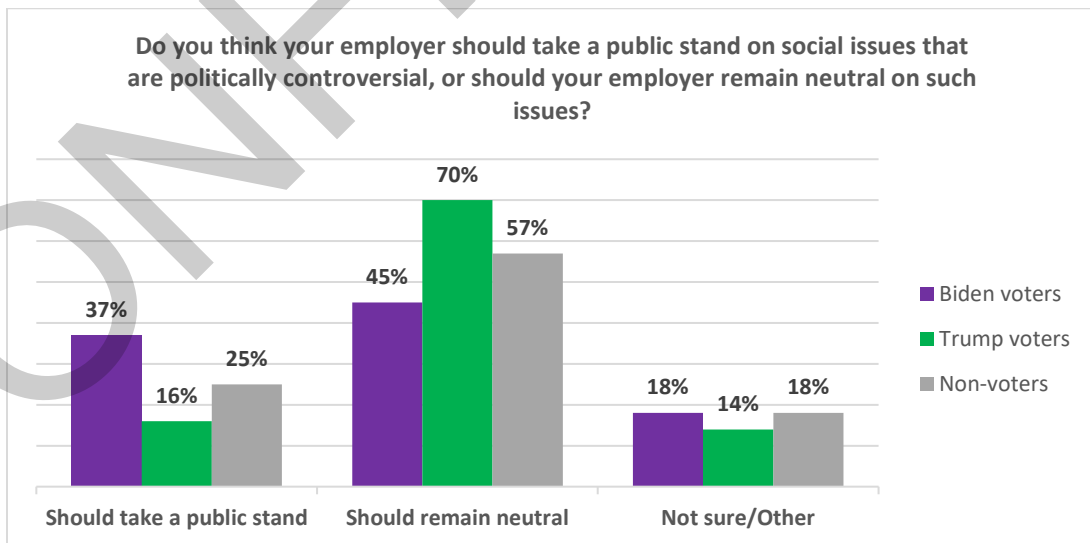
■ ***Public sector workers are more trusting than private sector workers of various sources to provide accurate information about a future pandemic.***

- Workers in the public sector hold similar attitudes and opinions as those in the private sector, with the exception of the question that asks respondents how much trust they have in various sources to provide accurate information in the event of a future pandemic. Perhaps not surprisingly, public sector workers are more likely than private sector workers to express a great deal of trust in the federal government (28% for public sector workers compared to 13% for private sector workers) and the state government (26% for public sector workers compared to 16% for private sector workers) to provide accurate information about a future pandemic. The results also reveal, however, that public sector workers are more trusting than private sector workers of additional sources of information as well, including the news media (21% for public sector workers compared to 8% for private sector workers), their employer (40% for public sector workers compared to 30% for private sector workers), and their doctor/healthcare provider (52% for public sector workers compared to 42% for private sector workers).



■ **Workers who voted for Joe Biden are more likely than workers who voted for Donald Trump to want their employer to take a public stand on social issues that are politically controversial.**

- More workers overall – whether Biden voters, Trump voters, or non-voters – want their employer to remain neutral rather than take a public stand on social issues that are politically controversial. However, Biden supporters and Trump supporters still differ considerably on this question. Some 37% of Biden supporters want their employer to take a public stand as compared to just 16% of Trump supporters and 25% of non-voters. An overwhelming percentage of Trump voters prefer neutrality (70%) compared to 45% of Biden voters and 57% of non-voters.



Summary: Differences Within the Workforce in North Carolina

There is widespread agreement and similar reported job-related experiences among North Carolina workers across demographic characteristics and other categories. Nonetheless, there are some differences that stand out.

- (1) **Age.** Older workers (age 50 and above) are more likely to enjoy and report less stress from their jobs, but they are less satisfied than younger workers with their pay and benefits. Older workers are also less trusting than younger workers of government sources and the news media to provide them with accurate information, but they are more trusting than younger workers of their employer.
- (2) **Education.** College-educated workers express more satisfaction with their unpaid benefits and are more likely to say that their employer cares about their well-being than are workers without a four-year college degree. Yet, college-educated workers are also more likely to report stress on the job than workers without a four-year college degree.
- (3) **Gender.** Female workers are less likely than male workers to report that their current job provides them with the flexibility to meet the needs of their personal life. They are also less likely than male workers to indicate that decisions made at work take into account their views all or most of the time.
- (4) **Race.** African American workers report less satisfaction than do white workers with their unpaid benefits and report that their jobs offer less flexibility for work-life balance.
- (5) **Public versus private sector.** Public sector workers are more trusting than private sector workers of various sources, including the federal government, state government, news media, employer, and doctor/health care provider, to offer accurate information about a future pandemic.
- (6) **Political preferences.** Workers who voted for Joe Biden are more likely than workers who voted for Donald Trump to want their employer to take a public stand on social issues that are politically controversial.

IV. Toplines

(Note: Some columns may not add to 100 due to rounding.)

Q1. Do you currently work for pay at a job or business in North Carolina?

Yes	100%
*No	0%

* The survey terminated for any respondent who answered “No.”

Q2. Do you currently work full-time for pay at a job or business?

Yes, I work full-time	100%
*No, I work part-time	0%

* The survey terminated for any respondent who answered “No, I work part-time.”

Q3. Are you currently self-employed?

*Yes	0%
No	100%

* The survey terminated for any respondent who answered “Yes.”

Q4. Does your current job allow you to work remotely at all from home?

Yes	42%
No	58%

Q5. Did you work from home at all during the lockdown of the Covid-19 pandemic?

Yes	44%
No	56%

Q6. Are you a member of a labor union?

Yes	3%
No	97%

Q7. Is your current job in the public sector with local, state, or the federal government, or is your current job in the private sector, such as with a company or business?

Public sector	16%
Private sector	84%
*Something else (please specify):	--%

* Less than one percent responded “Something else.” In the open-ended response box, those who selected “Something else” wrote the following: “Both” or “charter school.”

Q8. Would you say you are very satisfied, somewhat satisfied, or not satisfied with the pay you receive from your job?

Very satisfied	39%
Somewhat satisfied	46%
Not satisfied	15%

Q9. Would you say you are very satisfied, somewhat satisfied, or not satisfied with the unpaid benefits you receive from your job?

Very satisfied	35%
Somewhat satisfied	45%
Not satisfied	20%

Q10. Do you enjoy the work you do at your job?

Yes, most of the time	61%
Yes, some of the time	27%
Yes, but only rarely	7%
No, not at all	5%
*Other (please specify):	--%

* Less than one percent responded "Other." In the open-ended response box, two respondents wrote the following:

Teacher- getting ready to leave. The moments of satisfaction do not outweigh the frustration, dysfunction, pay.

Yes, I do enjoy my job, but it depends on who I am working with.

Q11. Do you enjoy interacting with your co-workers on the job?

Yes, most of the time	60%
Yes, some of the time	27%
Yes, but only rarely	7%
No, not at all	5%
*Other (please specify):	1%

* In the open-ended response box, those who selected "Other" wrote the following:

Only certain ones. We have one that is making it miserable for everyone else.

Overseas India team makes my job difficult.

Some coworkers all the time, some none.

We work from home, so we don't see anyone.

Work from home.

Q12. How would you describe the level of stress you experience on your job?

Very stressful	17%
Somewhat stressful	63%
Not stressful	19%

Q13. On balance, do you feel your current job gives you the flexibility to meet the needs of your personal life?

Yes	77%
No	21%
*Other (please specify):	2%

* In the open-ended response box, those who selected "Other" wrote the following:

As long as no little things happen, I can make it barely.

Depends on the time of year.

Love my job, but my knees hurt so bad that it is painful to stand all day.

Right now, I am in training. I have more flexibility, but when I'm signed off, I will have less flexibility.

Slightly flexible.

Sometimes.

Somewhat. I feel like my boss helps create a great work life balance, but I am fortunate enough to have a great boss. This is not how the whole company culture is.

The hours I spend at work do not give me time to run errands that help my family. To get a day off, we are required to ask two weeks in advance. A little more flexibility would be nice.

Yes, when I'm not called in on the weekends, it's flexible. But when I am called in, it's kind of tiring.

Q14. At your current job, how often, if ever, would you say that decisions made at work take into account your views?

Nearly all of the time	16%
Most of the time	27%
Some of the time	38%
Rarely	13%
Never	6%

Q15. At your current job, do you feel that your employer cares about your well-being?

Yes	73%
No	23%
*Other (please specify):	3%

* In the open-ended response box, those who selected "Other" wrote the following:

As much as they need to, but we aren't family or friends, so there is only so much they can "care."

As long as the work goes well.

Boss does, but the company does not.

Depends on who it is in the company.

My direct supervisory staff does; however, I do not believe the overall company does.

My leadership, yes. The company as a whole, not at all.

Not sure. Today's COVID inflationary economy has me worried about everything. Our company is in survival mode.

Q16. If there was ever another pandemic, similar to the one with Covid-19 in 2020, how much trust – a great deal of trust, some trust, not much trust, or no trust at all – would you have in the following to provide you with accurate information about the pandemic?

	A great deal of trust	Some trust	Not much trust	No trust at all
The federal government	15%	36%	25%	24%
The state government of North Carolina	18%	40%	25%	16%
The news media	10%	30%	27%	32%
Your employer	32%	46%	13%	9%
Doctor / health care provider	43%	38%	14%	5%

Q17. Do you think your employer should take a public stand on social issues that are politically controversial, or should your employer remain neutral on such issues?

Should take a public stand	26%
Should remain neutral	57%
Not sure	17%
*Other (please specify):	1%

* In the open-ended response box, those who selected “Other” wrote the following:

Depends on the severity of the issue.

It depends on the issue. Human rights shouldn't be an issue, but it is. All people should respect human rights.

It is the personal choice of the business.

Q18. Which political party, the Democrats or the Republicans, do you trust more to do a better job of handling the economy in the state of North Carolina?

Democrats	41%
Republicans	49%
*Other (please specify):	10%

* In the open-ended response box, those who selected “Other” wrote the following:

Both sides have good ideas. They just have to learn to work together.

Combination of them.

Depends on the stance.

I do not trust either of the two. Politicians in today's world are not trustworthy and definitely not for the people only for themselves.

In NC, I would say it's pretty equal.

It depends. I feel Republicans create pro-business environments, while Democrats do more to build business-ready infrastructure, education, etc.

None. They are all corrupt and bought.

They both do alright, but neither have an advantage.

Today's COVID inflationary economy has been created by the corrupt government politicians. What a mess!

Q19. Do you approve or disapprove of the way that Governor Roy Cooper is handling the economy in the state of North Carolina?

Approve	46%
Disapprove	34%
Not sure	20%

The following questions are for statistical purposes only.

Q20. What region do you live in?

Eastern North Carolina (this includes the Wilmington area)	25%
Raleigh/Durham/Chapel Hill area (The Triangle)	20%
Charlotte area	17%
Piedmont/Central North Carolina	23%
Western North Carolina	15%

Q21. Which category best describes you?

Hispanic or Latino of any race	9.5%
White or Caucasian	61.0%
Black or African American	19.5%
Asian or Asian American	3.5%
Some other race or ethnicity, or multiple races	6.5%

Q22. What is your age range?

18 to 29 years old	22%
30 to 39 years old	22%
40 to 49 years old	22%
50 to 64 years old	28%
65 years or older	6%

Q23. What is the highest level of school you have completed or the highest degree you have received?

High school graduate, GED certificate, or did not finish high school	31%
Some college or a 2-year associate degree	31%
4-year college or university degree	24%
Postgraduate degree	14%

Q24. Are you male or female, or do you prefer another description?

Male	51.5%
Female	48.0%
Prefer another description	0.5%

Q25. Which candidate did you vote for in the 2020 presidential election?

Joe Biden	43%
Donald Trump	44%
Some other candidate	1%
Did not vote	7%
Prefer not to answer	5%