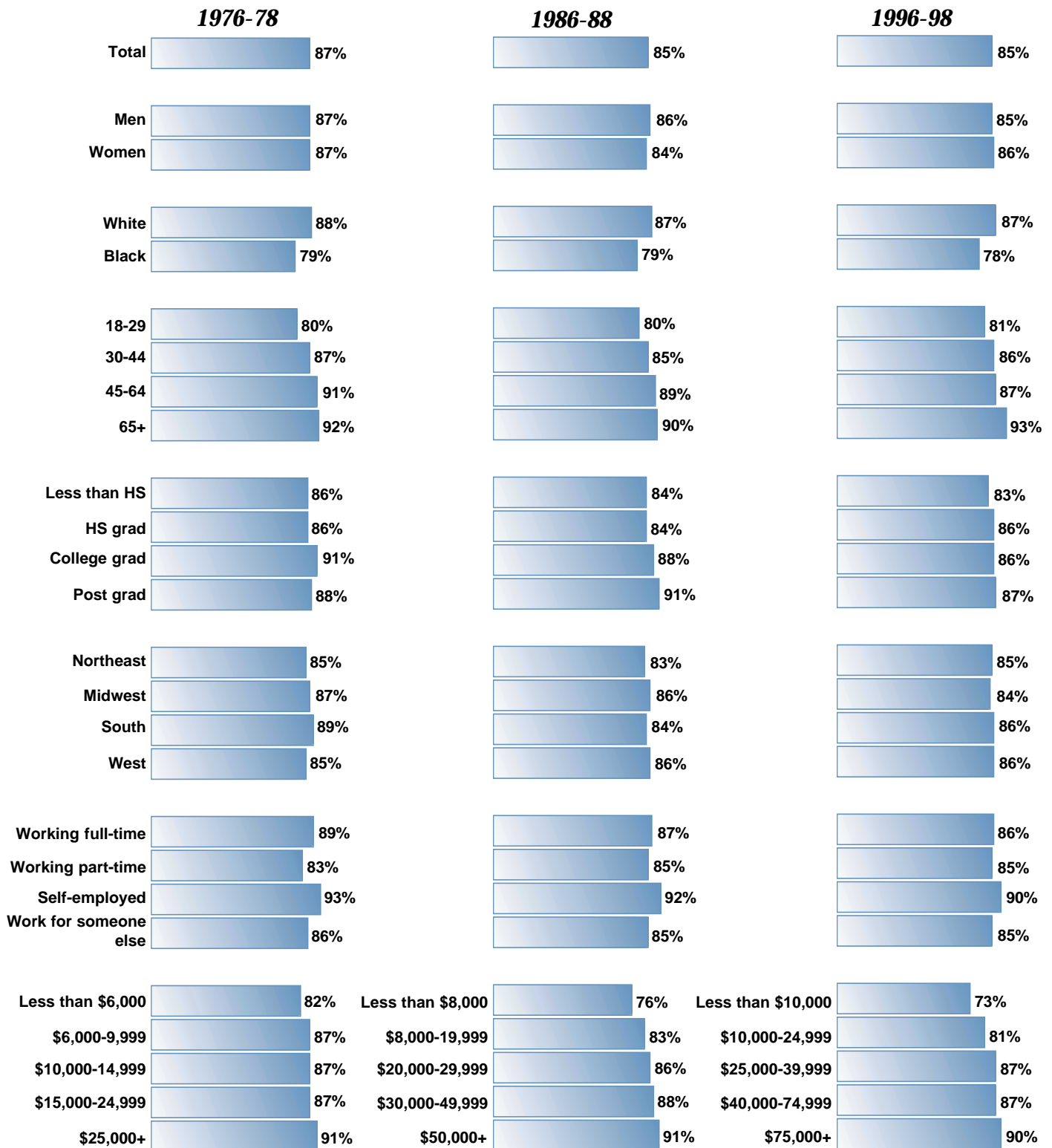


# Considerable Worker Satisfaction

**Question:** On the whole, how satisfied are you with the work you do—would you say you are very satisfied, moderately satisfied, a little dissatisfied, or very dissatisfied?

*Percent saying very/moderately satisfied*

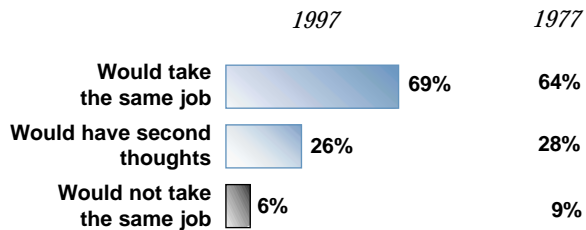


**Note:** Asked of those who are currently working, temporarily not at work, or keeping house.

**Source:** Surveys by the National Opinion Research Center-General Social Survey, results derived from combined datasets.

# It's Not Just a Job

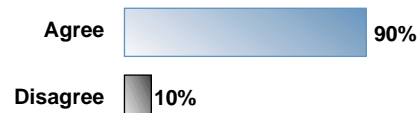
**Question:** Knowing what you know now, if you had to decide all over again whether to take the job you now have, what would you decide?... Would you decide without hesitation to take the same job, would you have second thoughts, or would you decide definitely not to take the same job?



**Source:** Surveys by Louis Harris and Associates for the Families and Work Institute, March 14-July 27, 1997, and by the Survey Research Center, Institute for Social Research, University of Michigan, 1977.

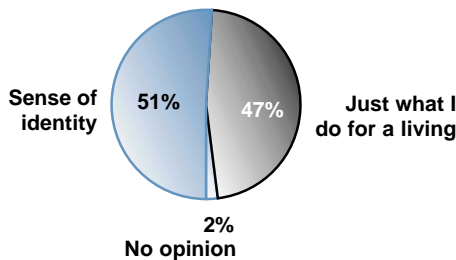
**Question:** Please tell me how much you agree or disagree with the following statements as descriptions of your main job and your feelings about work... strongly agree, somewhat agree, somewhat disagree, or strongly disagree?

*The work I do on my job is meaningful to me*



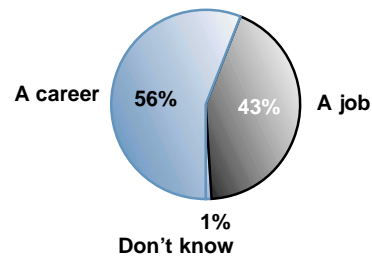
**Source:** Survey by Louis Harris and Associates for the Families and Work Institute, March 14-July 27, 1997.

**Question:** Here are two different ways of looking at your job. Some people get a sense of identity from their job. For other people, their job is just what they do for a living. Which of these best describes the way you usually feel about your job?



**Source:** Survey by the Gallup Organization, August 24-26, 1999.

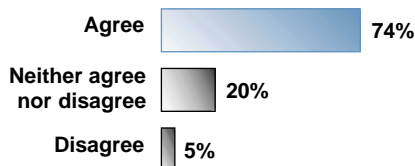
**Question:** Do you think of the work you do as a "job," or do you think of it as a career?



**Source:** Survey by Roper Starch Worldwide, April 1-15, 2000.

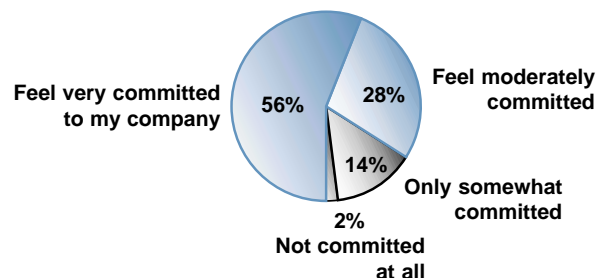
**Question:** To what extent do you agree or disagree with each of the following statements?...

*I am proud to be working for my firm/organization*



**Source:** Survey by the National Opinion Research Center-General Social Survey, February 1-June 19, 1998.

**Question:** Overall, how committed do you feel to your company?



**Source:** Survey by Wirthlin Worldwide, October 16-21, 1998.

**Note:** Data shown above reflect responses of those who are employed.

# A Solid Evaluation

**Question:** Overall, which of the following descriptions best fits the way you see yourself at work—a high achiever, workaholic, a solid performer who does what is expected of you, or an under-achiever who gets by with the minimum necessary to keep your job?



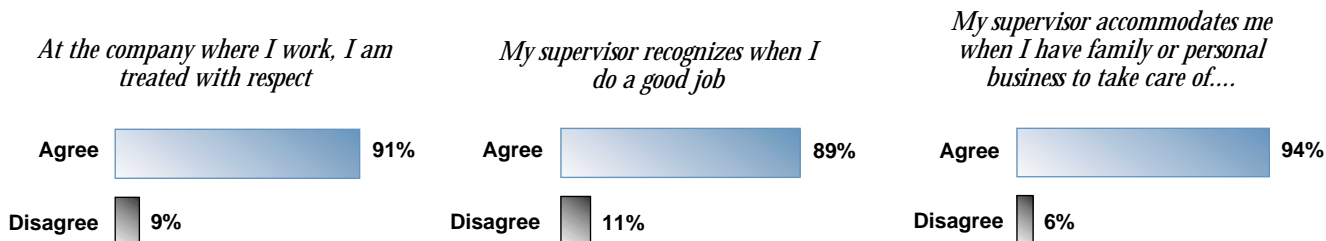
**Source:** Survey by the Gallup Organization, August 24-26, 1999.

**Question:** Do you know what's expected of you at work?  
**Question:** At work, do your opinions seem to count?



**Source:** Survey by the Gallup Organization for *Inc.*, February 1998.

**Question:** Please tell me how much you agree or disagree with the following statements....



**Source:** Survey by Louis Harris and Associates for the Families and Work Institute, March 14-July 27, 1997.

**Question:** Regardless of how satisfied you are overall with the kind of work you do, you may feel differently about various aspects of it. Here is a list of some of the things.... Would you tell me whether you are completely satisfied with it, fairly well satisfied, not too satisfied, or not at all satisfied with it?

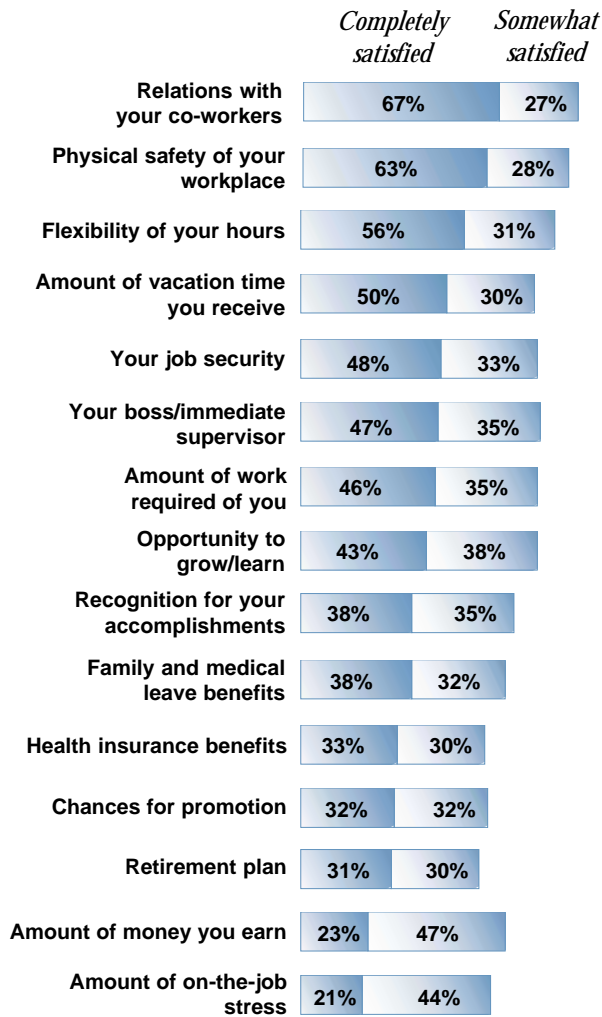


**Source:** Survey by Roper Starch Worldwide, April 3-17, 1999.

**Note:** Data on pp. 14-15 reflect responses of those who are employed.

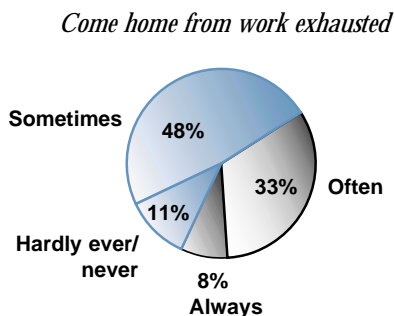
# Generating Employee Loyalty

**Question:** I'll read you a list of job characteristics. For each, please tell me how satisfied or dissatisfied you are with your current job in these regards. First...



**Source:** Survey by the Gallup Organization, August 24-26, 1999.

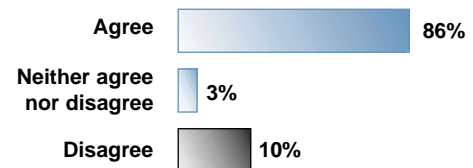
**Question:** Now some more questions about your working conditions. Please circle one code for each item below to show how often it applies to your work....



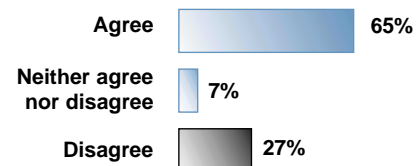
**Source:** Survey by the National Opinion Research Center-General Social Survey, February 1-June 19, 1998.

**Question:** I'm going to read you a series of statements. For each, please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree....

*I feel a sense of loyalty to the company or organization that I work for*

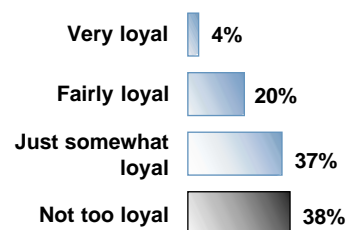


*The company or organization I work for feels a sense of loyalty to me*



**Source:** Survey by the Center for Survey Research and Analysis, University of Connecticut, August 5-16, 1998.

**Question:** In general how loyal do you think that companies are to their employees...?

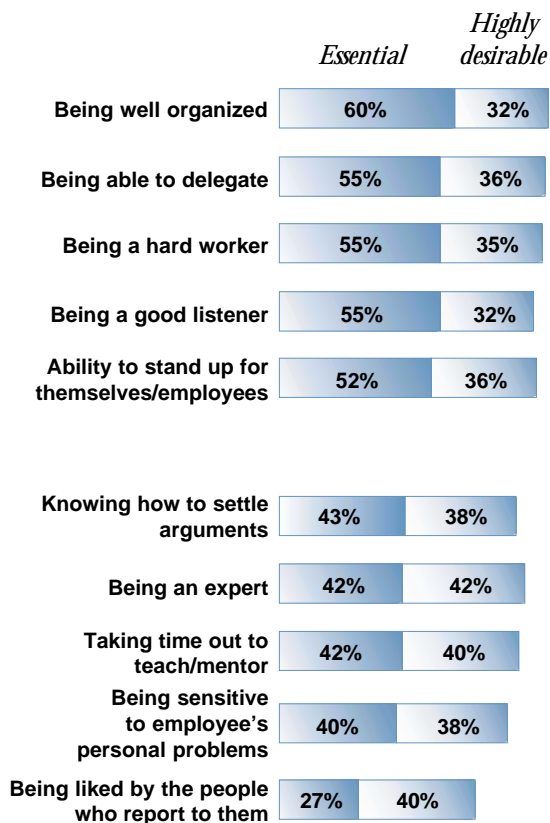


**Source:** Survey by Peter Hart Research for Shell Oil, July 17-20, 1998.

# The Boss's Review

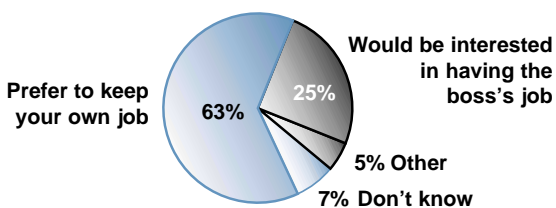
## A Good Boss

**Question:** We'd like to get your views on what it takes to be a good manager or boss. Looking at this list of personal qualities, would you please tell me whether it is something that is essential to being a good manager or boss, or highly desirable in a manager or boss, or something of an advantage, or not necessary at all. First...



**Note:** After rank ordering results, top and bottom 5 categories are shown.  
**Source:** Survey by Roper Starch Worldwide, April 12-19, 1997.

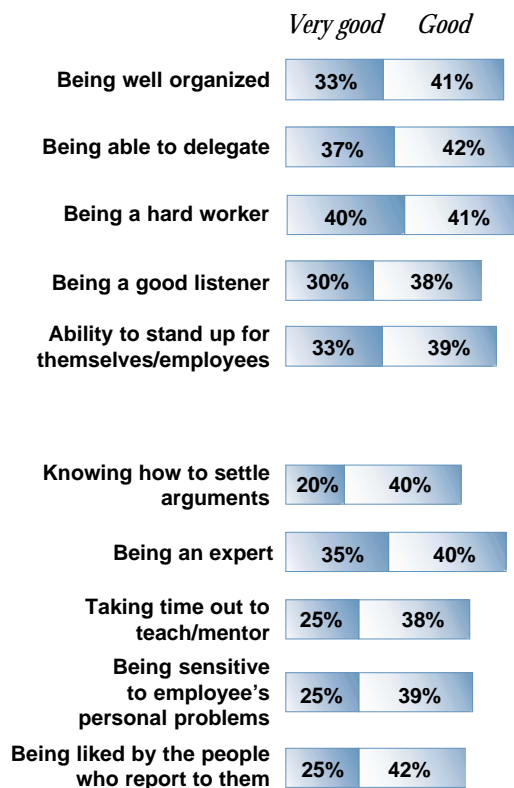
**Question:** It is the goal of some people who work to advance their position, while others like what they are doing and do not particularly want to move up to more responsibilities. Thinking now of your present position and your immediate boss's position, do you think you would be interested in having the boss's job, or prefer to keep your own job?



**Note:** Not asked of self-employed.  
**Source:** Survey by Roper Starch Worldwide, December 2-16, 1995.

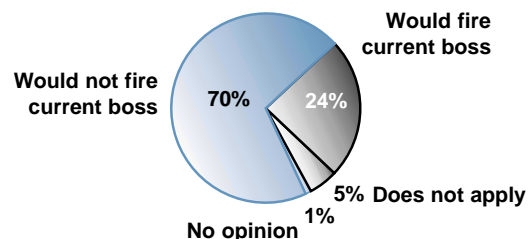
## My Boss

**Question:** I'd like to ask you about your impression of your manager or boss. Looking at this list of personal qualities, would you please tell me how you would rate your manager or boss [on]...?



**Note:** Ordered according to results shown at left.  
**Source:** Survey by Roper Starch Worldwide, April 12-19, 1997.

**Question:** If you could fire your current boss, would you do so, or not?

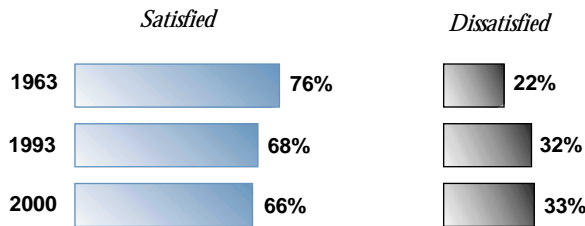


**Source:** Survey by the Gallup Organization/CNN/USA Today, August 22-25, 1997.

**Note:** Unless otherwise noted, data on pp. 16-17 reflect responses of those who are employed.

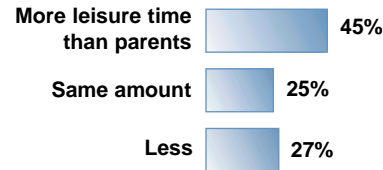
# Balancing Work and Play

**Question:** On the whole, would you say that you are satisfied or dissatisfied with the amount of leisure and free time that you get to yourself?



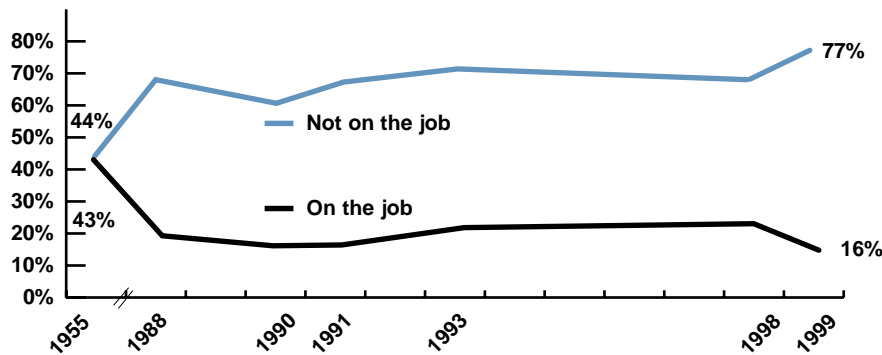
**Note:** Asked of all adults. Question text varied slightly in 1963 and 1993.  
**Source:** Surveys by the Gallup Organization, July 18-23, 1963, the Gallup Organization/CNN/*USA Today*, May 10-12, 1993, and by Peter Hart Research for Shell Oil, April 12-16, 2000.

**Question:** Comparing yourself with your parents when they were your age, do you think that you have more leisure time, less leisure time, or about the same amount of leisure time as your parents had?



**Note:** Asked of all adults.  
**Source:** Survey by Peter Hart Research for Shell Oil, April 12-16, 2000.

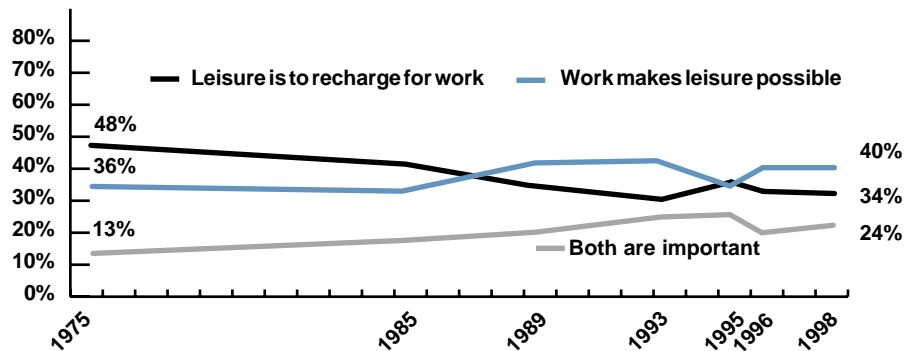
**Question:** Generally speaking, which do you enjoy more—the hours when you are on the job, or the hours when you are not on your job?



	Enjoy more	
	On the job	Not on the job
1955	43%	44%
1988	20	68
1990	18	60
1991	18	68
1993	22	70
1998	23	69
1999	16	77

**Source:** Surveys by the Gallup Organization, latest that of August 24-26, 1999.

**Question:** Which way do you tend to look at the relationship between work and leisure time...That work is the important thing, and the purpose of leisure time is to recharge people's batteries so they can do a better job, or leisure time is the important thing, and the purpose of work is to make it possible to have leisure time to enjoy life and pursue one's interests?



	More important		
	Work	Leisure	Both (vol.)
1975	48%	36%	13%
1985	46	33	17
1989	36	41	20
1993	31	42	25
1995	37	36	25
1996	35	40	22
1998	34	40	24

**Note:** Asked of all adults.  
**Source:** Surveys by Roper Starch Worldwide, latest that of October 24-November 7, 1998.