

**John J. Heldrich Center for Workforce Development**

Rutgers, The State University of New Jersey

Americans' Attitudes About Work, Employers and Government

# **Work Trends**

*Laid Off:*

*American Workers and Employers Assess a  
Volatile Labor Market*

By K.A. Dixon, William M. Rodgers, III, Ph.D., and Carl E. Van Horn, Ph.D.

EMBARGOED FOR MEDIA RELEASE:  
April 22, 2004, 12:01 AM ET

heldrich

**John J. Heldrich Center for Workforce Development**

Rutgers, The State University of New Jersey

Americans' Attitudes About Work, Employers and Government

# **Work Trends**

*Laid Off:*

*American Workers and Employers Assess a  
Volatile Labor Market*

By K.A. Dixon, William M. Rodgers, III, Ph.D., and Carl E. Van Horn, Ph.D.

April 2004

# Table of Contents

*Background*

*Executive Summary* 1

*Section 1: Workers, Employers, and Economic Issues:  
Judging the Health of the American Economy* 5

*Section 2: Layoffs and the American Workplace* 9

*Section 3: Losing One Job, Finding the Next* 13

*Section 4: Losing One Job, Still Searching for Another* 15

*Section 5: Employers and Layoffs* 17

*Section 6: The Politics of Dislocated Workers and  
Their Employers* 19

*Conclusion* 23

*Appendix A: Methodology* 25

*Appendix B: Survey Results* 27

*Appendix C: Comparison of Work Trends to the Current  
Population Survey Dislocated Worker Supplement* 42

# Background

The John J. Heldrich Center for Workforce Development at the Edward J. Bloustein School of Planning & Public Policy at Rutgers University was founded as a research and policy organization devoted to strengthening New Jersey's and the nation's workforce during a time of global economic change. The Heldrich Center researches and puts to work strategies that strengthen worker skills and their employability, strengthen the ability of companies to compete, create jobs where they are needed, and improve the quality and performance of the workforce development system.

Since 1998, the John J. Heldrich Center has experienced rapid growth, working with federal and state government partners, Fortune 100 companies, and major foundations. The Center embodies its slogan 'solutions at work' by teaming with partners and clients to translate cutting-edge research and analysis into practices and programs that companies, unions, schools, CBOs, and government officials use to strengthen their workforces, create jobs, and remain competitive. The Center's projects are grounded in a core set of organizational priorities: to confront the challenges of America's skills and education gap, to reemploy laid off workers, to ensure economic opportunity for all, to ensure high quality education and training for all students and job seekers, and to strengthen the management and effectiveness of government programs.

Since its inception, the Heldrich Center has sought to inform employers, union leaders, policymakers, community members, as well as media and academic communities, about the critical workforce and education issues that relate to today's global, knowledge-based economy.

The Center for Survey Research and Analysis (CSRA) is an outgrowth of the tremendous success of original survey research conducted under the aegis of the Roper Center/Institute for Social Inquiry. For twenty years, Roper Center/ISI has conducted high quality, high profile original research; this tradition is being continued and expanded. CSRA, a nonprofit, nonpartisan research and educational facility, is a leader in conducting important public opinion research.

CSRA staff have completed more than 350 survey projects for a wide variety of clients, providing the Center with extensive experience in surveying special populations, including studies of members of Congress, journalists, business owners and managers, parents, teenagers, college students, and university faculty. In addition to quantitative research, CSRA conducts in-depth qualitative research, including nationwide focus groups, one-on-one interviewing, and case studies.

The staff has worked with clients to develop strong secondary research programs in support of ongoing research in a variety of fields. Expert statisticians are available for additional analysis of original and secondary data. CSRA strictly adheres to the code of ethics published by the American Association of Public Opinion Research, which, among other things, requires them to fully divulge their research methods, treat all respondents with respect and honesty, and insure that results are not presented in a distorted or misleading manner. During the past three years, staff now affiliated with CSRA have conducted more than seventy national, regional, and local survey projects.

To better understand the public's attitudes about work, employers, and the government, and to improve workplace practices and policy, the Heldrich Center and CSRA produce the *Work Trends* survey on a regular basis. The survey polls the general public on critical workforce issues facing Americans and American businesses and promotes the survey's findings widely to the media and national constituencies.

Carl E. Van Horn, Ph.D., director of the Heldrich Center, and Kenneth Dautrich, Ph.D., director of CSRA, co-direct the series.

### *A Commitment to Assess and Improve Job Security and Connect the Jobless to Work*

*Laid Off: American Workers and Employers Assess a Volatile Labor Market* continues to advance the goals of the *Work Trends* series, giving American workers a voice in current national economic policy debates and providing policymakers and employers with reliable insights into how families across the nation are judging and acting upon the realities of work and the workplace. It includes also the opinions of America's employers, whose view of the labor market and economy often is markedly different than that of its workers.

This survey adds depth to the Heldrich Center's research agenda that is based on the Center's commitment to improve academic and public understanding of the costs and benefits generated by worker dislocation as employers restructure their workforces, suggesting a stronger role for public policy at both the federal, state, and local levels of government.

The results provide an in-depth look at the experiences of laid off workers and the services they may or may not receive from their former employers and from government agencies. The survey's intent is to help policymakers and employers better understand the contemporary experience of laid off workers and to provide benchmarks that can be used to improve the effectiveness of private sector and government responses.

Last June, Rutgers University Press published *A Nation at Work: The Heldrich Guide to the American Workforce*, a new book by Herbert A. Schaffner and Carl E. Van Horn that foregrounds the realities fundamentally reshaping the economy and job market since the 1980s—trends now affecting the lives of millions of American workers—such as a decline in job security, a dramatic increase in the premium on education and skills, the growth in the untapped potential of the working poor, and the growth of competitive pressures of global labor markets. The book collects the most striking evidence from the best research to depict the landscape of the modern labor market, while gathering leading journalism and analysis that portrays the representative stories and lives of American workers during the 1990s.

Our new *Work Trends* survey continues to outline and underscore the demographic and economic analysis of *A Nation at Work* with the human perceptions of everyday Americans but, most important, it is consistent with our findings from *The Disposable Worker* (*Work Trends*, July 2003).

# Executive Summary

*Work Trends Vol 7 No.1, Laid Off: American Workers And Employers Assess A Volatile Labor Market*, is the fourteenth in the national survey series that polls American workers and employers about issues affecting their lives in the economy, the workforce, and the workplace, and how workers view the policy choices made by lawmakers and employers to address these concerns. With the publication of this report, the project's partners—the John J. Heldrich Center for Workforce Development and the Center for Survey Research and Analysis at the University of Connecticut—have completed more than 14,000 worker and employer interviews since 1998 on a variety of critical economic topics, as well as long term trends in job satisfaction, economic confidence, and workplace issues. This *Work Trends* report is based on both workers and employer interviews.

This new *Work Trends* was conducted with 1007 members of the U.S. workforce between February 5 and March 3, as well as 502 employers between February 20 and March 18. During this period, the economy showed signs of strengthening in certain areas, yet job growth lagged. In fact, it was not until August 2003 when the economy experienced three consecutive months of jobs growth. The current recovery is quite different from the 1990s recovery. During the 1990s recovery, job growth emerged in thirteen months; however, during the current recovery it took twenty-one months before job growth emerged, with this growth being tepid. Due to the lack of monthly job growth in excess of 150,000 (the minimum amount needed to accommodate natural growth in the labor force), the employment-population ratio has fallen, even since the middle of last summer. Simply put, individ-

uals left the labor force. In fact, because of the lack of job creation, the untapped pool (those who are unemployed, working part time for economic reasons, and out of the labor force but want a job) has risen from thirteen million at the peak of the boom to nearly eighteen million. The composition of the largest component of the untapped pooled has changed.

Unemployment lasting half a year or longer grew to 22.1% of all unemployed in 2003, up from 18.3% in 2002, and the highest rate since 1983; well educated and experienced workers are particularly affected by this trend.

The Bureau of Labor Statistics (BLS) March 2004 employment figures report the first sizeable increase in jobs during the current recovery. The growth was distributed across industries and the manufacturing sector did not continue to contract. The last time the economy experienced such a large one month increase was during Spring 2000. Clearly, this is great news for workers; however, upon deeper inspection of BLS's report, it may be wise to temper our enthusiasm. First, one month does not make a trend. Second, a significant portion of the new jobs may be part time in nature. Although not directly comparable to March's job creation figures from the employer survey, it is important to note that the household survey reported an increase in part time employment of 294,000 in March, with the main reason for part time employment being slack work or business conditions. Workers will not only need more than one month of robust growth to ease their concerns about the economy, but the growth must be in quality jobs.

*Laid Off* finds that nearly one-fifth (18%) of American workers were laid off from a full or part time job since 2001 (14% and 4%, respectively). The majority of these workers received no severance pay or employment services from their employer and had little or no notice of their impending job loss. Moreover, while 71% of workers who were laid off have found new employment, one in two are now earning less than before they were laid off. At the same time, employers have many different perceptions of layoffs in their companies and how to best assist those workers who lose their job. Regardless of their perceptions of layoffs, both workers and employers give President Bush low marks in how well he is handling issues related to jobs and work.

Concern for economic issues continues to grow among workers, and the majority (66%) think now is a bad time to find a good job. In contrast, employers offer a more positive assessment of the economy:

- Among workers, 44% say that they are very concerned about the current unemployment rate, the highest level of concern since the *Work Trends* series began in 1998.
- More than half (51%) of all workers say they are very concerned about job security for those currently working, up from 42% in July 2003 and nearly twice (26%) the share of workers who said the same in January 2000.
- In contrast, only 29% of employers are very concerned about the current unemployment rate and one in three (34%) say they are very concerned about job security for those currently working. Notably, only 21% say they are very concerned about their own job security, and 48% say they are not at all concerned.

- Workers are more likely than employers to cite the number of people who are out of work as an important indicator of the economy's health (76% and 66%, respectively). In contrast, employers are more likely than workers to cite as important the interest rates banks charge for lending money (79% and 66%, respectively).
- In the wake of the events of September 11th, 70% of workers and 65% of employers say that the impact that a terrorist act could have on consumer confidence and the ability of their company to conduct commerce is a very or extremely important indicator of economic health.

In the past three years, workers and employers have faced a volatile labor market characterized by corporate restructuring and job losses. Not surprisingly, workers and employers have different perceptions of their experiences in the workplace:

- Since 2001, 18% of workers have been laid off from a full or part time job (14% and 4%, respectively). During this same time, 25% of employers say that their company has laid off workers. For workers who escaped layoffs, one in three (31%) worked at a company where others were laid off in that time.
- Layoffs have sizable costs for those workers who remain employed. In the period after their coworkers were laid off, 53% experienced decreased morale, 48% experienced increased workloads, and 45% experienced increased fear of losing their own job.
- Finally, a full 44% of workers say that they or a family member have been laid off from a full or part time job at some point in their lives (40% and 4%, respectively).

- Among workers who were laid off, 16% say that their company moved jobs to another country; only 1% of employers say their company has moved jobs outside the United States. However, the majority of both workers and employers believe that government should take steps to prevent jobs from being moved to other countries (72% and 66%, respectively).
- More than two-thirds (68%) of employers say that they took steps prior to laying off workers to prevent layoffs. In stark contrast, only 22% of workers say their employers did so.
- Among workers, 61% think that employers have a responsibility to assist workers they have laid off in finding another job; only 52% of employers say the same.

Not only do workers and employers have different perceptions of the workplace, the labor market, and layoffs, their opinions also diverge with regards to government policies and interventions for laid off workers:

- More than one in three (36%) workers believe that government should assist laid off workers pay for education and training for new jobs and career. Only one in five (20%) employers say the same.
- Neither workers nor employers rate the performance of President Bush with regards to jobs very highly. Only 7% of workers and 18% of employers say that President Bush is doing an excellent job handling issues related to jobs.

# Section 1: Workers, Employers, and Economic Issues: Judging the Health of the American Economy

Today, workers remain very concerned about economic issues. Even though economic growth has taken hold since Summer 2003, it is not resulting in more optimistic attitudes about the labor market. For example, 44% of workers say that they are very concerned about the current unemployment rate, up from 36% in our July 2003 survey and approximately 18% at the peak of the economic expansion (*Work Trends*, January 2000) (see Fig. 1.1). Women, in particular, express a great deal of concern about the unemployment rate, with 54% saying they are very concerned, compared to 35% of men. Likewise, African-American workers are more likely than white workers to be very concerned about the rate of unemployment (68% and 41%, respectively). Workers who earn less than \$40,000 a year are more likely than those who earn \$40,000 or more to say they are very concerned about the current rate of unemployment (55% and 40%, respectively). Finally, Democrats and Republicans have very divergent opinions on this issue. For

example, 56% of workers who say they are Democrats are very concerned about the current unemployment rate. In stark contrast, only 28% of Republicans say the same.

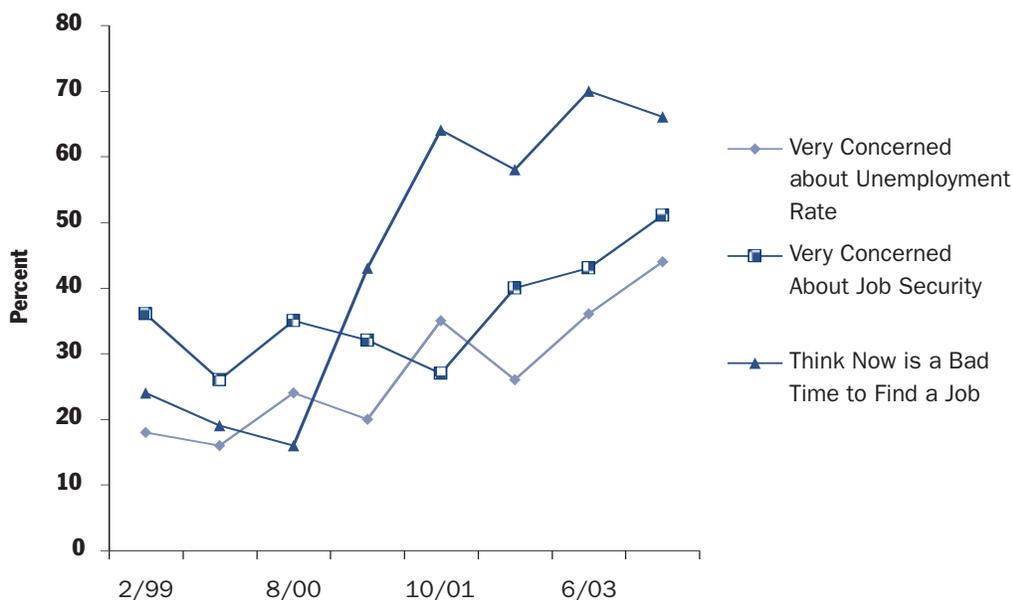
More than half (51%) of all workers say they are very concerned about job security for those currently working, up from 42% in

---

44% of workers say that they are very concerned about the current unemployment rate, up from 36% in our July 2003 survey and approximately 18% at the peak of the economic expansion.

July 2003 and nearly twice (26%) the share of workers who said the same in January 2000. Again, gender, race, income level, and political affiliation influence how a worker views this issue. African-Americans express overwhelming concern, with 71% saying they are very concerned, compared to 49% of white workers. In addition, women are more likely than men to say that they

Fig. 1.1: Worker Concern About Economic Issues, Over Time



In thinking about the job situation today, 66% say that now is a bad time to find a quality job. This is a slight improvement from June 2003, when 70% of workers said that now is a bad time to find a good job but a drastic jump from August 2000, when only 16% of workers said now is a bad time to find a good job.

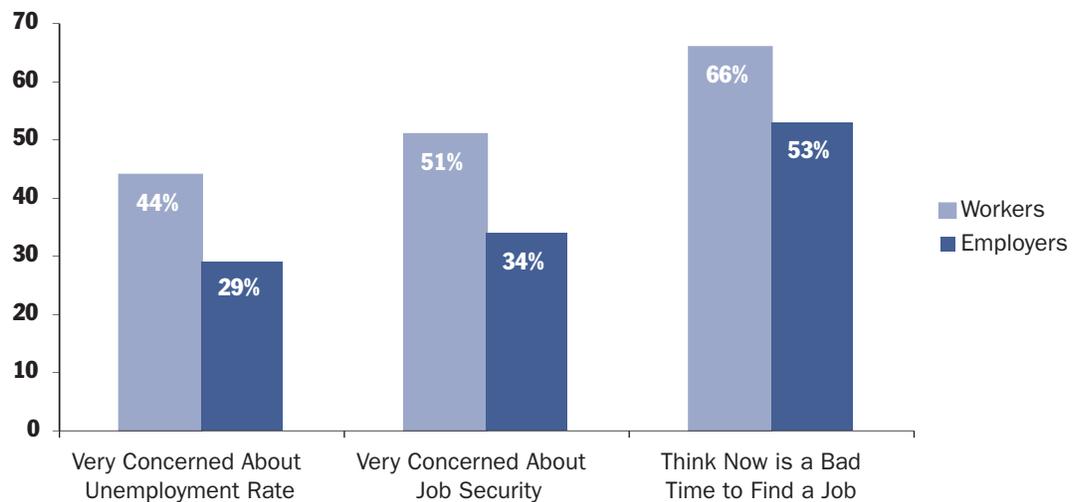
are very concerned about job security (57% and 46%, respectively). Among workers earning less than \$40,000 a year, 61% say they are very concerned about job security for those currently working, compared to 46% of those earning more. Again, Democrats are far more likely than Republicans to say they are very concerned about this issue (62% and 33%, respectively).

In thinking about the job situation today, 66% say that now is a bad time to find a quality job. This is a slight improvement from June 2003, when 70% of workers said that now is a bad time to find a good job but a drastic jump from August 2000,

when only 16% of workers said now is a bad time to find a good job. Women are more likely than men to say now is a bad time to find a quality job (75% and 67%, respectively), as are Democrats compared to Republicans (79% and 59%, respectively).

Employers also are concerned about the American economy, although significantly less so than workers. For example, only 29% of employers say they are very concerned with the current unemployment rate, compared to 44% of workers (see Fig. 1.2). Slightly more than one-third (34%) of employers are very concerned about job security for those currently working; however, only 21% are as concerned about their own job security. While 25% of employers surveyed say they have been laid off from a full-time job at some point, only 4% say it is likely that they will be laid off from their job in the next three to five years. Were they to be laid off, 40% of employers say that now is a good time to find a quality job.

Fig. 1.2: Concern About Economic Issues: Workers vs. Employers



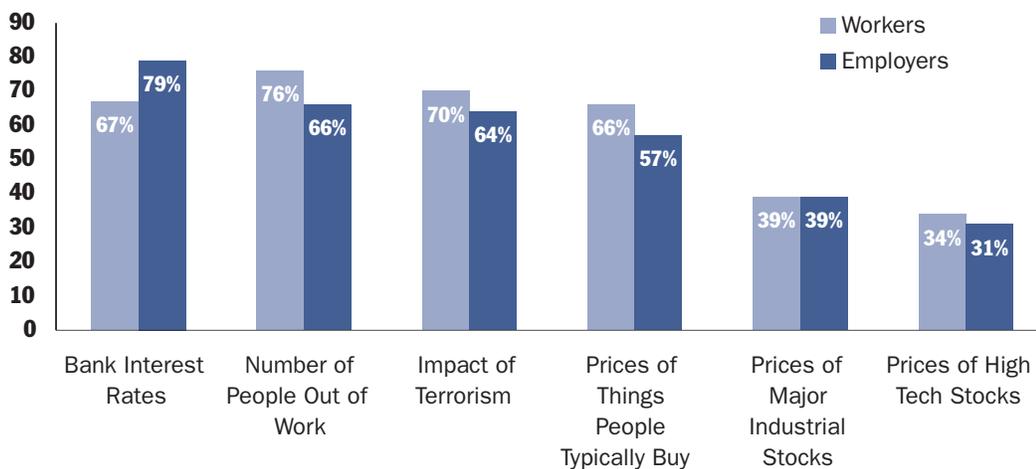
Workers and employers consider a number of factors when judging the health of the economy and their security within it. For example, 76% of workers say that the number of people who are out of work is an extremely or very important indicator of the U.S. economy's health (25% and 51%, respectively). Nearly one-third (32%) of women think this is an extremely important indicator, compared to 19% of men. Likewise, nearly twice as many African-American workers as white workers say the same (41% and 23%, respectively). Nearly one-third (31%) of Democrats believe that the number of people out of work is an extremely important indicator. In stark contrast, only 17% of Republicans agree.

Employers are slightly less reliant on the number of people who are out of work as an economic indicator, with 66% saying it is extremely or very important (18% and 48%, respectively) (see Fig. 1.3). Employers are more likely to look to the interest rates banks charge for lending money as an extremely or very important economic indicator (21% and 58%, respectively).

Workers and employers both are less apt to view stock prices as an important economic indicator. For example, only 7% of workers say that the price of major industrial stocks is an extremely important indicator, while 32% say it is very important. Among employers, 39% believe this is an extremely or very important indicator (6% and 33%, respectively). Likewise, only 34% of workers and 31% of employers say the prices of stock in high tech companies are extremely or very important.

Finally, workers and employers were asked to consider the impact that a terrorist act could have on consumer confidence and the ability of their company to conduct commerce. Nearly one-fourth (23%) of workers say that the impact of terrorism is an extremely important indicator of the health of the American economy, as do 25% of the nation's employers. Another 47% of workers and 39% of employers say it is very important.

Fig 1.3: Judging the Health of the U.S. Economy: Workers vs. Employers



## Section 2: Layoffs and the American Workplace

For one in two workers, layoffs are a reality, either for themselves or a family member. Since 2001, nearly one-fifth (18%) were laid off from a full or part time job. The incidence of layoffs cuts across gender, race, level of formal education, and even income level. Whereas workers earning less than \$40,000 a year are more likely than those earning more to have been laid off themselves (27% and 14%, respectively), higher income workers are more likely than lower income workers to work in a firm where others were laid off (36% and 22%, respectively) (see Fig. 2.1).

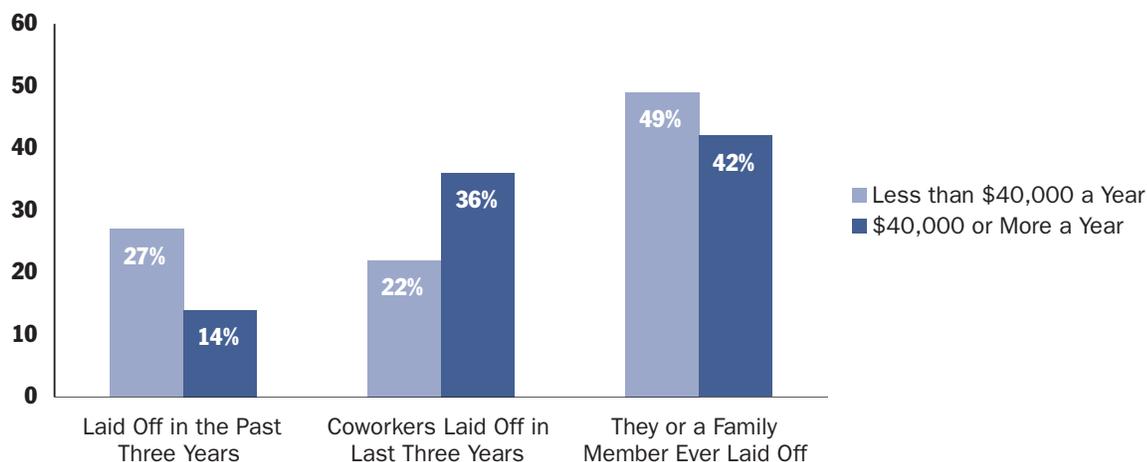
For those Americans that escaped layoffs thus far, one in three (31%) work at a company where others were laid off in that time. In addition, a full 44% of workers say that they or a family member have been laid off from a full or part time job at some point in their lives (40% and 4%, respectively). These layoffs have sizable costs for those workers who remain employed. In the period after their coworkers were laid off, 53% experienced decreased morale, 48% experienced increased workloads, and 45% experienced increased fear of losing their own job.

Several factors dominate why layoffs occur, with outsourcing playing a minor role. In describing their own layoff, 16% of workers report that their company moved some of its jobs to another country, such as Mexico, Canada, or India. More than one third (36%) of these jobs were manufacturing/assembly jobs, while 32% were technical/computer jobs. Another 27% were construction jobs. In considering the reason for the relocation of jobs, 73% of workers say it is because the company is able to offer lower compensation (wages and benefits) to workers in other countries.

For laid off family members, 22% say their layoff occurred because their employer closed down or moved. Nearly one-third (32%) say there was insufficient work at their employer, and 13% say it was because their particular department was closed down.

Employers maintain that layoffs are a final response to growing competition, rising wage costs, and slack production demand. However, our survey demonstrates that workers do not share employers' perceptions. Only 22% of workers say that their

Fig. 2.1: Incidence of Layoffs, by Income



---

Layoffs have direct costs to individuals and their families. The majority of workers were not offered a severance package or other compensation and many received little or no warning about their job loss.

employer took steps prior to laying off workers to try and avert the loss of jobs, such as reducing standard work hours and overtime. For example, among the 22% of employers who did take such steps, 29% reduced the standard work hours of its employees, while 16% reduced overtime. One in ten (10%) offered voluntary early retirement and 8% implemented pay cuts or freezes.

One reason why layoffs during the job loss recovery have become part of the public discourse is that they cut across experience, skill, occupations, and industries. Among those laid off, 22% were in the service sector, while 11% held managerial positions. One-tenth, respectively, were in manufacturing, technical occupations, and clerical and sales. The majority of these workers had been employed at their job for one to two years or three to five years prior to being laid off (29% and 25%, respectively), while another 25% had held their job for six years or more. Nearly half (46%) had employer sponsored health insurance at the time they were laid off, particularly male workers with higher levels of formal education and higher earnings. For example, only 40% of workers

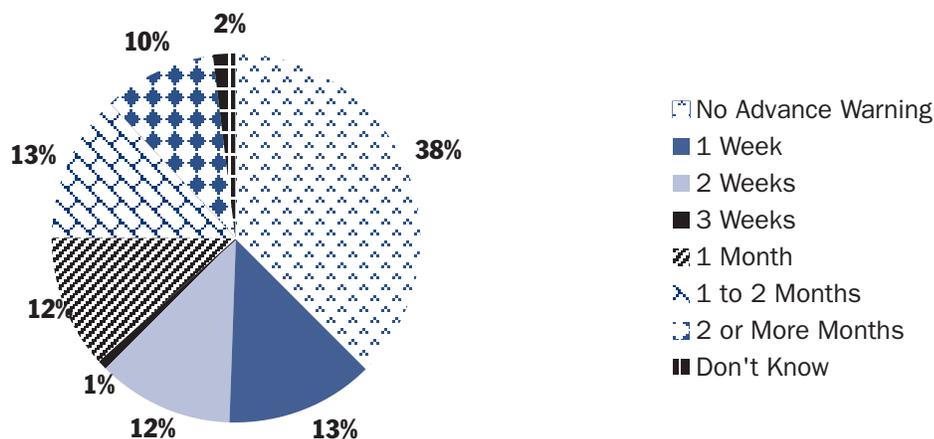
earning less than \$40,000 a year had health care at the time they were laid off, compared to 58% of workers earning more. Similarly, only 36% of workers with a high school degree or less had health care, compared to 54% of college educated workers.

Layoffs have direct costs to individuals and their families. The majority of workers were not offered a severance package or other compensation and many received little or no warning about their job loss. The Worker Adjustment and Retraining Notification Act (WARN) is a Federal law that requires employers with 100 or more employees to give their workers sixty days notice before a plant closing or mass layoff.<sup>1</sup> The purpose of the WARN Act is to provide workers with time to seek new employment or retraining opportunities and to plan for the transition phase after the layoff. Despite this notification requirement, more than one-third (38%) of all workers report that they did not receive any advance warning of their impending job loss, while 25% received only between one and two weeks notice. (see Fig. 2.2). Among laid off workers, only 21% were offered a severance package or other type of compensation. Lower income, less educated workers were least likely to have been offered a severance package. For example, 85% of workers earning less than \$40,000 a year did not receive any sort of severance, compared to 70% of their higher earning coworkers. Similarly, 85% of workers with a high school

---

<sup>1</sup> In general, employers are covered by WARN if they have 100 or more employees (employing approximately 63% of the nation's workers), not counting employees who have worked less than six months in the last twelve months and not counting employees who work an average of less than twenty hours a week. Private, for-profit employers and private, nonprofit employers are covered, as are public and quasi-public entities which operate in a commercial context and are separately organized from the regular government. Regular Federal, State, and local government entities that provide public services are not covered. Employees entitled to notice under WARN include hourly and salaried workers, as well as managerial and supervisory employees. Business partners are not entitled to notice. A covered employer must give notice if an employment site (or one or more facilities or operating units within an employment site) will be shut down, and the shutdown will result in an employment loss for fifty or more employees during any thirty day period. This does not count employees who have worked less than six months in the last twelve months or employees who work an average of less than twenty hours a week for that employer. These latter groups, however, are entitled to notice.

Fig. 2.2: Time in Advance that Workers Received Notice of Their Layoff



education or less did not receive a severance package or other compensation from their employer, compared to 75% of workers with a college education.

Nor did many workers receive support services from their employer. For example, only 14% received continuing wages or salary for a period of time and only 11% received career counseling. Even fewer (9%) received job or skill training. Employers are most likely to extend a worker's health benefits, as reported by 27% of workers. Not surprisingly, lower income workers were much less likely than higher income workers to have received assistance from their employers after being laid off.

Despite the modest level of assistance and support workers received from their employer, nearly two-thirds (61%) think that employers have a responsibility to assist the workers they lay off. Lower income workers and workers with less formal education are more likely than other workers to believe in employer responsibility. Among workers

earning less than \$40,000 a year, 67% believe that employers have a responsibility to assist the workers they lay off, compared to 59% of those earning more. Two-thirds (66%) of workers with a high-school education or less also support employer responsibility, more than both college-educated workers and workers with a post-graduate education (58% and 57%, respectively).

Workers in certain "battleground" states where the November 2004 Presidential election is predicted to be a particularly competitive race sometimes hold different perceptions and opinions than workers in other states.<sup>2</sup> For example, 20% of workers in battleground states say that their company moved jobs to another country, compared to 14% of workers in other states. Battleground state workers are more likely than other workers to have been in the manufacturing industry at the time they were laid off (15% and 7%, respectively), while other workers were more likely than battleground state workers to have been laid

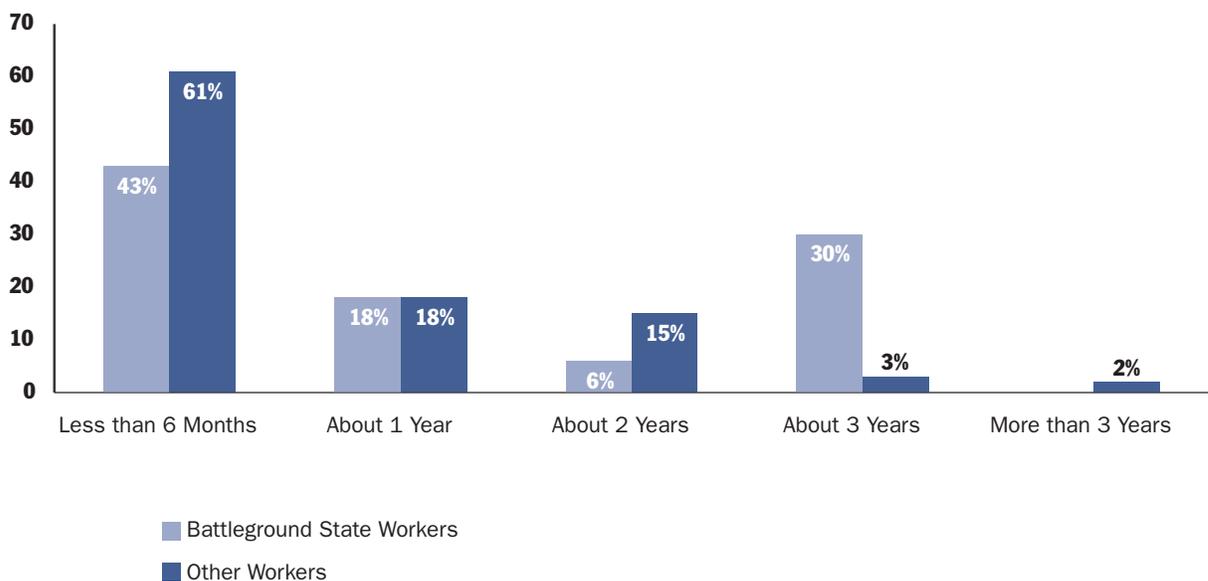
<sup>2</sup> These "battleground" states include Arizona, Arkansas, Florida, Iowa, Louisiana, Maine, Michigan, Missouri, Nevada, New Hampshire, New Mexico, Ohio, Oregon, Pennsylvania, Tennessee, Washington, West Virginia, and Wisconsin.

off from service jobs (28% and 13%, respectively). More than half (51%) of battleground state workers say they had employer-sponsored health insurance at the time they were laid off, compared to 44% of other workers. However, 24% of other workers received a severance package from their employer, compared to 15% of battleground state workers. More than three-fourths (77%) of workers from battleground states have found a new full or part time job since being laid off, while only 66% of other workers have done the same. At the same time, other workers are more likely than battleground state workers to say their new job pays more than the job they held at the time they were laid off (41% and 31%,

respectively).

Battleground state workers have been out of work longer than many other workers. For example, 43% of battleground state workers have been out of work for less than six months, while 37% have been out of work for two or more years. In contrast, 61% of other workers have been out of work for less than six months, and only 20% have been out of work for two or more years. (see Fig. 2.3).

Fig. 2.3: Length of Time Laid Off Workers Have Been Out of Work, by State



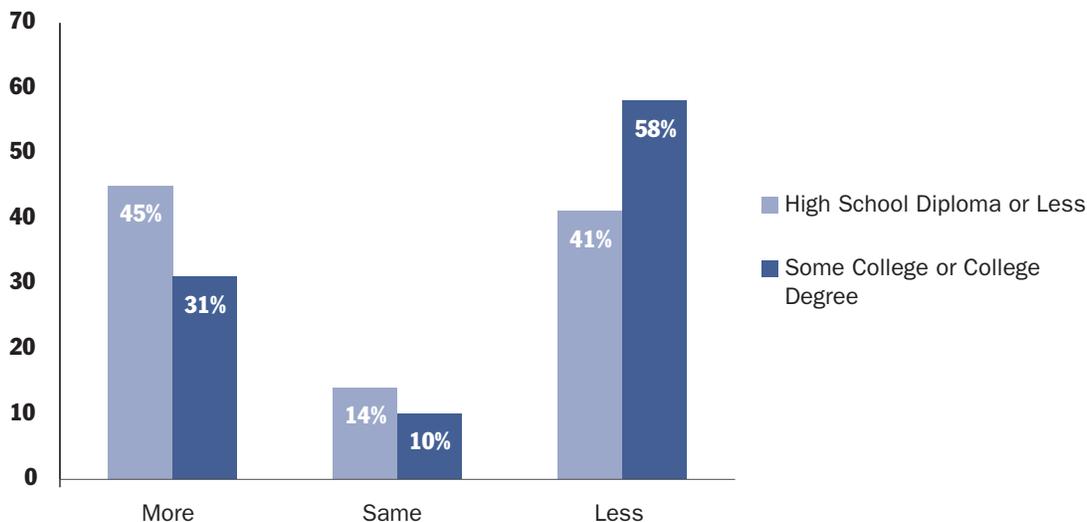
## Section 3: Losing One Job, Finding the Next

Upon initial inspection, the reemployment experiences of laid off workers looks promising. Since being laid off, 95% of workers of all education and income levels have found a new full or part time job (71% and 24%, respectively). However, the glass is half full. Consistent with evidence in the academic literature on dislocated workers, half (50%) of these workers are now earning less than before being laid off. One in three (32%) workers earning less than \$40,000 say they are now making more, while 43% of workers with a higher income level say the same. Interestingly, however, 44% of workers with a high-school education or less say they are now earning more than before being laid off. In contrast, 31% of college educated workers and 29% of workers with a postgraduate education say the same (see Fig. 3.1).

Further, it took time for these workers to find new jobs. After their layoff, 67% of workers were unemployed for less than six months. It took 23% six months to a year to

find a new job. Workers use a variety of coping strategies. Half (51%) of workers say that they collected unemployment insurance benefits, the most important policy tool for replacing one's income. Workers do not rely on one single strategy for finding a new job. They use the want ads, rely on friends, and their former employer. For example, 33% of workers say that they found another job through a friend, significantly less than the 47% who did the same in July 2003. Likewise, 23% found a job through the newspaper, compared to 46% of workers in July 2003. Surprisingly, the Internet's use is still quite low. Fewer workers used the Internet in either March 2004 or July 2003 (16% and 13%, respectively). Finally, 8% of workers found a new job with help from their former employer (see Fig. 3.2).

Fig 3.1: Earnings After Reemployment, by Education Level



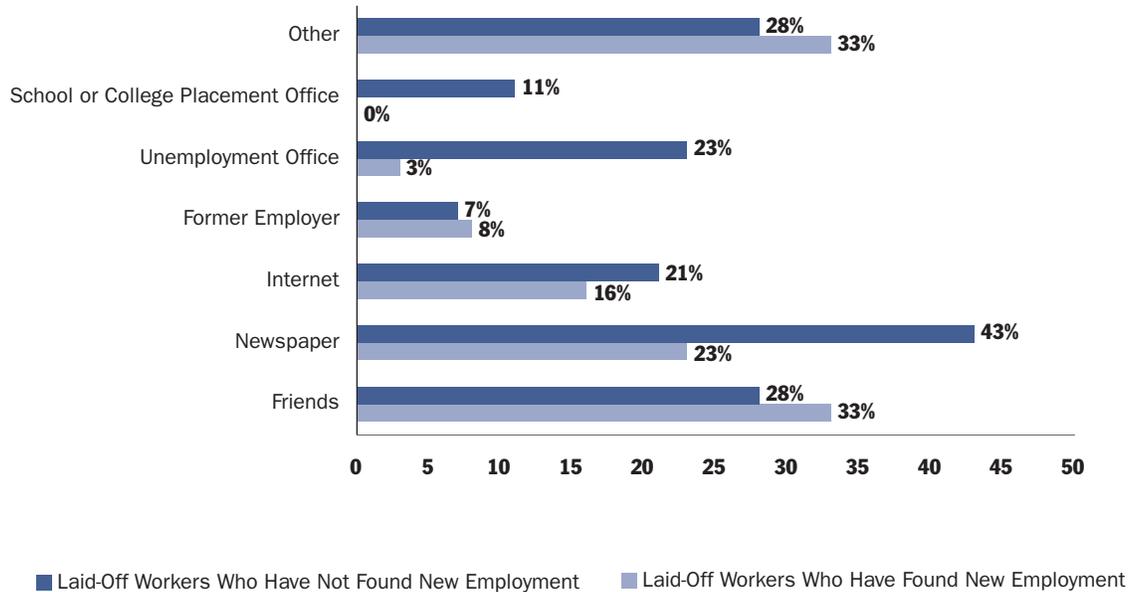
If they had been available, workers say, many financial and nonfinancial services would have made the transition back to being employed much easier.

Some workers also use the time to improve their skills. While unemployed, 26% of laid-off workers enrolled in some form of education or training courses. Among the few who did participate in education and training, 43% said it was helpful in getting another job.

Our evidence suggests a mismatch or disconnect between the reemployment services provided and what laid off workers need to rejoin the labor market. If they had been

available, workers say, many financial and nonfinancial services would have made the transition back to being employed much easier. For example, 28% said that a longer time period for unemployment benefits would have been helpful. More than half (53%) say that education or training for a new skill would have been helpful, while 46% say that assistance looking for work would have helped them find a new job. One in four (26%) of workers would have appreciated assistance in relocating to a community where jobs are more plentiful. Since all of these forms of assistance exist, we must examine how well the information is disseminated, whether eligibility requirements act as barriers, and how effectively the services are delivered.

Fig 3.2: Strategies to Find Another Job, Workers Who Have Found New Unemployment Vs. Workers Who Have Not

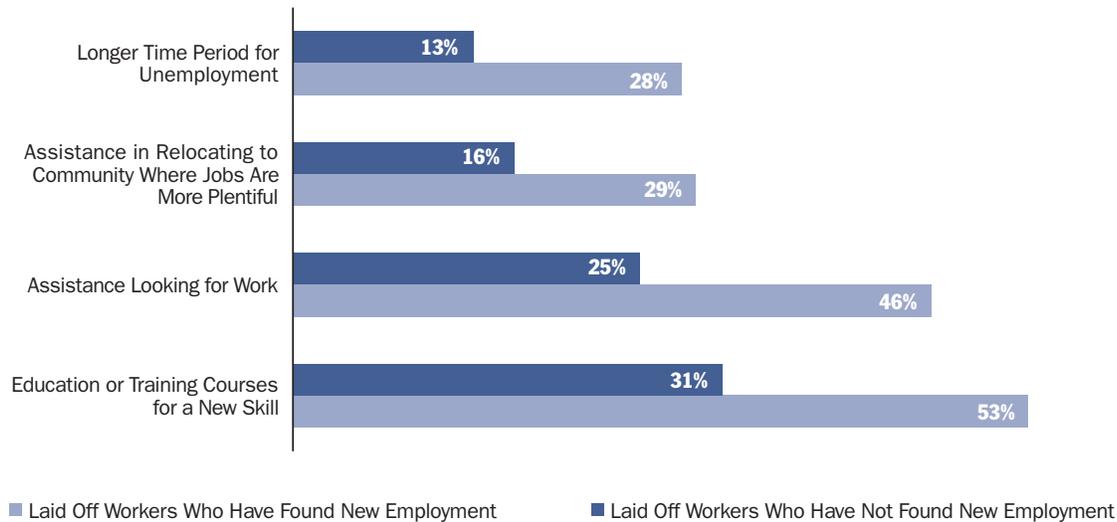


## Section 4. Losing One Job, Still Searching for Another

Of the 18% of workers who have been laid off in the last three years, 5% have not found a new job. Among these workers, more than half (54%) have been out of work for less than six months. However, the remainder have been out of work for a year or more, with 13% saying that they have been out of work for more than three years. After being laid off, only 27% of workers collected unemployment benefits from the government; 41% of these workers are still collecting unemployment.

Like their coworkers who have found new employment since being laid off, these workers are using a number of methods to find a new job. Nearly 43% look in the newspaper, while 28% rely on friends. One in five (21%) are using the Internet to locate job opportunities, and 11% are seeking help from a school or college placement office. A small number (7%) are seeking help from their former employer. However, workers say they could use help in their search, including assistance looking for work and education or training courses for a new skill (31% and 25%, respectively) (see Fig 4.1).

Fig. 4.1: Services Job Seekers Would Have Found Useful, Workers Who Have Found New Unemployment Vs. Workers Who Have Not



## Section 5. Employers and Layoffs

During the last three years, 25% of employers say that their company or workplace laid off workers. Manufacturers are the most likely to say they laid off workers, with 40% saying they did so, compared to 25% of finance/insurance/real estate employers, 16% of retail and wholesale trade employers, and 26% of other types of employers. Among employers who laid off workers, 44% say it was because there was insufficient work at their company or workplace, while 21% say it was due to the completion of seasonal work. A small minority say it is because a particular department closed down or because the company closed down or moved (7% and 2%, respectively). Other reasons given for layoffs include the slowdown of the economy, changes in the industry, or a general restructuring of the company. Only 1% of employers report that their company moved any of its jobs to another country, while only 2% say that their company is planning to do so.

In contrast to the reports of workers, the majority (68%) of employers say that they took steps prior to laying off workers to prevent the layoffs. These steps include reducing the number of overtime shifts allowed by workers (25%), reducing standard work hours for workers (16%), and implementing pay cuts or freezes for workers (15%). Only 2% say that they offered voluntary early retirement to workers, while 38% say they took other steps, such as trying to increase production levels and/or the level of business of their company, trying to find more work and contracts, and cutting back on nonessentials.

Employers offer a range of notice to their workers regarding when they would be laid off. For example, only 10% of employers say that they gave their workers no advance notice, while 19% say that they

---

In contrast to the reports of workers, the majority (68%) of employers say that they took steps prior to laying off workers to prevent the layoffs.

gave them only one week. Among other employers, 17% provided their workers with two weeks' notice, while 6% gave three. Nearly one-fifth (18%) gave laid off workers one month notice, while 25% gave their workers more than one month notice. The vast majority (92%) of employers say they notified their workers of their impending layoff in person, while a fraction notified their workers by phone or letter (3% and 2%, respectively).

More than one-fourth (27%) of employers say that the climate of increased layoffs in their company has increased concern among workers a lot, while 20% say it has done so some. However, 25% say it has done so only a little, and 28% say it has not done so at all. To lessen employee concern, 77% of employers report that they convened meetings to keep workers informed of new developments, while 23% have circulated memos to do the same. Nearly one-third (32%) held social gatherings to increase employee morale, while 21% have provided education and training to increase employee skill levels.

The majority (75%) of employers did not offer their laid off workers a severance package or other compensation. Only 17% of employers offered a severance package or other compensation to all of their laid off workers, while 8% offered it to some workers. However, among those who did offer severance, 93% believe that it was a fair offering and commensurate with the workers' years of service to the company.

Only 29% of employers think that there are steps their company can take to reduce the likelihood that workers will have to be laid off in the future.

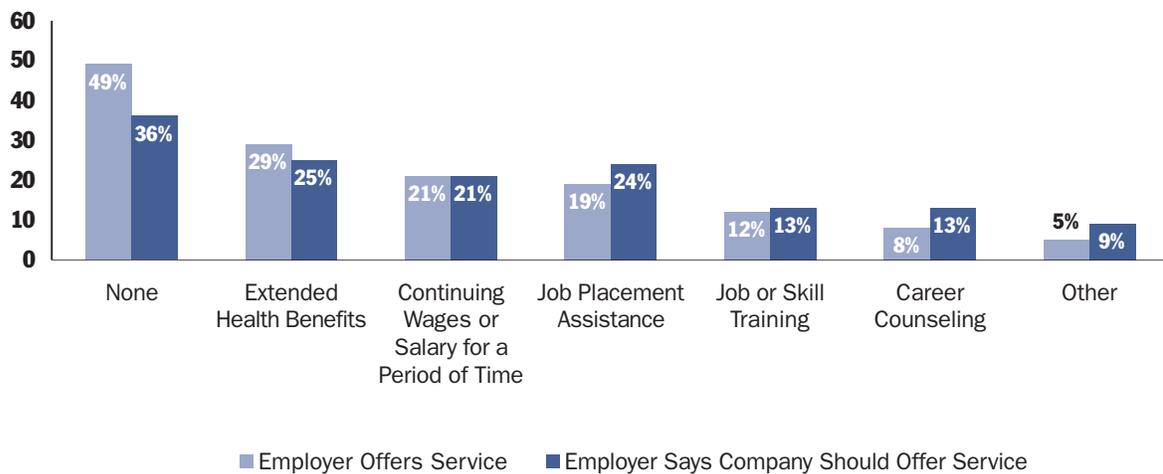
Only 8% of employers say that they anticipate layoffs in their firm or workplace in the next twelve months. This is fortunate, considering only 29% of employers think that there are steps their company can take to reduce the likelihood that workers will have to be laid off in the future. Among those who think steps can be taken, offering training and education to increase worker skills and productivity, reducing overtime, and reorganizing the company's internal structure all garnered equal support.

Employers sometime offer laid off workers post employment services. Among the employers surveyed, 29% say that they

offered laid off workers extended health benefits, while 21% provided continuing wages or salary for a period of time. One in five (19%) say they offered job placement assistance, while 12% offered job or skill training and 8% career counseling. However, nearly one in two (49%) of all employers say they do not offer laid-off workers any services.

In considering what services their company should offer laid-off workers, employers are most likely to cite extended health care benefits and job placement assistance (25% and 24%, respectively), followed by continuing wages or salary for a period of time (21%). Only 13%, respectively, say that their company should provide career counseling or job or skill training (see Fig. 5.1).

Fig 5.1: Post-Employment Services for Laid-Off Workers



## Section 6. The Politics of Dislocated Workers

These responses reveal an interesting dichotomy. Workers feel responsible for their welfare; however, they assert the importance of strong safety nets and initiatives that help them retool during times of economic downturn. Workers believe that they are mainly responsible for finding a new job after they have been laid off, but they do see a role for both government and employers to play in assisting them. For example, 40% of workers say that they are responsible for helping themselves. In stark contrast, only 16% say the government is mainly responsible and 19% say that employers are mainly responsible for helping laid off workers (see Fig. 6.1).

One in two (52%) employers believe that employers have a responsibility to assist workers they have laid off in finding another job. More than half (59%) of all employers believe that when people are laid off from work, workers are mainly responsible for helping themselves. In stark contrast, only 11% think that employers are mainly responsible, while 14% say that government should assume this responsibility.

One role for government is to assist laid off workers in receiving job training. More than one-third (36%) of workers say the government should make it a priority to provide financial incentives to education and training organizations. Surprisingly, only 17% say government should provide financial incentives to the people who need the training, and 19% to employers who train workers. One-fourth (22%) say it should be a combination of the three.

Employers take a similar view. Among employers, 40% say the government should make it a priority to provide financial incentives to education and training organizations that offer job training, while 23% say it should go to employers. One-fifth (20%) of employers support providing money directly to the people who need job training.

Workers believe that unemployment insurance, job placement, job training, and extended health insurance are the key services the government can provide laid off workers (see Fig. 6.2). For example, 38% say that unemployment insurance benefits are the most important service the

Fig 6.1: Who Is Mainly Responsible for Helping Laid Off Workers, Employers vs. Workers

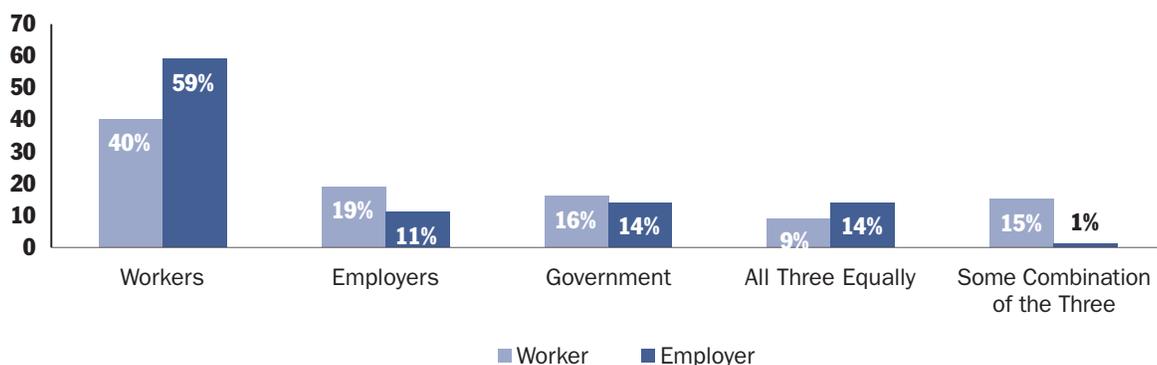
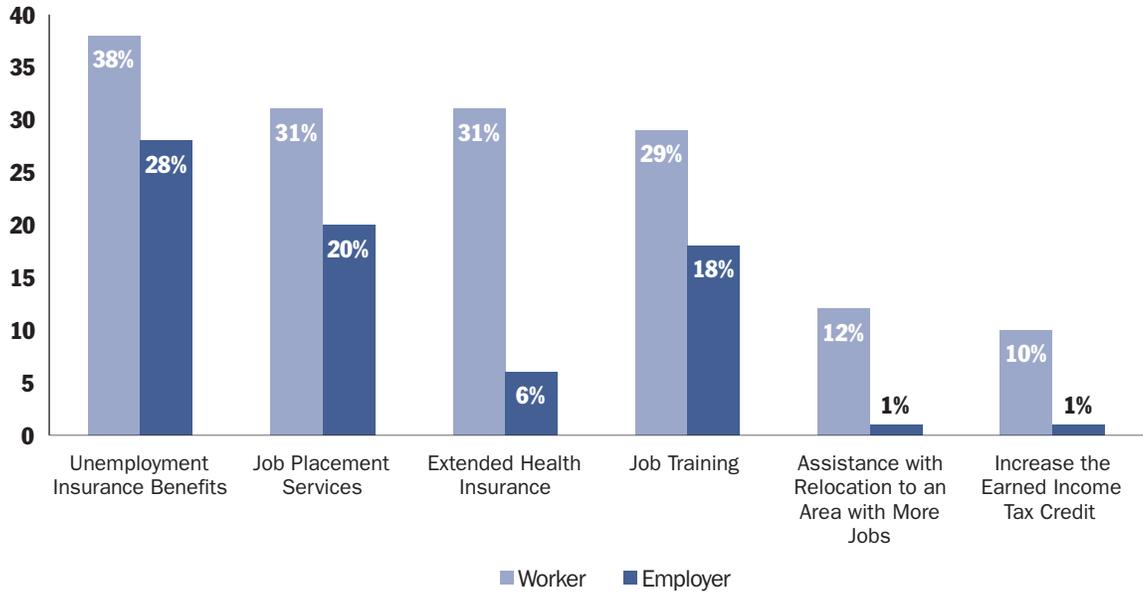


Fig 6.2: Services Government Can Provide Laid-Off Workers, Employers vs. Workers



government can provide, while 31% cite job placement services. Nearly one-third (31%) believe that job training and extended health insurance are services that government can provide laid-off workers. Workers cite also assistance with relocation to an area with more jobs and an increase in the Earned Income Tax Credit as important services (12% and 10%, respectively).

More than one-third (36%) of workers strongly agree that the government should assist laid off workers to pay for education and training for new jobs and careers, while more than half (57%) strongly agree that the government should assist laid off workers to maintain their health insurance. Employers offer less support for these initiatives. For example, only 20% of employers strongly agree that the government should pay for education and training, and 39% say that government should assist laid off workers to maintain their health insurance (see Fig. 6.3).

Only 7% of workers say that Bush is doing excellent in handling issues related to jobs. In stark contrast, 32% say he is doing a poor job. Among employers, only 18% say that President Bush is doing an excellent job on job issues, and 22% rate his performance as poor.

Neither workers nor employers give high marks to either President Bush or the Republican or Democratic parties when it comes to job issues. Only 7% of workers say that Bush is doing excellent in handling issues related to jobs. In stark contrast, 32% say he is doing a poor job. Among employers, only 18% say that President Bush is doing an excellent job on job issues, and 22% rate his performance as poor (see Fig. 6.4). When asked who is doing a better job in Congress handling issues related to jobs, less than one-fifth of workers say

Employers also are most likely to cite unemployment insurance benefits as the most important government service, while 20% believe job placement services are the most important. Slightly less than one-fifth (18%) say that the government should provide job training, and only 1% support an increase the Earned Income Tax Credit.

either Republicans or Democrats (15% and 19%, respectively), with 54% saying that neither party is doing a good job. Republicans fare better than Democrats with employers, with 34% of employers saying that the Republicans in Congress are doing an excellent or good job handling issues related to jobs. In contrast, only 18% of employers say the same about the Democrats in Congress.

When asked if they support a recent proposal by the federal government to provide unemployed individuals with a personal re-employment account, as well as a cash bonus for early return to work, 49% of employers favor such a proposal, 39% oppose it, and 12% indicate that they do not know.

Fig 6.3: Government Assistance to Laid Off Workers: Employers vs. Workers

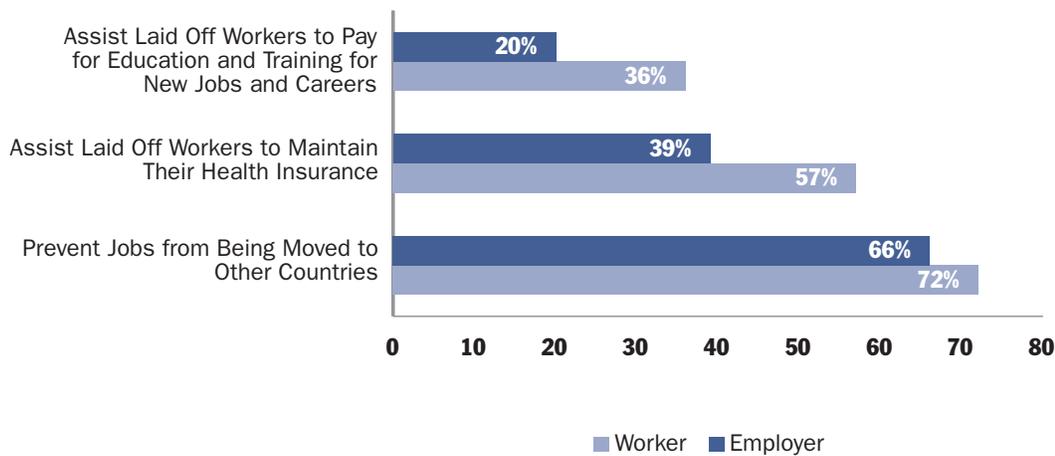
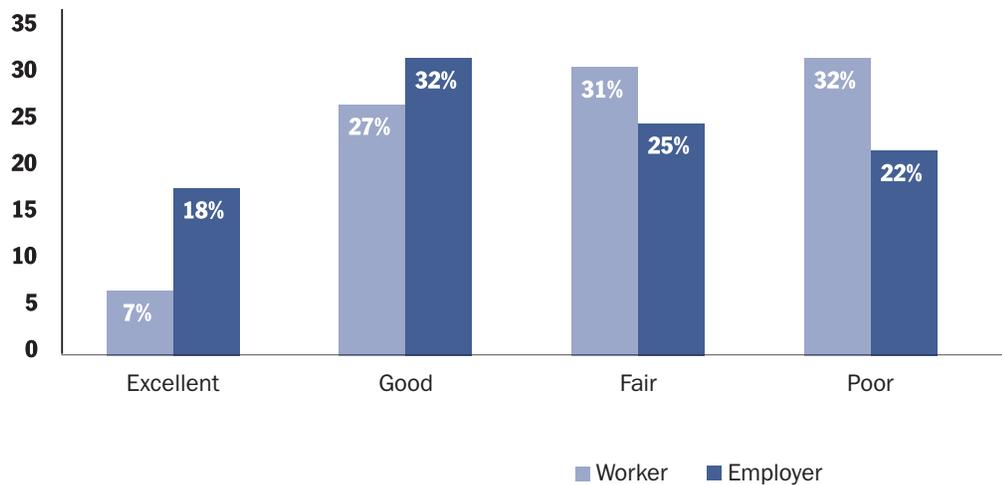


Fig 6.4: Workers and Employers Rate President Bush



## Conclusion

The findings of the *Work Trends* survey demonstrate that worker uncertainty regarding the economy, the labor market, and the workplace and their place within it continues despite positive economic growth. Workers of various income and education levels, ethnicity, and political affiliation are very concerned about unemployment and job security, and do not believe that now is a good time to find a quality job in America.

Sparking this concern is the fact that large numbers of workers are experiencing job loss themselves, amongst their coworkers, or in their families, but are finding sporadic or little access to services that could reconnect the unemployed to jobs, particularly jobs that are of equal or greater income. Few workers have benefited from policies such as the WARN Act or extended health insurance. Workers report that relatively few employers provide outplacement services or severance.

Both workers and employers see workers as primarily responsible for finding new employment after being laid off, but disagree as to the level of employer responsibility. While the majority of workers believe that employers have at least some obligation to assist the workers they lay off find a new job, many employers do not. However, both workers and employers seek a stronger role for government in assisting workers and to support them while they remain unemployed. Many workers and employers agree that government should encourage workers to obtain additional job training by funding employers who train workers, education and training organizations who offer job training, and workers themselves who need job training. This survey finds that the current mix of

---

Workers, employers, and government must work together to support laid-off workers and to assist them in finding new employment.

federal supports and employer assistance for the unemployed is a patchwork affair that falls far short of what workers say they would prefer.

The continuing decline of union and association protections, the ongoing importance of high profit margins to the capital markets, and the ready availability of moving service and production facilities to developing nations, suggest that the benefits of reducing payroll and laying off workers are a ready option for employers. While employers describe many strategies they say they use to assist workers they must lay off, often it is workers alone who bear the costs of losing and finding a job, providing for their health care and retirement benefits, acquiring job training and skills, and otherwise improving their employability. Many Americans must shoulder the social and economic costs of an inefficient labor market and economy.

Workers, employers, and government must work together to support laid-off workers and to assist them in finding new employment. Workers cite several services that would be useful, including job training and placement services, extended health insurance, and unemployment insurance benefits. Strengthening already existing programs that provide these services, and creating new ones to address unmet needs, should be a priority for both employers and government.

## Appendix A: Methodology

The worker survey was conducted from February 5 through March 3, 2004 by the Center for Survey Research and Analysis (CSRA) at the University of Connecticut. This report is based on a total of 1,007 telephone interviews completed with adult members of the workforce in the contiguous United States.

Interviews were conducted at the CSRA's interviewing facility in Storrs, Connecticut, using a Computer Assisted Telephone Interviewing (CATI) system. All CSRA surveys are conducted by professional survey interviewers who are trained in standard protocols for administering survey instruments. All interviewers assigned to this survey participated in special training conducted by senior project staff. The draft survey questionnaire and field protocols received extensive testing prior to the start of the formal interviewing period. Interviews were extensively monitored by center staff to insure CSRA standards for quality were continually met.

The sample for this survey was stratified to insure that regions, as defined by the U.S. Bureau of the Census, were represented in proportion to their share of the total U.S. population. Within each of these regions, telephone numbers were generated through a random-digit-dial telephone methodology to insure that each possible residential telephone number had an equal probability of selection. Telephone banks which contain no known residential telephone numbers were removed from the sample selection process. The sample was generated using the GENESYS sampling database under the direction of a CSRA survey methodologist. Once selected, each telephone number was contacted a minimum of four times to attempt to reach an

eligible respondent. Households where a viable contact was made were called up to twenty-five additional times. All households who initially refused to be interviewed were contacted at least one additional time by a senior interviewer who attempted to elicit cooperation. Within each household one adult was randomly selected to complete the interview.

A total of 1,462 adults were interviewed for this survey. Respondents who worked full or part time, or who were unemployed and looking for work, received a full interview. A total of 441 respondents who did not meet these criteria received a short interview that included demographic questions. An additional 14 respondents completed partial interviews and asked that the interview be completed after the field period had ended. The results of this report are based on a total of 1,007 complete interviews with members of the workforce. The final results were weighted to adjust for disproportionate probabilities of selection based on household size and telephone lines; additional weights were applied to match U.S. Bureau of the Census estimates for age, educational attainment, gender, and race.

The sample error associated with a survey of this size is +/- 3%, meaning that there is less than one chance in twenty that the results of a survey of this size would differ by more than 3% in either direction from the results which would be obtained if all members of the workforce in the contiguous U.S. had been selected. The sample error is larger for sub-groups. CSRA also attempted to minimize other possible sources of error in this survey.

A total of 502 telephone interviews were completed with businesses from February 20 through March 18, 2004. Calls were made from the central CSRA research facility in Storrs Connecticut by a select group of interviewers who specialize in interviewing business executives and other elite populations. Businesses were randomly selected from a database of all known businesses maintained by Dun and Bradstreet (D&B). Government offices were ineligible to participate. Workers and employers were not drawn from the same group; the workers interviewed most likely do not work for the employers interviewed.

The eligible respondent was an employee in a management position at the business or organization.

The final data were weighted according to population characteristics based on the number of employees, as identified by Dun and Bradstreet. These percentages were adjusted based on telephone screening to account for sample records in the D&B database which were either no longer a business or had fewer than five employees. The sample error is +/- 4% at the 95% confidence level.

The sampling frame used in the employer survey report yields a representative sample of the nation's employers. Consistent with common practice in survey research of employers, the sample frame for the employer survey excludes firms with fewer than five employees. The number of employees at the business was verified by interviewers at the beginning of the survey, and interviews with businesses reporting fewer than five employees were terminated. In addition to being difficult to contact, employers with fewer than five employees are often self-employed individuals and consultants and are not representative of employers that hire full-time workers or make policies affecting an actual workplace. Looking at the population of workers in the United States, only 5% of workers are employed by employers with fewer than five employees. In addition, the sampling frame excludes public sector employers (governments and institutions of higher education) so that the results reflect the perceptions and actions of private employers.

## Appendix B: Survey Results

INT1. Hello, my name is \_\_\_\_\_ and I'm calling from the Center for Survey Research and Analysis at the University of Connecticut. We're conducting a brief national survey of employers regarding the American workforce.

I'm going to read you a list of some economic issues. For each issue that I read, please tell me whether you are very concerned, somewhat concerned, not too concerned, or not at all concerned about this.

**Q1. The current unemployment rate (probe with categories 1-4 as needed-very somewhat, not too concerned or not at all concerned)**

N=502

<i>Very concerned</i>	29%
<i>Somewhat concerned</i>	36%
<i>Not too concerned</i>	22%
<i>Not at all concerned</i>	13%
<i>Don't know</i>	0%

**Q2. Job security for those currently working (probe with very, somewhat, not too concerned or not at all concerned)**

N=502

<i>Very concerned</i>	34%
<i>Somewhat concerned</i>	33%
<i>Not too concerned</i>	17%
<i>Not at all concerned</i>	16%

**Q3. Your own job security (probe with very, somewhat, not too concerned or not at all concerned)**

N=502

<i>Very concerned</i>	21%
<i>Somewhat concerned</i>	14%
<i>Not too concerned</i>	18%
<i>Not at all concerned</i>	48%
<i>Don't know</i>	
<i>Refused</i>	

**Q4. Thinking about the job situation in America today, would you say that now is a good time or a bad time to find a quality job?**

N=502

<i>Good</i>	40%
<i>Bad</i>	53%
<i>Don't know</i>	7%
<i>Refused</i>	

I am going to read you a list of indicators that might tell us how well the US economy is doing. For each one, I want you to tell me whether it is extremely important, very important, somewhat important, not very important, or not at all important as an indicator of the something that tells us about the health of the US economy.

**Q5. The number of people who are out of work (probe with extremely, very, somewhat, not very, or not at all)**

N=502

<i>Extremely important</i>	18%
<i>Very important</i>	48%
<i>Somewhat important</i>	26%
<i>Not very important</i>	5%
<i>Not at all important</i>	3%
<i>Don't Know</i>	1%
<i>Refused</i>	

**Q6. The prices of the things people typically buy (probe with extremely, very, somewhat, not very, or not at all)**

N=502

<i>Extremely important</i>	11%
<i>Very important</i>	46%
<i>Somewhat important</i>	31%
<i>Not very important</i>	8%
<i>Not at all important</i>	3%
<i>Don't Know</i>	1%
<i>Refused</i>	

**Q7. The prices of major industrial stocks (probe with extremely, very, somewhat, not very, or not at all)**

N=502

<i>Extremely important</i>	6%
<i>Very important</i>	33%
<i>Somewhat important</i>	39%
<i>Not very important</i>	14%
<i>Not at all important</i>	4%
<i>Don't Know</i>	5%
<i>Refused</i>	

**Q8. The prices of stocks in high-tech companies (probe with extremely, very, somewhat, not very, or not at all)**

N=502

<i>Extremely important</i>	5%
<i>Very important</i>	26%
<i>Somewhat important</i>	42%
<i>Not very important</i>	15%
<i>Not at all important</i>	7%
<i>Don't Know</i>	7%
<i>Refused</i>	

**Q9. The interest rates banks charge for lending money (probe with extremely, very, somewhat, not very, or not at all)**

N=502

<i>Extremely important</i>	21%
<i>Very important</i>	58%
<i>Somewhat important</i>	14%
<i>Not very important</i>	4%
<i>Not at all important</i>	3%
<i>Don't Know</i>	0%
<i>Refused</i>	

**Q10. The impact that a terrorist act could have on consumer confidence and the ability of your company to conduct commerce. (probe with extremely, very, somewhat, not very, or not at all)**

N=502

<i>Extremely important</i>	25%
<i>Very important</i>	39%
<i>Somewhat important</i>	19%
<i>Not very important</i>	11%
<i>Not at all important</i>	4%
<i>Don't Know</i>	1%
<i>Refused</i>	1%

Now I am going to ask you some questions about your company's experiences regarding its workers

**Q11. During the last 3 years—that is, Winter 2001 through Winter 2003—did your company or workplace lay off any of its workers?**

N=502

Yes (Go to Q11) 25%  
 No (Go to Q23) 75%  
 Don't Know (Go to Q23) 0%  
 Refused (Go to Q23) 0%

**Q12. How many workers were laid off? [record number]**

Don't Know  
 Refused

**Q13. Of the following, which best describes the reason for the job loss (es)? (Read codes 1-6.)**

N=125

Your company or workplace closed down or moved 2%  
 A particular department was closed down 7%  
 Insufficient work at your company or workplace 44%  
 Seasonal work was completed 21%  
 Other reason (please describe) 26%  
 Don't Know  
 Refused

**Q14. Did your company move any of its jobs to another country?**

N=125

Yes (Go to Q16) 1%  
 No (Go to Q15) 99%  
 Don't know (Go to Q15)  
 Refused

**Q15. Is your company planning to move any of its jobs to another country?**

N=502

Yes 2%  
 No 98%  
 DK/ref

**Q16. To which country(s) did your company move these jobs? (Record country verbatim. Accept multiple responses.)**

Don't know  
 Refused

**Q17. What kind of jobs did your company relocate? (Read codes 1-6.)**

N=2

Technical/computer 100%  
 Manufacturing/assembly  
 Managerial  
 Construction  
 Other (please specify)  
 Don't Know  
 Refused

**Q18. What was the primary reason your company relocated these jobs?**

N=2

Able to offer lower compensation (wages and benefits) to workers  
 To take advantage of tax incentives and other types of government incentives  
 Take advantage of fewer environmental regulations  
 Utilize a workforce that is not unionized  
 Better transportation infrastructure for getting inputs for the products that their firm makes  
 Better transportation infrastructure for getting products to consumers

**Q19. Did your company take steps prior to laying off workers to prevent the layoffs?**

N=125

Yes (Go to Q20) 68%  
 No (Go to Q21) 29%  
 Don't Know (Go to Q21) 2%  
 Refused (Go to Q21) 2%

**Q20. What steps were these? (Read codes 1-6.)**

N=85

Reduced number of overtime time shifts allowed by workers 25%  
 Reduced standard work hours for workers 16%  
 Implemented pay cuts or freezes for workers 15%  
 Offered voluntary early retirement to workers 2%  
 Required early retirement of some workers 0%

Other (please describe) 38%  
 Don't Know  
 Refused

**Q21. On average, approximately how far in advance of the lay off did your firm or workplace provide your employees? (Ask open-ended and code into categories.)**

N=125

No advance warning 10%  
 1 week 19%  
 2 weeks 17%  
 3 weeks 6%  
 1 month 18%  
 1 to 2 months 7%  
 2 to 3 months 9%  
 over three months 9%  
 Don't Know 5%  
 Refused 2%

**Q22. In which of the following ways did your company notify workers that they were being laid off? Allow for multiple responses. (Read codes 1-5.)**

N=125

In person 92%  
 Phone 3%  
 Letter 2%  
 Email 0%  
 Other (please describe) 3%  
 Don't Know 0%  
 Refused

**Q23. How much concern has the climate of increased layoffs created among your employees?**

N=125

A lot 27%  
 Some 20%  
 A little 25%  
 None at all 28%  
 DK/ref 1%

**Q24. Did you take any action to lessen employee concern?**

N=125

Yes (Go to Q25 ) 53%  
 No (Go to Q26 ) 42%  
 DK/ref 6%

**Q25. What actions have you taken to lessen employee concern?**

N=66

<i>Convene meetings to keep employees informed of new developments</i>	77%
<i>Circulate memos to keep employees informed of new developments</i>	23%
<i>Hold social gatherings to increase employee morale</i>	32%
<i>Provide education and training to increase employee skill levels</i>	21%
<i>Other</i>	20%
<i>DK/ref</i>	3%

**Q26. Did your firm or workplace offer a severance package or other compensation to laid off workers? (Probe: if yes, to all laid off workers or to some laid off workers.)**

N=125

<i>Yes, to all workers</i>	17%
<i>Yes, to some workers</i>	8%
<i>No</i>	75%
<i>Don't Know</i>	1%
<i>Refused</i>	

**Q27. In your opinion, did your firm or workplace offer severance pay that was a fair offering and commensurate with the workers' years of service to the company?**

N=31

<i>Yes</i>	93%
<i>No</i>	4%
<i>Don't Know</i>	0%
<i>Refused</i>	3%

**Q28. Do you anticipate layoffs in your firm or workplace in the next 12 months?**

N=502

<i>Yes</i>	8%
<i>No</i>	90%
<i>Don't Know</i>	2%
<i>Refused</i>	0%

**Q29. Do you think there are steps your company can take to reduce the likelihood that workers will have to be laid off?**

N=502

<i>Yes (Go to Q30)</i>	29%
<i>No (Go to Q31)</i>	71%
<i>Don't Know (Go to Q31)</i>	
<i>Refused (Go to Q31)</i>	

**Q30. What steps are these? (Ask open-ended and code into categories. Accept multiple responses)**

N=12

<i>Offering training and education to increase worker skills and productivity</i>	8%
<i>Reducing the amount of overtime employees are allowed to work</i>	8%
<i>Reducing standard work hours</i>	
<i>Implementing pay cuts or freezes</i>	
<i>Offering voluntary early retirement to some workers</i>	
<i>Requiring early retirement of some workers</i>	
<i>Reorganizing the company's internal structure</i>	8%
<i>Other (please describe)</i>	76%

**Q31. I am going to read you a list of services that employers sometimes offer laid off workers. For each one, please tell me whether this service currently is offered by your firm or workplace. (Read choices 1-6 and accept multiple responses.)**

N=502

<i>Continuing wages or salary for a period of time</i>	21%
<i>Career counseling</i>	8%
<i>Job placement assistance</i>	19%
<i>Extended health benefits</i>	29%
<i>Job or skill training</i>	12%
<i>Other</i>	5%
<i>None</i>	49%
<i>Don't Know</i>	2%

**Q32. What services do you think your company should offer laid off workers? (Ask open-ended and code into categories. Accept multiple responses)**

N=502

<i>Continuing wages or salary for a period of time</i>	21%
<i>Career counseling</i>	13%
<i>Job placement assistance</i>	24%
<i>Extended health benefits</i>	25%
<i>Job or skill training</i>	13%
<i>Other</i>	9%
<i>None</i>	36%
<i>Don't Know</i>	8%

**Q33. When people are laid off from work, who should be mainly responsible for helping them? Is it government, employers or workers themselves?**

N=502

<i>Government</i>	14%
<i>Employer</i>	11%
<i>Worker</i>	59%
<i>None—VOLUNTEER</i>	0%
<i>All three equally—VOLUNTEER</i>	14%
<i>Don't Know</i>	1%

**Q34. Do you think employers have a responsibility to assist workers they have laid off in finding another job?**

N=502

<i>Yes</i>	52%
<i>No</i>	42%
<i>Don't Know</i>	5%
<i>Refused</i>	1%

**Q35. Have you ever been laid off from a full- or part-time job? (If yes, probe "Which?")**

N=502

<i>Yes, full-time job</i>	25%
<i>Yes, part-time job</i>	3%
<i>No</i>	72%

**Q36. Do you think it is likely that you will be laid off from your job in the next three to five years?**

N=502

<i>Yes</i>	4%
<i>No</i>	93%
<i>Don't Know</i>	3%

**Q37. Which of the following policies should be a priority for the government in encouraging people to obtain additional job training? Should the priority be providing financial incentives to...** (Read 1-3).

N=502

<i>employers who train workers</i>	23%
<i>people who need job training</i>	20%
<i>education and training organizations who offer the job training</i>	40%
<i>Combination (VOL)</i>	6%
<i>Other(SPECIFY) (VOL)</i>	4%
<i>None</i>	5%
<i>Don't Know</i>	2%

**Q38. When a person is laid off from his or her job, what is the most important service that the government can provide to help people? (Ask open-ended, code into categories.) N=502**

<i>Unemployment insurance benefits</i>	28%
<i>Job placement services</i>	20%
<i>Job training</i>	18%
<i>Assistance with relocation to an area with more jobs</i>	1%
<i>Extend health insurance</i>	6%
<i>Increase the Earned Income Tax Credit</i>	1%
<i>Other</i>	17%
<i>None</i>	5%
<i>Don't Know</i>	6%

For the following questions, please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

**Q39. The government should assist laid off workers in paying for education and training for new jobs and careers N=502**

<i>Strongly agree</i>	20%
<i>Somewhat agree</i>	47%
<i>Somewhat disagree</i>	17%
<i>Strongly disagree</i>	15%
<i>Don't Know</i>	2%

**Q40. The government should assist laid off workers in maintaining their health insurance. N=502**

<i>Strongly agree</i>	39%
<i>Somewhat agree</i>	34%
<i>Somewhat disagree</i>	13%
<i>Strongly disagree</i>	12%
<i>Don't Know</i>	2%

**Q41. The government should provide longer periods of unemployment insurance benefits beyond the 26 weeks currently provided in most states. N=502**

<i>Strongly agree</i>	14%
<i>Somewhat agree</i>	18%
<i>Somewhat disagree</i>	20%
<i>Strongly disagree</i>	47%
<i>Don't Know</i>	1%

**Q42. The government should take steps to prevent jobs from being moved to another country? N=502**

<i>Strongly agree</i>	66%
<i>Somewhat agree</i>	14%
<i>Somewhat disagree</i>	9%
<i>Strongly disagree</i>	9%
<i>Don't Know</i>	2%

**Q43. Overall, how would you rate the job that President Bush is doing handling issues related to jobs? N=502**

<i>Excellent</i>	18%
<i>Good</i>	32%
<i>Fair</i>	25%
<i>Poor</i>	22%
<i>Don't Know</i>	1%
<i>Refused</i>	1%

**Q44. Overall, how would you rate the job that the democrats in Congress are doing handling issues related to jobs? N=502**

<i>Excellent</i>	1%
<i>Good</i>	17%
<i>Fair</i>	42%
<i>Poor</i>	31%
<i>Don't Know</i>	8%
<i>Refused</i>	1%

**Q45. Overall, how would you rate the job that the republicans in Congress are doing handling issues related to jobs? N=502**

<i>Excellent</i>	8%
<i>Good</i>	26%
<i>Fair</i>	37%
<i>Poor</i>	23%
<i>Don't Know</i>	5%
<i>Refused</i>	1%

**Q46. The federal government is considering providing unemployed individuals with a personal reemployment account, as well as a cash reemployment bonus for early return to work. Would you favor or oppose such a program? N=502**

<i>Favor</i>	49%
<i>Oppose</i>	39%
<i>Don't Know</i>	12%

Now, I just have a few questions for classification purposes.

**D1. I am going to read you a list of general activities undertaken by firms, please tell me the one that most closely corresponds to the primary work done by your business. (Read choices 1-11.) N=502**

<i>Agriculture, Forestry, Fishing, Mining</i>	16%
<i>Construction</i>	0%
<i>Manufacturing</i>	12%
<i>Transportation, Communications, Electric, Gas, and Sanitary Services</i>	6%
<i>Wholesale Trade</i>	5%
<i>Retail trade</i>	15%
<i>Finance, Insurance, and Real Estate</i>	9%
<i>Public Administration</i>	0%
<i>Healthcare</i>	2%
<i>Hospitality Services</i>	5%
<i>Other (specify)</i>	29%

**D3. For how long has your company or organization been in business? N=502**

<i>Less than 5 years</i>	7%
<i>5 to less than 10 years</i>	11%
<i>10 to less than 15 years</i>	13%
<i>15 to less than 20 years</i>	10%
<i>20 or more years</i>	60%

**D4. How many workers are employed at your company or organization? N=502**

<i>5-24 people</i>	77%
<i>25 to less than 100 people</i>	18%
<i>100 to less than 250 people</i>	3%
<i>250 to less than 500</i>	2%
<i>500 or more people</i>	0%

**D5. In what state is your business located? (Record verbatim. Accept multiple answers.)**

*Don't Know*  
*Refused*

Thank you for your time and cooperation. Those are all the questions I have.

[record gender.] N=502

*Male* 70%

*Female*

30% INT1. Hello, my name is and I'm calling from the Center for Survey Research and Analysis at the University of Connecticut. We're conducting a brief national survey of the American workforce. May I please speak to the person in your household who is at least 18 years old and who has the next birthday?

QS1. Are you currently employed, are you unemployed and looking for work, or are you not employed and not looking for work?

N=1462

Employed (Go to QS2) 61%  
 Unemployed looking for work (Go to Q1) 8%  
 Unemployed and not looking for work (Go to INT2) 31%  
 Don't know (Go to D1)  
 Refused (Go to D1)

INT2 Why are you currently not working? (ASK AS OPEN END, BUT PICK ONE RESPONSE BELOW) N=449

Retired 56%  
 Unable to work due to disability 11%  
 Could not find employment 1%  
 Caring for children 9%  
 Caring for a sick or elderly relative 1%  
 Homemaker 9%  
 Student Not Working 6%  
 Other 7%  
 Don't Know  
 Refused

All respondents to INT2 go to D1.

QS2. Which statement best describes your current employment situation (READ CHOICES 1-5).

N=898

I work full-time for only one employer 63%  
 I work full-time for one employer and part-time for another employer 7%  
 I work one part-time job 14%  
 I work two or more part-time jobs 3%  
 I am self-employed 13%  
 Don't know  
 Refused

QS3. How many hours do you work in a typical week?

Enter 2 digits

80 or more hours per week  
 Don't know  
 Refused

I'm going to read you a list of some economic issues. For each issue that I read, please tell me whether you are very concerned, somewhat concerned, not too concerned, or not at all concerned about this.

Q1. The current unemployment rate. (probe with categories 1-4 as needed) N=1007

Very concerned 44%  
 Somewhat concerned 36%  
 Not too concerned 13%  
 Not at all concerned 7%  
 Don't know  
 Refused

Q2. Job security for those currently working. N=1007

Very concerned 51%  
 Somewhat concerned 33%  
 Not too concerned 12%  
 Not at all concerned 4%  
 Don't know 1%  
 Refused

Q3. Thinking about the job situation in America today, would you say that now is a good time or a bad time to find a quality job? N=1007

Good 29%  
 Bad 66%  
 Don't know 5%  
 Refused

I am going to read you a list of indicators that might tell us how well the US economy is doing. For each one, I want you to tell me whether it is extremely important, very important, somewhat important, not very important, or not at all important as an indicator of the something that tells us about the health of the US economy.

Q4. The number of people who are out of work (probe with extremely, very, somewhat, not very, or not at all) N=1007

Extremely important 25%  
 Very important 51%  
 Somewhat important 18%  
 Not very important 4%  
 Not at all important 1%  
 Don't Know 1%

Q5. The prices of the things people typically buy. (probe with extremely, very, somewhat, not very, or not at all) N=1007

Extremely important 15%  
 Very important 51%  
 Somewhat important 26%  
 Not very important 7%  
 Not at all important 1%  
 Don't Know 1%

Q6. The prices of major industrial stocks (probe with extremely, very, somewhat, not very, or not at all) N=1007

Extremely important 7%  
 Very important 32%  
 Somewhat important 39%  
 Not very important 13%  
 Not at all important 3%  
 Don't Know 6%

Q7. The prices of stocks in high-tech companies. (probe with extremely, very, somewhat, not very, or not at all) N=1007

Extremely important 8%  
 Very important 26%  
 Somewhat important 41%  
 Not very important 16%  
 Not at all important 4%  
 Don't Know 5%

Q8. The interest rates banks charge for lending money. (probe with extremely, very, somewhat, not very, or not at all) N=1007

Extremely important 18%  
 Very important 49%  
 Somewhat important 24%  
 Not very important 6%  
 Not at all important 1%  
 Don't Know 2%

**Q9. The impact that a terrorist act could have on consumer confidence and the ability of your company to conduct commerce.**

**N=1007**

<i>Extremely important</i>	23%
<i>Very important</i>	47%
<i>Somewhat important</i>	17%
<i>Not very important</i>	8%
<i>Not at all important</i>	3%
<i>Don't Know</i>	3%

Now I am going to ask you some questions about your experiences in the workplace.

**Q10. During the last 3 years—that is, 2001 up to the present—were you laid off from a full- or part-time job?**

**N=1007**

<i>Yes, full-time job (Go to Q12A)</i>	14%
<i>Yes, part-time job (Go to Q12A)</i>	4%
<i>No (Go to Q10)</i>	83%
<i>Don't Know (Go to Q10)</i>	0%

**Q11. Did others in your firm or workplace get laid off in the last 3 years?**

**N=769**

<i>Yes (Go to Q11)</i>	31%
<i>No (Go To Q12)</i>	68%
<i>Don't Know (Go to Q12)</i>	1%

**Q12. In the period after your co-workers were laid off, did you experience any of the following? (Read 1-5. Accept multiple answers.)**

**N=240**

<i>Increased workload</i>	48%
<i>Longer hours/more shifts</i>	33%
<i>Decreased morale</i>	53%
<i>Increased fear of losing own job</i>	45%
<i>Other (please describe)</i>	4%
<i>None of the Above</i>	19%
<i>Don't Know</i>	1%

**Q13. Have you or a family member ever been laid off from a full- or part-time job?**

**N=834**

<i>Yes, full-time job (Go to Q13)</i>	40%
<i>Yes, part-time job (Go to Q13)</i>	4%
<i>No (Go to Q46)</i>	55%
<i>Don't Know (Go to Q46)</i>	1%

**Q14. How often has that happened to you or a family member?**

**N=460**

<i>Once</i>	44%
<i>Twice</i>	30%
<i>Three times</i>	14%
<i>Four to five times</i>	6%
<i>More than five times</i>	6%
<i>Don't Know</i>	1%

**Thinking about the most recent time that you or a family member was laid off from a full-time job:**

**Q15. How long ago were you or a family member laid off?**

**N=542**

<i>Within the last six months</i>	18%
<i>About a year ago</i>	15%
<i>More than a year ago</i>	12%
<i>More than two years ago</i>	13%
<i>More than three years ago</i>	8%
<i>Over three years ago</i>	33%

**Q16. Of the following, which best describes the reason for the job loss? (Read 1-4)**

**N=542**

<i>Employer closed down or moved</i>	22%
<i>A particular department was closed down</i>	13%
<i>Insufficient work at the employer</i>	32%
<i>Seasonal job, work completed</i>	8%
<i>Other reason (please describe)</i>	24%
<i>Don't Know</i>	1%
<i>Refused</i>	1%

**Thinking now of when YOU were recently laid off:**

**Q17. To your knowledge, did your company move any of its jobs to another country?**

**N=174**

<i>Yes (Go to Q17)</i>	16%
<i>No (Go to Q20)</i>	83%
<i>Don't know (Go to Q20)</i>	2%

**Q18. To which country(s) did your company move these jobs? [Record country verbatim. Accept multiple responses.]**

**N=27**

*Don't know*  
*Refused*

**Q19. What kind of jobs did your company relocate? (Read codes 1-6.)**

**N=27**

<i>Technical/computer</i>	44%
<i>Manufacturing/assembly</i>	37%
<i>Managerial</i>	0%
<i>Construction</i>	30%
<i>Other (please specify)</i>	7%

**Q20. What was the primary reason your company relocated these jobs?**

**N=27**

<i>Able to offer lower compensation (wages and benefits) to workers</i>	73%
<i>To take advantage of tax incentives and other types of government incentives</i>	4%
<i>Take advantage of fewer environmental regulations</i>	4%
<i>Utilize a workforce that is not unionized</i>	4%
<i>Better transportation infrastructure for getting inputs for the products that their firm makes</i>	4%
<i>Better transportation infrastructure for getting products to consumers</i>	0%
<i>Other</i>	17%
<i>DK/ref</i>	8%

**Q21. Did your company take steps prior to laying off workers to prevent the layoffs?**

**N=174**

<i>Yes</i>	22%
<i>No (Go to Q22)</i>	75%
<i>Don't Know (Go to Q22)</i>	3%

**Q22. What steps were these? (Read codes 1-6.)**

**N=39**

<i>Reduced overtime</i>	21%
<i>Reduced standard work hours</i>	44%
<i>Implemented pay cuts or freezes</i>	13%
<i>Offered voluntary early retirement</i>	11%
<i>Required early retirement of some workers</i>	2%
<i>Other (please describe)</i>	31%
<i>Don't Know</i>	4%

**Q23. How many years had you been employed at the job prior to being laid off? N=174**

<i>Less than six months</i>	9%
<i>Less than one year</i>	13%
<i>One to two years</i>	29%
<i>Three to five years</i>	25%
<i>Six to ten years</i>	10%
<i>More than ten years</i>	15%

**Q24. What was your occupation at the time you were laid off? (OPEN-END, Code into categories) N=174**

<i>Professional</i>	10%
<i>Managerial</i>	11%
<i>Service</i>	22%
<i>Manufacturing</i>	10%
<i>Processing</i>	2%
<i>Technical</i>	10%
<i>Clerical and sales</i>	11%
<i>Agriculture</i>	1%
<i>Health care</i>	2%
<i>Other</i>	21%

**Q25. Did you have employer-sponsored health insurance at the time you were laid off? N=174**

<i>Yes</i>	46%
<i>No</i>	54%

**Q26. How far in advance of your lay off did you receive notice from your employer? N=174**

<i>No advance warning</i>	38%
<i>1 week</i>	13%
<i>2 weeks</i>	12%
<i>3 weeks</i>	1%
<i>1 month</i>	12%
<i>1 to 2 months</i>	13%
<i>2 to 3 months</i>	6%
<i>over three months</i>	4%
<i>Don't Know</i>	2%

**Q27. Did your employer offer you a severance package or other compensation? N=174**

<i>Yes (Go to Q27)</i>	21%
<i>No (Go to Q28)</i>	78%
<i>Don't Know</i>	1%

**Q28. In your opinion, was your severance pay a fair offering and commensurate with your years of service to the company? N=174**

<i>Yes</i>	50%
<i>No</i>	49%
<i>Don't Know</i>	2%
<i>Refused</i>	

**Q29. I am going to read you a list of services that employers sometimes offer laid off workers. For each one, please tell me whether this service was made available to you (Read 1-6.) (Ask as separate questions) N=174**

<i>Continuing wages or salary for a period of time</i>	14%
<i>Career counseling</i>	11%
<i>Job placement assistance</i>	17%
<i>Extended health benefits</i>	27%
<i>Job or skill training</i>	9%
<i>Other</i>	11%
<i>NONE</i>	45%
<i>Don't Know</i>	3%
<i>Refused</i>	2%

**Q30. What services do you think an employer should offer laid off workers? (Read 1-6.) (Accept multiple responses) N=1007**

<i>Continuing wages or salary for a period of time</i>	54%
<i>Career counseling</i>	41%
<i>Job placement assistance</i>	59%
<i>Extended health benefits</i>	69%
<i>Job or skill training</i>	48%
<i>Other</i>	6%
<i>Don't Know</i>	2%

**Q31. Do you think employers have a responsibility to assist workers they have laid off in finding another job? N=1007**

<i>Yes</i>	61%
<i>No</i>	35%
<i>Don't Know</i>	4%

**Q32. Since being laid off, have you found a new full- or part-time job? N=130**

<i>Full-time job (Go to Q32)</i>	71%
<i>Part-time job (Go to Q32)</i>	24%
<i>No (Go to Q40)</i>	5%

**Questions for Laid-off Workers Who Have Found a New Job**

**Q33. Does your new job pay the same amount, more, or less than the job you had before you were laid off? N=124**

<i>More</i>	37%
<i>Same</i>	14%
<i>Less</i>	50%

**Q34. After being laid-off, how long did you remain out of work? N=124**

<i>Less than six months</i>	67%
<i>Six months to one year</i>	23%
<i>One to two years</i>	8%
<i>Two to three years</i>	0%
<i>Don't Know</i>	2%

**Q35. After being laid-off, did you collect unemployment benefits from the government? N=124**

<i>Yes</i>	49%
<i>No</i>	51%

**Q36. After being laid-off, how did you find another job? (Ask OPEN ENDED, code into categories. Accept multiple responses.) N=124**

<i>Friends</i>	33%
<i>Newspaper</i>	23%
<i>Internet</i>	16%
<i>School or college placement office</i>	0%
<i>Unemployment office.</i>	3%
<i>Former employer</i>	8%
<i>Other</i>	33%

**Q37. When you were unemployed, did you enroll in any education or training courses? N=124**

Yes	26%
No (Go to Q38)	74%

**Q38. Was the education or training course helpful to you in getting another job? N=32**

Yes	43%
No	57%

**Q39. After you were laid off and when you were looking for a job, what other services would you have found useful in your search? (Read 1-5. Accept multiple answers.) N=124**

Assistance looking for work	46%
Longer time period for unemployment benefits	28%
Education or training courses for a new skill	53%
Assistance in relocating to a community where jobs are more plentiful	29%
Other	10%
Don't Know	6%
Refused	2%

[Go to Q50]

**Questions for Laid Off Workers Who Have Not Found a New Job**

**Q41. How long have you been out of work? N=115**

Less than six months	54%
About a year	18%
About two years	11%
About three years	2%
More than three years	13%
Don't Know	2%
Refused	1%

**Q42. After being laid-off, did you collect unemployment benefits from the government? N=115**

Yes (Go to Q42)	27%
No (Go to Q43)	69%
Don't Know (Go to Q43)	3%
Refused (Go to Q43)	1%

**Q43. Are you currently still collecting these benefits? N=31**

Yes	41%
No	59%

**Q44. What approaches have you been using to find another job? (Ask open-ended, Code into categories. Accept up to three responses.) N=115**

None	6%
Friend(s)	28%
Newspaper	43%
Internet	21%
school or college placement office	11%
unemployment office	23%
my former employer	7%
Other (please describe)	28%

**Q45. After you were laid off and when you were looking for a job, what other services would you have found useful in your search? (Read 1-5. Accept multiple answers.) N=115**

Assistance looking for work	31%
Longer time period for unemployment benefits	13%
Education or training courses for a new skill	25%
Assistance in relocating to a community where jobs are more plentiful	16%
Other	26%
Don't Know	15%
Refused	1%

**Questions for Employed Workers**

**Q46. Do you anticipate layoffs in your company in the next twelve months? N=780**

Yes	21%
No	76%
Don't Know	3%

**Q47. Do you think there are steps you can take to reduce the likelihood that you will be laid off in the next three to five years? N=780**

Yes (Go to Q30)	43%
No (Go to Q31)	54%
Don't Know (Go to Q31)	4%

**Q48. What steps are these? (Ask open-ended and code into categories. Accept multiple responses) N=333**

Get additional training or education in my current field	34%
Get training or education in a new field	20%
Go back to college for a degree	14%
Move to a location where jobs are more plentiful in my field	9%
Other	45%
Don't Know	5%
Refused	1%

**Questions for All Workers**

**Q49. When people are laid off from work, who should be mainly responsible for helping them. Is it government, employers or workers themselves? N=1009**

Government	16%
Employer	19%
Workers	40%
None (Vol.)	0%
All three equally (Vol.)	9%
Combination	15%
Don't Know	1%

**Q50. Which of the following policies should be a priority for the government in encouraging people to obtain additional job training? Should the priority be providing financial incentives to... (Read 1-3). N=1009**

employers who train workers	19%
people who need job training	17%
education and training organizations who offer the job training	36%
Combination (VOL)	22%
Other (SPECIFY) (VOL)	3%
Don't Know	3%
Refused	1%

**Q51. When a person is laid off from his or her job, what is the most important service that the government can provide to help people? (Ask open-ended, code into categories.)** N=1009

<i>Unemployment insurance benefits</i>	38%
<i>Job placement services</i>	31%
<i>Job training</i>	29%
<i>Assistance with relocation to an area with more jobs</i>	12%
<i>Extend health insurance</i>	31%
<i>Increase the Earned Income Tax Credit</i>	10%
<i>Other</i>	16%
<i>Don't Know</i>	5%

For the following questions, please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

**Q52. Government should assist laid off workers to pay for education and training for new jobs and careers** N=1009

<i>Strongly agree</i>	36%
<i>Somewhat agree</i>	40%
<i>Somewhat disagree</i>	13%
<i>Strongly disagree</i>	9%
<i>Don't Know</i>	1%

**Q53. Government should assist laid off workers to maintain their health insurance.** N=1009

<i>Strongly agree</i>	57%
<i>Somewhat agree</i>	28%
<i>Somewhat disagree</i>	9%
<i>Strongly disagree</i>	4%
<i>Don't Know</i>	1%

**Q54. The government should take steps to prevent jobs from being moved to other countries** N=1009

<i>Strongly agree</i>	72%
<i>Somewhat agree</i>	15%
<i>Somewhat disagree</i>	6%
<i>Strongly disagree</i>	6%
<i>Don't Know</i>	1%

**55. Overall, how would you rate the job that President Bush is doing handling issues related to jobs?** N=1009

<i>Excellent</i>	7%
<i>Good</i>	27%
<i>Fair</i>	31%
<i>Poor</i>	32%
<i>Don't Know</i>	3%

**Q56. Overall, who do you think is doing a better job in Congress handling issues related to jobs?** N=1007

<i>Democrats</i>	19%
<i>Republicans</i>	15%
<i>Neither</i>	54%
<i>Don't know</i>	13%
<i>Refused</i>	1%

Now, I just have a few questions for classification purposes.

**D1. I am going to read you a list of occupations, please tell me the one that most closely corresponds to the work you most recently did or currently perform for your primary employer. (Read choices 1-11)** N=1007

<i>Professional</i>	18%
<i>Managerial</i>	10%
<i>Service</i>	16%
<i>Manufacturing</i>	7%
<i>Processing</i>	1%
<i>Technical</i>	9%
<i>Clerical and sales</i>	13%
<i>Health Care</i>	8%
<i>Agriculture</i>	4%
<i>Other</i>	12%
<i>Don't Know</i>	1%

[Ask of those employed]

**D2. Which best describes your current primary employer? Is it a...(Read choices 1-5)**

<i>Private, for profit business</i>
<i>The government</i>
<i>A non-profit organization</i>
<i>Myself-I am self employed</i>

*I am unemployed*

*Don't Know*

*Refused*

**D3. Including all full and part time jobs, how many years in total have you been working?\_\_\_\_\_ (Enter 2 digits)**

*Don't Know*

*Refused*

**D4. [Ask of those employed] How many people does the organization or company where you work employ? (Read choices)** N=893

<i>Less than 25 people</i>	21%
<i>25-99 people</i>	15%
<i>100-249 people</i>	12%
<i>250 or more people</i>	46%
<i>Don't Know</i>	5%
<i>Refused</i>	1%

**D5. What is your marital status?** N=1462

<i>Married</i>	60%
<i>Single</i>	24%
<i>Divorced</i>	7%
<i>Widowed</i>	6%
<i>Living with domestic partner</i>	1%
<i>Refused</i>	1%

**D6. Do you have any children under the age of 18 who live at home?** N=1462

<i>Yes</i>	37%
<i>No</i>	62%

**D7. Are you a member of a labor union or teacher's association?** N=1462

<i>Yes</i>	13%
<i>No (Skip to D8)</i>	87%

**D7A. Which are you a member of: a labor union or a teacher's association?** N=184

<i>Labor union</i>	73%
<i>Teachers association</i>	26%

**D8. In politics today, do you consider yourself to be a Democrat, Republican, Independent or something else?** N=1462

Democrat	34%
Republican	28%
Independent	28%
Other (specify)	5%
Don't Know	5%
Refused	2%

**D9. What was the last grade of school you have completed?** N=1462

Grade school or less	1%
Some high school	5%
High school	42%
Some college (1-3 years)	27%
College grad (4 years)	15%
Post graduate (beyond 4 years)	10%
Refused	1%

**D10. Are you of Hispanic origin?** N=1443

Yes	7%
No	93%

**D11. Are you Black, White, Asian, Native American or something else?** N=1462

Black	9%
White	79%
Asian	2%
Native American	1%
Other	7%
Don't Know	1%
Refused	2%

**D12. In what year were you born?** \_\_\_\_\_ (Record year) (4 digits)

Don't Know	
Refused	

**D13. For classification purposes only, is the total yearly income of all of the members of your family now living at home \$40,000 or more, or would it be less than \$40,000?**

Less than \$40,000 [SKIP TO D13A]	31%
\$40,000 or more [SKIP TO D13B]	58%
Don't know [SKIP TO QRC1]	5%
Refused [SKIP TO QRC1]	8%

**QRC1. Sometimes a reporter likes to call a survey participant for further comment. Would you be willing to be contacted?**

Yes	52%
No	46%

**Thank you for your time and cooperation. Those are all the questions I have.**

**D14. Interviewer: Record Gender** N=1462

Male	48%
Female	52%

**Work Trends Questionnaire: Dislocated Workers 2—WORKERS**

January 2004

**INT1. Hello, my name is \_\_\_\_\_ and I'm calling from the Center for Survey Research and Analysis at the University of Connecticut. We're conducting a brief national survey of the American workforce. May I please speak to the person in your household who is at least 18 years old and who has the next birthday?**

**QS1. Are you currently employed, are you unemployed and looking for work, or are you not employed and not looking for work?** N=1462

Employed (Go to QS2)	61%
Unemployed looking for work (Go to Q1)	8%
Unemployed and not looking for work (Go to INT2)	31%
Don't know (Go to D1)	
Refused (Go to D1)	

**INT2 Why are you currently not working? (ASK AS OPEN END, BUT PICK ONE RESPONSE BELOW)** N=449

Retired	56%
Unable to work due to disability	11%
Could not find employment	1%
Caring for children	9%
Caring for a sick or elderly relative	1%
Homemaker	9%

Student Not Working	6%
Other	7%
Don't Know	
Refused	
All respondents to INT2 go to D1.	

**QS2. Which statement best describes your current employment situation (READ CHOICES 1-5).** N=898

I work full-time for only one employer	63%
I work full-time for one employer and part-time for another employer	7%
I work one part-time job	14%
I work two or more part-time jobs	3%
I am self-employed	13%
Don't know	
Refused	

**QS3. How many hours do you work in a typical week? Enter 2 digits**

80 or more hours per week	
Don't know	
Refused	

**I'm going to read you a list of some economic issues. For each issue that I read, please tell me whether you are very concerned, somewhat concerned, not too concerned, or not at all concerned about this.**

**Q1. The current unemployment rate. (probe with categories 1-4 as needed)** N=1007

Very concerned	44%
Somewhat concerned	36%
Not too concerned	13%
Not at all concerned	7%
Don't know	
Refused	

**Q2. Job security for those currently working.** N=1007

Very concerned	51%
Somewhat concerned	33%
Not too concerned	12%
Not at all concerned	4%
Don't know	1%
Refused	

**Q3. Thinking about the job situation in America today, would you say that now is a good time or a bad time to find a quality job? N=1007**

Good	29%
Bad	66%
Don't know	5%
Refused	

I am going to read you a list of indicators that might tell us how well the US economy is doing. For each one, I want you to tell me whether it is extremely important, very important, somewhat important, not very important, or not at all important as something that tells us about the health of the US economy.

**Q4. The number of people who are out of work (probe with extremely, very, somewhat, not very, or not at all) N=1007**

Extremely important	25%
Very important	51%
Somewhat important	18%
Not very important	4%
Not at all important	1%
Don't Know	1%

**Q5. The prices of the things people typically buy. (probe with extremely, very, somewhat, not very, or not at all) N=1007**

Extremely important	15%
Very important	51%
Somewhat important	26%
Not very important	7%
Not at all important	1%
Don't Know	1%

**Q6. The prices of major industrial stocks (probe with extremely, very, somewhat, not very, or not at all) N=1007**

Extremely important	7%
Very important	32%
Somewhat important	39%
Not very important	13%
Not at all important	3%
Don't Know	6%

**Q7. The prices of stocks in high-tech companies. (probe with extremely, very, somewhat, not very, or not at all) N=1007**

Extremely important	8%
Very important	26%
Somewhat important	41%
Not very important	16%
Not at all important	4%
Don't Know	5%

**Q8. The interest rates banks charge for lending money. (probe with extremely, very, somewhat, not very, or not at all) N=1007**

Extremely important	18%
Very important	49%
Somewhat important	24%
Not very important	6%
Not at all important	1%
Don't Know	2%

**Q9. The impact that a terrorist act could have on consumer confidence and the ability of your company to conduct commerce. N=1007**

Extremely important	23%
Very important	47%
Somewhat important	17%
Not very important	8%
Not at all important	3%
Don't Know	3%

Now I am going to ask you some questions about your experiences in the workplace.

**Q10. During the last 3 years—that is, 2001 up to the present— were you laid off from a full- or part-time job? N=1007**

Yes, full-time job (Go to Q12A)	14%
Yes, part-time job (Go to Q12A)	4%
No (Go to Q10)	83%
Don't Know(Go to Q10)	0%

**Q11. Did others in your firm or workplace get laid off in the last 3 years? N=769**

Yes (Go to Q11)	31%
No (Go To Q12)	68%
Don't Know (Go to Q12)	1%

**Q12. In the period after your co-workers were laid off, did you experience any of the following? (Read 1-5. Accept multiple answers.) N=240**

Increased workload	48%
Longer hours/more shifts	33%
Decreased morale	53%
Increased fear of losing own job	45%
Other (please describe)	4%
None of the Above	19%
Don't Know	1%

**Q13. Have you or a family member ever been laid off from a full- or part-time job? N=834**

Yes, full-time job (Go to Q13)	40%
Yes, part-time job (Go to Q13)	4%
No (Go to Q46)	55%
Don't Know (Go to Q46)	1%

**Q14. How often has that happened to you or a family member? N=460**

Once	44%
Twice	30%
Three times	14%
Four to five times	6%
More than five times	6%
Don't Know	1%

Thinking about the most recent time that you or a family member was laid off from a full-time job:

**Q15. How long ago were you or a family member laid off? N=542**

Within the last six months	18%
About a year ago	15%
More than a year ago	12%
More than two years ago	13%
More than three years ago	8%
Over three years ago	33%

**Q16. Of the following, which best describes the reason for the job loss? (Read 1-4) N=542**

Employer closed down or moved	22%
A particular department was closed down	13%
Insufficient work at the employer	32%
Seasonal job, work completed	8%
Other reason (please describe)	24%
Don't Know	1%
Refused	1%

**Thinking now of when YOU were recently laid off:**

**Q17. To your knowledge, did your company move any of its jobs to another country? N=174**

Yes (Go to Q17)	16%
No (Go to Q20)	83%
Don't know (Go to Q20)	2%

**Q18. To which country(s) did your company move these jobs? [Record country verbatim. Accept multiple responses.] N=27**

Don't know	
Refused	

**Q19. What kind of jobs did your company relocate? (Read codes 1-6.) N=27**

Technical/computer	44%
Manufacturing/assembly	37%
Managerial	0%
Construction	30%
Other (please specify)	7%

**Q20. What was the primary reason your company relocated these jobs? N=27**

Able to offer lower compensation (wages and benefits) to workers	73%
To take advantage of tax incentives and other types of government incentives	4%
Take advantage of fewer environmental regulations	4%
Utilize a workforce that is not unionized	4%
Better transportation infrastructure for getting inputs for the products that their firm makes	4%

Better transportation infrastructure for getting products to consumers	0%
Other	17%
DK/ref	8%

**Q21. Did your company take steps prior to laying off workers to prevent the layoffs? N=174**

Yes	22%
No (Go to Q22)	75%
Don't Know (Go to Q22)	3%

**Q22. What steps were these? (Read codes 1-6.) N=39**

Reduced overtime	21%
Reduced standard work hours	44%
Implemented pay cuts or freezes	13%
Offered voluntary early retirement	11%
Required early retirement of some workers	2%
Other (please describe)	31%
Don't Know	4%

**Q23. How many years had you been employed at the job prior to being laid off? N=174**

Less than six months	9%
Less than one year	13%
One to two years	29%
Three to five years	25%
Six to ten years	10%
More than ten years	15%

**Q24. What was your occupation at the time you were laid off? (OPEN-END, Code into categories) N=174**

Professional	10%
Managerial	11%
Service	22%
Manufacturing	10%
Processing	2%
Technical	10%
Clerical and sales	11%
Agriculture	1%
Health care	2%
Other	21%

**Q25. Did you have employer-sponsored health insurance at the time you were laid off? N=174**

Yes	46%
No	54%

**Q26. How far in advance of your lay off did you receive notice from your employer? N=174**

No advance warning	38%
1 week	13%
2 weeks	12%
3 weeks	1%
1 month	12%
1 to 2 months	13%
2 to 3 months	6%
over three months	4%
Don't Know	2%

**Q27. Did your employer offer you a severance package or other compensation? N=174**

Yes (Go to Q27)	21%
No (Go to Q28)	78%
Don't Know	1%

**Q28. In your opinion, was your severance pay a fair offering and commensurate with your years of service to the company? N=174**

Yes	50%
No	49%
Don't Know	2%
Refused	

**Q29. I am going to read you a list of services that employers sometimes offer laid off workers. For each one, please tell me whether this service was made available to you (Read 1-6.) (Ask as separate questions) N=174**

Continuing wages or salary for a period of time	14%
Career counseling	11%
Job placement assistance	17%
Extended health benefits	27%
Job or skill training	9%
Other	11%
NONE	45%
Don't Know	3%
Refused	2%

**Q30. What services do you think an employer should offer laid off workers? (Read 1 – 6.) (Accept multiple responses) N=1007**

Continuing wages or salary for a period of time	54%
Career counseling	41%
Job placement assistance	59%
Extended health benefits	69%
Job or skill training	48%
Other	6%
Don't Know	2%

**Q31. Do you think employers have a responsibility to assist workers they have laid off in finding another job? N=1007**

Yes	61%
No	35%
Don't Know	4%

**Q32. Since being laid off, have you found a new full- or part-time job? N=130**

Full-time job (Go to Q32)	71%
Part-time job (Go to Q32)	24%
No (Go to Q40)	5%

**Questions for Laid-off Workers Who Have Found a New Job**

**Q33. Does your new job pay the same amount, more, or less than the job you had before you were laid off? N=124**

More	37%
Same	14%
Less	50%

**Q34. After being laid-off, how long did you remain out of work? N=124**

Less than six months	67%
six months to one year	23%
One to two years	8%
Two to three years	0%
Don't Know	2%

**Q35. After being laid-off, did you collect unemployment benefits from the government? N=124**

Yes	49%
No	51%

**Q36. After being laid-off, how did you find another job? (Ask OPEN ENDED, code into categories. Accept multiple responses.) N=124**

Friends	33%
Newspaper	23%
Internet	16%
School or college placement office	0%
Unemployment office.	3%
Former employer	8%
Other	33%

**Q37. When you were unemployed, did you enroll in any education or training courses? N=124**

Yes	26%
No (Go to Q38)	74%

**Q38. Was the education or training course helpful to you in getting another job? N=32**

Yes	43%
No	57%

**Q39. After you were laid off and when you were looking for a job, what other services would you have found useful in your search? (Read 1-5. Accept multiple answers.) N=124**

Assistance looking for work	46%
Longer time period for unemployment benefits	28%
Education or training courses for a new skill	53%
Assistance in relocating to a community where jobs are more plentiful	29%
Other	10%
Don't Know	6%
Refused	2%

[Go to Q50]

**Questions for Laid Off Workers Who Have Not Found a New Job**

**Q41. How long have you been out of work? N=115**

Less than six months	54%
About a year	18%
About two years	11%
About three years	2%
More than three years	13%
Don't Know	2%
Refused	1%

**Q42. After being laid-off, did you collect unemployment benefits from the government? N=115**

Yes (Go to Q42)	27%
No (Go to Q43)	69%
Don't Know (Go to Q43)	3%
Refused (Go to Q43)	1%

**Q43. Are you currently still collecting these benefits? N=31**

Yes	41%
No	59%

**Q44. What approaches have you been using to find another job? (Ask open-ended, Code into categories. Accept up to three responses.) N=115**

None	6%
Friend(s)	28%
Newspaper	43%
Internet	21%
school or college placement office	11%
unemployment office	23%
my former employer	7%
Other (please describe)	28%

**Q45. After you were laid off and when you were looking for a job, what other services would you have found useful in your search? (Read 1-5. Accept multiple answers.) N=115**

Assistance looking for work	31%
Longer time period for unemployment benefits	13%
Education or training courses for a new skill	25%
Assistance in relocating to a community where jobs are more plentiful	16%
Other	26%
Don't Know	15%
Refused	1%

**Questions for Employed Workers**

**Q46. Do you anticipate layoffs in your company in the next twelve months?** N=780

Yes	21%
No	76%
Don't Know	3%

**Q47. Do you think there are steps you can take to reduce the likelihood that you will be laid off in the next three to five years?** N=780

Yes (Go to Q30)	43%
No (Go to Q31)	54%
Don't Know (Go to Q31)	4%

**Q48. What steps are these? (Ask open-ended and code into categories. Accept multiple responses)** N=333

Get additional training or education in my current field	34%
Get training or education in a new field	20%
Go back to college for a degree	14%
Move to a location where jobs are more plentiful in my field	9%
Other	45%
Don't Know	5%
Refused	1%

**Questions for All Workers**

**Q49. When people are laid off from work, who should be mainly responsible for helping them. Is it government, employers or workers themselves?** N=1009

Government	16%
Employer	19%
Workers	40%
None (Vol.)	0%
All three equally (Vol.)	9%
Combination	15%
Don't Know	1%

**Q50. Which of the following policies should be a priority for the government in encouraging people to obtain additional job training? Should the priority be providing financial incentives to... (Read 1-3).** N=1009

employers who train workers	19%
people who need job training	17%
education and training organizations who offer the job training	36%
Combination (VOL)	22%
Other(SPECIFY) (VOL)	3%
Don't Know	3%
Refused	1%

**Q51. When a person is laid off from his or her job, what is the most important service that the government can provide to help people? (Ask open-ended, code into categories.)** N=1009

Unemployment insurance benefits	38%
Job placement services	31%
Job training	29%
Assistance with relocation to an area with more jobs	12%
Extend health insurance	31%
Increase the Earned Income Tax Credit	10%
Other	16%
Don't Know	5%

**For the following questions, please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.**

**Q52. Government should assist laid off workers to pay for education and training for new jobs and careers** N=1009

Strongly agree	36%
Somewhat agree	40%
Somewhat disagree	13%
Strongly disagree	9%
Don't Know	1%

**Q53. Government should assist laid off workers to maintain their health insurance.** N=1009

Strongly agree	57%
Somewhat agree	28%
Somewhat disagree	9%
Strongly disagree	4%
Don't Know	1%

**Q54. The government should take steps to prevent jobs from being moved to other countries** N=1009

Strongly agree	72%
Somewhat agree	15%
Somewhat disagree	6%
Strongly disagree	6%
Don't Know	1%

**55. Overall, how would you rate the job that President Bush is doing handling issues related to jobs?** N=1009

Excellent	7%
Good	27%
Fair	31%
Poor	32%
Don't Know	3%

**Q56. Overall, who do you think is doing a better job in Congress handling issues related to jobs?** N=1007

Democrats	19%
Republicans	15%
Neither	54%
Don't know	13%
Refused	1%

**Now, I just have a few questions for classification purposes.**

**D1. I am going to read you a list of occupations, please tell me the one that most closely corresponds to the work you most recently did or currently perform for your primary employer. (Read choices 1-11)** N=1007

Professional	18%
Managerial	10%
Service	16%
Manufacturing	7%
Processing	1%
Technical	9%
Clerical and sales	13%
Health Care	8%
Agriculture	4%
Other	12%
Don't Know	1%

**[Ask of those employed]**

**D2. Which best describes your current primary employer? Is it a...(Read choices 1-5)**

Private, for profit business
The government
A non-profit organization
Myself-I am self employed
I am unemployed
Don't Know
Refused

**D3. Including all full and part time jobs, how many years in total have you been working?**

\_\_\_\_\_ (Enter 2 digits)

Don't Know
Refused

**D4. [Ask of those employed] How many people does the organization or company where you work employ? (Read choices)**

**N=893**

Less than 25 people	21%
25-99 people	15%
100-249 people	12%
250 or more people	46%
Don't Know	5%
Refused	1%

**D5. What is your marital status?**

**N=1462**

Married	60%
Single	24%
Divorced	7%
Widowed	6%
Living with domestic partner	1%
Refused	1%

**D6. Do you have any children under the age of 18 who live at home?**

**N=1462**

Yes	37%
No	62%

**D7. Are you a member of a labor union or teacher's association?**

**N=1462**

Yes	13%
No (Skip to D8)	87%

**D7A. Which are you a member of a labor union or a teacher's association?**

**N=184**

Labor union	73%
Teachers association	26%

**D8. In politics today, do you consider yourself to be a Democrat, Republican, Independent or something else?**

**N=1462**

Democrat	34%
Republican	28%
Independent	28%
Other (specify)	5%
Don't Know	5%
Refused	2%

**D9. What was the last grade of school you have completed?**

**N=1462**

Grade school or less	1%
Some high school	5%
High school	42%
Some college (1-3 years)	27%
College grad (4 years)	15%
Post graduate (beyond 4 years)	10%
Refused	1%

**D10. Are you of Hispanic origin?**

**N=1443**

Yes	7%
No	93%

**D11. Are you Black, White, Asian, Native American or something else?**

**N=1462**

Black	9%
White	79%
Asian	2%
Native American	1%
Other	7%
Don't Know	1%
Refused	2%

**D12. In what year were you born? \_\_\_\_\_ (Record year) (4 digits)**

Don't Know
Refused

**D13. For classification purposes only, is the total yearly income of all of the members of your family now living at home \$40,000 or more, or would it be less than \$40,000?**

Less than \$40,000 [SKIP TO D13A]	31%
\$40,000 or more [SKIP TO D13B]	58%
Don't know [SKIP TO QRC1]	5%
Refused [SKIP TO QRC1]	8%

**QRC1. Sometimes a reporter likes to call a survey participant for further comment. Would you be willing to be contacted?**

Yes	52%
No	46%

**Thank you for your time and cooperation. Those are all the questions I have.**

**D14. Interviewer: Record Gender**

**N=1462**

Male	48%
Female	52%

## **APPENDIX C: Comparison of Work Trends to the Current Population Survey Dislocated Worker Supplement**

The results of the Work Trends survey roughly parallel those found in the most recently released version of the Current Population Survey (CPS) Dislocated Worker supplement. For example, Work Trends and the Dislocated Worker Supplement match up fairly closely on the demographic information collected:

- Educational attainment
- Household Income
- Race and ethnicity
- Marital Status
- Type of employer (private vs. public)

The two surveys yield similar outcomes for:

- The number of people working and the intensity, i.e., full-time vs. part-time, of their jobs
- The proportion of people laid off from their job in the last three years, as well as the reason for and timing of the layoff
- The employment status of people following layoff, including their rate of return to work, the duration of their layoff prior to finding a new job, and the wages of their new jobs compared to their old jobs
- The receipt of unemployment insurance

This is quite remarkable given that the CPS coverage is for layoffs that occurred between 1999 to 2001 and the Work Trends covers 2001 to 2003.

Detailed comparisons are available upon request.



John J. Heldrich Center for Workforce Development  
Edward J. Bloustein School of Planning and Public Policy  
Rutgers, The State University of New Jersey  
33 Livingston Avenue, Fifth Floor  
New Brunswick, NJ 08901  
732/932-4100, ext. 717  
[www.heldrich.rutgers.edu](http://www.heldrich.rutgers.edu)



University of Connecticut  
341 Mansfield Road, Room 400  
Storrs, CT 06269-1164  
860/486-2579

The *Work Trends* series:  
download reports and releases at  
[www.heldrich.rutgers.edu](http://www.heldrich.rutgers.edu)