

AMERICA@WORK

2022 Report on the American Workforce

Jobcase

INTRODUCTION

Recent years have placed a heightened focus on the issues plaguing America's workers - stagnant to negative-real-wage growth, limited or antiquated benefits and scheduling expectations, and lack of clarity on growth opportunities, to name a few. But despite widespread acknowledgement and support for America's workers, little material action has been taken to provide a clear pathway for better opportunities and support for them.

We aim to change that.

Real worker-centric change starts with listening to workers themselves. We surveyed 4,000 hourly and skilled workers to understand the issues they face and opportunities they need to ensure no worker gets left behind.

Jobcase partnered with KRC Research to conduct an online survey among a national sample of U.S. adult workers ages 18 to 70 earning up to \$75,000 annually. A total 4,000 respondents participated. The survey was active from July 1 – July 19, 2022. The survey examined perspectives of American worker needs, concerns and trends in the evolving labor market.

TABLE OF CONTENTS

1. The State of the American Worker...	04
The Stressors...	06
2. Addressing the Gaps...	09
Financial Well-Being...	10
Benefits...	14
Opportunities...	15
3. Defining a Good Employer...	17
Key Indicators...	18
Employer Benefits...	20
4. The Future of (Good) Work...	22
5. Survey Demographics & Methodology...	23
6. Appendix...	25

SECTION ONE

THE STATE OF THE AMERICAN WORKER

THE STATE OF THE AMERICAN WORKER

Following a record number of workplace departures in what came to be known as the “Great Resignation,” America’s workers are facing a dilemma.

While a majority appear to be generally satisfied with their current roles, our research indicates that stagnant opportunities for pay and career advancement and a lack of basic benefits – including paid time off, comprehensive health coverage, and retirement assistance – are damaging workers’ perception of and connection to their jobs.



39%

say their take-home pay isn't enough to meet basic needs



60%

of employees report not having paid sick leave



ONLY 34%

feel confident they will be able to save enough for retirement



ONLY 32%

say they have been offered opportunities for promotion

Source: Jobcase survey

The Stressors For American Workers Go Beyond Work

While many are worried about the pandemic, a competitive housing market, and geopolitical tension, chief among their concerns is inflation.



And while America's workers are struggling to pay for gas and groceries, American companies are raking in record profits – 2.4% higher than the CPI is rising.²



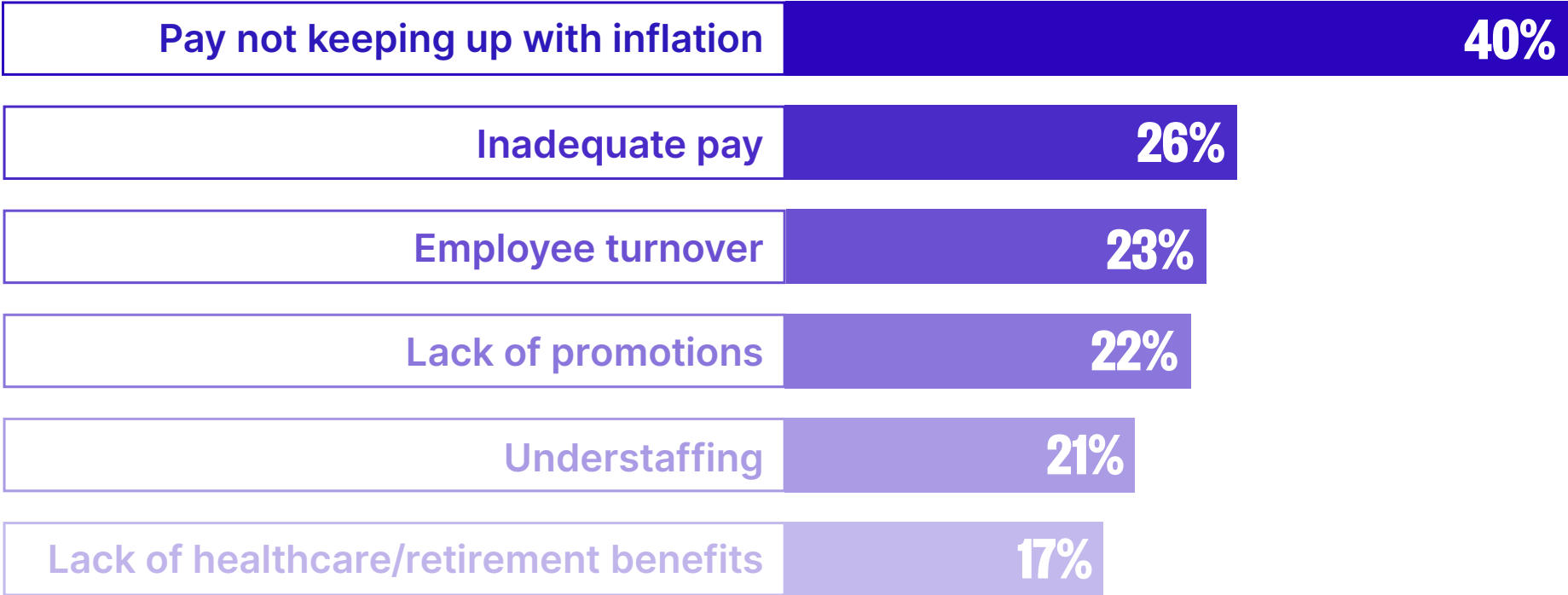
American workers are being left behind, but we have an opportunity to address this, and in doing so, strengthen our economy as a whole.

“

Everything is getting more expensive due to inflation, yet wages are not increasing at the same rate.

— Marcus, Grocery Store Cashier

TOP CONCERNS FOR EMPLOYEES:



Source: Jobcase survey

SECTION TWO

ADDRESSING THE GAPS

ADDRESSING THE GAPS

A majority of workers say their companies tend to treat employees fairly, but there are many critical challenges they are facing at work that need to be addressed – including better pay and career advancement.

When it comes to long-term stability, confidence in both current and future financial security is weak. While many hourly and skilled employees are thinking about the here and now, it's important they are given the opportunity to plan for their futures.



of workers feel confident they can save for unexpected expenses.



feel confident they can save enough money for retirement

Source: Jobcase survey

“

I've been struggling to keep up with my bills. I work 40 hours a week, but I'm unable to work overtime or a 2nd job as a single mother with 2 young kids at home. They haven't raised my pay in years.

— Gail, Front End Concierge

Workers Are Worried About Their Financial Well-Being

Adequate pay is a top concern for workers, but **only 39% of employees believe they lack wages to cover their basic needs**. Caregivers are among those who think they're not earning enough to cover their basic needs.

TOP INDUSTRIES WHERE WORKERS SAY THEY LACK INCOME FOR BASIC NEEDS

HEALTHCARE
55%

OFFICE ADMIN
53%

CUSTOMER SERVICE
53%

EDUCATION
51%

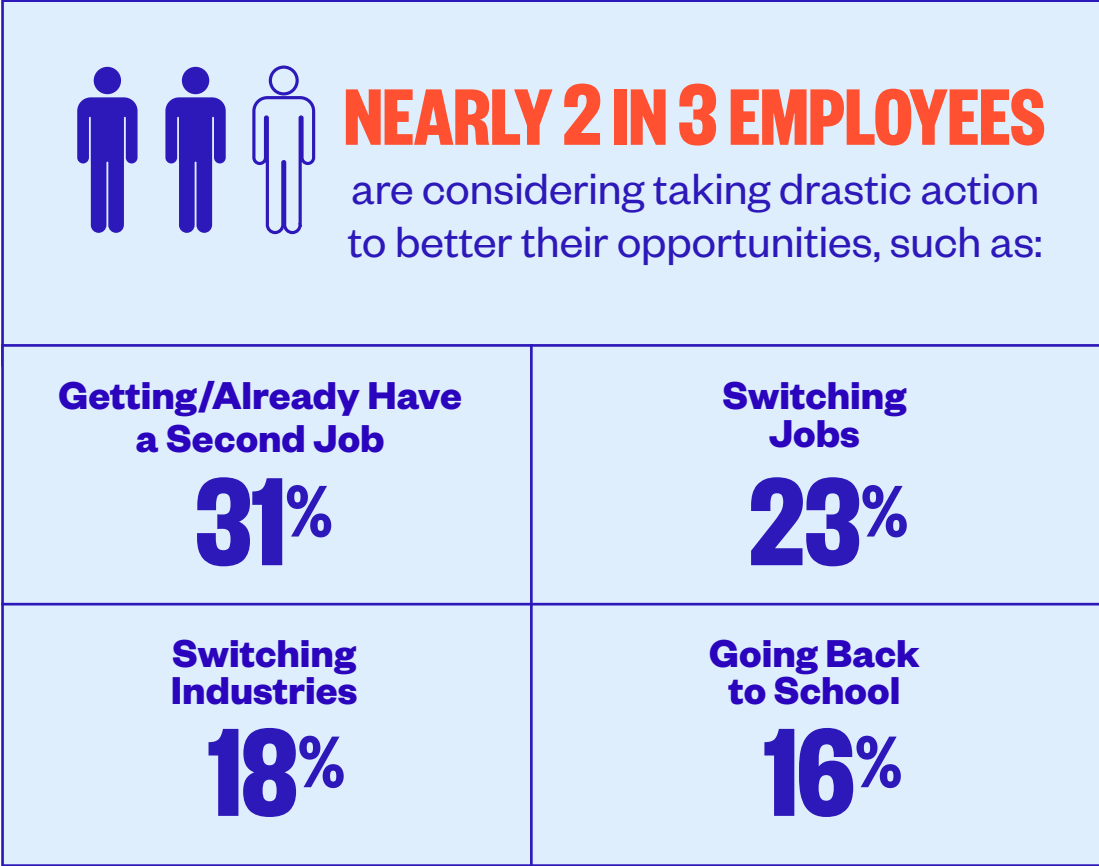
RETAIL
48%



Source: Jobcase survey

And Inflation Isn't Helping...

About **40%** of workers say their current wages are not keeping up with inflation. As a result of insufficient pay and the increase of inflation, many are increasingly stretching themselves thin to make ends meet by working multiple jobs or taking on side hustles.

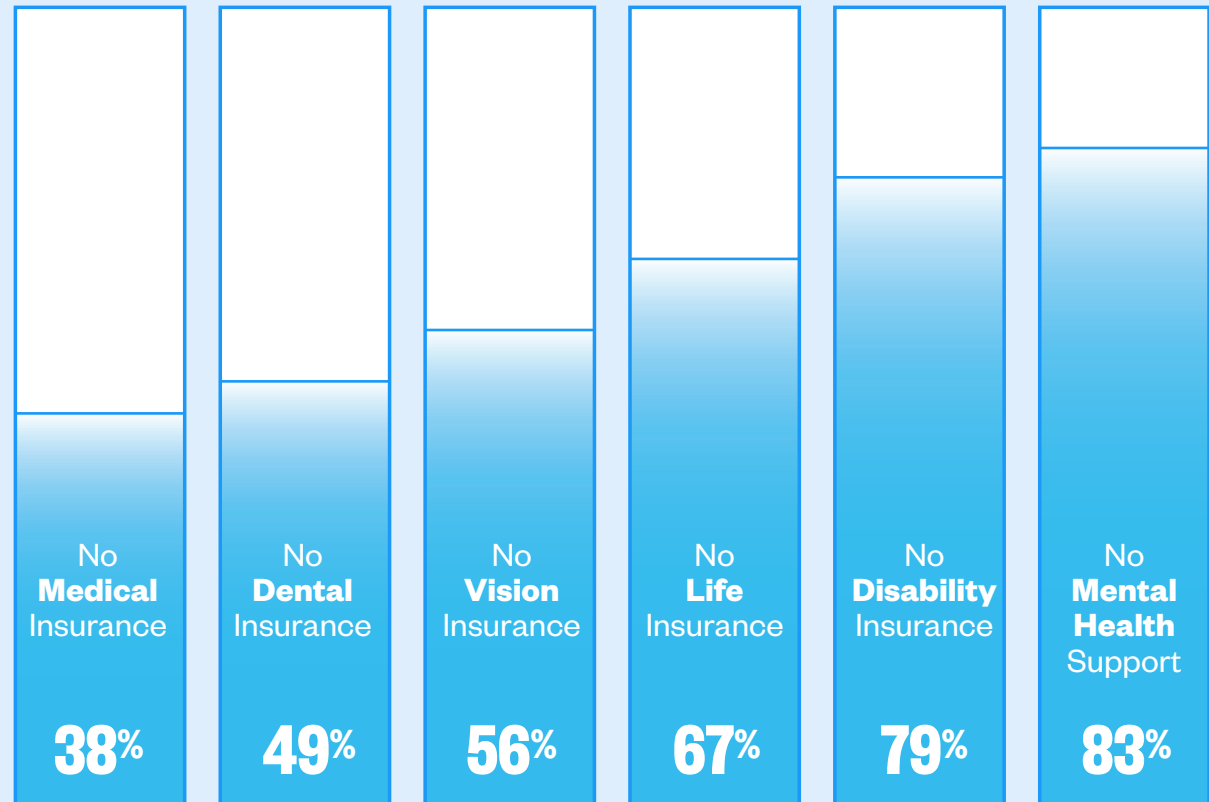


Source: Jobcase survey

But Pay Isn't The Only Thing Employees Are Worried About

Employees aren't receiving proper benefit packages – lacking retirement support, built-in sick days, and family leave. There are many without basic medical insurance and even more are living without other forms of employer-sponsored insurance.

EMPLOYEES LACKING INSURANCE COVERAGE



WORKERS HAVE LIMITED LEAVE



Source: Jobcase survey

There Needs To Be Opportunity To Grow

On top of their frustration with pay and benefits, many employees have little opportunity to do anything to change their compensation. Less than a third of employees say they received opportunities for advancement or promotions. A similar number say they received opportunities for training or education assistance (32%).



39% OF MEN and **30% OF WOMEN**



report their employer offers opportunities to get a pay raise



of workers report receiving a raise due to inflation

Source: Jobcase survey

SECTION THREE

**DEFINING A
GOOD EMPLOYER**

DEFINING A GOOD EMPLOYER

Today's workers are facing many uncertainties – economic, political, and personal – and they are looking to their employers to provide some stability through sufficient pay, supportive benefits, and strong leadership that recognizes and rewards its workforce. If issues continue to go unresolved, workers are considering taking action to accelerate the changes needed.

41%

of skilled and hourly employees say they are more likely to consider joining a union now than 3 years ago.⁴

70%

of U.S. skilled and hourly workers would consider joining a union if given the chance.⁴

Source: Jobcase survey

Ultimately, employers will need to look at their workforce and actively work with them to better support their needs. It is not just a nice-to-have but a must-have that could have a strong impact on employee recruitment and ultimately the company's bottom line.

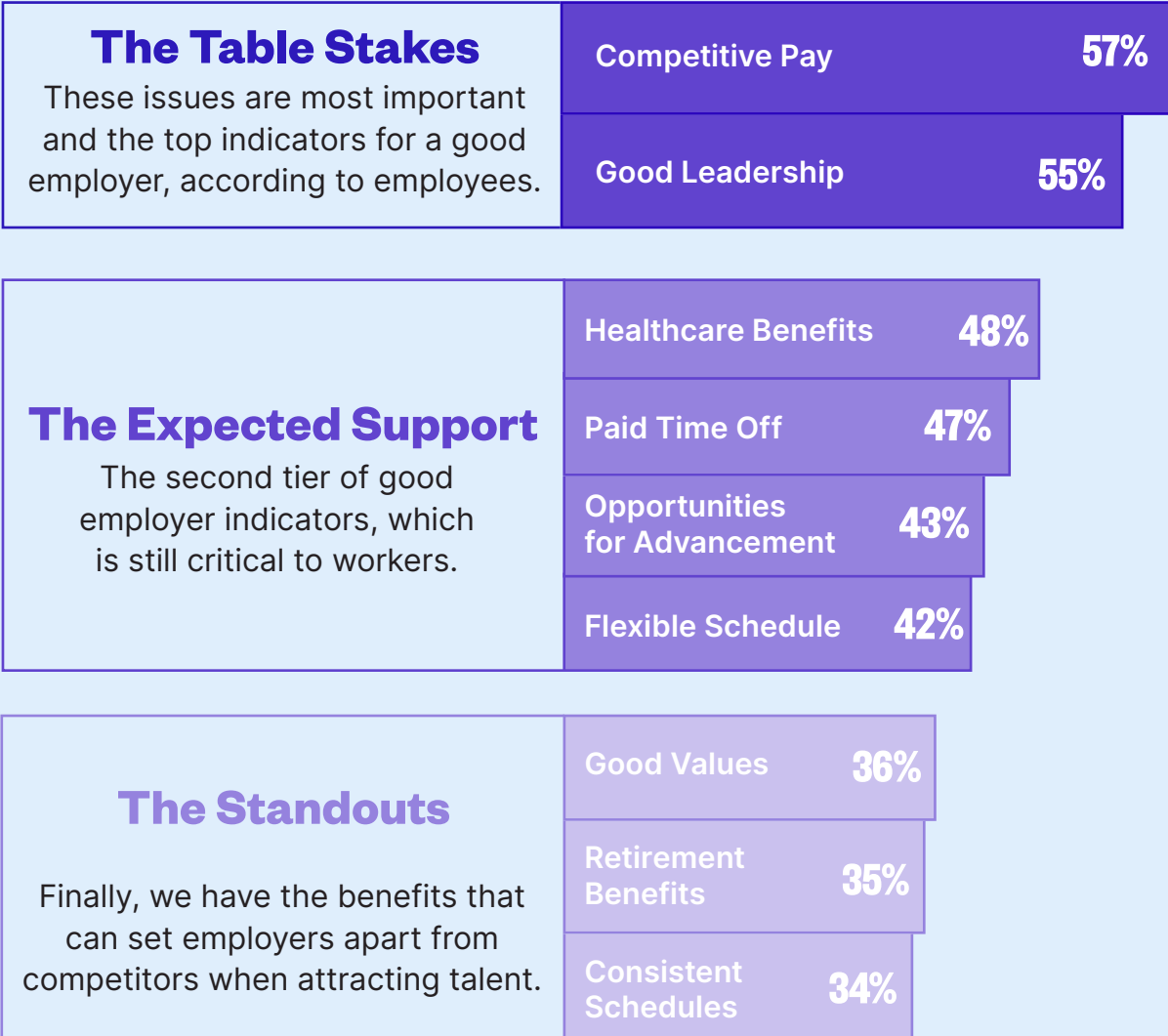


KEY INDICATORS

Employees Want More From Their Employers

What workers are looking for from their employers today is vastly different from what they were looking for 20 years ago. That's why we asked American employees to help define what it takes to be deemed a "good employer."

TOP INDICATORS OF GOOD EMPLOYERS



Source: Jobcase survey

Good Behavior Benefits The Bottom Line

While many employers fear that increasing pay and benefits could impact profits, they should also consider that not doing those things could hurt the bottom line.

American companies lose over \$11 billion to lost employee turnover every year.⁵ Positive workplace support can not only have a direct impact on recruiting top talent but also lead to more talent referrals and lower recruitment costs. Additionally, better employee support can translate to better sales.



of employees say they are likely to recommend a company to others if they know the company treats its employees well



say they are likely to shop somewhere that is known for treating its employees well

Source: Jobcase survey

“

There were many benefits – ESOP, bonuses, employers who genuinely cared about you as a person. I told all of my friends to look for an opportunity there.

— Sharon, Administrative Assistant

SECTION FOUR

THE FUTURE OF (GOOD) WORK

THE FUTURE OF (GOOD) WORK

In summary, our research has shown there are many concerns for workers – from inflation and pay to advancement opportunities and retirement planning – and they are not going to sit idly by and wait for unresponsive employers. They need our support.

The good news is that businesses and workers both benefit when workers can get ahead. The data indicates that employers have the potential to reap financial rewards, including decreased cost on recruitment, increased value in their bottom line, and improved employee retention.

Now is the time for us to work together to help benefit workers. With research showing consumers want to reward good corporate actors with their discretionary spending, business leaders and policymakers must use the tools at their disposal to strengthen policies and protections to help families prosper.

We have a real opportunity to help rebalance capitalism to include everyday workers. Together, we can reshape the future for workers, their families, and the workplace.

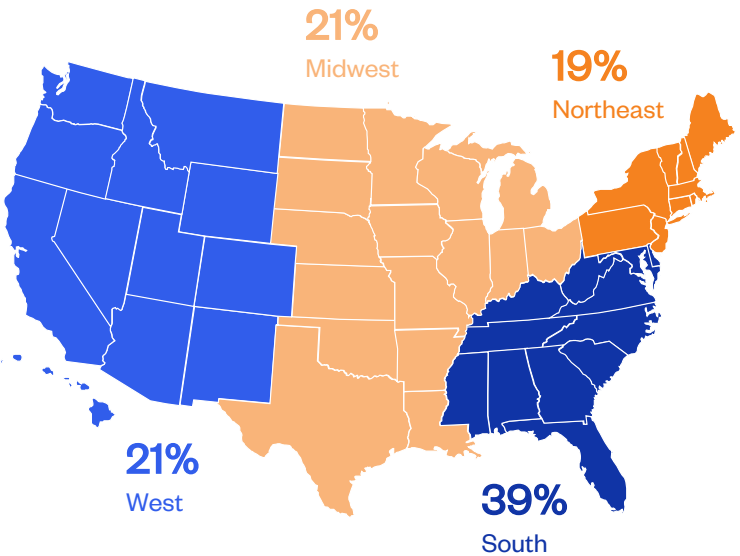


SURVEY DEMOGRAPHICS & METHODOLOGY

SURVEY DEMOGRAPHICS

A sample of 4,000 U.S. adults ages 18 to 70 was surveyed online between July 1 and July 19, 2022. Participants self-identified as employed individuals earning up to \$75,000 annually, working in one of 18 specific job focus areas. There was a near even split between men and women and a balance across regions reflective of U.S. Census. Most of the participants represent workers ages 26-57.

Region



Methodology

Jobcase partnered with KRC Research to conduct research on the perspectives of U.S. workers to understand worker needs and concerns, and worker trends in the evolving labor market.

Gender

54%
Female

46%
Male



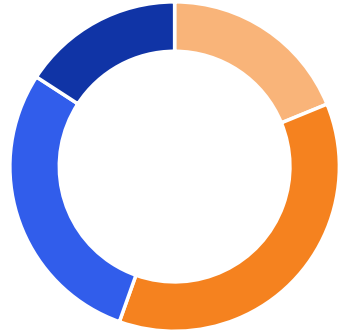
Age

19%
Gen Z (18-25)

37%
Millennial (26-41)

29%
Gen X (42-57)

16%
Boomer (58-76)



Job Focus (Industry)

	Education	9%
	Construction	8%
	Retail	8%
	Food service/restaurant	7%
	Healthcare	7%
	Customer service	7%
	Manufacturing	6%
	IT/tech	6%
	Office administration	6%
	Hotel/tourism/travel	5%
	Personal care	4%
	Sales and Office	4%
	Warehouse	4%
	Driver (trucking, rideshare)	4%
	Skilled trade	4%
	Data entry/clerical	4%
	Delivery	3%
	Entertainment	3%

APPENDIX

CITATIONS:

1. Doherty, Carroll, and Vianney Gómez. "By a Wide Margin, Americans View Inflation as the Top Problem Facing the Country Today." Pew Research Center, Pew Research Center, 12 May 2022, <https://www.pewresearch.org/fact-tank/2022/05/12/by-a-wide-margin-americans-view-inflation-as-the-top-problem-facing-the-country-today/>.
2. Solman, Paul, and Lee Koromvokis. "Why Corporations Are Reaping Record Profits with Inflation on the Rise." PBS, Public Broadcasting Service, 12 Apr. 2022, <https://www.pbs.org/newshour/show/why-corporations-are-reaping-record-profits-with-inflation-on-the-rise>.
3. Mishel, Mishel, and Jori Kandra. "CEO Pay Has Skyrocketed 1,322% since 1978: CEOs Were Paid 351 Times as Much as a Typical Worker in 2020." Economic Policy Institute, 10 Aug. 2021, <https://www.epi.org/publication/ceo-pay-in-2020/>.
4. Jobcase. Jobcase Survey Finds 70% of U.S. Skilled and Hourly Workers Would Consider Joining a Union If given the Chance, 10 Aug. 2022, <https://www.prnewswire.com/news-releases/jobcase-survey-finds-70-of-us-skilled-and-hourly-workers-would-consider-joining-a-union-if-given-the-chance-301603071.html>.
5. "Turnover Is Killing Us!" Human Capital Institute, 23 Feb. 2017, <https://www.hci.org/blog/turnover-killing-us>.