

# Contingency Workers Study

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December 2001



***Making a difference in  
the lives of Iowa women***

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**IOWA COMMISSION ON THE STATUS OF WOMEN  
CONTINGENCY WORKERS STUDY  
SURVEY AND FOCUS GROUPS  
SEPTEMBER-NOVEMBER 2001**

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**Iowa Commission on the Status of Women  
Contingency Workers Study  
Survey and Focus Groups  
September-November 2001**

**By Boddy Media**

**I. About the Study**

**A. Survey**

2500 households, randomly selected from a statewide database, were sent the survey questionnaire that appears in the appendix of this report. A new one-dollar bill incentive and a paid return envelope accompanied the survey and cover letter. 550 surveys were returned and tabulated for this study. The surveys were distributed in June of 2001 and survey receipts were terminated on July 31, 2001.

At the 95% confidence level, a sample size of 550 generates a margin of error of approximately +/- 4.2%. This means that if this study methodology were repeated 20 times, 19 of those repetitions are expected to generate data falling within the +/-4.2% range of the current data.

This study is a “piggy-back” survey. An expanded demographic section of a survey on conservation communications generates the quantitative data for this contingency workers study.

This survey does skew toward more senior members of the population for three reasons:

1. It is a survey intended to target adults, not youth.
2. The study is sent to “Head of Household” further discouraging young adults living with parents to fill out the study.
3. Mail surveys of this nature generally generate a higher completion rate among older adults.

The 2000 U.S. Census data shows a median age of Iowa’s *adult* population (ages 18+) of 44-45. This survey has a median respondent age of 52.5.

**B. Focus Groups**

Two focus groups were held with contingency (part-time, temporary, and seasonal) workers at Boddy Media offices in Des Moines on November 15, 2001.

- Group A: 11:30 am – 1:00 pm; 6 females and 1 male.  
Group B: 1:00 pm – 2:30 pm; 4 females.

Participants were recruited using an ad in the *Press Citizen Shopper News* which read as follows: "\$25 for your thoughts. Participate in research discussion on temporary/part-time work. November 15. No sales, just research. Call Sue, 277-5099."

Respondents who called were then screened for part-time and temporary employment and a mix of other demographic factors.

It's important to keep this selection method in mind when reviewing these findings. As noted below, many of these participants say they are struggling to find either full-time work or multiple part-time or temporary jobs to make ends meet. This recruiting method likely attracted more of that type of respondent versus those who might be happy in their current part-time positions and not scanning the want ads for potential employment.

While these groups include many people looking beyond part-time employment, they are otherwise fairly diverse. Both groups included a mix of ages, types of employment, and family situations. In addition, respondents range from those possessing highly polished social and personal skills to those who might benefit from guidance in these areas.

## **II. Overview/Introduction**

The respondents in these focus groups are largely dissatisfied with their part-time condition. They say they would prefer full-time, but find it elusive. They say once part-time always part-time. Few of these respondents see taking a part-time job as the way to full-time employment within the same company. With a foot in the door, they say, they actually think their part-time status gets them *less* respect. They simply aren't viewed as serious about their work.

Many of these respondents say even in a full-employment economy they are made to feel "replaceable" by their employers. And they say, full-timers at their companies add to the feeling by treating them as if they don't fit in. They say they are often overlooked when it comes to invitations to social activities and even on-the-job training.

Many of these respondents say they feel discrimination in its various forms, but most say they are primarily the victims of age discrimination. Twenty-something employers simply don't "care to bother" with over-forty employees. Some say their lack of a four-year degree also leads to blanket assumptions about their abilities. Several appear most frustrated by their employers' failure to acknowledge that their many years of experience often puts them on par with the younger, college educated set.

These respondents say they often find themselves spinning their wheels in jobs that aren't building their skills or furthering their opportunities. Many say they don't feel secure in their jobs.

Flexibility in their schedule that allows these respondents to spend more time with friends and family and better meet their children's needs is the primary benefit cited by these groups. Still, they say, most would sacrifice that flexibility for full-time employment and the respect, income and benefits that go with it.

The survey portion of this study goes far in supporting the focus group findings. Contingency workers earn less and have lower household incomes than full-time employees. They are less likely to have long-term assignments and considerably more likely to receive **no** employee benefits.

While the focus group respondents do not stress (although they mention) their part-time employment as a gender issue, the data show Iowa's women appear more likely affected by the limitations of contingency work. Two-thirds of Iowa's contingency workers are female. They're also more likely to be urban, single, with no more than a high school education, and parenting pre-school age children.

### **III. Key Findings - Survey**

#### ***A. The Basic Demographics***

**Twelve percent (12%) of Iowans are contingency workers.** For the purpose of this study we consider permanent part-time employees, temporary employees, and freelance/contract workers to be contingency workers. This group of contingency workers breaks down as follows: permanent part-time, 40%; temporary, 55%; and freelance/contractor, 5%.

**At least two-thirds of Iowa's contingency workers are female.** This study skews slightly more male (53%) than the Iowa population according to the latest U.S. Census figures. Still, this study shows 67% of the contingency workers in this study are women, compared to 47% in the sample overall. These numbers nearly flip-flop when looking at respondents employed full-time. Sixty-four percent (64%) of those employed full-time are male, compared to that 53% overall.

**Contingency workers skew young.** In the study sample overall, just 8% of these respondents are 29 years of age or younger, but among contingency workers, more than one-fifth (22%) are in this age range. Ten percent of the employed group falls in this age range.

Full-employed dominate the mid-life years. Almost two-thirds (63%) of those employed full-time list their age as 35-54, compared to 40% for the overall sample and just 27% of the contingency workers.

At the senior end of the spectrum (65-plus), 28% of the overall sample falls into that age range compared to 25% for contingency workers (not statistically significant) and 3% of the full-time employed.

**Contingency workers are more likely to have only a high school education.** In the overall sample, 26% of respondents have not received education beyond the high school diploma, compared to just 21% for the full-time employed and 36% for the contingency workers.

**Contingency workers are more likely to be single, less likely to be married.** Nine percent (9%) of the study sample is single, but 19% of the contingency workers have never been

married. Conversely, 66% of the overall sample is married or involved in a domestic partnership – compared to 75% for those employed full-time and just 52% for contingency workers. Contingency workers are also more likely to be widowed, while full-time employees are less likely to have lost their partners. Just over one in ten (12%) of the overall sample is widowed compared to 16% for the contingency workers and just 1% for the full-time employed.

**Contingency workers are more likely to have pre-school age children.** More than one-fourth of the contingency workers in this study (27%) have children five years old or younger, compared to 13% overall and 17% for full-time employed workers. Contingency workers are also slightly more likely to have no children (22% compared to 16% overall) and less likely to have older children.

**Note.** Contingency positions are sometimes justified as offering the pre-school parent valued flexibility.

**Contingency workers are more likely to live in urban areas than the overall sample.** While 17% of the overall sample resides in an urban area, that's true for 27% of the contingency workers and just 13% of the full-time employed. None of the other residential categories reveals a significant statistical difference between contingency workers and the sample overall. All of these workers have their largest plurality living in Iowa small towns.

## ***B. Employment***

**Contingency workers are in sales/marketing, clerical positions, or self-employed.** The following table demonstrates the comparison between the overall sample, full-time employed persons and contingency workers based on job categories. Since this question is only posed to employed persons, the sample pool has dropped to 344 for a margin of error of approximately +/- 5.3%. Differences considered significant from the overall sample appear in boldface. The table appears in rank order of contingency employment by percentage.

**Employment Descriptions  
In Rank Order of Contingency Workers  
%**

<u>Employment Category</u>	<u>Overall</u>	<u>Full-time</u>	<u>Contingency</u>
Sales/marketing	7	5	<b>Contingency</b>

**workers are considerably more likely to receive NO benefits.** A strong majority (57%) of the contingency workers receive no benefits compared to 22% of the sample overall and 16% of the full-time employed. Not surprisingly, then, we see significant differences between benefits offered to contingency workers and those provided full-time employees and the sample overall.

**Percentage of Workers Receiving Specific Benefits  
In Rank Order of Contingency Workers  
%**

<b>Benefit Category</b>	<b>Overall</b>	<b>Full-time</b>	<b>Contingency</b>
NO Benefits	22	16	<b>57</b>
Paid vacation	66	72	<b>32</b>
Paid sick leave	55	62	<b>21</b>
Paid/part-paid health	67	76	<b>19</b>
Pension plan	43	48	<b>13</b>
401 K/Investment plan	57	65	<b>13</b>
Paid/part-paid dental	52	60	<b>9</b>
Disability	48	55	<b>9</b>
Paid/part-paid optical	31	36	<b>6</b>

### C. Pay and Benefits

**Contingency workers are less likely to be salaried employees.** Only 41% of the contingency workers in this study are employees for whom an hourly rate does not apply (e.g., salaried employee) compared to 57% for the overall sample and 60% for full-time employed.

**Contingency workers earn a lower hourly rate.** Forty-one percent (41%) of the contingency workers in this study earn \$10.99 per hour or less compared to 17% of the overall sample, and just 12% of the full-time employed.

#### Hourly Rate Earned Based on Employment Category %

<u>Hourly Rate</u>	<u>Overall</u>	<u>Full-time</u>	<u>Contingency</u>
Does not apply	57	60	<b>41</b>
Less than \$5	1	0	2
\$5-\$6.99	3	2	<b>11</b>
\$7-\$8.99	5	3	<b>15</b>
\$9-\$10.99	8	7	13
\$11-\$12.99	6	5	9
\$13-\$18.99	11	13	<b>0</b>
\$19-\$24.99	5	5	2
\$25 or more	4	4	6

**Contingency workers land on the lower end of the household income scale as well.** In this study, contingency workers have a lower annual household income than the unemployed (although this is not a statistically significant difference – it’s just ironic).

<u>Employment /Sample Category</u>	<u>Mean Annual Household Income</u>
Overall sample	\$51,832
Full-time employed	\$62,963
Not employed	\$35,393
Contingency workers	\$35,278

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Disability	48	55	<b>9</b>
Paid/part-paid optical	31	36	<b>6</b>
Paid family leave	29	34	<b>4</b>
Other	3	3	<b>4</b>
IPERS	1	0	<b>2</b>

## **IV. Key Findings – Focus Groups**

### **A. The Part-time Trap**

**Full-time work is preferred.** With just a couple of exceptions, these respondents say they want full-time employment. They just can't find it, so they make do with part-time and temporary positions. Often they find themselves trying to cobble together a more complete work day – putting part-time jobs on top of part-time jobs when they can. The benefit and pay discrepancies leave them always looking for whatever they can get, whenever they can get it. They're desperate for dollars and benefits.

*I really have no upward mobility . . . and I would rather work full-time. I do have benefits, but I would rather work full-time.*

*[The temp service] had me working 11 pm – 7 am and then going to the Marriott at 9 am and working another 4 hours.*

*I like Wal-mart because if I work Friday evening, Saturday, and Sunday, they pay a \$1 an hour more.*

**Once a part-time employee, always a part-time employee.** These respondents say their prospects for the future are dismal. They believe that once part-time, they're stuck part-time. Like the actor so strongly identified with one role, he can play no other. Employers don't see them as full-time potential once they've agreed to the part-time gig. They make few or no plans for the future. Even those who may have at one time chosen part-time work appear frustrated by their inability to break out of the part-time cycle. And, they say, the longer they stay in a part-time position, the less likely they are to move into the full-time market.

*I took the part-time job thinking [I would be] working and showing myself and I'll get right into the full-time job. Wrong! When that job came open they had tests set up to qualify and I missed the score by one point – it knocked me out for the position.*

*It's belittling. I don't like the fact that I'm not able to do what I know I'm capable of doing. Also, not being able to get out of [the part-time job] after two years.*

### **B. Temp Image**

**They get no respect.** These part-time and temporary workers say they aren't viewed as "serious" about their jobs. They say they feel as if both employers and co-workers question their dedication. It's almost like, as part-time employees, they don't have as much of a stake in their work. Participants say this attitude makes them feel less valued as an employee.

*You feel like you're not on the same level with other full-time working adults.*

*Or they wonder if maybe you're a little lazy.*

*It seems like being a part-time employee, I am expected to work all the holidays and junk hours.*

**Respondents are made to feel they can be replaced – easily.** Their concerns about how valued they are aren't entirely unfounded. These participants say some employers go to great lengths to make sure they know others are just waiting for a chance at their job. Several say they are sure their boss uses this threat as a tool to “keep them in line.”

*They push people to give 105% and if something doesn't quite click for them, they're gone. They can be replaced so easily.*

*Instead of trying to work to keep people and build teams, they use that as a threat to keep people in line.*

*In different fields, there is a lot of fear in the work environment and a lot of people ruling by intimidation and there's this feeling that people are easy to replace.*

**Part-time and temporary employers aren't always part of the “in” group.** Many of these respondents say they feel “left out” at their place of work. They just aren't as likely to be included in lunch plans, baby showers – you name it. It appears that even those respondents who have a family at home tend to wish they had the work-family relationship they see their full-time co-workers enjoy.

*[I was on a long-term appointment] and they sent out emails to everyone offering a free t-shirt. One co-worker told me, “that's just for permanent employees.”*

*I don't feel as much a part of the group as the other full-time employees. I'm “just a temp.”*

And it's not just the social arena where these participants feel overlooked. Several respondents say they aren't offered the same training opportunities as full-time employees and they are often overlooked when it comes to scheduling staff meetings and other related activities.

### **C. The Role of Discrimination**

**Discrimination – in many forms – is alive and well.** The one African-American woman in these groups says race is a greater hindrance to employment than gender. And while Group B says gender plays a role in the hunt for full-time employment, Group A – which includes one man – does not approach the topic of gender discrimination. In Group A, talk of discrimination focuses solely on age and age discrimination is stressed in Group B over other forms.

*Race – [I'm a] black female. That affects my ability to get a job.*

*Most of the time I really do feel like it's an age discrimination thing. When you are being interviewed by a 22 year old – I think young people are very discriminatory about viewing older people with respect and seeing that they have capabilities. I don't think they feel threatened, they just don't care to bother.*

*You're going to cost them too much on health benefits, potentially. They think that you're mentally slow. They want somebody that is, ideally, 30 to 35 years old.*

#### **D. The Role of Education**

**Many wish they had more training, but not necessarily college.** For the most part, Group A respondents say they wish they had stronger skills. They say they wish they were better equipped to deal with a computer-based work place. A few say they need more people skills or wish they had the ability to do presentations and address large groups. Few of these respondents say they regret their lack of formal education.

*I wouldn't mind knowing more about computers and different programs.*

*For me it would be better people skills.*

*I would like to be able to talk in front of a group.*

Group B includes just one respondent who recognizes her lack of education holds her back. However, her realization is more a commentary on what participants view as management's inability to see experience equals education than it is any sense of regret.

*I don't have a degree, but I have years of experience. It seems like my experience is not considered for anything. I feel like a dinosaur put out to pasture.*

#### **E. The Limitations of Contingency Work**

**Part-time work does not further their careers or provide new skills.** Only a few of these respondents say they are getting on-the-job training that will help them in the future. For the most part, these respondents say they receive little training – that's reserved for the full-time employees. As noted above, they see their part-time positions as hindering their ability to get full-time work. These respondents say as part-timers they are not typically asked to do the more interesting and challenging work that goes on in their places of employment.

*The skills I'm learning only pertain to my job.*

*I was told in the interview that in addition to translating I would be helping with program direction and marketing and it hasn't happened.*

**Respondents say they have little job security.** Only a couple of these respondents say they feel secure in their current position. More are likely to say they don't know how long the job will last. A couple even say they believe their employer likes the fact that they feel uncertain about their job. They say these managers are quick to let them know "there's always somebody else willing to take their job."

*There isn't any [job security] . . . you don't know when you're going to go to work and there is a padlock on the door.*

*People don't care about people anymore. You are a number.*

Even the number of hours they are hired to work isn't guaranteed. Several of these part-time and temporary employees talk of going to work and being sent home early when business is down or being booked for a week of work only to find they're finished after two days.

*I like the job, but they promised me full-time hours through the holiday and I'm not getting it because of the nice weather and they are not selling the winter coats and gloves. I got there at 5:00 pm and by 5:45 pm they are calling a meeting at the dressing rooms . . . so I got an hour and 15 minutes that night.*

*In one instance, I was scheduled to work for a company for three months . . . I was there four days and they decided they weren't going to do this project.*

**Flexibility is great, but they'd trade it for full-time work.** When asked what they see as the benefits of part-time employment, most of these respondents are quick to say flexibility and the extra time to enjoy life. But they tend to say it in an almost negative/sour grapes way. They would rather not have that extra time – nearly all are searching for full-time work. Several say they like part-time because it leaves them time to fit in yet another part-time job.

*I like the flexibility for my daughter. I can take her to school, go to work, and then pick her up when she's done.*

*I like it because I can find another job that fits with my schedule.*

*I need to spend the time on my [full-time] job search.*

Some add that the flexibility of their part-time work gives them the ability to leave – nothing's holding me here, they say – but they appear to wish something were holding them here.

**They feel unappreciated, unfairly taken advantage of, and even ripped-off.** This sentiment is particularly heard in Group B, where these women say they've dedicated their whole lives to work only to find that no one appreciates that effort enough to recognize it with common respect, monetary reward, benefits or promotion to full-time. Group A is not as angry as Group B, but they certainly share feelings of frustration for their lack of options and disappointment in their lack of employment options.

*Working twenty-six years and being a workaholic. What did it get me? Job elimination.*

*Why can't they at least let us choose which one benefit we get – when we get one?*

## **V. Summary/Interpretation of Findings**

**Part-time work isn't working for these respondents.** Clearly most of these part-time employees are less than thrilled with their current employment situation. In addition to what many say are the financial hardships that come part and parcel with part-time work, many of these respondents present a self-image eroded by their less-than-appreciative employers and co-workers. A couple of these respondents say they like the flexibility of their part-time work – it allows them needed time with their children and other family members. Still, most of these respondents view their part-time work as a low wage, no opportunity trap.

**Money and benefits are key.** Issues of self-respect and feeling valued by employers are strongly expressed by these respondents. Still, the real problem for these groups is money – they just can't survive financially on part-time wages. And the data bear out the impacts of part-time wages – lower hourly rates, lower annual incomes, lower household incomes – than those employed full time. Couple that with the strong possibility that these contingency workers receive little or no benefits, and it's easy to see why respondents feel desperate to grasp for jobs – whatever they can get – to make ends meet.

**A difference in perception could make all the difference.** Most of these respondents say the things many people take for granted like vacations, shopping for holiday gifts for family, and emergency funds are simply out of the realm of possibility on part-time/few-or-no-benefits pay. They ask for at least enough respect to choose among options of the few benefits (if any) granted, and they ask that their potential for on-the-job training and full-time promotion be recognized and pursued. In short, they say, don't assume we want part-time employment. Respect our abilities and give us a chance to do – and receive – more.

# APPENDIX



# ICSW HUMAN RESOURCE FOCUS GROUP STUDY

## RECRUITMENT SCREENER

Are you currently employed full time, part time, seasonally, temporarily, or not employed?

NOTE: Retired is “not employed” unless they have since picked up a part time job.

If employed full time, terminate

If not employed, double-check for seasonal employment. If truly unemployed, terminate.

If part time: How many hours per week do you work on average?

Less than 30: recruit

30 or more: terminate

If seasonal or temporary: Can you tell me more about your work? What times of year are you employed? Why is your work seasonal? [Checking to make sure truly a seasonal or temporary employee and not just somebody unemployed]

I'm going to read a quick list of possible benefits you might get with your work. Can you tell me if you receive any of these benefits?

- No benefits — make sure at least two respondents have no benefits
- Paid vacation
- Paid sick leave
- Paid or partially paid health benefits
- Employer contribution to some kind of a retirement program
- Other, please describe:

What is your job title or description? \_\_\_\_\_

Are you a seasonal, temporary or part-time worker by choice or would you prefer more full-time employment?

- By choice
- Prefer full-time

Try to recruit at least two from each group

ARTICULATION SCREENER: What do you see as the advantages to you, and as the disadvantages to you of working at a part-time or seasonal job?

Advantages:

Disadvantages:

RECRUIT A MIX OF THE FOLLOWING

RECORD (Do not ask)

- Male (avoid recruiting only one male)
- Female (about 2/3 female)

Are you a member of a union?

- Yes If yes, which one?  
 No

Are you a salaried or hourly employee?

- Salaried  
 Hourly:  
Do you make more or less than \$10 per hour?  More  
 Less

What's your age range?

- Under 30  
 30-39  
 40-49  
 50-59  
 60 or older

What's your marital status?

- Single, never married  Widowed  
 Separated or divorced  Married or partnered

Do you have children or step-children age 18 or younger?

- Yes  
 No

Do you have custody or primary child care responsibility for any pre-school children?

- Yes  
 No

THE INVITATION (if we want them)

We're conducting a focus group on contingency or part-time work at Boddy Media Group offices, 1201 63<sup>rd</sup> Street in the Successful Resources Management building (NE corner of 63<sup>rd</sup> and University) on Thursday, November 15 at . . .

11:30 a.m. to 1 p.m.

1 to 2:30 p.m.

You'll receive a \$25 cash payment for your participation in this discussion with 4-8 other contingency workers, and your responses will be included in a report submitted to the state, but your name will never be used. The discussion will be moderated by a professional facilitator. We ask that you arrive ten minutes early for the discussion. Late comers may not be allowed to participate.

Let me remind you this is a research study. No sales are involved here. We'd like to learn more about what you like and don't like about working part-time/seasonally. Would you like to participate in this discussion?

GET CONTACT INFO!! We'll send you a reminder letter with directions. But if you have e-mail, we'd prefer to contact you that way if it works for you.

Remind them: Do not send anyone in your place as you were specifically chosen to participate and we will have all our spots filled so you can not bring anyone else with you.

# ICSW HUMAN RESOURCE FOCUS GROUP STUDY

## DISCUSSION GUIDE

### Introduction

- Thanks for taking the time to be here.
- You've been asked to share your thoughts about employment and benefits.
- Help me hear from all of you. If you hear me calling your name a lot, that's a hint – I need to hear more from you.
- No right or wrong answers, I just need to know what you think.
- Introduce yourselves: name, family, type of work and length of time in position

### Current Employment Situation

- How satisfied are you with your current position? [PROBES: Employer, wages, location, hours, etc.] Why/why not?
- Regardless of how happy you are with your current position, let's think about its benefits and drawbacks. What do you like about your current job?
- What would you change?
- How often do you think about changing jobs? Why/why not?
- How often would you say you actually follow through on those thoughts? [PROBES: checking the want ads, looking online, letting friends know you're looking, etc.]
- Right now, what is the number one reason why you would change your job?
- What are the barriers, if any, to getting the job you really want?
- How secure do you feel in your current position? Do you feel like your job is safe?
- Thinking beyond your current job, do you feel like the *field* of work you are in is secure? How easy would it be for you to find a similar job at a similar salary?

## **Education and Training**

- In terms of training for your job, did you received on-the-job training? Do you have some sort of post-secondary degree related to your current employment? [PROBES: Four year college, community college, apprenticeship program, etc.] By that I mean, are you working in the field for which you were trained?
- How likely are the skills and training you are getting in this position to enhance your ability to get a better position? [PROBES: Better hours, better pay, better benefits, etc.]
- How comfortable do you feel with your current skills? Do you have the skills you think you need to compete in the work force? Why/why not?
- What skills do you wish you had?
- In your opinion what skills do you have that aren't being used in your current position? Why aren't they being used?
- In terms of preparing for the world of work, what would you say is the best choice/decision you ever made?
- What one thing would you do differently in terms of preparing for the world of work?

## **Benefits and Drawbacks of the Different Types of Employment**

- Let's talk a bit about the benefits and drawbacks of different types of employment. Let's start with full-time work. What do you see as the benefits of full-time employment? [PROBES: Pay, benefits, stability, etc.]
- What are the drawbacks? Why would you not want to work full-time?
- What about part-time employment? What do you see as the benefits of part-time employment? [PROBES: Flexibility, reduced commitment, etc.]
- What are the drawbacks? Why would you not want to work part-time?
- Let's think of temporary employment like Manpower or seasonal positions like landscaping. What are the benefits of temporary employment?
- What are the drawbacks?

## **Work and Life**

- Thinking about how your current work affects your overall quality of life – would you say your job increases your quality of life or decreases it? Why do you say that?
- For those of you with families – do you feel like your family would be better off if you had a different job? Why/why not?
- Would you say you feel good about the work you do? Why/why not?
- How does your job affect your self image? How do you think your friends and family view the work you do?
- How would you say your current position affects your plans for the future? [PROBES: College for your kids, home ownership, retirement, etc.]

## **Summary**

Is there anything else I should have asked you about your work or your attitudes toward part-time, full-time, and temporary employment?

**ICSW HUMAN RESOURCE FOCUS GROUP STUDY**

**DES MOINES, IA - NOVEMBER 15, 2001 - GROUP A**

<b>Resp</b>	<b>Gender</b>	<b>Your satisfaction with your current job</b>	<b>Your current employment situation</b>	<b>How many hours do you work</b>	<b>Your wage</b>	<b>Benefits</b>	<b>Age</b>	<b>Education</b>	<b>Marital Status</b>	<b>Age of your children</b>	<b>Annual household income</b>
A1	M	Just somewhat satisfied	Part-time ongoing and part-time temporary	20	\$7.00 per hr	None	30-34	Some college	Single	None	<\$15K
A2	F	Fairly satisfied	Part-time ongoing	20	\$5.75 per hr or varies in sales work	None	45-49	Graduated college	Separated/divorced	10 1/2	<\$15K
A3	F	Very satisfied	Part-time ongoing	10-40	\$10.50 per hr	None	40-44	Graduated high school	Separated/divorced	24, 21, 11	<\$15K
A4	F	Just somewhat satisfied	Part-time ongoing	22-25	\$17.30 per hr	Health, dental, optical, family leave, sick leave, vacation, pension, 401k	40-44	Post-graduate work	Separated/divorced	12, 7	\$30K - \$40K
A5	F	Fairly satisfied	Part-time ongoing	24	\$10.00 per hr	None	40-44	Graduated college	Separated/divorced	14	\$20K - \$25K
A6	F	Not that satisfied	Part-time ongoing	4-40	Varies from \$8.50 to \$12.50 per hr	None	70-74	Some college	Widowed	Adults	<\$15K
A7	F	Fairly satisfied	Part-time temporary	25	\$8.13 per hr	None	40-44	Graduated college	Single	None	<\$15K

**ICSW HUMAN RESOURCE FOCUS GROUP STUDY**

**DES MOINES, IA - NOVEMBER 15, 2001 - GROUP B**

<b>Resp</b>	<b>Gender</b>	<b>Your satisfaction with your current job</b>	<b>Your current employment situation</b>	<b>How many hours do you work</b>	<b>Your wage</b>	<b>Benefits</b>	<b>Age</b>	<b>Education</b>	<b>Marital Status</b>	<b>Age of your children</b>	<b>Annual household income</b>
B1	F	Fairly satisfied	Part-time ongoing	32	\$12.25 per hr	6.4 hrs for holiday pay each holiday	50-54	Some college	Separated/divorced	None	\$20K-25K
B2	F	Fairly satisfied	Part-time temporary	Varies	\$8.50 per hr	None	40-44	Graduated college	Married/domestic partner	None	\$60K-\$75K
B3	F	Not that satisfied	Part-time ongoing	20	\$9.23 per hr	Sick leave and vacation	50-54	Some college	Married/domestic partner +	20, 22, 27, 32	\$30K-\$40K
B4	F	Not that satisfied	Part-time ongoing	15	\$17.00 per hr	Health ins	35-39	Graduated college	Separated/divorced	None	<\$15K

# ICSW HUMAN RESOURCE FOCUS GROUP STUDY

DES MOINES, IA - NOVEMBER 15, 2001

## Tabulated Exit Questionnaire

1. Overall, how would you describe your satisfaction with your current job?

Group A	Group B	Total	
1	0	1	Very satisfied
3	2	5	Fairly satisfied
2	0	2	Just somewhat satisfied
1	2	3	Not that satisfied

Please give us the reasons for your answer: **See Exit Questionnaire Comments.**

2. What is the most important change your employer could make to increase your satisfaction with your job? **See Exit Questionnaire Comments.**

3. Which category best describes your current employment situation? \*

Group A	Group B	Total	*	One participant marked more than one category.
6	3	9		
2	1	3		
0	0	0		

Please fill in your (current/former) occupation: **See Exit Questionnaire Comments.**

4. Generally speaking, how many hours a week do you work?

Group A	Group B	Total	
0	0	0	Less than 10
0	1	1	10 – 15
2	1	3	16 – 20
3	0	3	21 – 25
0	0	0	26 – 30
0	1	1	31 – 40
2	1	3	Wide variation

Median = 21-25

ICSW HUMAN RESOURCE FOCUS GROUP STUDY  
 DES MOINES, IA - NOVEMBER 15, 2001

**Exit Questionnaire (continued)**

5. Please tell us how your pay is calculated and your wage:

Group A	Group B	Total	
0	0	0	By salary
2	0	2	< \$8.00 per hr
2	2	4	\$8.01 - \$10.00 per hr
1	1	2	\$10.01 - \$15.00 per hr
1	1	2	\$15.01 - \$20.00 per hr
1	0	1	Varies a lot

6. Which of the following benefits do you receive? (Check all that apply)

Group A	Group B	Total	
6	1	7	Receive NO Benefits
1	1	2	Paid/partially paid <u>health</u> insurance
1	0	1	Paid/partially paid <u>dental</u> insurance
1	0	1	Paid/partially paid <u>optical</u> insurance
1	0	1	Paid family leave
1	1	2	Paid sick leave
1	1	2	Paid vacation
0	0	0	Disability insurance
1	0	1	Pension plan
1	0	1	401 (k) or other investments
0	1	1	Other – Partially paid holiday pay

ICSW HUMAN RESOURCE FOCUS GROUP STUDY  
 DES MOINES, IA - NOVEMBER 15, 2001

**Exit Questionnaire (continued)**

7. What is your age?

Group A	Group B	Total	
0	0	0	25 or under
0	0	0	26-29
1	0	1	30-34
0	1	1	35-39
4	1	5	40-44
1	0	1	45-49
0	2	2	50-54
0	0	0	55-59
0	0	0	60-64
0	0	0	65-69
1	0	1	70-74
0	0	0	75 or older

Median = 40-44

8. What is the highest level of education you have completed?

Group A	Group B	Total	
0	0	0	Grade school
0	0	0	Some high school
1	0	1	Graduated high school
2	2	4	Some college
3	2	5	Graduated college
1	0	1	Postgraduate work

ICSW HUMAN RESOURCE FOCUS GROUP STUDY  
 DES MOINES, IA - NOVEMBER 15, 2001

**Exit Questionnaire (continued)**

9. What is your current marital status?

Group A	Group B	Total	
2	0	2	Single, never married
0	2	2	Married/domestic partner
4	2	6	Separated or divorced
1	0	1	Widowed

10. What are the ages of your children? \*

Group A	Group B	Total	* Participants had children in more than one category
2	3	5	No children
4	0	4	Children age 0-12
1	0	1	Children age 13-18
3	4	7	Adult children

11. Please indicate your annual household income (before taxes):

Group A	Group B	Total	
5	1	6	Less than \$15K
0	0	0	\$15K - \$19,999
1	1	2	\$20K - \$24,999
0	0	0	\$25K - \$29,999
1	1	2	\$30K - \$39,999
0	0	0	\$40K - \$49,999
0	0	0	\$50K - \$59,999
0	1	1	\$60K - \$74,999
0	0	0	\$75K - \$99,999
0	0	0	\$100K - \$124,999
0	0	0	\$125K - \$149,999
0	0	0	Over \$150,000

Median = less than \$15K

12. We would welcome any additional comments that you have:

**See Exit Questionnaire Comments.**

**ICSW HUMAN RESOURCE FOCUS GROUP STUDY**  
**Des Moines, IA - November 15, 2001 - Group A**  
**EXIT QUESTIONNAIRE COMMENTS**

1. Overall, how would you describe your satisfaction with your current job? Please give us the reasons for your answer:
  - A1 I just started a new job (telemarketing) so I don't know how it is going to go.
  - A2 Flexibility
  - A3 I like the flex hours.
  - A4 No career path, part-time
  - A5 Working part-time security a little tenuous. Need to pass chauffeurs license. Car does not pass test.
  - A6 Not getting enough hours
  - A7 It's only temporary.
  
2. What is the most important change your employer could make to increase your satisfaction with your job?
  - A1 More money
  - A2 Respected as a valuable employee
  - A3 More hours
  - A4 Expand responsibilities
  - A5 More on the job training by full-time staff
  - A6 More hours
  - A7 More money and hours
  
3. Please fill in your (current/former) occupation:
  - A1 Telemarketer/temp/cook
  - A2 Car hop & sales
  - A3 Banquet server and home health care

ICSW HUMAN RESOURCE FOCUS GROUP STUDY  
EXIT QUESTIONNAIRE COMMENTS  
Des Moines, IA - November 15, 2001 - Group A  
(continued)

- A4 Spanish Interpreter and Translator
- A5 Shelter advocate – Family Violence Center
- A6 Accounting – general clerical
- A7 Walmart clerk

12. We would welcome any additional comments that you have:

- A1 (no comment)
- A2 Wish people would respect employees.
- A3 (no comment)
- A4 (no comment)
- A5 (no comment)
- A6 Not being given adequate hours has, of course, lowered standard of living. Age discrimination is alive and well.
- A7 Guaranteed hours.

**ICSW HUMAN RESOURCE FOCUS GROUP STUDY**  
**Des Moines, IA - November 15, 2001 - Group B**  
**EXIT QUESTIONNAIRE COMMENTS**

1. Overall, how would you describe your satisfaction with your current job? Please give us the reasons for your answer:
  - B1 Can be flexible on hours/days worked.
  - B2 Work when they need me but not every week. Worked well since I was a student.
  - B3 It's part-time, no chance for improvement.
  - B4 Low money, no paid time off at all.
  
2. What is the most important change your employer could make to increase your satisfaction with your job?
  - B1 Health benefits.
  - B2 More hours and add benefits.
  - B3 Full-time position.
  - B4 Give some benefits.
  
3. Please fill in your (current/former) occupation:
  - B1 R J Reynolds Tobacco Company
  - B2 Standardized Patient
  - B3 Human Services
  - B4 Office Administrator
  
12. We would welcome any additional comments that you have:
  - B1 (no comment)
  - B2 I am looking for a full-time job since I am in the process of changing careers.
  - B3 I feel that I am in a very unfair employment situation. I've lived in Des Moines, Iowa 48 years and I feel that this state owes me more opportunities.
  - B4 (no comment)