

2019

Workplace Study



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2251 Tower Drive West
Stillwater, MN 55082
tel 651.439.1554
fax 651.439.1564

www.readexresearch.com

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The findings cited in this report are based on a survey sponsored by the National Pest Management Association (NPMA) and *Pest Control Technology (PCT)*. The purpose of this research project was to gather information regarding workplace environment in the pest control industry.

The survey sample included:

- 38,745 emailable contacts in NPMA's membership list and *PCT's* subscriber list, in the United States and Canada, excluding those with titles of executive, owner, partner, or president
- individuals who received the survey invitation forwarded to them from their company's executive, owner, partner, or president

The online survey was designed jointly by NPMA, *PCT*, and Readex. Development and hosting of the survey website, emailing of survey invitations, and cleaning/tabulation of survey responses were handled by Readex.

On December 3, 2019, Readex contacted all sample members via an email in the name of NPMA's CEO and *PCT's* publisher, which included a link to the survey, asking for their participation in the study. As an incentive to participate, respondents were able to enter into a drawing for a chance to win one of three \$100 Visa gift cards. It was also mentioned that results from the survey would be published in an upcoming issue of *PCT* and at future meetings held by NPMA.

Reminder emails were sent on December 6 and 10 to those with deliverable email addresses who had not yet responded. Also, on December 11, NPMA promoted a generic survey link with owners, state partners, and distributors on their list in the pest control industry, asking them to forward the survey to their employees.

The survey was closed for tabulation on December 16, 2019, with 1,837 responses from direct email invitations (5% response rate), and another 116 from a pass-along method. To accurately represent the audience of interest, the results are based on the 1,399 individuals who indicated their role being other than owner/executive within the pest control industry. As with any research, the results should be interpreted with the potential of non-response bias in mind. It is unknown how those who responded to the survey may be different from those who did not

PURPOSE AND METHOD

respond. In general, the higher the response rate, the lower the probability of estimation errors due to non-response and thus, the more stable the results.

The margin of error for percentages based on the 1,399 individuals representing the technicians and service personnel within the pest control industry is ± 2.6 percentage points at the 95% confidence level. The margin of error for percentages based on smaller sample sizes will be larger.

PURPOSE AND METHOD

Readex Research is a nationally recognized independent research company located in Stillwater, Minnesota. Its roots are in survey research for the magazine publishing industry, but specialization in conducting high-quality survey research (by mail and/or the Internet) has brought clients from many other markets, including associations, corporate marketers and communicators, and government agencies. Since its founding in 1947, Readex has completed thousands of surveys for hundreds of different clients.

As a full-service survey research supplier, Readex offers professional services, and in-house processing of all phases of each project (traditional mailing, broadcast emailing, and data processing) to ensure complete control over project quality and schedule. Analytical capabilities include a range of multivariate statistics and modeling techniques in addition to the more traditional stub-and-banner tabulations.

This survey was conducted and this report was prepared by Readex in accordance with accepted research standards and practices.

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DATA TABLES

Data Interpretation

In addition to percentages, three summary statistics may be presented in this report for numeric variables.

A **mean** is the arithmetic average of a distribution (i.e., a set of values). Because it is arithmetically calculated, it can be multiplied by the population represented to present a total volume estimate. For example, if 100 survey respondents (representing 10,000 people in the population) reported mean expenditures of \$100 each, total expenditures for that population are estimated as $10,000 \times \$100 = \$1,000,000$. Means are very much influenced by extremely large or extremely small values in the distribution (e.g., one millionaire can substantially raise an estimate of average income).

Means for grouped data are calculated using the midpoint of each range. The lowest-valued group is represented by its largest value; the highest-valued group by its lowest.

The **standard error** measures the variability associated with the survey's estimate of a population mean. The standard error is analogous to the margin of error associated with percentages: that is, 95% of the time we expect the true (unknown) population mean to be within plus-or-minus two standard errors of the mean calculated from the sample. A standard error that is large in proportion to the mean indicates a high level of statistical instability; trending and projections against such estimates should be undertaken cautiously.

A **median** is the value that lies at the middle of a distribution: that is, 50% of the values are above it and 50% are below. It represents the "typical" response, and is not influenced by extreme values. For most distributions, the median will be either roughly equal to, or significantly smaller than the mean.

Medians for grouped data are calculated by locating the group which contains the 50th percentile, then interpolating between the lower and upper bounds to estimate the precise value. Only the values listed *above* the statistics on a data table are used in the calculations.

Tables may have **statistical significance testing** enabled, comparing means and proportions between selected columns. Z-scores for differences are calculated where both tabulation bases are ≥ 30 , assuming the statistics are derived from sufficiently large unweighted probability samples drawn from much larger independent populations. Differences found significant at the 95% confidence level are reported by appearance of one or more letters under the result, indicating from which tested column(s) to the left that statistic differs (if any).

When assumptions are met, significance testing accounts for the effect of sampling error on comparisons; if all assumptions are not met, the reader is advised to use test results cautiously. If results have been unit weighted, the statistical testing should be viewed only as a general guideline to highlighting potential differences. Effects of other potential sources of imprecision (nonresponse bias, item reliability, respondent error, etc.) are not similarly quantifiable, and may be of greater magnitude than sampling error.

TABLE 000 page 1

Key to Tables

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives	1399	1086	284
margin of error at 95% confidence (percentage points):	±2.6	±2.9	±5.7

**The margin of error for results based on fewer than 30 responses cannot be meaningfully calculated and the results are considered statistically unstable.*

Segment	Description
TOTAL	all respondents
GENDER	those indicating their gender as:
male	male
female	female

TABLE 001 page 1

Role

1. What best describes your role at your current primary place of employment in the pest control industry?

	TOTAL	-----GENDER-----	
		male	female
base: all respondents	1953 100%	1086 100%	284 100%
Owner/Executive	432 22%	0 0%	0 0%
Technician	397 20%	352 32%	38 13%
General Manager	175 9%	145 13%	25 9%
Branch Manager	145 7%	135 12%	9 3%
Administrative	143 7%	52 5%	87 31%
Service Manager	116 6%	104 10%	8 3%
Sales Representative	111 6%	83 8%	26 9%
Service Supervisor	107 5%	100 9%	6 2%
Technical Director	89 5%	76 7%	12 4%
Office Supervisor	48 2%	6 1%	42 15%
Customer Service Representative	40 2%	9 1%	29 10%
WDO Inspector	23 1%	19 2%	2 1%
WDO Technician	5 0%	5 0%	0 0%
not currently employed in the pest control industry	122 6%	0 0%	0 0%
no answer	0 0%	0 0%	0 0%

TABLE 002 page 1

Place of Employment

2. Which of the following best describes your current place of employment?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives	1399 100%	1086 100%	284 100%
independent/family owned business	795 57%	590 54%	189 67%
business owned by another parent company	243 17%	201 19%	36 13%
publicly traded business	163 12%	140 13%	23 8%
franchise business	56 4%	45 4%	10 4%
other	140 10%	109 10%	26 9%
no answer	2 0%	1 0%	0 0%

TABLE 003 page 1

Years at Current Place of Employment

3. How many years have you worked at your current place of employment?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives	1399 100%	1086 100%	284 100%
25 or more	162 12%	133 12%	25 9%
20 - 24	74 5%	60 6%	11 4%
15 - 19	134 10%	103 9%	30 11%
10 - 14	186 13%	154 14%	29 10%
5 - 9	292 21%	225 21%	61 21%
1 - 4	369 26%	271 25%	92 32%
less than 1	179 13%	138 13%	35 12%
mean:	9.9	10.2	8.9
standard error:	0.22	0.25	0.46
median:	8	8	6
no answer	3 0%	2 0%	1 0%

TABLE 004 page 1

Hours Worked in Typical Week

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

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives	1399 100%	1086 100%	284 100%
80 or more	5 0%	4 0%	0 0%
70 - 79	17 1%	16 1%	1 0%
60 - 69	78 6%	69 6%	9 3%
50 - 59	308 22%	274 25%	31 11%
45 - 49	357 26%	297 27%	53 19%
41 - 44	233 17%	167 15%	56 20%
40	259 19%	166 15%	89 31%
35 - 39	48 3%	32 3%	16 6%
30 - 34	26 2%	16 1%	10 4%
20 - 29	22 2%	13 1%	9 3%
10 - 19	18 1%	15 1%	2 1%
less than 10	28 2%	17 2%	8 3%
mean:	46.4	47.4	42.8
standard error:	0.28	0.32	0.57
median:	46	47	42
no answer	0 0%	0 0%	0 0%

TABLE 005 page 1

Preferred Work Scenario

5. Thinking about the hours you typically work and your income, which of these scenarios would you prefer?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives	1399 100%	1086 100%	284 100%
work more hours and receive more income	437 31%	351 32%	81 29%
no change (current hours and income)	892 64%	680 63%	191 67%
work fewer hours and receive less income	62 4%	49 5%	10 4%
no answer	8 1%	6 1%	2 1%

TABLE 006 page 1

Type of Compensation Received

6. Which of the following describes the type of compensation you receive?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives (multiple answers)	1399 100%	1086 100%	284 100%
salary	825 59%	664 61%	145 51%
hourly wage	439 31%	310 29%	124 44%
commission	415 30%	360 33%	49 17%
bonus	373 27%	314 29%	53 19%
other	69 5%	57 5%	9 3%
indicated at least one	1397 100%	1084 100%	284 100%
indicated none	2 0%	2 0%	0 0%

TABLE 007 page 1

Employee Benefits

7. Which of the following employee benefits offered by your employer are you currently eligible to receive?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives (multiple answers)	1399 100%	1086 100%	284 100%
vacation/PTO	1197 86%	931 86%	243 86%
medical insurance	1159 83%	904 83%	232 82%
retirement plan	993 71%	787 72%	190 67%
life insurance	957 68%	756 70%	182 64%
indicated at least one	1291 92%	1008 93%	258 91%
none of these	101 7%	72 7%	25 9%
no answer	7 1%	6 1%	1 0%

TABLE 008 page 1

Change in Income

8. Compared to five years ago, how has your income changed?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives	1399 100%	1086 100%	284 100%
increased significantly	393 28%	298 27%	84 30%
increased somewhat	656 47%	522 48%	128 45%
no change	146 10%	110 10%	29 10%
decreased somewhat	118 8%	94 9%	23 8%
decreased significantly	80 6%	58 5%	18 6%
no answer	6 0%	4 0%	2 1%

TABLE 009 page 1

Match Between Job Responsibilities and Professional Skills/Training

9. How well do you feel your job responsibilities match your professional skills and training?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives	1399 100%	1086 100%	284 100%
my job responsibilities are <u>beyond</u> my professional skills and training	72 5%	60 6%	10 4%
good match	1074 77%	827 76%	226 80%
my job responsibilities are <u>below</u> my professional skills and training	251 18%	198 18%	47 17%
no answer	2 0%	1 0%	1 0%

TABLE 010 page 1

Importance of Advancing Career

10. How important to you is it that you advance in your career over time?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives	1399 100%	1086 100%	284 100%
5 - very important	784 56%	624 57%	145 51%
4	352 25%	262 24%	82 29%
3	183 13%	139 13%	41 14%
2	42 3%	31 3%	11 4%
1 - not at all important	34 2%	26 2%	5 2%
mean:	4.3	4.3	4.2
standard error:	0.03	0.03	0.06
TOP 2	1136 81%	886 82%	227 80%
no answer	4 0%	4 0%	0 0%

TABLE 011 page 1

Importance of Regular Communication with Employer

11. How important to you is it that your employer communicates with you on a regular basis?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the pest control industry excluding owners/executives	1399 100%	1086 100%	284 100%
5 - very important	909 65%	687 63%	207 73%
4	283 20%	231 21%	47 17%
3	138 10%	110 10%	23 8%
2	35 3%	29 3%	6 2%
1 - not at all important	16 1%	14 1%	0 0%
mean:	4.5	4.4	4.6
standard error:	0.02	0.03	0.04
TOP 2	1192 85%	918 85%	254 89%
no answer	18 1%	15 1%	1 0%

TABLE 012 page 1

Satisfaction with Aspects of Job: Satisfied Summary

12. What is your level of satisfaction with each of the following aspects of your job?

	TOTAL	-----GENDER-----	
		male	female
SATISFIED SUMMARY (rated +1 or +2 on a 5-point scale where +2 = very satisfied and -2 = very dissatisfied)			
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
physical safety conditions	1188 85%	917 84%	248 87%
job security	1127 81%	871 80%	233 82%
recognition received for my work	851 61%	662 61%	174 61%
workload required/expected	785 56%	612 56%	158 56%
promotion opportunities	704 50%	547 50%	145 51%
amount of on-the-job stress	641 46%	488 45%	141 50%
indicated at least one	1330 95%	1030 95%	272 96%
indicated none	69 5%	56 5%	12 4%

TABLE 013 page 1

Satisfaction with Aspects of Job: Dissatisfied Summary

12. What is your level of satisfaction with each of the following aspects of your job?

	TOTAL	-----GENDER-----	
		male	female
DISSATISFIED SUMMARY (rated -1 or -2 on a 5-point scale where +2 = very satisfied and -2 = very dissatisfied)			
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
amount of on-the-job stress	340 24%	262 24%	69 24%
workload required/expected	247 18%	187 17%	51 18%
recognition received for my work	246 18%	187 17%	53 19%
promotion opportunities	243 17%	181 17%	55 19%
job security	88 6%	66 6%	21 7%
physical safety conditions	59 4%	48 4%	10 4%
indicated at least one	572 41%	444 41%	114 40%
indicated none	827 59%	642 59%	170 60%

TABLE 014 page 1

Satisfaction with Aspects of Job: Amount of On-The-Job Stress

12. What is your level of satisfaction with each of the following aspects of your job?

	TOTAL	-----GENDER-----	
		male	female
AMOUNT OF ON-THE-JOB STRESS			
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
+2 - very satisfied	237 17%	184 17%	44 15%
+1	404 29%	304 28%	97 34%
0	416 30%	334 31%	74 26%
-1	250 18%	193 18%	50 18%
-2 - very dissatisfied	90 6%	69 6%	19 7%
mean:	0.3	0.3	0.3
standard error:	0.03	0.03	0.07
no answer	2 0%	2 0%	0 0%

TABLE 015 page 1

Satisfaction with Aspects of Job: Job Security

12. What is your level of satisfaction with each of the following aspects of your job?

	TOTAL	-----GENDER-----	
		male	female
JOB SECURITY			
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
+2 - very satisfied	669 48%	519 48%	137 48%
+1	458 33%	352 32%	96 34%
0	181 13%	147 14%	29 10%
-1	64 5%	50 5%	14 5%
-2 - very dissatisfied	24 2%	16 1%	7 2%
mean:	1.2	1.2	1.2
standard error:	0.03	0.03	0.06
no answer	3 0%	2 0%	1 0%

TABLE 016 page 1

Satisfaction with Aspects of Job: Physical Safety Conditions

12. What is your level of satisfaction with each of the following aspects of your job?

	TOTAL	-----GENDER-----	
		male	female
PHYSICAL SAFETY CONDITIONS			
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
+2 - very satisfied	782 56%	587 54%	178 63%
+1	406 29%	330 30%	70 25%
0	146 10%	117 11%	24 8%
-1	46 3%	39 4%	6 2%
-2 - very dissatisfied	13 1%	9 1%	4 1%
mean:	1.4	1.3	1.5
standard error:	0.02	0.03	0.05
no answer	6 0%	4 0%	2 1%

TABLE 017 page 1

Satisfaction with Aspects of Job: Promotion Opportunities

12. What is your level of satisfaction with each of the following aspects of your job?

	TOTAL	-----GENDER-----	
		male	female
PROMOTION OPPORTUNITIES			
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
+2 - very satisfied	325 23%	253 23%	66 23%
+1	379 27%	294 27%	79 28%
0	449 32%	355 33%	84 30%
-1	145 10%	109 10%	32 11%
-2 - very dissatisfied	98 7%	72 7%	23 8%
mean:	0.5	0.5	0.5
standard error:	0.03	0.03	0.07
no answer	3 0%	3 0%	0 0%

TABLE 018 page 1

Satisfaction with Aspects of Job: Recognition Received for My Work

12. What is your level of satisfaction with each of the following aspects of your job?

	TOTAL	-----GENDER-----	
		male	female
RECOGNITION RECEIVED FOR MY WORK			
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
+2 - very satisfied	407 29%	311 29%	89 31%
+1	444 32%	351 32%	85 30%
0	300 21%	235 22%	57 20%
-1	145 10%	110 10%	33 12%
-2 - very dissatisfied	101 7%	77 7%	20 7%
mean:	0.7	0.7	0.7
standard error:	0.03	0.04	0.07
no answer	2 0%	2 0%	0 0%

TABLE 019 page 1

Satisfaction with Aspects of Job: Workload Required/Expected

12. What is your level of satisfaction with each of the following aspects of your job?

	TOTAL	-----GENDER-----	
		male	female
WORKLOAD REQUIRED/EXPECTED			
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
+2 - very satisfied	341 24%	255 23%	76 27%
+1	444 32%	357 33%	82 29%
0	364 26%	284 26%	75 26%
-1	160 11%	118 11%	36 13%
-2 - very dissatisfied	87 6%	69 6%	15 5%
mean:	0.6	0.6	0.6
standard error:	0.03	0.03	0.07
no answer	3 0%	3 0%	0 0%

TABLE 020 page 1

Overall Satisfaction: Boss or Immediate Supervisor

13. What is your overall level of satisfaction with your supervisor/coworkers at your job?

	TOTAL	-----GENDER-----	
		male	female
BOSS OR IMMEDIATE SUPERVISOR			
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
+2 - very satisfied	675 48%	520 48%	142 50%
+1	385 28%	295 27%	82 29%
0	192 14%	159 15%	30 11%
-1	74 5%	58 5%	15 5%
-2 - very dissatisfied	56 4%	42 4%	11 4%
mean:	1.1	1.1	1.2
standard error:	0.03	0.03	0.06
TOP 2	1060 76%	815 75%	224 79%
BOTTOM 2	130 9%	100 9%	26 9%
no answer	17 1%	12 1%	4 1%

TABLE 021 page 1

Overall Satisfaction: Coworkers

13. What is your overall level of satisfaction with your supervisor/coworkers at your job?

	TOTAL	-----GENDER-----	
		male	female
COWORKERS (WORK RELATIONS, PERFORMANCE, ETC.)			
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
+2 - very satisfied	519 37%	397 37%	110 39%
+1	539 39%	430 40%	100 35%
0	237 17%	186 17%	44 15%
-1	64 5%	46 4%	18 6%
-2 - very dissatisfied	22 2%	14 1%	7 2%
mean:	1.1	1.1	1.0
standard error:	0.03	0.03	0.06
TOP 2	1058 76%	827 76%	210 74%
BOTTOM 2	86 6%	60 6%	25 9%
no answer	18 1%	13 1%	5 2%

TABLE 022 page 1

Overall Job Satisfaction

14. What is your overall job satisfaction?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
+2 - very satisfied	558 40%	438 40%	109 38%
+1	598 43%	461 42%	125 44%
0	158 11%	124 11%	32 11%
-1	60 4%	44 4%	13 5%
-2 - very dissatisfied	22 2%	18 2%	3 1%
mean:	1.2	1.2	1.1
standard error:	0.02	0.03	0.05
TOP 2	1156 83%	899 83%	234 82%
BOTTOM 2	82 6%	62 6%	16 6%
no answer	3 0%	1 0%	2 1%

TABLE 023 page 1

Likelihood of Staying at Current Job for Three More Years

15. How likely are you to stay at your current job for another three years?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
5 - very likely	813 58%	628 58%	169 60%
4	240 17%	189 17%	47 17%
3	176 13%	128 12%	42 15%
2	81 6%	66 6%	14 5%
1 - not at all likely	75 5%	62 6%	11 4%
mean:	4.2	4.2	4.2
standard error:	0.03	0.04	0.07
TOP 2	1053 75%	817 75%	216 76%
no answer	14 1%	13 1%	1 0%

TABLE 024 page 1

General Feeling on Job

16. Overall, which of the following statements best describes the way you generally feel about your job?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
it gives me a sense of identity	775 55%	635 58%	131 46%
it's just what I do for a living	379 27%	275 25%	91 32%
other	243 17%	174 16%	62 22%
no answer	2 0%	2 0%	0 0%

TABLE 025 page 1

Staffing Levels

17. Overall, which of the following best describes the staffing levels at your current place of employment?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
overstaffed: too many employees/ staff for the amount of work that needs to be done	33 2%	27 2%	6 2%
about the right number of employees/staff	758 54%	577 53%	164 58%
understaffed: too few employees for the amount of work that needs to be done	522 37%	409 38%	103 36%
not sure	81 6%	68 6%	11 4%
no answer	5 0%	5 0%	0 0%

TABLE 026 page 1

Likelihood of Job Being Eliminated By New Technology

18. In your opinion, how likely is it that your current job will be eliminated within the next three years as a result of new technology (such as automation, robots, or artificial intelligence)?

	TOTAL	-----GENDER----- male female	
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
5 - very likely	22 2%	14 1%	7 2%
4	38 3%	27 2%	9 3%
3	105 8%	80 7%	25 9%
2	264 19%	196 18%	63 22%
1 - not at all likely	964 69%	763 70%	180 63%
mean:	1.5	1.5	1.6
standard error:	0.02	0.03	0.06
TOP 2	60 4%	41 4%	16 6%
no answer	6 0%	6 1%	0 0%

TABLE 027 page 1

Effect of Immigration on Place of Employment

19. In your opinion, what effect has immigration had on your place of employment?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
positive	104 7%	80 7%	23 8%
no effect	1025 73%	797 73%	213 75%
negative	59 4%	54 5%	2 1%
not sure	160 11%	123 11%	32 11%
prefer not to answer	50 4%	32 3%	13 5%
no answer	1 0%	0 0%	1 0%

TABLE 028 page 1

Proportion Feeling Discriminated Because of Gender

20. Did you ever feel that you were passed over for an opportunity at work, such as promotion or a raise, because of your gender?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
yes	90 6%	32 3%	56 20%
no	1200 86%	991 91%	192 68%
not sure	72 5%	45 4%	24 8%
prefer not to answer	30 2%	11 1%	12 4%
no answer	7 1%	7 1%	0 0%

TABLE 029 page 1

Education

21. What is the highest level of education you completed?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
Ph.D./Doctorate	12 1%	10 1%	2 1%
master's degree	79 6%	55 5%	20 7%
bachelor's degree	318 23%	239 22%	73 26%
associate's degree	175 13%	133 12%	39 14%
some college	455 33%	365 34%	82 29%
vocational/trade school	76 5%	61 6%	12 4%
high school diploma/GED	268 19%	210 19%	53 19%
less than high school/GED	15 1%	13 1%	2 1%
no answer	1 0%	0 0%	1 0%

TABLE 030 page 1

Age

22. What is your age?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
75 or older	6 0%	5 0%	0 0%
65 - 74	71 5%	63 6%	7 2%
55 - 64	336 24%	270 25%	59 21%
45 - 54	364 26%	291 27%	68 24%
35 - 44	367 26%	272 25%	89 31%
25 - 34	218 16%	163 15%	51 18%
under 25	32 2%	21 2%	8 3%
mean:	47.2	47.8	45.1
standard error:	0.32	0.36	0.68
median:	47	48	44
no answer	5 0%	1 0%	2 1%

TABLE 031 page 1

Gender

23. What is your gender?

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
male	1086 78%	1086 100%	0 0%
female	284 20%	0 0%	284 100%
other	1 0%	0 0%	0 0%
prefer not to say	25 2%	0 0%	0 0%
no answer	3 0%	0 0%	0 0%

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TABLE 032 page 1

Invitation Method [Based on Employed Respondents Who Are Not Owners/Executives]

	TOTAL	-----GENDER-----	
		male	female
base: those currently employed in the past control industry excluding owners/executives	1399 100%	1086 100%	284 100%
email	1349 96%	1054 97%	266 94%
generic link	50 4%	32 3%	18 6%

TABLE 033 page 1

Invitation Method [Based on All Respondents]

	TOTAL	-----GENDER-----	
		male	female
base: all respondents	1953 100%	1086 100%	284 100%
email	1837 94%	1054 97%	266 94%
generic link	116 6%	32 3%	18 6%