Communication Technology
Implications for Work and Well-Being

American Psychological Association
with Harris Interactive

September 2013
Methodology

• The Work-Related Communication Technology Survey was conducted online within the United States by Harris Interactive on behalf of the American Psychological Association between July 31 and August 2, 2013 among 1,084 employed adults aged 18+.

• Results were weighted as needed for age, sex, race/ethnicity, education, region and household income. Propensity score weighting was also used to adjust for respondents’ propensity to be online.

• Respondents for this survey were selected from among those who have agreed to participate in Harris Interactive surveys. Because the sample is based on those who were invited to participate in the Harris Interactive online research panel, no estimates of theoretical sampling error can be calculated.
Executive Summary

• How Often Are Employees Checking Work Messages?
  – More than half of employed adults (53 percent) say they check work messages (e.g., email, text messages, voicemail) at least daily over the weekend.
  – A similar percentage (52 percent) report that they check work messages at least once a day during non-work hours on workdays.
  – Additionally, more than one in ten report checking messages at least hourly over the weekend (14 percent) and during non-work hours (16 percent).
  – More than four in ten employed adults (44 percent) say they check work messages at least once a day while on vacation and more than half (54 percent) report checking their work messages at least daily even when home sick.
  – Additionally, 11 percent report checking their messages at least hourly while on vacation and 13 percent say they check their work messages hourly or more, even when they have called in sick.
Executive Summary

• Positive Impact of Communication Technology
  – A majority of working Americans (56 percent) report that work-related communication technology (e.g., email, text messaging, voicemail) allows them to be more productive and makes it easier for them to get their work done.
  – A similar number (53 percent) say these tools provide them with more flexibility in when or where they do their work and more than one-third (36 percent) report that the use of these technologies helps improve the fit between their work and non-work lives.
  – Additionally, almost half of employed Americans (49 percent) say that communication technology has a positive impact on their relationships at work.

• Negative Impact of Communication Technology
  – Despite the clear advantages that technology brings to the workplace, 36 percent of employees report that rather than lighten their workload, communication technology increases the quantity of work. Additionally, almost a quarter of working Americans (23 percent) say that communication technology forces them to work faster.
  – Today’s “always on” culture makes it more difficult to disconnect from work, with more than a third of working Americans reporting that communication technology makes it more difficult for them to stop thinking about work (34 percent) and take a break from work (35 percent).
Executive Summary

• Work-Life Balance and Engagement
  – Almost eight in ten working Americans (79 percent) say their work and personal time should be separate, and 71 percent say they have control over whether or not they do work outside of normal work hours.
  – Just over half of employees report that their supervisor supports their work-life balance (57 percent) and that their organization values work-life balance (55 percent).
  – Despite this relative lack of support, approximately seven in ten say their job fits well with the other areas of their life (69 percent) and report that they are satisfied with both their work life (65 percent) and non-work life (71 percent).
  – Feeling energized by work and finding it meaningful are two important aspects of work engagement. Only 56 percent of working Americans report being energized by their work, while a higher percentage (70 percent) say the work they do is meaningful.
Executive Summary

• Work-Related Communication Technology – Men vs. Women
  – When it comes to being connected to work, men report checking their work messages more often than women across the board.
    • On work days, 84 percent of men say they check their messages at least once a day, compared to 75 percent of women and 57 percent check at least daily outside of normal work hours, compared to less than half (47 percent) of women.
    • Similarly, men are more likely than women to say they check work-related messages at least daily over the weekend (59 percent vs. 45 percent), while on vacation (49 percent vs. 37 percent) and on sick days (59 percent vs. 48 percent).
  – Men and women are similar, when it comes to reporting the positive effects of work-related communication technology.
    • Men are slightly more likely to say that these tools give them more work flexibility (56 percent vs. 50 percent) and positively affect their work relationships (51 percent vs. 46 percent).
  – Men are slightly more likely than women to report certain negative effects of work-related communication technology.
    • Men are more likely to say that work-related communication technology increases the amount (38 percent vs. 34 percent) and pace (24 percent vs. 21 percent) of work and makes it more difficult to stop thinking about work (36 percent vs. 31 percent).
    • Similarly, men are more likely to report that these tools cause work-life conflict (26 percent vs. 20 percent) and have a negative impact on their relationships outside of work (20 percent vs. 14 percent).
Executive Summary

• Work-Life Balance and Engagement – Men vs. Women

– Women are slightly more likely than men to say they prefer to keep work and personal time separate (81 percent vs. 76 percent) and to report that their organization values and supervisor supports work-life balance (57 percent vs. 53 percent and 59 percent vs. 56 percent, respectively).

– Similarly, women are somewhat more likely than men to report being satisfied with their non-work life (74 percent vs. 68 percent).

– Men and women report similar levels of work engagement, with more than half (56 percent) reporting being energized by their work and approximately seven in ten saying they find their work meaningful (71 percent vs. 69 percent).
Executive Summary

• Work-Related Communication Technology by Age Group
  – Younger employees are more likely to check their work-related messages at least once each day, compared to those in older age groups.
    • Roughly six out of ten employees age 18-34 say they check their messages at least daily during non-work hours (60 percent), over the weekend (62 percent) and on sick days (64 percent), compared to just 43 percent of employees age 45-54.
    • Similarly, almost half of employees age 18-34 (49 percent) say they check their work messages at least once each day while on vacation, compared to just 38 percent of workers age 55 and older.
  – Younger workers are also more likely than their older counterparts to say that communication technology positively affects their work life.
    • More than six out of ten employees age 18-34 say that work-related communication technology makes them more productive (63 percent) and makes it easier to get work done (64 percent), compared to just 46 percent and 52 percent, respectively, for employees age 55 and older.
    • Compared to workers 55 and older, employees age 18-34 are more than twice as likely to say that communication technology improves their work-life fit (21 percent vs. 45 percent).
    • Working Americans age 35-44 are the most likely to report that communication technology provides them with added work flexibility (62 percent, compared to 57 percent of workers age 18-34 and 44 percent age 55 and older).
Executive Summary

• Work-Related Communication Technology by Age Group (cont’d)
  – Although younger workers are more likely to report positive aspects of communication technology, they also cite more negatives than their older counterparts.
    • Compared to working Americans age 55 and older, almost three times as many employees age 18-34 say that work-related communication technology forces them to work faster (32 percent vs. 12 percent) and negatively affects their relationships outside of work (25 percent vs. 9 percent).
    • Employees age 18-34 and 35-44 are also much more likely than those 55 and older to say that communication technology causes work-life conflict (28 percent for both 18-34 and 35-44 year olds vs. 14 percent).
    • Of all age groups, more employees 35-44 report having difficulty disconnecting from work, with almost half (48 percent) saying technology makes it harder to stop thinking about work (compared to 37 percent age 18-34 and 26 percent age 55 and up) and more difficult to take a break (45 percent, compared to 40 percent of those age 18-34 and 28 percent age 55 and older).
  – Employees age 35-44 are the most likely to cite a preference for maintaining boundaries between their work and personal time (85 percent), but are also the most likely to report that their organization values and supervisor supports work-life balance (60 percent and 67 percent, respectively).
  – Working Americans age 55 and older report having the most control over whether or not they do work outside of regular office hours, as well as the best work-life fit and the most satisfaction with both their work and non-work life.
  – Employees age 55 and older are also the most likely to report being engaged in their work, with 61 percent saying they feel energized and 85 percent reporting that the work they do is meaningful.
Executive Summary

• Work-Related Communication Technology: Full-Time vs. Part-Time Employees
  – Full-time employees are more likely than part-time employees to say they check their work messages at least daily during regular work hours (85 percent vs. 64 percent), as well as when they are on vacation (45 percent vs. 41 percent) and out sick (56 percent vs. 49 percent).
  – Full-time workers are also more likely than part-time workers to say that communication technology positively affects their work life.
    • More full-time than part-time employees report that communication technology improves their productivity (58 percent vs. 49 percent), makes it easier to get work done (58 percent vs. 49 percent) and gives them more flexibility (56 percent vs. 45 percent).
    • Similarly, full-time workers are more likely to say that these tools have a positive impact on their work relationships (51 percent vs. 40 percent).
  – Although full-time employees are more likely than part time employees to cite positive aspects of work-related communication technology, they also report more negative ramifications across the board.
    • More full-time than part-time workers say these tools increase their workload (38 percent vs. 29 percent), cause work-life conflict (24 percent vs. 17 percent) and have a negative impact on their relationships outside of work (18 percent vs. 11 percent).
    • Additionally, full-time employees are more likely to say that communication technology makes it more difficult for them to take a break from work (38 percent vs. 26 percent).
Executive Summary

• Work-Related Communication Technology: Full-Time vs. Part-Time Employees (cont’d)

  – Compared to part-time employees, full-time employees are more likely to say they have control over whether or not they work outside of normal work hours (73 percent vs. 65 percent), as well as to report being satisfied with their work life (67 percent vs. 58 percent) and non-work life (71 percent vs. 67 percent).

  – More full-time employees than part-time employees also report being engaged in their work, including being energized (57 percent vs. 50 percent) and feeling that their work is meaningful (73 percent vs. 60 percent).

• Predictors of Work-Life Fit and Satisfaction with Work Life

  – Being energized by work and finding it meaningful, as well as having a supportive supervisor, working for an organization that values work-life balance and having control over whether or not to do work-related activities during non-work hours play major roles in how satisfied an employee is with his or her work life and how well it fits with other life demands. In this survey, these five variables were the biggest drivers of work life satisfaction and work-life fit.
Executive Summary

• Expected Tenure

– Three quarters of working Americans report that they plan to stay with their current employer for three years or longer. Fewer than one in ten say they plan to leave in less than a year.

– Employees who say they plan to stay with their current employer for three or more years report checking their work messages more often during work and non-work hours, on weekends, while on vacation and when out sick than those who say they plan to stay with their current employer fewer than three years.

– Those who report that they plan to stay for three years or longer are also more likely to say that they find their work meaningful and energizing, as well as that their organization values and supervisor supports work-life balance.

– Similarly, working Americans with an expected tenure of at least three years are more likely than those with a shorter expected tenure to report having a good work-life fit and being satisfied with their work life.
How Often Are Employees Checking Work Messages?
How Often Employees Check Work Messages

More than half of employed adults (53 percent) say they check work messages (e.g., email, text messages, voicemail) at least daily over the weekend. A similar percentage (52 percent) report that they check work messages at least once a day during non-work hours on workdays. Additionally, more than one in ten report checking messages at least hourly over the weekend (14 percent) and during non-work hours (16 percent).

### Occasions

- **Regular Work Hours:**
  - Constantly: 22%
  - Several Times/Hour: 9%
  - 1x/Hour: 13%
  - Several Times/Day: 25%
  - 1x/Day: 11%
  - <1x/Day: 9%
  - Never: 6%
  - N/A: 5%

- **Non-Work Hours on a Workday:**
  - Constantly: 52%
  - Several Times/Hour: 7%
  - 1x/Hour: 5%
  - Several Times/Day: 21%
  - 1x/Day: 17%
  - <1x/Day: 22%
  - Never: 15%
  - N/A: 9%

- **Weekend:**
  - Constantly: 53%
  - Several Times/Hour: 4%
  - 1x/Hour: 7%
  - Several Times/Day: 23%
  - 1x/Day: 14%
  - <1x/Day: 24%
  - Never: 9%
  - N/A: 2%
How Often Employees Check Work Messages

More than four in ten employed adults (44 percent) say they check work messages at least once a day while on vacation and more than half (54 percent) report checking their work messages at least daily even when home sick. Additionally, 11 percent report checking their messages at least hourly while on vacation and 13 percent say they check their work messages hourly or more, even when they have called in sick.

<table>
<thead>
<tr>
<th></th>
<th>Constantly</th>
<th>Several Times/Hour</th>
<th>1x/Hour</th>
<th>Several Times/Day</th>
<th>1x/Day</th>
<th>&lt;1x/Day</th>
<th>Never</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacation</td>
<td>6%</td>
<td>2%</td>
<td>3%</td>
<td>16%</td>
<td>17%</td>
<td>18%</td>
<td>28%</td>
<td>10%</td>
</tr>
<tr>
<td>Sick Days</td>
<td>6%</td>
<td>4%</td>
<td>4%</td>
<td>24%</td>
<td>17%</td>
<td>9%</td>
<td>25%</td>
<td>12%</td>
</tr>
</tbody>
</table>

BASE: Employed Adults 18+  n=1,084
Please indicate how often, if ever, you typically check your work messages (e.g., email, text messages, voicemail) during each of the following occasions.
The Impact of Work-Related Communication Technology
Positive Impact of Communication Technology

A majority of working Americans (56 percent) report that work-related communication technology (e.g., email, text messaging, voicemail) allows them to be more productive and makes it easier for them to get their work done. A similar number (53 percent) say these tools provide them with more flexibility in when or where they do their work and more than one-third (36 percent) report that the use of these technologies helps improve the fit between their work and non-work lives. Additionally, almost half of employed Americans (49 percent) say that communication technology has a positive impact on their relationships at work.

BASE: Employed Adults 18+   n=1,084
Please indicate how strongly you agree or disagree with each of the following statements about work-related communication technologies (e.g., email, text messaging, voicemail).
Negative Impact of Communication Technology

Despite the clear advantages that technology brings to the workplace, 36 percent of employees report that rather than lighten their workload, communication technology increases the quantity of work. Additionally, almost a quarter of working Americans (23 percent) say that communication technology forces them to work faster. Today’s “always on” culture makes it more difficult to disconnect from work, with more than a third of working Americans reporting that communication technology makes it more difficult for them to stop thinking about work (34 percent) and take a break from work (35 percent).

BASE: Employed Adults 18+  n=1,084
Please indicate how strongly you agree or disagree with each of the following statements about work-related communication technologies (e.g., email, text messaging, voicemail).
Work-Life Balance

Almost eight in ten working Americans (79 percent) say their work and personal time should be separate and 71 percent say they do have control over whether or not they do work outside of normal work hours. Just over half of employees report that their supervisor supports their work-life balance (57 percent) and that their organization values work-life balance (55 percent). Despite this relative lack of support, approximately seven in ten say their job fits well with the other areas of their life (69 percent) and report that they are satisfied with both their work life (65 percent) and non-work life (71 percent).

% Strongly Agree / Agree

- My work time and personal time should be separate. 79%
- I have control over whether or not I do work-related activities during non-work hours. 71%
- My organization values work-life balance. 55%
- My supervisor is supportive of my work-life balance. 57%
- My job fits well with the other areas of my life. 69%
- I am satisfied with my work life. 65%
- I am satisfied with my non-work life. 71%

BASE: Employed Adults 18+ n=1,084
Please indicate how strongly you agree or disagree with each of the following statements about your work life.
Employee Engagement

Feeling energized by work and finding it meaningful are two important aspects of work engagement. Only 56 percent of working Americans report being energized by their work, while a higher percentage (70 percent) say the work they do is meaningful.

**% Strongly Agree / Agree**

- I am energized by the work I do. 56%
- The work I do is meaningful. 70%

BASE: Employed Adults 18+  n=1,084
Please indicate how strongly you agree or disagree with each of the following statements about your work life.
Work-Related Communication Technology

Gender Differences
Use of Work-Related Communication Technology

Men vs. Women

When it comes to being connected to work, men report checking their work messages more often than women across the board. On work days, 84 percent of men say they check their messages at least once a day, compared to 75 percent of women and 57 percent check at least daily outside of normal work hours, compared to less than half (47 percent) of women. Similarly, men are more likely than women to say they check work-related messages at least daily over the weekend (59 percent vs. 45 percent), while on vacation (49 percent vs. 37 percent) and on sick days (59 percent vs. 48 percent).

% Checking Work Messages at Least Once a Day

<table>
<thead>
<tr>
<th></th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>During regular work hours</td>
<td>84%</td>
<td>75%</td>
</tr>
<tr>
<td>During non-work hours on a workday</td>
<td>57%</td>
<td>47%</td>
</tr>
<tr>
<td>Over the weekend</td>
<td>59%</td>
<td>45%</td>
</tr>
<tr>
<td>On vacation days</td>
<td>49%</td>
<td>37%</td>
</tr>
<tr>
<td>On sick days</td>
<td>59%</td>
<td>48%</td>
</tr>
</tbody>
</table>

BASE: Employed Adults 18+  n=1,084
Please indicate how often, if ever, you typically check your work messages (e.g., email, text messages, voicemail) during each of the following occasions.
Positive Impact of Communication Technology

Men vs. Women

Men and women are similar, when it comes to reporting the positive effects of work-related communication technology, with men being slightly more likely to say that these tools give them more work flexibility (56 percent vs. 50 percent) and positively affect their work relationships (51 percent vs. 46 percent).

% Strongly Agree / Agree

<table>
<thead>
<tr>
<th>Statement</th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Makes me more productive</td>
<td>57%</td>
<td>54%</td>
</tr>
<tr>
<td>Makes it easier to get work done</td>
<td>57%</td>
<td>56%</td>
</tr>
<tr>
<td>Gives me more work flexibility</td>
<td>56%</td>
<td>50%</td>
</tr>
<tr>
<td>Improves my work-life fit</td>
<td>35%</td>
<td>37%</td>
</tr>
<tr>
<td>Has a positive impact on my work relationships</td>
<td>51%</td>
<td>46%</td>
</tr>
</tbody>
</table>

BASE: Employed Adults 18+  n=1,084

Please indicate how strongly you agree or disagree with each of the following statements about work-related communication technologies (e.g., email, text messaging, voicemail).
Men are slightly more likely than women to say that work-related communication technology increases the amount (38 percent vs. 34 percent) and pace (24 percent vs. 21 percent) of work and makes it more difficult to stop thinking about work (36 percent vs. 31 percent). Similarly, men are more likely to report that these tools cause work-life conflict (26 percent vs. 20 percent) and have a negative impact on their relationships outside of work (20 percent vs. 14 percent).

% Strongly Agree / Agree

<table>
<thead>
<tr>
<th>Statement</th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forces me to work faster</td>
<td>24%</td>
<td>21%</td>
</tr>
<tr>
<td>Increases my workload</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intrudes into my home life or personal time</td>
<td>29%</td>
<td>31%</td>
</tr>
<tr>
<td>Has a negative impact on my relationships outside of work</td>
<td>20%</td>
<td>14%</td>
</tr>
<tr>
<td>Causes work-life conflict</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Makes it harder to stop thinking about work</td>
<td>26%</td>
<td>20%</td>
</tr>
<tr>
<td>Makes it more difficult to take a break from work</td>
<td></td>
<td></td>
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</tbody>
</table>
Work-Life Balance
Men vs. Women

Women are slightly more likely than men to say they prefer to keep work and personal time separate (81 percent vs. 76 percent) and to report that their organizational values and supervisor supports work-life balance (57 percent vs. 53 percent and 59 percent vs. 56 percent, respectively). Similarly, women are somewhat more likely than men to report being satisfied with their non-work life (74 percent vs. 68 percent).

% Strongly Agree / Agree

<table>
<thead>
<tr>
<th>Statement</th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>My work time and personal time should be separate.</td>
<td>76%</td>
<td>81%</td>
</tr>
<tr>
<td>I have control over whether or not I do work-related activities during non-work hours.</td>
<td>71%</td>
<td>71%</td>
</tr>
<tr>
<td>My organization values work-life balance.</td>
<td>53%</td>
<td>57%</td>
</tr>
<tr>
<td>My supervisor is supportive of my work-life balance.</td>
<td>56%</td>
<td>59%</td>
</tr>
<tr>
<td>My job fits well with the other areas of my life.</td>
<td>68%</td>
<td>69%</td>
</tr>
<tr>
<td>I am satisfied with my work life.</td>
<td>64%</td>
<td>65%</td>
</tr>
<tr>
<td>I am satisfied with my non-work life.</td>
<td>68%</td>
<td>74%</td>
</tr>
</tbody>
</table>

BASE: Employed Adults 18+  n=1,084
Please indicate how strongly you agree or disagree with each of the following statements about your work life.
Men and women report similar levels of work engagement, with more than half (56 percent) reporting being energized by their work and approximately seven in ten saying they find their work meaningful (71 percent vs. 69 percent).

**I am energized by the work I do.**
- Men: 56%
- Women: 56%

**The work I do is meaningful.**
- Men: 71%
- Women: 69%
Work-Related Communication Technology
Age Differences
Use of Work-Related Communication Technology

By Age Group

Younger employees are more likely to check their work-related messages at least once each day, compared to those in older age groups. Roughly six out of ten employees, age 18-34 say they check their messages at least daily during non-work hours (60 percent), over the weekend (62 percent) and on sick days (64 percent), compared to just 43 percent of employees age 45-54. Similarly, almost half of employees age 18-34 (49 percent) say they check their work messages at least once each day while on vacation, compared to just 38 percent of workers age 55 and older.

% Checking Work Messages at Least Once a Day

**BASE: Employed Adults 18+  n=1,084**

Please indicate how often, if ever, you typically check your work messages (e.g., email, text messages, voicemail) during each of the following occasions.
Positive Impact of Communication Technology

By Age Group

Younger workers are also more likely than their older counterparts to say that communication technology positively affects their work life. More than six out of ten employees age 18-34 say that work-related communication technology makes them more productive (63 percent) and makes it easier to get work done (64 percent), compared to just 46 percent and 52 percent, respectively, for employees age 55 and older. Compared to workers 55 and older, employees age 18-34 are more than twice as likely to say that communication technology improves their work-life fit (21 percent vs. 45 percent). Working Americans age 35-44 are the most likely to report that communication technology provides them with added work flexibility (62 percent, compared to 57 percent of workers age 18-34 and 44 percent age 55 and older).

% Strongly Agree / Agree

- Makes me more productive: 18-34 (63%), 35-44 (56%), 45-54 (55%), 55+ (56%
- Makes it easier to get work done: 18-34 (64%), 35-44 (56%), 45-54 (52%), 55+ (56%
- Gives me more work flexibility: 18-34 (57%), 35-44 (62%), 45-54 (48%), 55+ (44%
- Improves my work-life fit: 18-34 (45%), 35-44 (39%), 45-54 (34%), 55+ (21%
- Has a positive impact on my work relationships: 18-34 (56%), 35-44 (49%), 45-54 (48%), 55+ (38%

BASE: Employed Adults 18+ n=1,084
Please indicate how strongly you agree or disagree with each of the following statements about work-related communication technologies (e.g., email, text messaging, voicemail).
Negative Impact of Communication Technology

By Age Group

Compared to working Americans age 55 and older, almost three times as many employees age 18-34 say that work-related communication technology forces them to work faster (32 percent vs. 12 percent) and negatively affects their relationships outside of work (25 percent vs. 9 percent). Employees age 18-34 and 35-44 are also much more likely than those 55 and older to say that communication technology causes work-life conflict (28 percent for both 18-34 and 35-44 year olds vs. 14 percent). Of all age groups, more employees 35-44 report having difficulty disconnecting from work, with almost half saying technology makes it harder to stop thinking about work (48 percent) and more difficult to take a break (45 percent).

% Strongly Agree / Agree

<table>
<thead>
<tr>
<th>Statement</th>
<th>18-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forces me to work faster</td>
<td>32%</td>
<td>23%</td>
<td>21%</td>
<td>12%</td>
</tr>
<tr>
<td>Increases my workload</td>
<td>39%</td>
<td>33%</td>
<td>32%</td>
<td>21%</td>
</tr>
<tr>
<td>Intrudes into my home life or personal time</td>
<td>36%</td>
<td>34%</td>
<td>32%</td>
<td>26%</td>
</tr>
<tr>
<td>Has a negative impact on my relationships outside of work</td>
<td>28%</td>
<td>25%</td>
<td>18%</td>
<td>18%</td>
</tr>
<tr>
<td>Causes work-life conflict</td>
<td>28%</td>
<td>28%</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>Makes it harder to stop thinking about work</td>
<td>48%</td>
<td>37%</td>
<td>28%</td>
<td>28%</td>
</tr>
<tr>
<td>Makes it more difficult to take a break from work</td>
<td>45%</td>
<td>40%</td>
<td>26%</td>
<td>28%</td>
</tr>
</tbody>
</table>

BASE: Employed Adults 18+  n=1,084

Please indicate how strongly you agree or disagree with each of the following statements about work-related communication technologies (e.g., email, text messaging, voicemail).
Work-Life Balance
By Age Group

Employees age 35-44 are the most likely to cite a preference for maintaining boundaries between their work and personal time (85 percent), but are also the most likely to report that their organization values and supervisor supports work-life balance (60 percent and 67 percent, respectively). Working Americans age 55 and older report having the most control over whether or not they do work outside of regular office hours, as well as the best work-life fit and the most satisfaction with both their work and non-work life.

My work time and personal time should be separate.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% Strongly Agree / Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34</td>
<td>74%</td>
</tr>
<tr>
<td>35-44</td>
<td>85%</td>
</tr>
<tr>
<td>45-54</td>
<td>76%</td>
</tr>
<tr>
<td>55+</td>
<td>82%</td>
</tr>
</tbody>
</table>

I have control over whether or not I do work-related activities during non-work hours.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% Strongly Agree / Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34</td>
<td>66%</td>
</tr>
<tr>
<td>35-44</td>
<td>73%</td>
</tr>
<tr>
<td>45-54</td>
<td>70%</td>
</tr>
<tr>
<td>55+</td>
<td>79%</td>
</tr>
</tbody>
</table>

My organization values work-life balance.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% Strongly Agree / Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34</td>
<td>56%</td>
</tr>
<tr>
<td>35-44</td>
<td>60%</td>
</tr>
<tr>
<td>45-54</td>
<td>60%</td>
</tr>
<tr>
<td>55+</td>
<td>79%</td>
</tr>
</tbody>
</table>

My supervisor is supportive of my work-life balance.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% Strongly Agree / Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34</td>
<td>53%</td>
</tr>
<tr>
<td>35-44</td>
<td>53%</td>
</tr>
<tr>
<td>45-54</td>
<td>58%</td>
</tr>
<tr>
<td>55+</td>
<td>67%</td>
</tr>
</tbody>
</table>

My job fits well with the other areas of my life.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% Strongly Agree / Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34</td>
<td>62%</td>
</tr>
<tr>
<td>35-44</td>
<td>71%</td>
</tr>
<tr>
<td>45-54</td>
<td>79%</td>
</tr>
<tr>
<td>55+</td>
<td>79%</td>
</tr>
</tbody>
</table>

I am satisfied with my work life.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% Strongly Agree / Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34</td>
<td>58%</td>
</tr>
<tr>
<td>35-44</td>
<td>64%</td>
</tr>
<tr>
<td>45-54</td>
<td>63%</td>
</tr>
<tr>
<td>55+</td>
<td>77%</td>
</tr>
</tbody>
</table>

I am satisfied with my non-work life.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% Strongly Agree / Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34</td>
<td>65%</td>
</tr>
<tr>
<td>35-44</td>
<td>72%</td>
</tr>
<tr>
<td>45-54</td>
<td>76%</td>
</tr>
</tbody>
</table>

BASE: Employed Adults 18+  n=1,084
Please indicate how strongly you agree or disagree with each of the following statements about your work life.
Employee Engagement

By Age Group

Employees age 55 and older are the most likely to report being engaged in their work, with 61 percent saying they feel energized and 85 percent reporting that the work they do is meaningful.

% Strongly Agree / Agree

- I am energized by the work I do.
  - 18-34: 55%
  - 35-44: 55%
  - 45-54: 51%
  - 55+: 61%

- The work I do is meaningful.
  - 18-34: 61%
  - 35-44: 67%
  - 45-54: 72%
  - 55+: 85%

BASE: Employed Adults 18+  n=1,084

Please indicate how strongly you agree or disagree with each of the following statements about your work life.
Work-Related Communication Technology

Full-Time vs. Part-Time
Use of Work-Related Communication Technology

Full-Time vs. Part-Time

Full-time employees are more likely than part-time employees to say they check their work messages at least daily during regular work hours (85 percent vs. 64 percent), as well as when they are on vacation (45 percent vs. 41 percent) and out sick (56 percent vs. 49 percent).

% Checking Work Messages at Least Once a Day

- During regular work hours: Full-Time 85%, Part-Time 64%
- During non-work hours on a workday: Full-Time 52%, Part-Time 53%
- Over the weekend: Full-Time 53%, Part-Time 54%
- On vacation days: Full-Time 45%, Part-Time 41%
- On sick days: Full-Time 56%, Part-Time 49%

BASE: Employed Adults 18+  n=1,084

Please indicate how often, if ever, you typically check your work messages (e.g., email, text messages, voicemail) during each of the following occasions.
More full-time than part-time employees report that communication technology improves their productivity (58 percent vs. 49 percent), makes it easier to get work done (58 percent vs. 49 percent) and gives them more flexibility (56 percent vs. 45 percent). Similarly, full-time workers are more likely to say that these tools have a positive impact on their work relationships (51 percent vs. 40 percent).
Negative Impact of Communication Technology

Full-Time vs. Part-Time

Although full-time employees are more likely than part-time employees to cite positive aspects of work-related communication technology, they also report more negative ramifications across the board. More full-time than part-time workers say these tools increase their workload (38 percent vs. 29 percent), cause work-life conflict (24 percent vs. 17 percent) and have a negative impact on their relationships outside of work (18 percent vs. 11 percent). Additionally, full-time employees are more likely to say that communication technology makes it more difficult for them to take a break from work (38 percent vs. 26 percent).

% Strongly Agree / Agree

<table>
<thead>
<tr>
<th>Statement</th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forces me to work faster</td>
<td>23%</td>
<td>22%</td>
</tr>
<tr>
<td>Increases my workload</td>
<td>38%</td>
<td>29%</td>
</tr>
<tr>
<td>Intrudes into my home life or personal time</td>
<td>30%</td>
<td>27%</td>
</tr>
<tr>
<td>Has a negative impact on my relationships outside of work</td>
<td>18%</td>
<td>11%</td>
</tr>
<tr>
<td>Causes work-life conflict</td>
<td>24%</td>
<td>17%</td>
</tr>
<tr>
<td>Makes it harder to stop thinking about work</td>
<td>34%</td>
<td>31%</td>
</tr>
<tr>
<td>Makes it more difficult to take a break from work</td>
<td>38%</td>
<td>26%</td>
</tr>
</tbody>
</table>

BASE: Employed Adults 18+  n=1,084
Please indicate how strongly you agree or disagree with each of the following statements about work-related communication technologies (e.g., email, text messaging, voicemail).
Work-Life Balance
Full-Time vs. Part-Time

Compared to part-time employees, full-time employees are more likely to say they have control over whether or not they work outside of normal work hours (73 percent vs. 65 percent), as well as to report being satisfied with their work life (67 percent vs. 58 percent) and non-work life (71 percent vs. 67 percent).

% Strongly Agree / Agree

<table>
<thead>
<tr>
<th>Statement</th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>My work time and personal time should be separate.</td>
<td>79%</td>
<td>76%</td>
</tr>
<tr>
<td>I have control over whether or not I do work-related activities during non-work hours.</td>
<td>73%</td>
<td>65%</td>
</tr>
<tr>
<td>My organization values work-life balance.</td>
<td>55%</td>
<td>53%</td>
</tr>
<tr>
<td>My supervisor is supportive of my work-life balance.</td>
<td>57%</td>
<td>61%</td>
</tr>
<tr>
<td>My job fits well with the other areas of my life.</td>
<td>68%</td>
<td>70%</td>
</tr>
<tr>
<td>I am satisfied with my work life.</td>
<td>67%</td>
<td>67%</td>
</tr>
<tr>
<td>I am satisfied with my non-work life.</td>
<td>71%</td>
<td>67%</td>
</tr>
</tbody>
</table>

BASE: Employed Adults 18+  n=1,084
Please indicate how strongly you agree or disagree with each of the following statements about your work life.
Employee Engagement

Full-Time vs. Part-Time

More full-time employees than part-time employees report being engaged in their work, including being energized (57 percent vs. 50 percent) and feeling that their work is meaningful (73 percent vs. 60 percent).

<table>
<thead>
<tr>
<th>Statement</th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am energized by the work I do.</td>
<td>57%</td>
<td>50%</td>
</tr>
<tr>
<td>The work I do is meaningful.</td>
<td>73%</td>
<td>60%</td>
</tr>
</tbody>
</table>

BASE: Employed Adults 18+  n=1,084

Please indicate how strongly you agree or disagree with each of the following statements about your work life.
Predicting Work-Life Fit and Satisfaction with Work Life
Predictors of Work-Life Fit and Satisfaction with Work Life

Being energized by work and finding it meaningful, as well as having a supportive supervisor, working for an organization that values work-life balance and having control over whether or not to do work-related activities during non-work hours play major roles in how satisfied an employee is with his or her work life and how well it fits with other life demands. In this survey, these five variables were the biggest drivers of work life satisfaction and work-life fit, collectively accounting for almost half of the variance in satisfaction and around 40 percent of the variance in fit.

Impact on Satisfaction with Work Life

<table>
<thead>
<tr>
<th>Variable</th>
<th>Impact on Satisfaction with Work Life</th>
<th>Impact on Work-Life Fit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energized by Work</td>
<td>0.31</td>
<td>0.20</td>
</tr>
<tr>
<td>Supportive Supervisor</td>
<td>0.25</td>
<td>0.23</td>
</tr>
<tr>
<td>Meaningful Work</td>
<td>0.21</td>
<td>0.18</td>
</tr>
<tr>
<td>Organization Values</td>
<td>0.16</td>
<td>0.10</td>
</tr>
<tr>
<td>Work-Life Balance Control</td>
<td>0.13</td>
<td>0.05</td>
</tr>
</tbody>
</table>
Work-Related Communication Technology

Tenure Expectations
Three quarters of working Americans report that they plan to stay with their current employer for three years or longer. Fewer than one in ten say they plan to leave in less than a year.

How long do you plan to stay with your current employer?

- < 1 Year: 9%
- 1-2 Years: 15%
- 3-5 Years: 26%
- 6-9 Years: 11%
- 10+ Years: 38%
Differences by Expected Tenure

• Employees who say they plan to stay with their current employer for three or more years report checking their work messages more often during work and non-work hours, on weekends, while on vacation and when out sick than those who say they plan to stay with their current employer fewer than three years.

• Those who report that they plan to stay for three years or longer are also more likely to say that they find their work meaningful and energizing, as well as that their organization values and supervisor supports work-life balance.

• Similarly, working Americans with an expected tenure of at least three years are more likely than those with a shorter expected tenure to report having a good work-life fit and being satisfied with their work life.
APA Center for Organizational Excellence

apaexcellence.org