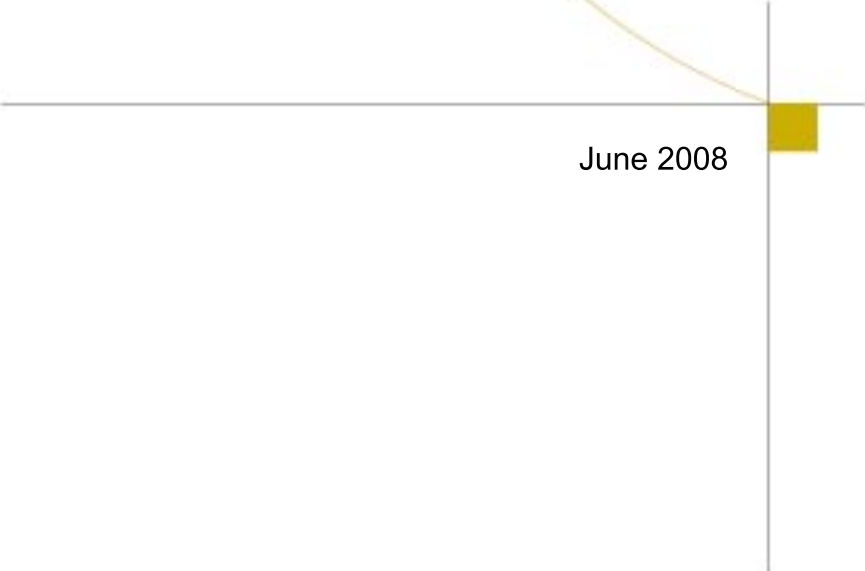
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**Workforce Issues: Views  
from 103 North Carolina  
Employers**

***Summary of Findings from a  
Web Survey***

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June 2008



**Workforce Issues: Views from 103  
North Carolina Employers**  
*Summary of Findings from a Web Survey*

By  
Jennifer H. Sauer

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AARP staff from the AARP North Carolina State Office, Government Relations & Advocacy, and Knowledge Management contributed to this study. Special thanks are extended to Bob Jackson, Suzanne LaFollette-Black, and Bill Wilson of the AARP North Carolina State Office, and Clare Hushbeck of Government Relations & Advocacy. Thanks also to Knowledge Management staff including Rachelle Cummins, Jennifer Sauer, Joanne Binette, Darlene Matthews, Cheryl Barnes, and Jennifer Leslie. Thanks also are extended to AARP's Office of General Counsel, for review of the report. Alan Newman Research insured a timely and high quality survey. Terri Guengerich of Knowledge Management managed all aspects of this study, and Jennifer Sauer wrote this report. For more information, contact Terri at (202) 434-6306.

Today, people born between 1946 and 1964 constitute more than 76 million Americans.<sup>1</sup> The Bureau of Labor Statistics (BLS) reports that by 2012, almost two-thirds of Americans ages 55 and older will be working and constitute one-fifth of the U.S. labor force. While many are expected to retire, many are also expected to work beyond traditional retirement age. In fact, reflecting the national trend, a recent survey of North Carolina workers found that 59 percent plan to keep working after their Social Security retirement age.<sup>2,3</sup> Businesses need to address this issue if they want to remain competitive in today's marketplace.

## About this Survey

AARP surveyed a small number of employers in North Carolina to gain some insight to the workforce issues they face today and consider how AARP might be a valuable resource to them. This survey explores the opinions and experiences of 103 local businesses around workforce trends, benefits, and workers age 50 +.

### Organization Type (un-weighted n=103)

For profit	58%
Not-for-profit	42%

### Industry Type

Construction	Mining (oil/gas)
Education	Software Technology
Finance	Telecommunications
Government	Transportation
Health	Utilities
Insurance	Wholesale
Manufacturing	Retail

### Company Size (un-weighted n=103)

1-150 Employees	53%
151 + Employees	40%

### Responding Company Employee Age (un-weighted n=103)

Younger than age 50	42%
Age 50 +	60%

### Counties Represented

Buncombe	Granville	Randolph
Caldwell	Guilford	Robeson
Carteret	Henderson	Rowan
Catawba	Iredell	Stanly
Chatham	Jones	Stokes
Columbus	Lee	Surry
Craven	Lenoir	Union
Davidson	Mecklenburg	Wake
Durham	Mitchell	Watauga
Edgecombe	Moore	Wayne
Forsyth	Onslow	
Gaston	Pasquotank	

This study was conducted via a web survey. Though gaining in popularity, Internet or web surveying of the general population or other samples is still a new research methodology and faces unique methodological issues.<sup>4</sup> Compounding this issue is one of surveying employers or businesses which traditionally respond at lower rates than the general population.

For this study, two separate convenience samples were used. One was from a small list of accumulated volunteered email addresses of attendees to various employer events, the other from a combined list of business organization members. Potential participants whose email addresses were available were sent a personalized invitation with a link to the web survey. Others were mailed a letter including a link to the web survey. Out of 447 email addresses in the first sample, 13 percent responded and completed the Internet survey. Out of 2,255 letters sent to employers belonging to the particular organizations in the second sample, 2 percent responded. Hence, 103 Internet surveys were fully completed and able to be entered for analysis.

Among the 103 responding businesses, slightly more identified their organization as for profit than non-profit. Fourteen industries are represented in this sample, and half report having up to 150 employees, while forty percent say they have 151 employees or more. Somewhat noteworthy is the sixty percent of interviewees who report their age is 50 or older. Finally, though the final sample of responding companies is small, it does include most counties in the state.

<sup>1</sup> DeLong, D. (2004) *Lost Knowledge: Confronting the Threat of an Aging Workforce*. Oxford University Press, Inc.

<sup>2</sup> Guengrich, T. (2008) *The Employee Point of View: Opinions of Workers in North Carolina on Election Issues, Retirement and Caregiving*.

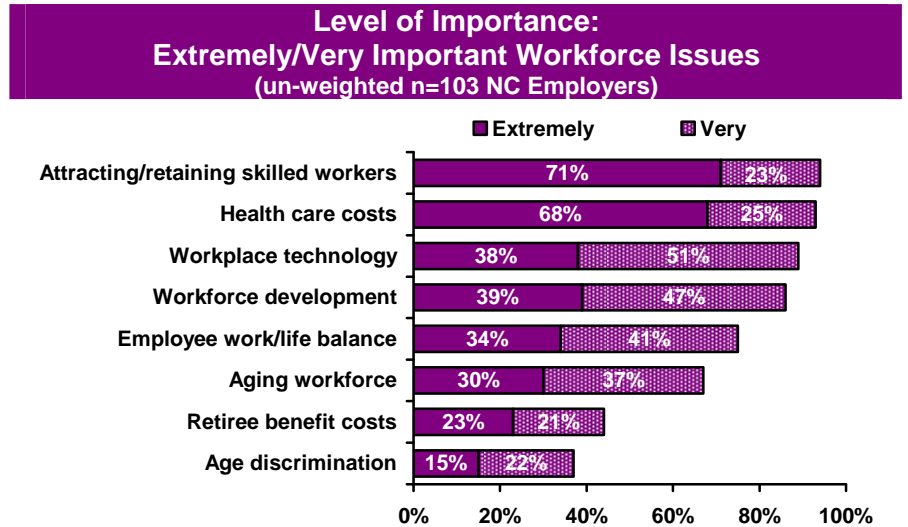
<sup>3</sup> Roper ASW for AARP (2004) *Baby Boomers Envision Retirement II: Survey of Baby Boomers Expectations for Retirement*

<sup>4</sup> Dillman, D. (2000) *Mail and Internet Surveys, The Tailored Design Method*. John Wiley & Sons, Inc. Second Edition.

## Key Findings

### Top 3 Highly Important Workforce Issues Among Responding Employers: *Attracting/Retaining Skilled Workers, Health Care Costs, and Workplace Technology*

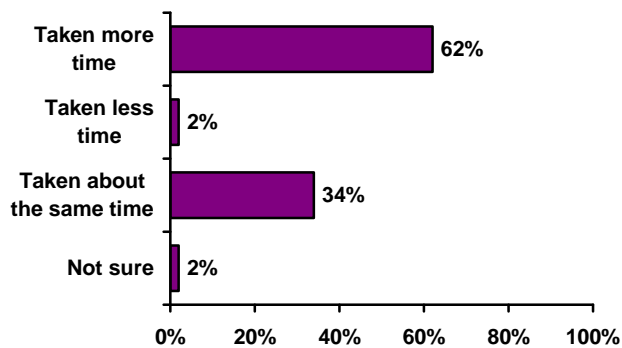
Survey respondents were first asked how important certain workforce issues are to their company or organization. The majority of the 103 employers completing the survey indicate that attracting and retaining skilled workers and health care costs are the top two issues they view as extremely or very important to their company. However, just slightly fewer respondents report that workplace technology and workforce development of their current staff are extremely or very important issues facing their company.



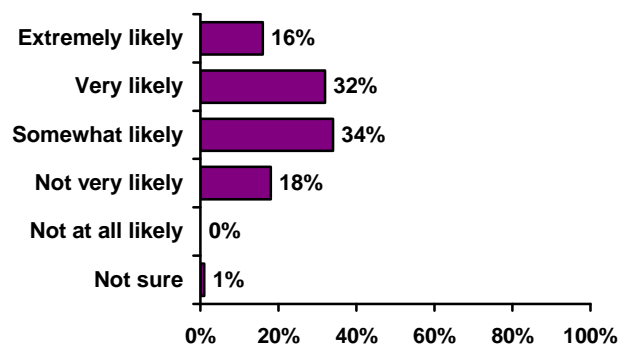
#### ➤ **Attracting and Retaining Skilled Workers**

Most of the employers that responded to this survey report that in the last two years, it has taken more time to hire qualified candidates for vacant staff positions in their company. Another third say it has taken about the same time while only 2 percent indicate it actually has taken them less time to fill a vacant position with a qualified candidate. Moreover, half of all respondents say it is extremely or very likely that during the next five years their organization will face a shortage of qualified workers, and another third feel it is somewhat likely.

#### **Amount of Time Spent Filling Positions in Last 2 Years (un-weighted n=103 NC Employers)**

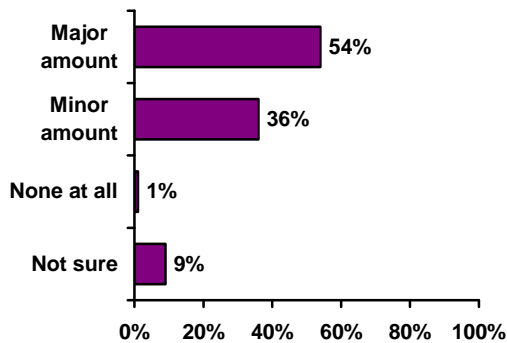


#### **Likelihood of Company Facing Labor Shortage in Next 5 Years (un-weighted n=103 NC Employers)**

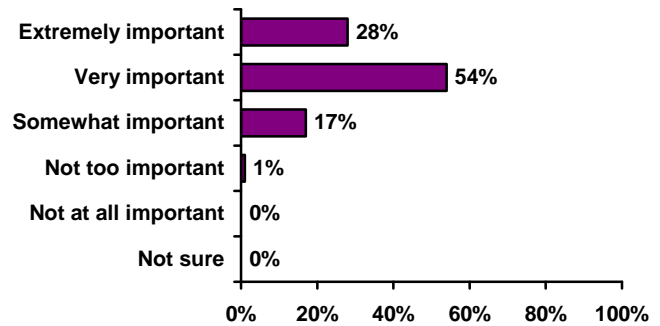


Notably, the BLS projects two major shifts in workforce demographics that could prompt American businesses to face unique human resource challenges – an aging workforce and a diminishing number of younger workers.<sup>5</sup> So it would seem that retaining older workers may help companies bridge the labor force shortage gap. The data from this survey show that many responding employers understand the cost of losing workers and that it is highly important for their company to retain the knowledge of exiting employees.

**Amount of Knowledge Lost with Exiting Employees**  
(un-weighted n=103 NC Employers)

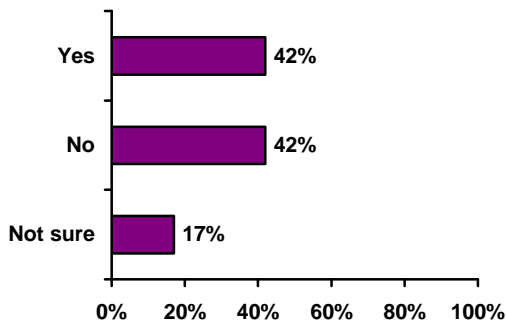


**Level of Importance: Retaining Organizational Knowledge**  
(un-weighted n=103 NC Employers)

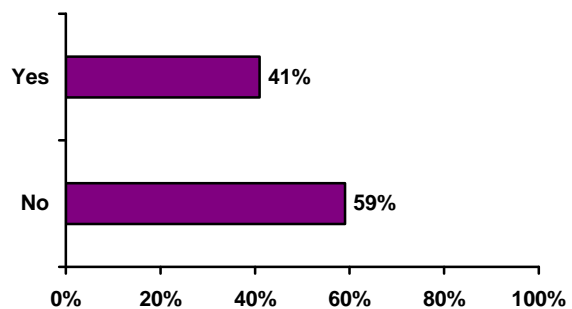


Yet well over half of the employers in this survey say they do not have or are not sure their company has a process in place to enable employees to pass on their knowledge and work experiences before they leave. Moreover, over half of all respondents say they do not have a formal succession plan in place that would identify suitable employees for professional development and advancement.

**Have Process To Retain Knowledge from Exiting Employees**  
(un-weighted n=103 NC Employers)



**Have Formal Succession Plan in Place for Employees**  
(un-weighted n=103 NC Employers)



However, some companies in this survey indicate they offer benefits and programs that might be considered attractive incentives to retain skilled and talented workers, particularly those ages 50 and older.

<sup>5</sup> DeLong, D. (2004) *Lost Knowledge: Confronting the Threat of an Aging Workforce*. Oxford University Press, Inc.

The majority of employers responding to this survey offer flexible work schedules and an opportunity to work part-time. At least half indicate they accommodate the age 50 and older employee with training to upgrade skills and knowledge, hire retired employees as consultants or temporary employees, or provide part-time work, though without benefits.

Employee Programs Offered (un-weighted n=103 NC Employers)	
Program	Yes
Opportunity to work part-time	74%
Flexible work schedule	60%
Compressed work-week	34%
Telecommuting	33%
Job sharing	24%

Programs Offered to Accommodate 50+ Employee (un-weighted n=103 NC Employers)	
Program	Yes
Training to upgrade skills/knowledge	73%
Hiring retired employees	64%
Part-time jobs w/o benefits	52%
Job transfer opportunities w/conditions	49%
Enable shifts between career tracks	40%
Part-time jobs w/benefits	21%

Other benefits that could help retain and attract skilled workers of any age include savings and retirement plans and health care benefits. Most companies responding to this survey offer health coverage, prescription drug coverage, a life insurance plan, short or long-term disability coverage, and dental and vision coverage. Roughly one-third offer health insurance for retirees and a defined pension benefit or long-term care insurance.

Benefits Offered to Employees (un-weighted n=103 NC Employers)	
Benefit	Yes
Health insurance/coverage	95%
Prescription drug coverage	95%
Defined contribution plan	91%
Life insurance plan	90%
Dental insurance	88%
Short/long-term disability coverage	85%
Company contribute to retirement savings plan	84%
Vision insurance	71%
Long-term care insurance	37%
Auto-enroll retirement contribution plan	35%
Defined pension benefit	34%
Health insurance for retirees	34%

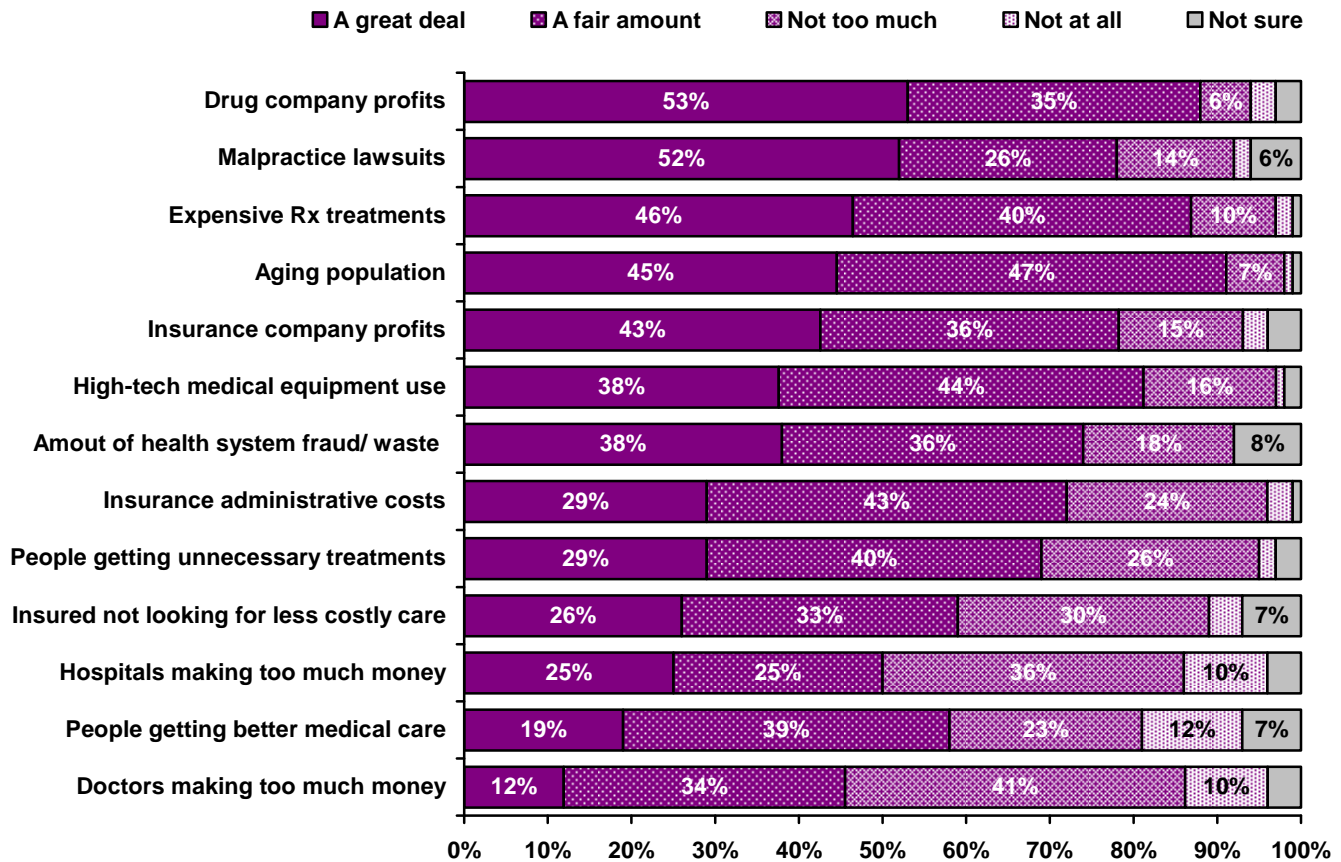
### ➤ Health Care Costs

Concerns among employers in this survey are understandable. While the majority say their company provides health coverage, life insurance, disability coverage, dental, and vision coverage, many share the cost of this coverage with their employees (see Annotated Survey, Question 10). In fact, among all employers in this survey, no company asks the employee to pay for their plan entirely and nearly a third pay for their employee's health coverage entirely.

Employer/Employee Benefit Contribution				
"Yes" Benefit offered	YES, offer Benefit *	EmployEE pays all	EmployER pays all	Both contribute
Health insurance coverage	(n=98)	0%	31%	69%
Life insurance coverage	(n=90)	12%	57%	31%
Long-term care coverage	(n=38)	71%	11%	18%
Dental coverage	(n=91)	32%	19%	50%
Vision coverage	(n=73)	25%	19%	56%

Respondents were asked to identify and indicate the extent to which thirteen particular factors contribute to the rise in health care costs. High profits made by drug companies and the number of malpractice lawsuits emerge as the top two factors that contribute *a great deal* to rising health care costs. The aging of the population and the use of expensive new prescription drugs or treatments are viewed as contributing *a great deal* to rising health care costs by at least forty-five percent of all respondents. Interestingly, at least forty percent feel the following factors contribute *a fair amount* to rising health care costs: use of expensive drugs or treatments, people receiving unnecessary medical treatments, medical insurance administrative costs, use of high-tech medical equipment, and the aging population.

**Extent Certain Factors Contribute to Rising Health Care Costs**  
(un-weighted n=103 NC Employers)



\* Blanks indicate 5 percent or less of respondents

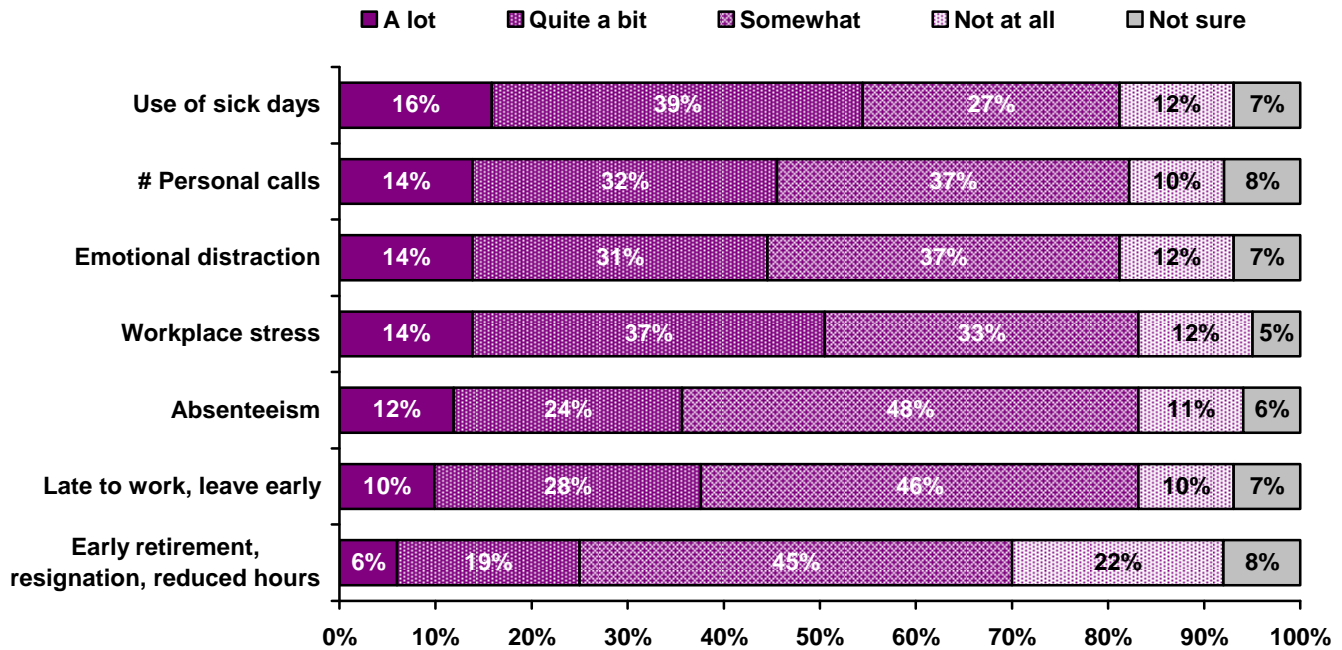
**Caregiving Benefits**

A caregiver is typically defined as someone who provides unpaid help to a relative or friend who is ill, has a disability, or is elderly and assists them with bathing, dressing, preparing meals, taking medication, doing household chores, managing finances or various other services. Many of the employers responding to this survey indicate that over the past five years the number of employees requesting accommodation to provide care to a family member or other relative has indeed increased (41%). In addition, a similar proportion of employers say that such a request from employees has remained the same (48%). No employer has seen a decrease in this request from employees in their company.



When asked to what extent employees' caregiving responsibilities influence certain job performance factors, few employers indicate that such responsibilities have *a lot* of influence. Rather, more employers view each of the performance factors tested in the survey as being influenced *somewhat* or *quite a bit*.

**Level of Influence:  
Employee Caregiving on Job Performance Factors**  
(un-weighted n=103 NC Employers)



Many employers in this study do offer a variety of services or programs outside of the Family Medical Leave Act (FMLA). In fact, about sixty percent of them offer information and referral services for counseling, additional leave (though unpaid), and a flexible work schedule. Forty-five percent of them provide information and referral to various resources and roughly one-third say they allow telecommuting and offer legal counseling specific to caregiving. Fewer employers offer a compressed work-week to caregiver employees, provide a vacation or sick leave donation program, or support groups. Less than 20 percent offer job-sharing, additional paid-leave or financial assistance to employees who are also caregivers (see Annotated Survey, Question 21).

**Caregiving Programs Offered to Employees**  
(un-weighted n=103 NC Employers)

Benefit	Yes
Information/referral for counseling	63%
Additional unpaid leave	61%
Flexible work schedule	60%
Information/referral for resources	45%
Telecommuting	37%
Legal counseling services	31%
Compressed work week	29%
Vacation and sick time hours donation	26%
Support groups	21%
Job sharing	18%
Additional paid-leave	16%
Financial assistance	8%

## Summary of Findings

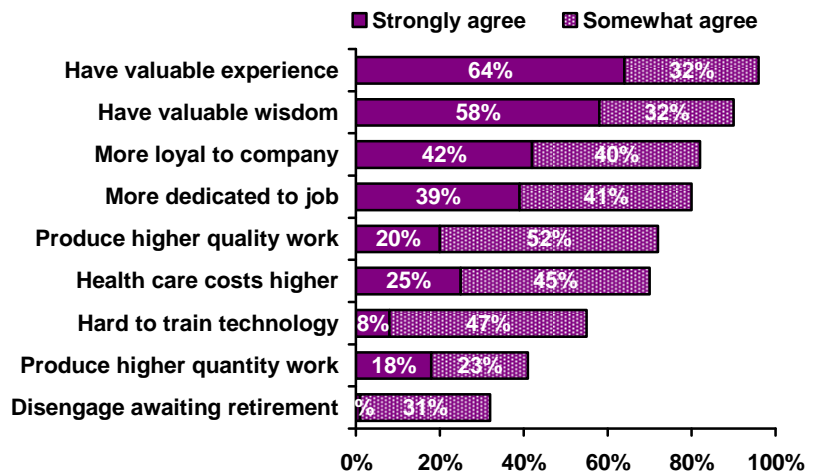
Attracting and retaining a skilled workforce is the top issue facing the majority of North Carolina employers in this survey. This is not too surprising given that most say it has taken them more time to fill positions in the last 2 years and most project a likely shortage of workers in the next five years. Respondents also understand the cost of losing workers to retirement or other workforce trends – knowledge loss – yet many do not have an organizational process in place to retain the knowledge and experience of exiting workers.

However, some of the employers in this survey offer programs and benefits that could attract the very employees that may help prevent a labor shortage as well employees they *agree* possess valuable characteristics such as experience, wisdom, company loyalty, and job dedication – those ages 50 and older (see Annotated Survey, Question 22). At least sixty percent of the businesses in this survey offer the opportunity to work part-time, flexible work schedules, skills training, and hire retired employees. Nearly all offer health coverage and a retirement savings plan – each are attractive incentives to the skilled and talented job seeker or employee a company would like to retain. Still, programs and benefits such as long-term care coverage, caregiving leave and programs, and more alternative work styles would attract those skilled and experienced workers that also have to care for family or plan for their own retirement or the possibility of long-term care.

Health care costs are the second topmost issue facing North Carolina employers in this survey. While respondents in this survey attribute rising costs for health care coverage to a variety of factors, at least half view drug company profits and malpractice lawsuits as factors contributing a great deal to the general rise in cost. Slightly fewer feel that expensive prescription drugs or treatments, the aging population, and insurance company profits are to blame. Not surprisingly, 70 percent of responding employers believe that health insurance costs are higher for older workers.

Finally, this survey explored the impact of employees providing caregiving to family members on job performance and business operations. Well over half of caregivers in the U.S. are currently employed and most are employed full-time, and it is estimated that businesses suffer a productivity loss of about \$33.6 billion to informal caregiving.<sup>6,7</sup> Just under half of the employers responding to this survey say the number of employees in their company providing caregiving to a family member has increased in the last five years and many see an impact on job performance.

### Level of Agreement: Strongly/Somewhat Agree with Statements about Older Workers (un-weighted n=103)



<sup>6</sup> Gibson, M.J. and A. Houser, Valuing the Invaluable: A New Look at the Economic Value of Family Caregiving. AARP Public Policy Institute Issue Brief, June 2007, IB Number 82.

<sup>7</sup> MetLife Mature Market Institute and the National Alliance for Caregiving, 2006, *The MetLife Caregiving Cost Study: Productivity Losses to U.S. Business*.

## **Implications/Recommendations for Generalizing Findings and Use in Planning**

This survey offers interesting insight as to the workforce and workplace issues some employers in North Carolina are faced with today. However, due to the nature and design of the two samples, the very small number of completes, the very small number of responding businesses across the various industries, and inability to weight the data, the final results cannot be assumed to be or interpreted as representative of “North Carolina employers” or “businesses in North Carolina”. Moreover, because the respondents are the result of convenience samples, planning strategy or information materials and dissemination based on the findings from the survey is not recommended.

Still, this survey does offer tremendous value as a “pilot” study of employers using the Internet to administer and collect data from a fairly difficult respondent pool. Expansion of this research with a more precise methodology could produce a useful and meaningful tool for employers in North Carolina as well as agencies, organizations, or individuals facing an aging workforce trend and increasing health care costs.

# 2007 SURVEY OF NORTH CAROLINA EMPLOYERS ONLINE SURVEY

n=103

## Workforce Issues

**1. In your opinion, how important are the following workforce issues to your company or organization?**

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼
n=103					
a. Health care costs .....	68%	25%	6%	0%	1%
b. Aging of the workforce .....	30%	37%	30%	2%	1%
c. Age discrimination litigation .....	15%	22%	36%	20%	7%
d. Retiree benefit costs .....	23%	21%	28%	12%	16%
e. Workforce development of your current staff .....	39%	47%	12%	3%	0%
f. Workplace technology .....	38%	51%	9%	3%	0%
g. Work/life balance for employees .....	34%	41%	22%	3%	0%
h. Attracting and retaining skilled workers .....	71%	23%	5%	1%	0%

## The Labor Force and Staffing

**2. In the last two years, would you say it has taken more time, less time, or about the same amount of time to hire qualified candidates for vacant staff positions in your company or organization?**

n=103	
62%	Taken more time
2%	Taken less time
34%	Taken about the same time
2%	Not sure

**3. During the next five years, how likely is it that your company or organization will face a shortage of qualified workers?**

n=103

16%	Extremely likely
32%	Very likely
34%	Somewhat likely
18%	Not very likely
0%	Not at all likely
1%	Not sure

**4. What steps, if any, has your company or organization taken to prepare for a potential shortage of qualified workers?**

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**4a. How much knowledge loss occurs when an employee retires or otherwise leaves your company or organization?**

n=103

54%	A major amount
36%	A minor amount
1%	None at all
9%	Not sure

**5. How important is it for your company or organization to retain the knowledge that might be lost when an employee retires or leaves?**

n=103

28%	Extremely important
54%	Very important
17%	Somewhat important
1%	Not too important
0%	Not at all important
0%	Not sure

**6. Does your company or organization have a process that enables employees who retire or otherwise leave to share the knowledge they have obtained on the job?**

n=103

42%	Yes
42%	No
17%	Not sure

**7. Succession planning is the process of identifying suitable employees, developing their skills, and preparing them for advancement. Does your company or organization have a formal succession plan in place?**

n=103  
 41% Yes  
 59% No, **SKIP TO QUESTION 9**

**8. Does your company or organization’s succession plan cover any of the following positions?**

	Yes ▼	No ▼	Not sure ▼
n=42			
a. Executives (e.g., President/CEO, Chief Financial Officer, Chief Operating Officer, Senior Vice President) .....	76%	12%	12%
b. Senior Management (e.g., Director, or other Senior Manager) .	81%	12%	7%
c. Middle Management (e.g., Manager, Supervisor) .....	50%	36%	14%
d. Non-Management (e.g., Assistant, Coordinator, Specialist).....	33%	55%	12%

**Work Benefits**

**9. Does your company or organization offer the following benefits to employees?**

**a. Health insurance coverage**

n=103  
 Yes 95% **If YES, who pays for it? (n=98)**  
 No 5%  
 0% Employee pays all  
 31% Employer pays all  
 69% Both employee and employer contribute

**b. Prescription drug coverage**

n=103  
 Yes 95%  
 No 5%

**c. Health insurance for retirees**

n=103  
 Yes 34%  
 No 66%

**d. Life insurance coverage**

n=103

Yes 90% **If YES, who pays for it? (n=93)**

No 10%

12% Employee pays all

57% Employer pays all

31% Both employee and employer contribute

**e. Short or long-term disability coverage**

n=103

Yes 85% **If YES, who pays for it? (n=87)**

No 16%

16% Employee pays all

47% Employer pays all

37% Both employee and employer contribute

**f. Long-term care insurance**

n=103

Yes 37% **If YES, who pays for it?(n=38)**

No 63%

71% Employee pays all

11% Employer pays all

18% Both employee and employer contribute

**g. Dental insurance coverage**

n=103

Yes 88% **If YES, who pays for it? (n=91)**

No 12%

32% Employee pays all

19% Employer pays all

50% Both employee and employer contribute

**h. Vision insurance coverage**

n=103

Yes 71% **If YES, who pays for it? (n=73)**

No 29%

25% Employee pays all

19% Employer pays all

56% Both employee and employer contribute

**10. Does your company or organization offer a defined contribution plan, which allows employees to set aside tax-deferred income for retirement, such as an IRA, a 401(k), or a 403(b)?**

n=103  
91% Yes  
9% No, **SKIP TO QUESTION 13**

**11. Does your company or organization contribute money to this plan for each employee who is enrolled?**

n=94  
84% Yes  
16% No

**12. Does your defined contribution plan automatically enroll employees?**

n=94  
35% Yes  
59% No  
6% Not Sure

**13. Do you think that employers should be required to offer a defined contribution plan, like an IRA or a 401(k)?**

n=103  
57% Yes  
31% No  
12% Not Sure

**14. Does your company or organization offer a defined benefit plan, like a traditional pension plan that provides a steady income usually upon retirement?**

n=102  
34% Yes  
66% No



**15. Does your company or organization offer any of the following benefits for your employees?**

	Yes ▼	No ▼	Not sure ▼
n=103			
a. Opportunity to work part-time .....	74%	24%	2%
b. Job sharing (two employees sharing the responsibilities, accountabilities, and compensation of one full-time job) .....	19%	77%	4%
c. Telecommuting (on an ad hoc, part-time, or full-time basis).....	33%	63%	4%
d. Flexible work schedule (allowing employees to choose their work hours within limits established by employer) .....	60%	40%	0%
e. Compressed work week (working longer days for part of the week or pay period in exchange for shorter days or a day off each week or pay period).....	34%	65%	1%
f. Phased retirement program (enabling employees to ease into retirement by reducing their work schedules and/or responsibilities).....	27%	67%	6%

**16. Many companies and organizations use different approaches to accommodate older employees (age 50 and older). For each of the following strategies, please indicate whether your company or organization is *currently* using it.**

	Yes ▼	No ▼	Not sure ▼
n=103			
a. Shifting employees from one career track to another career track .....	40%	52%	8%
b. Providing training to upgrade skills and knowledge .....	73%	23%	4%
c. Hiring retired employees as consultants or temporary employees for project or contract work.....	64%	31%	5%
d. Providing opportunities for employees to transfer to jobs with reduced pay and responsibilities.....	49%	46%	6%
e. Providing part-time work arrangements <u>with</u> continuation of benefits.....	21%	75%	4%
f. Providing part-time work arrangements <u>without</u> continuation of benefits .....	52%	42%	7%
g. Providing a “snow-bird” program, e.g., allowing employees who live in different places during the year to work from both locations.....	6%	87%	7%
h. Providing assistive technology aids or devices to older workers to help with vision, hearing, or dexterity issues .....	32%	55%	13%

**17. Does your company or organization use any other approaches to accommodate older employees?**

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**Caregiving in your Company or Organization**

A caregiver can be anyone who provides unpaid help to a relative or friend who is ill, has a disability, or is elderly. This kind of help includes assistance with bathing, dressing, preparing meals, taking medications, doing household chores, taking care of finances, arranging for outside services, or regularly visiting the person needing care. The relative or friend who needs help may live with the caregiver or somewhere else.

**18. In the last five years, has the number of employees in your company or organization who have requested some accommodation (i.e., time off, a more flexible work schedule, etc.) to provide care for a family member or other relative increased, decreased, or stayed the same?**

- n=103
- 41% Increased
- 0% Decreased
- 48% Stayed the same
- 12% Not sure

**19. To what extent do you think employee caregiving responsibilities influence the following performance factors in your company or organization?**

	A lot ▼	Quite a bit ▼	Some what ▼	Not at all ▼	Not sure ▼
n=103					
a. Workplace stress .....	14%	37%	33%	12%	5%
b. Absenteeism .....	12%	24%	48%	11%	6%
c. Arriving late to work or leaving early from work.....	10%	28%	46%	10%	7%
e. Mental or emotional distraction .....	14%	31%	37%	12%	7%
f. Amount of personal calls made at work.....	14%	32%	37%	10%	8%
g. Use of sick days .....	16%	39%	27%	12%	7%
h. Early retirement, resignation, or reduction in hours worked.....	6%	19%	45%	22%	8%

**20. Does your company or organization offer any of the following services or programs for employees who are caring for a family member or other relative outside of the requirements of the Family Medical Leave Act (FMLA)? FMLA allows an employee to take unpaid leave due to a serious health condition that makes the employee unable to perform his job or to care for a sick family member or to care for a new son or daughter.**

	Yes ▼	No ▼	Not sure ▼
n=103			
a. Additional <i>paid</i> leave .....	16%	80%	5%
b. Additional <i>unpaid</i> leave .....	61%	33%	6%
c. Financial assistance .....	8%	87%	5%
d. Allowing employees the opportunity to donate their vacation or sick time to another employee who is caring for a family member or other relative..	26%	67%	7%
e. Flexible work schedule.....	60%	34%	6%
f. Support groups .....	21%	75%	4%
g. Information and referral sources to help find caregiving providers and resources .....	45%	47%	9%
h. Telecommuting or allowing employees to work from home .....	37%	58%	5%
i. Job sharing.....	18%	76%	6%
j. Compressed work week.....	29%	68%	3%
k. Information and referral for individual counseling....	63%	34%	3%
l. Legal counseling services.....	31%	61%	8%

**21. Does your company or organization provide any other services or programs to employees providing care for a family member or other relative?**

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## Health Care Costs

22. A number of factors have been suggested as possible reasons for rising health care costs. How much, if any, do the following factors contribute to rising health care costs?

	A great deal ▼	A fair amount ▼	Not too much ▼	Not at all ▼	Not sure ▼
n=103					
a. High profits made by drug companies.....	53%	35%	6%	3%	3%
b. High profits made by insurance companies.....	43%	36%	15%	3%	4%
c. Number of malpractice lawsuits .....	52%	26%	14%	2%	6%
d. Amount of fraud and waste that occurs in the health care system.....	38%	36%	18%	0%	8%
e. Aging of the population .....	45%	47%	7%	1%	1%
f. Use of expensive, high-tech medical equipment.....	38%	44%	16%	1%	2%
g. Use of expensive new prescription drugs or treatments.....	46%	40%	10%	2%	3%
h. Lack of incentive that people with insurance have to look for lower-priced doctors and services .....	26%	33%	30%	4%	7%
i. Doctors making too much money .....	12%	34%	41%	10%	4%
j. Hospitals making too much money...	25%	25%	36%	10%	4%
k. People getting medical treatments they don't really need.....	29%	40%	26%	2%	3%
l. More people getting better medical care than ever .....	19%	39%	23%	12%	7%
m. Administrative costs in handling medical insurance claims .....	29%	43%	24%	3%	1%

**23. What do you think are the best ways to slow down the rising cost of health care?**

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**Opinions about Older Workers**

**24. Some employers have expressed the following statements about older workers (those age 50 and older). How much do you agree or disagree with these statements?**

	Strongly agree ▼	Somewhat agree ▼	Neither agree or disagree ▼	Somewhat disagree ▼	Strongly disagree ▼
n=103					
a. Health insurance costs are higher for older workers.....	25%	45%	20%	8%	2%
b. Older workers, on average, produce a higher <i>quality</i> of work.....	20%	52%	24%	3%	1%
c. Older workers, on average, produce a higher <i>quantity</i> of work.....	18%	23%	47%	12%	1%
d. Older workers, on average, are harder to train in new technology.....	8%	47%	28%	15%	3%
e. As older workers near retirement, they tend to disengage as they await their retirement date .....	1%	31%	30%	30%	8%
f. Older workers have valuable experience .....	64%	32%	3%	0%	1%
g. Older workers have valuable wisdom..	58%	32%	8%	1%	1%
h. Older workers are more loyal to their employer.....	42%	40%	15%	3%	1%
i. Older workers are more dedicated to their jobs.....	39%	41%	17%	3%	1%

## About Your Company or Organization

The following questions are for classification purposes only and will be kept entirely confidential.

### 25. Which industry best describes your company or organization's main business?

n=103

- 4% Construction and Mining/Oil and Gas
- 7% Educational Services
- 4% Finance
- 9% Government
- 10% Health
- 1% High-Tech
- 3% Insurance
- 14% Manufacturing (Durable Goods)
- 8% Manufacturing (Nondurable Goods)
- 2% Newspaper Publishing/Broadcasting
- 18% Services (Nonprofit)
- 6% Services (Profit)
- 0% Telecommunications
- 2% Transportation
- 1% Utilities
- 5% Wholesale/Retail Trade
- 8% Other [SPECIFY: \_\_\_\_\_]

### 26. About how many employees are employed by your company or organization in North Carolina? \_\_\_\_\_

### 27. About what percentage of these employees is age 50 years or older? \_\_\_\_\_

### 28. Is your company or organization for profit or not-for-profit?

n=103

- 58% For profit
- 42% Not-for-profit

### 29. Is your company or organization in the public or government sector?

n=103

- 73% Private
- 27% Public

**30. Which of the following best describes your position in your company or organization?**

- n=103
- 18% President, Owner, CEO
  - 29% Vice President, Director, General Manager
  - 29% Manager, Supervisor
  - 14% Professional
  - 10% Other [SPECIFY:\_\_\_\_\_]

**31. What is your job title:** \_\_\_\_\_

**32. In what ZIP Code is your company or organization located?** \_\_\_\_ \_

**33. Are you male or female?**

- n=103
- 33% Male
  - 67% Female

**34. What is the highest level of education that you completed?**

- n=103
- 0% 0-12<sup>th</sup> grade (no diploma)
  - 2% High school graduate (or equivalent)
  - 6% Post-high school education (no degree)
  - 6% 2-year college degree
  - 42% 4-year college degree
  - 10% Post-graduate study (no degree)
  - 35% Graduate or professional degree

**35. What is your age as of your last birthday? \_\_\_\_\_ (in years)**

**Thank you so much for your time today!**

**If you are interested in more information about workforce and/or employee caregiving resources, please fill in the contact information below.**

<b>Name:</b> _____
<b>Company:</b> _____
<b>Address:</b> _____
<b>City:</b> _____
<b>State:</b> _____
<b>ZIP:</b> _____
<b>E-mail:</b> _____



**AARP**  
**Knowledge Management**  
For more information please contact Terri Guengerich at:  
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