



AMERICAN PSYCHOLOGICAL ASSOCIATION

Stress in America

Mind/Body Health: For a Healthy Mind and Body, Talk to a Psychologist

Stress in America New York City Report

Prepared For:

The American Psychological Association

Prepared By:

Harris Interactive Inc.

Public Affairs and Policy

Table of Contents

☑ Methodology and Sample	Page 3
☑ Notes on Reading this Report	Page 4
☑ Key Survey Findings	Page 5
☑ Detailed New York City Analysis	Page 6
▪ Perceptions of Personal Stress	
▪ Managing Stress	
▪ Workplace Environment	
▪ Balancing Work and Family	
▪ Managing Workplace Stress	

Methodology and Sample

The **Stress in America Survey** was conducted online within the United States by Harris Interactive on behalf of the American Psychological Association between June 23, 2008 and August 13, 2008 among 1791 adults aged 18+ who reside in the U.S. and an oversample of 228 adults aged 18+ who reside in New York City. The survey averaged 26 minutes in length.

Results were weighted as needed for age, sex, race/ethnicity, education, region and household income among the entire population and within the specific Metropolitan Statistical Area (MSAs) as designated by the US Office of Management and Budget. Propensity score weighting was also used to adjust for respondents' propensity to be online.

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with nonresponse, error associated with question wording and response options, and post-survey weighting and adjustments. Therefore, Harris Interactive avoids the words "margin of error" as they are misleading. All that can be calculated are different possible sampling errors with different probabilities for pure, unweighted, random samples with 100% response rates. These are only theoretical because no published polls come close to this ideal.

Respondents for this survey were selected from among those who have agreed to participate in Harris Interactive surveys. The data have been weighted to reflect the composition of US population aged 18+. Because the sample is based on those who agreed to be invited to participate in the Harris Interactive online research panel, no estimates of theoretical sampling error can be calculated.

Notes on Reading this Report

This report focuses only on the views of residents within the New York City MSA and the general population.

“Metropolitan Statistical Areas” (MSAs) are a formal definition of metropolitan areas produced by the U.S. Office of Management and Budget (OMB). These geographic areas are delineated on the basis of central urbanized areas – contiguous counties of relatively high population density. Counties containing the core urbanized area are known as the central counties of the MSA. Additional surrounding counties (known as outlying counties) can be included in the MSA if these counties have strong social and economic ties to the central counties as measured by commuting and employment. Note that some areas within these outlying counties may actually be rural in nature.

Key Survey Findings

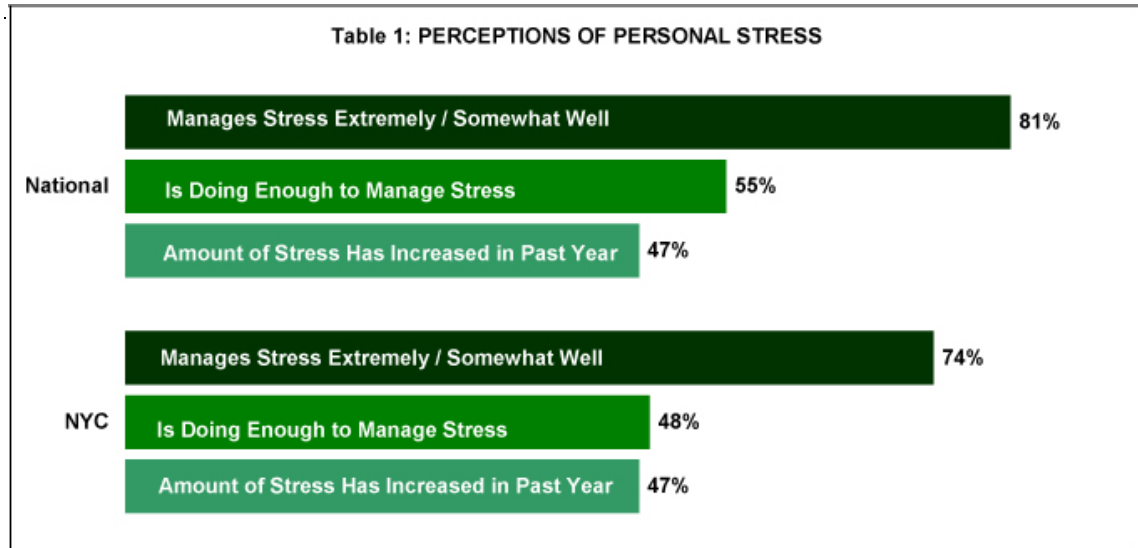
New York City residents report similar stress levels to Americans nationwide, and their experiences with stress in the workplace are generally similar. However, New Yorkers are distinct in a number of ways. They are more likely than those in other parts of the country to consider housing costs a significant source of stress. As it relates to their employment, the data suggest that New Yorkers' productivity may be negatively impacted to a greater degree than employees nationally. New Yorkers also tend to view more factors at their jobs as significant sources of stress, including job insecurity, low salaries and inflexible hours.

- NYC residents experience similar levels of stress as Americans overall; 74% of NYC residents report managing their stress extremely or very well (vs. 81% nationally) and 48% of NYC residents believe they are doing enough to manage their stress (vs. 55% nationally).
- As it relates to sources of stress, New Yorkers are more likely to view housing costs and work as significant sources of stress; more so than Americans generally as well as adults in nearly all other metro areas included in the survey.
 - More than two-thirds (67%) of New Yorkers cite housing costs as a very significant source of stress (vs. 47% of adults nationally).
 - In this way, they are distinct from the country generally as well as adults in Seattle, Los Angeles, Chicago, Detroit and Dallas.
 - More than half of all New Yorkers (56%) mention job stability as a significant stressor (as compared to 42% of adults nationally).
 - New Yorkers and Washingtonians are more likely to consider this a stressor than any other residents surveyed.
- As it relates to their workplace experience, employed New Yorkers generally have a similar experience as employees around the country.
 - Employed New Yorkers are just as satisfied with their jobs as employed Americans nationwide (57% and 61% of Americans).
 - Furthermore, NYC residents are no more or less likely than employed Americans overall to leave their job in the next year. (31% NYC vs. 32% workers nationally).
 - However, employed New Yorkers do report some specific characteristics of their jobs as significant sources of stress:
 - Job insecurity - New Yorkers are more likely than employed Americans generally to view this as a significant work stress (45% vs. 34%)
 - Low salaries – more New Yorkers mention this as a workplace stressor (59% vs. 49% nationally)
 - Lack of growth or advancement – the data suggests that employed New Yorkers are more likely to view this as a stressor (52% vs. 43%); and
 - Inflexible hours – similar to the previous finding, directionally the data suggests that employed New Yorkers are more likely to view this as a workplace stressor (35% vs. 28%).
 - As it relates to productivity, the data also suggests that New Yorkers' productivity is impacted by stress to a greater degree than employed Americans generally.
 - Three in ten (30%) employed New Yorkers missed at least one day of work and over half (54%) report some amount of lost productivity (as compared to 23% and 60% of employees, respectively).

Detailed Survey Findings

Perception of Personal Stress

- New Yorker's experience of stress is similar to that of adults nationally.
 - Although three-quarters of adults in NYC think they are managing their stress extremely or very well (74% vs. 81% nationally), less than half feel they are doing enough to manage their stress (48% vs. 55% nationally). (Q601 and 1615)
 - Nearly half of NYC residents say their stress has increased over the past year (47%); identical to the percentage of Americans nationwide. (Q623)



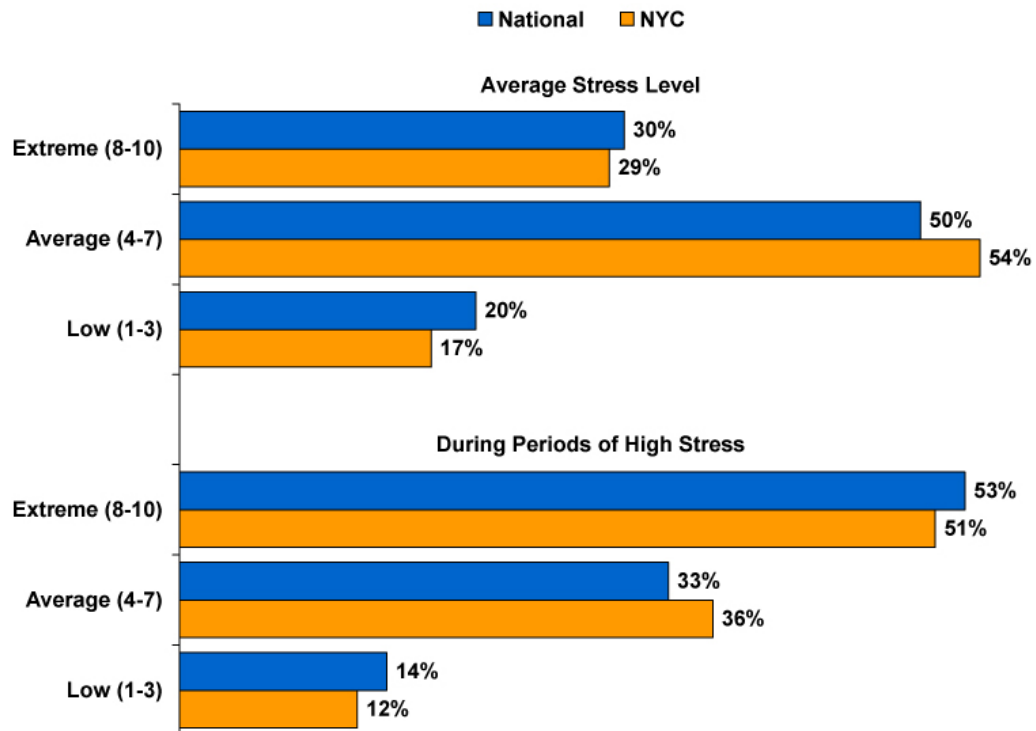
Q601: During the past month how well do you think you managed your stress?

Q1615: Do you feel that you are doing enough to manage your stress?

Q623: Thinking about the past year, would you say the level of stress in your life has increased, decreased, or has it stayed about the same?

- NYC residents report stress levels similar to the nation as a whole.
 - 3 in 10 Americans (30%) and NYC residents specifically (29%) report an average stress level in the extreme range, evaluating their stress as an 8, 9 or 10 on a 10-point scale. (Q605)
 - During reported periods of high stress, when their highest levels of stress are experienced, NYC residents again report stress levels comparable to Americans overall.
 - The mean high stress rating for NYC residents and Americans nationwide is 7.0. (Q635)
 - Similarly, roughly the same percentage of NYC residents and Americans say their stress level increased to an 8, 9 or 10 during periods of high stress in the past month (51% vs. 53% nationally). (Q635)

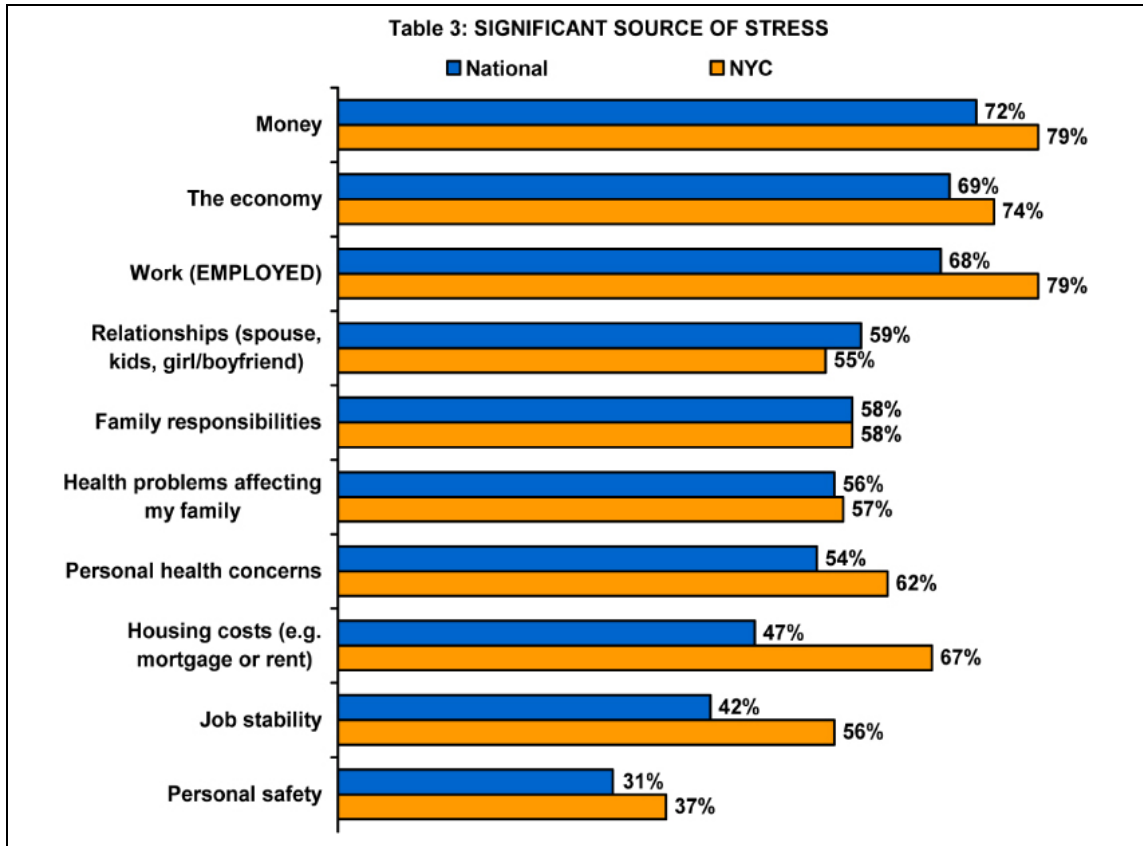
Table 2: PERSONAL STRESS LEVELS



Q605. How would you rate your average level of stress during the past month?

Q635. During times when you experienced your highest level of stress in the past month, how would you rate your stress?

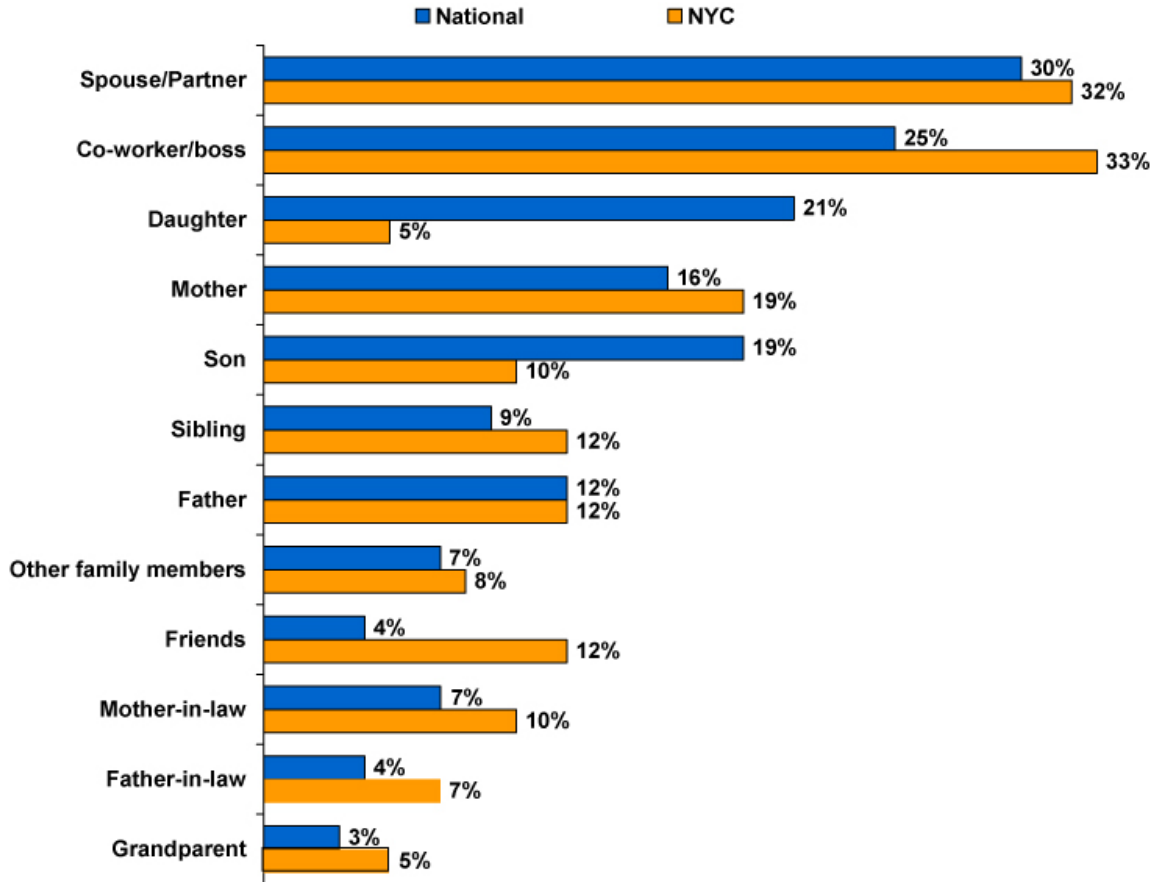
- While New Yorkers are as likely as adults nationally to say various things are significant sources of stress, there are three areas where New Yorkers are more likely to cite something as a significant source of stress:
 - Housing costs (67% NYC vs. 47% nationally),
 - Job stability (56% NYC vs. 42% nationally); and
 - Work (79% NYC vs. 68% nationally).
- Further New Yorker's are more likely than adults in nearly all other cities included in the survey to cite these as significant sources of stress. (Q625)



Q625. Indicate how significant a source of stress is in your life.

- On a daily or weekly basis, coworkers and bosses paired with spouses and partners are the two most common sources of stress among NYC residents and Americans overall.
 - NYC residents are three times more likely than Americans overall to say friends are a frequent source of stress (12% NYC vs. 4% nationally), whereas Americans overall are more likely to name a daughter as a daily or weekly stressor (21% nationally vs. 5% NYC).

Table 4: INDIVIDUALS WHO CAUSE STRESS DAILY OR WEEKLY

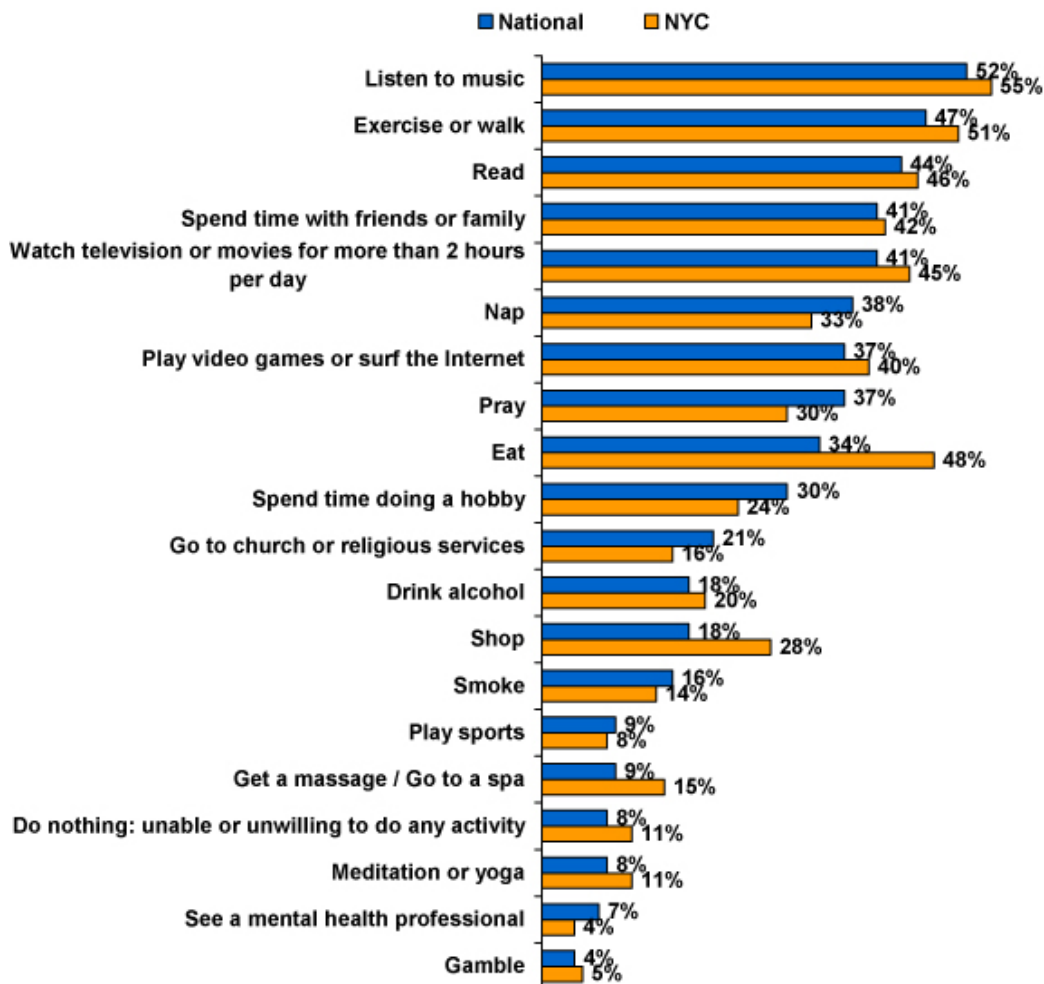


Q1700. How often do you feel the following people are a source of stress for you?

Managing Stress

- When it comes to managing their stress, NYC residents are most likely to turn to music (55%), exercising or walking (51%) and eating (48%).
- They are significantly more likely than the American public to name eating (48% NYC vs. 34% nationally); shopping (28% of NYC residents vs. 18% of Americans); and getting a massage or going to a spa (15% vs. 9% nationally) as methods of stress management. (Q965)
- When deciding who to talk with when they are feeling stressed NYC residents are more likely than Americans overall to turn to a friend (61% of NYC residents and 47% nationally). (Q1000)
 - NYC residents are less likely than Americans overall to report talking to a spouse or partner when they are feeling stressed (50% vs. 64% of Americans). (Q1000)

Table 5: STRESS MANAGEMENT TECHNIQUES



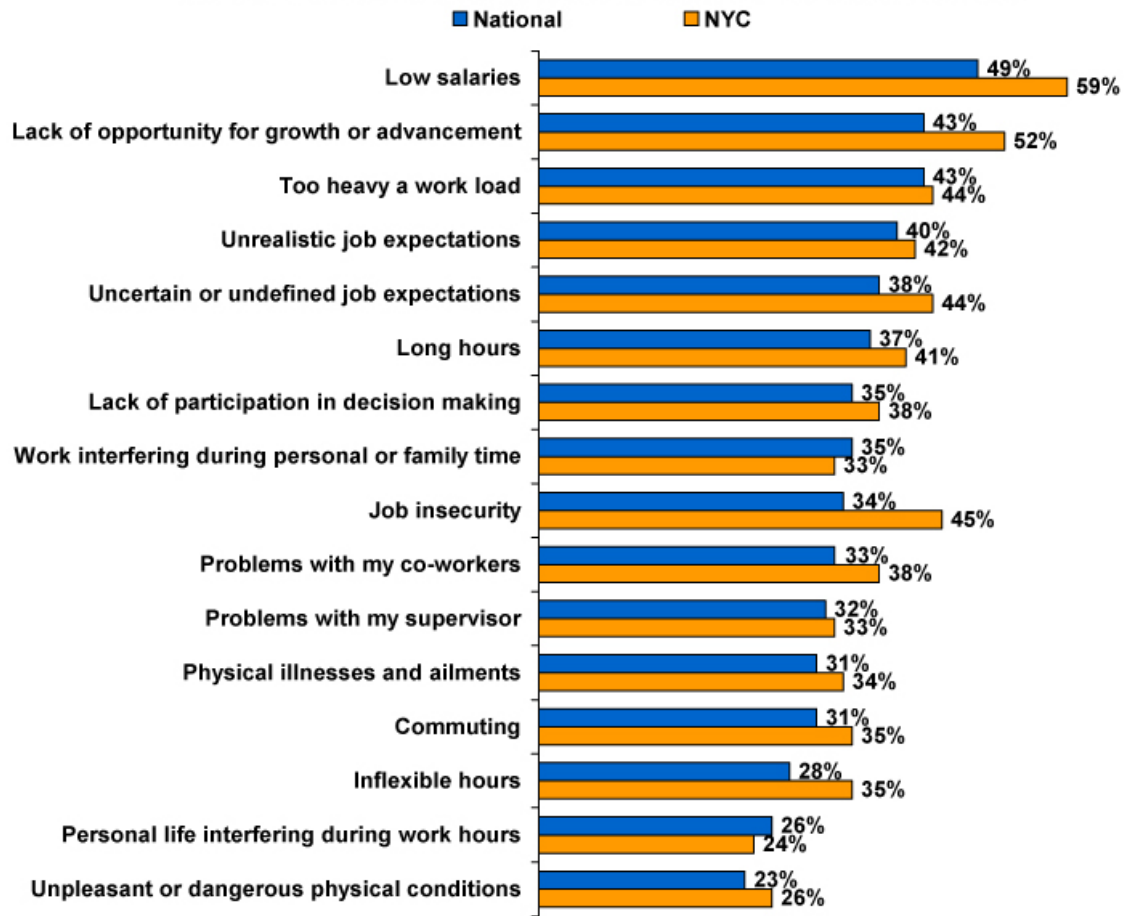
Q965. Do you do any of the following to help manage stress?

Stress in the Workplace

Workplace Environment

- NYC workers overall view of and experience with work is similar to that of employed Americans overall.
 - About 6 in 10 employed New Yorkers and a similar proportion of employed Americans overall report being satisfied with their job (57% NYC workers and 61% workers nationally). (Q905)
 - NYC residents are also no more or less likely than employed Americans overall to leave their job in the next year. (31% NYC vs. 32% workers nationally). (Q1905)
- More NYC workers report feeling stressed at work than employed Americans overall; however, both groups report similar levels of daily stress from work, which range from low to moderate.
 - Larger proportions of NYC workers report being stressed out during their workday as compared to employees overall (44% vs. 39% workers nationally); however, when asked to rate their average daily level of stress from work, NYC workers and employed Americans overall give virtually identical ratings (5.0 NYC workers vs. 4.8 workers nationally). (Q1900 and Q905)
- Employed New Yorkers and employed Americans overall face many of the same work stressors, however NYC workers appear to face them to a slightly greater extent.
 - For both NYC workers and employed Americans nationally, “low salaries” is most likely to be cited as a very or somewhat significant source of stress. However, more NYC workers (59%) name low salaries as compared to 49% of employed Americans overall. (Q910)
 - Additionally, New Yorkers are more likely to cite job insecurity (45% vs. 34% workers nationally) as a source of work stress.
 - The data further suggest that the following are stressors for New Yorkers to a greater extent than employees overall:
 - Lack of opportunity for growth or advancement (52% vs. 43% workers nationally); and
 - Inflexible hours (35% vs. 28% workers nationally). (Q910)

Table 6: VERY / SOMEWHAT SIGNIFICANT SOURCE OF WORKPLACE STRESS

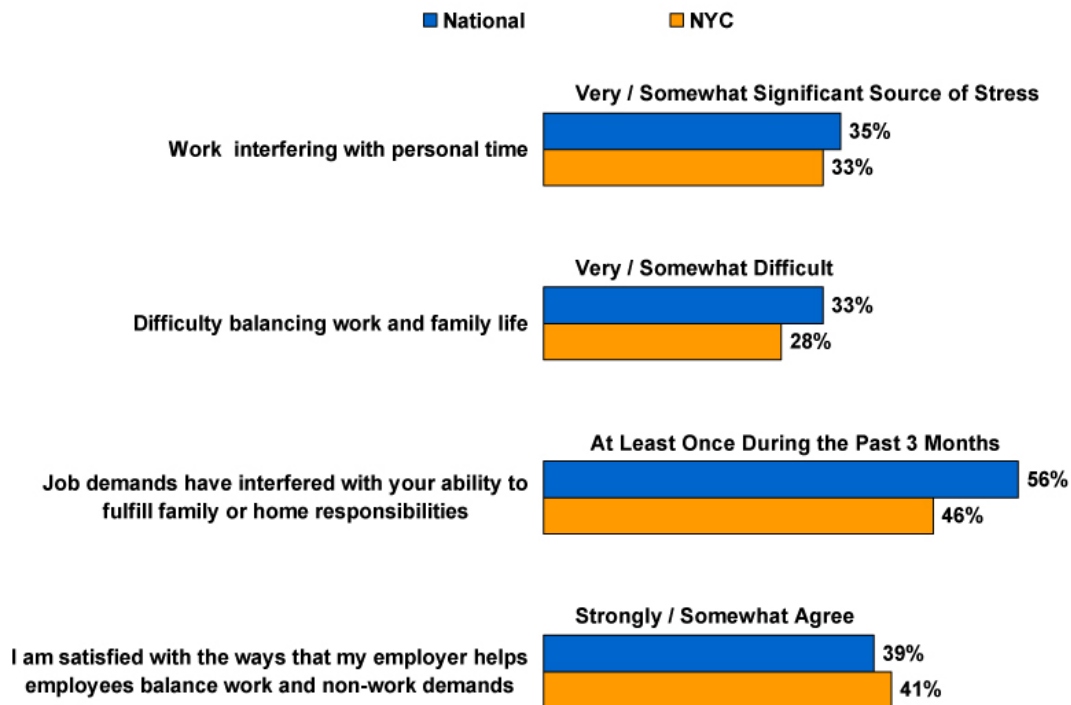


Q910. Indicate how significant the impact is on your stress level at work.

Balancing Work and Family

- NYC workers struggle with balancing work and family life in similar ways to employed Americans in general.
 - Similar proportions of employed New Yorkers (28%) and employed Americans (33%) find it very or somewhat difficult to balance work and family life. (Q915)
 - Additionally, one-third of NYC workers (33%) and employed Americans (35%) say that work interfering with their personal time is a very or somewhat significant source of stress. (Q910)
 - However, fewer NYC workers say that their job interfered with their ability to fulfill family or home responsibilities at least once during the past 3 months (46% vs. 56% nationally). (Q920)

Table 6 WORK / LIFE BALANCE



Q625. Indicate how significant a source of stress is in your life.

Q915. Indicate if you find it difficult or not to balance work and family life?

Q920. Indicate how often each of the following has happened to you during the past 3 months.

Q905. Indicate how strongly you agree or disagree with the following statements.

Managing Workplace Stress

- On the two productivity related measures examined in the survey, the data suggests that employed New Yorkers may fare worse. (Q925 and Q945)
 - Three in ten (30%) employed New Yorkers report missing at least one day of work due to stress and over half (54%) report losing some work productivity due to stress (as compared to 23% and 60% of employed Americans, respectively). (Q925)