 

**EMPATHY INDEX 2021**

**Conducted by NORC at the University of Chicago for SHRM**

*Interviews: 5/28-6/17/2021*

*5,058 adults ages 18+*

*Margin of error:*

*2.25 percentage points at the 95% confidence level among all adults*

*NOTE: All results show percentages among all respondents, unless otherwise labeled. Percentages may not always sum to 100%.*

*"\*" indicates less than 0.5%*

*"-" indicates 0%*

**EMPLOY1.**

**Which of the following describes your current employment status?**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Working – as a paid employee for a company / organization | 98 |
| Not working – laid off or furloughed starting in 2021 | 2 |
| *N=5,058* |  |

*If “Working – as a paid employee for a company / organization” or “Not working – laid off or furloughed starting in 2021” to EMPLOY1*

**SHRM1.**

**The question below is in reference to your [current; most recent] employer. On a scale of 0 (Not Representative) to 10 (Completely Representative), rate your [most recent] organization on each of the following statements.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| NORC  5/28-6/17/2021 | 0 – Not Representative | 1 | 2 | 3 | 4 | 5 |
| My organization [provides; provided] a sense of belonging to all staff. | 3 | 2 | 2 | 5 | 4 | 15 |
| My organization [demands; demanded] inclusion. | 5 | 2 | 3 | 5 | 6 | 21 |
| My organization [fosters; fostered] openness to different perspectives. | 4 | 2 | 3 | 5 | 6 | 18 |
| My organization [resolves; resolved] conflict rather than [buries; buried] it. | 5 | 3 | 5 | 5 | 6 | 16 |
| My organization [does; did] not make decisions based upon a person’s identity. | 4 | 1 | 3 | 4 | 5 | 15 |
| *N=5,058* |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| NORC  5/28-6/17/2021 | 6 | 7 | 8 | 9 | 10 – Completely Representative | SKP |
| My organization [provides; provided] a sense of belonging to all staff. | 9 | 15 | 16 | 9 | 22 | - |
| My organization [demands; demanded] inclusion. | 10 | 12 | 11 | 6 | 17 | \* |
| My organization [fosters; fostered] openness to different perspectives. | 10 | 14 | 14 | 8 | 17 | \* |
| My organization [resolves; resolved] conflict rather than [buries; buried] it. | 10 | 13 | 13 | 8 | 16 | \* |
| My organization [does; did] not make decisions based upon a person’s identity. | 8 | 10 | 13 | 11 | 27 | \* |
| *N=5,058* |  |  |  |  |  |  |

*If “Working – as a paid employee for a company / organization” to EMPLOY1*

**SHRM2.**

**With COVID-19 vaccines being more readily available and travel restrictions lifting, are you planning to use any paid time off (PTO) / vacation time within the remainder of the year for the purpose of rest & relaxation (not for sick time, doctor’s appointments, etc.)?**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Yes, I already have a vacation planned where I will be traveling | 41 |
| Yes, I have a ‘staycation’ planned (using PTO / vacation time, but not traveling anywhere) | 9 |
| Yes, but I don’t have anything planned just yet | 27 |
| No, I don’t plan to take PTO / vacation time for the remainder of this year | 10 |
| N/A - I don’t receive PTO / vacation time at my job | 12 |
| SKIPPED ON WEB | \* |
| *N=4,980* |  |

*If “Yes, I already have a vacation planned where I will be traveling” or “Yes, I have a ‘staycation’ planned (using PTO / vacation time, but not traveling anywhere)” or “Yes, but I don’t have anything planned just yet” to SHRM2*

**SHRM3.**

**How much PTO / vacation time do you plan to use for rest & relaxation for the remainder of the year?**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Less than 1 day | 1 |
| 1 – 2 days | 3 |
| 3 – 4 days | 10 |
| About 1 week | 31 |
| About 2 weeks | 30 |
| About 3 weeks | 12 |
| More than 3 weeks | 8 |
| Not sure | 5 |
| SKIPPED ON WEB | \* |
| *N=4,060* |  |

*If “Working – as a paid employee for a company / organization” or “Not working – laid off or furloughed starting in 2021” to EMPLOY1*

**SHRM4.**

**[Have you taken; Did you take] any paid time off (PTO) / vacation time for the purpose of rest & relaxation (not for sick time, doctor’s appointments, etc.) since the beginning of the COVID-19 pandemic (around March 2020)?**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Yes, I took a vacation where I traveled | 27 |
| Yes, I took a ’staycation‘ (used PTO / vacation time but stayed at home or locally) | 24 |
| No | 36 |
| N/A - I [don’t; didn’t] receive PTO / vacation time at my job | 13 |
| SKIPPED ON WEB | \* |
| *N=5,058* |  |

*If “Yes, I took a vacation where I traveled” or “Yes, I took a ’staycation‘ (used PTO / vacation time but stayed at home or locally)” to SHRM4*

**SHRM5.**

**How much PTO / vacation time did you use for the purpose of rest & relaxation since the beginning of the COVID-19 pandemic (around March 2020)?**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Less than 1 day | 3 |
| 1 – 2 days | 8 |
| 3 – 4 days | 18 |
| About 1 week | 32 |
| About 2 weeks | 23 |
| About 3 weeks | 9 |
| More than 3 weeks | 7 |
| SKIPPED ON WEB | \* |
| *N=2,865* |  |

*If “Working – as a paid employee for a company / organization” or “Not working – laid off or furloughed starting in 2021” to EMPLOY1*

**SHRM6.**

**To what extent do you agree or disagree with the following statements?**

**[GRID ITEMS RANDOMIZED]**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| NORC  5/28-6/17/2021 | Strongly disagree | Somewhat disagree | Neither disagree nor agree | Somewhat agree | Strongly agree | SKP |
| I can unplug or disconnect from work when I’m on PTO / vacation time. | 7 | 10 | 20 | 25 | 37 | 1 |
| My supervisor [encourages; encouraged] me to take PTO / vacation time. | 12 | 11 | 34 | 18 | 24 | 1 |
| My company / organization [encourages; encouraged] me to take PTO / vacation time. | 12 | 10 | 33 | 22 | 23 | \* |
| My supervisor [respects; respected] my PTO / vacation time (e.g., [does; did] not attempt to contact me). | 6 | 7 | 21 | 22 | 42 | \* |
| *N=5,058* |  |  |  |  |  |  |

*If “Working – as a paid employee for a company / organization” or “Not working – laid off or furloughed starting in 2021” to EMPLOY1*

**SHRM7.**

**How supportive are you of continuing each of the following COVID-19 benefits in 2021?**

**[GRID ITEMS RANDOMIZED]**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| NORC  5/28-6/17/2021 | Very unsupportive | Somewhat unsupportive | Neither unsupportive nor supportive | Somewhat supportive | Very supportive | SKP |
| Unemployment stipends for those who have been furloughed or laid-off due to COVID-19 | 18 | 16 | 23 | 22 | 20 | \* |
| Caregiving stipends for those with childcare or eldercare responsibilities | 9 | 9 | 27 | 28 | 26 | \* |
| Small business tax incentives / credits for COVID-related purposes | 6 | 8 | 26 | 34 | 26 | \* |
| Stimulus payments based on annual income | 15 | 13 | 24 | 23 | 25 | \* |
| *N=5,058* |  |  |  |  |  |  |

*If “Working – as a paid employee for a company / organization” or “Not working – laid off or furloughed starting in 2021” to EMPLOY1*

**SHRM8.**

**To what extent do you agree or disagree with the following statements?**

**[GRID ITEMS RANDOMIZED]**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| NORC  5/28-6/17/2021 | Strongly disagree | Somewhat disagree | Neither disagree nor agree | Somewhat agree | Strongly agree | SKP |
| My company / organization [is; was] understaffed. | 11 | 15 | 22 | 27 | 24 | 1 |
| My team [is; was] understaffed. | 13 | 16 | 21 | 26 | 23 | \* |
| [I’ve; I] had to work harder (longer hours, more projects, etc.) due to staffing shortages at my company / organization. | 16 | 14 | 22 | 25 | 22 | \* |
| *N=5,058* |  |  |  |  |  |  |

*If “Working – as a paid employee for a company / organization” or “Not working – laid off or furloughed starting in 2021” to EMPLOY1*

**COMPANY\_SIZE.**

**Approximately how many people [are; were] employed by your entire [most recent] company / organization[?; at the time of your departure?]**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Less than 20 | 23 |
| 20-49 | 16 |
| 50-99 | 13 |
| 100-249 | 15 |
| 250-499 | 9 |
| 500-999 | 7 |
| 1,000-2,499 | 3 |
| 2,500-4,999 | 2 |
| 5,000-9,999 | 2 |
| 10,000-24,999 | 2 |
| 25,000 or more | 6 |
| SKIPPED ON WEB | \* |
| *N=5,058* |  |

*If “Working – as a paid employee for a company / organization” or “Not working – laid off or furloughed starting in 2021” to EMPLOY1*

**INDUSTRY.**

**Which best represents your [most recent] company’s / organization’s industry?**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Agriculture, Forestry, Fishing and Hunting | \* |
| Mining, Quarrying, and Oil and Gas Extraction | \* |
| Utilities | \* |
| Construction | 5 |
| Manufacturing | 10 |
| Wholesale Trade | 4 |
| Retail Trade | 11 |
| Transportation and Warehousing | 4 |
| Information | 3 |
| Finance and Insurance | 5 |
| Real Estate and Rental and Leasing | 2 |
| Professional, Scientific, and Technical Services | 5 |
| Management of Companies and Enterprises | 2 |
| Administrative and Support and Waste Management and Remediation Services | 2 |
| Educational Services | 3 |
| Health Care and Social Assistance | 16 |
| Arts, Entertainment, and Recreation | 2 |
| Accommodation and Food Services | 8 |
| Religious, Grantmaking, Civic, Professional, Trade and Similar Organizations | 1 |
| Public Administration | 1 |
| Other, please specify | 15 |
| SKIPPED ON WEB | \* |
| *N=5,058* |  |

*If “Working – as a paid employee for a company / organization” or “Not working – laid off or furloughed starting in 2021” to EMPLOY1*

**COMPANY\_LOCATION.**

**In which state or U.S. territory [is; was] your workplace primarily located?**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Alabama | 1 |
| Alaska | \* |
| American Samoa | \* |
| Arizona | 2 |
| Arkansas | 1 |
| California | 11 |
| Colorado | 2 |
| Connecticut | 2 |
| Delaware | 1 |
| District of Columbia | \* |
| Florida | 6 |
| Georgia | 3 |
| Guam | \* |
| Hawaii | 1 |
| Idaho | 1 |
| Illinois | 3 |
| Indiana | 2 |
| Iowa | 1 |
| Kansas | 1 |
| Kentucky | 1 |
| Louisiana | 2 |
| Maine | \* |
| Maryland | 1 |
| Massachusetts | 2 |
| Michigan | 3 |
| Minnesota | 1 |
| Mississippi | \* |
| Missouri | 3 |
| Montana | \* |
| Nebraska | 1 |
| Nevada | 1 |
| New Hampshire | \* |
| New Jersey | 3 |
| New Mexico | 1 |
| New York | 5 |
| North Carolina | 4 |
| North Dakota | \* |
| Northern Mariana Islands | - |
| Ohio | 4 |
| Oklahoma | 1 |
| Oregon | 2 |
| Pennsylvania | 4 |
| Puerto Rico | \* |
| Rhode Island | \* |
| South Carolina | 2 |
| South Dakota | \* |
| Tennessee | 2 |
| Texas | 8 |
| Utah | 1 |
| Vermont | \* |
| Virgin Islands | - |
| Virginia | 2 |
| Washington | 3 |
| West Virginia | 1 |
| Wisconsin | 3 |
| Wyoming | \* |
| SKIPPED ON WEB | 1 |
| *N=5,058* |  |

*If “Working – as a paid employee for a company / organization” or “Not working – laid off or furloughed starting in 2021” to EMPLOY1*

**COMPANY\_NAME.**

**What is the name of the company / organization that you [currently work; most recently worked] for?**

**[OPEN-END RESPONSE]**

*If “Working – as a paid employee for a company / organization” or “Not working – laid off or furloughed starting in 2021” to EMPLOY1*

**SHRM9.**

**Which of the following describes you? Select all that apply.**

**[MULTIPLE RESPONSE]**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Asexual | 4 |
| Bisexual | 5 |
| Cisgender (i.e., identify with the sex assigned at birth) | 15 |
| Gay / Lesbian | 3 |
| Heterosexual / Straight | 72 |
| Non-binary | 1 |
| Pansexual | 1 |
| Queer | \* |
| Transgender | \* |
| A sexual orientation or identity not listed here | \* |
| Prefer not to say | 6 |
| SKIPPED ON WEB | 1 |
| *N=5,058* |  |

**SURV\_MODE. Survey interview mode**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Web interview | 100 |
| *N=5,058* |  |

**SURV\_LANG. Survey interview language**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| English | 100 |
| *N=5,058* |  |

**DEVICE. Device**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Desktop | 34 |
| Smartphone | 65 |
| Tablet | 1 |
| Unknown | \* |
| *N=5,058* |  |

**GENDER. Gender**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Male | 50 |
| Female | 50 |
| *N=5,058* |  |

**AGE4. Age – 4 categories**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| 18-29 | 19 |
| 30-44 | 34 |
| 45-59 | 31 |
| 60+ | 17 |
| *N=5,058* |  |

**AGE7. Age – 7 categories**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| 18-24 | 7 |
| 25-34 | 24 |
| 35-44 | 21 |
| 45-54 | 19 |
| 55-64 | 22 |
| 65-74 | 6 |
| 75+ | 1 |
| *N=5,058* |  |

**RACETHNICITY. Combined race/ethnicity**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| White, non-Hispanic | 65 |
| Black, non-Hispanic | 12 |
| Other, non-Hispanic | 1 |
| Hispanic | 15 |
| 2+, non-Hispanic | 3 |
| Asian, non-Hispanic | 4 |
| *N=5,058* |  |

**EDUC5. 5-level education**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Less than HS | 3 |
| HS graduate or equivalent | 22 |
| Vocational/tech school/some college/associates | 40 |
| Bachelor’s degree | 22 |
| Post grad study/professional degree | 12 |
| *N=5,058* |  |

**MARITAL. Marital status**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Married | 48 |
| Widowed | 2 |
| Divorced | 10 |
| Separated | 3 |
| Never married | 28 |
| Living with partner | 8 |
| *N=5,058* |  |

**INCOME. Household income**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Less than $5,000 | 2 |
| $5,000 to $9,999 | 2 |
| $10,000 to $14,999 | 3 |
| $15,000 to $19,999 | 3 |
| $20,000 to $24,999 | 5 |
| $25,000 to $29,999 | 7 |
| $30,000 to $34,999 | 6 |
| $35,000 to $39,999 | 3 |
| $40,000 to $49,999 | 9 |
| $50,000 to $59,999 | 9 |
| $60,000 to $74,999 | 11 |
| $75,000 to $84,999 | 5 |
| $85,000 to $99,999 | 10 |
| $100,000 to $124,999 | 9 |
| $125,000 to $149,999 | 5 |
| $150,000 to $174,999 | 4 |
| $175,000 to $199,999 | 3 |
| $200,000 or more | 4 |
| *N=5,058* |  |

**INCOME4. Household income – 4 level**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Less than $30,000 | 22 |
| $30,000 to under $60,000 | 27 |
| $60,000 to under $100,000 | 26 |
| $100,000 or more | 25 |
| *N=5,058* |  |

**INCOME9. Household income – 9 level**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Under $10,000 | 4 |
| $10,000 to under $20,000 | 6 |
| $20,000 to under $30,000 | 12 |
| $30,000 to under $40,000 | 9 |
| $40,000 to under $50,000 | 9 |
| $50,000 to under $75,000 | 20 |
| $75,000 to under $100,000 | 15 |
| $100,000 to under $150,000 | 15 |
| $150,000 or more | 10 |
| *N=5,058* |  |

**STATE. State of residence**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| AK Alaska | \* |
| AL Alabama | 1 |
| AR Arkansas | 1 |
| AZ Arizona | 2 |
| CA California | 10 |
| CO Colorado | 3 |
| CT Connecticut | 2 |
| DC District of Columbia | \* |
| DE Delaware | 1 |
| FL Florida | 6 |
| GA Georgia | 3 |
| HI Hawaii | \* |
| IA Iowa | 1 |
| ID Idaho | 1 |
| IL Illinois | 3 |
| IN Indiana | 2 |
| KS Kansas | 1 |
| KY Kentucky | 1 |
| LA Louisiana | 2 |
| MA Massachusetts | 2 |
| MD Maryland | 1 |
| ME Maine | \* |
| MI Michigan | 4 |
| MN Minnesota | 1 |
| MO Missouri | 3 |
| MS Mississippi | 1 |
| MT Montana | \* |
| NC North Carolina | 4 |
| ND North Dakota | \* |
| NE Nebraska | 1 |
| NH New Hampshire | 1 |
| NJ New Jersey | 3 |
| NM New Mexico | 1 |
| NV Nevada | 1 |
| NY New York | 5 |
| OH Ohio | 4 |
| OK Oklahoma | 1 |
| OR Oregon | 2 |
| PA Pennsylvania | 5 |
| RI Rhode Island | \* |
| SC South Carolina | 2 |
| SD South Dakota | \* |
| TN Tennessee | 2 |
| TX Texas | 8 |
| UT Utah | 1 |
| VA Virginia | 2 |
| VT Vermont | \* |
| WA Washington | 3 |
| WI Wisconsin | 3 |
| WV West Virginia | 1 |
| WY Wyoming | \* |
| *N=5,058* |  |

**REGION4. Region – 4 level**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Northeast | 17 |
| Midwest | 24 |
| South | 36 |
| West | 23 |
| *N=5,058* |  |

**REGION9. Region – 9 level**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| New England | 5 |
| Mid-Atlantic | 12 |
| East North Central | 16 |
| West North Central | 7 |
| South Atlantic | 20 |
| East South Central | 5 |
| West South Central | 11 |
| Mountain | 7 |
| Pacific | 16 |
| Territories | \* |
| *N=5,058* |  |

**METRO. Metropolitan area flag**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Non-metro area | 16 |
| Metro area | 84 |
| *N=5,058* |  |

**INTERNET. Household internet access**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Non-internet household | 10 |
| Internet household | 90 |
| *N=5,058* |  |

**HOUSING. Home ownership**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Owned or being bought by you or someone in your household | 65 |
| Rented for cash | 32 |
| Occupied without payment of cash rent | 3 |
| *N=5,058* |  |

**HOME\_TYPE. Type of building of panelists’ residence**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| A one-family house detached from any other house | 65 |
| A one-family house attached to one or more houses | 8 |
| A building with 2 or more apartments | 22 |
| A mobile home or trailer | 5 |
| Boat, RV, van, etc. | \* |
| *N=5,058* |  |

**PHONESERVICE. Telephone service for the household**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| Landline telephone only | 2 |
| Have a landline, but mostly use cellphone | 22 |
| Have a cellphone, but mostly use landline | 8 |
| Cellphone only | 67 |
| No telephone service | 1 |
| *N=5,058* |  |

**HHSIZE. Household size (including children)**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| 1 | 15 |
| 2 | 31 |
| 3 | 19 |
| 4 | 17 |
| 5 | 9 |
| 6 | 9 |
| *N=5,058* |  |

**HH01. Number of HH members age 0-1**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| 0 | 100 |
| 1 | \* |
| *N=5,058* |  |

**HH25. Number of HH members age 2-5**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| 0 | 97 |
| 1 | 2 |
| 2 | \* |
| 3 | - |
| *N=5,058* |  |

**HH612. Number of HH members age 6-12**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| 0 | 91 |
| 1 | 6 |
| 2 | 3 |
| 3 | \* |
| 4 | \* |
| 5 | \* |
| 6 | - |
| *N=5,058* |  |

**HH1317. Number of HH members age 13-17**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| 0 | 86 |
| 1 | 8 |
| 2 | 4 |
| 3 | 1 |
| 4 | 1 |
| 5 | \* |
| 6 | \* |
| 7 | \* |
| *N=5,058* |  |

**HH18OV. Number of HH members age 18+**

|  |  |
| --- | --- |
|  | NORC  5/28-6/17/2021 |
| 1 | 36 |
| 2 | 39 |
| 3 | 15 |
| 4 | 7 |
| 5 | 2 |
| 6 | 1 |
| 7 | \* |
| 8 | \* |
| 9 | \* |
| 10 | \* |
| *N=5,058* |  |