

Privacy and the Workplace

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PREFACE BY PRIVACY & AMERICAN BUSINESS

The Center for Social & Legal Research thanks ChoicePoint for its sponsorship of this important new survey which explores, for the first time in almost a decade, the attitudes and concerns of full-time and part-time employees – both blue and white collar – supervisors, managers, and executives regarding the use of their personal data in the workplace, the use of new techniques and technologies, and privacy rules and procedures they desire for the new workplace programs.

This is the second major survey ChoicePoint has underwritten in this new millennium. The first explored, in depth, the privacy and social value issues involved in commercial-service delivery of personal information from government public records – a rising issue. Sponsorship of such work underscores ChoicePoint's commitment to understanding the transforming privacy issues that are playing a leading role among consumers and employees as we go forward.

The Center, through its many activities – *Privacy & American Business*, among them – has with its surveys reported and clarified public attitudes toward the complex privacy issues growing from the new technological advances now moving our world and from the new privacy climate rising from the tragic events of September 11.

With this survey, ChoicePoint joins a group of distinguished corporations and associations in underwriting what are clearly recognized as surveys that illuminate and instruct in both the online and offline worlds.

We hope this survey is a valuable contribution to the public dialogues that will follow, and we thank ChoicePoint for making this study possible.

Lorrie Sherwood
Executive Director
Center for Social & Legal Research

It's hard to imagine a topic that is more relevant and timely to the average American than privacy and security. Given the world-changing events of the past year and the realization that many of the risks once considered remote are all too real, it is no surprise that one area where those issues merge is in the workplace.

Employers and employees realize the risks that exist – ever-present concerns over access to competitive and confidential information, liability for on the job behavior, sexual harassment, and incidents of workplace violence.

As the survey found, the vast majority of us want employers to do something to mitigate those risks and make us more secure.

Increased sensitivities in the wake of the September 11th tragedies have transformed society's definition of risk from one that was primarily financial or commercial in nature into one that is both personal and physical.

Hiring someone, for example, with a hidden criminal past creates a *personal risk* of theft and workplace violence to other employees. Likewise, hiring someone with falsified credentials or misrepresented capabilities creates *economic risk* such as financial loss and even the closing or bankruptcy of an employer.

However, while Americans recognize the legitimacy and effectiveness of using background screening to protect employees in the workplace, many have legitimate concerns over the amount of personal and professional information employers maintain on their employees. They want to know there are adequate safeguards to ensure, for example, the confidentiality of information about employees' medical and health histories, their earnings and retirement accounts, and their email and Internet habits.

Since employers and employees recognize and seem to agree on the power of information, any safeguards imposed by society must not limit employers' abilities to collect information, but rather there must be limits on how the information is used.

ChoicePoint supports appropriate limits such as those found in the Fair Credit Reporting Act to protect employees and applicants from facing adverse decisions based on inaccurate or inappropriate data. For example, with very limited exceptions, employers are not allowed to consider judgments or civil suits that are older than seven years when making an employment decision. Also, applicants and employees have the right to obtain and correct copies of consumer reports that employers obtain from background checking companies.

These are balanced protections that protect the employee without unduly hindering employers from making fair and accurate decisions.

When ChoicePoint learned that a decade had passed since anyone conducted a major national survey on employee privacy issues, we realized the importance of this project and felt obligated to lead on this issue.

ChoicePoint has been a leader in the area of the responsible use of information and employment screening for years. This is the second major public opinion survey ChoicePoint has sponsored since becoming our own company five years ago. In 2000, we underwrote *Public Records and the Responsible Use of Information*, which determined that strong majorities of the American public supported the free flow of public record information for decisions that matter to the greater good of society.

ChoicePoint has long recognized the power of information to mitigate risk in the increasingly virtual and anonymous world where we live and work.

Not that long ago, employers would often hire people who came personally recommended by friends or business associates. And once they hired someone, it was common for that person to spend an entire career with one organization. Today, the average person holds seven or eight jobs during their lifetime. Also, employers are increasingly relying on the use of contract or temporary employees, further increasing the “transient,” anonymous nature of the workforce – with an estimated 30 million “contingent” workers that are now a part of the U.S. workforce.

The implication of this ever-increasing anonymity in our workplaces creates greater risks and more severe consequences. Without access to quality, objective information – such as public records, psychological profiles, and the results of drug tests – employers are left to make high-risk decisions without appropriate tools.

Given today’s environment and the risks associated with it, there should be no surprise that the survey found majorities of employees supporting efforts that seem to promise a safer and more secure workplace. They believe their employers should strengthen identification procedures for entering the job premises and accessing computer systems. They support conducting more detailed background checks on job applicants and, to a lesser extent, current employees.

When asked, for example, how acceptable it is for employers to use a commercial information service to carry out various background checks of job applicants:

- 92% of employed adults agree that it is acceptable to determine whether a job applicant’s resume contains false information about their educational achievements, employment history, and similar matters.
- 91% of employees say it is acceptable to check a criminal conviction record or sexual offender conviction.
- 84% of employees approve of checking whether professionals have had an official determination of misconduct against them – for example, a malpractice finding for a doctor, lawyer, or stockbroker.

When employed adults were asked about using a commercial service to conduct various tests for new job applicants, 87% agree that it is acceptable to screen for illegal drug use, and 72% approve of using psychological tests to identify persons with violent tendencies.

The survey also finds majority support for enhanced workplace security – for example, making identification procedures for entering the work premises more strict and adopting tighter procedures for accessing the organization’s computer systems.

In addition, a majority – 53% – feels their employers should be conducting more detailed background checks on job applicants. Surprisingly, though, most employees did not believe that their employers are taking enough affirmative steps since September 11th.

Beyond that, the survey finds that employees draw a line in areas they consider inappropriate. For example, majorities say “no” to background checks to determine whether applicants had filed workers compensation claims or for bankruptcy, while a majority also consider the use of a credit history report unacceptable. These are interesting results that highlight one challenge facing employers and background checking companies. We must work to establish the relevance of the information collected and used to enhance trust in the employer-employee relationship.

The survey also seems to challenge society to maintain a commitment to the responsible use of information. It is not necessary to check our civil liberties at the door to increase security. At ChoicePoint, we remain committed to effective safeguards that assure that only those with a permissible purpose should be permitted to tap into information that exists.

Reducing risk in the work environment does not require increasing the risk of misusing personal information.

Professor Alan F. Westin of Columbia University, president and publisher of the authoritative *Privacy & American Business* and a recognized privacy expert, has offered his interesting interpretations on these and other survey findings in an essay preceding the major report findings.

At ChoicePoint we are proud of this survey. We believe it is a timely and positive contribution to the on-going debate between employer responsibility and employee privacy.

INTRODUCTION

Privacy and the Workplace was conducted for Privacy & American Business and sponsored by ChoicePoint Inc. to further understand the attitudes and experiences of employed adults – both managers and employees and across all sectors of employment – as it relates to privacy issues and concerns at work. More specifically, the study was designed to examine employees’ attitudes toward:

- 1) Their workplace and job satisfaction;
- 2) Overall attitudes toward workplace privacy;
- 3) Views of employer’s privacy practices and policies;
- 4) Selection standards and screening procedures;
- 5) Policies on employee monitoring; and
- 6) The post-September 11th workplace environment.

Methodology

Between March 27 and April 2, 2002, a sample of 1,258 adults who are employed full-time or part-time was interviewed online for this study. The sample was selected from the *Harris Poll Online* (HPOL) database, which consists of several million members who have agreed to participate in survey research. The survey consisted of thirty-four questions that were added to our online omnibus survey, *The Harris Poll*.

The data were weighted to represent the adult employed full-time and part-time population. A more detailed methodology is attached in Appendix A. In addition, the datasheeted questionnaire (that is, the questionnaire with total percentages posted onto it) is appended.

Notes on Reading Tables

An asterisk (*) on a table signifies a value of less than one-half percent (<0.5%). A dash represents a value of zero. Percentages may not always add up to 100% because of computer rounding or the acceptance of multiple answers from respondents. The base for each question is the total number of respondents answering those questions. It is important to note that in some instances in the analysis, results may be based on small sample sizes - that is, sample sizes of 50 respondents or less. This is typically true when questions were asked of subgroups or when comparing subgroups to each other. Please note that caution should be used in drawing any conclusions from the results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Project Responsibility and Acknowledgements

Harris Interactive would like to thank Dr. Alan Westin of Privacy & American Business, Professor of Public Law & Government Emeritus at Columbia University and President of Privacy & American Business; Derek Smith,

Michael deJanes, and William Still from ChoicePoint Inc. for their valuable contributions to this study. The survey was conducted by Harris Interactive under the direction of David Krane, Senior Vice President and Diana Gravitch, Senior Research Associate. In addition, Dr. Sybille Guy, Director, provided assistance in the analysis of the findings. Harris is responsible for the final determination of the topics and question wording as well as for the collection of the data, analysis, and interpretation in the report.

Public Release of Survey Findings

All Harris Interactive Inc. surveys are designed to comply with the codes and standards of the Council of American Survey Research Organizations (CASRO) and the code of the National Council of Public Polls (NCPP). Because data from the survey may be released to the public, release must stipulate that the complete report is also available.

Commentary by Dr. Alan F. Westin, Professor of Public Law and Government Emeritus, Columbia University, and President, Privacy & American Business

THE IMPORTANCE OF WORKPLACE PRIVACY

For the approximately 134 million Americans employed full or part time in the United States in 2002 – spending more time at work than at any other daily activity, the observance of what are seen as proper privacy rules and practices by their employers is a very important matter.¹ And, for management at millions of workplaces, balancing privacy policies with sound personnel administration and potential legal liabilities is equally vital.

In this setting, the workplace privacy terrain has become well defined over the past two decades, both through legal issues being addressed by courts and legislatures and as issues on which employees, unions, privacy advocates, and personnel specialists have been involved. Among the key topics are:

- What is acceptable or not acceptable to ask about, collect information on, and conduct tests for in the employee selection process?
- What kind of job oversight and monitoring of work performance by supervisors is fair to both employees and work standards?
- When should employers monitor employee use of telephones, e-mail, and the Internet at work and what should be considered proper and improper oversight of these methods of communication?
- What types of employee medical conditions and use of health insurance do employers need to know about and what should be “personal” employee matters?
- Should off-the-job conduct of employees ever be taken into account for personnel decisions and, if so, what kinds of activities are appropriate to consider?
- What information should go into personnel records and new Human Resources Information Systems and what rights of inspection and challenge should employees have?
- Since the terrorist attacks of September 11th, what enhanced background checks, facility access

¹ Figures for the total number of employed adults in the U.S. comes from the Bureau of Labor Statistics news bulletin, March 2002.

controls, and information-system security safeguards can be installed without unnecessary privacy intrusions?

- And, what kinds of specific privacy policies or comprehensive privacy codes should employers have and communicate to their employees when carrying out personnel administration?

What is clear from media and expert coverage of these workplace privacy issues over the past two decades is that employer practices vary widely. This is true not only among the different employment sectors – government, business, and non-profit – but also in terms of high, medium, and low respect for and treatment of employee privacy values among all three employer types.

Privacy & American Business (P&AB) has been covering such workplace privacy issues since 1994, both the domestic scene and international issues (transferring personal employee data from U.S. multinational operations in Europe back to the U.S. for human resources administration). We have held three national conferences since 1998 on these human resources privacy issues.

Taking stock of the workplace privacy scene in mid-2002, especially after the September 11th attacks brought new security concerns to workplaces, seemed to Privacy & American Business an important activity. We organized a national conference on “Privacy and Security in the New American Workplace” (May 21-22, 2002) and commissioned this national survey of employees with Harris Interactive (through a grant from ChoicePoint Inc.) to be a major informational resource for the conference.

Harris Interactive has reported fully in this publication on the questions and results of this survey. In keeping with my role as academic advisor to P&AB’s privacy surveys, I am providing my commentary on aspects of the survey’s findings that I think merit further analysis.

ISSUES MY COMMENTARY WILL COVER

Our workplace privacy survey questioned 1,258 adults who are full- or part-time employees in the business, government, and non-profit sectors, representing about 134 million such employees in the U.S. workforce as of March 2002.²

As the Harris Report relates, the topline finding of the survey is that large majorities of American employees express basic confidence in their current employer’s information practices:

² Figures for the total number of employed adults in the U.S. comes from the Bureau of Labor Statistics news bulletin, March

- Employed adults say they are not concerned about the way their employer is collecting and using employee personal information (70%);
- Employees rate their employer’s privacy rules and practices as pretty good to excellent (76%); and
- Employed adults do not believe their current employer has asked them for personal information they thought was inappropriate (88%), released their personal information in an improper way (94%), or collected information improperly about their off-the-job activities (93%).

At the same time, 30% of employees say they are very to somewhat concerned about the way their current employer “collects and uses personal information about its employees.” Since this 30% represents about 40 million workers, we have a substantial body of American employees who do feel there are intrusive practices at their workplaces.

In addition, even for the majority of employees who express confidence in their employer’s current practices, there are specific workplace privacy issues (discussed later) on which they would not accept some current employer actions.

Against this backdrop, my Commentary will explore four topics:

1. Taken as a whole, do our 2002 findings represent a new development in employee privacy attitudes or are they evidence of a long-continuing trend?
2. What employer practices do various percentages of employees feel to be privacy invading?
3. Who are the employees who view their employers as engaging in generally privacy-intrusive practices?
4. What do employees feel are good privacy practices being followed by their current employers, and what does this tell us about the sources of good and bad management privacy policies?

1. EMPLOYEE PRIVACY TREND LINES, 1978-2002

Between 1978 and 2002, I have been academic advisor to six national surveys of the public on privacy that included significant sections on employee privacy issues³, and one national survey in 1993 devoted exclusively to private-sector employee privacy issues.⁴ The results of all of these studies show that the major findings of our 2002 employee privacy survey continue rather than depart from two decades of previous survey results.

A. Overall Confidence In Employer Information Handling.

Survey results from 1993 closely parallel the 2002 findings. In 1993, 90% of private-sector employees said their employer had never asked them “for personal information that [they] thought was inappropriate because it was not really needed for employment...” Ninety-four percent of private sector employees said they did not know of any occasion when their employer had used personal information about them unfairly. When asked how likely they thought it was that their employer had ever released any information from their personal file improperly, 88% said this was not likely (of which 58% said “not at all likely” and 30% said “not very likely”).

B. Attitudes Toward Background Investigations

When presented with lists of topics that employers might examine in pre-employment record checks, both the public and employees across these two decades expressed strong support for those seen to be fair inquiries (criminal convictions, employment history, educational record, job skills, verifying job resumes, etc.) and equally strong opposition to those seen as either irrelevant or intrusive (such as genetic tests, off-the-job lifestyle, “honesty” tests, or having filed a worker’s compensation claim.)⁵

C. Attitudes Toward Work Monitoring

Using similar question wording on employer monitoring of customer service operators as on our 2002 survey, the 1990 Equifax survey found that 58% of the public felt that “listening in should be allowed.” Identical question wording to the 2002 study asked in 1993 found that 59% of the public and 60% of employed persons supported employer monitoring of customer service work. In our 2002 survey, employee approval across all three sectors of

³ Throughout this commentary, trended data is referenced from the following studies conducted by Harris Interactive (formerly Louis Harris & Associates): “The Dimensions of Privacy” (1978); “The Equifax Report on Consumers in the Information Age” (1990); “Health Information Privacy” (1993); “Work Monitoring, Privacy and Fairness” (1994). With Opinion Research Corporation: “Public Records and the Responsible Use of Information” (2000) and “Public Attitudes Toward Uses of Criminal History Information” (2001).

⁴ “Workplace Health and Privacy Issues: A Survey of Private Sector Employees and Leaders,” Harris Interactive and Dr. Alan F. Westin (1993)

⁵ It is important to note that the lists of topics presented as examples of pre-employment record checks in the 1993 and 2002 studies were not identical although they addressed similar issues.

American employment rises to 78%.

D. Attitudes Toward Employer Collection of Health and Lifestyle Information

Ninety-one percent of private-sector employees in 1993 said their employers had not collected information about their health or lifestyle off the job that should not be collected, and 96% said they had never had medical or health information they provided to their employer disclosed to other people at work in ways they felt were not proper.

E. Employee Surveys and Management Practices

As these comparisons document, two decades of surveys into employee privacy issues show a consistent pattern: large majorities of employees expressing high confidence in employer information collection and use and a minority of the workforce saying their privacy has been invaded. However, we also see majorities of employed adults over two decades expressing consistent judgments about the unacceptability of various employer background inquiries and work monitoring practices.

Looking at legal developments and mainstream human resources practices over the past two decades, employee-majority views of these kinds helped generate important employee-privacy reforms. Some resulted in the enactment of new federal and state employee-privacy laws (such as bans on most pre-employment polygraph use and employer uses of genetic testing) and others led to the development of new predominant personnel practices (such as giving employees inspection rights to their personnel records and dropping pre-employment inquiries into lawful off-the-job activities).

2. WHAT CURRENT PRACTICES ARE SEEN AS PRIVACY INTRUSIVE?

In the 2002 study, we asked employees expressing general or specific concerns about their employer's information practices to tell us what concerned them. Perhaps because interviewing for this study was conducted online, thus affording respondents more privacy, employees felt more at ease to share their thoughts and concerns. This process provided us with a rich harvest of over 200 complaints, usually provided in one to four line typed replies. A few examples have been noted in the Harris Report, but I think that further analysis of these narratives is highly useful.

A. What Employees Cite as Privacy Concerns

1. Workplace Monitoring

When non-managers were asked to report whether they felt there were improper invasions of privacy at their workplace, thirteen percent said “yes.” When given the opportunity to provide more specific examples, over half of the 112 narrative responses address some type of employer monitoring: phone calls, e-mail messages, Internet use at work, work-performance, video cameras, watching employees in cubicles, and inspecting lockers and desk drawers. Others cite employers checking on credit card use or opening employee mail. In their words:

- “Monitoring e-mail and activity on the Internet – especially during free time such as lunch breaks.”
- “Monitoring of local phone calls, reviewing email addresses, monitoring the websites that are viewed but not blocked.”
- “Managers listening in on personal telephone calls.”
- “Employees are reassigned cube space so supervisors can more easily monitor them, look over their shoulders.”
- “My employer opens all employee mail and if deemed necessary keeps it and does not give it to employee.”
- “They monitor my emails, listen in to my personal calls, there is no privacy in my office at all at any time. I got written up for closing my door once...”
- “There are cameras in place to monitor the safety and security of the public. My employer uses those cameras instead to monitor its employees...”
- “We are being monitored by a video camera at all times. They also have all our desks in open space so they can monitor all our moves. Such as, we are to let them know if we are going to the bathroom, will it take longer than five minutes. They want to know where we are at all times.”

All of these employer activities, in fact, are presently legal under American employment law, if not done surreptitiously or excessively. Most represent types of personnel practices that are widely approved by majorities

of employees as necessary for sound personnel and work administration. What employees seem to me to be complaining about in these narratives is the lack of trust and feelings of deep intrusiveness they experience from the way they see their employer going about such activities – heavy handed, unlimited, unfairly administered, and without credible explanations as to why these actions are necessary and how they will not be abused by supervisors.

2. Other Practices Seen as Invasive

Among the other employer practices cited most often are the way random drug or alcohol testing programs are administered; supervisors gossiping about personal employee matters; management looking into off-the-job actions or weekend activities of employees; supervisors checking into whether employees were really sick by calling employees' home numbers; and employees having no privacy for telephone calls or conversations in their work area. Mentioned only once, but interesting were: publishing employee addresses and phone numbers in the company phone book; asking a female worker if she was pregnant; using the Social Security Number as an employee ID; and security checks since September 11th.

B. Concerns Over Handling of Medical and Health Information

Another open-ended question asked employees who said they were very concerned or concerned about the way their employer handled health or medical information to be more specific about these concerns, and we received 96 narrative responses on this issue, with about 20 citing issues not related to health information. However, the great majority of narratives were health-privacy-focused. By far the most often cited concern was that employers would use health claims information and other knowledge of health conditions to discriminate against employees through such actions as cutting back on insurance coverage, denying a pay raise, denying a good assignment, withholding promotions, making the employee the first to be laid off when there are reductions, or just firing the employee as too expensive. Other frequently cited concerns are that self-insured employers knew all about employees' sensitive medical conditions, employee health information being circulated too widely at the workplace, and managers were "unprofessional" in the way they handled the information.

3. WHO ARE THE PRIVACY CONCERNED EMPLOYEES?

Apart from the distribution of employee opinion on specific employer policies and practices, we noted that thirty percent of our respondents do not share the majority's positive views of overall privacy practices at their workplaces. We can look at demographic patterns and also at job satisfaction outlooks to seek a clearer understanding of these privacy-concerned respondents.

A. Demographics

Unlike the pattern in consumer privacy surveys, there was not a generally higher privacy concern among women employees than men, or consistent differences by age, education, or income. As Chart 1 shows, higher privacy concerns were registered by members of three groups – labor unions, African-Americans⁶, and government employees.

Chart 1: Demographic Groups Higher in Privacy Concerns

ITEM	All Employees	Union Members	African Americans	Gov't Employees
Low rating on employer's privacy rules and practices.....	24%	44%	34%	32%
Concerned how employer collects and uses employee personal information.....	30%	56%	45%	44%
Concerned how employer collects and uses employee medical and health information.....	24%	40%	-	32%
Employer asked them for personal information that was not appropriate.....	12%	31%	26%	18%

The same three groups are also higher than all employees in saying they would not be willing to have an employee ID card containing a photo, a biometric identifier, and employee information to enhance workplace security. While 19% of all employees expressed unwillingness to have such a card, 33% of African-Americans, 29% of union members, and 21% of government employees expressed this attitude.

⁶ Because the number of African-Americans in this sample was small, we only used variations of 10 percentage points or more to identify differences by race. A dash in the tables in this Commentary signify that there were no differences of 10 percentage points or more. However, caution should be used in drawing conclusions from results based on these small samples.

B. Privacy and Job Orientations

When asked how satisfied they were with their job, overall, 14% of respondents say they are not very or not at all satisfied.

And when asked whether they felt their employer “generally hires, promotes, and fires people in a fair way,” 26% of employees say “no.”

As Chart 2 shows, a striking finding of the survey was the high correlation of those voicing job dissatisfaction and unfair personnel practices perceptions with the answers to our questions about perceived privacy violations and concern about employer information practices.

Chart 2: Privacy Concerns and Job Orientations

ITEM	All Employees	Not Satisfied With Job	Employer HR Not Fair
Low rating on employer’s privacy rules and practices.....	24%	47%	56%
Concerned how employer collects and uses employee personal information.....	30%	51%	60%
Concerned how employer collects and uses employee medical and health information.....	24%	33%	44%
Employer asked them for personal information that was not appropriate.....	12%	23%	28%

We looked at the demographic makeup of the employees who reported job discontent and those who did not see their employer as operating fairly. As Chart 3 below documents, the three groups that scored high in privacy concerns – union members, government employees, and African-Americans – scored about the same or only slightly higher than all employees on the job dissatisfaction question.

However, the three privacy-intense demographic groups were significantly higher on the unfair-employer human resources practices question.

Chart 3: Demographics and Job Orientations

ITEM	All Employees	Union Members	African-Americans	Gov't Employees
Dissatisfied with job.....	14%	13%	19%	16%
Employer's personnel practices not fair.....	26%	46%	35%	34%

These figures suggest that there is a correlation between higher perceptions of personnel-practices unfairness and the higher privacy concerns of the three demographic groups. Which is cause and which is effect is not statistically established, however. As we will discuss in the next section, feelings of general unfairness in personnel administration may capture the essence of how employees see (and resent) privacy invasions at their workplaces.

4. WHAT EMPLOYEES FEEL ARE GOOD PRIVACY PRACTICES

More than half our employee (non-manager) respondents (53%) say “yes” when asked if there were practices at their workplaces “that show positive respect for employee privacy.” When asked to describe these, about 350 respondents provided narrative responses.

The reports read almost like a catalogue of good fair-information-practices at the workplace: either no monitoring of work performance, phone calls, emails, and Internet use or perceptions that the monitoring was done fairly and acceptably; that no personal information was released from employee files without the individual’s permission or unless required by law; that personnel records were kept securely and access to them controlled; that medical records were kept strictly confidential; that employees could take sick leave or days off without managers prying into whether this was justified; that strict confidentiality was followed in company employee assistance programs; that the privacy policies were well communicated to employees; and that privacy rules were rigorously enforced, with violators punished.

What was striking throughout these reports was a common underlying theme – that the employer respects the employee’s dignity and commitment, and reflects that approach in its various privacy policies. Over and over in their narratives, employees stressed: “a general respect for the employee”; “we are trusted”; “we are respected”; “they acknowledge the value of personal responsibility over surveillance”; “mutual respect”; “an atmosphere of trust”; “genuine concern for employees”; “my privacy has never been disrespected”; “understanding supervisors”; and “our company works on a trust basis.”

This employee perception found expression in dozens of comments about the relationship between employer respect and employee privacy:

- “Generally, I feel that my employer does not invade the privacy of myself or my co-workers.”
- “Your private life is just that – private.”
- “We are each an individual and as long as our personal lives don’t interfere with our work, we are not bothered about what we do with our free time.”
- “Supervisors are concerned with employee lives without being nosy.”
- “Always a positive attitude if ever there is a problem you can always go to the manager with it and discuss, but only if you want to. The manager will not pry into the situation.”
- “We are respected at my work place and I do not feel that my employer invades my privacy.”
- “We all know our job description and are encouraged to do that job. We are given the same respect for privacy that we are expected to give our clients.”
- “At my employment, others always let me know that I am appreciated and an asset. My privacy has never been an issue...”
- “They do their best to allow all of us to do our jobs with a minimum of interference in our lives.”
- “Company culture is to focus on results and not control employee behavior for its own sake.”
- “Company intrusion into employees keep to a minimum. Genuine concern for employees.”
- “Our company works on a trust basis.”

Reading these 350 comments reinforces our earlier judgment – that where employees feel that their employers are fair in their overall personnel policies, based on respect for the individual and an ethic of personal responsibility – privacy policies probably are and are perceived to be positive. It is where employees feel themselves at unfair workplaces that they also feel that their privacy is “disrespected” and violated.

SUMMING UP

I draw two overall judgments from the results of this survey:

1. Large majorities of employees in all employment sectors report that their employers are collecting and using employee information and conducting personnel administration in ways that do not raise privacy concerns. Narrative comments from such respondents indicate that their employers show respect for them as employees by not probing into what are seen as personal matters or conducting oppressive monitoring, and such employer conduct is earning basic employee trust in return. For these employers, drawing up an Employee Privacy Policy and communicating this to all employees (which 84% of our respondents feel is important to do) is likely to further enhance good employer-employee relations at these workplaces.
2. Significant minorities of employees, almost a third, see their employers as engaged in abusive information and monitoring practices. Narrative comments by these employees communicate feelings of a lack of respect by their employers and disregard for basic employee privacy values, generating a sense of unfair treatment that most of these employees also feel in their employer's overall personnel administration. Adoption of a good employee privacy code at these workplaces is not likely, and anything formally adopted but administered in the way employees at these workplaces see their employers operating is not likely to earn employee trust.

This reality frames what promise to be major public policy debates over workplace privacy in this decade, as issues such as background checking, communications monitoring, workplace security, and employee-health-information uses become vital issues for employees at all employment levels and sectors.

Good employers should and probably will develop new codes of fair employment information practices and acceptable security measures for 21st century workplaces, not just by updating their policy statements but also in demonstrating fair and sensitive applications of their rules. Whether new laws and regulations will be needed to bring all employers up to an acceptable level, and to do this without creating harmful regulatory or litigative fall-outs, is likely to join consumer privacy debates on this decade's social policy agenda.

1. Attitudes Towards Employer and their Privacy Practices and Policies

Overall, job satisfaction is high among employees. They view their employers positively in terms of human resources practices and also their privacy policies. However, knowledge about privacy practices is somewhat low overall, with certain groups more knowledgeable than others.

The large majority of employees are satisfied with their jobs.

Fully 86% of all employees are very or somewhat satisfied with their jobs; in fact, well over a third (37%) say they are *very satisfied* with their job. High job satisfaction has held steady over the past five years, although the current figures represent a slight decrease since this question was last asked of a similar sample in October 2001. At that time, 94% of employed adults were very or somewhat satisfied with their jobs. Looking back further, 91% of employed adults in 1999 and 90% in 1997 reported high job satisfaction. (Table 1.1)

Employees rate their employer as fair in terms of human resources functions and privacy practices. In addition, over half of all employees feel their workplace shows respect for employee privacy. A large majority (62%) of employees credit their employer with having fair employment practices. Three-quarters (76%) also rate their employer positively in terms of good privacy rules and practices – with over one in five (24%) even rating their employer as *excellent* in regards to privacy rules. (Tables 1.4 and 1.6)

Fully 53% of all employees feel there are practices at their workplace that show positive respect for employee privacy whereas 47% do not share this view. For those who feel there are positive workplace practices, respondents were asked (unaided) to describe these practices. Respondents gave such examples as their employers securing personnel files, having established procedures for handling personal information and not monitoring communication as examples of positive ways employers are protecting the privacy of their employees. (Table 1.9)

Although the majority of employees are aware of their right to examine their own personnel file at work, relatively few have ever done so.

Over two-thirds (68%) of employees say they have the right to examine their personnel file or any other records their company keeps on them. However, a sizable minority (29%) is not sure whether they are entitled to see their

**Please describe the practices by your organization that you think show positive respect for employee privacy.
(Asked of non-managers)**

“They give to every new employee a packet with information about the privacy policy and how they use and not use the information.”

“Your private life just that, private.”

“Staff information is not given out without permission, no one may look at another’s personnel file without following established procedures. Each employee sets up their own passwords for the phones and their computer/ email that no one else is privy to.”

“Checking with employees before giving out personal information.”

own records. In practice, over two out of five (43%) employees have ever looked at their own personnel file. (Table 1.10)

Employees highly value having a privacy policy at work but nearly half of all employees are not sure if their employer has such a policy.

More than four out of five (84%) employees say it is important that their employer has and communicates an employee privacy policy. In fact, over half (54%) believe such a policy is absolutely *essential* or *very important* in a work environment. (Table 1.14)

However, only two out of five (38%) employees overall say their company has a privacy policy with nearly half (46%) of employees unsure whether such a policy even exists at their workplace. Fully 82% of employees who say their company has a privacy policy say they have actually read this policy, perhaps underscoring the perceived importance of such a document. (Table 1.17)

Demographic Analysis

Although job satisfaction in general is high, some groups are more satisfied than others. And although employees generally view their employers positively in terms of their employer's privacy practices and policies, interesting differences emerge when looking at various subgroups.

Gender

- Although men are more likely than women to see their company as fair in terms of human resources practices, women are just as likely to give positive ratings on privacy policies and practices. Having a privacy policy in their workplace is more important to women than it is to men. (Tables 1.4, 1.7, 1.15, 1.18, 1.19)

Age

- Younger adults are more likely than older employees to have read their company's privacy policy, although they pay less attention to their personnel records than their older counterparts. However, older employees are more likely than younger workers to feel that having a privacy policy is an important part of their work place. (Tables 1.11, 1.13, 1.15, 1.19)

Education

- Adults with a high school degree or less are less likely than those who have a college degree or more to say their company has fair employment practices. Those with less education are also far less aware of existing company privacy policies and their right to inspect their own personnel files. (Tables 1.4, 1.11, 1.13, 1.18)

Race/Ethnicity⁷

- Hispanic employees are most likely to be satisfied with their job as a whole, while African-American employees are least likely to report high job satisfaction. White employees also view their company more positively in terms of good privacy rules and practices than their counterparts. (Tables 1.2, 1.7, 1.11)
- African-American employees are also more likely than their counterparts to have examined their personnel file at any organization they have ever worked for. (Table 1.13)

Managers vs. Non-managers

- Interestingly, both managers and non-managers express high satisfaction with their jobs. (Table 1.2)
- Not surprisingly, managers are more likely to rate their company higher in terms of fair employment and human resources practices and they know more about their company's privacy policy. They are more knowledgeable than non-managers about laws and regulations pertaining to personnel issues. (Tables 1.4, 1.7, 1.19)

Union Membership

- Union members are more likely to have a lower opinion about fair employment and HR practices of their company, including privacy policies, but they appear to be more knowledgeable about policies and regulations. (Tables 1.5, 1.8, 1.12, 1.13, 1.18)

Type of Employer

- Employees who work for nonprofit companies appear to be the most satisfied with their jobs. (Table 1.2)
- Employees of private companies are more likely than those who work for public or non-profit companies to credit their employer with having fair employment practices and rate them higher in terms of privacy rules and policies. However, public employees are more likely than their counterparts to both know of their right to review their personnel records and actually review their files. (Tables 1.5, 1.8, 1.12, 1.13, 1.18)

Company Size

- Employees of smaller companies (under 500 employees) are more likely than those at larger companies to credit their employer with fair human resources practices and rate their company higher on privacy rules.

⁷ It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

However, fewer know whether their company has a formal privacy policy. In addition, employees at smaller companies are far less likely than their counterparts at larger companies to say privacy policies are important – although more of those at smaller companies have read the policy. (Tables 1.5, 1.8, 1.16, 1.18, 1.19)

Fairness of Employer's Human Resource Functions

- High job satisfaction seems to have some connection to views towards an employer's practices. Employees who rate their employer as fair in terms of basic human resource functions are far more likely to say they are satisfied with their job than those who give a negative rating. (Table 1.3)

Rating of Employer Privacy Practices

- Alternatively, a positive view towards their employer's privacy practices influences job satisfaction. Employees who say their employer's privacy practices are excellent or good are much more likely to be satisfied with their jobs than those who say their employer's privacy practices are fair or poor. (Table 1.3)

2. Use of Personal Information and Monitoring Practices at the Workplace

Even when asked about more specific privacy practices and policies, employees continue to view their employers in a positive light and do not seem overly concerned about the way their personal information is collected or used by employers.

While the majority of employees are not aware of an occasion where they felt their employer acted improperly, there are some employees who say that they are aware of at least one such occasion.

Nearly a third (30%) of all employees say they are aware of at least one situation where they felt their employer released or monitored their information improperly. However, the majority (70%) say they are not aware of any such occasion. (Table 2.1)

What is it that concerns you the most about the way your employer collects or uses medical or health information about employees?

“The storage of this information is inadequate and personal info, when disposed of, is not shredded. It is merely thrown into the trash.”

“That information will be released to third parties or will be used against me in promotion/pay raise decisions.”

“I worry that poor health might affect future promotions, regardless of the work capabilities.”

One out of five (19%) employees say their employer monitored their work performance in a way they felt was improper. Furthermore, just over one out of ten (13%) feel that their employer improperly monitored their use of email or the telephone, and about the same proportion (12%) says they were asked for personal information that

Please describe the practices at your workplace that you think are improper invasions of employee privacy. (Asked of non-managers)

“Phone lines are recorded and monitored – not only the business lines but also the private lines.”

“They want to know where you will be after hours on the basis that they want to call you in to work.”

“The ability to monitor e-mails, Internet usage, etc.”

“Our offices do not have private cubicles per person. If [some]one makes or gets a call, everyone in the room can hear it, including supervisory personnel.”

they felt was not needed for employment. Fewer feel that their employer collected information about off-the-job activities or lifestyle (7%) or released personal information improperly (6%). (Table 2.1)

Based on the number of times a respondent identified what they perceived to be a violation, categories of High, Medium, and Low were developed to create a Perceived Violations Index⁸. Seven in ten (70%) employees are in the Low category, suggesting that the employee does not believe their employer acted improperly on any occasion. Nearly a quarter (22%) are in the Medium category. These

respondents know of a few instances where they perceived their employer violated their privacy. Eight percent

⁸ The Perceived Violations Index was created based on a respondent’s answers to the five items in Q446 about perceived privacy violations. A “yes” response to any of the five items indicates that the respondent is aware of an occasion in which they felt their employer acted improperly in terms of the collection and use of personal information and monitoring procedures. Respondents in the “High” category are those who gave a response of “yes” to any 3-5 items in Q446. Respondents in the “Medium” category are those who gave a response of “yes” to any 1-2 items in Q446. Respondents in the “Low” category are those who gave a response of “yes” to zero (0) items in Q446.

(8%) are in the High category. These respondents feel their employer has often acted improperly in using or collecting their personal information, monitoring their communications or monitoring their work performance. (Table 2.2)

Similarly, general concern about the way employers collect and use personal information is low.

When looking at general concern about the way employers collect and use employees' personal information, the overwhelming majority (70%) of employees say they are not very or not at all concerned, with thirty percent (30%) who say they are very concerned, concerned or somewhat concerned. It is worth mentioning that these groupings closely mirror the distribution of the High, Medium and Low categories for the Perceived Violations Index, suggesting a connection between general concern and belief in potential privacy violations. (Table 2.6)

Further, employees do not seem overly concerned about the way their employer collects or uses medical or health information.

Even when asked about information that could be perceived as more sensitive in nature, only a quarter of employees (24%) say they are concerned about the way their employer collects or uses medical and health information. (Table 2.8)

Physical work arrangements are seen as private enough to allow most employees to work effectively.

Four out of five (81%) employees feel they get enough privacy at work in order to perform their work effectively. Over half (54%) even feel that their physical work arrangements allow a great deal or a lot of needed privacy. (Table 2.10)

When it comes to formal policies about offline and online communication, a sizable number of employees are not sure what these policies state or if employer even has such policies in place.

While half (50%) of employees understand their company's policy about the Internet to allow occasional personal use as long as it does not interfere with work, over one out of five (23%) believes that any personal use is forbidden by policy. However, over a quarter (27%) of employees are not sure what their company's policy states. (Table 2.12)

Additionally, a large number of employees do not know whether their company has a formal policy describing the

Please describe the practices by your organization that you think show positive respect for employee privacy. (Asked of non-managers)

"Mutual respect."

"Private, yet open door managerial attitude. Use of company computers for personal matters. Time off for personal matters without a lot of questions. A general respect for employees."

"Refusal to share information without employee consent."

"Protecting the employee's rights, privacy in a very professional manner. Guidelines are followed and adhered to."

right to monitor emails, voicemails, or telephone numbers called. For instance, while two out of five (41%) say that there is a formal policy on emails in place, (33%) says their employer has a formal policy on monitoring telephone numbers called. Less than a quarter (22%) says they are aware of a formal policy on checking recorded telephone voice mail messages. (Table 2.14)

Employees do feel that there are certain situations where monitoring policies do not infringe on privacy.

When asked if the practice of supervisors monitoring telephone customer calls for quality control purposes should be allowed or banned, the majority of employees (78%) feel such listening-in should be allowed. Only one out of five (22%) feels this practice should be banned. When a similar question was asked in March 1994, sixty percent (60%) of employed adults then felt that listening-in should be allowed and nearly two out of five (38%) said this practice should be banned. (Table 2.16)

When security is involved, concerns about breaches of privacy also appear to be a non-issue for most employees. When asked whether they would be willing to have an ID card issued by their employer for the purposes of enhancing security that would contain their photo, a biometric identifier such as fingerprints, and other personnel data, the majority of working adults (81%) indicate their willingness to have such a card. Over two out of five (44%) actually say they would be *very* willing. Only one out of five (19%) employees are unwilling to have such a photo ID card. (Table 2.18)

However, there are some employees who feel there are practices at their workplace that do infringe on their privacy.

A minority of respondents (13%) feel there are practices at their workplace that are improper invasions of privacy. When asked (unaided) to specify these practices, respondents' answers seemed to be focused on procedures such as employers monitoring the use of phones, e-mail and the Internet, a heightened interest in the private lives of employees and the lack of physical privacy at their desks or cubicles. (Table 2.20)

Please describe the practices at your workplace that you think are improper invasions of employee privacy. (Asked of non-managers)

“My employer opens all employee mail . . . and if deemed necessary keeps it and does not give it to employee.”

“Social Security number is used as a personal identifier on systems such as email where this is unnecessary and inadvisable.”

“Files are not locked and might be looked at by unauthorized people.”

“Not enough personal space provided at work...”

Demographic Analysis

As one might expect, attitudes toward their employer's monitoring practices are not viewed in same way by all groups.

*Race/Ethnicity*⁹

- African-American employees are more likely than those who are white or Hispanic to recall an occasion when their employer asked for personal information they felt was inappropriate for the workplace and are more likely than their counterparts to be concerned about the way their employer collects and uses personal information. Perhaps due to this heightened concern, African-American employees are also more likely than Hispanic or white employees to be knowledgeable about whether or not their company has a formal policy on its right to monitor email and recorded phone messages for improper use. However, in regards to monitoring customer service phone calls, Hispanic employees are more likely than those who are white or African-American to believe that this constitutes an invasion of privacy and that listening-in by supervisors should be banned. (Tables 2.3, 2.7, 2.15, 2.17, 2.19)

Managers vs. Non-managers

- Managers are more likely than their counterparts to know their company's rules regarding Internet use and other online and offline communications. Surprisingly, managers are more likely to be in favor of banning quality control monitoring of customer service telephone calls than non-managers and are also less willing to carry a photo ID card. (Tables 2.13, 2.15, 2.17, 2.19)

Union Membership

- Union members are two to three times as likely as non-union members to be aware of a situation where they felt or feel their employer released or monitored their information improperly. They are more concerned about the use of their medical and personal information, and express concern about the lack of privacy at work. Surprisingly, union members – who are typically knowledgeable about policies and regulations – are less sure what their official work policy on the use of the Internet is. (Tables 2.5, 2.7, 2.9, 2.11, 2.13, 2.19)
- Union members value privacy much more than non-union members and are more likely than non-union workers to wish to see quality monitoring of customer service calls banned. Union members are substantially less willing to have a company issued ID card containing various types of personal and work related information than non-union workers. (Tables 2.17, 2.19)

Type of Employer

- Employees at public companies are much more likely to feel they are improperly monitored at work and that their personal information is used improperly. They are more likely to be concerned about their medical and

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personal information than employees at private or non-profit companies. (Tables 2.4, 2.7, 2.9)

Company Size

- As the company size increases, so does the level of concern about privacy among their employees. Employees at larger companies are more likely to perceive their employer acted improperly with their personal information than those at smaller companies. Policies on Internet usage for non-work seem stricter for larger companies and they tend to implement policies for online and offline communications to a greater extent than smaller companies. (Tables 2.4, 2.11, 2.13, 2.15)

General Privacy Concern

- Employees who express high concern about the way their employer collects and uses personal data are more likely to say that they have observed occasions where their employer acted improperly, with improper monitoring of work performance and use of personal information not essential to the job. Not surprisingly, these employees are also more concerned about the use of their medical data and the lack of physical privacy at work. (Tables 2.5, 2.9)

Perceived Violations Index

- Perhaps not surprisingly, employees in the High category are less likely than those in the Medium or Low categories to believe their physical workplace provides enough privacy to do their work effectively. Employees in the high category are also likely to view the Internet policy at work as stricter than employees in the Medium or Low categories, and are more likely to say their employer has formal policies in place with regard to online and offline communications than their counterparts. Given their increased concern about privacy, more employees in the High category are in favor of banning quality control of customer service calls. (Tables 2.11, 2.13, 2.15, 2.17)

3. Selection Standards and Screening for New Job Applicants

In general, concerns about protecting the privacy of potential employees are low – current working adults express comfort with employers conducting background checks on new job applicants, particularly when these verifications relate to job qualifications or safety issues. Factors in a prospective employee’s past that are not viewed as directly relating to these issues are seen as less acceptable checks to conduct.

Issues related to job performance and workplace security are viewed as the most important types of factors for which to screen new employees.

When asked whether it was acceptable to enlist the assistance of a commercial service to draw on public records to conduct background checks for new job applicants, strong majorities of employees feel it is very acceptable, acceptable, or somewhat acceptable for background checks to include reviews of whether an applicant’s resume contains false information about achievements or work history (92%), criminal conviction records (91%) or sexual offender convictions (91%). Over four out of five (84%) also find it acceptable to check into whether applicants have been cited for professional misconduct such as a malpractice finding. (Table 3.1)

Although supported by somewhat fewer employees, other factors that are seen by majorities as acceptable to verify are an applicant’s driving records (62%) and records of arrests without convictions (56%). Half (49%) of all working adults consider it acceptable to check whether the applicant has ever filed a workers’ compensation claim. (Table 3.1)

However, employees can also identify the factors they do not feel is appropriate to include in a background check. Large majorities of employees say it is not very acceptable or not at all acceptable to review whether the applicant has ever declared bankruptcy (76%), a job applicant’s credit history (72%) or whether the applicant has been a party in a civil lawsuit (67%). (Table 3.1)

As with background checks, conducting screening tests of new employees is also seen as acceptable.

Fully 87% of all employees accept using commercial services to conduct screening for illegal drug use. A strong majority (72%) also says it is acceptable to conduct psychological tests to identify persons with violent tendencies. (Table 3.4)

If you could have your organization do one thing to enhance security at the workplace now, what would that be? (Asked of managers)

“Better screening of prospective employees.”

“Screen job applicants/verify information on applications.”

Please describe the practices at your workplace that you think are improper invasions of employee privacy. (Asked of non-managers)

“Background check of credit history, and random (without cause) drug-testing.”

“I don’t believe it is necessary for employees at my workplace to take pre-hire drug tests.”

Demographic Analysis

While employees seem to share approval of the most important types of information to include in a background check, some differences emerge between groups on other factors that are also seen acceptable to include as a background check.

Age

- It appears that as age increases, certain background checks are seen as more acceptable to older employees than to younger employees - such as claims of workers' compensation, previous involvement in a civil lawsuit and reviewing the applicant's credit history. This may be due to older employees having more experience in the workforce – they have seen that it is not only security or safety issues that could affect the workplace, there are other important issues that should be verified before hiring a new employee. (Table 3.2)

Race/Ethnicity¹⁰

- White and Hispanic employees are more comfortable than African-American employees with employers checking certain parts of an applicant's background such as reviewing an applicant's driving history using state motor vehicle records. African-American employees also are more likely than their counterparts to believe that checking an applicant's criminal conviction record is not an acceptable screening practice for new employment. (Table 3.2)

Union Membership

- While for the most part union membership does not influence the acceptability of background checks, non-union employees are far more accepting than union employees of examining whether a resume contains false information and whether the applicant has had any official determinations of professional misconduct. (Table 3.3)

Type of Employer

- Public employees are also more accepting of certain types of background checks than those who work for private or non-profit companies. Public employees look more favorably toward reviewing a prospective employee's driving record, arrest records without conviction, credit history reports and whether an applicant has ever filed for bankruptcy. (Table 3.3)

¹⁰ It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

4. Security and the Post-September 11 Workplace

The post-September 11th workplace does appear to be more security focused, with employees reporting that some security procedures have been made stricter. However, employees' concern about the safety of the workplace is *strong* – employees would like to see procedures implemented even further to ensure security.

Employees are in favor of tightened security measures since September 11th – but far fewer have seen such measures implemented.

Employees report that some security measures are being implemented in their companies more than others. While one out of three (36%) has seen stricter identification measures for entering work premises at their company, only a quarter (26%) has seen tighter procedures for protecting their company's computer system. One out of ten (11%) employees believe their company has implemented more detailed background checks for job applicants. That only seven percent say that more detailed background checks on current employees are now in place may be a function of being unaware of such checks conducted on other employees. (Table 4.1)

**Thinking about enhancing security at the workplace, what is your organization doing differently in managing employees and facilities since September 11th that was not in place before then?
(Asked of managers)**

“Nothing.”

“New ID code to gain access to building, closer monitoring of individuals entering building, ID cards to be worn and visible at all times, we are to question anyone we do not know who does not have a visible ID, only one person to enter building at a time, no holding the door for the next person even if you know them.”

“Checking ID's more thoroughly.”

“Established a published security policy.”

“Security and building access policies have become more stringent.”

There is strong support for employers doing more to enhance security. Whereas over one in three employees reported increased security for entering work premises, over half (53%) want to see such a measure implemented. Almost twice as many employees who say their employer has tightened access to computer systems want to see these procedures put into practice (51%). Similarly, only one in ten employees say that more detailed background checks are being done on employees yet over half (53%) want to see this in place. Although fewer employees (35%), are in favor of more detailed checks on current employees, this is still substantial compared to the proportion of employees who report this procedure was actually instituted after September 11th. (Table 4.1)

**If you could have your organization do one thing to enhance security at the workplace now, what would that be?
(Asked of managers)**

“Higher level of security using biometrics, such as retinal scan or thumbprint scan.”

“Have better control of visitors coming into the office areas. Require that the staff person they are coming to see come to the lobby to greet them and escort them to the appropriate location in the office rather than letting them find their own way.”

“I can think of nothing...I feel pretty secure here.”

Demographic Analysis

While overall many employees want to see stricter security features, some measures are more important to certain employees than to others.

Gender/Age

- Women and older employees feel it is more necessary than men and younger workers to have more security measures instituted in their workplaces. (Tables 4.2, 4.5)

Education

- While employees who are college graduates are more likely than those with less education to say that security measures have increased at work since September 11th, this is probably mostly a function of work environment and the job itself. (Table 4.2)

Race/Ethnicity¹¹

- African-American employees are more likely to see increased security measures after the events of September 11th and are more likely to agree that these measures should be put into effect by their company to enhance work security than white or Hispanic employees. (Tables 4.2, 4.5)

Managers vs. Non-managers

- More managers than non-managers state that identification procedures to enter the work place and tighter control of computer systems have already been implemented at their company. They are significantly more likely to want even stricter identification procedures implemented at their company. (Tables 4.4, 4.6)

Union vs. Membership

- Union workers are much more likely than non-union workers to say their company has already implemented tighter security measures since September 11th, but they also are significantly more likely to state that their company should do more to enhance work place security. (Tables 4.4, 4.6)

Type of Employer

- Given that many of the September 11th targets involved government buildings and offices, it is not surprising that employees of public organizations are the most likely to say their company has implemented stricter identification procedures, tighter computer access, as well as better background checks on current employees.

¹¹ It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Employees of non-profits are the least likely of all three groups to have seen heightened security measures after September 11th. Employees of private companies, on the other hand, are the least likely to indicate their company should increase security measures. (Tables 4.3, 4.7)

Company Size

- Not surprisingly, employees at larger companies are more likely to say that their company has already implemented stricter security measures compared to their counterparts at companies with fewer than 100 employees. (Tables 4.4, 4.6)

Full-Time vs. Part-Time Employment

- Full-time employees are more likely than part-time employees to be aware of increased identification procedures and tighter control over access to computer systems. By a wide margin, full-time workers are more likely to say that their company should increase all security measures than part-time workers. (Tables 4.3, 4.7)

TABLES

Table 1.1**Job Satisfaction - Trend**

The large majority of employees are satisfied with their job. High job satisfaction has held steady over the past five years although the current figures represent a slight decrease from October 2001.

Q400 Overall, how satisfied are you with your job?

Base: Employed full-time or part-time

	1997	1999	Oct. 2001	April 2002
	%	%	%	%
Very/Somewhat Satisfied (Net)	90	91	94	86
Very satisfied	54	54	58	37
Somewhat satisfied	36	37	36	49
Not very/Not at all satisfied (Net)	10	9	6	14
Not very satisfied	4	6	5	12
Not at all satisfied	5	3	1	3

Note: Trended data comes from *The Harris Poll*, 1997, 1999 and October 2001

Table 1.2

Job Satisfaction – By Race/Ethnicity, Manager and Type of Employer

Managers and non-managers alike express high job satisfaction. Non-profit employees, as compared to those who work in the private or public sectors, are the most satisfied with their jobs. Employees who are Hispanic are also more satisfied than those who are white or African-American.

Q400 Overall, how satisfied are you with your job?

Base: Employed full-time or part-time

	Race/Ethnicity				Manager		Type of Employer		
	Total	White	African-American	Hispanic	Yes	No	Private	Public	Non-profit
Base:	1258	1092	42	34	501	757	820	267	171
	%	%	%	%	%	%	%	%	%
Very/Somewhat Satisfied (Net)	86	87	81	92	86	85	85	84	94
Very satisfied	37	39	18	28	40	35	36	34	46
Somewhat satisfied	49	47	63	64	46	50	49	50	48
Not very/Not at all satisfied (Net)	14	13	19	8	14	15	15	16	6
Not very satisfied	12	11	14	8	11	12	13	11	5
Not at all satisfied	3	3	5	-	3	3	2	5	1

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Table 1.3

**Job Satisfaction –
By Fairness of Employer’s Human Resources Practices and Privacy Practices Rating**

Employees who view their employees favorably in terms of human resources practices and privacy policies are more satisfied with their jobs than those who have a less positive view of their employer.

Q400 Overall, how satisfied are you with your job?

Base: Employed full-time or part-time

	Employer’s Human Resources Practices Are Fair			Privacy Practices Rating	
	Total	Yes	No	Excellent/ Very good	Fair/Poor
Base:	1258	824	327	976	282
	%	%	%	%	%
Very/Somewhat Satisfied (Net)	86	93	67	90	72
Very satisfied	37	49	14	44	15
Somewhat satisfied	49	45	53	47	57
Not very/Not at all satisfied (Net)	14	7	33	10	28
Not very satisfied	12	6	25	9	20
Not at all satisfied	3	*	8	1	8

Table 1.4

**Fairness of Employer’s Human Resources Functions –
By Gender, Education and Manager**

Overall, employees feel positively about the way their employer handles basic human resources functions. Men are more likely than women to feel their employer is fair. Similarly, more educated employees and managers are more likely to view human resources practices in a fair way than their counterparts.

Q410 Do you feel your employer generally hires, promotes, and fires people in a fair way?

Base: Employed full-time or part-time

	Gender			Education		
	Total	Male	Female	H.S. Grad or Less	Some College	College Grad or More
Base:	1258	717	541	132	510	616
	%	%	%	%	%	%
Yes	62	66	57	57	65	65
No	26	23	30	28	26	24
Don’t know	12	10	13	15	8	11

	Manager		
	Total	Yes	No
Base:	1258	501	757
	%	%	%
Yes	62	68	59
No	26	25	27
Don’t know	12	7	14

Table 1.5

**Fairness of Employer’s Human Resources Functions –
By Type of Employer, Union Membership and Company Size**

Employees of smaller companies rate their company higher on fair human resource practices than those at companies with more employees. Private company employees are the most likely to say their employer is fair as compared to those at public or non-profit organizations. Non-unionized workers also see their employer much more positively than those who are union members.

Q410 Do you feel your employer generally hires, promotes, and fires people in a fair way?

Base: Employed full-time or part-time

	Type of Employer				Employee in Union (Non-Mgrs)		Company Size			
	Total	Private	Public	Non-Profit	Yes	No	Under 100	100-499	500-4,999	5,000 or more
Base:	1258	820	267	171	118	639	298	182	327	451
	%	%	%	%	%	%	%	%	%	%
Yes	62	65	53	61	42	62	70	74	58	55
No	26	25	34	21	46	24	18	17	30	33
Don’t know	12	10	12	18	12	14	12	8	12	12

Table 1.6

Rating Employer's Privacy Rules and Practices

Most employees feel that their employer has good privacy rules and practices. In fact, nearly a quarter say their employer's privacy policies are excellent.

Q415 In terms of what you consider good privacy rules and practices at the workplace, how would you rate your employer?

Base: Employed full-time or part-time

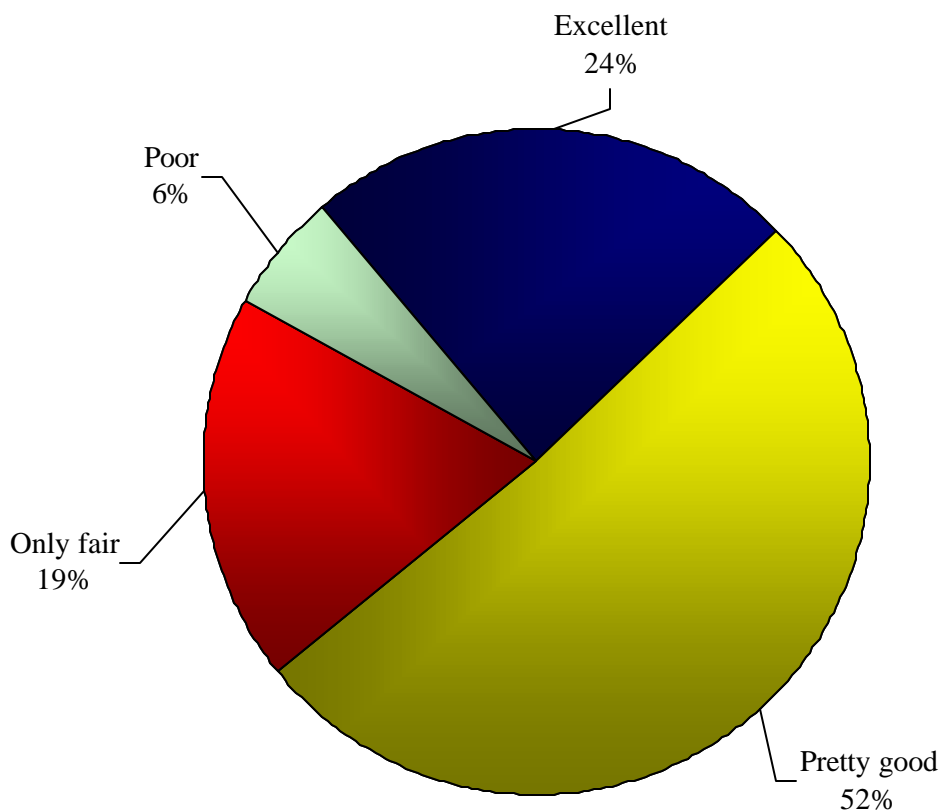


Table 1.7

**Rating Employer’s Privacy Rules and Practices –
By Gender, Race/Ethnicity and Manager**

Men and women rate their employer equally on having good privacy rules and practices. Employees who are white are more likely than those who are African-American or Hispanic to view their employer positively in terms of privacy. Perhaps not surprisingly, managers are more likely to rate their employer as fair as compared to non-managers.

Q415 In terms of what you consider good privacy rules and practices at the workplace, how would you rate your employer?

Base: Employed full-time or part-time

	Gender			Race/Ethnicity			Manager	
	Total	Male	Female	White	African-American	Hispanic	Yes	No
Base:	1258	717	541	1092	42	34	501	757
	%	%	%	%	%	%	%	%
Excellent/pretty good (Net)	76	76	75	78	66	63	81	73
Excellent	24	24	22	25	12	28	28	21
Pretty good	52	51	53	53	55	35	53	52
Only fair/poor (Net)	24	24	25	22	34	37	19	27
Only fair	19	19	19	16	34	33	14	21
Poor	6	5	6	6	-	3	5	6

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Table 1.8**Rating Employer's Privacy Rules and Practices –
By Type of Employer, Union Membership and Company Size**

Managers, employees of smaller or private companies, and non-union workers are more likely than their counterparts to view their employer as having good privacy policies.

Q415 In terms of what you consider good privacy rules and practices at the workplace, how would you rate your employer?

Base: Employed full-time or part-time

	Type of Employer				Employee in Union (Non-Mgrs)		Company Size			
	Total	Private	Public	Non-Profit	Yes	No	Under 100	100-499	500-4,999	5,000 or more
Base:	1258	820	267	171	118	639	298	182	327	451
	%	%	%	%	%	%	%	%	%	%
Excellent/pretty good	76	79	68	69	56	75	85	79	70	72
Excellent	24	25	18	21	9	23	40	18	17	19
Pretty good	52	53	50	48	47	52	45	60	53	53
Only fair/poor (Net)	24	21	32	31	44	25	15	21	30	28
Only fair	19	16	21	29	26	20	11	16	24	21
Poor	6	5	10	2	18	4	4	5	6	7

Table 1.9

Whether Company Practices Respect Employee Privacy

Over half of all employees feel there are practices at their workplace that are respectful of employees' privacy. When asked to be more specific about what these practices are, respondents offered examples such as their company has clear, established policies, little or no monitoring and forbids the release of personal information without the employee's consent.

Q570 Are there any practices at your workplace that you think show positive respect for employee privacy by your organization?

Base: Non-managers

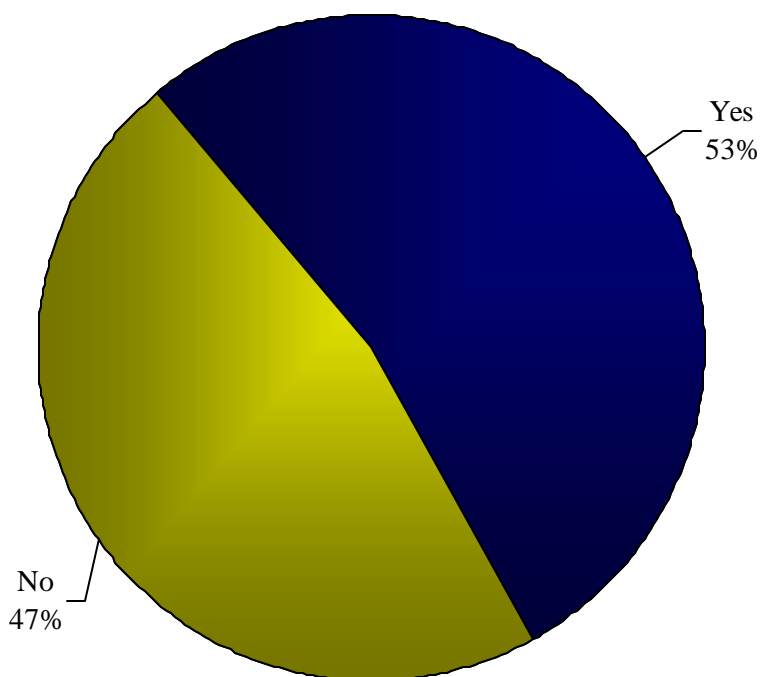


Table 1.10

Right to See Personnel File or Other Records

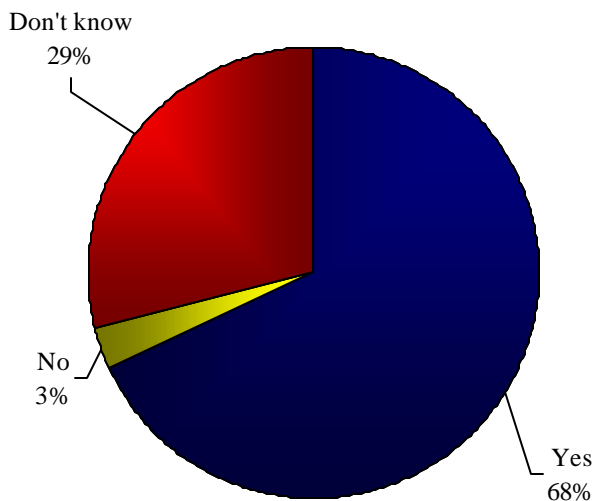
The majority of employees know of their right to examine their personnel records or other files at work. However, relatively few have ever looked at their records at any company they have worked for.

Q525 Either by law or company policy, do you have the right to see what is in your personnel file or other records at your company?

Q530 Have you ever looked at your personnel file at any organization you have worked for?

Base: Employed full-time or part-time

Know of Right to See Personnel File



Have Ever Looked at Personnel File

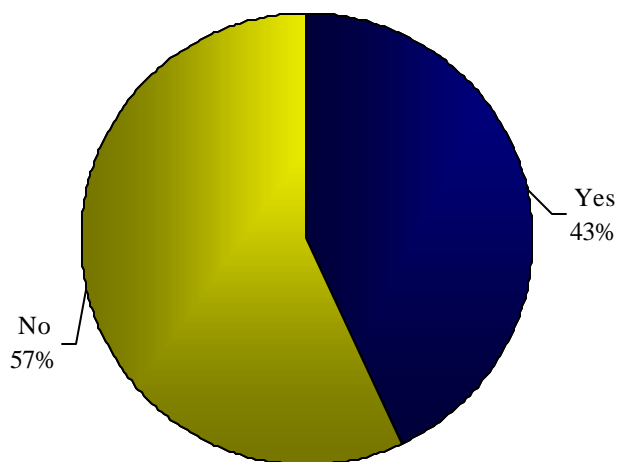


Table 1.11

**Right to See Personnel File or Other Records –
By Age, Race/Ethnicity and Education**

Younger employees and those with less education are less likely than older workers and those who are more educated to know whether they have the right to examine their personnel file. Employees who are Hispanic are also far less likely to be aware of this right compared to white or African-American employees.

Q525 Either by law or company policy, do you have the right to see what is in your personnel file or other records at your company?

Base: Employed full-time or part-time

	Age				
	Total	18-29	30-39	40-49	50+
Base:	1258	204	284	298	472
	%	%	%	%	%
Yes	68	56	71	70	74
No	3	6	1	3	3
Don't know	29	38	28	27	23

	Race/Ethnicity				Education		
	Total	White	African-American	Hispanic	H.S. Grad or Less	Some College	College Grad or More
Base:	1258	1092	42	34	132	510	616
	%	%	%	%	%	%	%
Yes	68	67	76	58	64	65	74
No	3	3	-	10	4	4	2
Don't know	29	31	24		32	31	25

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Table 1.12

**Right to See Personnel File or Other Records –
By Union Membership and Type of Employer**

Union members are more likely than non-union employees to know of their right to examine their personnel records. Public employees are also more aware of this right as compared to those who work for private or non-profit companies.

Q525 Either by law or company policy, do you have the right to see what is in your personnel file or other records at your company?

Base: Employed full-time or part-time

	Employee In Union (Non-Mgrs)			Type of Employer		
	Total	Yes	No	Private	Public	Non-profit
Base:	1258	118	639	820	267	171
	%	%	%	%	%	%
Yes	68	72	63	64	79	72
No	3	1	3	4	1	1
Don't know	29	27	34	32	20	27

Table 1.13

**Have Ever Looked at Personnel File –
By Age, Race/Ethnicity, Education, Employment Status, Union Membership and Type of Employer**

The older the employee or the more educated, the more likely they have looked at their personnel record in the past. Employees of public organizations are the most likely to have examined their own personnel file as compared to those who work for private or non-profit companies.

Q530 Have you ever looked at your personnel file at any organization you have worked for?

Base: Employed full-time or part-time

	Age				
	Total	18-29	30-39	40-49	50+
Base:	1258	204	284	298	472
	%	%	%	%	%
Yes	43	37	49	41	44
No	57	63	51	59	56

	Race/Ethnicity				Education		
	Total	White	African-American	Hispanic	H.S. Grad or Less	Some College	College Grad or More
Base:	1258	1092	42	34	132	510	616
	%	%	%	%	%	%	%
Yes	43	40	61	41	39	44	46
No	57	60	39	59	61	56	54

	Total	Employment Status		Employee In Union (Non-Mgrs)		Type of Employer		
		Full-time	Part-time	Yes	No	Private	Public	Non-profit
Base:	1258	1099	181	118	639	820	267	171
	%	%	%	%	%	%	%	%
Yes	43	44	37	42	37	40	57	33
No	57	56	63	58	63	60	43	67

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Table 1.14

Importance of Communicating Employee Privacy Policy

Privacy policies at work are valued - employees feel it is important that their employer has and shares an Employee Privacy Policy with each employee.

Q475 How important is it to you that your employer has and communicates an Employee Privacy Policy to each employee?

Base: Employed full-time or part-time

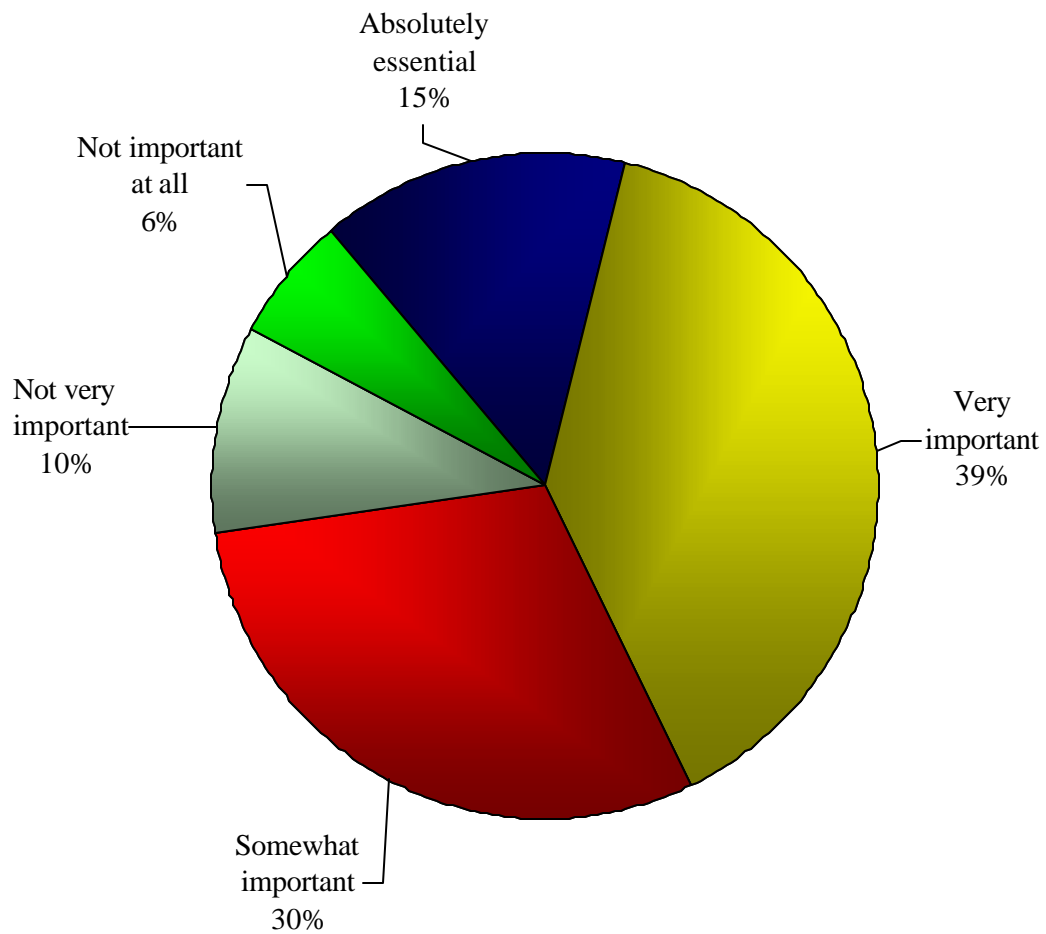


Table 1.15

Importance of Communicating Employee Privacy Policy – By Gender and Age

Women and older employees attach slightly more importance to an Employee Privacy Policy than do men and younger workers.

Q475 How important is it to you that your employer has and communicates an Employee Privacy Policy to each employee?

Base: Employed full-time or part-time

	Gender			Age			
	Total	Male	Female	18-29	30-39	40-49	50+
Base:	1258	717	541	204	284	298	472
	%	%	%	%	%	%	%
Absolutely essential/ Very important/ Somewhat important (Net)	84	82	87	80	84	87	85
Absolutely essential/ Very important (Net)	54	51	58	45	61	55	55
Absolutely essential	15	12	18	11	16	16	15
Very important	40	39	40	34	45	39	40
Somewhat important	30	31	29	35	23	32	30
Not very important/Not important at all (Net)	16	18	13	20	16	13	15
Not very important	10	11	9	10	11	10	9
Not important at all	6	7	4	9	5	3	6

Table 1.16

Importance of Communicating Employee Privacy Policy – By Company Size

Employees at larger companies are far more likely than those at smaller companies to feel it is important their employer shares a privacy policy with each employee.

Q475 How important is it to you that your employer has and communicates an Employee Privacy Policy to each employee?

Base: Employed full-time or part-time

	Company Size				
	Total	Under 100	100- 499	500- 4,999	5,000 or More
Base:	1258	298	182	327	451
	%	%	%	%	%
Absolutely essential/ Very important/ Somewhat important (Net)	84	68	85	89	91
Absolutely essential/ Very important (Net)	54	36	49	69	58
Absolutely essential	15	9	12	21	15
Very important	40	27	37	49	43
Somewhat important	30	32	35	20	33
Not very important/Not important at all (Net)	16	32	15	11	9
Not very important	10	16	8	9	8
Not important at all	6	16	7	2	1

Table 1.17

Presence of Employee Privacy Policy

Many employees do not know whether an Employee Privacy Policy exists at their work place. However, among those who do, the majority of employees have read the policy.

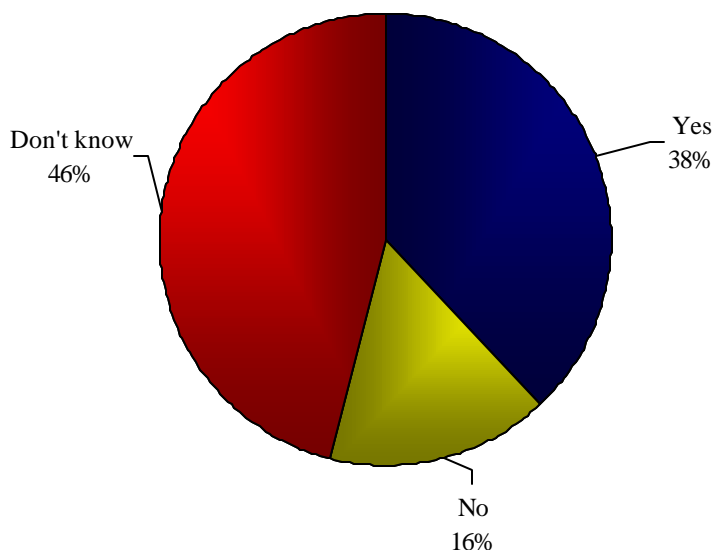
Q465 Does your employer have a general Employee Privacy Policy that tells employees how their information will be used and what privacy rules will be applied?

Base: Employed full-time or part-time

Q470 Have you ever been given that Privacy Policy to read?

Base: Employer has general employee privacy policy

Employer Has an Employee Privacy Policy



Given Privacy Policy to Read

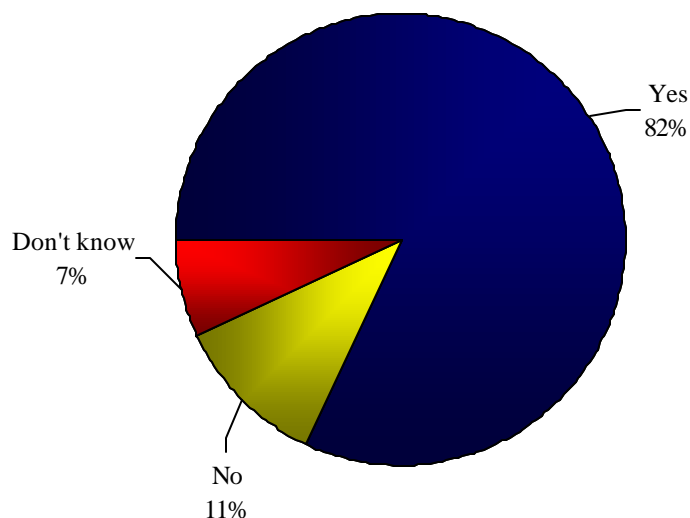


Table 1.18

**Presence of Employee Privacy Policy –
By Gender, Education, Type of Employer, Union Membership and Company Size**

Women are less likely than men to be aware of whether their company has an Employee Privacy policy. Employees at larger companies are more likely to say their organization has an Employee Privacy Policy, as do those at public companies.

Q465 Does your employer have a general Employee Privacy Policy that tells employees how their information will be used and what privacy rules will be applied?

Base: Employed full-time or part-time

	Gender			Education		
	Total	Male	Female	H.S. Grad or Less	Some College	College Grad or More
Base:	1258	717	541	132	510	616
	%	%	%	%	%	%
Yes	38	41	36	35	41	40
No	16	18	13	12	18	18
Don't know	46	42	51	54	41	41

	Type of Employer				Employee in Union (Non-Mgrs)		Company Size			
	Total	Private	Public	Non-Profit	Yes	No	Under 100	100-499	500-4,999	5,000 or more
Base:	1258	820	267	171	118	639	298	182	327	451
	%	%	%	%	%	%	%	%	%	%
Yes	38	36	47	36	30	36	26	35	38	48
No	16	19	7	12	7	16	30	15	14	8
Don't know	46	45	45	52	63	47	43	50	48	44

Table 1.19

**Whether Employees Have Been Given the Privacy Policy to Read –
By Gender, Age, Company Size and Manager**

Women and older workers are less likely than men and younger employees to have been given the Employee Privacy Policy to read.

Q470 Have you ever been given that Privacy Policy to read?

Base: Employer has general Employee Privacy Policy

	Gender			Age			
	Total	Male	Female	18-29	30-39	40-49	50+
Base:	496	302	194	74	110	131	181
	%	%	%	%	%	%	%
Yes	82	86	76	90	89	72	77
No	11	9	15	8	6	16	14
Don't know	7	5	9	2	4	12	9

	Company Size					Manager	
	Total	Under 100	100-499	500-4,999	5000 or More	Yes	No
Base:	496	73	75	128	220	230	266
	%	%	%	%	%	%	%
Yes	82	91	82	77	81	86	80
No	11	5	18	10	12	10	12
Don't know	7	4	-	13	7	5	8

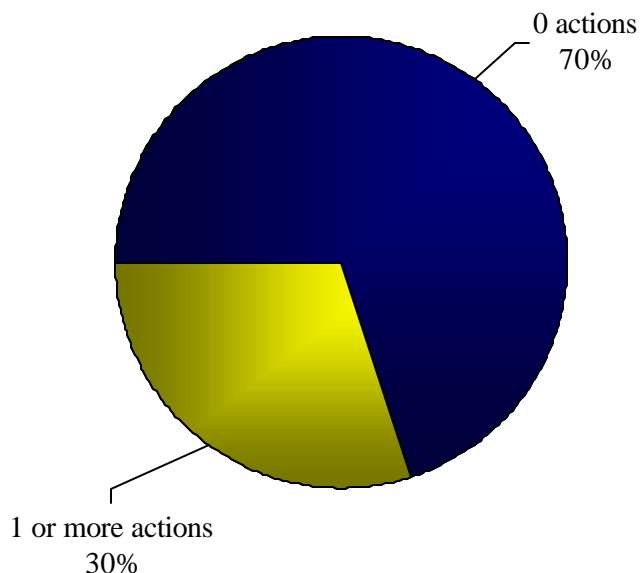
Table 2.1

Perceived Privacy Violations

While the majority of employees are not aware of an occasion where they felt their employer acted improperly, there is a substantial minority of employees who say they are aware of at least one privacy violation.

Q446 Do you know any occasion when your current employer did the following?

Base: Employed full-time or part-time



	Yes	No
	%	%
Monitored your work performance in a way you felt or feel is improper	19	81
Monitored your use of the company email or telephone system in a way you felt or feel is improper	13	87
Asked you for personal information that you thought was inappropriate, because it was not really needed for employment	12	88
Collected information about your activities or lifestyle off the job that you feel or felt should not be collected	7	93
Released any personal information about you in a way that you feel or felt was not proper	6	94

Table 2.2

Perceived Violations Index

Seven out of ten employees are not aware of any occasion where they felt their employer improperly infringed upon their privacy either through the collection or use of information or by monitoring practices. Nearly a quarter say they are aware of a few instances of potential privacy violations. Few employees say they have perceived that their employer often acted improperly with their information.

Q446 Do you know any occasion when your current employer did the following?

Base: Employed full-time or part-time

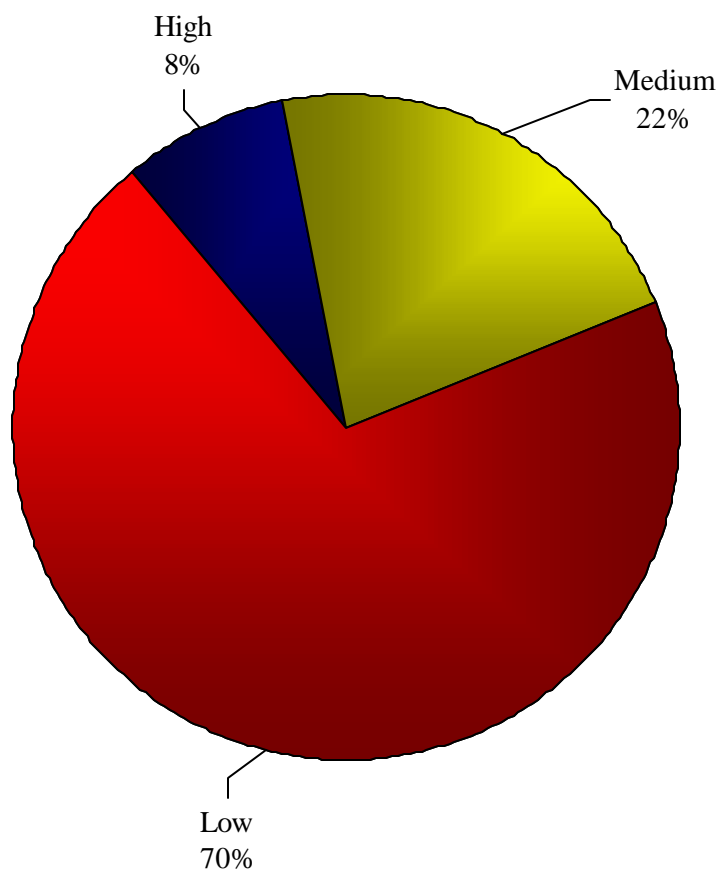


Table 2.3

Perceived Privacy Violations – By Race/Ethnicity

In general, African-American employees are more likely than those who are white or Hispanic to say they believe their employer used their personal information or monitored them in a way they felt was improper.

Q446 Do you know any occasion when your current employer did the following?

Base: Employed full-time or part-time

% Yes

	Race/Ethnicity			
	Total	White	African-American	Hispanic
Base:	1258	1092	42	34
	%	%	%	%
Monitored your work performance in a way you felt or feel is improper	19	18	22	23
Monitored your use of the company email or telephone system in a way you felt or feel is improper	13	12	21	11
Asked you for personal information that you thought was inappropriate, because it was not really needed for employment	12	11	26	5
Collected information about your activities or lifestyle off the job that you feel or felt should not be collected	7	6	14	5
Released any personal information about you in a way that you feel or felt was not proper	6	6	6	5

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Table 2.4

Perceived Privacy Violations – By Type of Employer and Company Size

Employees at public organizations are the most likely to know of an occasion where either their work or communications were improperly monitored as compared to those who work for private or non-profit companies. Employees of larger companies are also more aware of improper practices than workers at smaller companies.

Q446 Do you know any occasion when your current employer did the following?

Base: Employed full-time or part-time

% Yes

	Type of Employer				Company Size			
	Total	Private	Public	Non-profit	Under 100	100-499	500-4,999	5,000 or more
Base:	1258	820	267	171	298	182	327	451
	%	%	%	%	%	%	%	%
Monitored your work performance in a way you felt or feel is improper	19	16	25	23	8	14	27	23
Monitored your use of the company email or telephone system in a way you felt or feel is improper	13	10	21	17	4	14	18	15
Asked you for personal information that you thought was inappropriate, because it was not really needed for employment	12	11	18	8	7	7	15	15
Collected information about your activities or lifestyle off the job that you feel or felt should not be collected	7	6	15	2	4	2	8	11
Released any personal information about you in a way that you feel or felt was not proper	6	4	12	9	3	3	11	6

Table 2.5

Perceived Privacy Violations – By Union Membership and General Privacy Concern

Union members are far more likely than non-union workers to believe their employer has infringed upon their privacy. Perhaps not surprisingly, employees who express high concern about privacy at work are more likely to say that they have observed occasions where their employer has acted improperly.

Q446 Do you know any occasion when your current employer did the following?

Base: Employed full-time or part-time

% Yes

	Total	Employee in Union (Non-Mgrs)		General Privacy Concern		
		Yes	No	Very Concerned/Concerned	Somewhat Concerned	Not Very/Not at all Concerned
Base:	1258	118	639	135	239	884
	%	%	%	%	%	%
Monitored your work performance in a way you felt or feel is improper	19	33	16	46	34	10
Monitored your use of the company email or telephone system in a way you felt or feel is improper	13	25	9	33	26	6
Asked you for personal information that you thought was inappropriate, because it was not really needed for employment	12	31	9	41	21	5
Collected information about your activities or lifestyle off the job that you feel or felt should not be collected	7	14	5	27	13	2
Released any personal information about you in a way that you feel or felt was not proper	6	15	5	31	11	1

Table 2.6

Concern About How Employer Collects and Uses Personal Information

Employees do not seem to be overly concerned about the way their employer collects and uses personal information about employees.

Q535 How concerned are you about the way your current employer collects and uses personal information about its employees?

Base: Employed full-time or part-time

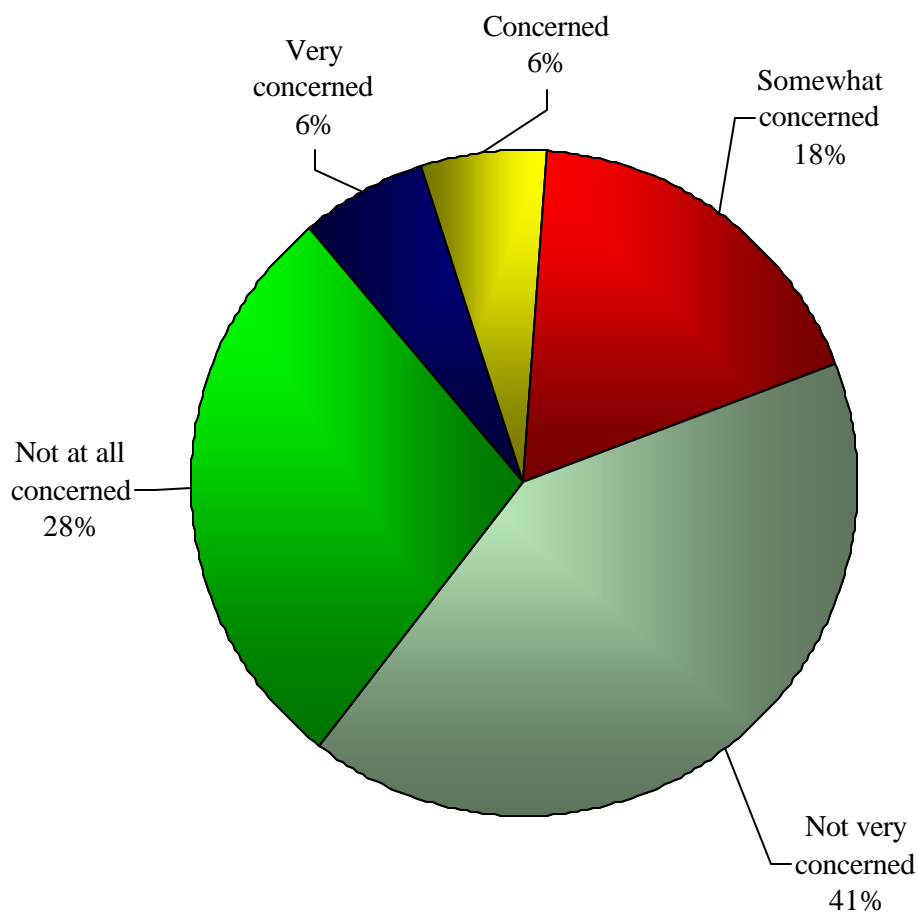


Table 2.7

**Concern About How Employer Collects and Uses Personal Information –
By Race/Ethnicity, Union Membership and Type of Employer**

Employees who are African-American are the most concerned about how their employer uses personal information as compared to employees who are white or Hispanic. Union members are more concerned than non-union workers about the way their employer collects and uses their personal information. Employees of public companies also show a higher concern about their personal data.

Q535 How concerned are you about the way your current employer collects and uses personal information about its employees?

Base: Employed full-time or part-time

	Race/Ethnicity				Employee in Union (Non-Mgrs)		Type of Employer		
	Total	White	African-American	Hispanic	Yes	No	Private	Public	Non-profit
Base:	1258	1092	42	34	118	639	820	267	171
	%	%	%	%	%	%	%	%	%
Very concerned/ Concerned/ Somewhat concerned (Net)	30	28	45	31	56	27	27	44	25
Very concerned/ Somewhat concerned (Net)	12	12	21	1	21	11	11	18	5
Very concerned	6	5	15	1	15	5	6	10	*
Concerned	6	7	6	-	6	6	6	8	5
Somewhat concerned	18	16	24	30	35	16	16	27	20
Not very/Not at all concerned (Net)	70	72	55	69	44	73	73	56	75
Not very concerned	41	41	46	51	27	43	44	37	35
Not at all concerned	28	30	9	18	17	30	29	19	40

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Table 2.8

Concern About Employers' Use of Medical/Health Information

Similarly, most employees do not show deep concern about the way their employer collects and uses employees' medical or health information.

Q455 How concerned are you about the way your employer collects or uses medical or health information about employees?

Base: Employed full-time or part-time

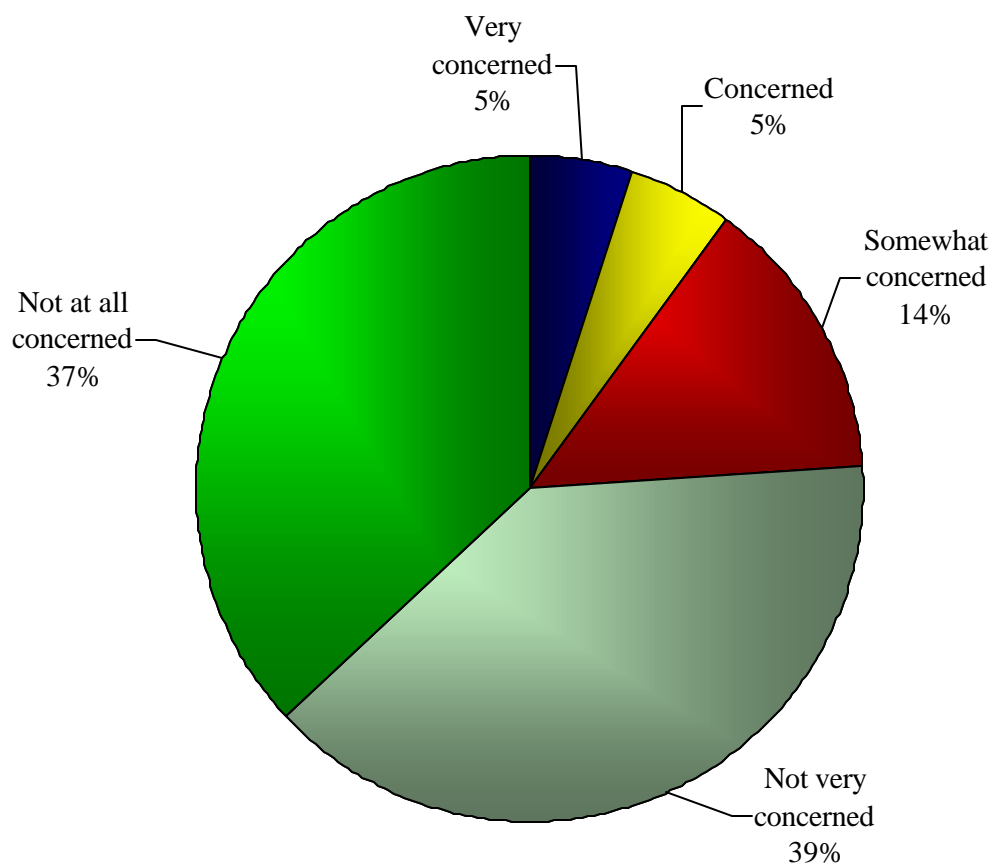


Table 2.9

**Concern About Employers' Use of Medical/Health Information –
By Union Membership, Type of Employer and General Privacy Concern**

Union members are more concerned than non-union workers about the way their employer collects and uses their medical or health data. Employees of public companies again show a higher concern about their medical information.

Q455 How concerned are you about the way your employer collects or uses medical or health information about employees?

Base: Employed full-time or part-time

	Employee in Union (Non-Mgrs)			Type of Employer			General Privacy Concern		
	Total	Yes	No	Private	Public	Non-Profit	Very Concerned/Concerned	Somewhat Concerned	Not Very/Not at All Concerned
Base:	1258	118	639	820	267	171	135	239	884
	%	%	%	%	%	%	%	%	%
Very concerned/Concerned/Somewhat concerned (Net)	24	40	24	22	32	17	66	45	11
Very concerned/Concerned (Net)	9	16	9	8	13	9	43	15	2
Very concerned	5	6	4	4	7	1	29	5	*
Concerned	5	10	4	4	6	7	13	10	2
Somewhat concerned	14	24	15	14	19	8	23	30	9
Not very/Not at all concerned (Net)	76	60	76	78	68	83	34	55	89
Not very concerned	39	36	38	40	38	42	18	40	43
Not at all concerned	37	24	39	38	30	41	16	14	46

Table 2.10

Privacy and Physical Arrangements at Workplace

Most employees view their physical work arrangements as private enough for effective work performance.

Q450 How much do the physical arrangements at your workplace give you the privacy you feel you need to do your work effectively?

Base: Employed full-time or part-time

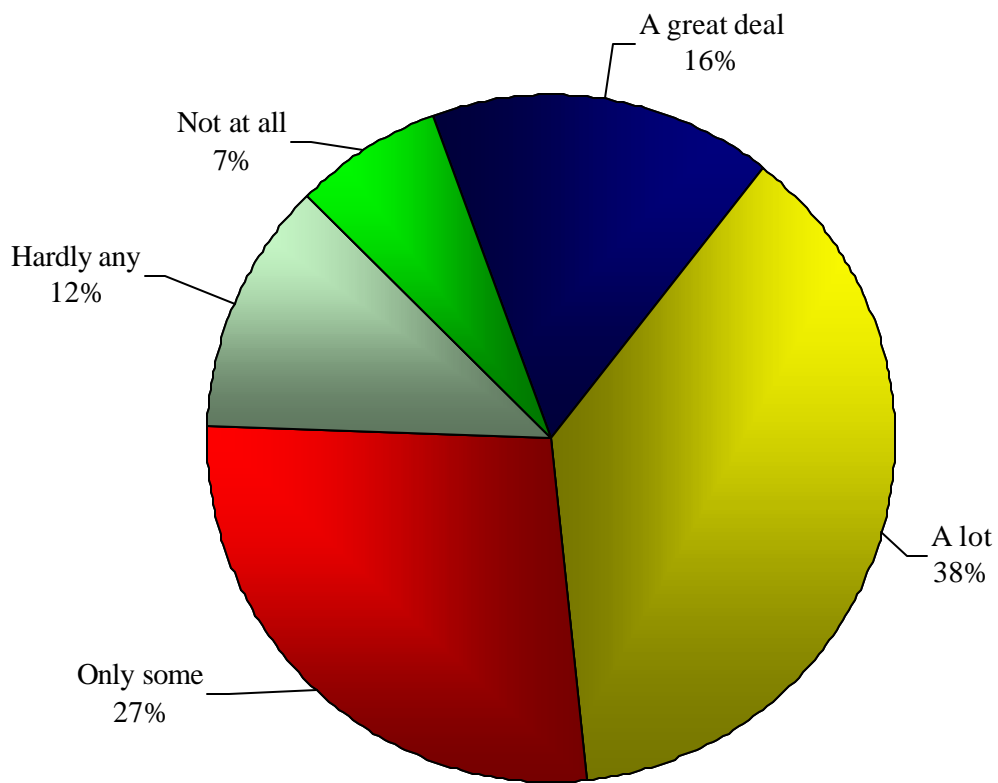


Table 2.11

**Privacy and Physical Arrangements at Workplace –
By Union Membership, Company Size and Perceived Violations Index**

Union members express more concern than non-union workers about lack of privacy at work. Employees at smaller companies are slightly more likely to feel they have more physical privacy at work than those at larger companies.

Q450 How much do the physical arrangements at your workplace give you the privacy you feel you need to do your work effectively?

Base: Employed full-time or part-time

	Employee in Union (Non-Mgrs)			Company Size				Perceived Violations Index		
	Total	Yes	No	Under 100	100-499	500-4,999	5,000 or More	High	Medium	Low
Base:	1258	118	639	298	182	327	451	87	276	895
	%	%	%	%	%	%	%	%	%	%
A great deal/A lot/ Only some (Net)	81	86	80	89	81	75	81	62	68	88
A great deal/A lot (Net)	54	41	54	72	58	41	48	12	33	65
A great deal	16	7	16	27	15	11	12	3	9	20
A lot	38	34	38	45	43	31	36	9	24	46
Only some	27	45	26	16	23	34	32	49	34	23
Hardly any/Not at all (Net)	19	14	20	11	19	25	19	38	32	8
Hardly any	12	7	13	7	9	18	11	18	20	8
Not at all	7	7	7	4	10	7	8	21	12	4

Table 2.12

Employer's Policy on Non-Work Use of Internet

While half of employees believe that occasional non-work use of the Internet is allowed at their company, a substantial minority is not sure what their company's Internet policy states.

Q505 Which statement best describes what you understand your current employer's policy is about employees' use of the Internet for non-work related purposes?

Base: Employed full-time or part-time

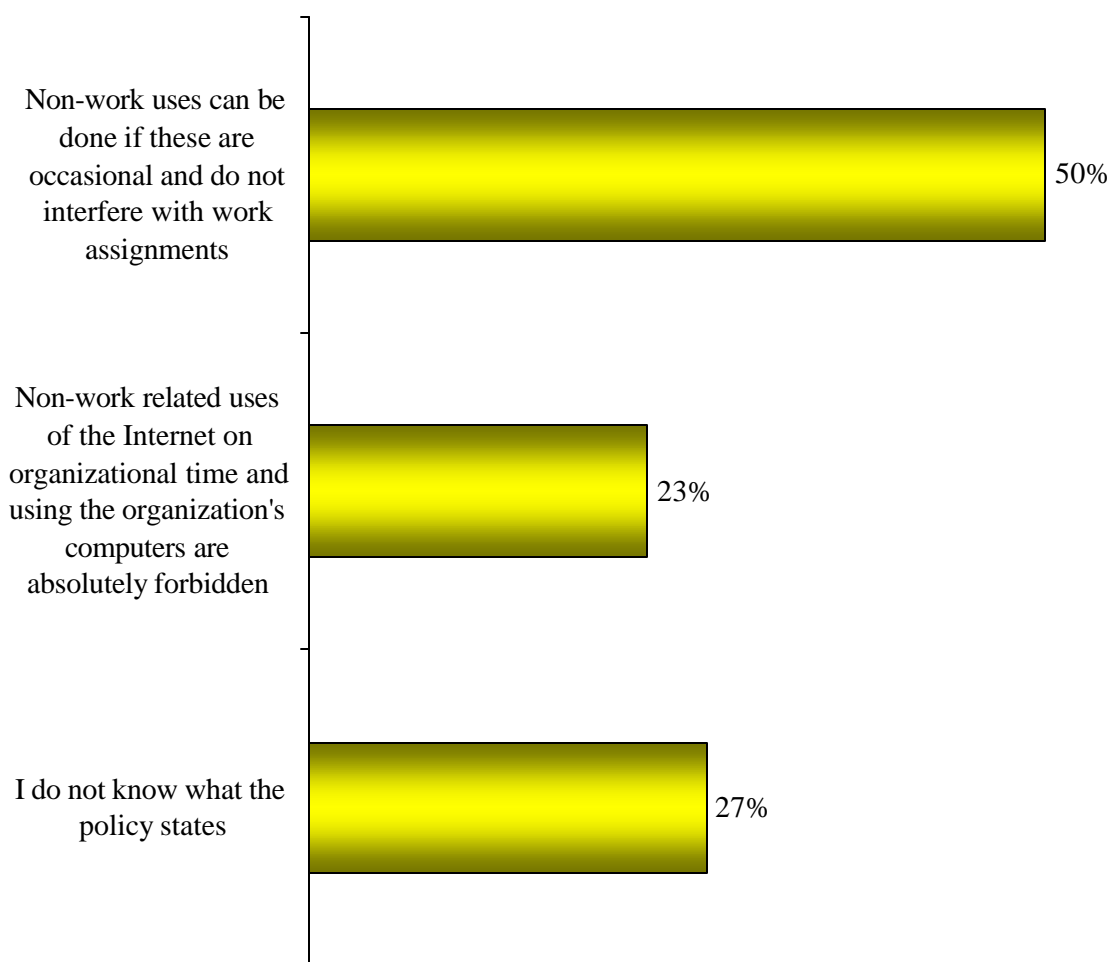


Table 2.13

**Employer’s Policy on Non-work Use of Internet –
By Manager, Union Membership, Company Size and Perceived Violations Index**

Employees who are highly aware of privacy violations are much more likely to perceive their company to forbid any non-work use of the Internet. Managers and union workers also feel they have a strict non-work Internet use policy at work, as do employees of large companies.

Q505 Which statement best describes what you understand your current employer’s policy is about employees’ use of the Internet for non-work related purposes?

Base: Employed full-time or part-time

	Manager			Employee in Union (Non-Mgrs)		Company Size				Perceived Violations Index		
	Total	Yes	No	Yes	No	Under 100	100 - 499	500- 4,999	5,000 or More	High	Medium	Low
Base:	1258	501	757	118	639	298	182	327	451	87	276	895
	%	%	%	%	%	%	%	%	%	%	%	%
Non-work uses can be done if these are occasional and do not interfere with work assignments	50	54	48	31	50	65	47	45	45	37	42	54
Non-work related uses of the Internet on organizational time and using the organization’s computers are absolutely forbidden	23	30	20	26	19	9	18	29	31	48	28	19
I do not know what the policy states	27	16	32	43	31	27	35	26	24	16	30	27

Table 2.14

Employer's Policy on Monitoring Online/Offline Communications

Employees are more familiar that their employer has a formal policy on monitoring employee emails than they are about whether similar policies exist that address the company's right to check telephone numbers called or recorded telephone voice mail messages.

Q511 Does your employer have a formal policy on the organization's right to monitor the following for the purpose of checking whether improper communication is taking place?

Base: Employed full-time or part-time

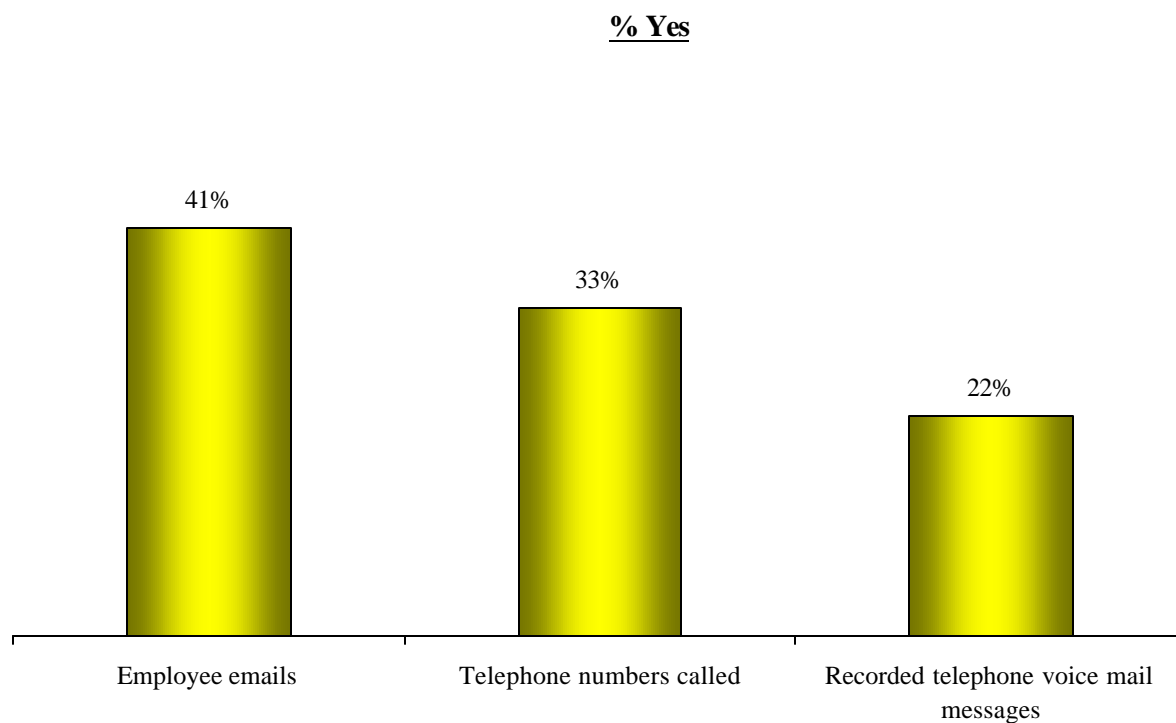


Table 2.15

**Employer’s Policy on Monitoring Online/Offline Communications –
By Race/Ethnicity, Manager, Company Size and Perceived Violations Index**

African-American employees are more aware of their employer having a formal policy on monitoring communication than those who are white or Hispanic. Given that they are more knowledgeable about policies in general, it is perhaps not surprising that managers are more aware of a monitoring policy in place than those who are not managers.

Q511 Does your employer have a formal policy on the organization’s right to monitor the following for the purpose of checking whether improper communication is taking place?

Base: Employed full-time or part-time

% Yes

	Race/Ethnicity				Manager	
	Total	White	African-American	Hispanic	Yes	No
Base:	1258	1092	42	34	501	757
	%	%	%	%	%	%
Employee emails	41	38	62	40	55	34
Telephone numbers called	33	33	33	39	43	28
Recorded telephone voice mail messages	22	19	46	23	25	21

	Company Size					Perceived Violations Index		
	Total	Under 100	100-499	500-4,999	5,000 or More	High	Medium	Low
Base:	1258	298	182	327	451	87	276	895
	%	%	%	%	%	%	%	%
Employee emails	41	13	34	52	54	50	44	39
Telephone numbers called	33	18	31	40	39	36	36	32
Recorded telephone voice mail messages	22	8	19	23	32	39	24	20

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

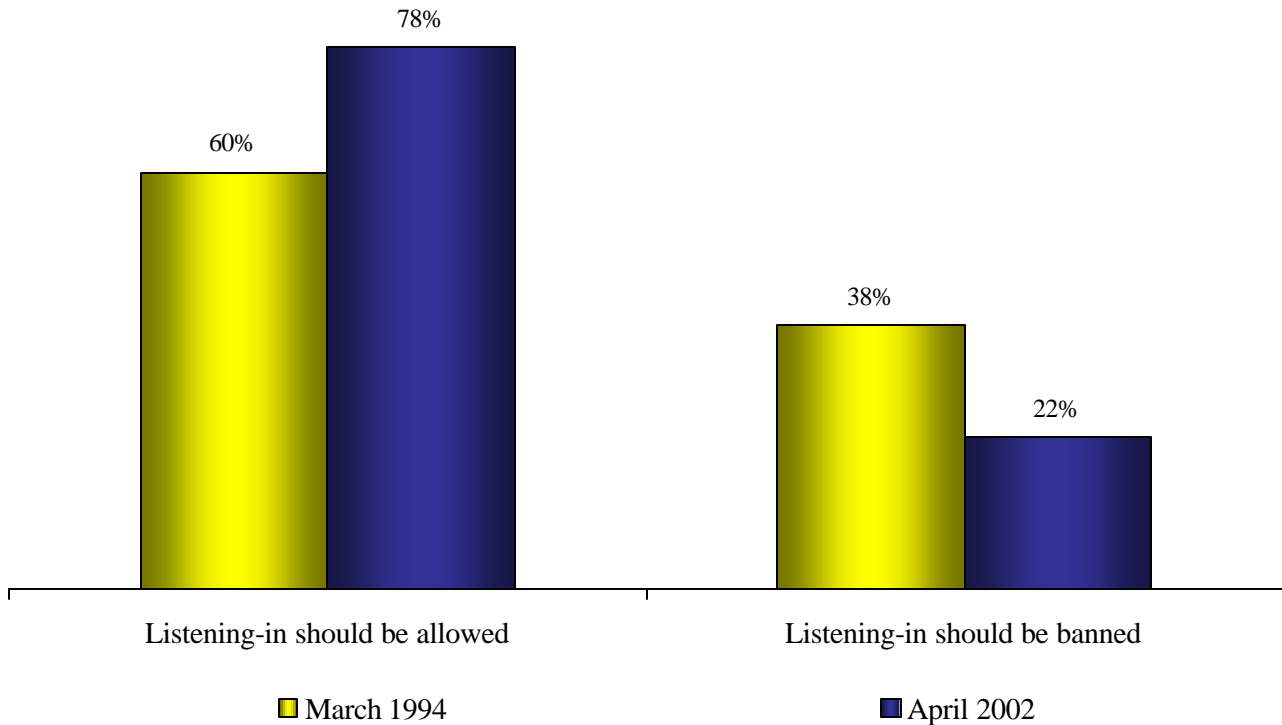
Table 2.16

Monitoring Customer Service Calls - Trend

More employees today than in 1994 feel listening-in to customer service telephone calls for quality control should be allowed.

Q515 Most companies that employ telephone operators to take customer orders or provide customer service have supervisors who listen-in on the operators occasionally, to see if they are courteous and efficient, and that they follow legal rules as to consumer protection. Some groups see this as an invasion of privacy, and think all listening-in should be banned. Employers say these are business and not personal calls, and that listening-in is necessary to insure proper service to the public. Whom do you tend to agree with?

Base: Employed full-time or part-time



Note: Trended data comes from the Privacy & American Business/Harris Poll survey, March 1994

Table 2.17

**Monitoring Customer Service Calls –
By Race/Ethnicity, Manager, Union Membership and Perceived Violations Index**

Hispanic employees are more supportive of monitoring customer service calls than are employees who are white or African-American. Managers and union members are more likely to support a ban on quality monitoring of telephone calls. Likewise, employees in the High category of the Perceived Violation Index are more likely than those in the Low category to support the ban.

Q515 Most companies that employ telephone operators to take customer orders or provide customer service have supervisors who listen-in on the operators occasionally, to see if they are courteous and efficient, and that they follow legal rules as to consumer protection. Some groups see this as an invasion of privacy, and think all listening-in should be banned. Employers say these are business and not personal calls, and that listening-in is necessary to insure proper service to the public. Whom do you tend to agree with?

Base: Employed full-time or part-time

	Race/Ethnicity				Manager	
	Total	White	African-American	Hispanic	Yes	No
Base:	1258	1092	42	34	501	757
	%	%	%	%	%	%
Listening-in should be allowed	78	21	18	33	74	80
Listening-in should be banned	22	79	82	67	26	20

	Total	Employee in Union (Non-Mgrs)		Perceived Violations Index		
		Yes	No	High	Medium	Low
Base:	1258	118	639	87	276	895
	%	%	%	%	%	%
Listening-in should be allowed	78	64	83	58	72	83
Listening-in should be banned	22	36	17	42	28	17

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Table 2.18

Willingness to Have an ID Card Issued By Employer

Most employees say they are willing to have a photo ID card that also contains personal information and a biometric identifier as a way to enhance security.

Q520 To enhance workplace security, how willing would you be to have an ID card issued by your employer that would have your photo, a biometric identifier (such as a fingerprint), and your basic personnel information stored on the card?

Base: Employed full-time or part-time

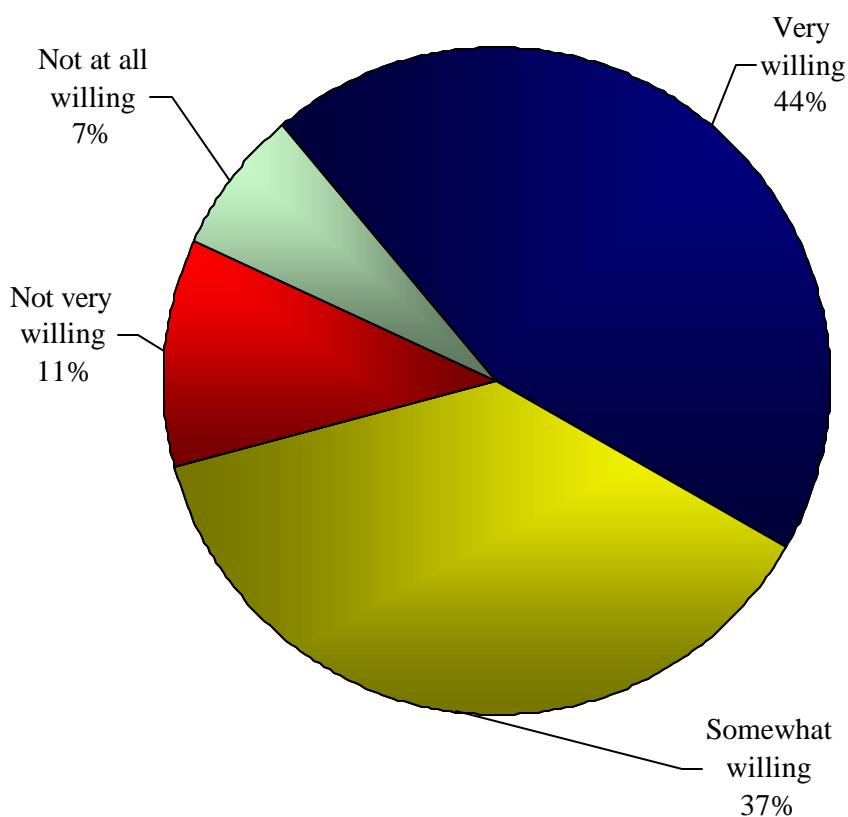


Table 2.19

**Willingness to Have an ID Card Issued By Employer –
By Race/Ethnicity, Manager and Union Membership**

African-American and Hispanic employees are less supportive of having an ID card that contains personal information than are those who are white. Interestingly, managers are much less willing than non-managers to have an ID card. Union members are also more likely than non-union workers to be opposed to such an ID card.

Q520 To enhance workplace security, how willing would you be to have an ID card issued by your employer that would have your photo, a biometric identifier (such as a fingerprint), and your basic personnel information stored on the card?

Base: Employed full-time or part-time

	Race/Ethnicity				Manager		Employee in Union (Non-Mgrs)	
	Total	White	African-		Yes	No	Yes	No
			American	Hispanic				
Base:	1258	1092	42	34	501	757	118	639
	%	%	%	%	%	%	%	%
Very willing/Somewhat willing (Net)	81	84	67	77	77	84	71	86
Very willing	44	46	29	38	46	44	42	44
Somewhat willing	37	38	38	39	31	40	29	42
Not very/Not at all willing (Net)	19	16	33	23	23	16	29	14
Not very willing	11	9	21	13	13	10	24	8
Not at all willing	7	7	12	10	10	6	5	6

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Table 2.20

Whether Workplace Practices Violate Employee Privacy

Few employees feel there are practices at their workplace that are improper invasions of employee privacy. When these respondents were asked to be more specific about these practices, these employees provided examples of improper monitoring of online and offline communication, the lack of physical privacy and unnecessary background checks as ways they felt their employer violates their privacy.

Q555 Are there any practices at your workplace that you think are improper invasions of employee privacy?

Base: Non-managers

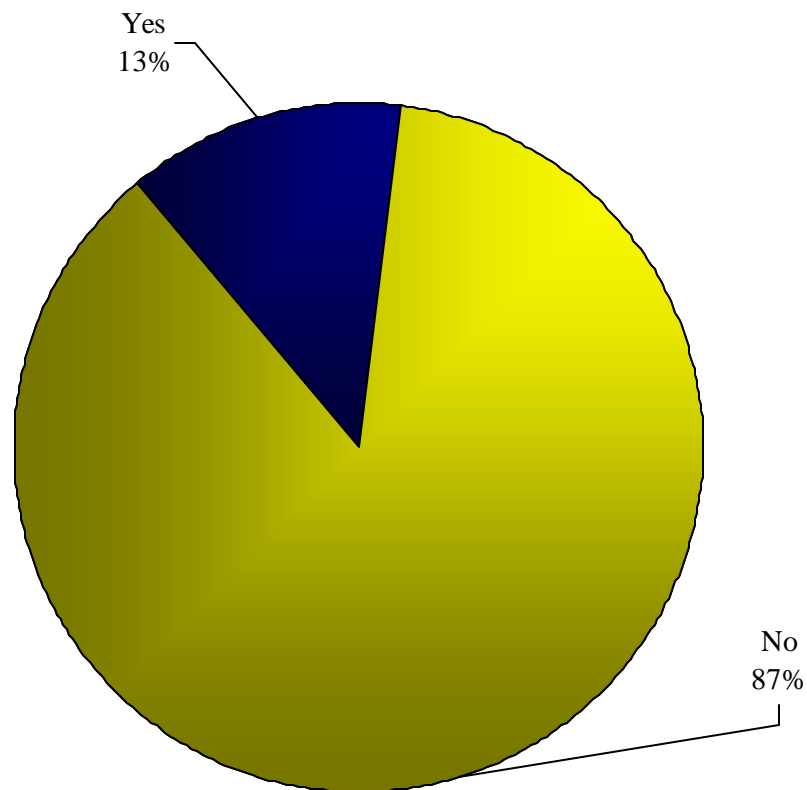


Table 3.1

Acceptability of Background Checks for Job Applicants

Employees overwhelmingly approve of conducting background checks when the information verified directly relates to job performance or security concerns, suggesting that these issues take a higher priority than privacy.

Q481 How acceptable is it for employers to use a commercial information service that draws on public records to do the following background checks of job applicants?

Base: Employed full-time or part-time

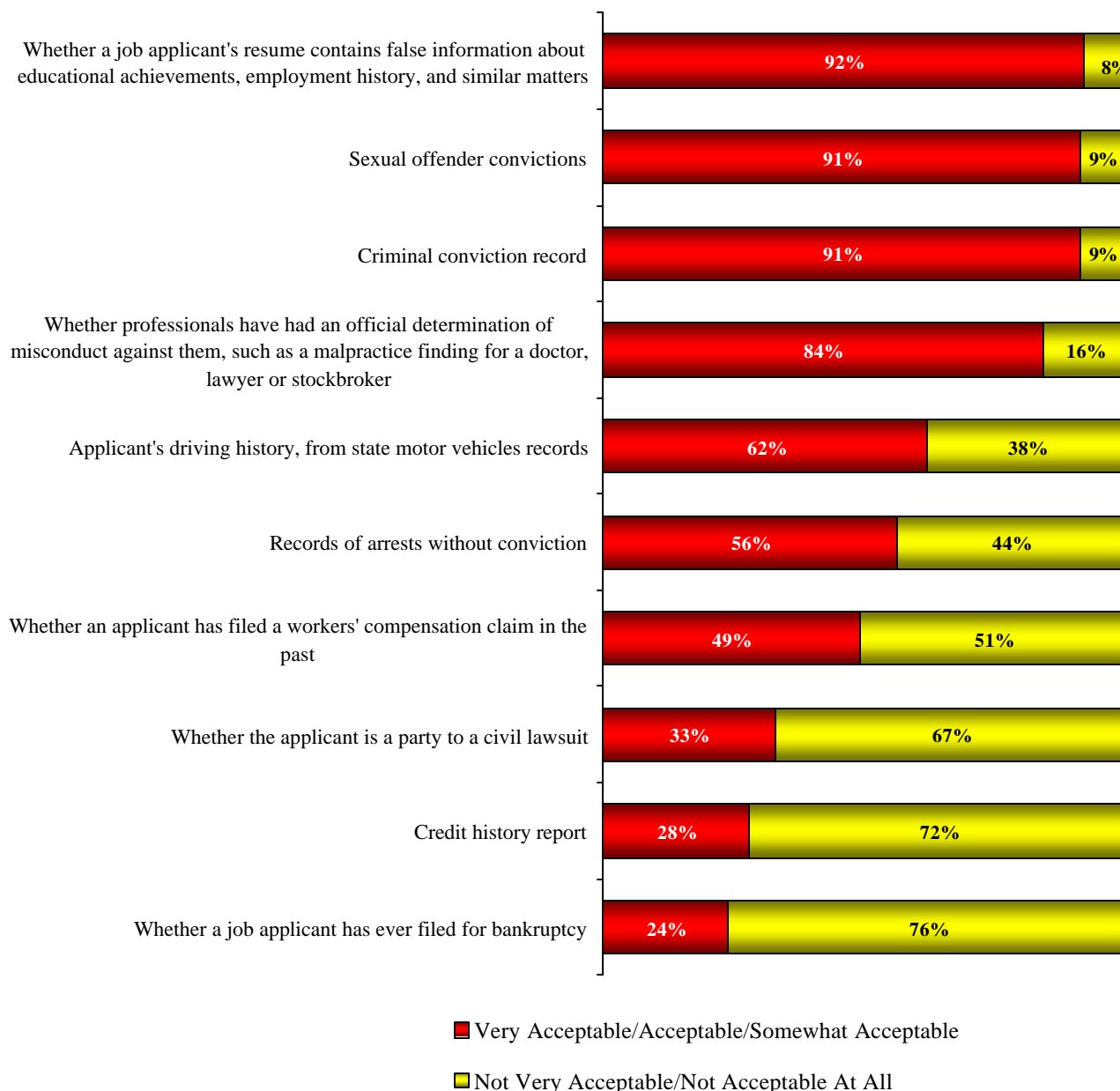


Table 3.2

**Acceptability of Background Checks for Job Applicants –
By Age and Race/Ethnicity**

Older employees express higher approval than younger employees of checking a job applicant’s past workers’ compensation claims as well as verifying information related to personal finances.

Q481 How acceptable is it for employers to use a commercial information service that draws on public records to do the following background checks of job applicants?

Base: Employed full-time or part-time

% Very acceptable/Acceptable/Somewhat acceptable

	Age					Race/Ethnicity		
	Total	18-29	30-39	40-49	50+	White	African-American	Hispanic
Base:	1258 %	204 %	284 %	298 %	472 %	1092 %	42 %	34 %
Whether a job applicant’s resume contains false information about educational achievements, employment history, and similar matters	92	96	93	90	90	93	87	95
Sexual offender convictions	91	94	86	92	92	92	90	91
Criminal conviction record	91	89	90	92	93	94	76	86
Whether professionals have had an official determination of misconduct against them, such as a malpractice finding for a doctor, lawyer or stockbroker	84	89	83	80	84	84	83	79
Applicant’s driving history, from state motor vehicle records	62	64	62	58	63	63	47	73
Records of arrests without conviction	56	52	49	63	58	55	61	65
Whether an applicant has filed a workers compensation claim in the past	49	40	51	45	59	47	47	55
Whether the applicant is a party to a civil lawsuit	33	32	33	26	41	33	37	36
Credit history report	28	26	29	20	37	26	35	30
Whether a job applicant has ever filed for bankruptcy	24	21	26	19	32	25	27	18

Note: Please refer to note on Table 2.19 for instructions on reviewing results based on race/ethnicity. Caution should be used in drawing any conclusions from results based on these small samples.

Table 3.3

**Acceptability of Background Checks for Job Applicants –
By Union Membership and Type of Employer**

Public employees feel it is more acceptable than those who work for private or non-profit companies to check an applicant's driving record and arrest record.

Q481 How acceptable is it for employers to use a commercial information service that draws on public records to do the following background checks of job applicants?

Base: Employed full-time or part-time

% Very acceptable/Acceptable/Somewhat acceptable

	Total	Employee in Union (Non-Mgrs)		Type of Employer		
		Yes	No	Private	Public	Non-Profit
Base:	1258	118	639	820	267	171
	%	%	%	%	%	%
Whether a job applicant's resume contains false information about educational achievements, employment history, and similar matters	92	80	93	93	91	88
Sexual offender convictions	91	86	91	90	94	95
Criminal conviction record	91	89	90	90	94	95
Whether professionals have had an official determination of misconduct against them, such as a malpractice finding for a doctor, lawyer or stockbroker	84	72	81	84	83	85
Applicant's driving history, from state motor vehicle records	62	60	60	59	73	60
Records of arrests without conviction	56	58	54	52	68	56
Whether an applicant has filed a workers compensation claim in the past	49	43	47	48	51	46
Whether the applicant is a party to a civil lawsuit	33	37	33	33	34	34
Credit history report	28	30	26	28	33	21
Whether a job applicant has ever filed for bankruptcy	24	30	23	24	30	14

Table 3.4

Acceptability of Screening Tests for Job Applicants

Employees are also comfortable with employers using screening tests to detect illegal drug use or violent tendencies in new job applicants.

Q486 How acceptable is it for employers to use a commercial information service to conduct the following tests for new job applicants?

Base: Employed full-time or part-time

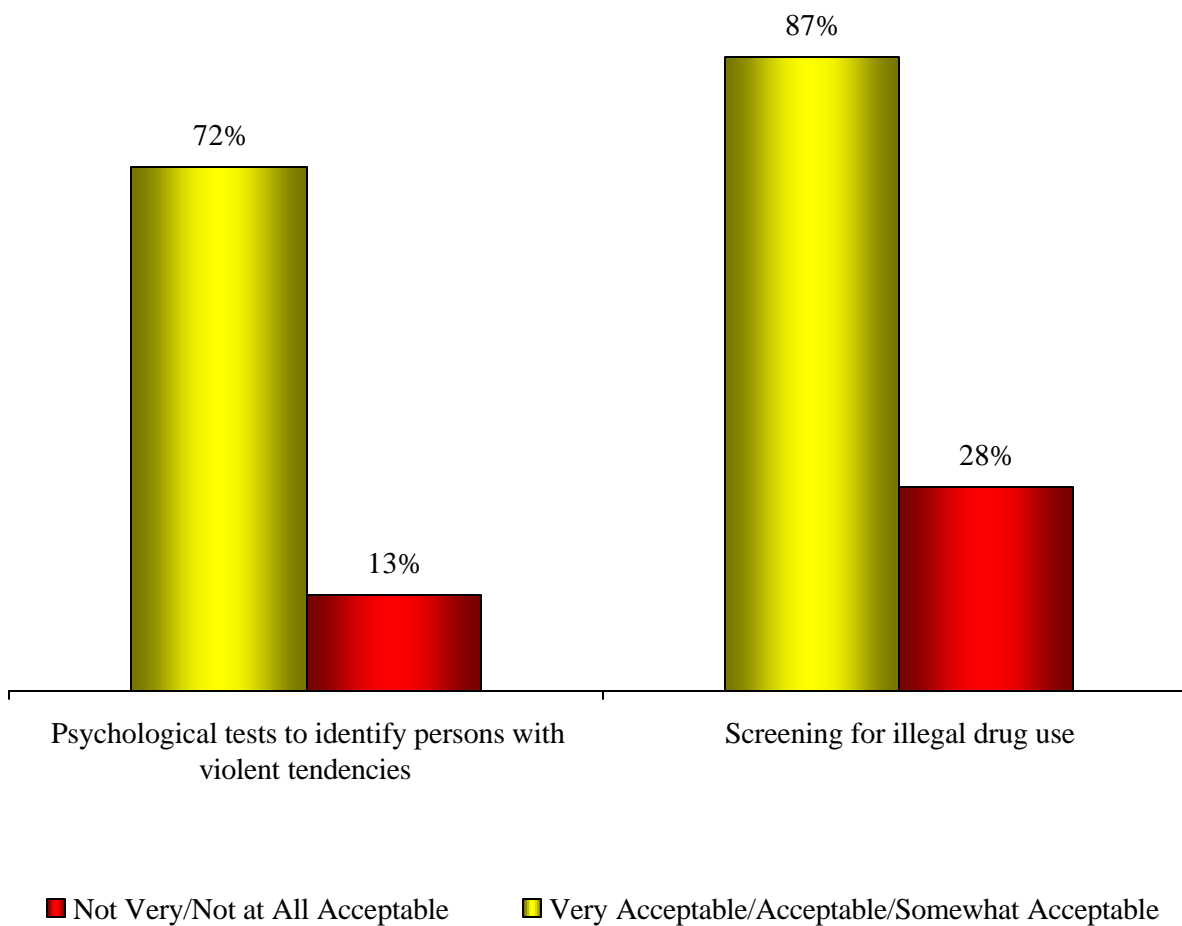


Table 4.1

Post-September 11th Security Changes in the Workplace

Although most employees do not report seeing stricter security measures implemented in their workplace following September 11th, there is strong support for companies to increase security.

Q491 Since the terrorist attacks on September 11th, have any of the following things happened at your workplace?

Q496 For each of these same things, do you think that each of these are things that your employer should be doing to enhance workplace security?

Base: Employed full-time or part-time

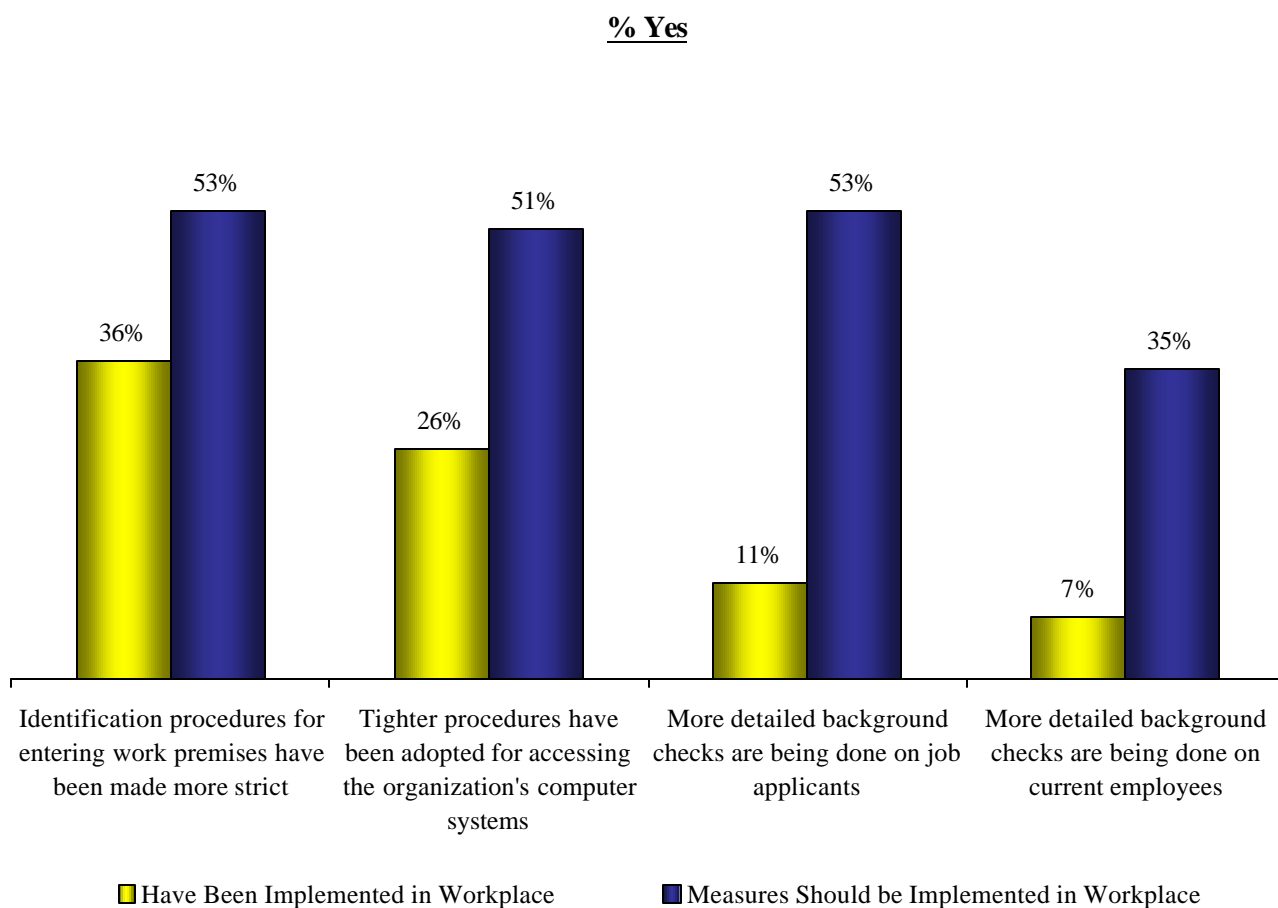


Table 4.2

Post-September 11th Security Changes in the Workplace – By Age, Race/Ethnicity and Education

Older employees and those who are African-American are more likely than those who are younger to report more security changes in their workplace following the terrorist attacks in September than their counterparts.

Q491 Since the terrorist attacks on September 11th, have any of the following things happened at your workplace?

Base: Employed full-time or part-time

% Yes

	Age					Education			Race/Ethnicity		
	Total	18-29	30-39	40-49	50+	H.S. Grad or Less	Some College	College Grad or More	White	African-American	Hispanic
Base:	1258	204	284	298	472	132	510	616	1092	42	34
	%	%	%	%	%	%	%	%	%	%	%
Identification procedures for entering work premises have been made more strict	36	33	38	33	41	33	34	42	34	48	44
Tighter procedures have been adopted for accessing the organization's computer systems	26	22	28	27	27	21	27	32	25	41	22
More detailed background checks are being done on job applicants	11	9	10	9	16	10	11	13	10	22	12
More detailed background checks are being done on current employees	7	5	9	6	8	7	9	5	5	14	8

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Table 4.3

Post-September 11th Security Changes in the Workplace – By Type of Employer and Employment Status

Public employees and those who work full-time are more likely (and in some cases much more likely) than their counterparts to report that security changes such as identification procedures for entering workplaces and procedures for accessing the company’s computer systems have taken place since September 11th.

Q491 Since the terrorist attacks on September 11th, have any of the following things happened at your workplace?

Base: Employed full-time or part-time

% Yes

	Type of Employer				Employment Status	
	Total	Private	Public	Non-profit	Full-time	Part-time
Base:	1258	820	267	171	1099	181
	%	%	%	%	%	%
Identification procedures for entering work premises have been made more strict	36	32	57	26	39	20
Tighter procedures have been adopted for accessing the organization’s computer systems	26	26	30	21	28	14
More detailed background checks are being done on job applicants	11	12	11	5	11	10
More detailed background checks are being done on current employees	7	7	9	4	6	10

Table 4.4

**Post-September 11th Security Changes in the Workplace –
By Manager, Union Membership and Company Size**

Unionized employees are more likely than those who are non-unionized to have seen increased security in their workplace after September 11th.

Q491 Since the terrorist attacks on September 11th, have any of the following things happened at your workplace?

Base: Employed full-time or part-time

% Yes

	Manager		Employee in Union (Non-Mgrs)		Company Size				
	Total	Yes	No	Yes	No	Under 100	100-499	500-4,999	5,000 or More
Base:	1258	501	757	118	639	298	182	327	451
	%	%	%	%	%	%	%	%	%
Identification procedures for entering work premises have been made more strict	36	42	33	56	30	14	25	35	55
Tighter procedures have been adopted for accessing the organization's computer systems	26	32	23	28	23	16	17	26	36
More detailed background checks are being done on job applicants	11	11	11	17	10	4	12	9	16
More detailed background checks are being done on current employees	7	7	7	15	6	2	7	6	10

Table 4.5

**Importance of Implementing Security Changes in the Workplace –
By Gender, Age and Race/Ethnicity**

Women are more likely than men to feel that employers should be doing more to increase safety following the events of September 11th. Older employees also view these changes as more important than younger employees.

Q496 For each of these same things, do you think that each of these are things that your employer should be doing to enhance workplace security?

Base: Employed full-time or part-time

% Yes

	Gender			Age				Race/Ethnicity		
	Total	Male	Female	18-29	30-39	40-49	50+	White	African-American	Hispanic
Base:	1258 %	717 %	541 %	204 %	284 %	298 %	472 %	1092 %	42 %	34 %
More detailed background checks are being done on job applicants	53	49	57	45	49	58	58	53	61	49
Identification procedures for entering work premises have been made more strict	53	50	55	44	50	57	60	51	65	56
Tighter procedures have been adopted for accessing the organization's computer systems	51	46	57	43	48	56	58	50	65	49
More detailed background checks are being done on current employees	35	30	41	31	29	39	41	35	48	30

Note: It is important to note that the results reported for race/ethnicity are based on small sample sizes of respondents who are African-American or Hispanic. Caution should be used in drawing any conclusions from results based on these small samples. The purpose of reporting these results is to illustrate general themes rather than present conclusive findings.

Table 4.6

**Importance of Implementing Security Changes in the Workplace –
By Manager, Union Membership and Company Size**

Given that there are more employees to manage, it is perhaps not surprising that employees in larger companies think it is more important than those in companies with fewer employees to increase security after September 11th.

Q496 For each of these same things, do you think that each of these are things that your employer should be doing to enhance workplace security?

Base: Employed full-time or part-time

% Yes

	Total	Manager		Employee in Union (Non-Mgrs)		Company Size			
		Yes	No	Yes	No	Under 100	100-499	500-4,999	5,000 or More
Base:	1258	501	757	118	639	298	182	327	451
	%	%	%	%	%	%	%	%	%
More detailed background checks are being done on job applicants	53	54	52	58	51	36	50	64	57
Identification procedures for entering work premises have been made more strict	53	60	49	60	48	30	46	65	62
Tighter procedures have been adopted for accessing the organization's computer systems	51	52	51	55	51	37	40	64	57
More detailed background checks are being done on current employees	35	35	35	39	34	23	24	50	37

Table 4.7

**Importance of Implementing Security Changes in the Workplace –
By Type of Employer and Employment Status**

Public employees, in general, are more likely to say that their employers should be doing more to enhance workplace safety. Full-time workers, perhaps because they are at their workplaces longer than are part-time employees, also feel the need for increased security.

Q496 Do you think that each of these are things that your employer should be doing, to enhance workplace security?

Base: Employed full-time or part-time

% Yes

	Type of Employer				Employment Status	
	Total	Private	Public	Non-Profit	Full-time	Part-time
Base:	1258	820	267	171	1099	181
	%	%	%	%	%	%
More detailed background checks are being done on job applicants	53	49	64	55	56	39
Identification procedures for entering work premises have been made more strict	53	48	63	65	56	36
Tighter procedures have been adopted for accessing the organization's computer systems	51	49	57	57	54	37
More detailed background checks are being done on current employees	35	32	44	40	37	29

APPENDIX A: SURVEY METHODOLOGY

OVERVIEW

Privacy in the Workplace was conducted by Harris Interactive, Inc. on behalf of Privacy & American Business and sponsored by ChoicePoint Inc. The survey consisted of thirty-four questions that were added on to our online omnibus survey, *The Harris Poll*. Between March 27 and April 2, 2002, a sample of 1,258 adults who are employed full-time or part-time, selected from the *Harris Poll Online* (HPOL) database, was surveyed for this study. The HPOL database consists of several million members who have agreed to participate in survey research.

The following provides a more detailed description of the sampling and interviewing procedures used for this study.

SAMPLE SELECTION

As mentioned, respondents for this study were randomly drawn from the HPOL database of approximately several million individuals. The HPOL database originates from a wide variety of at least 35 different sources, representing a broad cross-section of Internet users. To view a more comprehensive listing of these sources, please visit the following website: <http://vr.harrispollonline.com/register/became.asp>.

ONLINE INTERVIEWING PROCEDURES

Interviews are conducted using a self-administered, online questionnaire, via proprietary, web-assisted interviewing software. The HPOL interviewing system permits online data entry of interviews by the respondents.

Questionnaires are programmed into the system with the following checks:

1. Question and response series
2. Skip pattern
3. Question rotation
4. Range checks
5. Mathematical checks
6. Consistency checks
7. Special edit procedures

All data are tabulated, checked for internal consistency and processed by computer. A series of computer-generated tables is then produced for each of the key sample groups showing the results of each survey question, both by the total number of respondents and by the key subgroups.

CONTROL OF THE SAMPLE

To maintain the reliability and integrity in the sample, the following procedures are used:

- Password protection. Each invitation contains a password that is uniquely assigned to that e-mail address. A respondent is required to enter the password at the beginning of the survey to gain access into the survey. Password protection ensures that a respondent completes the survey only one time.
- Reminder invitations. To increase the number of respondents in the survey and to improve overall response rates, up to two additional reminder invitations are typically mailed at 2-4 day intervals to those respondents who have not yet participated in the survey. For this study, one reminder was sent to respondents.
- Summary of the survey findings: To increase the number of respondents in the survey and to improve overall response rates, respondents are often provided with a summary of some of the survey responses. This too is done via the Internet. Respondents are sent an email that provides them access to a website that will contain the survey findings. As with the survey itself, this is a password protected site that is accessible for a limited period (1-2 weeks).

WEIGHTING

For this study, the results were weighted to represent the general adult full-time and part-time employed population. Completed interviews were weighted to figures obtained from key questions administered in *Harris Poll* monthly telephone surveys of national cross-sectional samples of at least 1,000 adults, aged 18 and older. Harris uses several demographic variables (e.g., sex, age, education, race, and ethnicity) as well as a variable representing the propensity of an individual respondent to be online, a composite of several factors, to generalize survey results to the general adult full-time and part-time employed population.

Because online adults may have different characteristics than those who do not use the Internet, Harris Interactive has developed proprietary technology to be able to effectively project data collected from online samples to be representative to the general adult full-time and part-time employed population. In addition to weighting to demographic variables, respondents are weighted to their propensity to be online, which is a composite variable created by taking into account certain behavioral and attitudinal factors. By using “propensity weighting”, online respondents whose characteristics are similar to those who do not use the Internet are identified and act as a proxy to represent adults in the offline population. By using this technique, bias is reduced in online samples, and data can be projected to the general adult full-time and part-time employed population.

The online methodology has been successfully used in several types of studies, most importantly in accurately predicting the 2000 presidential and state elections through the Harris Interactive Election 2000 online political polling program, the largest survey research program of its kind ever conducted. Harris Interactive conducted

national polling on the presidential race from January – November 2000, and in the fall of 2000 conducted statewide polling in 38 states for the presidential race as well as for 26 Senate and 7 governorship races.

Using the online methodology, the Election 2000 surveys were the most accurate publicly reported surveys, either telephone or online. Overall, Harris predicted the winner correctly in 67 out of 72 races (93%), and our results were either correct or within a two percentage point margin of error in 71 out of 72 races (99%) – specifically 37 out of 38 presidential races in the states, 26 out of 26 Senate races and 7 out of 7 governorships.

The online methodology for the Harris Interactive Election 2000 study also demonstrated the capability to undertake large-scale research that could not be accomplished through telephone surveys alone. The sample sizes employed in the Election 2000 surveys went well beyond the size of traditional telephone polls. The national surveys interviewed between 5,000-15,000 registered voters, the state polls interviewed between 600-20,000 likely voters (depending on the size of the state), and the total size of the final national poll was over 240,000 likely voters. This, together with the ability to project accurate and timely results, speaks to the power of online interviewing.

EDITING AND CLEANING THE DATA

The data-processing staff perform machine edits and additional cleaning for the entire data set. Our edit programs act as a verification of the skip instructions and other data checks that are written into the online program. The edit programs list any errors by case number, question number, and type. These are then resolved by senior personnel, who inspect the original file and make appropriate corrections. Complete records are kept of all such procedures.

APPENDIX B: DATASHEETED QUESTIONNAIRE

Privacy and the Workplace

Topline Results

Conducted for:
Privacy & American Business

Sponsored By:
ChoicePoint Inc.

Conducted by:
Harris Interactive, Inc.

Total Respondents: 1,258 adults who are employed full time or part time
Interviewing conducted online between March 27- April 2, 2002

Notes on reading the results:

The percentage of respondents has been included for each item. An asterisk (*) signifies a value of less than one-half percent. A dash represents a value of zero. Percentages may not always add up to 100% because of computer rounding or the acceptance of multiple answers from respondents answering that question.

Opening General Views

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q400 Overall, how satisfied are you with your job?

- 3 Not at all satisfied
- 12 Not very satisfied
- 49 Somewhat satisfied
- 37 Very satisfied

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q410 Do you feel your employer generally hires, promotes, and fires people in a fair way?

- 62 Yes
- 26 No
- 12 Don't know

[PROGRAMMER NOTE: FOR HALF OF THE SAMPLE INSERT Q535 HERE. FOR REMAINING HALF OF SAMPLE LEAVE Q535 WHERE IT IS CURRENTLY LOCATED AFTER Q530]

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q415 In terms of what you consider good privacy rules and practices at the workplace, how would you rate your employer?

- 6 Poor
- 19 Only fair
- 52 Pretty Good
- 24 Excellent

EMPLOYER/EMPLOYEE DEMOGRAPHICS

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q420 Roughly how many employees, including both full-time and part-time employees, do you think work for your employer nationwide – not just at your location?

- 24 Under 100
- 14 100-499
- 8 500-999
- 15 1,000-4,999
- 10 5,000-9,999
- 7 10,000-19,999
- 22 20,000 or more

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q425 Do you use any of the following at your workplace?

Q426

	<u>Yes</u>	<u>No</u>
1 Computer	85	15
2 Internet or World Wide Web	67	33

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q430 Which type of employer do you work for?

- 70 A private company or business
- 6 Federal government
- 13 State or local government
- 11 A non-profit organization

[IF RESPONDENT WORKS FOR A PRIVATE COMPANY OR BUSINESS (Q430/1) ASK Q435, OTHERS JUMP TO Q438.]

BASE: EMPLOYER IS PRIVATE COMPANY OR BUSINESS (Q330/1)

Q435 In what industry do you currently work?

[DROP DOWN MENU WITH CHOICES LISTED]

- 7 Accommodation and Food Services
- 1 Accounting Services
- 2 Administrative Support Services
- 2 Advertising/marketing
- 1 Agric./Forestry/Fishing/Hunting
- 1 Arts, Entertainment, and Recreation
- 4 Automotive Services
- 6 Banking and Finance
- 2 Communications
- 3 Consulting Services – other
- 2 Consumer Goods
- 2 Construction (heavy/special trades)
- 2 Education
- 2 Engineering Services
- 4 Healthcare Provider (all types of healthcare professionals)
- 3 Insurance
- 3 Legal Services
- 13 Manufacturing
 - Mining
 - Never in work force (programmer note: should appear before Decline to Answer)
 - * Oil and Petrochemical
- 6 Other Services
- 1 Pharmaceuticals and Healthcare Products
- 1 Printing Trade
- * Public Administration/Government
- 1 Real Estate
 - Religious/Non-Profit Organizations
- 2 Research Services
- 11 Retail Trade
- 8 Technology Services
- 3 Telecommunications
- 3 Transportation and Warehousing
- 1 Utilities
 - Waste Management/Remediation Srvcs
- 1 Wholesale Trade
 - Advertising/Marketing
 - Military
- 3 Decline to answer

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q438 Do you have responsibility for managing other employees?

34 Yes
66 No

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q440 Are you a member of a labor union that represents employees at your workplace?

12 Yes
88 No

VIEWS OF EMPLOYER INFORMATION PRACTICES

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q445 Do you know any occasion when your current employer did the following?

(ROTATE)

Q446

	<u>Yes</u>	<u>No</u>
1 Asked you for personal information that you thought was inappropriate, because it was not really needed for employment	12	88
2 Released any personal information about you in a way that you feel or felt was not proper	6	94
3 Collected information about your activities or lifestyle <u>off</u> the job that you feel or felt should not be collected	7	93
4 Monitored your work performance in a way you felt or feel is improper	19	81
5 Monitored your use of the company email or telephone system in a way you felt or feel is improper	13	87

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q450 How much do the physical arrangements at your workplace give you the privacy you feel you need to do your work effectively?

- 7 Not at all
- 12 Hardly any
- 27 Only some
- 38 A lot
- 16 A great deal

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q455 How concerned are you about the way your employer collects or uses medical or health information about employees?

- 37 Not at all concerned
- 39 Not very concerned
- 14 Somewhat concerned
- 5 Concerned
- 5 Very concerned

[PROGRAMMER NOTE: ASK Q460 IF CONCERNED OR VERY CONCERNED IN Q455; OTHERS JUMP TO Q465]

BASE: CONCERNED OR VERY CONCERNED (Q455/4,5)

Q460 What is it that concerns you the most?

[TEXT BOX]

EMPLOYER PRIVACY POLICIES

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q465 Does your employer have a general Employee Privacy Policy that tells employees how their information will be used and what privacy rules will be applied?

- 38 Yes
- 16 No
- 46 Don't know

[IF EMPLOYER HAS EMPLOYEE PRIVACY POLICY (Q465/1) ASK Q470, OTHERS JUMP TO Q475]

BASE: EMPLOYER HAS GENERAL EMPLOYEE PRIVACY POLICY (Q465/1)

Q470 Have you ever been given that Privacy Policy to read?

- 82 Yes
- 11 No
- 7 Don't know

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q475 How important is it to you that your employer has and communicates an Employee Privacy Policy to each employee?

- 6 Not important at all
- 10 Not very important
- 30 Somewhat important
- 40 Very important
- 15 Absolutely essential

EMPLOYEE SELECTION STANDARDS AND PROCEDURES
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BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q480 How acceptable is it for employers to use a commercial information service that draws on public records to do the following background checks of job applicants?

Q481

	<u>Not Acceptable At All</u>	<u>Not Very Acceptable</u>	<u>Somewhat Acceptable</u>	<u>Acceptable</u>	<u>Very Acceptable</u>
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[RANDOMIZE]

01	Criminal conviction record	4	5	12	34	46
02	Whether professionals have had an official determination of misconduct against them, such as a malpractice finding for a doctor, lawyer or stockbroker	8	9	17	34	33
03	Whether an applicant has filed a workers compensation claim in the past	30	22	28	15	5
04	Whether a job applicant has ever filed for bankruptcy	50	25	14	7	3
05	Whether a job applicant's resume contains false information about educational achievements, employment history, and similar matters	3	5	15	35	43
06	Records of arrests without conviction	26	19	24	18	14
07	Whether the applicant is a party to a civil lawsuit	40	27	18	10	5
08	Applicant's driving history, from state motor vehicle records	21	17	26	24	12
09	Sexual offender convictions	5	4	14	25	52
10	Credit history report	50	22	16	7	4

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q485 How acceptable do you feel it is for employers to use a commercial service to conduct the following tests for all new job applicants?

Q486	Not Acceptable	Not Very	Somewhat		Very
[RANDOMIZE]	<u>At All</u>	<u>Acceptable</u>	<u>Acceptable</u>	<u>Acceptable</u>	<u>Acceptable</u>
1 Screening for illegal drug use	6	6	12	29	47
2 Psychological tests to identify persons with violent tendencies	11	16	31	24	17

POST 9/11 ACTIVITIES AT WORK

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q490 Since the terrorist attacks on September 11, have any of the following things happened at your workplace?

Q491

[RANDOMIZE]	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
1 Identification procedures for entering work premises have been made more strict	36	57	7
2 Tighter procedures have been adopted for accessing the organization's computer systems	26	46	28
3 More detailed background checks are being done on job applicants	11	43	46
4 More detailed background checks are being done on current employees	7	51	42

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q495 For each of these same things, do you think that each of these are things that your employer <U>should</U> be doing, to enhance workplace security?

Q496	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
[RANDOMIZE SAME ORDER AS IN Q490/Q491]			
1 Identification procedures for entering work premises have been made more strict	53	38	9
2 Tighter procedures have been adopted for accessing the organization's computer systems	51	36	13
3 More detailed background checks are being done on job applicants	53	34	13
4 More detailed background checks are being done on current employees	35	51	14

EMPLOYEE MONITORING

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q505 Which statement best describes what you understand your current employer's policy is about employees' use of the Internet for non-work related purposes?

(DO NOT ROTATE)

- 23 Non-work related uses of the Internet on organizational time and using the organization's computers are absolutely forbidden.
- 50 Non-work uses can be done if these are occasional and do not interfere with work assignments.
- 27 I do not know what the policy states.

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q510 Does your employer have a formal policy on the organization's right to monitor the following for the purpose of checking whether improper communication is taking place?

Q511	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
1 Employee emails	41	26	33
2 Recorded telephone voice mail messages	22	38	40
3 Telephone numbers called	33	28	38

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q515 Most companies that employ telephone operators to take customer orders or provide customer service have supervisors who listen-in on the operators occasionally, to see if they are courteous and efficient, and that they follow legal rules as to consumer protection. Some groups see this as an invasion of privacy, and think all listening-in should be banned. Employers say these are business and not personal calls, and that listening-in is necessary to insure proper service to the public. Whom do you tend to agree with?

(ROTATE)

- 22 Listening-in should be banned
- 78 Listening-in should be allowed

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q520 To enhance workplace security, how willing would you be to have an ID card issued by your employer that would have your photo, a biometric identifier (such as a fingerprint), and your basic personnel information stored on the card?

- 7 Not at all willing
- 11 Not very willing
- 37 Somewhat willing
- 44 Very willing

PERSONNEL RECORDS AND HR INFORMATION SYSTEMS

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q525 Either by law or company policy, do you have the right to see what is in your personnel file or other records at your company?

- 68 Yes
- 3 No
- 29 Don't know

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q530 Have you ever looked at your personnel file at any organization you have worked for?

- 43 Yes
- 57 No

OVERALL EMPLOYEE PRIVACY ATTITUDES

BASE: EMPLOYED FULL OR PART TIME (Q149/1,2)

Q535 How concerned are you about the way your current employer collects and uses personal information about its employees?

- 28 Not at all concerned
- 41 Not very concerned
- 18 Somewhat concerned
- 6 Concerned
- 6 Very concerned

OPEN ENDED QUESTIONS

[IF MANAGER (Q438/1), ASK Q545. ALL OTHERS JUMP TO PROGRAMMER NOTE ABOVE Q555]

BASE: MANAGERS (Q438/1)

Q545 Thinking about enhancing security at the workplace, what is your organization doing differently in managing employees and facilities since September 11 that was not in place before then?

[TEXT BOX]

BASE: MANAGERS (Q438/1)

Q550 If you could have your organization do <U>one thing</U> to enhance security at the workplace that it is not doing now, what would that be?

[TEXT BOX]

[IF NON-MANAGER (Q438/2), ASK Q555. ALL OTHERS JUMP TO Q605.]

BASE: NON-MANAGERS (Q438/2)

Q555 Are there any practices at your workplace that you think are improper invasions of employee privacy?

- 13 Yes
- 87 No

[IF THINK THERE ARE IMPROPER INVASIONS OF PRIVACY (Q555/1), ASK Q560. ALL OTHERS JUMP TO PROGRAMMER NOTE ABOVE Q565.]

BASE: THINK THERE ARE IMPROPER INVASIONS OF PRIVACY (Q555/1)

Q560 Please describe the practices at your workplace that you think are improper invasions of employee privacy.

[TEXT BOX]

BASE: NON-MANAGERS (Q438/2)

Q565 Are there any practices at your workplace that you think show positive respect for employee privacy by your organization?

53 Yes

47 No

[IF THINK THERE ARE PRACTICES THAT SHOW RESPECT FOR EMPLOYEES' PRIVACY (Q565/1),
ASK Q570]

BASE: THINK THERE ARE PRACTICES THAT SHOW RESPECT FOR EMPLOYEES' PRIVACY (Q565/1)

Q570 Please describe the practices by your organization that you think show positive respect for employee privacy.

[TEXT BOX]