



# Global Employee Survey on Employee Retention (Module I) and Worker Transitions (Module II)

## Annotated Questionnaire

**STUDY POPULATION:** Adults ages 25-plus in the labor force in Australia, Brazil, Canada, Japan, Korea, Finland, France, Germany, Italy, Spain, the United Kingdom, and United States

**FIELD DATES:** June 1, 2022 – July 15, 2022

**DATA COLLECTION VENDOR:** BVA BDRC

**TOTAL SAMPLE SIZE:** n=12,158

- NOTES:**
- Data are weighted to represent the 25+ worker population
  - Percentages may not add up to 100% due to rounding
  - Default base for all tables is 12,158 unless otherwise stated
  - Cell values of “-“ mean 0%

**RESEARCH STUDY PAGE:** [www.aarpinternational.org/initiatives/future-of-work/lel/research](http://www.aarpinternational.org/initiatives/future-of-work/lel/research)

## Screening Questions

[S1] How old were you at your last birthday?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	12158	3031	2019	2028	4040	1040
24 or under <b>[TERMINATE]</b>	-	-	-	-	-	-
25 to 34	24	22	26	20	25	31
35 to 44	25	23	24	27	26	30
45 to 54	26	25	23	31	26	22
55 to 64	20	19	20	20	21	14
65+	5	10	6	2	3	3

[D1] What is your current gender identity?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	12158	3031	2019	2028	4040	1040
Man	54	56	53	55	52	55
Woman	46	44	47	45	48	45
Non-binary	0	0	0	0	0	0
Another gender identity (please specify):	0	0	0	0	0	0

[S2] Which of the following best describes your current employment status?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	12158	3031	2019	2028	4040	1040
Working for 35 hours or more per week for pay	72	71	77	72	72	72
Working for less than 35 hours per week for pay	20	24	16	17	21	19
Not working for pay but looking for work	7	5	7	11	6	9
Not working for pay and not looking for work <b>[TERMINATE]</b>	-	-	-	-	-	-
Don't know / Refused <b>[TERMINATE]</b>	-	-	-	-	-	-

[PN: ONLY SHOW IF S2 = “Working for 35 hours or more per week for pay” or “Working for less than 35 hours per week for pay”]

[S2\_1] Are you working more than 1 job?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	11261	2874	1869	1797	3776	945
Yes	21	29	23	15	17	22
No	79	71	77	85	83	78

[PN: ONLY SHOW IF S2 = “Not working for pay but looking for work”]

[S3] When was the last time you worked for pay?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	897	157	150	231	264	95
Within the last 6 months	23	19	26	28	20	24
More than 6 months but less than 2 years	26	30	31	23	26	24
2 years or more	51	52	44	49	55	52

## Main

### Module I: Employee Retention (Respondents Age 25-Plus)

[ER1] In the past five years (since 2017), which of the following job-related actions have you taken?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	12158	3031	2019	2028	4040	1040
Looked for a new job	36	37	36	36	36	30
Started a new job	30	30	30	28	31	29
Applied for a new job	29	28	33	24	31	27
Considered leaving a job or resigning	20	18	21	21	20	18
Voluntarily left a job or resigned	16	16	17	13	16	13
Started making money independently (things like driving for Uber, selling things you make, delivering food, etc.)	10	7	13	9	7	25
Started my own business	9	7	11	7	7	20
Involuntarily left a job (laid off or fired)	8	6	10	8	7	11
Retired from work	3	6	5	1	3	3
Shut down my own business	2	2	2	2	1	4
None of the above	35	39	34	35	35	20

[PN: ONLY SHOW IF ER1 = “Retired from work” or “Voluntarily left a job/resigned” or “Considered leaving a job or resigning” or “Looked for a new job” or “Applied for a new job” or “Started my own business”]

[ER2] Why did you retire, leave, or consider leaving your job?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	6779	1627	1136	1145	2241	630
Low pay	29	26	27	35	30	29
Felt undervalued	27	22	28	30	29	29
Lack of advancement in my job	23	22	24	25	23	23
To follow a new passion or career	21	21	18	17	20	33
Lack of professional development in my job	17	13	17	24	17	18
Poor working conditions (i.e., unsafe, unsanitary, too crowded)	16	19	15	18	15	14
I received an attractive offer to work for another employer	16	12	16	18	17	20
Limited or no flexible work options (like working from home, flexible hours, or phased retirement options)	13	15	16	11	12	9
Poor benefits (i.e., health insurance, retirement, caregiving leave)	12	14	15	10	9	16
My priorities changed and work was no longer as important in my life	12	12	12	9	12	12
I was experiencing health problems	11	13	11	7	13	9
Concerns about COVID-19	11	10	15	7	9	17
Something else	9	9	10	7	9	8
To care for a child or grandchild	6	5	7	6	6	9

I reached or was close to retirement age or eligibility	6	10	7	3	4	4
To go back to school, get training, or obtain a job certification	6	5	6	5	6	6
To care for an adult family member or friend	5	5	7	5	4	4
My employer required me to return in-person	4	3	5	3	4	4
The job required a COVID-19 vaccination	3	4	5	2	3	2

[PN: ONLY SHOW IF ER2 = More than 1 response]

ER2a: What is the main reason that you retired, left, or considered leaving your job?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	3967	935	699	676	1294	363
Low pay	19	15	17	25	19	17
Felt undervalued	15	12	17	15	16	14
To follow a new passion or career	9	10	7	8	8	15
Poor working conditions (i.e., unsafe, unsanitary, too crowded)	7	9	4	7	7	4
Lack of advancement in my job	7	8	7	6	6	6
I received an attractive offer to work for another employer	6	5	5	8	7	8
Limited or no flexible work options (like working from home, flexible hours, or phased retirement options)	5	7	5	4	5	2
Lack of professional development in my job	5	4	5	8	4	6
Concerns about COVID-19	4	6	6	2	3	7
I was experiencing health problems	4	4	3	3	5	3

Poor benefits (i.e., health insurance, retirement, caregiving leave)	4	5	5	2	3	3
My priorities changed and work was no longer as important in my life	3	4	3	3	4	1
To care for a child or grandchild	3	2	3	3	3	5
To care for an adult family member or friend	2	2	2	2	2	2
I reached or was close to retirement age or eligibility	2	3	2	1	1	1
To go back to school, get training, or obtain a job certification	2	1	2	1	2	1
My employer required me to return in-person	1	0	1	0	1	0
The job required a COVID-19 vaccination	1	1	3	0	2	1

[PN: ONLY SHOW IF ER1 = “Started a new job” or “Started my own business” or “Started making money independently]

[ER2b] Is your new job better, worse, or the same as your previous job in terms of the following factors? If you've had more than one job change in the past 5 years, please think about your most recent job change.

		Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted count		4772	1095	835	759	1510	573
Health benefits	Better	43	34	50	36	42	58
	Worse	14	16	16	12	13	12
	Same	43	50	34	52	45	29
Retirement benefits	Better	30	23	39	27	28	41
	Worse	19	26	23	16	16	17

	Same	50	51	39	57	56	42
Pay	Better	58	49	62	57	59	71
	Worse	20	28	20	20	19	12
	Same	22	23	19	23	23	17
Flexibility on when I work	Better	58	53	57	56	58	72
	Worse	14	17	15	13	14	9
	Same	28	30	28	30	28	19
Flexibility regarding the number of hours I work	Better	55	54	56	51	53	65
	Worse	13	15	14	14	12	10
	Same	32	32	30	34	35	25
Flexibility on where I work	Better	48	43	50	49	45	66
	Worse	14	16	14	13	14	8
	Same	38	41	35	38	41	26
Flexibility on where I work (only)	Better	48	43	50	49	45	66
	Worse	14	16	14	13	14	8
	Same	38	41	35	38	41	26
Opportunity for growth or promotion	Better	46	35	52	46	45	58
	Worse	17	22	18	17	14	13
	Same	37	43	30	36	41	29
Being in line with my passion(s)	Better	49	41	47	45	48	72
	Worse	15	18	17	14	13	8
	Same	37	41	36	42	39	21
Impact on my mental health	Better	53	47	55	46	54	64
	Worse	14	18	15	14	13	11
	Same	33	35	30	40	33	24
Impact on my physical health	Better	47	43	50	43	45	59
	Worse	16	19	16	14	16	13
	Same	37	37	35	43	39	27



Workplace culture	Better	49	43	53	45	48	63
	Worse	13	18	14	13	12	7
	Same	38	39	34	42	39	30

[PN: ONLY SHOW IF ER2b = Any factors rated worse]

[ER2c] Since you changed jobs, have you experienced any of the following?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	2444	658	432	373	745	236
I feel like I changed jobs too quickly without thinking it through.	14	15	17	10	13	10
I'm equally frustrated as I was in my last job.	18	19	21	18	15	15
The job I'm doing now is not what I expected.	25	31	22	28	21	23
The reasons I had for switching jobs are no longer relevant now.	19	20	20	12	19	25
I have regrets about leaving my former job.	12	12	17	6	11	12
I want to go back and work for my former job.	12	13	16	9	10	12
I changed jobs for another reason (please specify)	6	4	7	5	5	16
None of the above	38	35	32	40	43	34

[PN: ONLY SHOW IF S2 = “Working for 35 hours or more per week for pay” or “Working for less than 35 hours per week for pay”]

[ER3] Thinking about the impact of the COVID-19 pandemic on your job, has it made you realize that you want any of the following options?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	11261	2874	1869	1797	3776	945
Have more flexibility on when I work (certain days or times of the day)	34	32	37	37	29	46
Work from home sometimes	31	28	31	36	29	43
Have a job that pays more	25	21	26	31	23	32
Have a less demanding or stressful job	22	26	22	23	17	26
Work from home all of the time	17	14	24	14	15	26
Start my own business	10	7	13	9	7	25
Have a more secure job	16	20	15	19	11	23
Have a job where I can live anywhere (e.g., hold a job in a major city but work from home in another location)	12	12	15	14	9	17
Work less	15	14	15	15	14	21
Have a job where I can make a difference	10	8	11	12	8	20
Switch jobs	9	9	8	9	10	12
Stop working / retire early	7	6	9	8	6	5
COVID-19 has changed my work priorities in another way (please specify)	1	1	1	0	1	2
None of these apply to me	21	24	19	15	27	8

[PN: ONLY SHOW IF S2 = “Working for 35 hours or more per week for pay” or “Working for less than 35 hours per week for pay”]

ER4: Overall, how satisfied are you in your current job?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	11261	2874	1869	1797	3776	945
Unsatisfied/extremely unsatisfied (0 thru 3)	8	11	6	8	7	5
Neither satisfied nor unsatisfied (4 thru 6)	27	35	22	29	24	17
Satisfied (7 and 8)	40	38	36	44	43	36
Extremely satisfied (top 2 box 9 and 10)	25	17	35	19	26	42

[PN: ONLY SHOW IF S2 = “Working for 35 hours or more per week for pay” or “Working for less than 35 hours per week for pay”]

ER5. How strongly do you agree or disagree with the following statements about your job?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)	
<i>Unweighted n</i>	11261	2874	1869	1797	3776	945	
I like my job	Strongly agree	30	18	38	32	30	53
	Somewhat agree	37	34	35	37	41	30
	Neither agree nor disagree	21	30	18	21	19	10
	Somewhat disagree	7	11	5	7	7	4
	Strongly disagree	4	6	3	4	4	2

I feel stuck in my job	Strongly agree	13	11	14	14	12	14
	Somewhat agree	23	25	22	24	23	17
	Neither agree nor disagree	27	32	25	28	25	20
	Somewhat disagree	20	21	19	19	21	20
	Strongly disagree	17	10	20	15	18	30
I feel secure in my job	Strongly agree	28	16	38	30	28	44
	Somewhat agree	36	35	37	37	39	27
	Neither agree nor disagree	22	28	17	22	21	15
	Somewhat disagree	9	14	6	7	8	9
	Strongly disagree	5	7	3	4	3	5
I use many of my skills and abilities in my job	Strongly agree	30	15	38	32	29	58
	Somewhat agree	39	38	36	40	43	28
	Neither agree nor disagree	20	29	17	20	18	8
	Somewhat disagree	8	12	5	4	8	4
	Strongly disagree	4	6	3	3	3	3

My job is a big part of who I am / my identity	Strongly agree	21	11	27	24	19	41
	Somewhat agree	34	32	32	36	36	30
	Neither agree nor disagree	27	35	24	26	26	17
	Somewhat disagree	11	14	11	9	12	7
	Strongly disagree	7	8	7	5	7	5
I am proud to tell other people what I do for work	Strongly agree	28	16	38	29	26	57
	Somewhat agree	32	31	33	33	35	22
	Neither agree nor disagree	27	35	19	27	27	14
	Somewhat disagree	8	12	6	6	8	3
	Strongly disagree	5	6	3	5	5	3
I cannot picture myself doing a different type of job	Strongly agree	16	10	21	15	17	21
	Somewhat agree	24	23	24	21	26	23
	Neither agree nor disagree	28	32	26	31	26	20
	Somewhat disagree	19	23	18	18	18	16
	Strongly disagree	13	12	12	14	13	20

I make a difference in my job	Strongly agree	24	11	34	19	24	53
	Somewhat agree	34	29	36	36	39	27
	Neither agree nor disagree	28	38	22	31	26	14
	Somewhat disagree	9	14	6	9	7	4
	Strongly disagree	5	8	3	5	4	3
I am happy with the amount I am paid	Strongly agree	16	10	24	14	15	28
	Somewhat agree	31	27	35	31	32	31
	Neither agree nor disagree	23	28	18	26	22	16
	Somewhat disagree	18	22	14	17	20	13
	Strongly disagree	12	13	9	13	11	11
I regularly review my options for my job or career	Strongly agree	17	11	21	16	14	38
	Somewhat agree	32	31	32	33	31	30
	Neither agree nor disagree	32	39	27	35	30	20
	Somewhat disagree	12	13	13	9	14	6
	Strongly disagree	8	7	7	6	10	5

I would apply for my job again	Strongly agree	25	13	33	26	25	44
	Somewhat agree	31	29	32	30	33	28
	Neither agree nor disagree	27	34	22	29	25	16
	Somewhat disagree	10	15	8	8	10	6
	Strongly disagree	7	9	5	7	7	7
I am able to balance my work and personal life	Strongly agree	28	17	36	27	27	48
	Somewhat agree	40	39	38	42	42	31
	Neither agree nor disagree	21	29	16	22	20	12
	Somewhat disagree	8	11	7	6	8	5
	Strongly disagree	3	4	3	2	3	4
My employer promotes mental and/or physical health	Strongly agree	17	11	27	13	15	33
	Somewhat agree	28	26	31	25	31	25
	Neither agree nor disagree	33	39	26	35	32	23
	Somewhat disagree	12	15	9	14	13	10
	Strongly disagree	9	9	7	14	9	10

I have flexibility in my job	Strongly agree	23	14	31	20	22	43
	Somewhat agree	28	28	30	27	30	22
	Neither agree nor disagree	19	24	16	19	18	11
	Somewhat disagree	13	16	10	14	12	8
	Strongly disagree	17	18	13	21	17	15
I have flexibility to care for children and/or dependent adults	Strongly agree	18	12	25	17	15	35
	Somewhat agree	27	28	29	29	26	24
	Neither agree nor disagree	33	36	31	32	36	19
	Somewhat disagree	11	15	7	12	10	11
	Strongly disagree	10	9	8	10	12	11
I am happy with the benefits offered by my employer	Strongly agree	19	10	30	15	18	36
	Somewhat agree	31	28	34	30	33	31
	Neither agree nor disagree	28	36	20	29	27	16
	Somewhat disagree	13	16	9	15	13	8
	Strongly disagree	9	10	7	11	8	9



I feel comfortable asking for a promotion	Strongly agree	15	7	23	14	14	31
	Somewhat agree	22	17	25	23	24	24
	Neither agree nor disagree	33	36	30	35	33	24
	Somewhat disagree	17	23	13	16	16	9
	Strongly disagree	14	18	9	13	13	12
I feel comfortable asking for a pay raise	Strongly agree	15	7	22	13	16	30
	Somewhat agree	22	16	27	23	24	23
	Neither agree nor disagree	31	34	29	33	30	24
	Somewhat disagree	17	21	12	17	16	10
	Strongly disagree	15	20	10	14	14	12

[PN: ONLY SHOW IF S2 = “Working for 35 hours or more per week for pay” or “Working for less than 35 hours per week for pay”]

[ER6] How strongly do you agree or disagree with the following statements about your work environment?

		Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n		11261	2874	1869	1797	3776	945
My workplace is free from discrimination	Strongly agree	36	20	42	40	37	59
	Somewhat agree	32	33	31	28	35	21
	Neither agree nor disagree	21	29	18	21	18	11
	Somewhat disagree	8	12	6	7	7	5
	Strongly disagree	4	6	3	4	3	4
My workplace is friendly	Strongly agree	34	20	43	35	34	53
	Somewhat agree	38	41	35	35	40	27
	Neither agree nor disagree	20	27	15	21	18	13
	Somewhat disagree	6	8	4	6	6	4
	Strongly disagree	3	4	2	3	3	2

My boss treats me with respect	Strongly agree	35	19	45	39	34	64
	Somewhat agree	33	35	31	30	35	20
	Neither agree nor disagree	22	32	16	21	20	12
	Somewhat disagree	6	8	5	5	7	2
	Strongly disagree	4	6	3	4	4	2
My co-workers treat me with respect	Strongly agree	38	20	46	45	37	67
	Somewhat agree	36	40	33	32	39	20
	Neither agree nor disagree	20	30	15	18	18	9
	Somewhat disagree	4	6	3	3	4	2
	Strongly disagree	2	4	2	2	2	2
I have the opportunity to learn something new	Strongly agree	29	16	36	32	28	60
	Somewhat agree	37	36	40	36	39	25
	Neither agree nor disagree	21	29	16	21	20	9
	Somewhat disagree	9	13	6	7	9	3
	Strongly disagree	4	6	2	4	4	3

My workplace values different perspectives and opinions	Strongly agree	26	16	34	26	25	47
	Somewhat agree	36	34	37	34	38	29
	Neither agree nor disagree	25	34	20	25	24	14
	Somewhat disagree	9	11	6	9	9	6
	Strongly disagree	5	5	4	6	4	4
I have the opportunity to work with people of different generations	Strongly agree	38	21	44	40	40	64
	Somewhat agree	39	43	37	37	40	23
	Neither agree nor disagree	17	24	14	17	14	9
	Somewhat disagree	5	7	3	4	4	2
	Strongly disagree	2	4	1	2	2	2
The organization has good values and mission	Strongly agree	29	16	38	28	29	55
	Somewhat agree	34	31	36	34	38	25
	Neither agree nor disagree	26	37	19	26	24	14
	Somewhat disagree	7	11	5	7	6	4
	Strongly disagree	4	6	3	4	3	2

My age does not limit my ability to work	Strongly agree	43	24	51	49	45	72
	Somewhat agree	32	35	31	30	34	17
	Neither agree nor disagree	17	28	12	14	14	6
	Somewhat disagree	6	10	4	4	5	3
	Strongly disagree	2	4	2	2	2	2

[PN: ONLY SHOW IF S2 = “Working for 35 hours or more per week for pay” or “Working for less than 35 hours per week for pay”]

[ER7] Thinking about your current job and your skills, are you...?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	11261	2874	1869	1797	3776	945
Overqualified	20	19	26	19	19	19
Qualified	74	71	73	73	76	76
Underqualified	6	10	1	8	5	5

[ER8] In the past 5 years (since 2017), have you taken any of the following types of job-related skills training either through your work or on your own? Please include those you have already completed and/or are currently taking.

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	12158	3031	2019	2028	4040	1040
No job-related skills training	37	46	38	29	38	21
Technical, practical or job-specific skills	21	16	21	25	22	27
General IT (technology) skills	20	15	16	32	18	23
Teamwork skills	18	12	19	21	19	28
Management skills	17	14	21	19	14	27
IT professional skills	16	11	16	21	16	17
Customer handling skills	16	12	17	16	14	29
Office administration skills	14	14	13	18	11	19
Problem solving skills	12	10	13	14	10	19
Oral or written communication skills	11	8	11	12	10	18
Foreign language skills	10	8	6	19	8	18
Mathematics or calculating skills	6	4	7	7	5	12
Reading skills	6	4	9	6	4	16
Other (please specify):	3	2	3	2	4	4
Did not participate in any job-related skills training in the past 5 years	37	46	38	29	38	21

[ER8\_5] You indicated that you have not participated in job-related skills training in the last 5 years. If you were able to take job-related skills training, either through work or on your own, would you?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	4605	1404	795	594	1583	229
Yes, I would like to take job-related skills training	49	44	47	68	44	80
No, I do not need/want any job-related skills training	51	56	53	32	56	20

[PN: ONLY SHOW IF ER8\_5 = "Yes, I would like to take job-related skills training"]

[ER9] Thinking about any job-related skills training that you wanted to take over the past 5 years (since 2017), which of the following situations have you encountered?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	2240	617	363	402	675	183
Not able to afford costs or fees	33	33	37	30	30	44
It's hard to know if training is worth my time or will lead to the outcome I want	22	24	20	22	20	23
Not able to take time off work to train or study	20	26	20	17	16	23
Hard to find the right course or training provider	19	20	16	17	22	20
Hard to find the motivation	16	21	18	12	13	15
Hard to find time to study/train due to family commitments other than childcare	12	9	13	13	10	24

Hard to find time to study/train due to childcare responsibilities	9	8	7	10	9	22
Not confident in my ability to complete training or course of study	7	12	6	5	6	5
Training or studying is too difficult	6	8	6	4	5	13
I'm not comfortable with using technology to complete training online	4	7	3	3	3	7
I don't have access to a computer or internet to complete training online	2	3	2	1	2	5
Something else (Please specify):	2	1	3	1	3	2
None of these apply to me	25	21	26	28	30	12

[ER10] Thinking about your current or most recent job since the COVID-19 pandemic started in March 2020, do you/did you...? If you've had more than one job since March 2020, please think about your current or most recent job

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n	12158	3031	2019	2028	4040	1040
Work all of my hours from home/remotely	18	13	27	17	16	24
Work some hours from home/remotely and some in-person	29	27	25	30	28	41
Work all of my hours in-person	40	45	37	39	43	26
Not applicable	11	12	9	12	12	8
Don't know / Refused	2	3	1	1	2	1



[ER11] Do you now work from home/remotely more, less, or the same amount as you did before the COVID-19 pandemic?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	12158	3031	2019	2028	4040	1040
More now	25	24	29	22	25	25
The same	26	27	24	30	25	23
Less now	15	11	15	17	13	30
I never worked from home/remotely	35	39	32	31	38	22

[PN: ONLY SHOW IF ER10 = “Work all of my hours from home/remotely” or “Work some hours from home/remotely and some in-person”]

[ER12] When working from home, how difficult were/have each of the following been for you?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)	
<i>Unweighted n</i>	4498	953	817	808	1351	569	
Learning how to connect to an employer's computer system or network	Very difficult	7	10	9	4	7	5
	Somewhat difficult	13	14	13	11	13	13
	Not very difficult	26	35	27	21	25	15
	Not at all difficult	49	35	45	61	49	62
	Not applicable	5	7	6	3	6	4

Staying focused on my work	Very difficult	6	6	7	4	6	9
	Somewhat difficult	21	28	21	19	19	21
	Not very difficult	28	34	26	31	27	21
	Not at all difficult	43	31	44	46	46	48
	Not applicable	2	1	2	1	2	1
Getting the right equipment to do my job	Very difficult	6	7	8	4	5	6
	Somewhat difficult	16	19	14	14	17	18
	Not very difficult	30	38	28	33	27	22
	Not at all difficult	44	33	47	47	47	52
	Not applicable	3	3	3	3	4	2
Having a reliable internet connection	Very difficult	5	5	7	3	5	6
	Somewhat difficult	15	16	15	11	15	15
	Not very difficult	27	36	26	26	25	16
	Not at all difficult	51	39	50	58	51	61
	Not applicable	3	3	3	1	4	1

Collaborating with coworkers	Very difficult	5	7	7	3	5	4
	Somewhat difficult	19	24	17	16	19	16
	Not very difficult	32	36	33	35	31	21
	Not at all difficult	38	27	37	42	38	54
	Not applicable	6	6	6	4	7	5
Using video conferencing software	Very difficult	4	4	5	2	5	5
	Somewhat difficult	13	16	13	10	12	13
	Not very difficult	29	38	29	28	27	19
	Not at all difficult	47	35	45	54	48	59
	Not applicable	7	7	7	6	7	4
Ending work for the day, since work and home are now in the same location	Very difficult	8	8	8	7	7	11
	Somewhat difficult	20	20	19	17	23	20
	Not very difficult	28	36	28	28	26	19
	Not at all difficult	40	31	42	45	41	48
	Not applicable	4	5	3	3	3	2

Juggling work and caring for others	Very difficult	7	8	7	5	5	16
	Somewhat difficult	19	23	18	17	18	23
	Not very difficult	29	34	29	31	27	20
	Not at all difficult	35	26	37	40	39	34
	Not applicable	9	10	9	7	10	7

**Module II: Worker Transitions (Respondents Age 45-Plus)**

[WT1] When, if ever, was the last time you made a job change? By a 'job change' we mean any change to your working circumstances, including a promotion or change of roles within your workplace, getting a new job, losing a job, switching industries, starting a business, shifting from part-time to full-time work or full-time to part-time work, etc.

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	6551	1750	1085	1098	2171	447
Within last 3 months	4	5	5	3	3	6
4 to 11 months ago	8	9	8	9	7	12
1 to 2 years ago	12	13	12	11	10	21
3 to 5 years ago	16	18	15	17	15	22
6 to 9 years ago	13	13	12	13	14	8
10 or more years ago	32	25	37	27	40	24
Never, I've been in my current job for my whole working life	14	17	10	19	11	7

[PN: ONLY SHOW IF WT1 = “Within last 3 months” or “4 to 11 months ago” or “1 to 2 years ago” or “3 to 5 years ago”]

[WT2] Which of the following best describes your most recent job change?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	2699	774	439	445	768	273
I found a new job in the same industry	23	22	24	23	26	18
I found a new job in a different industry	23	25	26	18	25	18
I moved job roles (at same level) at my current employer	12	15	7	16	11	7
I was promoted by my current employer	9	10	12	9	7	9
I started my own business	7	6	4	7	6	15
I got laid off or fired	5	3	6	8	5	10
I lost my job (i.e., position eliminated)	4	5	5	4	4	2
I moved from a full-time to a part-time position with my current employer	4	4	4	3	4	5
I moved from a part-time to a full-time position with my current employer	2	2	2	3	2	2
I moved from being self-employed to working for an organization or business	2	1	1	2	2	5
I was demoted by my current employer	2	2	2	2	1	1
Other type of job change (Please specify):	6	4	8	5	8	7

[WT3] Are you expecting or hoping to make a job change in the next few years? By a 'job change' we mean any change to your current working circumstances, including a promotion or change of roles within your workplace, getting a new job, losing a job, switching industries, starting a business, shifting from part-time to full-time work or full-time to part-time work, etc. This does not include retirement.

	Total sample	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n	6551	1750	1085	1098	2171	447
Yes, I am in the process of making a job change now	6	6	7	3	5	8
Yes, within the next 6 months	7	7	8	7	5	9
Yes, within the next 6 months to a year	8	9	8	9	6	12
Yes, within the next 2 years	6	6	6	6	5	6
Yes, within the next 3 years	3	4	2	2	3	3
Yes, but not sure when	18	22	11	21	15	18
No, not planning or hoping to make a job change	53	45	58	51	61	45

[PN: ONLY SHOW IF WT3 = “Making a job change now” or “Yes, within the year” or “Yes, within the next 2 to 3 years” or “Yes, but not sure when”]

[WT4] What type(s) of job changes are you expecting or hoping to make?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	3034	956	446	538	846	248
Get a new job in the same industry	31	26	32	32	37	21
Get a new job in a different industry	30	30	30	30	31	32
Get a promotion at my current employer	17	15	20	20	15	22
Start my own business	12	13	11	11	8	27
Change job roles (at the same level) at my current employer	11	9	13	11	11	14
Move from full-time to part-time position with my current employer	6	5	8	5	6	8
Move from part-time to full-time position with my current employer	5	3	6	6	4	9
Move from being self-employed to working for an organization or business	4	4	4	6	2	10
Get demoted by my current employer	3	3	6	4	2	3
Lose my job	2	3	0	2	3	1
Get laid off	2	1	1	3	2	2
Not sure yet	15	19	14	13	13	9
Other (please specify):	4	3	6	4	5	3

[PN: ONLY SHOW IF WT1 = “Making a job change ANY”]

[WT5] Was there anything that you needed help with, or information that would have been helpful when making your job change?

[PN: ONLY SHOW IF WT3 = “Expect to make a job change in future ANY”]

[WT5] What kind of help or information do you think you will need to make your job change?

[PN: ONLY SHOW IF S2 = “Not working for pay but looking for work”]

[WT5] What kind of help or information do you think you will need to re-enter the workforce?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n (Note: sample size varied based on previous responses)</i>	2699	774	439	445	768	273
I didn't need any help / nothing was challenging about making my job change (Total sample n=2699)	22	16	26	18	33	9
Type of jobs I would enjoy	21	26	23	19	17	22
Assessment of my skills and competencies	20	22	16	23	17	32
List of occupations that would be a good fit for my skills / experience / qualifications	18	22	17	16	14	23
How to fight age discrimination	17	18	15	17	14	27
How to find jobs available in my local area	17	19	17	19	12	23
I do not need any help or information (Total sample n=3213)	15	11	18	14	22	4
How to find contacts or networks to help me 'break in' to the job I want	13	15	13	13	10	23
How to update my resume	13	11	16	14	11	24
How to build my self-confidence to make a job change	13	16	14	9	10	21
Jobs or industries that would be in demand in the future	13	15	10	12	10	24
How to negotiate job offers	12	11	13	14	10	16
How to look for or apply for jobs	12	13	10	12	10	18



How to manage the stress of making a job change	12	14	11	11	8	18
How to prepare for a job interview	11	9	13	11	10	20
Jobs or industries that are in demand now (have lots of jobs available)	11	14	11	7	7	20
How to figure out if I need to do training or study to get the job I want	10	13	11	9	6	22
How to narrow down job options	10	11	11	7	7	20
What is involved in a job day-to-day (i.e., what a 'day in the life' would be like)	10	10	9	8	9	17
How to research pay scales	9	11	11	7	7	12
Costs and time associated with making a job change (e.g., training costs, time out of work)	9	12	10	6	6	18
How to find jobs in other geographic areas	7	6	7	7	6	13
How to find a training provider	7	7	7	5	5	14
How to find childcare or information about childcare costs and subsidies	2	2	3	2	2	6
Something else (please specify):	1	1	1	1	1	2

[PN: ONLY SHOW IF WT1 = “Making a job change ANY”]

[WT6] When making your job change, who did you talk to, or where did you get help or information from?

[PN: ONLY SHOW IF WT3 = “Expect to make a job change in future ANY”]

[WT6] Who would you talk to, or where would you get information from to help you with your job change?

[PN: ONLY SHOW IF S2 = “Not working for pay but looking for work”]

[WT6] Who would you talk to, or where would you get information from to help you with re-entering the workforce?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	4161	1191	657	714	1247	352
Family and friends	31	32	30	32	28	41
Job listing website	29	27	32	31	29	27
Colleagues / co-workers	20	19	17	24	20	27
Job hire / recruitment agency	17	17	20	20	15	19
Government or public employment services	16	16	16	19	15	13
Company website	16	10	20	17	15	27
Career practitioner / career counsellor	14	11	11	20	13	26
Social media / online networks (including LinkedIn)	14	9	16	17	12	31
Boss / supervisor / HR representative at current employer	11	7	13	10	12	17
Training provider website or representative	10	9	12	10	9	19
Industry or union website or representative	8	8	7	10	7	15
Career guidance books / self-help books or other resources (i.e., print or e-books)	7	7	9	4	5	15
Mentor	7	7	9	4	5	13
Alumni network	4	4	6	3	4	9
Someone / somewhere else (Please specify) :	1	1	1	2	2	1
I did not talk to anyone nor go anywhere for information.	17	19	19	13	19	7

[PN: ONLY SHOW IF WT3 = “Not planning change”]

[WT7] You told us earlier that you are not currently expecting or hoping to make a job change. Please select the reasons why you are not expecting or hoping to make a change.

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	3517	794	639	560	1325	199
I'm happy in my current job	42	39	48	31	43	54
I don't see a need to change jobs	36	36	35	28	39	45
I don't want to change jobs	33	31	37	28	34	45
I have good job security	32	28	39	35	29	39
I just want to do the job I'm comfortable and familiar with	25	27	25	18	25	35
My current job pays me well	21	15	34	16	20	30
My current job has good benefits	18	11	27	18	15	31
I've been in my job for so long, I don't think I could change now	15	17	13	14	14	21
I can't picture myself doing a different type of job	14	12	15	12	15	22
Work is not a priority for me right now	8	9	8	6	9	9
I don't have time to think about changing jobs	6	7	6	8	4	13
I need the benefits (health insurance, retirement plan, other)	6	4	13	3	4	19
There aren't any other job options where I live	6	5	4	9	5	8
I don't have qualifications or training to do any other job	5	8	3	5	5	5
I don't think I would be able to learn how to do a new job	4	7	2	3	5	4

I don't want to develop new skills	4	4	4	4	5	7
There are too many options out there, it's overwhelming	2	2	2	2	2	8
Another reason (Please specify):	6	4	8	4	7	9

[PN: ONLY SHOW IF S2 = “Working for 35 hours or more per week for pay” or “Working for less than 35 hours per week for pay”]

[WT8] What is the likelihood that any of the following could happen to you?

		Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n		5326	1393	903	859	1840	331
I could lose my job in the next year	Very unlikely	39	30	46	35	44	40
	Somewhat unlikely	22	22	19	23	23	18
	Neither likely nor unlikely	23	28	20	24	21	15
	Somewhat likely	10	12	9	11	7	16
	Very likely	6	7	7	6	5	11
I could be furloughed or temporarily laid off from my job. By furlough, we mean that - for days or sometimes weeks - you are not required to work, and you are not paid.	Very unlikely	44	34	49	40	51	51
	Somewhat unlikely	22	23	18	25	23	17
	Neither likely nor unlikely	21	29	18	22	17	12
	Somewhat likely	8	11	9	8	6	13
	Very likely	4	4	6	5	3	8

My employer could reduce the number of hours I work	Very unlikely	40	27	45	38	48	47
	Somewhat unlikely	21	21	18	24	21	20
	Neither likely nor unlikely	23	34	17	22	19	10
	Somewhat likely	11	12	13	11	8	16
	Very likely	5	5	8	5	4	8
My current job will still be available in 5 years' time if I wanted to stay in it	Very unlikely	11	9	9	11	11	17
	Somewhat unlikely	8	10	6	8	8	8
	Neither likely nor unlikely	23	29	19	26	20	11
	Somewhat likely	20	23	21	19	20	14
	Very likely	38	29	45	36	42	50

[PN: ONLY SHOW IF WT8 = "Likely to lose job"]

[WT9] For each of the following reasons, please indicate if it is a major reason, a minor reason, or not a reason why you believe that you could lose your job, be temporarily laid off or have your hours reduced within the next year?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	1368	419	246	209	356	138
A weak economy	51	40	52	72	49	55
The company is cutting costs	37	31	34	51	39	32
My company is going through a reorganization	23	17	20	35	26	22
Merger or consolidation/ business bought by another company	21	18	20	29	20	18
My skills are becoming obsolete/ I do not have the right skills	18	19	17	25	13	17

My job is being replaced by automation or technology	19	16	21	28	15	22
Discrimination due to my age	23	25	20	33	19	18
My salary is high relative to other employees	18	12	20	28	17	18
Business or factory is closing	25	22	19	39	27	16
Issues with co-workers	15	13	17	22	12	9
Taking time off for childcare or care of dependent adults	13	10	16	21	10	16
There is no longer a need for the type of work I do	20	18	19	29	22	14
Issues with management	19	15	21	26	20	16
My poor performance	15	17	16	22	10	11
Other type of discrimination besides age (Please specify)	22	20	13	46	20	7
Other (Please specify)	25	33	17	24	28	7

[WT10] If you lost your job, how confident are you that you would be able to find another similar job?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	6551	1750	1085	1098	2171	447
Very confident	23	14	38	15	23	42
Somewhat confident	39	35	42	38	43	34
Not very confident	25	36	14	31	21	16
Not at all confident	13	15	6	16	13	7

[PN: ONLY SHOW IF S2 = “Not working but looking for work” or ER1 = ‘Looked for a new job” or “Applied for a new job”]

[WT11] During your job search, how easy or difficult was it to find job openings that matched your skills and experience?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	2259	597	379	396	728	159
Very difficult	21	24	13	29	18	18
Somewhat difficult	40	41	35	42	41	36
Somewhat easy	31	29	38	23	33	38
Very easy	8	6	14	6	9	8

[WT13] Based on what you have seen or experienced, do you think older workers face discrimination in the workplace today based on age?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	6551	1750	1085	1098	2171	447
Yes	52	51	52	64	46	62
No	48	49	48	36	54	38

[WT14] Please tell me whether any of the following has happened to you at work since turning 40.

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	6551	1750	1085	1098	2171	447
Did not get hired for a job you applied for because of your age	18	22	14	18	13	30
Passed up for a promotion or a chance to get ahead because of your age	11	11	11	11	10	13
Heard negative remarks about an older co-worker's age	11	13	10	10	9	22
Heard negative remarks related to your older age from a colleague	9	8	9	8	7	21
Heard negative remarks related to your older age from a supervisor	9	9	9	8	7	18
Laid off, fired, or forced out of a job because of your age	6	9	7	7	4	4
Denied access to training or professional development opportunities because of your age	8	9	6	9	6	11
None of the above	61	57	65	58	67	40



[WT15] At what age do you expect to retire? If you're not sure, your best estimate is fine.

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	5236	1221	842	893	1881	399
Under age 60	7	7	11	4	5	17
60 to 64	28	22	21	22	37	29
65	29	30	30	34	25	33
66+	36	41	37	40	33	21

[WT16] Which of the following, if any, best represents what you plan to do during your retirement?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
<i>Unweighted n</i>	6551	1750	1085	1098	2171	447
Work full-time for pay	13	12	17	12	11	20
Work part-time for pay	31	37	33	20	29	44
Not work for pay at all	33	17	27	47	43	23
I do not plan to retire	22	34	23	21	16	13

[PN: ONLY SHOW IF WT16 = “Work full-time for pay” or “Work part-time for pay”]

[WT17] Please rate each of the following reasons in terms of their importance in your plan to work during retirement.

		Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Norther/ Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted count		2910	856	530	353	885	286
For enjoyment (I want to work)	Very important	37	33	38	36	33	67
	Somewhat important	47	51	49	48	50	25
	Not very important	12	14	10	11	12	7
	Not at all important	4	2	3	5	6	2
To financially support myself or my family	Very important	43	36	47	47	41	62
	Somewhat important	45	51	38	46	47	29
	Not very important	10	12	13	6	8	6
	Not at all important	2	1	2	2	3	3
For medical benefits or to cover medical costs for myself or my family	Very important	31	23	41	30	23	62
	Somewhat important	44	52	37	49	42	30
	Not very important	18	19	15	14	23	6
	Not at all important	8	5	7	7	12	2

For money to buy extras/luxuries, such as travel, a new car, etc.	Very important	30	20	39	28	31	42
	Somewhat important	43	45	44	40	46	31
	Not very important	19	26	13	22	16	18
	Not at all important	8	9	4	10	7	9
To start my own business	Very important	14	8	14	19	9	42
	Somewhat important	20	18	21	28	17	27
	Not very important	25	34	23	25	20	18
	Not at all important	41	40	43	28	54	14
To stay physically active	Very important	38	31	40	40	31	76
	Somewhat important	48	54	47	48	51	18
	Not very important	11	13	9	9	12	5
	Not at all important	4	3	4	3	6	1
To stay mentally active	Very important	46	34	53	49	41	79
	Somewhat important	45	54	38	43	48	17
	Not very important	7	9	6	6	8	3
	Not at all important	3	3	3	2	3	1

To have something interesting to do	Very important	36	25	41	36	34	70
	Somewhat important	50	57	48	49	53	22
	Not very important	11	15	7	12	9	6
	Not at all important	3	3	4	3	4	2
To have social interaction (to be around other people)	Very important	33	24	35	29	35	63
	Somewhat important	48	50	48	52	50	29
	Not very important	14	21	11	13	12	7
	Not at all important	5	5	5	7	4	2
To avoid draining my retirement accounts too quickly	Very important	34	22	44	35	31	64
	Somewhat important	46	48	41	51	51	26
	Not very important	14	21	12	10	11	7
	Not at all important	6	9	3	4	7	3

[PN: ONLY SHOW IF WT16 = “Work full-time for pay” or “Work part-time for pay”]

[WT18] Below is a list of different types of things that some people consider when selecting a job. Thinking about your personal situation and the work that you may do in retirement, please rate how important it will be to you when you are working in retirement.

		Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n		2910	856	530	353	885	286
Being able to learn new skills	Very important	29	18	33	32	23	74
	Somewhat important	44	43	44	49	49	23
	Not very important	21	32	19	14	20	3
	Not at all important	6	6	4	5	8	1
Working in an environment where employee opinions are valued	Very important	41	28	48	39	37	80
	Somewhat important	46	52	42	47	52	15
	Not very important	11	18	7	10	8	5
	Not at all important	3	2	3	4	3	0
Having new experiences	Very important	31	17	32	39	27	73
	Somewhat important	46	47	52	45	51	23
	Not very important	19	31	13	13	17	3
	Not at all important	4	5	4	4	5	0
Working for a company that lets its older employees remain employed for as long as they wish to work	Very important	39	32	46	37	32	71
	Somewhat important	48	52	44	47	54	22
	Not very important	11	14	7	11	11	5
	Not at all important	3	2	3	6	3	2

Working for a company that offers good health benefits	Very important	35	25	45	34	27	76
	Somewhat important	45	51	37	48	52	18
	Not very important	14	18	12	11	15	5
	Not at all important	5	6	6	6	6	0
Being able to take time off to care for grandchildren, parents, or other relatives	Very important	26	18	36	34	19	47
	Somewhat important	43	46	39	43	44	33
	Not very important	20	28	14	16	20	12
	Not at all important	11	8	11	7	16	9
Working for a company that offers a good retirement and/or pension plan	Very important	35	26	41	38	28	69
	Somewhat important	44	48	38	45	50	24
	Not very important	15	20	15	11	16	6
	Not at all important	5	5	6	6	6	1
Being able to work a reduced number of hours or days	Very important	33	25	40	32	28	59
	Somewhat important	51	57	46	47	56	30
	Not very important	13	15	11	15	12	9
	Not at all important	3	2	3	5	3	2
Being able to work from home	Very important	27	18	31	29	25	59
	Somewhat important	37	38	36	45	36	28
	Not very important	22	33	19	17	21	9
	Not at all important	13	11	14	10	19	4
Being able to work a reduced schedule for a period of time before you retire completely	Very important	28	18	35	30	23	55
	Somewhat important	51	56	47	51	54	35
	Not very important	16	22	13	14	16	8
	Not at all important	5	3	5	5	7	2

Working for a company that offers employment opportunities for people who want to come out of retirement	Very important	30	23	37	29	23	61
	Somewhat important	49	53	48	50	53	28
	Not very important	16	20	11	15	18	8
	Not at all important	5	5	4	5	6	2
Working for a company that offers health benefits to retirees	Very important	33	24	44	33	24	75
	Somewhat important	46	52	37	48	51	18
	Not very important	16	20	13	14	17	6
	Not at all important	5	4	6	5	8	1
Working for yourself or starting your own business	Very important	19	11	19	25	13	54
	Somewhat important	29	29	29	33	26	28
	Not very important	23	30	22	23	20	11
	Not at all important	30	30	30	18	41	7
Working for a company that allows you to work while receiving a pension	Very important	38	27	42	38	38	63
	Somewhat important	47	54	42	48	48	26
	Not very important	12	15	11	10	10	8
	Not at all important	4	3	5	4	4	2
Being able to share the work, hours, and pay of one job between two people	Very important	18	12	23	23	13	42
	Somewhat important	39	39	38	43	40	33
	Not very important	30	38	24	24	31	17
	Not at all important	13	10	15	11	16	8
Doing a job that is not physically demanding	Very important	33	28	37	38	27	57
	Somewhat important	49	55	45	43	51	33
	Not very important	15	15	13	15	17	9
	Not at all important	3	2	4	4	5	1

Working with people of different generations (other than your own)	Very important	27	15	27	27	26	66
	Somewhat important	48	51	48	49	53	26
	Not very important	20	30	20	19	15	7
	Not at all important	5	4	5	6	5	1

## Demographics

[D3] Do you identify as a member of the LGBTQ community?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n	11494	3031	2019	1364	4040	1040
Yes	10	8	12	10	11	11
No	87	88	86	87	84	86
Prefer not to say	4	3	2	3	6	3

[D6] Including yourself, how many people live in your household?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n	12158	3031	2019	2028	4040	1040
1	18	17	18	11	24	7
2	28	26	33	26	32	18
3	25	28	21	30	22	31
4	21	22	21	26	16	29
5 or more	7	7	7	6	7	14



[D7] Do you have any children currently living with you who are...?

		Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted count		9998	2508	1654	1795	3073	968
Children under 18	No children under 18	55	63	51	70	47	36
	One or more children under 18 living in household	45	37	49	30	53	64
Adults aged 18 to 21	No adults aged 18 to 21	90	90	91	90	90	89
	Adults 18 to 21 in household	10	10	9	10	10	11
Aged 22 or older	No adults aged 22 +	69	62	68	73	71	75
	Adults aged 22 + in household	31	38	32	27	29	25

[D8] What type of Internet connection do you have in your home?

	<b>Total (%)</b>	<b>East Asia/Pacific (JP, KR &amp; AU)</b>	<b>North America (US &amp; CA)</b>	<b>Southern Europe (IT &amp; ES)</b>	<b>Northern/Western Europe (FI, UK, DE &amp; FR)</b>	<b>South America (BR)</b>
Unweighted n	12158	3031	2019	2028	4040	1040
Dial-up	2	2	3	0	2	1
DSL	15	9	11	18	24	3
Cable	20	25	39	2	16	18
Fiber	44	38	27	69	38	72
Satellite or fixed wireless	6	7	9	3	6	3
Through my cellular service	6	7	5	6	8	3
Other	1	3	1	1	1	0
Not sure	4	6	5	1	4	1
I do not have an Internet connection at home	1	3	1	1	1	0

[D9\_US ONLY] What is the highest level of education that you completed?

	<b>Total (%)</b>	<b>North America (US)</b>
Unweighted n	1008	1008
Grade school or less (Grade 1-8)	1	1
Some high school (Grade 9-11)	2	2
Graduated high school (Grade 12)	15	15
Vocational school/ Technical school	4	4
Some college	17	17
Graduated college	33	33
Post-graduate degree	28	28

[D9\_All other markets except for US] What is the highest level of education that you completed?

	<b>Total (%)</b>	<b>East Asia/Pacific (JP, KR &amp; AU)</b>	<b>North America (CA)</b>	<b>Southern Europe (IT &amp; ES)</b>	<b>Northern/Western Europe (FI, UK, DE &amp; FR)</b>	<b>South America (BR)</b>
Unweighted n	11078	2988	1005	2024	4022	1040
Primary school / equivalent or less	1	0	1	1	2	73
Some secondary school or equivalent	4	3	5	4	5	18
Finished secondary school or equivalent	16	10	13	21	17	8
Vocational school / technical school	22	18	21	20	30	1
Some university / higher education	14	19	15	11	13	1
University degree, honors degree	31	40	32	31	22	0
Post-graduate degree	11	10	13	12	10	0

[D10] Do you own or rent your primary residence?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n	12158	3031	2019	2028	4040	1040
Own	63	64	67	69	55	15
Rent	31	30	30	20	42	26
Live with family or friends and do not pay rent	5	5	3	9	3	28
Something else (please specify)	1	1	0	1	1	24
Don't know	0	0	0	0	0	7

[D12] In general, how would you rate your overall financial health; that is, your ability to spend, save, borrow, and plan?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n	12158	3031	2019	2028	4040	1040
Excellent	12	8	23	5	11	11
Very good	22	18	29	17	24	28
Good	30	26	27	39	31	45
Fair	24	30	13	27	24	16
Poor	12	18	7	12	11	0

[D13] Thinking about your current financial situation, how would you rate your level of debt?  
This includes mortgages, student loans, car loans, installment loans, and credit cards.

	<b>Total (%)</b>	<b>East Asia/Pacific (JP, KR &amp; AU)</b>	<b>North America (US &amp; CA)</b>	<b>Southern Europe (IT &amp; ES)</b>	<b>Northern/Western Europe (FI, UK, DE &amp; FR)</b>	<b>South America (BR)</b>
Unweighted n	12158	3031	2019	2028	4040	945
A major problem - I have a lot of difficulties managing my debt	10	9	13	8	9	12
A minor problem - I have some difficulties managing my debt	23	22	29	22	21	72
Not a problem - I manage my debt well	37	35	37	39	37	8
I have no debt	30	35	20	31	33	9

[D14] How would you rate your health in the following areas?

		Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted count		12088	3031	1949	2028	4040	1040
Your overall general health	Excellent	13	10	19	9	13	21
	Very good	28	19	34	30	30	34
	Good	37	34	35	45	37	33
	Fair	18	30	10	14	16	11
	Poor	3	7	2	1	3	1
Your physical health	Excellent	12	7	17	10	12	17
	Very good	27	20	33	27	29	32
	Good	37	34	34	45	36	33
	Fair	20	30	13	16	19	15
	Poor	5	9	3	3	5	3
Your physical health	Excellent	12	7	17	10	12	17
	Very good	27	20	33	27	29	32
	Good	37	34	34	45	36	33
	Fair	20	30	13	16	19	15
	Poor	5	9	3	3	5	3

[D15] Which of the following best describes your current employer?

	<b>Total (%)</b>	<b>East Asia/Pacific (JP, KR &amp; AU)</b>	<b>North America (US &amp; CA)</b>	<b>Southern Europe (IT &amp; ES)</b>	<b>Northern/Western Europe (FI, UK, DE &amp; FR)</b>	<b>South America (BR)</b>
Unweighted n	11261	2874	1869	1797	3776	945
Government	15	10	17	16	18	12
Private sector, for-profit (e.g., corporation, business, etc.)	69	74	67	73	65	72
Private sector, non-profit (e.g., education or cultural organization, charity, think tank, etc.)	11	12	12	8	11	8
Other (please specify)	5	4	4	3	6	9



[D16] Which of the following best describes the industry you work in?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n	11261	2874	1869	1797	3776	945
Health / Medical	10	9	11	7	12	7
Science / Technology / Engineering	8	7	9	9	7	14
Financial Services or Insurance	7	5	9	6	6	6
Education	8	9	8	9	8	7
Legal Services	2	1	1	2	1	4
Transportation	5	3	4	5	6	4
Energy / Oil & Natural Gas	1	1	2	1	1	1
Telecommunications / Utilities	3	3	3	3	3	4
Manufacturing	10	14	10	10	9	4
Construction / Agriculture / Mining	6	7	5	5	5	5
Automobile Repair and Service	1	1	1	1	1	1
Government / Public Administration	6	4	6	7	7	5
Entertainment / Hospitality / Travel	4	5	5	5	4	3
Real Estate	2	2	1	2	2	2
Retail Goods	11	12	10	9	9	14
Other (please specify)	17	15	15	19	16	19

[D17] What is your current occupation? If you have more than one job, please report the occupation in which you make the most money.

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n	11261	2874	1869	1797	3776	945
Management, business, and financial occupations	13	14	17	10	9	17
Computer, engineering and science occupations (e.g., web developer, civil engineer, researcher)	9	8	9	11	8	10
Education, legal, community service, arts, sports and media occupations (e.g., lawyer, teacher, social worker, athlete,	8	10	8	8	7	9
Healthcare practitioners and technical occupations (e.g., dental hygienist, nurse, physical therapist, clinical technician	6	6	7	3	8	4
Service occupations, including protective services (e.g., medical assistant, police officer, firefighter, security guard	5	3	5	5	7	4
Sales and related occupations (e.g., cashier, telemarketer, travel agent, salesperson)	10	10	10	9	9	11

Office and administrative support occupations (e.g., secretary, administrative assistant, clerk)	18	20	12	23	18	12
Construction and extraction occupations (e.g., carpenter, electrician, plumber, highway maintenance worker)	3	3	4	3	4	2
Installation, maintenance and repair occupations (e.g., maintenance and repair worker, air conditioning installer)	3	3	2	3	3	2
Production occupations (e.g., food processing worker, machinist, tailor, dressmaker)	6	7	4	7	7	5
Transportation and material moving occupations (e.g., bus driver, taxi driver, parking attendant, crane operator)	3	3	4	3	4	2
Farming, fishing, and forestry occupations (e.g., agricultural inspector, animal breeder, fishing and hunting worker)	1	1	1	1	1	1
Other: Please describe the type of work you do and be as specific as possible:	14	13	15	14	14	20

[D18] How long have you been working for your current employer?

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n	11261	2874	1869	1797	3776	945
Less than 1 year	11	12	10	10	11	11
1 year to less than 3 years	15	16	15	13	14	23
3 years to less than 5 years	16	16	17	15	15	21
5 years to less than 10 years	21	21	23	17	21	22
10 years to less than 15 years	14	14	14	15	14	11
15 years to less than 20 years	8	7	8	11	8	5
20 years or more	16	15	14	19	17	7

[D19] Excluding contract or contingent employees, how many employees does your organization have in all locations? Your best guess is fine.

	Total (%)	East Asia/Pacific (JP, KR & AU)	North America (US & CA)	Southern Europe (IT & ES)	Northern/Western Europe (FI, UK, DE & FR)	South America (BR)
Unweighted n	11261	2874	1869	1797	3776	945
1 to 49	29	36	22	33	25	35
50 to 99	11	13	9	11	11	10
100 to 249	12	12	10	12	12	11
250 to 499	9	8	8	8	10	8
500 or more	33	26	45	27	36	33
Don't know	6	5	6	8	7	4