



CAREER OPTIMISM INDEX®



University of Phoenix®

THE UNIVERSITY OF PHOENIX CAREER OPTIMISM INDEX™ 2023

SURVEY OF U.S. WORKERS + EMPLOYERS
MARCH 2023

OVERVIEW

SURVEY OBJECTIVES



- Research study to examine American Workers' sense of optimism about their careers in the context of workplace, economic, and societal trends and challenges.
- Additional insights from employers to provide comparison between the workforce and those who hire, train, and retain them.
- First conducted among Workers in 2021, we added employers in 2022; the report includes year-over-year tracking data for both audiences, where applicable.



SURVEY METHODOLOGY + SAMPLE DEFINITIONS

- 20-minute, online survey among:
 - Total Workforce: n=5000 US, nationally representative adults, age 18+, who either currently work or wish to be working (MOE +/- 1.39%)
 - Oversamples of n=300 adults in each of the top 20 designated market areas (DMAs): New York City, Los Angeles, Chicago, Philadelphia, Dallas, San Francisco-Oakland-San Jose, Washington D.C., Houston, Boston, Atlanta, Phoenix, Tampa, Seattle, Detroit, Minneapolis, Miami, Denver, Orlando, Cleveland, Sacramento (sample sizes + MOEs below)
 - Employers: n=500 US employers who are influential or play a critical role in hiring and workplace decisions within a range of departments, company sizes, and industries
- Fieldwork was conducted between December 9, 2022 – January 13, 2023
- DMA sample sizes and margin of errors:

• New York City +/- 5.66 (n=300)	• Washington D.C. +/- 5.66 (n= 300)	• Detroit +/- 5.66 (n= 300)
• Los Angeles +/- 5.66 (n= 300)	• Houston +/- 5.66 (n= 300)	• Minneapolis +/- 5.66 (n= 300)
• Chicago +/- 5.66 (n= 300)	• Boston +/- 5.66 (n= 300)	• Miami +/- 5.66 (n= 300)
• Philadelphia +/- 5.66 (n= 300)	• Atlanta +/- 5.66 (n= 300)	• Denver +/- 5.66 (n= 300)
• Dallas +/- 5.66 (n= 300)	• Phoenix +/- 5.66 (n= 300)	• Orlando +/- 5.66 (n= 300)
• SF-Oak-San Jose +/- 5.66 (n=300)	• Tampa +/- 5.66 (n= 300)	• Cleveland +/- 5.66 (n= 300)
	• Seattle +/- 5.66 (n= 300)	• Sacramento +/- 5.66 (n=300)



ANALYSIS SHOWN IN THIS REPORT

- American Workers – This report reflects analysis of the Workforce audience of 5,000 US adults and includes year-over-year shifts for tracked questions. Throughout the report, there are several demographic and psychographic data call-outs to help readers understand the differences between various types of workers among the broader audience.
- DMAs – Data is reported among workers residing in the top 20 U.S. DMAs, which are also tracked year over year.
- Employers – The report also includes data for 500 Employers.
- There are several call-outs for demographic differences throughout the report; additional demographic data is available upon request.

Note: In this study, White-collar workers are defined as Employed Americans who mainly work in an office setting (e.g., accounting, communications, legal work, etc.). Blue-collar workers are defined as Employed Americans who mainly do manual work/work with their hands or provide direct services to others (e.g., plumbing, electrical work, retail, waiting tables, etc.).

OVERVIEW OF 2023 FINDINGS

But workers' optimism does not lie with their current job/employer – it lies within them in their resilience, personal fulfillment, and adaptability.

Employers are therefore facing a “Free Agent” labor market.

To overcome this “Free Agent” mentality, employers must channel workers' career optimism to their current place of work. By providing workers with foundational career support versus transactional perks, employers can tap into the long-term optimism of their workforce.

Despite this, their optimism for the future of their careers continues to prevail.

Employers can do this by focusing on skilling, career pathing, and mentorship in the workplace.

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Over the past year, the career challenges and barriers faced by American workers continued to compound (e.g., financial stress, burnout, mental health struggles).





CONTEXT

The past three years have been some of the most tumultuous for the American workforce in recent history. Consequently, workers face myriad challenges and barriers to the progression of their careers. While the majority of American workers remain hopeful about their careers, their optimism is based on their own sense of personal efficacy, not on the belief that their employers are doing what it takes to support their career growth.

In fact, there are significant gaps between what American workers believe their employers do to support them, and what employers themselves believe their companies offer employees.

This disconnect is complex, yet there is hope.

By investing in employees' professional development, mental health, mentorship, and deeper engagement within their organizations, employers can channel workers' optimism in their own abilities to their current place of work, benefitting both businesses and their workforces.

EXECUTIVE SUMMARY

- Over the past year, the career challenges and barriers faced by American workers continued to compound. They are feeling the impact of inflation - many are struggling to make ends meet amid rising costs.
 - 65% of Americans report living paycheck to paycheck – up 9pts since 2021
 - 59% have cut back spending on things they enjoy
 - 38% say they struggle with the basic costs of living
- These financial struggles coincide with high rates of burnout and struggles with mental health.
 - 47% of workers are experiencing burnout at work and half of those individuals report that it has worsened in the past year
 - 1/3 of workers (33%) say their current job has a negative impact on their mental health
- Despite wide-ranging and significant challenges, Americans remain optimistic about their careers.
 - 81% say they feel optimism as it relates to their career
 - 71% feel positively about the job opportunities available to them
 - Their optimism stems from betting on themselves – their resilience, adaptability, and personal fulfillment keep them going
- Hope propels American workers and helps them navigate challenges.
 - 80% say they feel hopeful about the future of their careers
 - 73% say hope has helped them get through the past year



EXECUTIVE SUMMARY

- But American workers' career optimism does not lie with their current employer.
 - Nearly a quarter of Americans (22%) are dissatisfied in their current jobs - 27% do not feel empowered at work and 40% say they have been less engaged at work recently
- Employers are therefore facing a “Free Agent” labor market – workers are open to pursuing new paths.
 - 30% say they would quit their jobs without having another lined up
 - Additionally, 46% say if their current employer offered them a severance package of three months pay, they would take it and leave their company
 - More than half of Americans (53%) are actively looking for a job or expect to look for a job in the next six months
- Even though so many lack engagement, empowerment and advancement opportunities, 68% say if things could change at their current job, they would consider staying.



EXECUTIVE SUMMARY

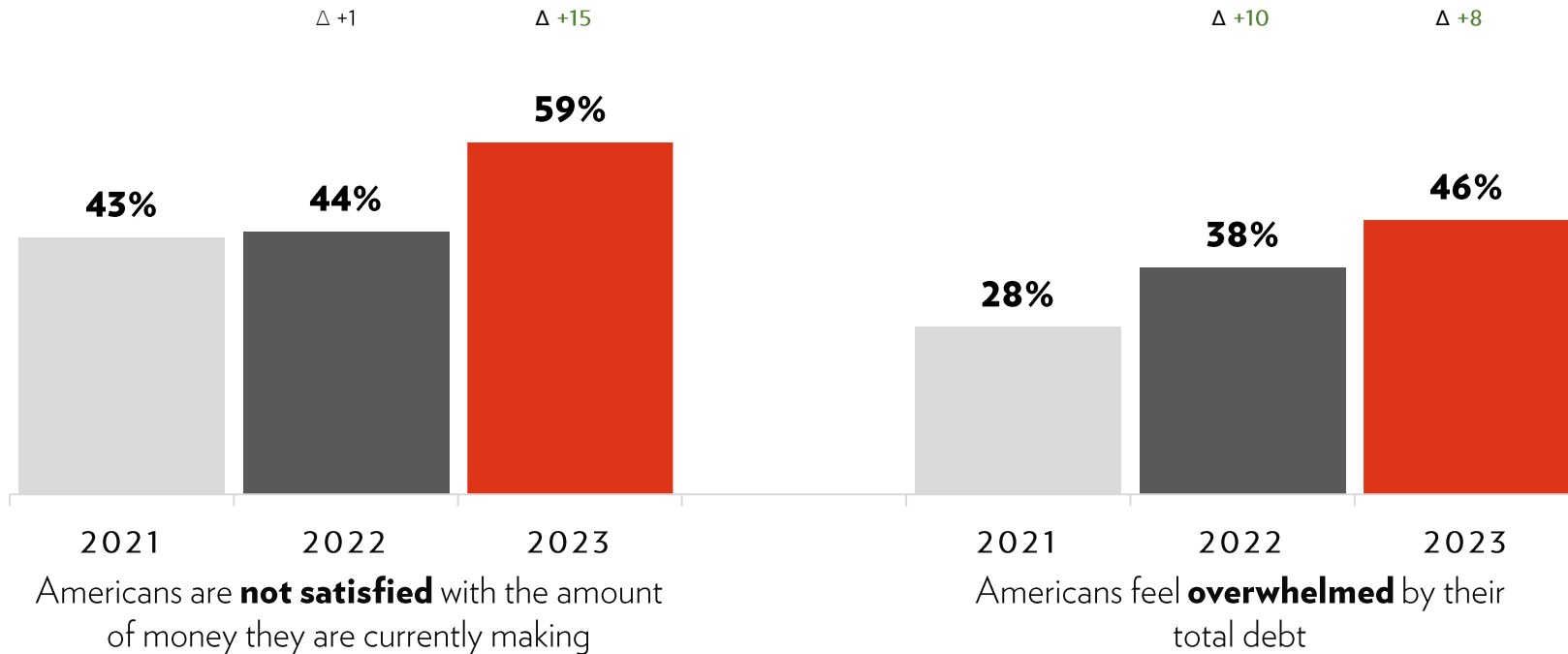
- **Employers can tap into workers' desire to be challenged to learn new skills and take on new roles.**
 - Among those looking for a job or expecting to look for a job in the next six months, 68% say if their company did more to upskill them, they would be more likely to stay
 - 70% of workers say if their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career
- **Make Mentorship Mandatory: Workers who have mentors are more fulfilled, feel like their career is progressing, and have more optimism.**
 - The majority of Americans do not have a mentor (56%), and nearly a fifth of Americans say a lack of mentorship/advocacy has held them back in their career (19%)
 - Compared to White Americans, Black and Latinx Americans are more likely to feel held back by a lack of support from their professional networks or from lacking a professional network all together
 - While 70% of employers say mentorship programs are offered or going to be offered soon, only 43% of workers say the same about their employers

**OVER THE PAST YEAR, THE
CAREER CHALLENGES AND
BARRIERS FACED BY
AMERICAN WORKERS
CONTINUED TO COMPOUND**

AMERICANS ARE INCREASINGLY DISSATISFIED WITH THEIR INCOME AND EVEN MORE OVERWHELMED BY DEBT THAN LAST YEAR

FINANCIAL SECURITY (Shown % Bottom 2 Disagree; Top 2 Agree)

- More Women (62%) than Men (56%)
- More Gen Z (62%), Millennials (59%), and Gen X (61%) than Boomers (52%)



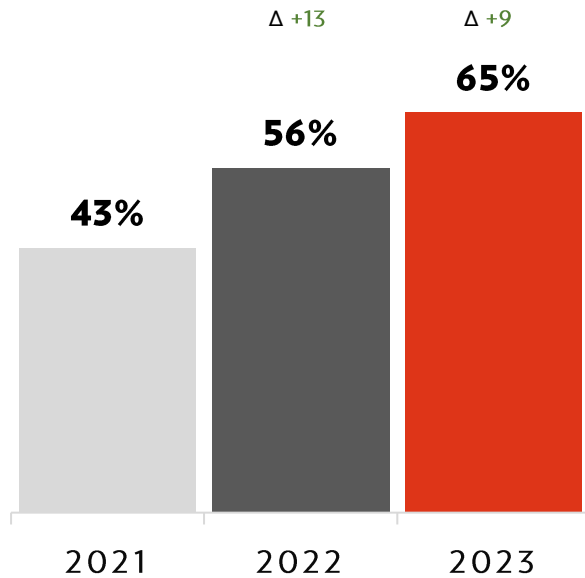
- More Women (50%) than Men (43%)
- More Millennials (53%) than Gen Z (45%), Gen X (49%), and Boomers (28%)

* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

MANY ARE STRUGGLING TO MAKE ENDS MEET AMID RISING COSTS

FINANCIAL SECURITY

(Shown % Top 2 Agree; Bottom 2 Negative; Bottom 2 Unempowered)



Americans live **paycheck to paycheck**

- More Women (70%) than Men (61%)
- More Gen Z (68%), Millennials (71%), and Gen X (66%) than Boomers (49%)
- Blue-collar workers are more likely to say they live paycheck to paycheck (66%) compared to White-collar workers (58%)

AMERICANS WHO LIVE PAYCHECK TO PAYCHECK ARE...

More likely to **feel negatively about job opportunities** available to them (34%) than those who do not live paycheck to paycheck (21%)

More likely to feel **unempowered at work** (31%) than those who do not live paycheck to paycheck (21%)

Are **less likely to be hopeful** about their careers (78%) compared to those who do not live paycheck to paycheck (84%)

* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

Q13: How much do you agree or disagree with the following statements about finances? Base: 2021/2022/2023 Total Workforce n=5000/n=5000/n=5000, Women n=2346, Men n=2647, Gen Z n=757, Millennial n=1800, Gen X n=1639, Boomers n=779, Blue-collar n=2306, White-collar n=1825. Q1a: Regardless of your current employment status, how do you feel about the job opportunities available to you? Base: Live paycheck to paycheck n=3266, Do not live paycheck to paycheck n=1734. Q49: How empowered do you feel in your current job? Base: Among those employed: Live paycheck to paycheck n=2597, Do not live paycheck to paycheck n=1534. Q16: How much do you agree or disagree with the following statements about your career trajectory? Base: Live paycheck to paycheck n=3266, Do not live paycheck to paycheck n=1734.

6 IN 10 SAY THEY HAVE HAD TO REDUCE HOW MUCH MONEY THEY SPEND ON THINGS THEY ENJOY – WOMEN STRUGGLING MORE THAN MEN

CURRENT FINANCIAL CIRCUMSTANCES (Shown % Selected)

59%

Of Americans say they had to **reduce how much money** they spend on things they enjoy

White	Black	Latinx	Asian
60%	57%	57%	49%

- More Women (63%) than Men (55%)
- More Blue-collar (58%) workers than White-collar (52%) workers

38%

Of Americans say they struggle with **basic costs of living**

White	Black	Latinx	Asian
38%	41%	39%	30%

- More Women (43%) than Men (34%)
- More Blue-collar (39%) workers than White-collar (28%) workers

35%

Of Americans say they struggle to **afford the essentials** they need to live

White	Black	Latinx	Asian
36%	38%	36%	20%

- More Women (40%) than Men (32%)
- More Blue-collar (35%) workers than White-collar (26%) workers

25%

Of Americans say they have had to **take on additional jobs** over the past year to be able to keep up with the rising costs of living

White	Black	Latinx	Asian
24%	28%	27%	22%

- More Women (28%) than Men (24%)
- More Blue-collar (27%) workers than White-collar (21%) workers

* Purple shading indicates group is significantly less likely whereas green shading indicates group is significantly more likely.

THESE FINANCIAL STRUGGLES COINCIDE WITH HIGH RATES OF BURNOUT

BURNOUT

(Shown % Top 2 Agree; Bottom 2 Worse; Top 3 Sometimes/Often/Always)

47%

Of Workers are **experiencing burnout at work**

50%

Of those experiencing burnout say it has **gotten worse** in the past year



WHO IS THE MOST BURNT OUT...

- **Gen Z (54%) and Millennials (54%)** are more likely to say they are experiencing burnout at work than Gen X (46%) and Boomers (32%)
- **Asian Americans (55%)** are more likely to say they are experiencing burnout at work than White (47%) and Black (45%) Americans
- Those experiencing burnout are more likely to say they feel stressed, frustrated, anxious, bored, and isolated at work compared to those not experiencing burnout
- Three quarters (74%) of those experiencing burnout say they are still hopeful about the future of their career

MENTAL HEALTH REMAINS A KEY CHALLENGE FOR WORKERS – YOUNGER GENERATIONS AND WOMEN STRUGGLE THE MOST

MENTAL HEALTH

(Shown % Top 3 Sometimes/Often/Always; Top 2 Agree; Bottom 2 Negative)

74%

Of Americans say they **feel stressed about their job/career**

- More Women (77%) than Men (72%)
- More Gen Z (79%), Millennials (77%), and Gen X (76%) than Boomers (62%)
- More Latinx (76%) and White (75%) Americans than Black (67%) Americans

2022: 56% Δ-1

55%

Of Workers say work-related stress/anxiety **negatively affects their personal life**

- More Gen Z (63%) and Millennials (60%) than Gen X (55%) and Boomers (40%)
- More Asian (65%) Americans than Black (52%), White (54%), and Latinx (57%) Americans

2022: 44% Δ-5
2021: 33%

39%

Of Americans have looked for mental health resources to help **manage their work-related stress**

- More Women (42%) than Men (36%)
- More Gen Z (49%) and Millennials (48%) than Gen X (35%) and Boomers (18%)
- More Asian (45%), Black (44%), and Latinx (42%) Americans than White (36%) Americans

33%

Of Workers say that their current job has a **negative impact** on their mental health

- More Women (37%) than Men (30%)
- More Gen Z (35%), Millennials (37%), and Gen X (34%) than Boomers (24%)
- More Asian (37%), White (34%), and Latinx (33%) Americans than Black (25%) Americans

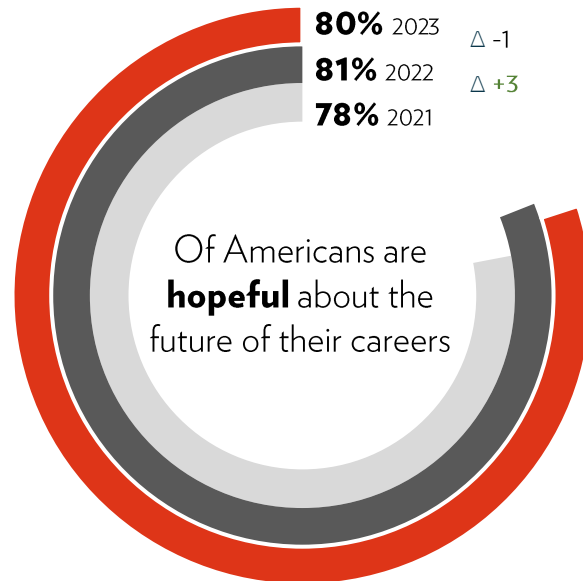
* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

Q9a: How often do you feel each of the following as it relates to your job/career? [NET: Top 3 Sometimes/Often/Always] Base: Total Workforce n=5000, Women n=2346, Men n=2647, Gen Z n=757, Millennial n=1800, Gen X n=1639, Boomers n=779, White n=3065, Black n=395, Latinx n=1145. Q15: How much do you agree or disagree with the following statements about your mental health/ well-being? Base: 2021/2022/2023 Total Workforce n=5000/n=5000/n=5000, Women n=2346, Men n=2647, Gen Z n=757, Millennial n=1800, Gen X n=1639, Boomers n=779, White n=3065, Black n=395, Latinx n=1145, Asian n=205. Q100: What impact does your current job have on your mental health? Base: Among those employed: Total Workforce n=4131, Women n=1883, Men n=2243, Gen Z n=519, Millennials n=1504, Gen X n=1404, Boomers n=682, White n=2586, Black n=315, Latinx n=918, Asian n=164. Q53: How much do you agree or disagree with the following statements? Base size: Among those employed: 2022/2023 Total Workforce n=4404/n=4131, Gen Z n=519, Millennials n=1504, Gen X n=1404, Boomers n=682, White n=2586, Black n=315, Latinx n=918, Asian n=164.

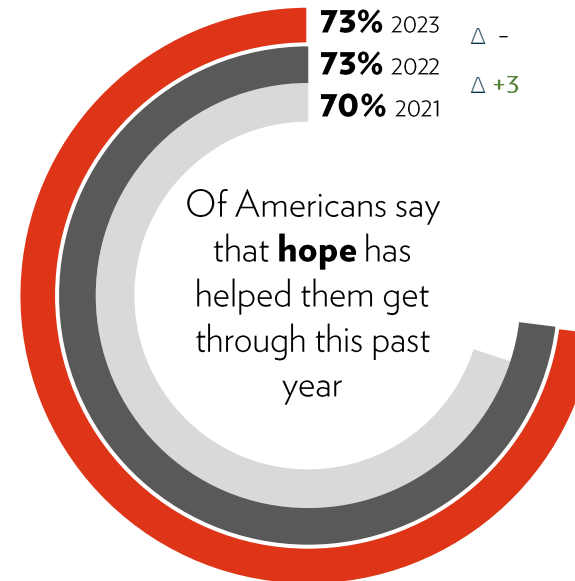
**DESPITE CHALLENGES,
WORKERS' OPTIMISM FOR
THEIR CAREERS CONTINUES
TO PREVAIL**

DESPITE THESE CHALLENGES, AMERICANS REMAIN HOPEFUL ABOUT THEIR CAREERS

THE ROLE OF HOPE (Shown % Top 2 Agree)



- More younger generations, Gen Z (82%) and Millennials (83%) than Gen X (78%) and Boomers (76%)
- More Black (84%) Americans than White (79%) Americans
- More women of color (82%) than White women (78%)
- More people with higher incomes, \$150k+ (87%), \$100k-\$149.9k (83%), and \$50k-\$99.9k (81%) than under \$50k (78%)
- More job switchers (85%) than career switchers (76%)



- More Women (77%) than Men (69%)
- More younger generations, Gen Z (76%) and Millennials (75%) than Gen X (71%) and Boomers (70%)
- More Black (80%) and Latinx (75%) Americans than White (72%) Americans

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MOST AMERICANS SAY THEY ARE OPTIMISTIC ABOUT THEIR JOB/CAREER

OPTIMISM

(Shown % Top 3 Sometimes/Often/Always)

81%

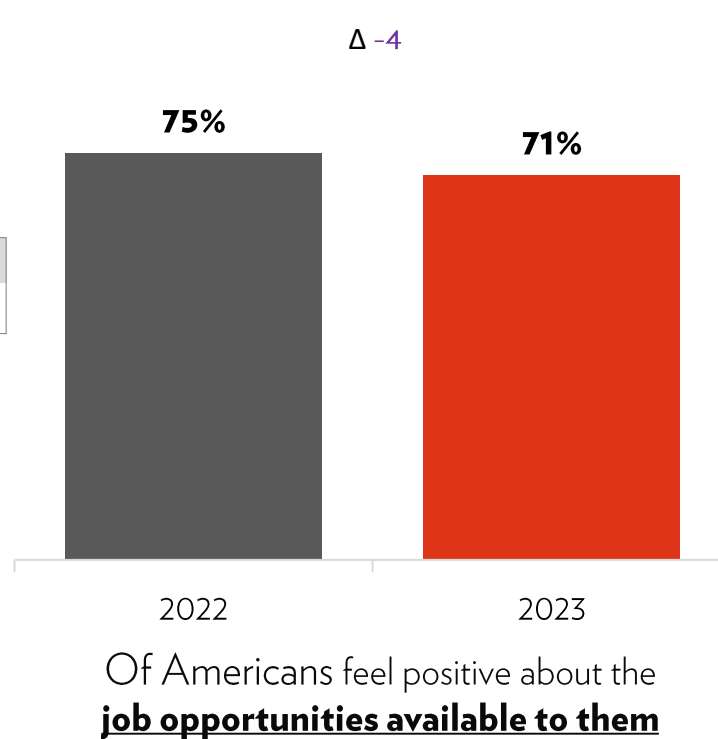
Say they **feel optimism** as it relates to their job/career

- More Millennials (83%) than Gen X (80%)
- More people with higher incomes, \$150k+ (87%) and \$100k-\$149.9k (84%) than under \$50k (79%)
- More White-collar workers (84%) than Blue-collar workers (80%)

THE WORKFORCE FEELS CONFIDENT IN THE OPPORTUNITIES AVAILABLE TO THEM

AVAILABILITY OF JOB OPPORTUNITIES

(Shown % Top 2 Positive)



Employers are even more

2022: 89% Δ -11

optimistic: 78% feel positive about the job opportunities available to the workforce at this time

- Men feel more positively about available job opportunities than women (73% vs. 68%)
- High income Americans (\$100k-\$149.9k, 76%) (\$150k+, 82%), Black Americans (74%), Gen Xers (71%) and Millennials (73%) feel the most positive about the job opportunities available to them

* Significant wave-over-wave differences indicated by purple (decrease) or green (increase) text;

Purple shading indicates group is significantly less likely whereas green shading indicates group is significantly more likely. Δ Indicates Wave-over-Wave Shift

**BUT WORKERS' OPTIMISM
DOES NOT LIE WITH THEIR
CURRENT EMPLOYER - IT LIES
WITHIN THEM**

CAREER OPTIMISM IS DRIVEN BY PERSONAL FACTORS AS WELL AS KEY FACTORS THAT EMPLOYERS CAN TANGIBLY SUPPORT

WHAT DRIVES WORKERS' OPTIMISM?



How to interpret this slide:

- A driver analysis was run on multiple survey questions to determine which are the most important in determining a respondents' optimism
- This visualizes the top 5 factors that drive optimism
- The factors that are more important to optimism are listed higher on the page

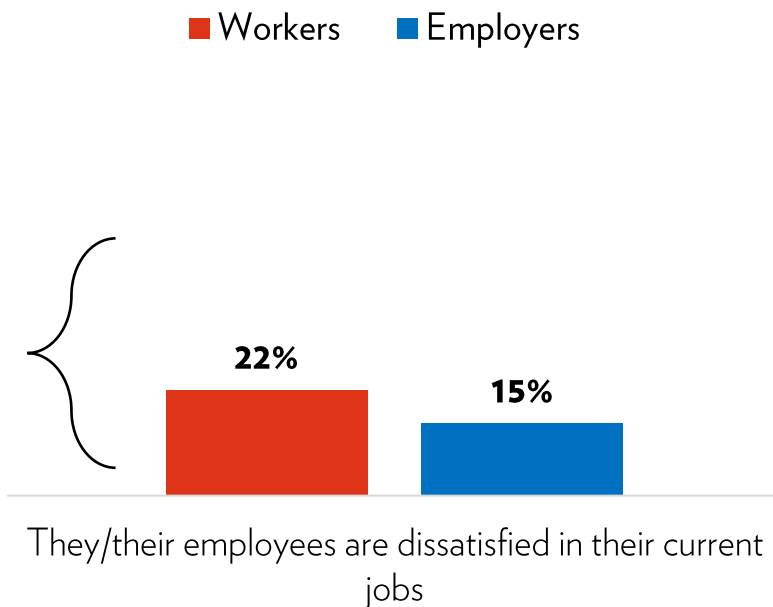
FOR MOST WORKERS, THEIR CURRENT JOB MIGHT NOT BE THE BEST FIT

JOB SATISFACTION AND FIT

(Shown % Bottom 2 Dissatisfied; Top 2 Agree, Among Employed Americans and Employers)

White	Black	Latinx	Asian
21%	16%	22%	30%

- More Asian (30%) Americans than Latinx (22%), White (21%), and Black (16%) Americans



2022: 62% $\Delta+4$

66%

Of Workers believe **there is a job out there that is a better fit for them** than their current job

White	Black	Latinx	Asian
63%	78%	68%	76%

- More Men (68%) than Women (64%)
- More Gen Z (78%) than Millennials (70%), Gen X (65%), and Boomers (51%)
- More Black (78%) and Asian (76%) Americans than Latinx (68%) and White (63%) Americans

* Significant wave-over-wave differences indicated by purple (decrease) or green (increase) text; Purple shading indicates group is significantly less likely whereas green shading indicates group is significantly more likely.

OVER A THIRD OF WORKERS SAY THEY DO NOT FEEL LIKE THEY HAVE THE ABILITY TO ADVANCE

CAREER ADVANCEMENT

(Shown % Selected, % Bottom 2 Disagree, Among Employed Americans)

38%

Of Workers say they **do not feel like they have the ability to advance in their career** at their current job

- More Women (43%) than Men (34%)
- More Boomers (50%) than Gen Z (34%), Millennials (33%), and Gen X (39%)
- More White (40%) Americans than Latinx (35%) and Black (31%) Americans
- More people with lower income, under \$50k (40%) than \$100k-\$149.9k (35%) and \$150k+ (32%)

16%

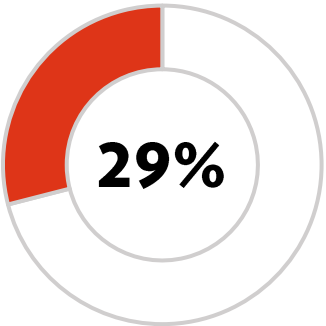
Of Workers say they **have not had access to the necessary resources** to be successful in their role

- More people with lower income, under \$50k (18%) than \$100k-\$149.9k (14%) and \$150k+ (11%)

MANY DON'T FEEL FULFILLED OR EMPOWERED BY THEIR CURRENT JOB – AND ALSO STRUGGLE TO PRIORITIZE WORK-LIFE BALANCE

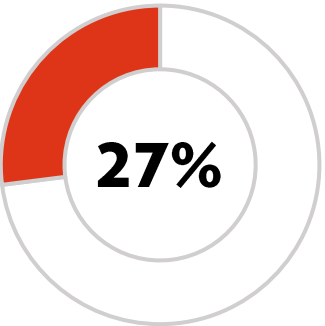
CAREER PERCEPTIONS

(Shown % Top 2 Agree; Bottom 2 Disagree; Bottom 2 Unempowered; Bottom 2 Not Accessible)



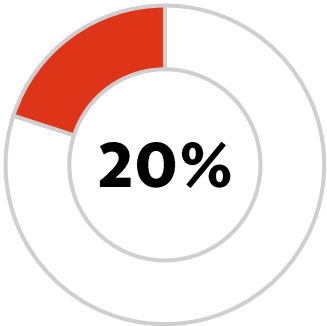
Of Workers say that they **do not feel personally fulfilled** by their current job/career

2022: 26% Δ+3
2021: 27%



Of Workers **do not feel empowered** in their current job

2022: 22% Δ+5



Of Workers say prioritizing work-life balance is **not accessible to them**

2022: 18% Δ+2

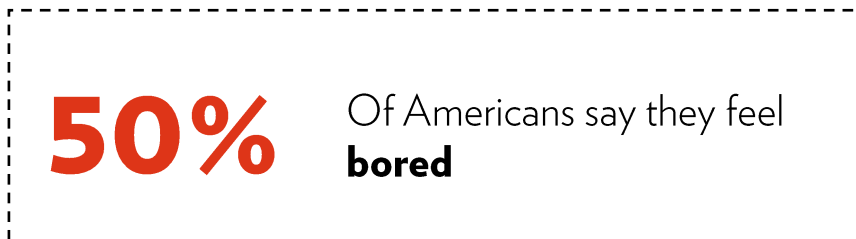
* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

Q7: How much do you agree or disagree with the following statements? Base: Among those employed: 2021/2022/2023 Total Workforce n=4123/n=4404/n=4131. Q49: How empowered do you feel in your current job? Base: Among those employed: 2022/2023 Total Workforce n=4404/n=4131. Q19a: How accessible are each of the following to you in your career? Base: Among those employed: 2022/2023. Total Workforce: n=4404/n=4131. Q108: To what extent do you agree or disagree with the following statements based on this phrase: "When considering 2022, I feel..." Base: Among those employed: Total Workforce n=4131.

HALF SAY THEY FEEL INDIFFERENCE, CYNICISM, AND BOREDOM

FEELINGS ASSOCIATED WITH JOB/CAREER *(Shown % Top 3 Sometimes/Often/Always)*

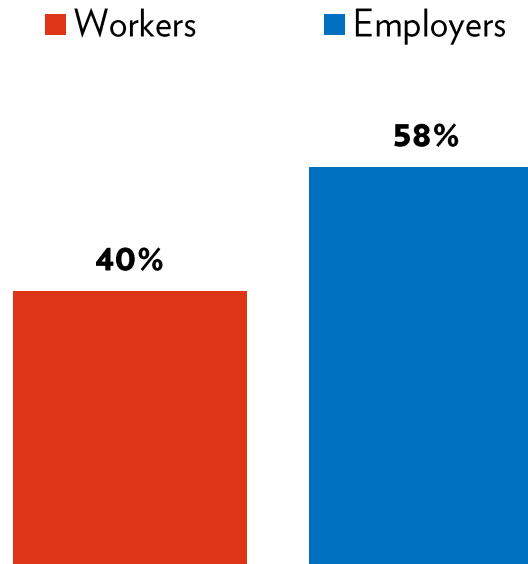
WHEN IT COMES TO THEIR JOB/CAREER...



4 IN 10 WORKERS REPORT THEY HAVE BEEN LESS ENGAGED AT WORK RECENTLY

ENGAGEMENT

(Shown % Top 2 Agree, Among Employed Americans and Employers)



They/their employees have been **less engaged** at work recently

- More Women (42%) than Men (39%)
- More Gen Z (46%) and Millennials (46%) than Gen X (39%) and Boomers (28%)
- More Black (47%) Americans than White (38%) Americans

**EMPLOYERS ARE THEREFORE
FACING A “FREE AGENT” LABOR
MARKET**

WORKERS ARE WILLING TO GO TO GREAT LENGTHS TO MAKE A CHANGE IN THEIR CAREERS

LOOKING FOR A NEW JOB (Shown % Selected Response)

Workers who are experiencing burnout are more likely than those who are not experiencing burnout to say they would quit a job without having another lined up (30% vs. 24%)

2022: 28% Δ +2

30% Of Americans would **quit their jobs without having another one lined up**

- More White (30%), Black (30%), and Latinx (29%) Americans than Asian Americans (22%)
- More younger generations, Gen Z (39%) than Millennials (30%), Gen X (27%), and Boomers (26%)
- More people with lower incomes, under \$50k (33%) than \$50k-\$99.9k (28%), \$100k-\$149.9k (28%), and \$150k+ (25%)

46% of Workers said if their current employer offered them a severance package of three months pay, they would **take it and leave the company**

- More Black (53%) Americans than White Americans (44%)
- More younger generations, Gen Z (59%) than Millennials (50%), Gen X (42%), and Boomers (36%)
- More people with lower incomes, under \$50k (51%) than \$50k-\$99.9k (44%), \$100k-\$149.9k (41%), and \$150k+ (35%)

* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

Q71: Regardless of your current employment status, would you ever quit a job without having another one lined up? Base: Total Workforce n=5000, Gen Z n=757, Millennial n=1800, Gen X n=1639, Boomer n=779, White n=3065, Black n=395, Latinx n=1145, Asian n=205, Under \$50k n=2256, \$50,000-\$99,999 n=1601, \$100,000-\$149,999 n=660, \$150,000+ n=364, Those experiencing burnout n=1958, Those who are not experiencing burnout n=2174. Q116: If your current employer offered you a severance package of three months pay, would you take it and leave the company? Base: Among those employed: Total Workforce n=4131, Gen Z n=519, Millennials n=1504, Gen X n=1404, Boomers n=682, White n=2586, Black n=315, Under \$50k n=1664, \$50,000-\$99,999 n=1443, \$100,000-\$149,999 n=613, \$150,000+ n=347.

PEOPLE ARE WILLING TO QUIT WITHOUT A BACKUP IF THEIR WORK ENVIRONMENT IS UNHEALTHY/TOXIC OR IF THEY'RE NOT SATISFIED

QUITTING WITHOUT BACKUP

(Shown Open-end responses)

UNHEALTHY WORK ENVIRONMENT

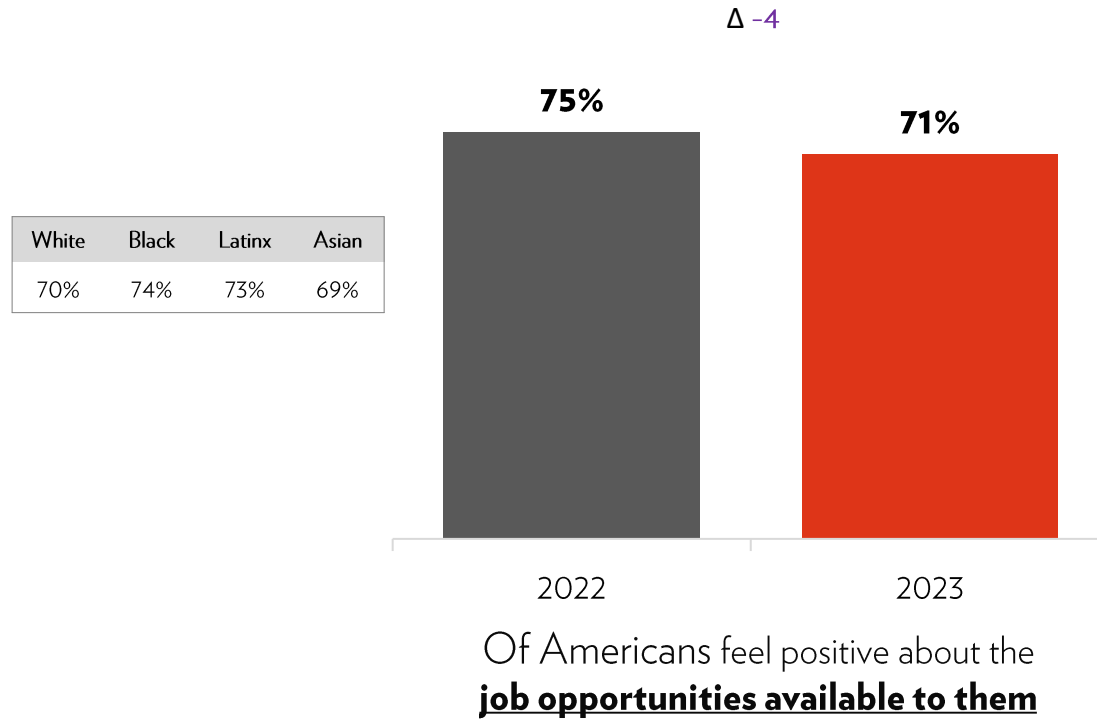
- “If it got to the point where my **mental and physical health** was at the threshold I would leave.” – Male, Millennial
- “Because sometimes your **mental health and overall well-being** is more important.” – Female, Millennial
- “If the situation is bad enough, I would **quit for my mental health.**” – Non-binary, Gen X
- “I would quit one job without having another lined up only if the **work atmosphere was so toxic it was affecting my health and wellbeing.**” – Female, Gen X

NOT SATISFIED WITH CURRENT JOB

- “Because if I’m unhappy and/or **the job isn’t meeting my needs...** I would quit that job without having another one lined up.” – Male, Millennial
- “If I am **not happy or satisfied** in a job there is no reason for me to stay there.” – Female, Boomer
- “I just did it - **extremely unhappy and dissatisfied** with previous employer.” – Male, Boomer
- “I wouldn’t stay somewhere that **doesn’t fit my needs.** It would take extenuating circumstances in order for me to do this.” – Female, Gen Z

THE WORKFORCE FEELS CONFIDENT IN THE OPPORTUNITIES AVAILABLE TO THEM

AVAILABILITY OF JOB OPPORTUNITIES (Shown % Top 2 Positive)

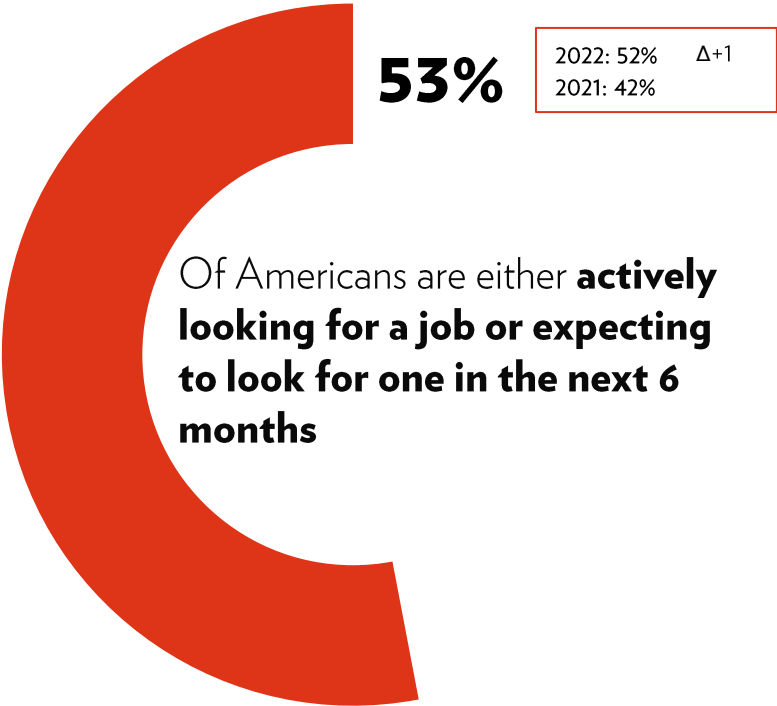


* Significant wave-over-wave differences indicated by purple (decrease) or green (increase) text; Purple shading indicates group is significantly less likely whereas green shading indicates group is significantly more likely. Δ Indicates Wave-over-Wave Shift



MOST ARE WILLING TO PURSUE NEW CAREER PATHS

LOOKING FOR A NEW JOB (Shown % Selected Response)



- Black Americans (65%), Gen Z (75%), and Lower income Americans (Under \$50k, 61%) are most likely to be actively looking for a job or expecting to look for one in the next 6 months

White	Black	Latinx	Asian
48%	65%	58%	63%

* Significant wave-over-wave differences indicated by purple (decrease) or green (increase) text; Purple shading indicates group is significantly less likely whereas green shading indicates group is significantly more likely. Δ Indicates Wave-over-Wave Shift

MANY HAVE “BOOMERANGED,” TO UNCLEAR RESULTS

RETURNING TO PREVIOUS JOB

(Shown % Selected)

33%

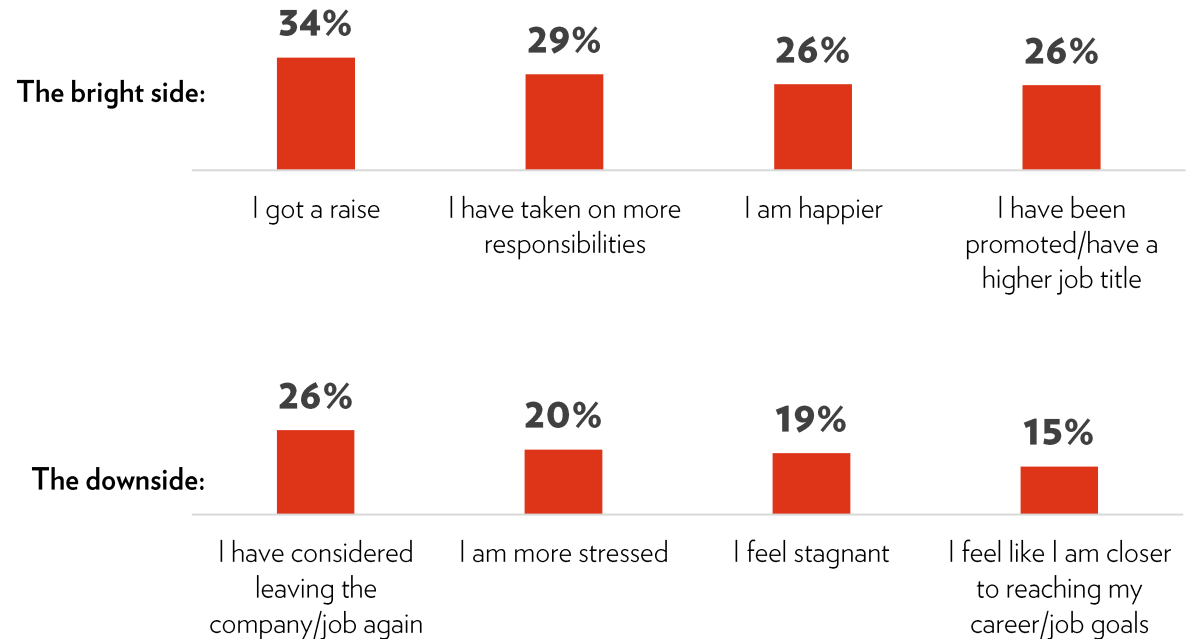
Of Workers **have returned to a job or company that they had previously left**

- More Men (35%) than Women (30%)
- More younger generations, Gen Z (40%) and Millennials (37%) than Gen X (31%) and Boomers (24%)
- More people with lower incomes, under \$50k (39%) than \$50k-\$99.9k (30%), \$100k-\$149.9k (29%), and \$150k+ (25%)

AMONG THOSE WHO HAVE RETURNED TO A PREVIOUS JOB...

PERSONAL EXPERIENCES RETURNING TO PREVIOUS JOB

(Shown % Selected)



CONSEQUENTLY, EMPLOYERS ARE CONCERNED ABOUT TURNOVER RATE

TURNOVER RATE

(Shown % Top 3 Concerned; Top 2 Higher, Among Employers)

2022: 76% Δ -2

74%

Of Employers are **concerned** about the **turnover rate** at their company

2022: 55% Δ -1

54%

Of Employers say the **turnover rate** at their company this year is **higher** than the previous year

* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

**MENTORSHIP AND NETWORKING
OPPORTUNITIES ARE SERIOUSLY
LACKING, AND WORKERS ARE
LOOKING FOR ADVOCACY**

THE MAJORITY OF AMERICANS DO NOT HAVE A MENTOR OR ADVOCATE

CAREER MENTORSHIP

(Shown % Selected)

White	Black	Latinx	Asian
58%	58%	53%	54%



- Older groups (Boomers, 68%; Gen X, 61%), White (58%) and Black (58%) Americans, and lower income Americans (Under \$50k, 60%) are the least likely to have a professional mentor

CAREER ADVOCACY

(Shown % Bottom 2 Disagree)

2022: 37% $\Delta+5$
2021: 44%

White	Black	Latinx	Asian
42%	43%	41%	40%



- Older groups (Boomers, 48%; Gen X, 46%) and lower income Americans (Under \$50k, 49%) are the least likely to have someone in their professional life who advocates for them

On the flip side, only 17% of Employers

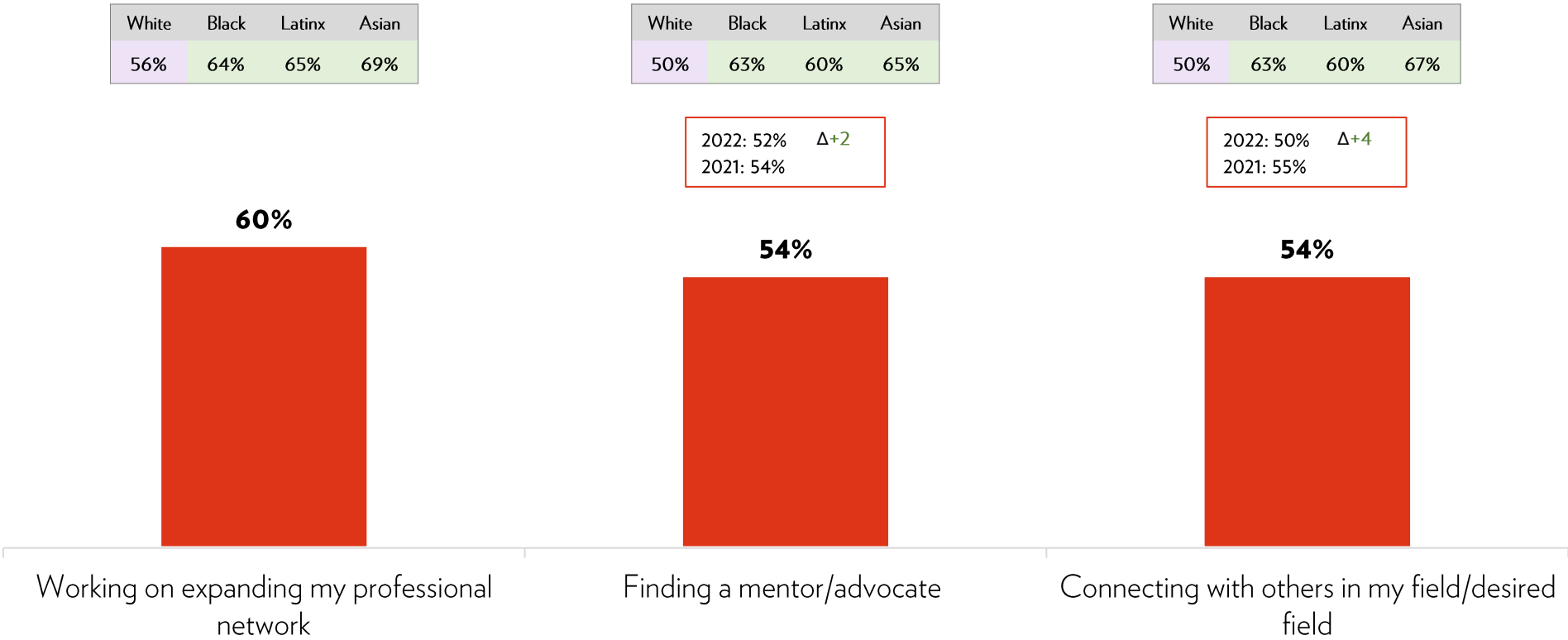
say their employees do not have someone in their professional life who advocates for them

2022: 9% $\Delta+8$

* Significant wave-over-wave differences indicated by purple (decrease) or green (increase) text; Purple shading indicates group is significantly less likely whereas green shading indicates group is significantly more likely. Δ Indicates Wave-over-Wave Shift

MANY EXPRESS THE NEED FOR SUPPORT WITH NETWORKING AND MENTORING – MULTICULTURAL GROUPS HAVE GREATEST NEED

SUPPORT NEEDED IN NETWORKING EFFORTS (Shown % Top 2 “I need some/I need a lot of support”)



* Significant wave-over-wave differences indicated by purple (decrease) or green (increase) text; Purple shading indicates group is significantly less likely whereas green shading indicates group is significantly more likely. Δ Indicates Wave-over-Wave Shift

AND A FULL FIFTH OF WORKERS SAY THIS LACK OF MENTORSHIP/PROFESSIONAL NETWORK HOLDS THEM BACK – MORE LATINX AND BLACK AMERICANS THAN WHITE

CAREER BARRIERS

(Shown % Selected)

2022: 22% Δ -3
2021: 20%

19%

Of Americans say a lack of **mentorship/advocacy** holds them back in their career

- More Latinx (22%) Americans than White (17%) Americans (for reference, 20% Black Americans)
- More Gen Z (24%) and Millennials (22%) than Gen X (18%) and Boomers (11%)
- More people with lower incomes, under \$50k (21%) than \$50k-\$99.9k (18%) and \$100k-\$149.9k (16%)

18%

Of Americans say a lack of **professional network/contacts** holds them back in their career

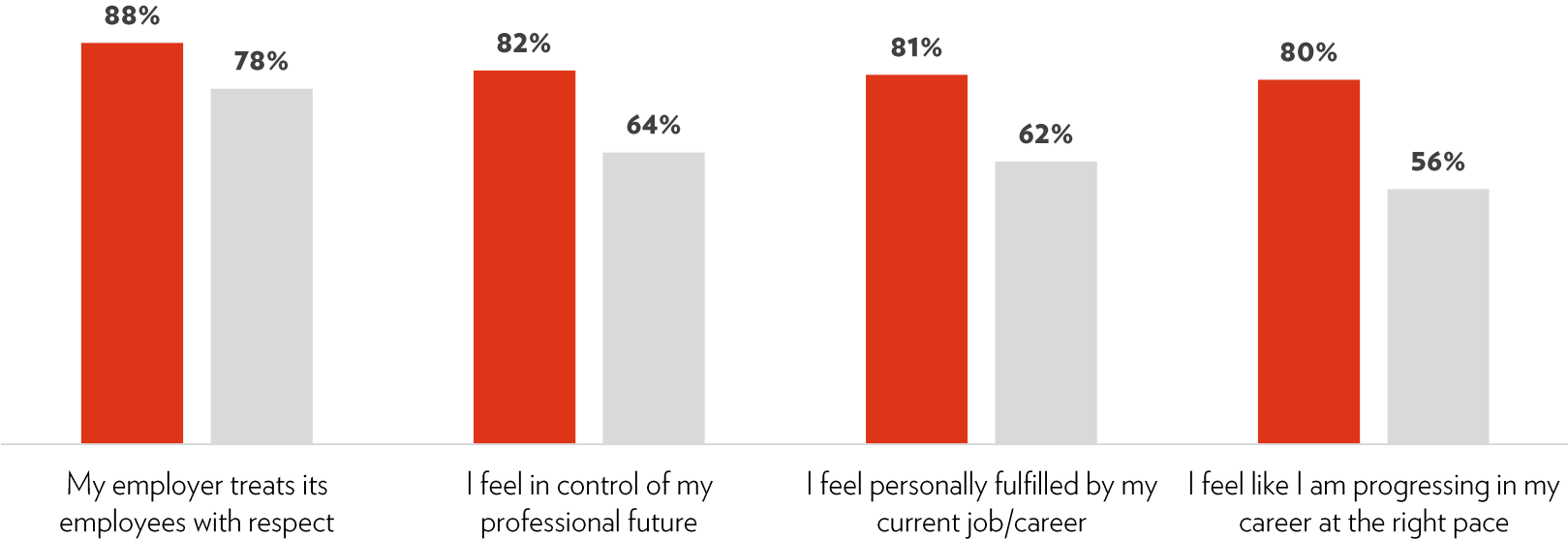
- More Black (22%) and Latinx (21%) Americans than White Americans (16%)
- More Gen Z (26%) than Millennials (20%), Gen X (17%) and Boomers (11%)
- More people with lower incomes, under \$50k (21%) than \$50k-\$99.9k (17%), \$100k-\$149.9k (16%), and +\$150k (15%)

* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

HAVING A MENTOR HAS IMPORTANT BENEFITS – THOSE WITH A MENTOR ARE MORE LIKELY TO FEEL FULFILLED AT WORK AND IN CONTROL OF THEIR CAREER

IMPACT OF MENTORSHIP
(Shown % Top 2 Agree)

■ Have a mentor ■ Do not have a mentor



FEELINGS ASSOCIATED WITH JOB/CAREER
(Shown % Top 3 Sometimes/Often/Always)

AMERICAN WORKERS WITH A MENTOR ARE...

More likely to say they feel **confident** (93% vs. 86%), **fulfilled** (89% vs. 75%), and **enthusiastic** (90% vs. 77%) about their career/job than those without a mentor

Q7: How much do you agree or disagree with the following statements? Base: Those with a mentor n=2176, Those without a mentor n=2824, Employed with a mentor n=1888, Employed without a mentor n=2243. Q9a: How often do you feel each of the following as it relates to your job/career? [NET: Top 3 Sometimes/Often/Always] Base: With a mentor n=2176, without a mentor n=2824.

EMPLOYERS CAN PLACE A STRONGER EMPHASIS ON WORKFORCE MENTORSHIP PROGRAMS

HOW THEY MET THEIR MENTOR *(Shown % Selected)*

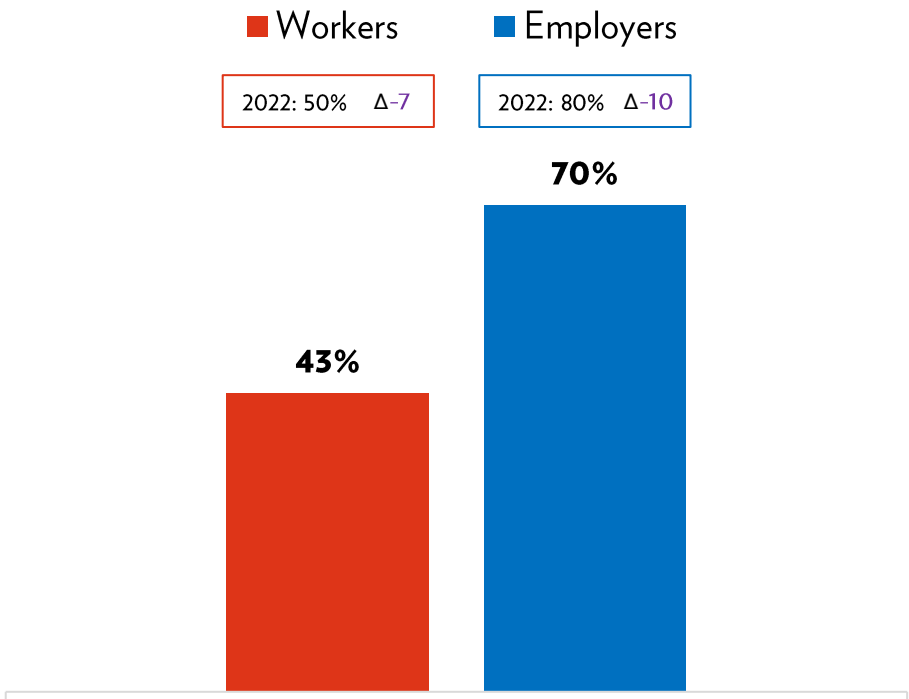
OF THOSE WHO DO HAVE A MENTOR...

32% met them through a **prior employer**

31% personally **sought that person out**

Only 23% said they met them through a **workplace mentorship program**

MENTORSHIP OFFERINGS *(Shown % Top 2 "Offered/Is going to be offered soon")*



Mentorship programs are currently offered/going to be offered by employers/to employees soon

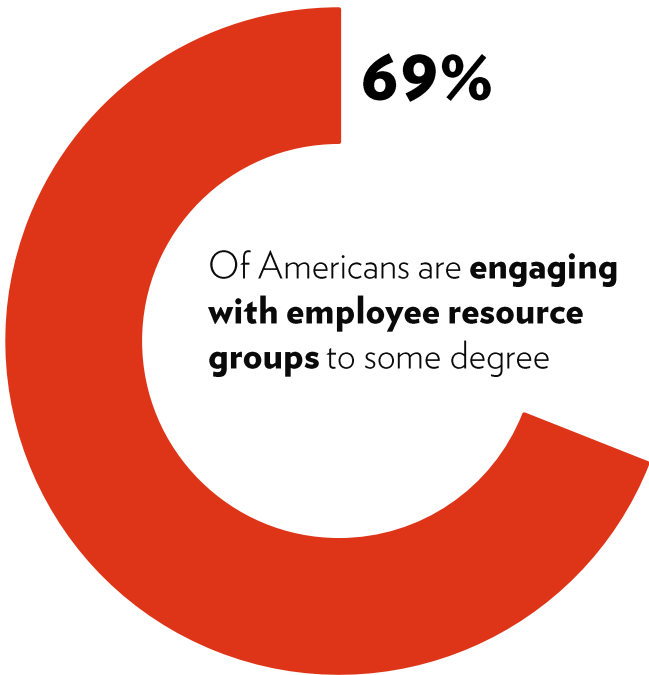
* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

EMPLOYEE RESOURCES GROUPS ARE A VALUABLE TOOL – THOUGH NOT ACCESSIBLE TO ALL

ENGAGING WITH ERGs (Shown % Top 4 Rarely/Sometimes/Often/Always)

- Men (72%), younger generations (Gen Z, 74% and Millennials, 75%), people with higher incomes (\$150k+, 76%), and Black (77%), Asian (77%), and Latinx (75%) Americans are the most likely to be engaging in ERGs to some degree

- 47% of Americans are engaging with ERGs sometimes / often / always



SUPPORT NEEDED WITH ERGs (Shown % Top 2 Need Support; Bottom 2 Not Accessible)

49%

Of Americans say they **need support** engaging in employee resource groups

- Younger generations (Gen Z, 60%), people with lower incomes (Under \$50k, 53%), and Asian (63%), Black (60%), and Latinx (55%) Americans are the most likely to say they need support engaging in ERGs

48%

Of Americans say that engaging in employee resource groups is **not accessible** to them in their career

- Women (50%), Boomers (61%), people with lower incomes (Under \$50k, 50%), and White Americans (52%) are the most likely to say that engaging in ERGs is not accessible to them

Q19: How often are you taking the following actions, if at all, to advance in your career? Base: Total Workforce n=5000, Men n=2647, Gen Z n=757, Millennial n=1800, Black n=395, Latinx n=1145, Asian n=205, \$150,000+ n=364. Q19a: How accessible are each of the following to you in your career? Base: Total Workforce n=5000, Women n=2346, Boomer n=779, White n=3065, Under \$50k n=2256. Q25: For the below activities, please indicate the level of support you feel you need with each. Base: Total Workforce n=5000, Black n=395, Latinx n=1145, Asian n=205, Gen Z n=757, Under \$50k n=2256.

**BY PROVIDING FOUNDATIONAL
CAREER SUPPORT AS OPPOSED TO
TRANSACTIONAL PERKS - EMPLOYERS
CAN TAP INTO THE LONG-TERM
OPTIMISM OF THEIR WORKFORCE**

MANY DON'T SEE A PATH FOR ADVANCING IN THEIR CAREER – SKILLS DEVELOPMENT IS A KEY BARRIER TO CAREER ADVANCEMENT

LACK OF CLEAR PATH FOR CAREER ADVANCEMENT

(Shown % Top 2 Agree; % Selected)

- A lack of clear pathways for career progression is the main reason Americans feel held back in their careers (23%)

2022: 43% Δ -3
2021: 42% Δ +1

40%

Of Americans **do not see a clear path for advancing** in their career

- More Asian (43%), White (40%), and Latinx (40%) Americans than Black (33%) Americans

OPPORTUNITIES FOR SKILLING

(Shown % Top 2 Agree; Bottom 2 Pessimistic)

2022: 41% Δ -4
2021: 35% Δ +6

37%

Of Americans say they **do not have access** to opportunities to develop skills they need to advance in their career

- More Gen Z (47%) than Millennial (39%), Gen X (33%), and Boomers (29%)
- More people with income under \$50k (43%) than \$50k-\$99.9k (33%), \$100k-\$149.9k (30%), and \$150k+ (27%)
- More Blue-collar (36%) workers than White-collar (31%) workers

* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

EMPLOYERS CAN ADDRESS AND RETAIN TALENT BY PROVIDING SUPPORT AND INVESTING INTERNALLY

IF SOMETHING CHANGED, WOULD YOU STAY?

(Shown % Selected, Among those employed and looking for a job or expecting to look for a job in the next six months)

2022: 69% Δ-1

68%

Of Workers who are looking for a job or expecting to look for a job in the next 6 months **say they would consider staying at their current job if things could change**

- More White-collar workers (72%) than Blue-collar workers (66%)
- More older generations, Millennials (70%), Gen Xers (72%), Boomers (69%) than Gen Zers (57%)
- More White Americans (70%) than Black Americans (61%)

OPPORTUNITIES TO APPLY NEW SKILLS

(Shown % Top 2 Agree, Among Employed Americans)

70%

Of Workers say if their company gave them **more opportunities to apply new skills they would be more likely to stay throughout their career**

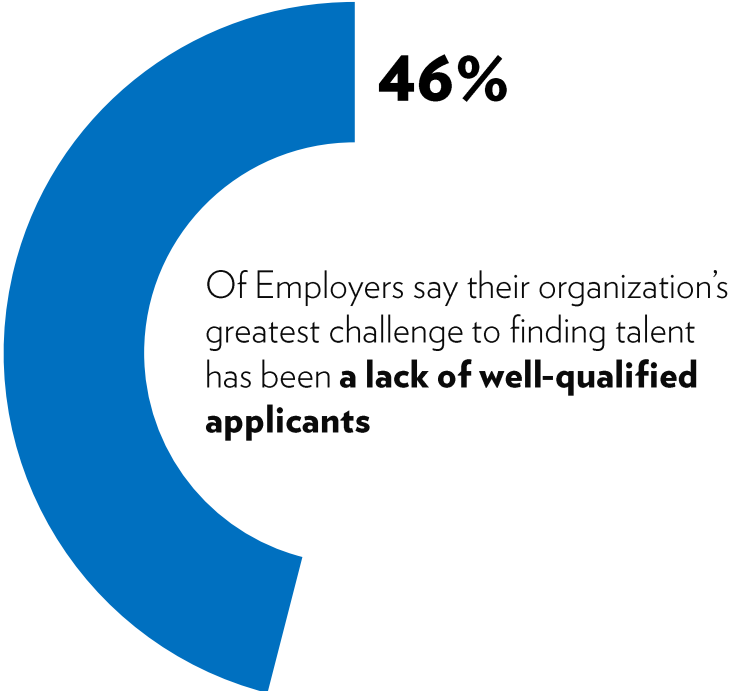
- More White-collar workers (73%) than Blue-collar workers (68%)

* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

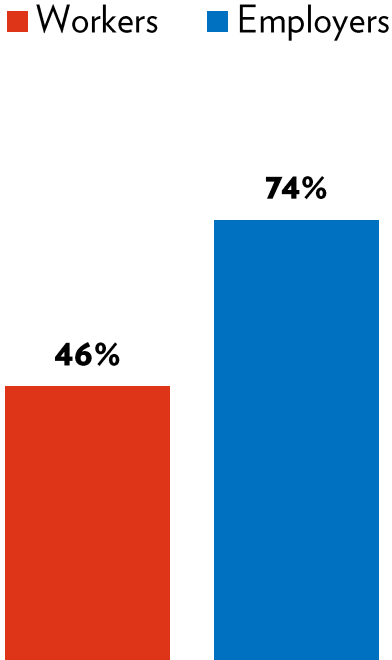
Q69: Which of the following best describes how you feel about your current job? Base: Among those employed and looking for a job or expecting to look for a job in the next six months: 2022/2023 Total Workforce: n=1992/ n=1777, Blue-collar n=1017, White-collar n=760, Gen Z n=326, Millennial n=748, Gen X n=537, Boomer n=162, White n=990, Black n=177. Q59: How much do you agree or disagree with the following statements? Base: Among those employed: Total Workforce n=4131, Blue-collar n=2306, White-collar n=1825.

EMPLOYERS CITE A LACK OF WELL-QUALIFIED APPLICANTS AS THE GREATEST CHALLENGE THEIR ORGANIZATION FACES WHEN FINDING TALENT

GREATEST CHALLENGE TO FINDING TALENT
(Shown % Selected, Among Employers)



NEED TO LEARN NEW SKILLS
(Shown % Top 2 Agree, Among Employed Americans and Employers)



Say they/their employees **need to learn new skills within the next year to continue their current job**

* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

MOST WORKERS SAY THEY NEED SUPPORT LEARNING NEW SKILLS AND SEEKING OUT TRAINING AND EDUCATIONAL PROGRAMS TO GROW PROFESSIONALLY – MULTICULTURAL GROUPS NEED THIS SUPPORT THE MOST

CAREER SUPPORT NEEDED

(Shown % Top 2 Need Support)

2022: 58% $\Delta+4$

62%

Of Americans say they need support **learning new skills**

White	Black	Latinx	Asian
58%	70%	65%	70%

- More Women (63%) than Men (60%)

60%

Of Americans say they need support seeking out **growth opportunities**

White	Black	Latinx	Asian
56%	68%	66%	71%

- More Women (62%) than Men (58%)

58%

Of Americans say they need support seeking out **training programs** to get them ahead in their career

White	Black	Latinx	Asian
54%	66%	63%	70%

54%

Of Americans say they need support seeking out **education programs** to get them ahead in their career

White	Black	Latinx	Asian
50%	60%	59%	66%

- More Blue-collar (53%) workers than White-collar workers (49%)

* Significant wave-over-wave differences indicated by purple (decrease) or green (increase) text; Purple shading indicates group is significantly less likely whereas green shading indicates group is significantly more likely. Δ Indicates Wave-over-Wave Shift

WORKERS AND EMPLOYERS HAVE VASTLY DIFFERENT PERCEPTIONS OF SKILLING OPPORTUNITIES

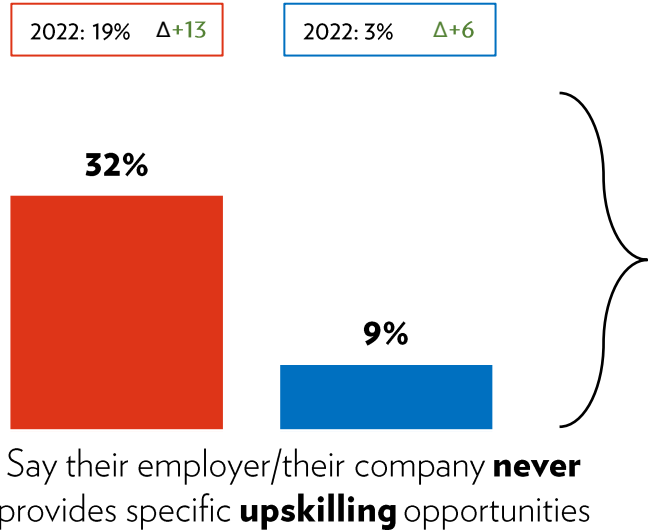
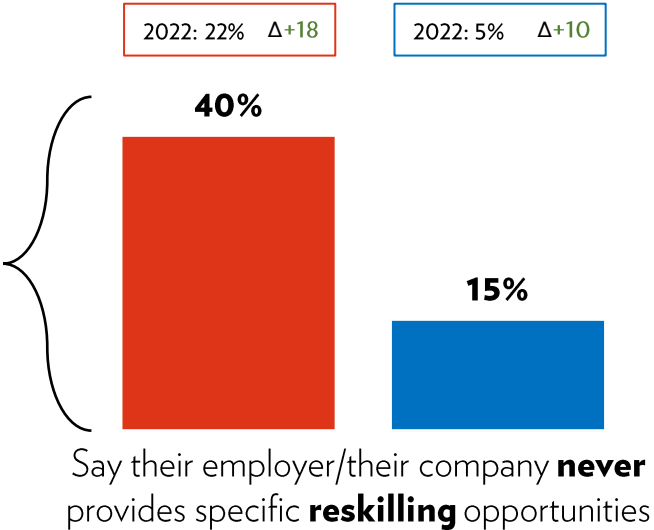
RESKILLING/UPSKILLING OPPORTUNITIES

(Shown % Selected, Among Employed Americans and Employers)

■ Workers ■ Employers

Those who **never** have reskilling / upskilling opportunities are more likely to say their job has a **negative impact on their mental health (42%)** than those who have reskilling / upskilling opportunities at least monthly (26%)

- More Women (42%) than Men (39%)
- More White (45%), Asian (40%), and Latinx (36%) Americans than Black (22%) Americans
- More White-collar workers (42%) than Blue-collar workers (39%)



- More White (35%), Asian (30%), and Latinx (28%) Americans than Black (21%) Americans

* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

Q55: Approximately, how often does your employer provide specific opportunities for you to participate in: Base: Among those employed: 2022/2023 Total Workforce n=4404/n=4131, Women n=1883, Men n=2243, White n=2586, Black n=315, Latinx n=918, Asian n=164, Blue-collar n=2306, White-collar n=1825. Q55_EMP: How often does your company provide specific opportunities for employees to participate in: Base: 2022/2023 Employers n=500/n=500. Q100: What impact does your current job have on your mental health? Base: Among those employed: Those who never have reskilling/upskilling opportunities n=1842, Those who have reskilling/upskilling opportunities at least monthly n=1223.

EMPLOYERS CAN DO MORE TO COMMUNICATE THE IMPORTANCE OF UPSKILLING/RESKILLING

SKILLS DEVELOPMENT

(Shown % Top 3 Sometimes/Often/Always;)

2022: 75% $\Delta 0$
2021: 66%

75%

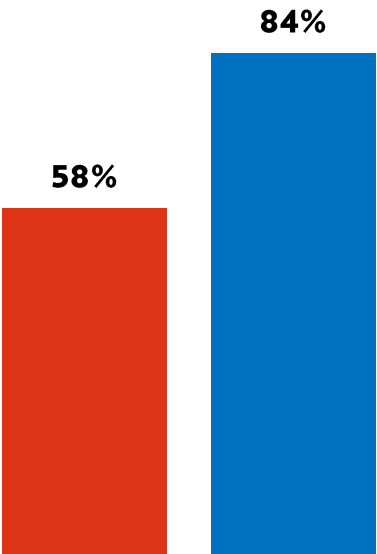
Of Americans say they are **seeking skills development** opportunities/certifications

- More Gen Z (83%) and Millennials (80%) than Gen X (72%) and Boomers (61%)
- More Black (81%), Asian (81%), and Latinx (78%) Americans than White (72%) Americans

BENEFITS OF NEW SKILLS

(Shown % Top 2 Agree, Among Employed Americans and Employers)

■ Workers ■ Employers



Yet 29% of Employers say they don't invest in reskilling / upskilling programs because of limited employee interest and lack of time / resources for hands-on training programs

- More Black (70%), Asian (64%), and Latinx (61%) Americans than White (55%) Americans

Say their employer/company **makes it clear how new skills can lead to growth/reward** for employees

* Significant differences indicated by purple or green text Δ Indicates Wave-over-Wave Shift

DMA Snapshots

The following are high level overviews of each DMA separately, with comparison to the national average.

ATLANTA

Atlanta workers are more likely than the average American worker to have an advocate in their professional life and less likely to say a lack of mentorship/advocacy holds them back (dipping 10 points from 2022). They generally see a clear path for advancing in their career but are experiencing higher burnout than most other DMAs. Living paycheck to paycheck, being overwhelmed by debt, and dissatisfaction with compensation are on the rise, and they are among the most likely to say they struggle with the basic costs of living.

ENGAGEMENT & OUTLOOK

	Atlanta	Total Workforce
I am dissatisfied with my current job	21%	22%
I have been less engaged at work recently	38%	40%
Of Americans do not see a clear path for advancing in their career	34% $\Delta-5$	40% $\Delta-3$

FINANCIAL MATTERS

	Atlanta	Total Workforce
I live paycheck to paycheck	56% $\Delta+11$	65% $\Delta+9$
I am overwhelmed by debt	43% $\Delta+12$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	56% $\Delta+19$	59% $\Delta+15$
I struggle with the basic costs of living	34%	38%
I have had to take on additional jobs to keep up with rising costs of living	19%	25%

JOB SEEKING & BURNOUT

	Atlanta	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	47% $\Delta+5$	53% $\Delta+1$
I am experiencing burnout at work	44%	47%
I have returned to a company or job that I had previously left or quit	29%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	28% $\Delta+2$	30% $\Delta+2$
If things could change at my current job, I would consider staying	66% $\Delta-1$	68% $\Delta-1$

CAREER OPTIMISM

	Atlanta	Total Workforce
I am hopeful about the future of my career	77% $\Delta-8$	80% $\Delta-1$
Hope has helped them get through this past year	71% $\Delta-3$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Atlanta	Total Workforce
Do not have someone in their professional life who advocates for them	37% $\Delta+3$	42% $\Delta+5$
Do not have a mentor	59%	56%
Say a lack of mentorship/advocacy holds them back in their career	15% $\Delta-10$	19% $\Delta-3$

SKILLS BUILDING

	Atlanta	Total Workforce
They need support learning new skills	56% $\Delta-3$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	69%	70%
Say their employer never provides specific upskilling opportunities	33% $\Delta+11$	32% $\Delta+13$

BOSTON

When it comes to finances, more people in Boston report living paycheck to paycheck, being overwhelmed by debt, and being unsatisfied with their current income compared to last year, though they are still among the least likely of the DMAs to have these struggles. They are the least likely of all DMAs to have a mentor and also lack advocates, though they do not feel held back by this. They are among the least likely to feel hopeful about the future of their career and the least likely DMA to say hope has helped them get by.

ENGAGEMENT & OUTLOOK

	Boston	Total Workforce
I am dissatisfied with my current job	21%	22%
I have been less engaged at work recently	38%	40%
Of Americans do not see a clear path for advancing in their career	37% $\Delta 0$	40% $\Delta -3$

FINANCIAL MATTERS

	Boston	Total Workforce
I live paycheck to paycheck	46% $\Delta +13$	65% $\Delta +9$
I am overwhelmed by debt	31% $\Delta +10$	46% $\Delta +8$
I am not satisfied with the amount of money I am currently making	54% $\Delta +16$	59% $\Delta +15$
I struggle with the basic costs of living	24%	38%
I have had to take on additional jobs to keep up with rising costs of living	17%	25%

JOB SEEKING & BURNOUT

	Boston	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	39% $\Delta +6$	53% $\Delta +1$
I am experiencing burnout at work	41%	47%
I have returned to a company or job that I had previously left or quit	21%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	28% $\Delta +2$	30% $\Delta +2$
If things could change at my current job, I would consider staying	68% $\Delta +4$	68% $\Delta -1$

CAREER OPTIMISM

	Boston	Total Workforce
I am hopeful about the future of my career	76% $\Delta -7$	80% $\Delta -1$
Hope has helped them get through this past year	66% $\Delta +1$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Boston	Total Workforce
Do not have someone in their professional life who advocates for them	45% $\Delta -2$	42% $\Delta +5$
Do not have a mentor	66%	56%
Say a lack of mentorship/advocacy holds them back in their career	14% $\Delta 0$	19% $\Delta -3$

SKILLS BUILDING

	Boston	Total Workforce
They need support learning new skills	50% $\Delta -1$	62% $\Delta +4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	62%	70%
Say their employer never provides specific upskilling opportunities	43% $\Delta +15$	32% $\Delta +13$



CHICAGO

Chicago has the lowest number of current job seekers. Workers in this DMA are the least likely to report drops in engagement and are seeing lower levels of burnout relative to the average American worker. Significantly more people in this DMA would consider staying at their current job if things were to change, jumping 22-points from last year. However, Chicago has its own set of challenges: it is one of the top DMAs lacking mentors and has seen an increase in workers who never receive upskilling opportunities from their employers.

ENGAGEMENT & OUTLOOK

	Chicago	Total Workforce
I am dissatisfied with my current job	19%	22%
I have been less engaged at work recently	33%	40%
Of Americans do not see a clear path for advancing in their career	41% $\Delta-1$	40% $\Delta-3$

FINANCIAL MATTERS

	Chicago	Total Workforce
I live paycheck to paycheck	41% $\Delta+5$	65% $\Delta+9$
I am overwhelmed by debt	33% $\Delta+7$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	52% $\Delta+3$	59% $\Delta+15$
I struggle with the basic costs of living	26%	38%
I have had to take on additional jobs to keep up with rising costs of living	18%	25%

JOB SEEKING & BURNOUT

	Chicago	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	35% $\Delta+1$	53% $\Delta+1$
I am experiencing burnout at work	38%	47%
I have returned to a company or job that I had previously left or quit	22%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	29% $\Delta+5$	30% $\Delta+2$
If things could change at my current job, I would consider staying	78% $\Delta+22$	68% $\Delta-1$

CAREER OPTIMISM

	Chicago	Total Workforce
I am hopeful about the future of my career	77% $\Delta-2$	80% $\Delta-1$
Hope has helped them get through this past year	70% $\Delta+5$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Chicago	Total Workforce
Do not have someone in their professional life who advocates for them	43% $\Delta-4$	42% $\Delta+5$
Do not have a mentor	65%	56%
Say a lack of mentorship/advocacy holds them back in their career	15% $\Delta-3$	19% $\Delta-3$

SKILLS BUILDING

	Chicago	Total Workforce
They need support learning new skills	55% $\Delta+7$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	61%	70%
Say their employer never provides specific upskilling opportunities	42% $\Delta+14$	32% $\Delta+13$

CLEVELAND

The workforce in Cleveland is among the least hopeful about the future of their careers, with this DMA seeing a 10-point drop in this metric since 2022. Financial and work-related concerns may have driven this decline, as Cleveland is among the top DMAs living paycheck to paycheck, struggling with debt, and experiencing burnout at work. They are among the most likely to be dissatisfied with their current job, but are also among the least likely DMAs to be looking for a new job or thinking of looking for one in the next six months.

ENGAGEMENT & OUTLOOK

	Cleveland	Total Workforce
I am dissatisfied with my current job	23%	22%
I have been less engaged at work recently	39%	40%
Of Americans do not see a clear path for advancing in their career	41% Δ+3	40% Δ-3

FINANCIAL MATTERS

	Cleveland	Total Workforce
I live paycheck to paycheck	58% Δ+7	65% Δ+9
I am overwhelmed by debt	44% Δ+10	46% Δ+8
I am not satisfied with the amount of money I am currently making	55% Δ+4	59% Δ+15
I struggle with the basic costs of living	28%	38%
I have had to take on additional jobs to keep up with rising costs of living	19%	25%

JOB SEEKING & BURNOUT

	Cleveland	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	41% Δ+3	53% Δ+1
I am experiencing burnout at work	50%	47%
I have returned to a company or job that I had previously left or quit	28%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	29% Δ+1	30% Δ+2
If things could change at my current job, I would consider staying	68% Δ-1	68% Δ-1

CAREER OPTIMISM

	Cleveland	Total Workforce
I am hopeful about the future of my career	74% Δ-10	80% Δ-1
Hope has helped them get through this past year	70% Δ+4	73% Δ0

NETWORKING & SOCIAL CAPITAL

	Cleveland	Total Workforce
Do not have someone in their professional life who advocates for them	41% Δ-1	42% Δ+5
Do not have a mentor	57%	56%
Say a lack of mentorship/advocacy holds them back in their career	13% Δ-8	19% Δ-3

SKILLS BUILDING

	Cleveland	Total Workforce
They need support learning new skills	56% Δ+4	62% Δ+4
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	69%	70%
Say their employer never provides specific upskilling opportunities	39% Δ+18	32% Δ+13



DALLAS

When it comes to financial matters, Dallas has experienced significant increases in the number of people living paycheck to paycheck, being overwhelmed by debt, and feeling dissatisfied with the amount of money they currently make. In fact, people in Dallas are among the least satisfied with their current compensation and are among the most likely to say they have had to take on additional jobs to keep up. However, compared to other DMAs, Dallas is one of the least likely to say they are experiencing burnout.

ENGAGEMENT & OUTLOOK

	Dallas	Total Workforce
I am dissatisfied with my current job	19%	22%
I have been less engaged at work recently	38%	40%
Of Americans do not see a clear path for advancing in their career	37% $\Delta-1$	40% $\Delta-3$

FINANCIAL MATTERS

	Dallas	Total Workforce
I live paycheck to paycheck	53% $\Delta+10$	65% $\Delta+9$
I am overwhelmed by debt	39% $\Delta+9$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	58% $\Delta+14$	59% $\Delta+15$
I struggle with the basic costs of living	29%	38%
I have had to take on additional jobs to keep up with rising costs of living	22%	25%

JOB SEEKING & BURNOUT

	Dallas	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	45% $\Delta+3$	53% $\Delta+1$
I am experiencing burnout at work	39%	47%
I have returned to a company or job that I had previously left or quit	33%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	25% $\Delta-1$	30% $\Delta+2$
If things could change at my current job, I would consider staying	76% $\Delta+1$	68% $\Delta-1$

CAREER OPTIMISM

	Dallas	Total Workforce
I am hopeful about the future of my career	76% $\Delta-4$	80% $\Delta-1$
Hope has helped them get through this past year	75% $\Delta+5$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Dallas	Total Workforce
Do not have someone in their professional life who advocates for them	39% $\Delta+1$	42% $\Delta+5$
Do not have a mentor	60%	56%
Say a lack of mentorship/advocacy holds them back in their career	15% $\Delta-6$	19% $\Delta-3$

SKILLS BUILDING

	Dallas	Total Workforce
They need support learning new skills	55% $\Delta-1$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	65%	70%
Say their employer never provides specific upskilling opportunities	38% $\Delta+15$	32% $\Delta+13$



DENVER

Despite lower levels of dissatisfaction with their current jobs and burnout, higher engagement at work, and clear paths for advancing in their careers, people in Denver are among the least hopeful about the future of their career. Denver is the top DMA where people would quit their job without having another lined up. Areas where they need help are with professional advocacy (even more so than last year) and employer-provided opportunities for upskilling.

ENGAGEMENT & OUTLOOK

	Denver	Total Workforce
I am dissatisfied with my current job	14%	22%
I have been less engaged at work recently	35%	40%
Of Americans do not see a clear path for advancing in their career	34% $\Delta-8$	40% $\Delta-3$

FINANCIAL MATTERS

	Denver	Total Workforce
I live paycheck to paycheck	50% $\Delta+7$	65% $\Delta+9$
I am overwhelmed by debt	33% $\Delta+3$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	50% $\Delta+7$	59% $\Delta+15$
I struggle with the basic costs of living	27%	38%
I have had to take on additional jobs to keep up with rising costs of living	21%	25%

JOB SEEKING & BURNOUT

	Denver	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	46% $\Delta+6$	53% $\Delta+1$
I am experiencing burnout at work	39%	47%
I have returned to a company or job that I had previously left or quit	26%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	36% $\Delta+1$	30% $\Delta+2$
If things could change at my current job, I would consider staying	75% $\Delta-2$	68% $\Delta-1$

CAREER OPTIMISM

	Denver	Total Workforce
I am hopeful about the future of my career	75% $\Delta-5$	80% $\Delta-1$
Hope has helped them get through this past year	74% $\Delta 0$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Denver	Total Workforce
Do not have someone in their professional life who advocates for them	44% $\Delta+9$	42% $\Delta+5$
Do not have a mentor	59%	56%
Say a lack of mentorship/advocacy holds them back in their career	16% $\Delta-7$	19% $\Delta-3$

SKILLS BUILDING

	Denver	Total Workforce
They need support learning new skills	54% $\Delta+1$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	68%	70%
Say their employer never provides specific upskilling opportunities	42% $\Delta+24$	32% $\Delta+13$



DETROIT

Detroit is among the top DMAs for dissatisfaction in their current job and with their current income, which experienced a 15-point jump from last year. They are less engaged and are lacking both a clear path for advancing in their career and mentorship/professional advocacy. Even still, they are among the least likely to be looking for a new job and to say they would quit their job without having another one lined up.

ENGAGEMENT & OUTLOOK

	<i>Detroit</i>	<i>Total Workforce</i>
I am dissatisfied with my current job	24%	22%
I have been less engaged at work recently	42%	40%
Of Americans do not see a clear path for advancing in their career	44% $\Delta+2$	40% $\Delta-3$

FINANCIAL MATTERS

	<i>Detroit</i>	<i>Total Workforce</i>
I live paycheck to paycheck	50% $\Delta+5$	65% $\Delta+9$
I am overwhelmed by debt	39% $\Delta+6$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	60% $\Delta+15$	59% $\Delta+15$
I struggle with the basic costs of living	29%	38%
I have had to take on additional jobs to keep up with rising costs of living	20%	25%

JOB SEEKING & BURNOUT

	<i>Detroit</i>	<i>Total Workforce</i>
I am actively looking or expecting to look for a new job in the next 6 months	41% $\Delta+3$	53% $\Delta+1$
I am experiencing burnout at work	43%	47%
I have returned to a company or job that I had previously left or quit	20%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	27% $\Delta 0$	30% $\Delta+2$
If things could change at my current job, I would consider staying	75% $\Delta+5$	68% $\Delta-1$

CAREER OPTIMISM

	<i>Detroit</i>	<i>Total Workforce</i>
I am hopeful about the future of my career	75% $\Delta-4$	80% $\Delta-1$
Hope has helped them get through this past year	71% $\Delta-2$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	<i>Detroit</i>	<i>Total Workforce</i>
Do not have someone in their professional life who advocates for them	47% $\Delta+4$	42% $\Delta+5$
Do not have a mentor	65%	56%
Say a lack of mentorship/advocacy holds them back in their career	15% $\Delta-9$	19% $\Delta-3$

SKILLS BUILDING

	<i>Detroit</i>	<i>Total Workforce</i>
They need support learning new skills	52% $\Delta+4$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	64%	70%
Say their employer never provides specific upskilling opportunities	41% $\Delta+22$	32% $\Delta+13$



HOUSTON

Workers in Houston are among the least likely to say they are never provided with upskilling opportunities but are the most likely DMA to say they need help learning new skills. They are also likely to stay at their current job if they are given the chance to apply new skills. Their financial situation has gotten worse - they are the DMA that is most likely to say they live paycheck to paycheck, are overwhelmed by debt (both of which have seen increases since last year), and have had to take on additional jobs to keep up.

ENGAGEMENT & OUTLOOK

	Houston	Total Workforce
I am dissatisfied with my current job	23%	22%
I have been less engaged at work recently	42%	40%
Of Americans do not see a clear path for advancing in their career	42% $\Delta-1$	40% $\Delta-3$

FINANCIAL MATTERS

	Houston	Total Workforce
I live paycheck to paycheck	60% $\Delta+12$	65% $\Delta+9$
I am overwhelmed by debt	46% $\Delta+13$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	57% $\Delta+10$	59% $\Delta+15$
I struggle with the basic costs of living	38%	38%
I have had to take on additional jobs to keep up with rising costs of living	27%	25%

JOB SEEKING & BURNOUT

	Houston	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	55% $\Delta+15$	53% $\Delta+1$
I am experiencing burnout at work	44%	47%
I have returned to a company or job that I had previously left or quit	33%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	30% $\Delta-1$	30% $\Delta+2$
If things could change at my current job, I would consider staying	75% $\Delta+14$	68% $\Delta-1$

CAREER OPTIMISM

	Houston	Total Workforce
I am hopeful about the future of my career	79% $\Delta-4$	80% $\Delta-1$
Hope has helped them get through this past year	77% $\Delta+2$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Houston	Total Workforce
Do not have someone in their professional life who advocates for them	37% $\Delta-1$	42% $\Delta+5$
Do not have a mentor	57%	56%
Say a lack of mentorship/advocacy holds them back in their career	20% $\Delta+6$	19% $\Delta-3$

SKILLS BUILDING

	Houston	Total Workforce
They need support learning new skills	68% $\Delta+15$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	72%	70%
Say their employer never provides specific upskilling opportunities	30% $\Delta+12$	32% $\Delta+13$



LOS ANGELES

The workforce in LA is among the most satisfied with the amount of money they currently make, with less people living paycheck to paycheck, taking on additional jobs, and struggling with basic costs of living compared to other DMAs. LA reports lower levels of job dissatisfaction than the total workforce, but they experience fairly high levels of burnout. Career pathing represents an area of opportunity for LA: More than any other DMA, people in LA do not see a clear path for advancing in their career.

ENGAGEMENT & OUTLOOK

	LA	Total Workforce
I am dissatisfied with my current job	15%	22%
I have been less engaged at work recently	37%	40%
Of Americans do not see a clear path for advancing in their career	45% $\Delta+4$	40% $\Delta-3$

JOB SEEKING & BURNOUT

	LA	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	42% $\Delta+1$	53% $\Delta+1$
I am experiencing burnout at work	44%	47%
I have returned to a company or job that I had previously left or quit	27%	33%

NETWORKING & SOCIAL CAPITAL

	LA	Total Workforce
Do not have someone in their professional life who advocates for them	40% $\Delta+4$	42% $\Delta+5$
Do not have a mentor	62%	56%
Say a lack of mentorship/advocacy holds them back in their career	19% $\Delta-4$	19% $\Delta-3$

FINANCIAL MATTERS

	LA	Total Workforce
I live paycheck to paycheck	43% $\Delta-2$	65% $\Delta+9$
I am overwhelmed by debt	36% $\Delta+7$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	44% $\Delta+8$	59% $\Delta+15$
I struggle with the basic costs of living	22%	38%
I have had to take on additional jobs to keep up with rising costs of living	14%	25%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	32% $\Delta+3$	30% $\Delta+2$
If things could change at my current job, I would consider staying	77% $\Delta+5$	68% $\Delta-1$

CAREER OPTIMISM

	LA	Total Workforce
I am hopeful about the future of my career	80% $\Delta-2$	80% $\Delta-1$
Hope has helped them get through this past year	75% $\Delta-2$	73% $\Delta 0$

SKILLS BUILDING

	LA	Total Workforce
They need support learning new skills	57% $\Delta+2$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	63%	70%
Say their employer never provides specific upskilling opportunities	34% $\Delta+9$	32% $\Delta+13$



CAREER OPTIMISM INDEX®



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MIAMI

Miami is the top DMA for feeling hopeful about the future of their careers, and among the bottom for feeling dissatisfied with their current jobs. They have mentors and professional advocates. Miami workers prefer to play it safe, as they are least likely to quit their job without a backup among all the DMAs. Still, they are less engaged at work and more likely to be looking for a new job. They need support with learning new skills and would be more likely to stay at their company if they had more opportunities to apply new skills.

ENGAGEMENT & OUTLOOK

	Miami	Total Workforce
I am dissatisfied with my current job	14%	22%
I have been less engaged at work recently	40%	40%
Of Americans do not see a clear path for advancing in their career	33% $\Delta-5$	40% $\Delta-3$

FINANCIAL MATTERS

	Miami	Total Workforce
I live paycheck to paycheck	52% $\Delta+8$	65% $\Delta+9$
I am overwhelmed by debt	38% $\Delta+4$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	49% $\Delta+9$	59% $\Delta+15$
I struggle with the basic costs of living	27%	38%
I have had to take on additional jobs to keep up with rising costs of living	21%	25%

JOB SEEKING & BURNOUT

	Miami	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	56% $\Delta+6$	53% $\Delta+1$
I am experiencing burnout at work	42%	47%
I have returned to a company or job that I had previously left or quit	34%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	24% $\Delta-5$	30% $\Delta+2$
If things could change at my current job, I would consider staying	72% $\Delta-1$	68% $\Delta-1$

CAREER OPTIMISM

	Miami	Total Workforce
I am hopeful about the future of my career	86% $\Delta+1$	80% $\Delta-1$
Hope has helped them get through this past year	75% $\Delta-1$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Miami	Total Workforce
Do not have someone in their professional life who advocates for them	28% $\Delta-3$	42% $\Delta+5$
Do not have a mentor	53%	56%
Say a lack of mentorship/advocacy holds them back in their career	17% $\Delta-2$	19% $\Delta-3$

SKILLS BUILDING

	Miami	Total Workforce
They need support learning new skills	58% $\Delta+3$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	72%	70%
Say their employer never provides specific upskilling opportunities	27% $\Delta+15$	32% $\Delta+13$

MINNEAPOLIS

The workforce in Minneapolis is lacking support – they are among the most likely to say they do not have a mentor and that they need support learning new skills. Minneapolis’ workers are experiencing higher burnout than most other DMAs and are more likely to say they are less engaged and see no clear path for advancing their career. As such, they are likely to quit a job without another lined up, though they are among the least likely to be currently looking or expecting to look for a new job in the next six months.

ENGAGEMENT & OUTLOOK

	Minneapolis	Total Workforce
I am dissatisfied with my current job	19%	22%
I have been less engaged at work recently	40%	40%
Of Americans do not see a clear path for advancing in their career	43% $\Delta-2$	40% $\Delta-3$

FINANCIAL MATTERS

	Minneapolis	Total Workforce
I live paycheck to paycheck	51% $\Delta+12$	65% $\Delta+9$
I am overwhelmed by debt	38% $\Delta+12$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	53% $\Delta+18$	59% $\Delta+15$
I struggle with the basic costs of living	29%	38%
I have had to take on additional jobs to keep up with rising costs of living	20%	25%

JOB SEEKING & BURNOUT

	Minneapolis	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	40% $\Delta+10$	53% $\Delta+1$
I am experiencing burnout at work	48%	47%
I have returned to a company or job that I had previously left or quit	25%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	34% $\Delta+5$	30% $\Delta+2$
If things could change at my current job, I would consider staying	69% $\Delta+1$	68% $\Delta-1$

CAREER OPTIMISM

	Minneapolis	Total Workforce
I am hopeful about the future of my career	80% $\Delta+4$	80% $\Delta-1$
Hope has helped them get through this past year	73% $\Delta-2$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Minneapolis	Total Workforce
Do not have someone in their professional life who advocates for them	42% $\Delta-1$	42% $\Delta+5$
Do not have a mentor	65%	56%
Say a lack of mentorship/advocacy holds them back in their career	18% $\Delta-3$	19% $\Delta-3$

SKILLS BUILDING

	Minneapolis	Total Workforce
They need support learning new skills	60% $\Delta+10$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	61%	70%
Say their employer never provides specific upskilling opportunities	40% $\Delta+12$	32% $\Delta+13$

NEW YORK CITY

The workforce in NYC is the least hopeful about the future of their careers (7-point decline in this metric since 2022). Skilling and mentorship are key challenges for this DMA: NYC is the top DMA to say their employer never provides specific upskilling opportunities and is among the most likely to be lacking mentors and professional advocates. However, workers in NYC report the lowest levels of burnout and are doing better than most DMAs financially; they are far less likely to live paycheck to paycheck and are the least overwhelmed by debt.

ENGAGEMENT & OUTLOOK

	NYC	Total Workforce
I am dissatisfied with my current job	17%	22%
I have been less engaged at work recently	36%	40%
Of Americans do not see a clear path for advancing in their career	38% $\Delta-4$	40% $\Delta-3$

FINANCIAL MATTERS

	NYC	Total Workforce
I live paycheck to paycheck	41% $\Delta+5$	65% $\Delta+9$
I am overwhelmed by debt	28% $\Delta+4$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	47% $\Delta+5$	59% $\Delta+15$
I struggle with the basic costs of living	21%	38%
I have had to take on additional jobs to keep up with rising costs of living	16%	25%

JOB SEEKING & BURNOUT

	NYC	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	38% $\Delta+2$	53% $\Delta+1$
I am experiencing burnout at work	32%	47%
I have returned to a company or job that I had previously left or quit	21%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	28% $\Delta+7$	30% $\Delta+2$
If things could change at my current job, I would consider staying	71% $\Delta-2$	68% $\Delta-1$

CAREER OPTIMISM

	NYC	Total Workforce
I am hopeful about the future of my career	71% $\Delta-7$	80% $\Delta-1$
Hope has helped them get through this past year	76% $\Delta+5$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	NYC	Total Workforce
Do not have someone in their professional life who advocates for them	48% $\Delta+7$	42% $\Delta+5$
Do not have a mentor	65%	56%
Say a lack of mentorship/advocacy holds them back in their career	13% $\Delta-8$	19% $\Delta-3$

SKILLS BUILDING

	NYC	Total Workforce
They need support learning new skills	51% $\Delta+2$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	61%	70%
Say their employer never provides specific upskilling opportunities	50% $\Delta+22$	32% $\Delta+13$



ORLANDO

When it comes to engagement and outlook with their job/career, fewer workers in Orlando report dissatisfaction, burnout, and lack of a career path compared to the average American worker. Many are hopeful about the future of their careers and feel they have professional advocates and mentors. However, Orlando has seen sizeable increases in financial struggles with far more people living paycheck to paycheck, being overwhelmed by debt, and feeling dissatisfied with how much money they make compared to last year.

ENGAGEMENT & OUTLOOK

	Orlando	Total Workforce
I am dissatisfied with my current job	17%	22%
I have been less engaged at work recently	35%	40%
Of Americans do not see a clear path for advancing in their career	33% $\Delta-4$	40% $\Delta-3$

FINANCIAL MATTERS

	Orlando	Total Workforce
I live paycheck to paycheck	58% $\Delta+15$	65% $\Delta+9$
I am overwhelmed by debt	41% $\Delta+14$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	56% $\Delta+10$	59% $\Delta+15$
I struggle with the basic costs of living	33%	38%
I have had to take on additional jobs to keep up with rising costs of living	22%	25%

JOB SEEKING & BURNOUT

	Orlando	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	45% $\Delta+2$	53% $\Delta+1$
I am experiencing burnout at work	39%	47%
I have returned to a company or job that I had previously left or quit	28%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	27% $\Delta-2$	30% $\Delta+2$
If things could change at my current job, I would consider staying	72% $\Delta+4$	68% $\Delta-1$

CAREER OPTIMISM

	Orlando	Total Workforce
I am hopeful about the future of my career	82% $\Delta-2$	80% $\Delta-1$
Hope has helped them get through this past year	71% $\Delta-1$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Orlando	Total Workforce
Do not have someone in their professional life who advocates for them	37% $\Delta-1$	42% $\Delta+5$
Do not have a mentor	56%	56%
Say a lack of mentorship/advocacy holds them back in their career	13% $\Delta-9$	19% $\Delta-3$

SKILLS BUILDING

	Orlando	Total Workforce
They need support learning new skills	48% $\Delta-7$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	72%	70%
Say their employer never provides specific upskilling opportunities	33% $\Delta+15$	32% $\Delta+13$



PHILADELPHIA

Workers in Philadelphia are among the most dissatisfied with their current job but have also seen a significant increase in those who would consider staying at their job if things were to change. This DMA faces a growing challenge with career advocates, being among the most likely to say they do not have a professional advocate (up 8-points from 2022). Financial struggles are on the rise, as more people say they live paycheck to paycheck, struggle with debt, and feel dissatisfied with their current compensation than last year.

ENGAGEMENT & OUTLOOK

	Philadelphia	Total Workforce
I am dissatisfied with my current job	23%	22%
I have been less engaged at work recently	39%	40%
Of Americans do not see a clear path for advancing in their career	39% $\Delta-5$	40% $\Delta-3$

FINANCIAL MATTERS

	Philadelphia	Total Workforce
I live paycheck to paycheck	51% $\Delta+8$	65% $\Delta+9$
I am overwhelmed by debt	38% $\Delta+9$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	55% $\Delta+15$	59% $\Delta+15$
I struggle with the basic costs of living	28%	38%
I have had to take on additional jobs to keep up with rising costs of living	21%	25%

JOB SEEKING & BURNOUT

	Philadelphia	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	41% $\Delta+4$	53% $\Delta+1$
I am experiencing burnout at work	42%	47%
I have returned to a company or job that I had previously left or quit	23%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	27% $\Delta+4$	30% $\Delta+2$
If things could change at my current job, I would consider staying	75% $\Delta+12$	68% $\Delta-1$

CAREER OPTIMISM

	Philadelphia	Total Workforce
I am hopeful about the future of my career	77% $\Delta-2$	80% $\Delta-1$
Hope has helped them get through this past year	67% $\Delta-5$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Philadelphia	Total Workforce
Do not have someone in their professional life who advocates for them	48% $\Delta+8$	42% $\Delta+5$
Do not have a mentor	63%	56%
Say a lack of mentorship/advocacy holds them back in their career	15% $\Delta-2$	19% $\Delta-3$

SKILLS BUILDING

	Philadelphia	Total Workforce
They need support learning new skills	52% $\Delta-1$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	63%	70%
Say their employer never provides specific upskilling opportunities	38% $\Delta+12$	32% $\Delta+13$

PHOENIX

The workforce in Phoenix is more hopeful about the future of their careers and more likely than other DMAs to say hope helped get them through the past year. Fewer say they do not have a mentor, and as such, they do not feel as held back by a lack of mentorship/advocacy. They generally see clear paths for advancing their career. While they are among the most likely to be looking for jobs/planning to look soon, they are also the most likely DMA to say they would stay at their current job if things could change.

ENGAGEMENT & OUTLOOK

	Phoenix	Total Workforce
I am dissatisfied with my current job	19%	22%
I have been less engaged at work recently	37%	40%
Of Americans do not see a clear path for advancing in their career	34% Δ-4	40% Δ-3

FINANCIAL MATTERS

	Phoenix	Total Workforce
I live paycheck to paycheck	53% Δ+5	65% Δ+9
I am overwhelmed by debt	39% Δ+7	46% Δ+8
I am not satisfied with the amount of money I am currently making	55% Δ+16	59% Δ+15
I struggle with the basic costs of living	30%	38%
I have had to take on additional jobs to keep up with rising costs of living	24%	25%

JOB SEEKING & BURNOUT

	Phoenix	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	48% Δ+4	53% Δ+1
I am experiencing burnout at work	43%	47%
I have returned to a company or job that I had previously left or quit	30%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	31% Δ+4	30% Δ+2
If things could change at my current job, I would consider staying	83% Δ+15	68% Δ-1

CAREER OPTIMISM

	Phoenix	Total Workforce
I am hopeful about the future of my career	83% Δ-2	80% Δ-1
Hope has helped them get through this past year	79% Δ+8	73% Δ0

NETWORKING & SOCIAL CAPITAL

	Phoenix	Total Workforce
Do not have someone in their professional life who advocates for them	39% Δ+5	42% Δ+5
Do not have a mentor	55%	56%
Say a lack of mentorship/advocacy holds them back in their career	15% Δ-9	19% Δ-3

SKILLS BUILDING

	Phoenix	Total Workforce
They need support learning new skills	56% Δ-1	62% Δ+4
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	67%	70%
Say their employer never provides specific upskilling opportunities	30% Δ+11	32% Δ+13



SACRAMENTO

The workforce in Sacramento is struggling the most with basic costs of living compared to other DMAs and are among the most likely to live paycheck to paycheck and be overwhelmed by debt (sharp increases in these numbers since last year). While workers in Sacramento are the least likely to feel dissatisfied in their job, they could still use support when it comes to learning new skills.

ENGAGEMENT & OUTLOOK

	Sacramento	Total Workforce
I am dissatisfied with my current job	12%	22%
I have been less engaged at work recently	37%	40%
Of Americans do not see a clear path for advancing in their career	37% $\Delta-1$	40% $\Delta-3$

FINANCIAL MATTERS

	Sacramento	Total Workforce
I live paycheck to paycheck	60% $\Delta+11$	65% $\Delta+9$
I am overwhelmed by debt	46% $\Delta+14$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	52% $\Delta+6$	59% $\Delta+15$
I struggle with the basic costs of living	40%	38%
I have had to take on additional jobs to keep up with rising costs of living	18%	25%

JOB SEEKING & BURNOUT

	Sacramento	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	47% $\Delta+9$	53% $\Delta+1$
I am experiencing burnout at work	40%	47%
I have returned to a company or job that I had previously left or quit	27%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	31% $\Delta-1$	30% $\Delta+2$
If things could change at my current job, I would consider staying	65% $\Delta-3$	68% $\Delta-1$

CAREER OPTIMISM

	Sacramento	Total Workforce
I am hopeful about the future of my career	79% $\Delta-3$	80% $\Delta-1$
Hope has helped them get through this past year	73% $\Delta+1$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Sacramento	Total Workforce
Do not have someone in their professional life who advocates for them	41% $\Delta+3$	42% $\Delta+5$
Do not have a mentor	57%	56%
Say a lack of mentorship/advocacy holds them back in their career	18% $\Delta-7$	19% $\Delta-3$

SKILLS BUILDING

	Sacramento	Total Workforce
They need support learning new skills	62% $\Delta+4$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	66%	70%
Say their employer never provides specific upskilling opportunities	30% $\Delta+14$	32% $\Delta+13$



CAREER OPTIMISM INDEX®



University of Phoenix®

SAN FRANCISCO, OAKLAND, SAN JOSE

The workforce in SF-Oak-San Jose is the most satisfied with how much money they make and far less likely to live paycheck to paycheck, be overwhelmed by debt, and struggle with basic costs of living. This DMA has seen a rise in job seekers since 2022 and remains one of the top DMAs where workers would quit a job without a backup. Skilling is an area of opportunity as this DMA is among the mostly likely to say they need support learning new skills and they increasingly say their employer does not offer upskilling opportunities.

ENGAGEMENT & OUTLOOK

	SF-OAK- San Jose	Total Workforce
I am dissatisfied with my current job	21%	22%
I have been less engaged at work recently	36%	40%
Of Americans do not see a clear path for advancing in their career	35% Δ-5	40% Δ-3

FINANCIAL MATTERS

	SF-OAK- San Jose	Total Workforce
I live paycheck to paycheck	40% Δ+6	65% Δ+9
I am overwhelmed by debt	29% Δ+6	46% Δ+8
I am not satisfied with the amount of money I am currently making	42% Δ+2	59% Δ+15
I struggle with the basic costs of living	21%	38%
I have had to take on additional jobs to keep up with rising costs of living	16%	25%

JOB SEEKING & BURNOUT

	SF-OAK- San Jose	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	46% Δ+8	53% Δ+1
I am experiencing burnout at work	37%	47%
I have returned to a company or job that I had previously left or quit	27%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	34% Δ+1	30% Δ+2
If things could change at my current job, I would consider staying	75% Δ+7	68% Δ-1

CAREER OPTIMISM

	SF-OAK- San Jose	Total Workforce
I am hopeful about the future of my career	81% Δ+1	80% Δ-1
Hope has helped them get through this past year	75% Δ+2	73% Δ0

NETWORKING & SOCIAL CAPITAL

	SF-OAK- San Jose	Total Workforce
Do not have someone in their professional life who advocates for them	35% Δ-7	42% Δ+5
Do not have a mentor	62%	56%
Say a lack of mentorship/advocacy holds them back in their career	17% Δ-8	19% Δ-3

SKILLS BUILDING

	SF-OAK- San Jose	Total Workforce
They need support learning new skills	58% Δ+3	62% Δ+4
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	69%	70%
Say their employer never provides specific upskilling opportunities	34% Δ+14	32% Δ+13

SEATTLE

Workers in Seattle are among the least engaged and reporting the most burnout. As such, they are looking for a new job or expecting to look soon and are more likely to say they would quit their job without another lined up. However, they are hopeful about the future of their career and would stay at their job if things changed. They are looking for support, as they are among the most likely to say they need support learning new skills and the most likely to say a lack of mentorship/advocacy holds them back in their career.

ENGAGEMENT & OUTLOOK

	Seattle	Total Workforce
I am dissatisfied with my current job	20%	22%
I have been less engaged at work recently	44%	40%
Of Americans do not see a clear path for advancing in their career	37% $\Delta-3$	40% $\Delta-3$

FINANCIAL MATTERS

	Seattle	Total Workforce
I live paycheck to paycheck	49% $\Delta-1$	65% $\Delta+9$
I am overwhelmed by debt	41% $\Delta+8$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	53% $\Delta+15$	59% $\Delta+15$
I struggle with the basic costs of living	30%	38%
I have had to take on additional jobs to keep up with rising costs of living	20%	25%

JOB SEEKING & BURNOUT

	Seattle	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	50% $\Delta+1$	53% $\Delta+1$
I am experiencing burnout at work	45%	47%
I have returned to a company or job that I had previously left or quit	26%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	32% $\Delta+1$	30% $\Delta+2$
If things could change at my current job, I would consider staying	79% $\Delta+9$	68% $\Delta-1$

CAREER OPTIMISM

	Seattle	Total Workforce
I am hopeful about the future of my career	82% $\Delta+1$	80% $\Delta-1$
Hope has helped them get through this past year	73% $\Delta+1$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Seattle	Total Workforce
Do not have someone in their professional life who advocates for them	39% $\Delta+7$	42% $\Delta+5$
Do not have a mentor	58%	56%
Say a lack of mentorship/advocacy holds them back in their career	22% $\Delta-3$	19% $\Delta-3$

SKILLS BUILDING

	Seattle	Total Workforce
They need support learning new skills	58% $\Delta-3$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	73%	70%
Say their employer never provides specific upskilling opportunities	32% $\Delta+12$	32% $\Delta+13$



TAMPA

In Tampa, more workers are living paycheck to paycheck this year (a jump of 18 points from 2022), are overwhelmed by debt, and struggle with basic costs of living – as such, they have had to take on additional jobs to keep up. However, only a third of Tampa workers are experiencing burnout at work, compared to nearly half of the total workforce, and they are more engaged at work than other DMAs. Additionally, they are not as likely to quit their job without another one lined up.

ENGAGEMENT & OUTLOOK

	Tampa	Total Workforce
I am dissatisfied with my current job	19%	22%
I have been less engaged at work recently	36%	40%
Of Americans do not see a clear path for advancing in their career	35% $\Delta-3$	40% $\Delta-3$

FINANCIAL MATTERS

	Tampa	Total Workforce
I live paycheck to paycheck	58% $\Delta+18$	65% $\Delta+9$
I am overwhelmed by debt	44% $\Delta+14$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	54% $\Delta+10$	59% $\Delta+15$
I struggle with the basic costs of living	37%	38%
I have had to take on additional jobs to keep up with rising costs of living	22%	25%

JOB SEEKING & BURNOUT

	Tampa	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	45% $\Delta+7$	53% $\Delta+1$
I am experiencing burnout at work	34%	47%
I have returned to a company or job that I had previously left or quit	29%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	27% $\Delta-2$	30% $\Delta+2$
If things could change at my current job, I would consider staying	75% $\Delta+4$	68% $\Delta-1$

CAREER OPTIMISM

	Tampa	Total Workforce
I am hopeful about the future of my career	78% $\Delta-1$	80% $\Delta-1$
Hope has helped them get through this past year	70% $\Delta+1$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	Tampa	Total Workforce
Do not have someone in their professional life who advocates for them	42% $\Delta+3$	42% $\Delta+5$
Do not have a mentor	61%	56%
Say a lack of mentorship/advocacy holds them back in their career	16% $\Delta-1$	19% $\Delta-3$

SKILLS BUILDING

	Tampa	Total Workforce
They need support learning new skills	51% $\Delta+4$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	66%	70%
Say their employer never provides specific upskilling opportunities	34% $\Delta+12$	32% $\Delta+13$



WASHINGTON D.C.

D.C. remains a volatile market: it is the top DMA when it comes to job seeking, job dissatisfaction, lower engagement, and burnout among workers. Fewer workers in D.C. than the total workforce would consider staying at their current job even if things were to change. Yet many say they would be more willing to stay if their company provided more opportunities to apply new skills. However, D.C. is among the most hopeful about the future of their careers, with an 11-point decline in people reporting they lack a clear career path from last year.

ENGAGEMENT & OUTLOOK

	D.C.	Total Workforce
I am dissatisfied with my current job	25%	22%
I have been less engaged at work recently	46%	40%
Of Americans do not see a clear path for advancing in their career	36% $\Delta-11$	40% $\Delta-3$

FINANCIAL MATTERS

	D.C.	Total Workforce
I live paycheck to paycheck	48% $\Delta-1$	65% $\Delta+9$
I am overwhelmed by debt	39% $\Delta+3$	46% $\Delta+8$
I am not satisfied with the amount of money I am currently making	44% $\Delta-1$	59% $\Delta+15$
I struggle with the basic costs of living	21%	38%
I have had to take on additional jobs to keep up with rising costs of living	18%	25%

JOB SEEKING & BURNOUT

	D.C.	Total Workforce
I am actively looking or expecting to look for a new job in the next 6 months	59% $\Delta-2$	53% $\Delta+1$
I am experiencing burnout at work	56%	47%
I have returned to a company or job that I had previously left or quit	29%	33%

AND WHAT EMPLOYERS NEED TO KNOW...

I would quit my job without having another lined up	27% $\Delta-7$	30% $\Delta+2$
If things could change at my current job, I would consider staying	62% $\Delta-6$	68% $\Delta-1$

CAREER OPTIMISM

	D.C.	Total Workforce
I am hopeful about the future of my career	83% $\Delta-3$	80% $\Delta-1$
Hope has helped them get through this past year	74% $\Delta-4$	73% $\Delta 0$

NETWORKING & SOCIAL CAPITAL

	D.C.	Total Workforce
Do not have someone in their professional life who advocates for them	38% $\Delta+5$	42% $\Delta+5$
Do not have a mentor	52%	56%
Say a lack of mentorship/advocacy holds them back in their career	19% $\Delta-3$	19% $\Delta-3$

SKILLS BUILDING

	D.C.	Total Workforce
They need support learning new skills	68% $\Delta+3$	62% $\Delta+4$
If their company gave them more opportunities to apply new skills, they would be more likely to stay throughout their career	75%	70%
Say their employer never provides specific upskilling opportunities	24% $\Delta+12$	32% $\Delta+13$



THANK YOU.