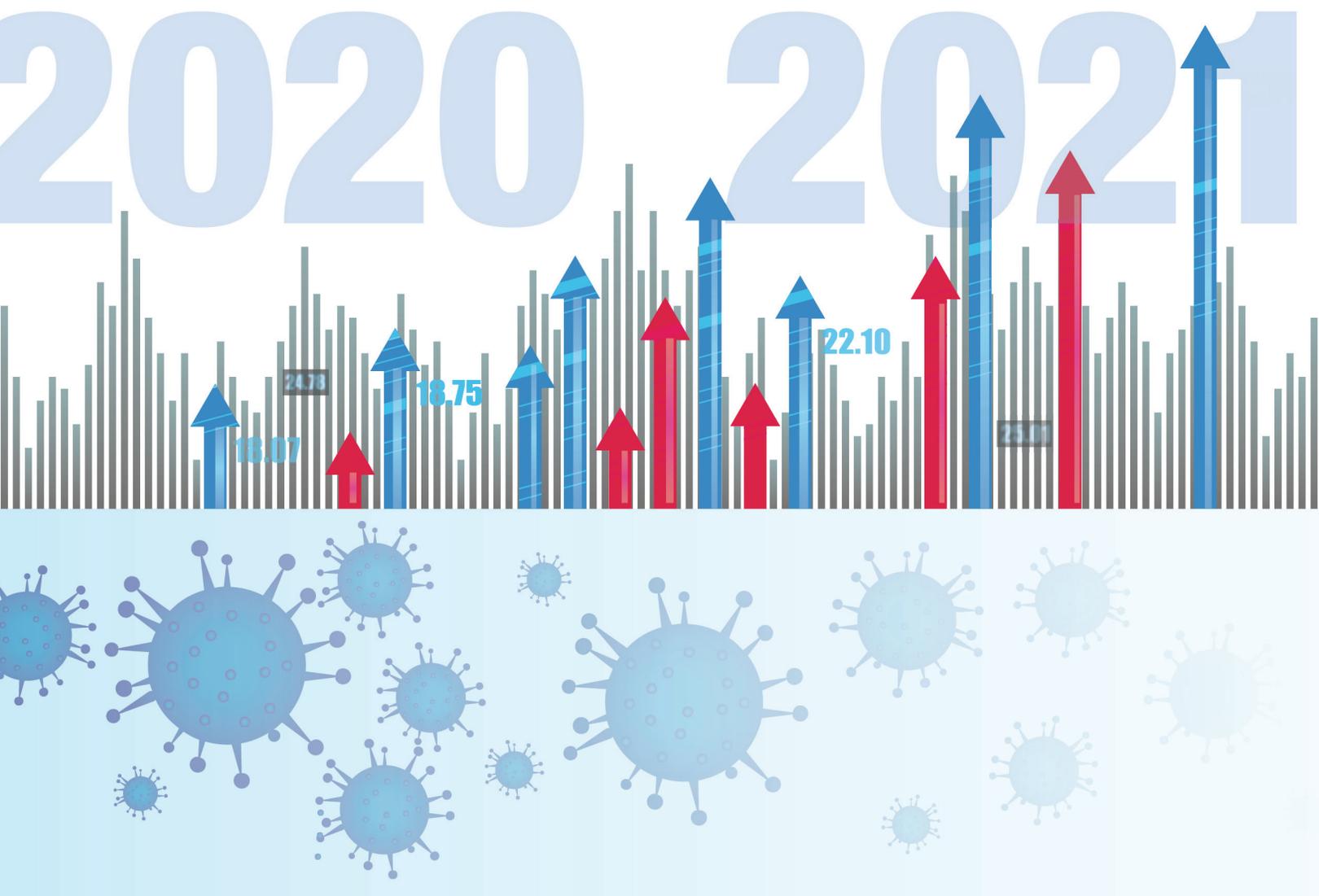


# WORKER CONFIDENCE INDEX:

## First Quarter 2021



## Background

*HRO Today* Magazine and Yoh Recruitment Process Outsourcing have been working together since 2014 to produce an index that measures U.S. employment security from the perspective of employees.

There are already multiple indices that examine attitudes about the economy, such as the Consumer Confidence Index, Gallup's Economic Confidence Index, BLS Job Openings and Labor Turnover Survey (JOLTS), and the United States Consumer Sentiment.

However, these indices focus on macro metrics, with much less emphasis on attitudinal measures of those employed. In contrast, the Worker Confidence Index (WCI) measures perceived employment security among employees. This is significant because according to the U.S. Bureau of Economic Analysis (BEA), approximately 71 percent of goods produced in the U.S. are for personal consumption. Because the perception of job security greatly impacts purchasing behavior, there is a need to focus on individuals' attitudes about their job outlook.

## Methodology

Each month, *HRO Today* Magazine employs Engine Insight's CARAVAN® Omnibus Surveys to collect data about worker satisfaction. Approximately 1,000 online interviews are conducted monthly among those aged 18+ working full-time in the U.S. Quarterly reports are issued based on 3,000 responses per quarter.

Respondents were asked a series of four questions. Each question uses a Likert-type scale where respondents rate each question on a 1–5 scale, with one being "very poor" and 5 being "very favorable." The four questions address each of the following areas: possibility of involuntary job loss, likelihood of promotion, anticipation of a raise of at least 3 percent, and trust in company leadership.



## Executive Summary

While 2020 has ended, the COVID-19 pandemic that defined it remained through the first quarter of 2021. The US economy continued to improve gradually, as the unemployment rate fell to 6 percent in March, reaching the lowest point since the start of the pandemic. Additionally, the number of people out of work due to the pandemic fell by almost 2 million people in March to 11.4 million.<sup>1</sup> With two rounds of stimulus checks deployed to eligible Americans this quarter, 28% of it was spent on goods and services, which helped bolster economic growth and job creation within the quarter.<sup>2</sup>

In the first quarter of 2021, the Worker Confidence Index (WCI) increased by 6.0 points to 103.2 from 4Q 2020, though it remained 9.2 points lower than in the first quarter of 2020. Three of the four indices that make up the WCI increased over 4Q 2020, with the Likelihood of a Promotion up the most, higher by 12.2 points to 118.8. The index was the only one to increase since last year, up 4.0 since the first quarter of 2020.

**Employees' Trust in Company Leadership Remains Robust.** Throughout the pandemic, the Trust in Company Leadership Index has remained relatively strong as it was the only index to remain above 100 on a quarterly basis. The index rose by 5.8 points to 106.9 in the first quarter of 2021.

**Workers Remain Insecure About Job Stability.** The Job Security Index was the only index to decline since last quarter, though by only 0.8 points to 84.2. On a year-over-year basis, the index dropped by a stunning 14.1 points, the largest decrease of any indices. On a monthly basis, the index reached 90.9 in February, the highest the index had been since March of 2020, and up 16.6 points from January.

**Workers' Belief in the Likelihood of Promotion Increased Substantially.** The Likelihood of a Promotion Index increased substantially in the first quarter, up 12.2 points from 4Q 2020 to 118.8, the largest increase of any index. With the increase, the index reached its highest level since the pandemic started and is the only index to fully recover. In March, the index reached 131.2, increasing a whopping 22.4 points from February, its highest point since January of 2020.

**Workers Feel More Confident They Will Receive a Raise.** The Likelihood of a Raise Index increased to 102.9, an increase of 6.7 points from 4Q 2020, the second largest increase of any index. On a monthly basis, the index jumped by nearly 16 points from 87.9 in December to 103.8 in January, though it did fall back somewhat by the end of quarter.

**Those Making the Most Are the Most Confident They Will Make More.** Since last quarter, those making \$50,000 or less felt less optimistic in receiving a raise while those making above \$50,000 felt more optimistic in receiving a raise, increasing the gap of optimism between those at the lowest end and highest end of the income scale.

**Gen Z Lacks Confidence in the Economic Recovery.** The youngest segment examined, those between 18–24 (Gen Z) are the least confident about their work situation. They are the least confident about job security and felt less confident than any other age segment about the likelihood of a promotion, a raise of at least 3 percent, and

**The Likelihood of a Raise Index increased to 102.9, an increase of 6.7 points from 4Q 2020, the second largest increase of any index.**



trust in company leadership in the first quarter of 2021 than the fourth quarter of 2020. This group has been particularly impacted by the pandemic-related struggles of the hospitality industry, such as hotels, entertainment, and restaurants. This likely impacts the less positive attitude they currently exhibit about their own work situation.

### **Worker Confidence Index by Month**

In March 2021, the Worker Confidence Index increased to its highest point in the quarter as 916 thousand jobs were created in the month, the most since July 2020.<sup>3</sup> While the Job Security Index edged down slightly for the quarter, in February, the index reached 90.9, its highest level since March of 2020. The only index that was higher in March 2021 than in March 2020, when the pandemic lockdowns began, was the Likelihood of a Promotion Index, up 21.6 points.

### **US Stock Market Recovery**

After a volatile year in 2020, stocks continued their run as the Dow Jones Industrials Average and the S&P 500 increased 7.8 and 5.8 percent, respectively, while the Nasdaq increased by 2.8 percent in the first quarter of 2021. The Nasdaq was the relative underperformer as interest rates rose within the quarter, which tend to negatively affect technology and high growth companies. The increase in the markets was fueled by 2 rounds of stimulus, the economy, and job numbers improving, and the possibility of an infrastructure package being passed.<sup>4</sup>

### **Comparison with other indices**

One of the more widely referenced indices designed to gauge U.S. consumer sentiment about the economy is the Consumer Confidence Index (CCI). There was a decrease of 4.2 points from fourth quarter of 2020 to the first quarter of 2021, while since last year, the index is down 37.1 points. The quarterly average currently stands at 90.1.

Typically, there is a correlation between what the WCI predicts will happen to the CCI at the end of the next quarter. An increase in the WCI in the prior quarter would suggest an increase in the CCI at the end of the next quarter. The WCI suggests the CCI will increase at the conclusion of the second quarter of 2021. The improving economy along with the roll out of the vaccine should help bolster confidence throughout 2021.

Thomson Reuters stated that earnings in the first quarter of 2021 are estimated to increase by 33.9 percent from the first quarter of 2020. Of the companies in the S&P 500 that have reported earnings in the first quarter of 2020 to date, 85.4 percent have reported earnings above analyst expectations.<sup>5</sup>

## The Worker Confidence Index

In the first quarter of 2021, the WCI increased by 6 points to 103.2 from 97.2 in the fourth quarter of 2020. Despite the quarterly increase, on a year-over-year basis, the index dropped by 9.2 points. The index is at its highest point since the start of the pandemic. See *Figure 1*.

There are four components that comprise the overall index: Possibility of Involuntary Job Loss, Likelihood of Promotion, Anticipation of a Raise of at Least Three Percent, and Trust in Company Leadership.

Figure 2 illustrates the four indices that comprise the WCI. Three of the four indices that make up the WCI increased when compared with the fourth quarter of 2020. The Likelihood of a Promotion Index increased the most of any of the indices, up 12.2 points to 118.8 in the first quarter of 2021. The Job Security Index was the only one to decline since the fourth quarter, down a slight 0.8 points to 84.2. On a year-over-year basis, the Likelihood of a Promotion was the only one that increased, edging up 4.0 points as the index approached its pre-pandemic levels.

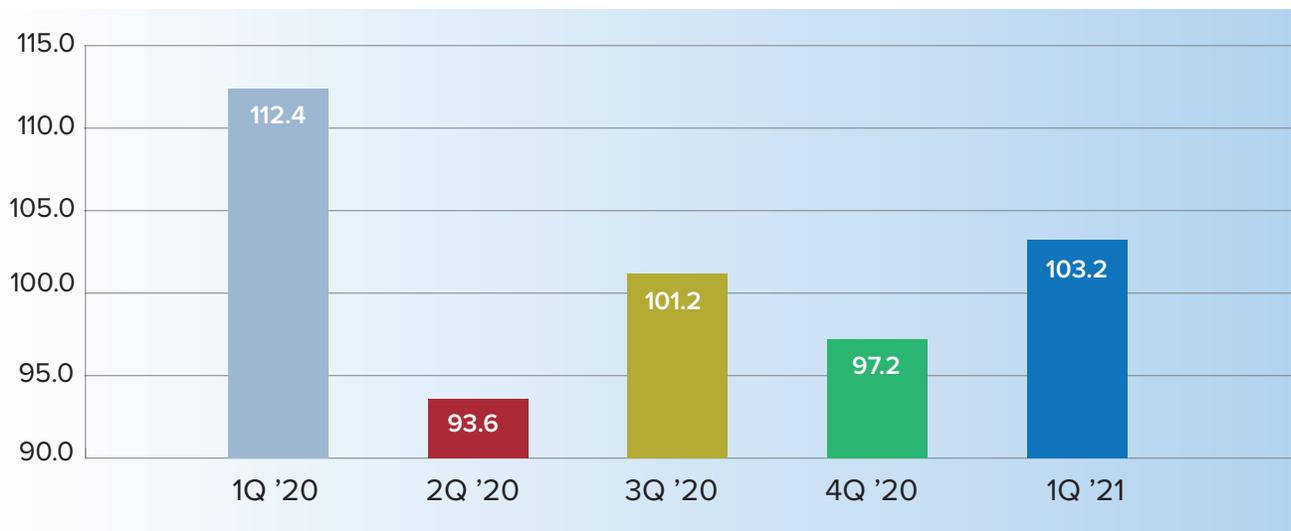
Looking at results by each month (Figure 3), there was clearly an increase in confidence from December 2020 through March 2021. During this time, vaccines started to get administered in mass, another 2 rounds of stimulus were passed, and the economy continued to improve.

Figure 3A shows worker confidence by gender. It reveals increases for both men and women, as the WCI increased to its highest level for both groups since 1Q 2020, 110.2 and 94.4 points respectively. Figure 3B segments worker confidence by race. Whites' confidence increased the most in 1Q 2021, up 11.4 points though it was also the lowest in 4Q 2020. Confidence among Blacks has remained steady, up a slight 0.4 points, while confidence among Hispanics decreased by just over 5 points to 115.1.

When examining worker confidence by education level, those with a college degree remained the most confident in the first quarter of 2021, reaching their pre-pandemic level. This group tends to be the most confident, as having a college degree tends to lead to more job advancement opportunities and lower unemployment. See *Figure 4*.

**Worker Confidence Index**

*Fig. 1*



WORKER CONFIDENCE INDEX | FIRST QUARTER 2021

Index Category Detailed Trend Analysis

Fig. 2

	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
<b>Job Security</b>	98.3	80.6	82.5	85.0	84.2
<b>Promotion</b>	114.8	93.5	111.6	106.6	118.8
<b>Raise</b>	108.3	92.1	100.0	96.2	102.9
<b>Trust</b>	111.9	108.1	110.8	101.1	106.9

Selected Index Category Detailed Trend Analysis: Rolling 12 Months

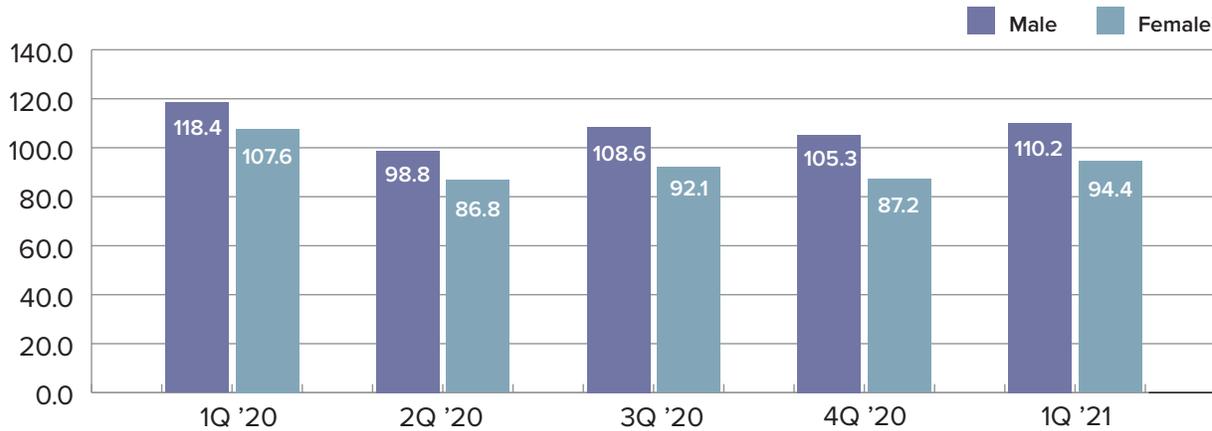
Fig. 3

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March
<b>Overall</b>	94.3	87.2	99.2	101.0	102.7	99.9	103.7	95.5	92.5	99.2	103.7	106.7
<b>Job Security</b>	81.9	72.4	87.5	74.4	88.8	84.3	87.0	88.9	79.2	74.3	90.9	87.5
<b>Promotion</b>	89.6	86.5	104.5	109.7	109.8	115.3	114.4	100.1	105.2	116.4	108.8	131.2
<b>Raise</b>	92.5	87.4	96.2	100.9	101.7	97.3	109.4	91.3	87.9	103.8	103.9	100.8
<b>Trust</b>	113.3	102.2	108.7	119.1	110.6	102.7	103.9	101.7	97.7	102.2	111.3	107.2

WORKER CONFIDENCE INDEX | FIRST QUARTER 2021

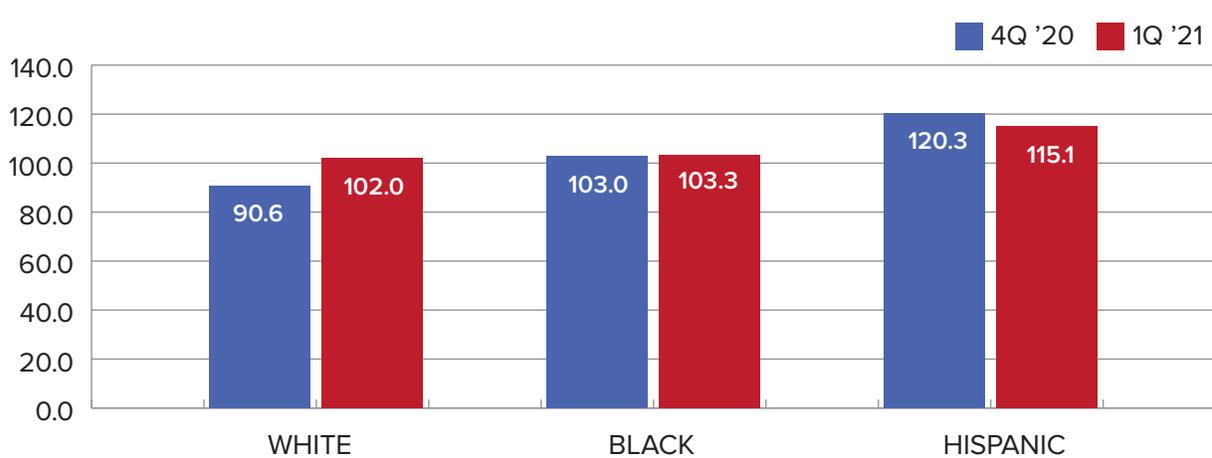
**Worker Confidence Index: GENDER**

Fig. 3A



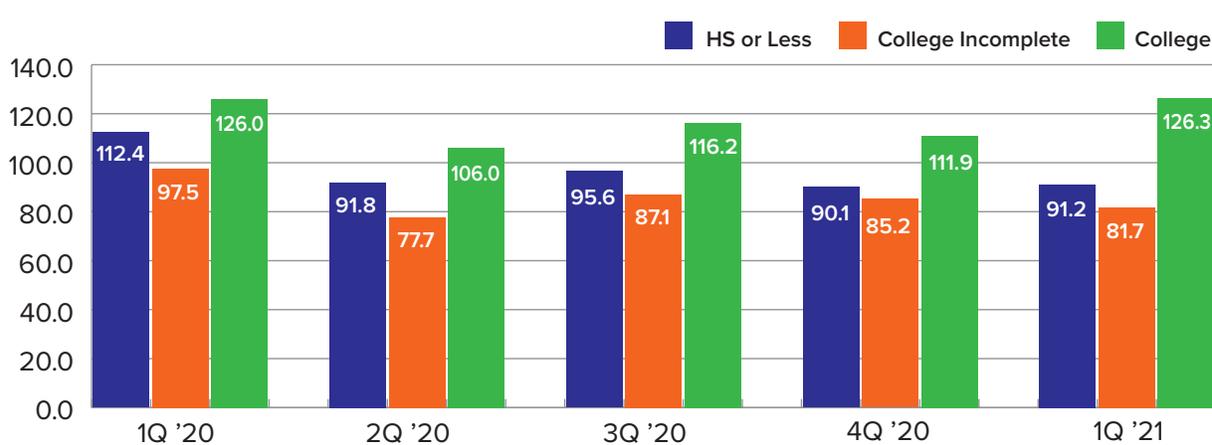
**Worker Confidence Index: Race — Fourth Quarter 2020 vs. First Quarter 2021**

Fig. 3B



**Worker Confidence Index: College Education**

Fig. 4



## WHAT'S DRIVING THE WORKER CONFIDENCE RESULTS?

### Job Security

*Do you feel it likely that you will involuntarily lose your job or that your job will be eliminated in the next 12 months?*

In 1Q 2021, the Job Security Index decreased slightly by 0.8 points to 84.2 on a quarter-over-quarter basis. Overall, 18.8 percent of respondents indicated they felt that they were likely to lose their jobs, a 0.5 percentage point increase from 18.3 percent in the fourth quarter of 2020. This marks the fourth straight quarter where over 18 percent of workers felt it likely they could lose their job in the next 12 months.

Both men and women felt slightly more concerned about losing their jobs since last quarter, as men's concern increased 0.7 percentage points to 22.4 percent while women's concern increased 0.2 percentage points to 15.3 percent. This is the most concern men have had about job loss since the inception of this study in 2014, though both genders felt substantially more concern in losing their job during the same quarter in the prior year. Since last year, men's concern increased by 6.8 percentage points while women's concern increased by 6.2 percentage points. The gap between men and women also increased to a 7.1 percentage point gap, up 0.4 percentage points since Q4 2020.

In the first quarter of 2021, results continue to illustrate the inverse linear relationship that exists between age and job security. Younger workers are more inclined to fear job loss than older workers. The youngest group, those aged between 18–24 years old, felt the least secure about their job stability of any age bracket at over 25 percent (25.4 percent). Those aged between 35 and 44 were the only group to feel less concern since last quarter, down 4.1 percentage points to 24.7 percent. Overall, since last year every age group felt more concern about losing their job.

Job loss concerns remained the highest at the top of the income scale as concern among those making \$100,000 or more increased by 3.1 percentage points from 4Q 2020 to 25.8 percent, the largest increase of any income group. This group also had the largest increase in concern on a year-over-year basis, increasing 8.9 percentage points. Those making less than \$35,000 felt the most concerned about losing their job since the inception of the study, with 19.1 percent concerned about job loss.

In 1Q 2021, concern over job security varied greatly by race. Hispanics' concern was over 10 percentage points higher than Whites (27.1 percent versus 16.2 percent, respectively), while concern among Blacks was over 2 percentage points higher (18.6 percent) than Whites. Blacks were the only group to note a decrease in concern since last quarter, down 5.5 percentage points.

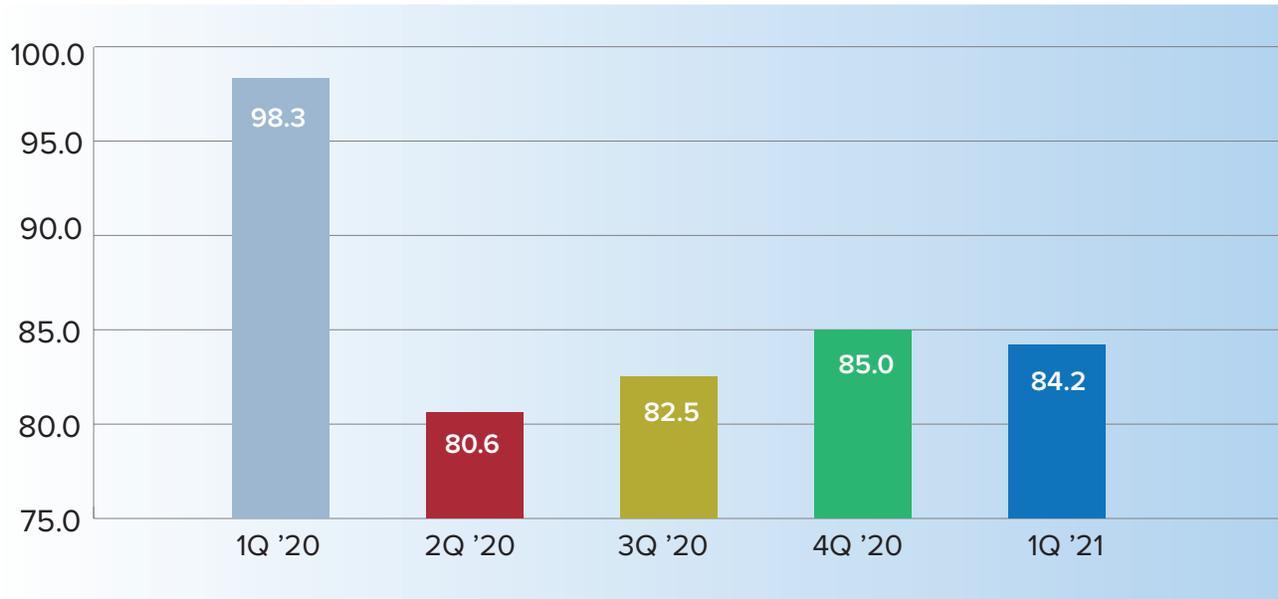
The level of respondents' education revealed that those with at least a college degree felt less job security than those with other education levels. Nearly one-quarter (23.6 percent) of this group felt a job loss was likely versus about 16 percent of other education segments.

**The youngest group, those aged between 18–24 years old, felt the least secure about their job stability of any age bracket.**



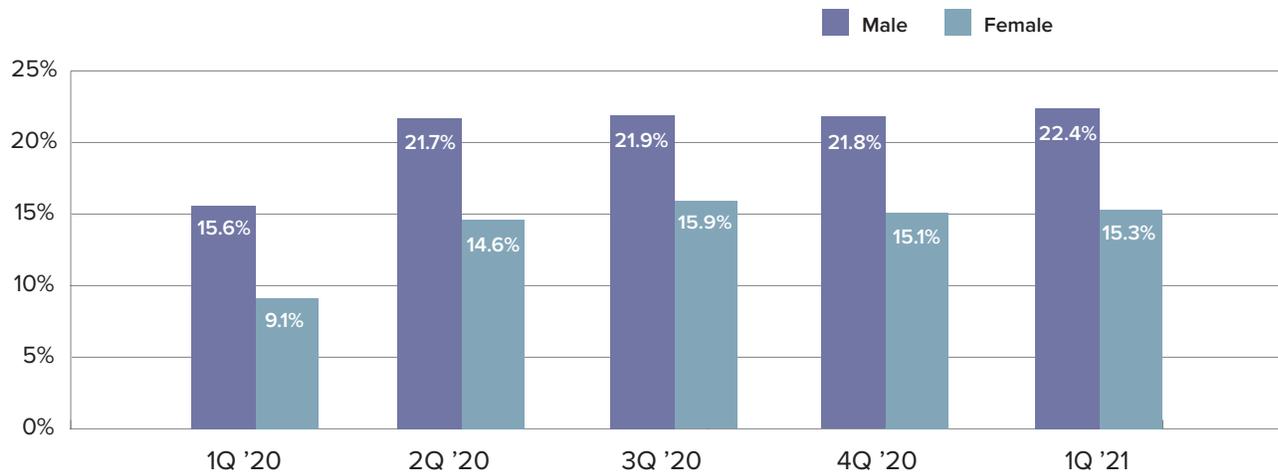
**Job Security Index**

Fig. 5



**Likelihood of Job Loss by Gender**

Fig. 6



## WORKER CONFIDENCE INDEX | FIRST QUARTER 2021

Fig. 7

Likelihood of Job Loss by Age	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
18–24	17.5%	27.1%	23.2%	24.3%	25.4%
25–34	20.7%	29.8%	27.8%	23.7%	24.0%
35–44	16.6%	25.4%	29.2%	28.8%	24.7%
45–54	10.1%	17.5%	19.2%	18.9%	19.8%
55–64	7.3%	9.9%	11.9%	14.1%	16.8%
65+	3.9%	3.9%	5.0%	5.0%	7.3%

Fig. 8

Likelihood of Job Loss by Household Income	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
< \$35K	12.8%	17.8%	17.8%	18.7%	19.1%
\$35–\$50K	9.5%	14.0%	16.4%	16.9%	16.8%
\$50K–\$75K	8.8%	16.1%	14.7%	15.2%	14.5%
\$75K–\$100K	11.0%	19.0%	16.0%	15.5%	15.8%
\$100K+	16.9%	22.9%	27.3%	22.8%	25.8%

Fig. 9

Likelihood of Job Loss by Race	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
White	10.0%	14.2%	16.5%	16.2%	16.2%
Black	14.0%	22.1%	17.1%	24.1%	18.6%
Hispanic	17.8%	31.3%	31.1%	25.4%	27.1%

Fig. 10

Likelihood of Job Loss by Education	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
HS Grad or Less	10.8%	16.3%	17.2%	18.1%	16.4%
College Incomplete	9.9%	18.5%	17.1%	14.6%	15.9%
College Grad	15.8%	19.8%	22.1%	21.7%	23.6%

## Likelihood of a Promotion

### *Do you feel you will receive a promotion from your current employer over the next 12 months?*

In 1Q 2021, the Likelihood of a Promotion Index increased by over 12 points to 118.8, the largest quarter-over-quarter increase out of all the indices and the only index to be higher than last year. Over one-in-five (23.0 percent) anticipate a promotion in the next 12 months, 2.4 percentage points greater than last quarter and 0.8 percentage points since last year.

Both men and women felt more confident that they would receive a promotion compared to last quarter. The increase was similar as men's confidence was up by 2.2 percentage points and women's up 2.4 percentage points. But the gap between the genders remained large, as 29.5 percent of men were confident that they would receive a promotion versus 16.8 percent of women.

Those study respondents under the age of 45 were again the most inclined to anticipate a promotion. Respondents aged 35 to 44 indicated the largest increase in anticipation of a promotion on a quarter-over-quarter basis of any age group, increasing 8.4 percentage points to 39.7 percent. Overall, the strong inverse relationship between the likelihood of a promotion and age remained largely present in the first quarter, meaning that the older someone gets, the less likely they are to feel that they will get a promotion.

Respondents with annual incomes over \$100,000 annually felt the most optimistic about the likelihood of promotion, with 43.1 percent believing a promotion was likely, up 6.1 percentage points since last quarter. That level is the most optimistic this group has ever felt. Those at the lowest end of the income scale, which is an income of \$35,000 or less, had the largest decrease in optimism since both last quarter and last year, down 1.1 and 3.1 percentage points, respectively, to 14.9 percent.

Minorities within the study are generally more optimistic than Whites about receiving a promotion, and that trend remained in 1Q 2021. However, confidence in receiving a promotion among Whites increased at more than double that of Blacks, up 4.2 versus 2.0 percentage points, while Hispanics' confidence decreased, down 1.8 percentage points.

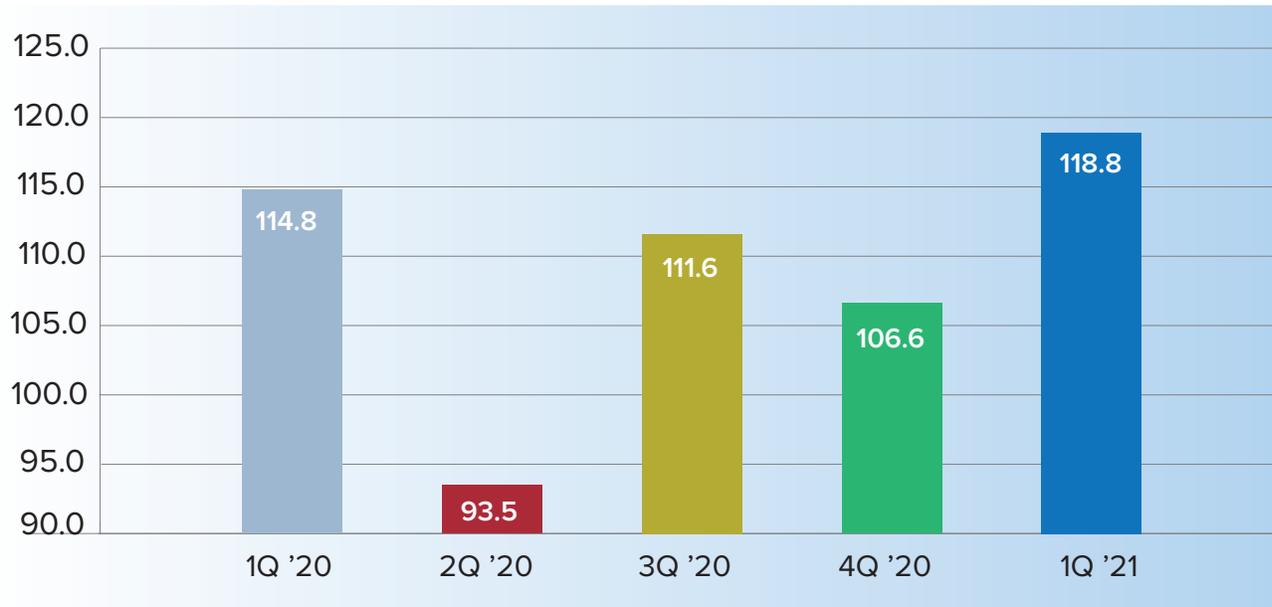
Respondents with a college degree remained much more confident in receiving a promotion, consistent with the historic norm. Overall, over one-third (35.6 percent) of individuals with a college degree felt they will receive a promotion, the most optimistic this group has felt since the inception of the study. They were also the group to have the largest increase in optimism both since last year and last quarter, up 4.1 and 5.8 percentage points, respectively.

**Respondents with a college degree remained much more confident in receiving a promotion, consistent with the historic norm.**



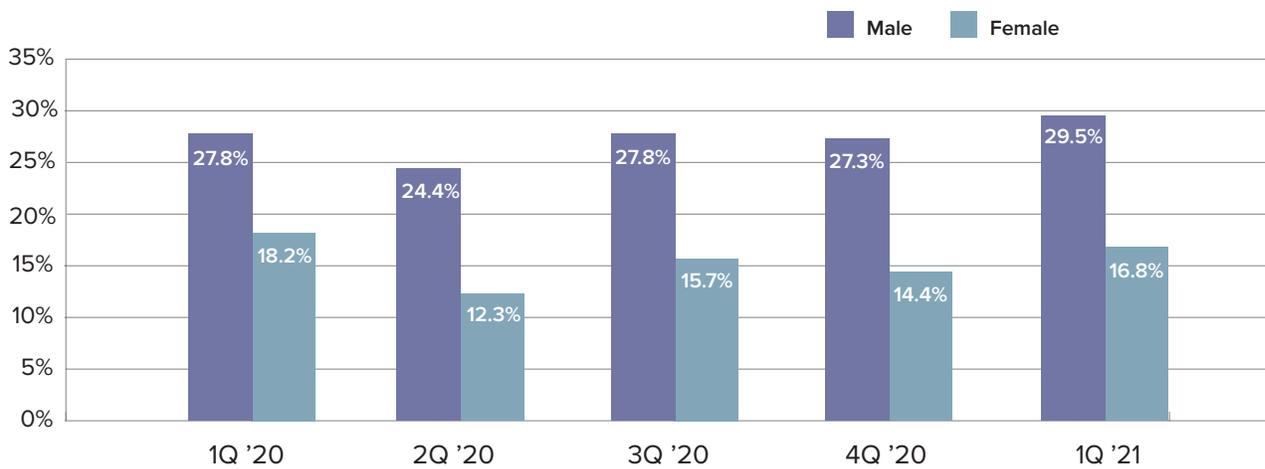
**Likelihood of a Promotion Index**

Fig. 11



**Likelihood of a Promotion by Gender**

Fig. 12



## WORKER CONFIDENCE INDEX | FIRST QUARTER 2021

Fig. 13

Likelihood of Promotion by Age	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
18–24	35.0%	25.4%	36.2%	34.2%	30.3%
25–34	36.3%	34.8%	33.1%	33.8%	41.5%
35–44	35.6%	28.2%	36.2%	31.3%	39.7%
45–54	20.6%	14.5%	20.0%	21.1%	23.8%
55–64	11.7%	9.5%	8.5%	8.1%	6.7%
65+	5.0%	1.1%	3.4%	2.8%	3.1%

Fig. 14

Likelihood of Promotion by Household Income	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
< \$35K	18.0%	13.6%	16.4%	16.0%	14.9%
\$35–\$50K	18.3%	14.9%	16.2%	15.5%	18.1%
\$50K–\$75K	19.7%	15.5%	18.6%	18.0%	17.0%
\$75K–\$100K	30.0%	18.4%	23.2%	20.9%	28.4%
\$100K+	33.6%	30.7%	36.6%	37.0%	43.1%

Fig. 15

Likelihood of Promotion by Race	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
White	18.8%	15.7%	18.2%	17.5%	21.7%
Black	30.6%	21.6%	26.6%	23.8%	25.8%
Hispanic	30.1%	27.6%	35.2%	31.1%	29.3%

Fig. 16

Likelihood of Promotion by Education	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
HS Grad or Less	19.6%	14.9%	17.4%	16.1%	16.7%
College Incomplete	19.2%	13.2%	17.1%	15.7%	15.1%
College Grad	31.5%	25.7%	30.1%	29.8%	35.6%

## Likelihood of a Raise of More than Three Percent

*Do you feel you will receive a raise of three percent or more after your next review?*

The Likelihood of a Raise Index increased the second most of any of the indices since 4Q 2020, increasing 6.7 points to 102.9 in 1Q 2021. (Figure 17). In 1Q 2021, 28.1 percent of survey respondents indicated that they anticipated a raise of 3.0 percent or more at their next review, an increase of 1.8 percentage points since Q4 2020.

While both genders felt more likely to get a raise since last quarter, women's confidence increased more than two times as much as men's, 2.4 versus 1.1 percentage points, respectively. But men still felt significantly more likely than women to get a raise, 35.4 percent versus 21.2 percent, respectively. The resulting gap of 14.2 percentage points was down 1.3 percentage points from the prior quarter.

Typically, those in the first half of their careers (age 44 or younger) are the most inclined to feel that they will get a raise of at least three percent in the next 12 months. While that trend mostly remained in 1Q 2021, the results varied by age segment compared to the prior quarter. The youngest group, those aged 18–24, noted the largest decrease in optimism since last quarter, down 5.2 percentage points to 30.6 percent. Those in the age segment 25 to 34 noted the largest increase in optimism since last quarter, up 7.2 percentage points to 45.4 percent.

As income increases, so does the belief in the likelihood of a raise. Those with household incomes above \$100,000 were almost three times as likely as those with incomes below \$35,000 to believe in the likelihood of a raise, 50.5 percent versus 17.5 percent, respectively. The 50.5 percent majority anticipating a raise is the highest among any income segment since study inception. Since last quarter, those making \$50,000 or less felt less optimistic in receiving a raise while those making above \$50,000 felt more optimistic in receiving a raise, increasing the gap of optimism between those at the lowest end and highest end of the income scale.

Minorities remained more optimistic about receiving a raise than Whites in the first quarter of 2021. However, the increase in optimism in receiving a raise since last quarter was felt more heavily among Whites, as their optimism increased by 3 percentage points to 26.6 percent. Among minorities, Hispanics' optimism increased by just under 1 percentage point to 35.1 percent while optimism in Blacks decreased by 3.3 percentage points to 29.4 percent.

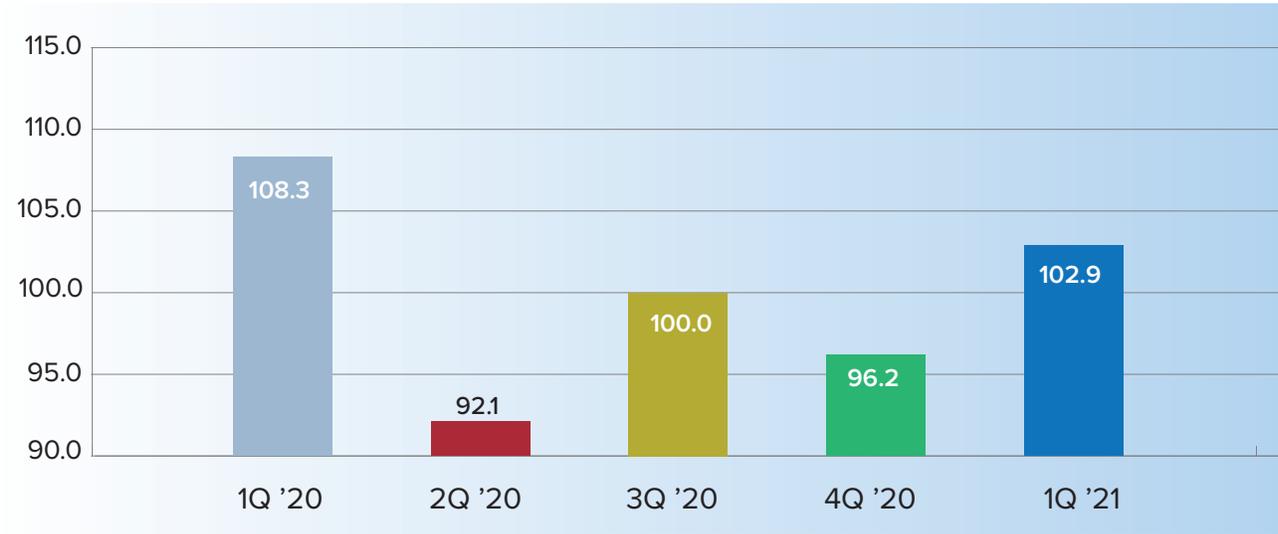
The potential for a raise is where the education segment consistently shows differentiating attitudes. Belief in a raise is consistently higher for college graduates than any other segment, as 41.2 percent of college graduates felt that they would get a raise. Those with a high school degree or less felt the largest drop in confidence since last quarter, down 2.0 percentage points to 19.5 percent.

**Those with household incomes above \$100,000 were almost three times as likely as those with incomes below \$35,000 to believe in the likelihood of a raise.**



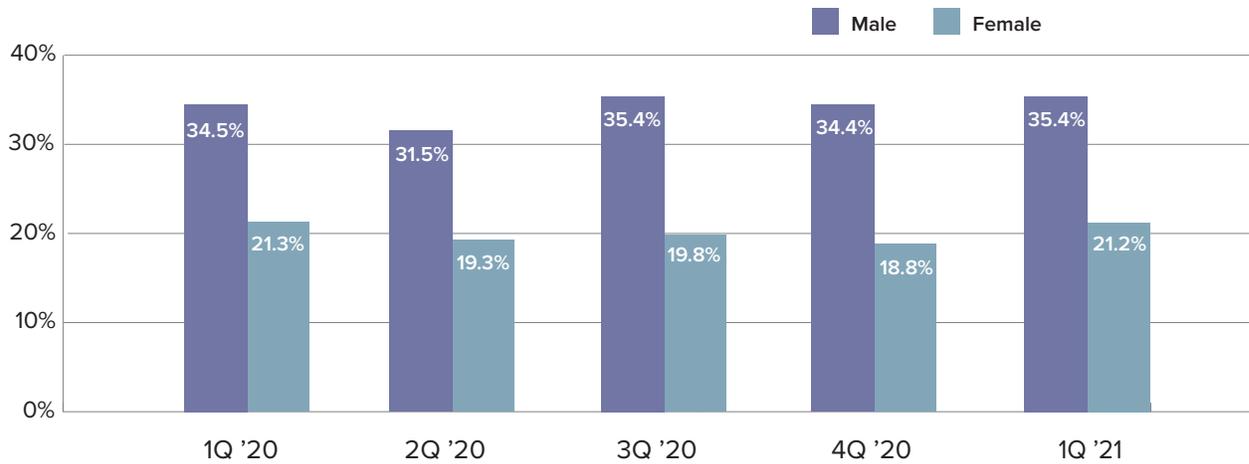
**Likelihood of a Raise of More than Three Percent Index**

Fig. 17



**Likelihood of a Raise of More than Three Percent by Gender**

Fig. 18



## WORKER CONFIDENCE INDEX | FIRST QUARTER 2021

Fig. 19

Likelihood of a Raise of More than Three Percent by Age	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
18–24	34.2%	29.9%	38.1%	35.9%	30.6%
25–34	47.0%	42.8%	39.1%	38.2%	45.4%
35–44	39.1%	37.8%	38.9%	39.9%	45.7%
45–54	29.8%	24.0%	29.6%	26.0%	31.0%
55–64	19.2%	15.2%	17.8%	19.2%	15.6%
65+	5.2%	6.0%	7.7%	5.7%	6.7%

Fig. 20

Likelihood of a Raise of More than Three Percent by Household Income	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
< \$35K	20.8%	17.9%	20.1%	19.5%	17.5%
\$35–\$50K	20.1%	21.2%	24.6%	23.2%	19.0%
\$50K–\$75K	25.0%	23.6%	24.7%	24.6%	25.3%
\$75K–\$100K	37.1%	31.5%	32.0%	28.5%	38.0%
\$100K+	44.2%	39.0%	42.4%	43.0%	50.5%

Fig. 21

Likelihood of a Raise of More than Three Percent by Race	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
White	24.5%	23.2%	24.9%	23.6%	26.6%
Black	37.7%	25.8%	28.6%	32.8%	29.4%
Hispanic	37.9%	35.8%	38.0%	34.2%	35.1%

Fig. 22

Likelihood of a Raise of More than Three Percent by Education	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
HS Grad or Less	22.1%	21.2%	21.0%	21.4%	19.5%
College Incomplete	23.4%	21.3%	24.7%	23.5%	23.0%
College Grad	39.0%	32.8%	37.0%	34.3%	41.2%

## Trust in Company Leadership

### *Do you trust your company's leadership to make sound decisions for the company and its employees?*

The Trust in Company Leadership Index is the only one to remain relatively steady over the course of the pandemic. In the first quarter of 2021, the index increased by 5.8 points to 106.9. Just under one-half (46.1 percent) of respondents reported they trusted company leadership, a 2.5 percentage point increase from 43.7 percent in the fourth quarter of 2020.

Men remain far more likely to trust their company leadership than women, 53.6 percent versus 39.2 percent, respectively. The increase in trust in company leadership was similar for men and women in 1Q 2021 at just over 2 percent for both groups.

Between one-half and two-thirds of the respondents aged 54 or younger trust their company's leadership, contrasting sharply with those over the age of 55, where trust is less than one-third. Those aged between 25 to 34 had the largest increase in trust since both last year and last quarter, up 5.9 and 9.3 percentage points, to 64.8 percent. In contrast, those aged between 55 to 64 had the largest decrease in trust since both last year and last quarter, down 10.2 and 4.0 percentage points, to 31.3 percent.

There is also a relationship between trust in company leadership and income. As income increases, so does

trust. This is not surprising, given that the most highly compensated employees often tend to be a part of a company's leadership team. Since last quarter, the highest income segment, those making over \$100,000, had the greatest increase in trust, up 6.6 percentage points to 69.6 percent. This is the highest level of trust recorded for any income segment since study inception in 2014. Those making between \$35,000 and \$50,000 had the largest drop in trust in company leadership since last year and last quarter, down 6.1 and 3.0 percentage points to 38.2 percent.

Continuing a trend evidenced in most quarters, minorities trusted company leadership more than Whites in 1Q 2021. However, trust among Whites increased by 4.9 percentage points to 46.3 percent while Blacks' trust decreased slightly by 0.9 percentage points to 41.4 percent and Hispanics' trust decreased by 1.5 percentage points to 49.0 percent.

Nearly every quarter of the study has also shown that as educational attainment increases, so does trust in company leadership. In the first quarter of 2021, individuals with an incomplete college degree were the only group to lose trust in company leadership since last quarter, down 2.8 percentage points to 40.0 percent. Trust in company leadership for those with a high school diploma or less and those with college degrees increased about 4.0 percentage points to 37.4 percent and 60.1 percent, respectively.

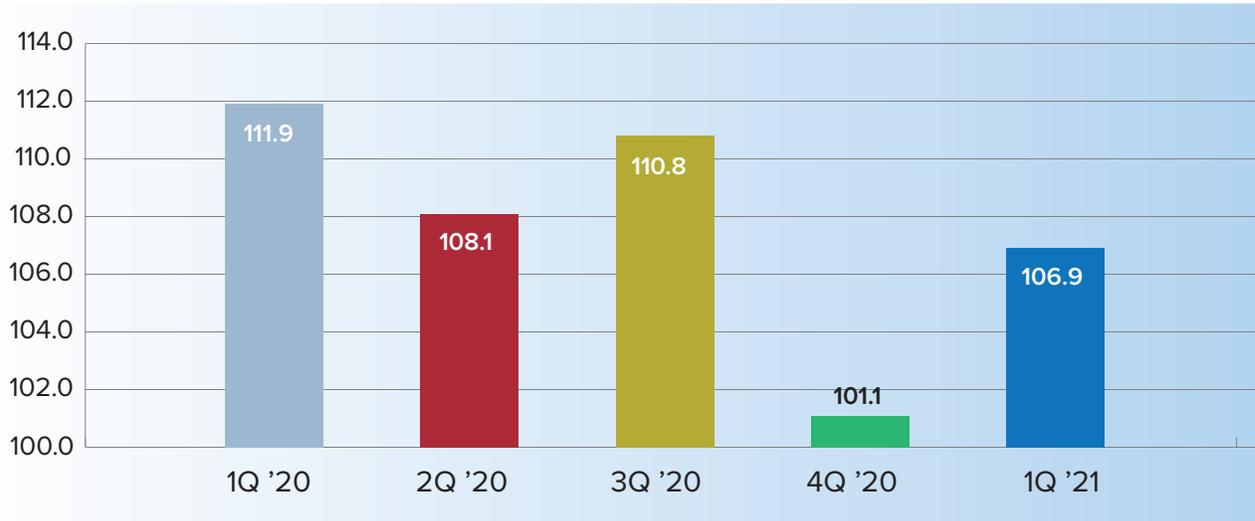


**Men remain far more likely to trust their company leadership than women, 53.6 percent versus 39.2 percent, respectively.**



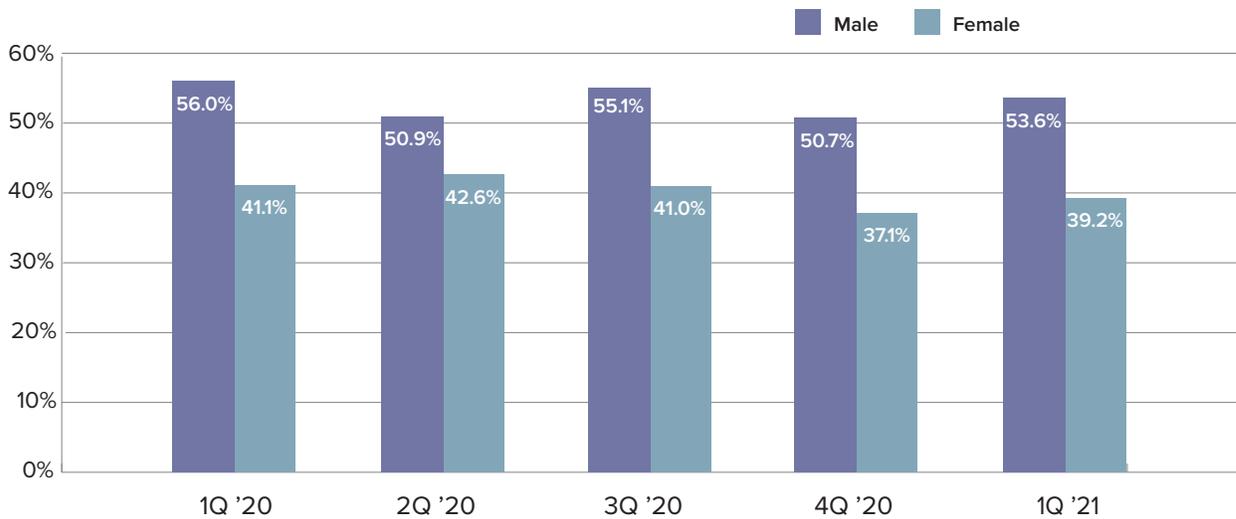
**Trust in Company Leadership Index**

Fig. 23



**Trust in Company Leadership by Gender**

Fig. 24



## WORKER CONFIDENCE INDEX | FIRST QUARTER 2021

Fig. 25

Trust in Company's Leadership by Age	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
18-24	56.8%	56.2%	61.3%	53.4%	52.9%
25-34	58.9%	58.7%	60.0%	55.5%	64.8%
35-44	58.9%	62.4%	57.1%	53.4%	61.3%
45-54	52.6%	47.8%	48.4%	45.1%	50.8%
55-64	41.5%	36.1%	42.5%	35.3%	31.3%
65+	27.9%	25.8%	25.8%	25.7%	24.1%

Fig. 26

Trust in Company's Leadership by Household Income	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
< \$35K	39.2%	36.8%	37.7%	35.2%	33.6%
\$35-\$50K	44.3%	44.4%	45.4%	41.2%	38.2%
\$50K-\$75K	47.4%	48.1%	46.6%	39.4%	44.3%
\$75K-\$100K	55.3%	48.9%	52.9%	51.6%	56.8%
\$100K+	63.0%	62.3%	65.8%	63.0%	69.6%

Fig. 27

Trust in Company's Leadership by Race	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
White	46.8%	45.6%	45.9%	41.4%	46.3%
Black	46.8%	45.1%	48.7%	42.3%	41.4%
Hispanic	53.4%	53.0%	55.0%	50.5%	49.0%

Fig. 28

Trust in Company's Leadership by Education	1Q '20	2Q '20	3Q '20	4Q '20	1Q '21
HS Grad or Less	43.1%	40.5%	39.7%	33.4%	37.4%
College Incomplete	45.2%	43.2%	45.0%	42.8%	40.0%
College Grad	57.0%	56.5%	59.7%	56.4%	60.1%

Fig. 29

Study Demographics 1Q 2021	Sample Size	Percent
<b>Gender</b>		
Male	1,454	64.3%
Female	809	35.7%
<b>Age</b>		
18–24	346	42.9%
25–34	152	18.9%
35–44	56	6.9%
45–54	97	12.0%
55–64	106	13.2%
65+	49	6.1%
<b>Race</b>		
White	1,890	68.7%
Black	360	13.1%
Hispanic	502	18.2%
<b>Household Income</b>		
\$35K or Less	1,055	35.0%
\$35K–\$50K	463	15.4%
\$50K–\$75K	530	17.6%
\$75K–\$100K	366	12.2%
\$100K+	596	19.8%
<b>Education</b>		
HS Grad or Less	1,151	38.2%
College Incomplete	800	26.6%
College Graduate	1,061	35.2%

## Notes

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