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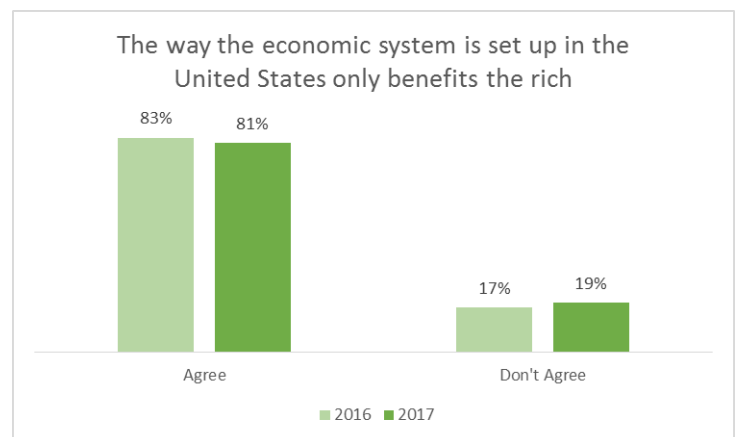
Date: May 10, 2017
To: Express Employment Professionals
From: Harris Poll
Subject: Survey of Unemployed Americans

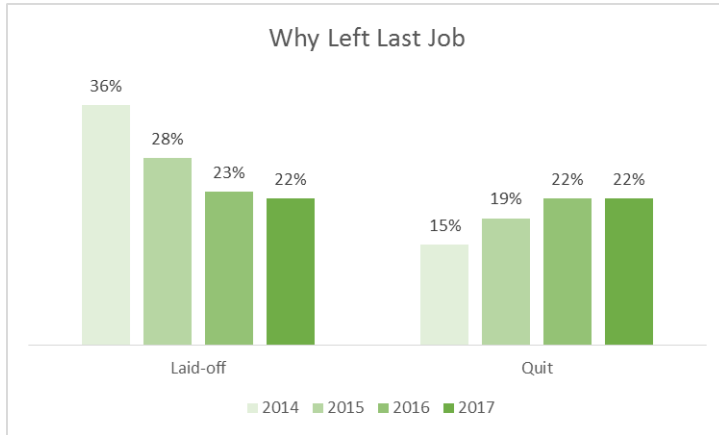
This study was conducted online by Harris Poll on behalf of Express Employment Professionals and included 1,500 U.S. adults aged 18 or older who are unemployed but capable of working (whether or not they receive unemployment compensation benefits). Excluded are those who are currently retired, choose to stay at home or are unable to work due to long-term disability. The survey was conducted between March 14 and April 6, 2017.

Results were weighted as needed for age by gender, education, race/ethnicity, region and household income. Propensity score weighting was also used to adjust for respondents' propensity to be online. Totals may not equal the sum of their individual components due to rounding. No estimates of theoretical sampling error can be calculated; a full methodology is available upon request.

Economic Factors and Their Impact on Job Seekers

Eight in ten unemployed Americans feel the system only benefits the rich. This sentiment might be why the majority of unemployed Americans still feel uneasy about the direction the U.S. is taking (with 60% feeling the economy is going in the wrong direction) –which is virtually unchanged since last year (63%) – despite a big shake up in the U.S. government's administration. Moreover as seen last year, two-thirds (67%) of the unemployed say they do not apply to minimum wage jobs because it's not enough to pay the bills.





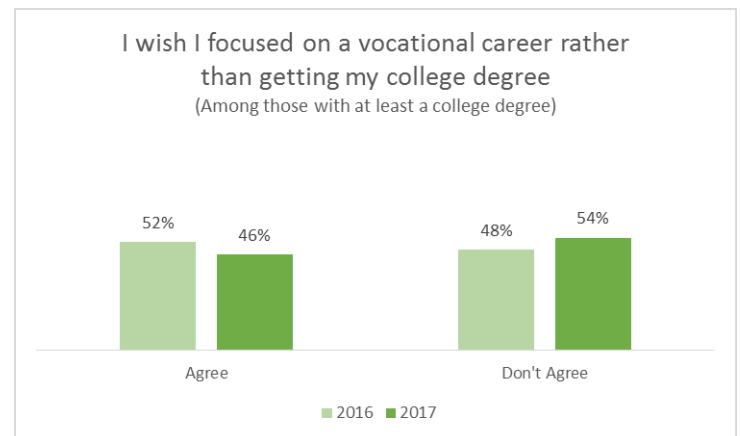
This wave of research continues to show the downward trend of those having been laid-off as a reason for their unemployment, while those who left their jobs voluntarily has plateaued at 22%.

Many continue to feel that being unemployed is their own fault (50% vs. 36% in 2014, 48% in 2015 and 2016), while the economy receives less blame for one's unemployment situation (26% vs. 45% in 2014, 37% in 2015 and 34% in 2016).

Who are the unemployed? Demographics and Attitudes

The majority of the unemployed continues to be under the age of 40 - with 35% age 18-29 and 19% age 30-39; and continues to skew male (55% men vs. 45% women). Additionally, there is a significant number (45%) whose highest level of education is high school graduate or less. Of those with at least a college degree, the most likely degree areas were liberal arts (29%), business (25%) and science (24%).

Among those have at least a college degree, forty-six percent agree with the statement "I wish I focused on a vocational career (e.g., automotive technology, electrician, plumber, HVAC specialist, dental assistant, medical assisting, etc.) rather than getting my college degree."



The study consistently finds that unemployed Americans simultaneously embody feelings of both hope and anxiety about their current state of unemployment. Hope is evident in the fact that most agree that they are:

- Hopeful that they'll find a job they really want in the next six months (92%)
- Confident everything will turn out fine (92%)
- Confident they'll find a job in a reasonable amount of time (83%)
- Hopeful they'll find a job in their field (80%)
- Hopeful they'll find a job for the pay they want (80%)

In addition, nearly 1 in 5 (18%) have turned down job offers.

However, their feelings of despondency and anxiety are evident:

- 86% I find being unemployed really stressful
- Approximately 8 in 10 of those out of work for more than two years are becoming discouraged the longer they are out of work and find it hard to keep their effort level up in looking for a job (81% and 79%, respectively)
- The longer they're unemployed, the harder they're finding it to keep working hard to find a job (74% total unemployed vs.83% among those out of work for more than 2 years)
- At least 7 in 10:
 - Feel like they don't know what they're doing with their life as a result of being out of work (73%)
 - Feel like people are judging them because they're still out of work (72%) and
 - Are becoming insecure about their ability to find a job the longer they're out of work (70%)
- Moreover, 7 in 10 are angry about being out of work and being out of work makes them feel desperate (69% for both)
- In addition, one-third (33%) says they have completely given up looking for a job, particularly those out of a job for more than 2 years (53%)

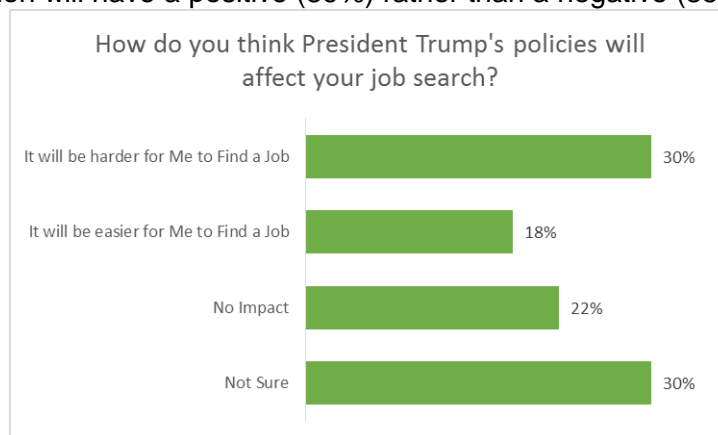
Post-Election and Trump Administration

The political climate has changed quite a bit since the spring of 2016. The result of November's election did not match the popular vote. As with the popular vote, unemployed Americans were more likely to cast their vote for Hillary Clinton (35%) than Donald Trump (25%); while one-third (34%) did not vote at all – which means more unemployed Americans voted than the 55% of Americans of voting age who voted in November's election[§].

[§]Source: <http://www.cnn.com/2016/11/11/politics/popular-vote-turnout-2016>

So new into President Trump's administration only time will tell whether the economic climate will improve under President Trump's leadership. Unemployed Americans are slightly more likely to feel that Trump's administration will have a positive (39%) rather than a negative (35%) impact on job creation; one-quarter thinks his administration will have no impact at all on job creation (26%). And right now, 3 in 10 feel it will now be harder to find a job under Trump's administration.

And if given the choice, the unemployed would slightly favor policies that encourage government spending on a new jobs program (52%) than tax cuts for corporations (48%) so that they may hire more workers.



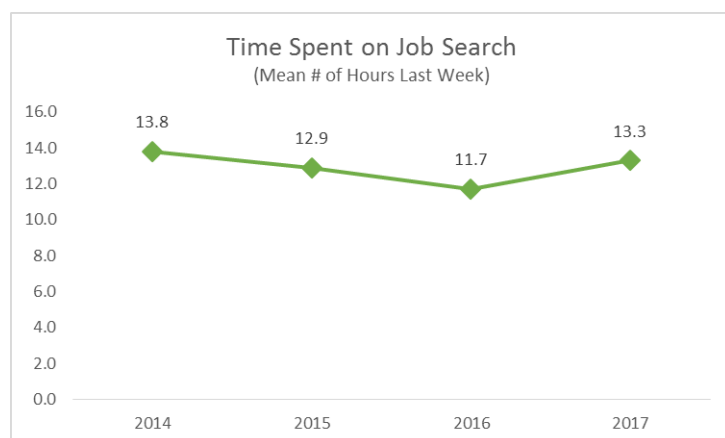
Immigration reform and how illegal immigrants will be treated moving forward is another unknown for this young administration, and will likely be an area that many unemployed

Americans will pay attention to since 58% agree that 'It would be easier to find a job if there was less illegal immigration in the United States'.

Moreover, with Congress having just passed the American Health Care Act this week (on its way to the Senate), it's interesting to note that at the time of interviewing a majority of unemployed Americans was in favor of repealing the Affordable Care Act (57%).

Activities of the Unemployed

One-third (34%) of unemployed Americans has been out of work for more than two years, 30% for three months or less, with the remaining third somewhere in between. And while most unemployed Americans would agree that 'there is no activity more important than finding a job' (87%, particularly those out of work between 7 and 12 months – 96%), their last week's effort in looking for a job historically has not matched their sentiment.



In 2017, the unemployed put in just over a full workday and a half (13.3 hours) last week* looking for work which is actually up almost 2 hours from last year – stopping the downward creep that had been evident between 2014 and 2016.

Of the time that is spent looking for work, researching job opportunities and filling out applications remain the most prevalent activities and online job board usage continues its upward trend, after last year's dip (56% vs.

53% in 2014, 54% in 2015 and 49% in 2016).

Moreover, recent interviewing remains elusive for most unemployed; fifty-five percent of unemployed Americans did not have an interview in the last month*.

**At the time of interviewing*

Barriers to Employment

Willingness to move out of state remains a barrier as just over a third continues to be willing to make that move (36% vs. 38% in 2014, 35% in 2015 and 35% in 2016) to find a new job. Moreover, the unemployed cite being out of work too long (33%), that their experience doesn't match hiring requirements (30%), not having relevant work experience (28%), being too old (27%) and having breaks in their work history (27%) are what they feel is holding them back from finding that next job.