

Survey of Employers Registered With the OregonSaves Retirement Savings Program: Topline Results

Overview

This document contains the topline findings for the Survey of Employers Registered With the OregonSaves Retirement Savings Program, conducted for The Pew Charitable Trusts by Qualtrics. The survey was fielded online, in English, over three waves. The first wave, conducted July 29 to Aug. 16, 2019, included all businesses that had registered with the program on or before April 1, 2019. The second wave, conducted Sept. 21 to Oct. 11, 2019, included all businesses that registered on or before May 31, 2019. The third and final wave, conducted March 23 to April 10, 2020, included businesses that registered on or before Dec. 1, 2019.

Qualtrics distributed the survey to business representatives familiar with their organization's experience with OregonSaves. Pew obtained a list of businesses maintained by the OregonSaves program administrator, Ascensus. Qualtrics contacted survey participants using the email addresses on file with the program administrator.

Topline findings are unweighted and include missing responses as well as the responses of those who did not know the answer to a specific question. Not all respondents were presented with all survey questions.

General organization questions

Let's start by asking a few general questions about your business, <name specified>.

org1: What is your role in this business?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-SOLE OR FINAL DECISION-MAKER REGARDING EMPLOYEE BENEFITS	951	37.21%	951	37.21%
02-HAVE SIGNIFICANT INPUT INTO EMPLOYEE BENEFIT DECISIONS	905	35.41%	1,856	72.61%
03-OBTAIN INFORMATION ABOUT BENEFITS, BUT DO NOT MAKE DECISIONS	470	18.39%	2,326	91.00%
04-NOT INVOLVED IN MAKING BENEFITS DECISIONS	140	5.48%	2,466	96.48%
05-OTHER (SPECIFY):	90	3.52%	2,556	100.00%
TOTAL	2,556			
MISSING	8			

Type: Categorical

Sample type: All

Note: "Other" categories included open-ended responses.

org2: How long has your business been in operation?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-0 TO 5 YEARS	398	15.54%	398	15.54%
02-6 TO 9 YEARS	328	12.81%	726	28.35%
03-10 TO 19 YEARS	686	26.79%	1,412	55.13%
04-20 TO 29 YEARS	438	17.10%	1,850	72.24%
05-30 TO 39 YEARS	286	11.17%	2,136	83.40%
06-40 TO 49 YEARS	169	6.60%	2,305	90.00%
07-50 YEARS OR MORE	221	8.63%	2,526	98.63%
98-DON'T KNOW	35	1.37%	2,561	100.00%
Total	2,561			
Missing	3			

Type: Categorical

Sample type: All

We would like to know more about your workers - how many are full-time, part-time, contractors, and seasonal workers that you have in Oregon.

org3: Thinking of the last 12 months, about how many *full-time, full year* employees are typically employed by your business across all locations in Oregon?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-0 TO 4	1,101	43.11%	1,101	43.11%
02-5 TO 9	709	27.76%	1,810	70.87%
03-10 TO 19	452	17.70%	2,262	88.57%
04-20 TO 49	222	8.69%	2,484	97.26%
05-50 TO 99	39	1.53%	2,523	98.79%
06-100 TO 499	22	0.86%	2,545	99.65%
07-500 OR MORE	2	0.08%	2,547	99.73%
98-DON'T KNOW	7	0.27%	2,554	100.00%
TOTAL	2,554			
MISSING	10			

Type: Categorical

Sample type: All

org4: Thinking of the last 12 months, about how many regular *part-time* employees are typically employed by your business across all locations in Oregon?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-0 TO 4	1,405	56.16%	1,405	56.16%
02-5 TO 9	513	20.50%	1,918	76.66%
03-10 TO 19	339	13.55%	2,257	90.21%
04-20 TO 49	168	6.71%	2,425	96.92%
05-50 TO 99	43	1.72%	2,468	98.64%
06-100 TO 499	28	1.12%	2,496	99.76%
07-500 OR MORE	1	0.04%	2,497	99.80%
98-DON'T KNOW	5	0.20%	2,502	100.00%
TOTAL	2,502			
MISSING	62			

Type: Categorical
Sample type: All

org5: Thinking of the last 12 months, about how many *contractors* (also called 1099 workers, contingent workers, independent workers) are typically used by your business across all locations in Oregon?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-0 TO 4	2,110	84.33%	2,110	84.33%
02-5 TO 9	181	7.23%	2,291	91.57%
03-10 TO 19	102	4.08%	2,393	95.64%
04-20 TO 49	50	2.00%	2,443	97.64%
05-50 TO 99	10	0.40%	2,453	98.04%
06-100 TO 499	10	0.40%	2,463	98.44%
07-500 OR MORE	0	0.00%	2,463	98.44%
98-DON'T KNOW	39	1.56%	2,502	100.00%
TOTAL	2,502			
MISSING	62			

Type: Categorical
Sample type: All

org6: A *seasonal worker* is someone who is hired on a temporary basis to address short-term business needs, such as sales during the holidays. In the past 12 months, about how many *seasonal workers* are typically used by your business across all locations in Oregon?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-0 TO 4	2,211	89.33%	2,211	89.33%
02-5 TO 9	101	4.08%	2,312	93.41%
03-10 TO 19	62	2.51%	2,374	95.92%
04-20 TO 49	39	1.58%	2,413	97.49%
05-50 TO 99	15	0.61%	2,428	98.10%
06-100 TO 499	14	0.57%	2,442	98.67%
07-500 OR MORE	3	0.12%	2,445	98.79%
98-DON'T KNOW	30	1.21%	2,475	100.00%
TOTAL	2,475			
MISSING	89			

Type: Categorical
Sample type: All

org7: About how many employees (full-time, part-time, and seasonal) does your business hire annually across all locations in Oregon? We don't need an exact number – an approximation is fine.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-ENTER NUMBER:	2,387	93.53%	2,387	93.53%
98-DON'T KNOW	165	6.47%	2,552	100.00%
TOTAL	2,552			
MISSING	12			

Type: Categorical
Sample type: All

org7_text: Enter Number: _____

Mean: 18.09941
Valid N: 2,384
Missing: 180
Type: Continuous
Sample type: All
Asked if org7=01 (ENTER NUMBER:)

org8 About how many employees (full-time, part-time, and seasonal) leave your business annually across all locations in Oregon? We don't need an exact number – an approximation is fine.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-ENTER NUMBER:	2,367	93.23%	2,387	93.23%
98-DON'T KNOW	172	6.77%	2,552	100.00%
TOTAL	2,539			
MISSING	25			

Type: Categorical
Sample type: All

org8_text: Enter Number: _____

Mean: 10.97761
Valid N: 2,367
Missing: 197
Type: Continuous
Sample type: All
Asked if org8=01 (ENTER NUMBER:)

org9: Overall, in the last year, did your business's earnings...

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-INCREASE A LOT	128	5.02%	128	5.02%
02-INCREASE SOME	846	33.15%	974	38.17%
03-STAY ABOUT THE SAME	910	35.66%	1,884	73.82%
04-DECREASE SOME	420	16.46%	2,304	90.28%
05-DECREASE A LOT	154	6.03%	2,458	96.32%
98-DON'T KNOW	94	3.68%	2,552	100.00%
TOTAL	2,552			
MISSING	12			

Type: Categorical
Sample type: All

Payroll and revenue questions

pay1: Does your business process payroll (i.e. calculating taxes and deductions, tax reporting, and paying employees) internally or outsource it to a payroll provider?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-HANDLE INTERNALLY	1,123	43.88%	1,123	43.88%
02-OUTSOURCE	1,422	55.57%	2,545	99.45%
98-DON'T KNOW	14	0.55%	2,559	100.00%
TOTAL	2,559			
MISSING	5			

Type: Categorical

Sample type: All

pay2: What payroll company does your business use?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-ADP	225	15.89%	225	15.89%
02-CERIDIAN	1	0.07%	226	15.96%
03-INTUIT	89	6.29%	315	22.25%
04-KRONOS	1	0.07%	316	22.32%
05-PAYCHEX	153	10.81%	469	33.12%
06-QUICKBOOKS	138	9.75%	607	42.87%
07-ULTIPRO	1	0.07%	608	42.94%
08-WORKDAY	0	0.00%	608	42.94%
09-OTHER (SPECIFY):	744	52.54%	1,352	95.48%
98-DON'T KNOW	64	4.52%	1,416	100.00%
TOTAL	1,416			
MISSING	1,148			

Type: Categorical

Sample type: All

Asked if pay1 = 02 (OUTSOURCE)

Note: "Other" categories included open-ended responses.

pay3: Does your business use a payroll software product or figure it out on your own?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-PAYROLL SOFTWARE PRODUCT	1,032	92.23%	1,032	92.23%
02-FIGURE IT OUT ON MY OWN	87	7.77%	1,119	100.00%
98-DON'T KNOW	0	0.00%	1,119	100.00%
TOTAL	1,119			
MISSING	1,445			

Type: Categorical

Sample type: All

Asked if pay1 = 01 (HANDLE INTERNALLY)

pay4: What software does your business use for payroll?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-ADP WORKFORCE NOW	10	0.99%	10	0.99%
02-APS	0	0.00%	10	0.99%
03-ASCENTIS	1	0.10%	11	1.09%
04-BENEFITMALL	1	0.10%	12	1.19%
05-BIZRUN	0	0.00%	12	1.19%
06-CONNECTPAY	0	0.00%	12	1.19%
07-DAYFORCE HCM	0	0.00%	12	1.19%
08-EMPLOY	0	0.00%	12	1.19%
09-EPAY	0	0.00%	12	1.19%
10-GUSTO	5	0.50%	17	1.68%
11-HEARTLAND	0	0.00%	17	1.68%
12-INFINISOURCE	1	0.10%	18	1.78%
13-INTUIT QUICKBOOKS	753	74.63%	771	76.41%
14-JUSTWORKS	0	0.00%	771	76.41%
15-KEKA HR	0	0.00%	771	76.41%
16-KRONOS	2	0.20%	773	76.61%
17-NAMELY	1	0.10%	774	76.71%
18-NETCHEX	0	0.00%	774	76.71%
19-ONEMINT	0	0.00%	774	76.71%
20-ONPAY	1	0.10%	775	76.81%
21-ON-TIME WEB	0	0.00%	775	76.81%
22-PAYCOR	0	0.00%	775	76.81%
23-PAYLOCITY	3	0.30%	778	77.11%
24-PATRIOT PAYROLL	1	0.10%	779	77.21%

25-PAYCHEX	5	0.50%	784	77.70%
26-PAYROLL4FREE	1	0.10%	785	77.80%
27-PAYVILLE USA	0	0.00%	785	77.80%
28-PLANDAY	0	0.00%	785	77.80%
29-RUN	8	0.79%	793	78.59%
30-SENTRICWORKFORCE	0	0.00%	793	78.59%
31-SOLVED	1	0.10%	794	78.69%
32-SUREPAYROLL (SMALL BUSINESS PAYROLL)	3	0.30%	797	78.99%
33-SYNCHR	0	0.00%	797	78.99%
34-ULTIPRO	1	0.10%	798	79.09%
35-VIVENTIUM	0	0.00%	798	79.09%
36-VIBE	0	0.00%	798	79.09%
37-VISTA PDS	0	0.00%	798	79.09%
38-WAVE	0	0.00%	798	79.09%
39-XERO	0	0.00%	798	79.09%
40-ZENEFITS	1	0.10%	799	79.19%
41-ZOHO BOOKS	0	0.00%	799	79.19%
42-OTHER (SPECIFY):	210	20.81%	1,009	100.00%
98-DON'T KNOW	0	0.00%	1,009	100.00%
TOTAL	1,009			
MISSING	1,555			

Type: Categorical

Sample type: All

Asked if pay3 = 01 (PAYROLL SOFTWARE PRODUCT)

Note: "Other" categories included open-ended responses.

pay5: About how much was your business's annual gross payroll in 2018 (total money paid to employees, including benefits)?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-\$100,000 OR LESS	452	20.01%	452	20.01%
02-\$100,001 TO \$500,000	1,242	54.98%	1,694	74.99%
03-\$500,001 TO \$1,000,000	367	16.25%	2,061	91.24%
04-\$1,000,001 TO \$5,000,000	179	7.92%	2,240	99.16%
05-\$5,000,001 TO \$10,000,000	12	0.53%	2,252	99.69%
06-\$10,000,001 OR MORE	7	0.31%	2,259	100.00%
98-DON'T KNOW	0	0.00%	2,259	100.00%
TOTAL	2,259			
MISSING	305			

Type: Categorical

Sample type: All

pay6: About how much did your business receive in total annual revenue in 2018?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-\$100,000 OR LESS	175	8.33%	175	8.33%
02-\$100,001 TO \$250,000	262	12.47%	437	20.80%
03-\$250,001 TO \$500,000	467	22.23%	904	43.03%
04-\$500,001 TO \$1,000,000	514	24.46%	1,418	67.49%
05-\$1,000,001 TO \$5,000,000	594	28.27%	2,012	95.76%
06-\$5,000,001 TO \$10,000,000	69	3.28%	2,081	99.05%
07-\$10,000,001 OR MORE	20	0.95%	2,101	100.00%
98-DON'T KNOW	0	0.00%	2,101	100.00%
TOTAL	2,101			
MISSING	463			

Type: Categorical
Sample type: All

Other retirement plan questions

ret1: Does your business currently offer a retirement plan for any employees, other than the OregonSaves program?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-YES	99	3.87%	99	3.87%
02-NO	2,437	95.27%	2,536	99.14%
98-DON'T KNOW	22	0.86%	2,558	100.00%
TOTAL	2,558			
MISSING	6			

Type: Categorical
Sample type: All

ret2: What percentage of your employees are eligible for this (non-OregonSaves) plan?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-ENTER Percentage:	88	88.89%	88	88.89%
98-DON'T KNOW	11	11.11%	99	100.00%
TOTAL	99			

MISSING	2,465			
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Type: Categorical
Sample type: All
Asked if ret1 = 01 (YES)

ret2_text: Enter Number: _____

Mean: 62.87931
Valid N: 87
Missing: 2,477
Type: Continuous
Sample type: All
Asked if ret2=01 (ENTER NUMBER:)

ret3: Please indicate which of the following are reasons your business does not offer a retirement plan other than OregonSaves (check all that apply):

Value	Count	Percentage
01-COSTS TOO MUCH TO SET UP A PLAN	737	30.45%
02-BUSINESS DOES NOT HAVE THE RESOURCES OR CAPACITY TO ADMINISTER SUCH A PLAN	1,125	46.49%
03-EMPLOYEES ARE NOT INTERESTED	815	33.68%
04-BUSINESS IS TOO NEW	108	4.46%
05-BUSINESS IS CONCERNED ABOUT HOW TO CHOOSE A PLAN PROVIDER	86	3.55%
06-BUSINESS IS CONCERNED ABOUT TAKING ON LEGAL RESPONSIBILITY	153	6.32%
07-WE HAVEN'T THOUGHT ABOUT IT	108	4.46%
08-OTHER REASONS (SPECIFY):	303	12.52%
98-DON'T KNOW	198	8.18%

Valid N: 2,420
Missing: 144
Type: Categorical
Sample type: All
Asked if ret1 = 02 (NO)

Note: "Other" categories included open-ended responses. Count and Percentage reflect the number of respondents that selected that item from the list. Respondents could select all that applied.

Registration questions

reg1: When your business initially registered with the program, how did you let your employees know about OregonSaves (check all that apply)?

Value	Count	Percentage
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01-EMAIL/LINK TO WEBSITE	1,061	41.49%
02-PHONE	104	4.07%
03-HANDOUT (EMPLOYEE FACT SHEET OR AUTO ENROLL NOTIFICATION)	1,204	47.09%
04-WORKPLACE MEETING	886	34.65%
05-ONE-ON-ONE	869	33.99%
06-OREGONSAVES FIELD REPRESENTATIVE VISIT	75	2.93%
07-HAVE NOT NOTIFIED	74	2.89%
08-OTHER (SPECIFY):	91	3.56%
98-DON'T KNOW	54	2.11%

Valid N: 2,557

Missing: 7

Type: Categorical

Sample type: All

Note: "Other" categories included open-ended responses. Count and Percentage reflect the number of respondents that selected that item from the list. Respondents could select all that applied.

We would now like you to think back to when your business first registered with OregonSaves. We will present you with various aspects of the registration process and ask you to rate your experience.

[reg2 through reg8 presented in randomized order]

reg2: Please rate the time and effort it took to register your business with OregonSaves.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	547	22.24%	547	22.24%
02-SOMEWHAT SATISFIED	619	25.17%	1,166	47.42%
03-NEITHER SATISFIED NOR DISSATISFIED	699	28.43%	1,865	75.84%
04-SOMEWHAT DISSATISFIED	328	13.34%	2193	89.18%
05-VERY DISSATISFIED	266	10.82%	2,459	100.00%
06-N/A	0	0.00%	2,459	100.00%
TOTAL	2459			
MISSING	105			

Type: Categorical

Sample type: All

reg3: Thinking of the registration process, please rate the time and effort it took to set up a payroll list and add employees.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	457	17.91%	457	17.91%
02-SOMEWHAT SATISFIED	621	24.33%	1,078	42.24%
03-NEITHER SATISFIED NOR DISSATISFIED	602	23.59%	1,680	65.83%
04-SOMEWHAT DISSATISFIED	426	16.69%	2,106	82.52%
05-VERY DISSATISFIED	301	11.79%	2,407	94.32%
06-N/A	145	5.68%	2,552	100.00%
TOTAL	2,552			
MISSING	12			

Type: Categorical
Sample type: All

reg4: Thinking of the registration process, please rate the usability of the employee Excel template (if applicable).

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	278	10.90%	278	10.90%
02-SOMEWHAT SATISFIED	395	15.49%	673	26.39%
03-NEITHER SATISFIED NOR DISSATISFIED	458	17.96%	1,131	44.35%
04-SOMEWHAT DISSATISFIED	225	8.82%	1,356	53.18%
05-VERY DISSATISFIED	196	7.69%	1,552	60.86%
06-N/A	998	39.14%	2,550	100.00%
TOTAL	2,550			
MISSING	14			

Type: Categorical
Sample type: All

reg5: Thinking of the registration process, please rate the information provided on the public OregonSaves website.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	490	20.61%	490	20.61%
02-SOMEWHAT SATISFIED	716	30.11%	1,206	50.71%

03-NEITHER SATISFIED NOR DISSATISFIED	659	27.71%	1,865	78.43%
04-SOMEWHAT DISSATISFIED	299	12.57%	2,164	91.00%
05-VERY DISSATISFIED	214	9.00%	2,378	100.00%
06-N/A	0	0.00%	2,378	100.00%
TOTAL	2,378			
MISSING	186			

Type: Categorical
Sample type: All

reg6: Thinking of the registration process, please rate the information provided to your business during online registration.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	487	20.55%	487	20.55%
02-SOMEWHAT SATISFIED	663	27.97%	1,150	48.52%
03-NEITHER SATISFIED NOR DISSATISFIED	693	29.24%	1,843	77.76%
04-SOMEWHAT DISSATISFIED	312	13.16%	2,155	90.93%
05-VERY DISSATISFIED	215	9.07%	2,370	100.00%
06-N/A	0	0.00%	2,370	100.00%
TOTAL	2,370			
MISSING	194			

Type: Categorical
Sample type: All

reg7: Thinking of the registration process, please rate the information provided to your business in the OregonSaves Employer Handbook.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	392	15.38%	392	15.38%
02-SOMEWHAT SATISFIED	572	22.45%	964	37.83%
03-NEITHER SATISFIED NOR DISSATISFIED	690	27.08%	1,654	64.91%
04-SOMEWHAT DISSATISFIED	226	8.87%	1,880	73.78%
05-VERY DISSATISFIED	185	7.26%	2,065	81.04%
06-N/A	483	18.96%	2,548	100.00%
TOTAL	2,548			
MISSING	16			

Type: Categorical
 Sample type: All

reg8: Thinking of the registration process, please rate the help your business received to resolve any issues or answer any questions.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	648	25.39%	648	25.39%
02-SOMEWHAT SATISFIED	453	17.75%	1,101	43.14%
03-NEITHER SATISFIED NOR DISSATISFIED	480	18.81%	1,581	61.95%
04-SOMEWHAT DISSATISFIED	160	6.27%	1,741	68.22%
05-VERY DISSATISFIED	188	7.37%	1,929	75.59%
06-N/A	623	24.41%	2,552	100.00%
TOTAL	2,552			
MISSING	12			

Type: Categorical
 Sample type: All

Ongoing experience questions

exp1: Has your business started to process contributions to OregonSaves?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-YES	1498	61.12%	1,498	61.12%
02-NO	953	38.88%	2,451	100.00%
98-DON'T KNOW	0	0.00%	2451	100.00%
TOTAL	2451			
MISSING	113			

Type: Categorical
 Sample type: All

exp2: What is the main reason your business has not yet processed contributions to OregonSaves?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-WE ARE TOO BUSY OR HAVE TOO MUCH TO DO	17	1.78%	17	1.78%
02-WE DON'T UNDERSTAND HOW TO SEND CONTRIBUTIONS TO OREGONSAVES	17	1.78%	34	3.57%

03-WE ARE WAITING FOR OREGONSAVES TO TELL US WHAT TO DO OR WHEN TO DO IT	47	4.93%	81	8.50%
04-WE CURRENTLY HAVE NO PARTICIPATING EMPLOYEES	750	78.70%	831	87.20%
05-IT'S NOT A PRIORITY RIGHT NOW	17	1.78%	848	88.98%
06-OTHER (SPECIFY):	99	10.39%	947	99.37%
98-DON'T KNOW	6	0.63%	953	100.00%
TOTAL	953			
MISSING	1,611			

Type: Categorical
Sample type: All
Asked if exp1 = 02 (NO)

exp3: There are no employer fees for facilitating OregonSaves. Has your business paid for any out-of-pocket costs related to registration, setup, or the ongoing facilitation of the program?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-YES	513	21.51%	513	21.51%
02-NO	1,872	78.49%	2,385	100.00%
98-DON'T KNOW	0	0.00%	2,385	100.00%
TOTAL	2,385			
MISSING	179			

Type: Categorical
Sample type: All

exp4: Please describe the nature of the out-of-pocket costs that your business has paid.

Valid N: 504
Missing: 2,060
Type: Open Text Response
Sample type: All
Asked if exp3 = 01 (YES)

We would now like you to think about your business's ongoing experience after registering with OregonSaves. We will ask you to rate various aspects of your user experience.

[exp5 through exp8 presented in randomized order]

exp5: Thinking of your business's ongoing experience, please rate the information provided on the OregonSaves' employer portal website.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	445	17.44%	445	17.44%
02-SOMEWHAT SATISFIED	613	24.02%	1,058	41.46%
03-NEITHER SATISFIED NOR DISSATISFIED	650	25.47%	1,708	66.93%
04-SOMEWHAT DISSATISFIED	241	9.44%	1,949	76.37%
05-VERY DISSATISFIED	174	6.82%	2,123	83.19%
06-N/A	429	16.81%	2,552	100.00%
TOTAL	2,552			
MISSING	12			

Type: Categorical
Sample type: All

exp6: Thinking of your business's ongoing experience, please rate the help you received from OregonSaves to resolve any issues or answer any questions.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	566	22.14%	566	22.14%
02-SOMEWHAT SATISFIED	365	14.27%	931	36.41%
03-NEITHER SATISFIED NOR DISSATISFIED	470	18.38%	1,401	54.79%
04-SOMEWHAT DISSATISFIED	141	5.51%	1,542	60.31%
05-VERY DISSATISFIED	160	6.26%	1,702	66.56%
06-N/A	855	33.44%	2,557	100.00%
TOTAL	2,557			
MISSING	7			

Type: Categorical
Sample type: All

exp7: Thinking of your business's ongoing experience, please rate the time and effort it takes to administer the payroll contributions.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	461	18.06%	461	18.06%
02-SOMEWHAT SATISFIED	432	16.93%	893	34.99%
03-NEITHER SATISFIED NOR DISSATISFIED	432	16.93%	1,325	51.92%
04-SOMEWHAT DISSATISFIED	283	11.09%	1,608	63.01%
05-VERY DISSATISFIED	280	10.97%	1,888	73.98%
06-N/A	664	26.02%	2,552	100.00%
TOTAL	2,552			
MISSING	12			

Type: Categorical
Sample type: All

exp8: Thinking of your business's ongoing experience, how many questions or concerns do you hear from your employees about OregonSaves?

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-NONE AT ALL	1035	47.96%	1,035	47.96%
02-A LITTLE	687	31.84%	1,722	79.80%
03-A MODERATE AMOUNT	266	12.33%	1,988	92.12%
04-A LOT	82	3.80%	2,070	95.92%
05-A GREAT DEAL	88	4.08%	2,158	100.00%
06-N/A	0	0.00%	2,158	100.00%
TOTAL	2,158			
MISSING	406			

Type: Categorical
Sample type: All

Overall experience questions

overall1: Now thinking about your business's overall experience, please rate the email communications that you receive from OregonSaves.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	470	18.42%	470	18.42%

02-SOMEWHAT SATISFIED	428	16.77%	898	35.19%
03-NEITHER SATISFIED NOR DISSATISFIED	852	33.39%	1,750	68.57%
04-SOMEWHAT DISSATISFIED	179	7.01%	1,929	75.59%
05-VERY DISSATISFIED	151	5.92%	2,080	81.50%
06-N/A	472	18.50%	2,552	100.00%
TOTAL	2,552			
MISSING	12			

Type: Categorical

Sample type: All

overall2: Please indicate the reasons why your business is dissatisfied with the email communications (check all that apply):

Value	Count	Percentage
01-TOO FEW EMAILS RECEIVED	76	24.36%
02-TOO MANY EMAILS RECEIVED	26	8.33%
03-THE TIMELINESS OF EMAIL COMMUNICATIONS	53	16.99%
04-THE INFORMATION PROVIDED IN EMAIL COMMUNICATIONS	140	44.87%
05-OTHER (SPECIFY):	80	25.64%
98-DON'T KNOW	0	0.00%

Valid N: 312

Missing: 2,252

Type: Categorical

Sample type: All

Asked if overall1 = 04 (SOMEWHAT DISSATISFIED) or 05 (VERY DISSATISFIED)

Note: "Other" categories included open-ended responses. Count and Percentage reflect the number of respondents that selected that item from the list. Respondents could select all that applied.

overall3: Please rate your business's overall experience with OregonSaves.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-VERY SATISFIED	526	20.58%	526	20.58%
02-SOMEWHAT SATISFIED	540	21.13%	1,066	41.71%
03-NEITHER SATISFIED NOR DISSATISFIED	688	26.92%	1,754	68.62%
04-SOMEWHAT DISSATISFIED	299	11.70%	2,053	80.32%
05-VERY DISSATISFIED	340	13.30%	2,393	93.62%
06-N/A	163	6.38%	2,556	100.00%
TOTAL	2,556			
MISSING	8			

Type: Categorical
Sample type: All

overall4: Thinking about your business's overall experience with OregonSaves, which aspect(s) of the program, if any, caused a particular problem and what made them a problem?

Valid N: 1,685
Missing: 879
Type: Open Text Response
Sample type: All

overall5: Thinking about your business's overall experience with OregonSaves, which aspect(s) of the program, if any, worked particularly well and what made them stand out?

Valid N: 1,273
Missing: 1,291
Type: Open Text Response
Sample type: All

overall6: Rather than thinking about your business's experience with the program, we would now like you to think about the overall intent, objectives, and design of OregonSaves.

Value	Count	Percentage	Cumulative count	Cumulative percentage
01-STRONGLY SUPPORT	628	25.81%	628	25.81%
02-SOMEWHAT SUPPORT	530	21.78%	1,158	47.60%
03-NEITHER SUPPORT NOR OPPOSE	555	22.81%	1,713	70.41%
04-SOMEWHAT OPPOSE	269	11.06%	1,982	81.46%
05-STRONGLY OPPOSE	451	18.54%	2,433	100.00%
98-DON'T KNOW	0	0.00%	2,433	100.00%
TOTAL	2433			
MISSING	131			

Type: Categorical
Sample type: All