Workplace Q3 Topline Customer Trends

These results for the quarterly Gallup workforce studies are based on self-administered web surveys conducted with a random sample of adults working full time and part time for organizations in the United States, aged 18 and older, who are members of the Gallup Panel™. Gallup uses probability-based, random sampling methods to recruit its Panel members. Gallup weighted the obtained samples to correct for nonresponse. Nonresponse adjustments were made by adjusting the sample to match the national demographics of gender, age, race, Hispanic ethnicity, education and region. Demographic weighting targets were based on the most recent Current Population Survey figures for the aged 18 and older U.S. population.

For results based on the sample of employed U.S. adults, the margin of sampling error at the 95% confidence level varies for different topics and time frames. Details for the recent quarterly surveys are noted below. In addition to sampling error, question wording and practical difficulties in conducting surveys can introduce error or bias into the findings of public opinion polls.

Survey Method Details

Survey dates, sample size (among employed U.S. adults), margin of error and design effect by quarter for each study.

Survey Dates	**Sample Size**	**Margin of Error** (95% confidence level)	**Design Effect**
Q3 2025, Aug. 5-19, 2025	23,068	±1.0 percentage points	2.46
Q3 2024, Aug. 13-27, 2024	20,721	±1.1 percentage points	2.45
Q3 2023, Aug. 9-24, 2023	18,665	±1.1 percentage points	2.25
Q3 2022, Aug. 23-Sept. 7, 2022	15,972	±1.2 percentage points	2.25

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U.S. Employees

Q209: I feel great responsibility for the quality of products/services our customers receive.

		Total
Total	Unweighted n	21880
1 Strongly		2%
2		5%
3		16%
4		34%
5 Strongly agree		43%
Don't know/Does not apply		-

		WAVE										
		2022 Q1	2022 Q2	Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3
Total	Unweighted n	-	15153	####	-	17131	-	17407	-	9273	-	9589
1 Strongly disagree		-	4%	3%	-	3%	-	3%	-	3%	-	3%
2		-	5%	5%	-	5%	-	5%	-	5%	-	6%
3		-	16%	16%	-	16%	-	16%	-	20%	-	19%
4		-	35%	34%	-	34%	-	35%	-	35%	-	34%
5 Strongly agree		-	39%	41%	-	41%	-	42%	-	37%	-	38%
Don't know/Does not apply		-	-	-	-	-	-	-	-	-	-	-

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Q94A: In your workplace, which of the following is the greatest barrier to delivering exceptional products and services to your customers?

		Total
Total	Unweighted n	22971
Materials, tools, and equipment		9%
Training, or having the right knowledge/skills to get the work done		16%
Staffing, or having the right number of people to do the work		37%
The quality of the product/service		7%
Clear standards for client service		8%
Other (please specify):		8%
No major barriers		16%

	Employment Level			
	Leader	Manager	Project Manager	Individual Contributor
Total	1883	3356	1985	15747
Materials, tools, and equipment	8%	9%	10%	9%
Training, or having the right knowledge/skills to get the work done	13%	17%	13%	16%
Staffing, or having the right number of people to do the work	45%	41%	43%	34%
The quality of the product/service	6%	8%	8%	7%
Clear standards for client service	8%	9%	8%	7%
Other (please specify):	10%	6%	9%	8%
No major barriers	11%	10%	9%	19%

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Q203: Based on what you know or have seen, would you say that, in general, your company or employer is ...

		Total
Total	Unweighted n	20980
Hiring new people and expanding the size of its workforce		33%
Letting people go and reducing the size of its workforce		23%
Not changing the size of its workforce		44%
Don't know		-

Q94A: In your workplace, which of the following is the greatest barrier to delivering exceptional products and services to your customers?

		Total
Total	Unweighted n	22971
Materials, tools, and equipment		9%
Training, or having the right knowledge/skills to get the work done		16%
Staffing, or having the right number of people to do the work		37%
The quality of the product/service		7%
Clear standards for client service		8%
Other (please specify):		8%
No major barriers		16%

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		Industry								
		Manufacturing	Retail	Technological/In	Finance	College or	K-12 Educati	Healthcare	Government or	Hospitality –
Total	Unweighted n	1257	1168	1242	784	1191	1804	2482	1448	341
Materials, tools, and equipment		15%	6%	6%	8%	7%	11%	7%	7%	11%
Training, or having the right knowledge/skills to get the work done		23%	14%	13%	20%	11%	14%	15%	14%	17%
Staffing, or having the right number of people to do the work		28%	39%	37%	32%	39%	39%	44%	42%	35%
The quality of the product/service		11%	11%	14%	7%	6%	4%	5%	5%	12%
Clear standards for client service		3%	7%	10%	9%	8%	7%	6%	8%	9%
Other (please specify):		6%	5%	7%	6%	13%	11%	6%	11%	4%
No major barriers		13%	18%	12%	18%	17%	14%	16%	13%	12%

Q209: I feel great responsibility for the quality of products/services our customers receive.

		Engagement Index	
		Engaged	NE or AD
Total	Unweighted n	6383	14367
1 Strongly disagree		0%	3%
2		1%	7%
3		5%	20%
4		24%	39%
5 Strongly agree		69%	31%
Don't know/Does not apply		-	-
%1-4	Column N %	31%	69%
%5	Column N %	69%	31%

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