

2007 ORANGE COUNTY (FL) DRUG-FREE WORKPLACE SURVEY

FACTORS MOTIVATING EMPLOYERS TO ADOPT AND MAINTAIN A DRUG-FREE WORKPLACE POLICY

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Prepared for

The Orange County Office for a Drug Free Community
Orlando, Florida

June, 2007

Although Drs. Allgood, Harris and Maiden served as the principal investigators for the 2007 Orange County Drug Free Workplace Survey this study could not have been completed without the able assistance of a large group of MSW students. This group of students helped develop the survey instrument, made several thousand phone calls to Orange County employers to complete **1056** surveys and also completed the data entry on the survey instruments.

Dr. Allgood's Research Class	Dr. Harris's Research Class	Dr. Maiden's Research Class
Kathryn Alpahando	Michelle Andreano	Glenda Agosto
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*A special acknowledgement to Sydney Treadway-Haskell who also served as our MSW graduate research assistant.

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INTRODUCTION

Ms. Carol Burkett, Director of the Orange County Office for a Drug-Free Community commissioned the University of Central Florida, School of Social Work to conduct a survey of a statistically significant number of Orange County employers. The purpose of the study was twofold: 1. to determine the prevalence of employers who have implemented a policy of a drug-free workplace; 2. to determine employers perceptions regarding the value of maintaining a drug-free workplace.

METHODOLOGY

The goal was to secure a representative sample of responses through mailed and phone surveys. The researchers used a stratified random sample of Orange County employers taken from the occupational licenses data bank. It was determined that 365 completed surveys would achieve the necessary statistical power. From January through April, 2007 a total of 1056 surveys (out of sample of approximately 10,000) were completed by UCF School of Social Work research assistants. Nine hundred and forty seven phone surveys were completed and 111 surveys (out of 1800 mailed) were returned. The results presented here are for those that answered each question and percentages may not equal 100%.

THE SURVEY

The survey developed by the UCF School of Social Work researchers in consultation with the Orange County Office for a Drug-Free Community, Drug-Free Workplace/Business committee collected data in the following areas (see appendix A for the complete survey instrument):

- Core demographics of the Orange County employers participating in this study.
- Status of Orange County employers surveyed as a Florida Certified Drug-Free Workplace.

- Whether Orange County employers surveyed maintain a Drug-Free Workplace policy, but are not Florida certified.
- Whether Orange County employers surveyed are a Drug-Free Workplace under Department of Transportation (DOT) regulations.
- Whether Orange County employers surveyed have established a Drug-Free Workplace policy.

The study also sought to determine Orange County employer perceptions of the impact and value of maintaining a Drug-Free Workplace on the following variables:

- Profitability
- Productivity
- Safety
- Recruiting
- Working conditions
- Customer satisfaction
- Employee aggression and violence
- Job satisfaction
- Employee retention and turnover
- Absenteeism
- Health insurance costs
- Workers' compensation costs
- Employee conflict and grievances
- Competitive advantage
- Aids in reducing substance abuse in the community

For those Orange County employers who indicated that they were a Florida Certified Drug Free Workplace or maintain a Drug-Free Workplace policy, further inquiry was made as to:

- Their identification as a Drug-Free Workplace when placing employment ads
- Whether or not they review their Drug-Free Workplace policy with applicants and employees.

This study also sought to determine the prevalence and administration of workplace drug testing among the Orange County employers who responded to the survey. Inquiry regarding administration included:

- Pre-employment drug testing
- Random drug testing
- Post accident drug testing
- Annual physical drug testing
- Reasonable suspicion drug testing

For those Orange County employers who utilized workplace drug testing the survey also sought to determine the course of action taken by the employer when an employee tested

positive for illicit substance use (illegal use of drugs, either prescription or illegal drugs). Response options included:

- Terminated the employee
- Referred the employee for professional assistance
- Other specific response

Orange County employers were also asked if they had implemented an employee assistance program (EAP) as part of their strategy to manage workplace substance abuse.

The following is a narrative summary of the data collected in these areas. Not all question responses total 1056 as respondents may have declined to provide requested demographic information or respond to all questions asked. A few responses exceed the total sample as some respondents might have given more than one answer. All statistics reflect actual responses for those who responded. Missing responses are not represented in the data.

PART 1: SUMMARY DEMOGRAPHIC PROFILE OF RESPONDENTS

Employers were asked to provide the following demographic information about their organization:

Gender of respondent (note: this data was not collected in the mailed survey)

Female: 60.1% (n=569)

Male: 28.1% (n=266)

Job title of respondent:

Executive: 43.8% (n=361)

Clerical or human resources: 56.2% (n=464)

Nature of the business:

Professional: 34.4% (n=314)

Construction & Maintenance: 10.2% (n=93)

Para-professional: 13.1% (n=120)

Hospitality: 4.5% (n=41)

Commercial & Real Estate: 14.4% (n=132)

Other: 23.4% (n=214)

Approximate number of employees:

1 to 10: 47.2% (n=477)

11 to 25: 19.5% (n=197)

26-50: 9.5% (n=96)

51 to 100: 4.7% (n=47)

101 to 250: 5.6% (n=57)

More than 250: 5.9% (n=60)

Recruits employees under the age of 18:

Yes: 10.8% (n=110)
No: 89.1% (n=904)

Recruits summer hires, interns, or co-ops:

Yes: 29.9% (n=303)
No: 70.0% (n=709)

Recruits employees without regard to education:

Yes: 32.6% (n=323)
No: 67.4% (n=669)

Recruits employees with high school diploma:

Yes: 48.5% (n=481)
No: 51.4% (n=509)

Recruits employees with an associate degree:

Yes: 34.8% (n=345)
No: 65.2% (n=645)

Recruits employees with a bachelor's degree:

Yes: 38.4% (n=380)
No: 61.6% (n=610)

Recruits employees with a master's degree:

Yes: 27.2% (n=269)
No: 72.8% (n=720)

Recruits employees with a doctorate degree:

Yes: 15.5% (n=153)
No: 84.3% (n=835)

Most entry level jobs are part-time hourly:

Yes: 20.9% (n=201)
No: 79.1% (n=761)

Most entry level jobs are full-time hourly:

Yes: 58.7% (n=565)
 No: 41.2% (n=396)

Most entry level jobs are part-time salaried:

Yes: 8.1% (n=78)
 No: 91.9% (n=884)

Most entry level jobs are full-time salaried jobs:

Yes: 32.9% (n=316)
 No: 67.1% (n=644)

PART 2: DRUG-FREE WORKPLACE STATUS

Which of the following most closely reflects your organization?

Florida Certified Drug-Free Workplace	22.3%	(n=232)
DFWP policy but not certified	55.4%	(n=576)
DOT Certified DFWP	4.6%	(n=48)
No DFWP policy	21.3%	(n=221)

PART 3: PERCEPTIONS OF THE IMPACT AND VALUE OF MAINTAINING A DRUG-FREE WORKPLACE

Based on your experiences or thoughts about Drug-Free Workplaces, rate the effect that a Drug-Free Workplace has or may have on the following items.

Profitability

Highly positive effect	60.4%	(n=634)
Somewhat positive effect	23.4%	(n=245)
No effect	8.8%	(n=92)
Somewhat negative effect	1.0%	(n=11)
Highly negative effect	0.2%	(n=2)
I do not know	6.2%	(n=65)

Productivity

Highly positive effect	71.4%	(n=748)
Somewhat positive effect	18.0%	(n=129)
No effect	4.9%	(n=52)
Somewhat negative effect	0.8%	(n=8)
Highly negative effect	0.4%	(n=4)
I do not know	3.2%	(n=34)

Safety

Highly positive effect	80.0	(n=843)
Somewhat positive effect	12.2	(n=129)
No effect	4.9%	(n=52)
Somewhat negative effect	0.4%	(n=4)
Highly negative effect	0.2%	(n=2)
I do not know	2.3%	(n=24)

Recruiting

Highly positive effect	45.4%	(n=476)
Somewhat positive effect	23.1%	(n=242)
No effect	18.4%	(n=193)
Somewhat negative effect	5.5%	(n=58)
Highly negative effect	0.9%	(n=9)
I do not know	6.7%	(n=70)

Working conditions

Highly positive effect	66.5%	(n=700)
Somewhat positive effect	20.2%	(n=213)
No effect	8.8%	(n=93)
Somewhat negative effect	0.5	(n=5)
Highly negative effect	0.2%	(n=2)
I do not know	3.6%	(n=38)

Customer Satisfaction

Highly positive effect	65.0%	(n=680)
Somewhat positive effect	18.7%	(n=196)
No effect	11.8%	(n=126)
Somewhat negative effect	0.4%	(n=4)
Highly negative effect	0.2%	(n=2)
I do not know	3.9%	(n=41)

Employee aggression and violence

Highly positive effect	61.2%	(n=639)
Somewhat positive effect	16.7%	(n=174)
No effect	12.1%	(n=126)
Somewhat negative effect	1.1%	(n=11)
Highly negative effect	0.9%	(n=9)
I do not know	8.1%	(n=85)

Job satisfaction

Highly positive effect	53.4%	(n=561)
Somewhat positive effect	24.7%	(n=259)
No effect	14.2%	(n=149)
Somewhat negative effect	1.2%	(n=13)
Highly negative effect	0.2%	(n=2)
I do not know	6.2%	(n=65)

Employee retention and turnover

Highly positive effect	52.9%	(n=554)
Somewhat positive effect	23.8%	(n=249)
No effect	13.9%	(n=146)
Somewhat negative effect	2.4%	(n=25)
Highly negative effect	0.7%	(n=7)
I do not know	6.3%	(n=66)

Absenteeism

Highly positive effect	66.3%	(n=696)
Somewhat positive effect	17.6%	(n=185)
No effect	9.6%	(n=101)
Somewhat negative effect	0.7%	(n=7)
Highly negative effect	0.6%	(n=6)
I do not know	5.1%	(n=53)

Health Insurance Costs

Highly positive effect	56.1%	(n=587)
Somewhat positive effect	14.0%	(n=147)
No effect	16.4%	(n=172)
Somewhat negative effect	0.2%	(n=2)
Highly negative effect	0.4%	(n=4)
I do not know	12.9%	(n=135)

Workers' compensation costs

Highly positive effect	60.8%	(n=636)
Somewhat positive effect	14.8%	(n=155)
No effect	12.0%	(n=126)
Somewhat negative effect	0.4%	(n=4)
Highly negative effect	0.2%	(n=2)
I do not know	11.7%	(n=122)

Employee conflict and grievances

Highly positive effect	52.6%	(n=551)
Somewhat positive effect	22.6%	(n=237)
No effect	14.6%	(n=153)
Somewhat negative effect	1.0%	(n=10)
Highly negative effect	0.6%	(n=6)
I do not know	8.7%	(n=91)

Competitive advantage

Highly positive effect	46.9%	(n=487)
Somewhat positive effect	21.3%	(n=221)
No effect	20.4%	(n=212)
Somewhat negative effect	1.3%	(n=13)
Highly negative effect	0.2%	(n=2)
I do not know	9.9%	(n=103)

Aids in reducing substance abuse in the community

Highly positive effect	58.4%	(n=609)
Somewhat positive effect	19.8%	(n=206)
No effect	12.4%	(n=129)
Somewhat negative effect	0.4%	(n=4)
Highly negative effect	9.0%	(n=94)
I do not know		

Only Florida Certified Drug-Free workplaces or those that maintain a drug free workplace policy responded to the following questions.

PART 4: IDENTIFICATION AS A DRUG-FREE WORKPLACE IN RECRUITMENT & HIRING
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Employer specifies that they are a Drug-Free workplace when placing employment ads?

Yes:	43.8%	(n=330)
No:	55.4%	(n=417)

Employer reviews their Drug-Free Workplace policy with applicants and employees?

Yes:	72.1%	(n=538)
No:	27.6%	(n=206)

PART 5: EMPLOYER DRUG TESTING STRATEGIES

Pre-employment drug testing

Yes:	52.0%	(n=285)
No:	46.9%	(n=257)

Random drug testing

Yes:	32.9%	(n=181)
No:	65.8%	(n=362)

Post accident drug testing

Yes:	42.6%	(n=234)
No:	56.1%	(n=308)

Annual physical drug testing

Yes:	8.2%	(n=45)
No:	90.5%	(n=496)

Reasonable suspicion drug testing

Yes:	54.5%	(n=300)
No:	44.2%	(n=243)

<p>PART 6: EMPLOYER RESPONSE TO POSITIVE DRUG TESTS FOR ILLICIT SUBSTANCE USE (illegal use of drugs, either prescription or illegal drugs)</p>

Terminated employment

Yes:	51.8%	(n=302)
No:	46.5%	(n=271)

Referred for professional assistance

Yes:	32.4%	(n=168)
No:	66.3%	(n=385)

Other

Yes:	20.7%	(n=120)
No:	77.9%	(n=452)

Employers offering employee assistance program (EAP)?

Yes:	31.8%	(n=225)
No:	67.9%	(n=481)

<p>PART 7: SUMMARY OF SIGNIFICANT FINDINGS</p>

- This study generated a number of interesting findings. The most remarkable of these is that among the Orange County employers surveyed they consistently indicated that based on their experiences workplace drug testing was consistently viewed as have either a highly positive effect or somewhat positive effect on profitability, productivity, safety, recruiting, working conditions, customer satisfaction, employee aggression and violence, job satisfaction, employee retention and turnover, absenteeism, health insurance costs, workers' compensation cost, employee conflict and grievances, competitive advantage and aids in reducing substance abuse in the community. However, only 22.3% (n=232) of the survey respondents reported that they were a Florida Certified Drug-Free Workplace. It is also noteworthy to mention here that 55.4% (n=576) also reported that they maintained a drug-free workplace policy but in fact were not Florida certified.
- Given the relatively low number of Orange County employers who are Florida Certified Drug Free Workplaces it is apparent that 5% the worker's compensation discount that is not a sufficient enough incentive.
- While a sizable number of the respondents did in fact indicate that they had a Drug-Free Workplace policy it is difficult to determine the nature of the policy and how the policy is administered.

- Responses related to identification as a drug-free workplace in recruitment and hiring were mixed. While 55.4% (n=417) of the Orange County employers responding indicated that they did specify that they were a drug-free workplace when placing employment ads, 71.2% (n=538) indicated that they review their drug-free workplace policy with applicants and employees.
- A substantial number of Orange County employees indicated that they conduct per-employment drug testing (52%, n=285) and reasonable suspicion drug testing (54.4%, n=300). A substantially lower proportion engage in random drug testing (32.9%, n=181), post accident drug testing (42.6%, n=234) and annual physical drug testing (8.2%, n=45).
- Inquiry related to the employers response to positive drug tests for illicit substances also indicated a low tolerance as 51.8% (n=302) reported that their response was termination of employment.
- Less than half (46.5%, n=271) of the respondents reported that they give employees a second chance.
- Thirty-two percent (n=168) reported that they referred the employee for professional assistance.
- Only 31.8% (n=225) indicated that they offered an employee assistance program (EAP) to their employees.

PART 8: CONCLUSIONS

This study is the first attempt to determine the prevalence of Orange County employers who are Florida Certified Drug-Free workplaces, the extent to which employers have adopted drug-free workplace policies as well as gauging their perceptions of the impact a drug-free workplace has on a range of variables from enhancing profitability and productivity to reducing absenteeism, accidents and workers' compensation costs.

The researchers drew a stratified random sample from the Orange County Occupational Licenses data bank which resulted in a representative sample of ALL Orange County employers across ALL employment categories. While truly representative of the Orange County workforce it produced a sample where, as it turned out in the survey, where 76.2% of employed 50 or less people. If this survey is re-administered at some point in the future it might be advantageous to draw a *purposive stratified random sample*. By using the sampling procedure Orange County would be able to more accurately target employers where workplace drug abuse may have a large impact to the Orange County workforce, i.e. construction trades, hospitality and entertainment industry. This approach would also enable the Office for a Drug Free Community to target more medium (50-100) and larger county employers (100-250) as well as those larger than 250 employees.

**Orange County Office for a Drug-Free Community
Drug-Free Workplace/Business Committee**

**Employer Survey to Determine the Prevalence of
Drug-Free Workplaces in Orange County**

1. Check one of the following that most closely reflects your organization:

- A.** My organization is a Florida Certified Drug-Free Workplace.
- B.** My organization maintains a Drug-Free Workplace policy, but is not Florida certified.
- C.** My organization is a Drug-Free Workplace under DOT regulations.
- D.** My organization does not maintain a Drug-Free Workplace policy.

Based on your experiences or thoughts about Drug-Free Workplaces, rate the effect that a Drug-Free Workplace has or may have on the following items by placing an X in the appropriate box:

	Highly positive effect	Some-what positive effect	No effect	Some-what negative effect	Highly negative effect	I don't know
2. Profitability						
3. Productivity						
4. Safety						
5. Recruiting						
6. Working conditions						
7. Customer satisfaction						
8. Employee aggression and violence						
9. Job satisfaction						
10. Employee retention and turnover						
11. Absenteeism						
12. Health insurance costs						
13. Workers' compensation costs						
14. Employee conflict and grievances						
15. Competitive advantage						

16. Aids in reducing substance abuse in the community						
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If your organization is a Florida Certified Drug-Free Workplace or maintains a drug free workplace policy, please respond to the following 5 questions (Questions 17 through 21), otherwise skip to question 22:

17. Does your organization specify being a Drug-Free Workplace when placing employment ads? Yes No

18. Does your organization review your Drug-Free Workplace policy with applicants and employees? Yes No

19. Check all of the boxes that pertain to your organization's strategies for drug testing programs:

- A. Pre-employment
 B. Random
 C. Post accident
 D. Annual physical
 E. Reasonable suspicion

20. Check all of the following that occur when an employee tests positive for illicit substance use (illegal use of drugs, either prescription or illegal drugs):

- A. Terminated
 B. Referred for professional assistance
 C. Other (please specify):

21. Does your organization have an employee assistance program (EAP)? Yes No

The following questions relate to your organization's demographics:

22. Job title of respondent: _____

23. Nature of your business: _____

24. Approximate # of employees: _____

25. Does your organization recruit employees under the age of 18? Yes No

26. Does your organization recruit summer hires, interns, or co-ops? Yes No

27. Check all of the following educational levels that your organization recruits:

- A. high school diploma
 B. associate's degree
 C. bachelor's degree
 D. master's degree
 E. doctorate degree
 F. no regard to educational level

28. Circle one of the following that consists of the highest percentage of your organization's entry positions:

- A. part-time, hourly jobs
 B. full-time, hourly jobs
 C. part-time, salaried jobs
 e. full-time, salaried jobs

Thank you for your assistance in completing this survey. Please return in the enclosed envelope. If you would like additional information on how to become a drug-free workplace please proceed to page Three and return in a separate envelope.

NOTE: If you respond to these questions please mail this sheet in a separate envelop to:

Carol Burkett
Executive Director
Orange County Office for a Drug Free Community
109 E. Church Street, Ste 210
Orlando, Florida 32801

The final three questions have to do with your organization’s interest in receiving further information:

- 29. Would you like to receive a copy of the final report of this study? Yes No
- 30. Would you like to receive information about becoming a Florida Certified Drug Free Workplace? Yes No
- 31. Would you like to schedule a Drug Free Workplace workshop or consultation? Yes No

If responding YES to any of the above three questions, please attach your business card or fill in the information requested below, in order to be contacted by a member of the Drug Free Workplace Business Committee.

Name of Workplace: _____
Person to Contact _____

Address: _____ City: _____ Zip Code: _____

Telephone Number: (____) _____

