

Pace Business Poll

Spring 2023



Report of Findings



Implemented by Pace Connect
Center for Student Enterprise
Lubin School of Business, Pace University
Co-sponsored by
Business Council of New York State
The Business Council of Westchester



The
Business
Council



PACE Pace Business Poll Report



Spring 2023

Created by Pace Connect, Pace University, Lubin School of Business

Poll Director, Kathryn Winsted, PhD

Poll Duration: 1/15/23 – 5/18/23

Executive Summary

A survey of business leaders from New York City, Westchester, and Long Island showed that most businesses are now more flexible than before the pandemic, with many more employees now allowed to work from home. Most of the leaders surveyed said that they have implemented new procedures, improved technology, added new products and services, and emerged stronger than they were before the pandemic.

A total of 200 business leaders responded to the survey. More than half (54%) of the respondents to the survey were managers in businesses located in Westchester. About 28% were from businesses in New York City boroughs (mostly Manhattan) and 5% were from Long Island and Rockland County. Some of the 16% of respondents who selected “other” put multiple locations that included Westchester or NYC and others were from other metropolitan area locations.

The top industries represented in this survey were classified under “Other,” with the majority being education and real-estate. Professional services, not-for-profit, and financial services were the industries surveyed with the next highest representation. A majority of participating businesses (63%) had 50 or less employees. 14% of businesses had more than 1,000 employees. Annual revenue of responding companies varied widely with 32% of the responding businesses having over \$10 million in annual revenue and 36% of the respondents with less than \$1 million in annual revenue.

Nearly three-quarters of respondents answered that they are more flexible now regarding remote work than they were before COVID. When asked what changes they made due to the pandemic, the most common change was more work-from-home employees, with nearly a quarter of respondents stating that it is one of the major changes they had post-Covid. 3% maintained reduced services or sales capacity, which is a major difference from last year’s results, stating that 9% maintained reduced service or sales capacity.

Nearly 85% of responders answered that they had employees working in person prior to the pandemic. Of respondents who had an in-person workforce prior to the pandemic, 41% stated that the workforce is now 100% back in person, with 66% having part of their employees back and part working remotely. Just 3% are now fully remote. Most respondents (66%) said that part of their workforce works partly from home, with about a quarter (24%) saying they don’t allow any work from home and 12% saying that all employees work using a hybrid model. Only 3% of respondents stated that they plan to remain fully remote even though they had in-person workforce prior to the pandemic. Nearly half plan to bring all of their former in-person employees back to fully in-person while half plan to have part of the employees remain fully remote.

Almost 60% of respondents allowed paid domestic travel over 100 miles prior to the pandemic. About the same number of employers allow paid domestic business travel as did before the pandemic. Most employers (63%) now hold most meetings that require travel using Zoom or other video conferencing software. Just 14%

said that almost all meetings requiring travel are still held in person. About half the businesses have cut their travel budget due to virtual meetings. Only 9% of businesses cutting travel costs due to virtual meetings have made a drastic cut of 76-100%. The rest made smaller cuts.

Slightly over half of the respondents do not require vaccination while the others still do. Only 27% of respondents require their staff to receive the COVID booster.

When asked if they had trouble bringing back employees who had switched to work-from-home during the pandemic, only about a quarter of respondents (24%) stated that they had difficulties bringing back their employees. This is a major difference from last year's results where 40% said they struggled to bring back the workforce. Of the 24% of responders having issues bringing employees back to on-site work, most of them were dealing with staff preferring a home environment work (41%), staff concerned about being around others, and staff not willing to get vaccinated or boosted. In the comments, many also stated that employees are asking for more money to deal with commuting and the stress of coming to work. To deal with these issues, more than half of respondents (56%) said that they are offering hybrid work with some days on site and some days at home to combat concerns about coming back to work. Another 22% stated that they are holding more virtual meetings to cut down on travel or gatherings.

Most respondents (66%) said it is harder to hire now than it was before the pandemic. When asked what they thought was causing this difficulty in hiring, of the 66% who said hiring was more challenging now than before the pandemic, 34% said that they think it is caused by lack of interest in working hard, while 24% said that employees prefer a hybrid or remote workspace. 27% said that there is a lack of skilled workforce.

Respondents were about evenly split in opinions about whether they see a shift in their employees' work ethic. When asked what changes they saw in their employees' work ethic, many of them said that there is a new lack of motivation. Many respondents also said that their employees desire better work/life balance and prefer more flexibility and remote work. Some respondents said they saw a positive work ethic influence in that many employees were more dedicated to work when they worked remotely.

60% of the participants indicated that they feel like their business is stronger than it was before the pandemic. This is significantly more positive than the 51% who responded last year that they came out stronger. 24% say the business strength is about the same, while 16% feel that they came out of the pandemic weaker. The majority (57%) of responders were optimistic about the future of business in the greater NYC area. Only 16% were pessimistic about the future of NYC, much less than the 26% who were pessimistic in 2022.

70% of responders said that they increased most wages this fiscal year for the lowest paid workers even though there was not a minimum wage increase. 70% of responders said that they increased most wages this fiscal year. Of the 70% of businesses that increased wages this fiscal year, 57% raised wages by 3-5%, and about 30% raised wages by 6% or more.

When asked how current high inflation has affected their company, over a third of respondents (35%) said that high inflation affected their supply costs and a third (32%) also said that labor costs have increased. When asked about the impact of inflation on their business, the most common response was overall cost increases. Another frequent answer was that the clientele has gone down, making it harder for businesses to find clients to work with since not as many people want to hire companies to do their work. Other comments stressed higher wages for staff and concern about interest rates.

The top three issues facing companies this fiscal year are the rising cost of supplies, difficulty hiring or retaining staff, and the rising cost of labor, with nearly 20% of responses for each.

27% of respondents stated that the large population and diversity of workers is the greatest advantage in working in New York City and the surrounding areas. Other common responses included the opportunity to grow, and the number of other companies. The cost of working in or near New York City was the most common disadvantage mentioned (41% of respondents). Another common disadvantage mentioned was traffic and commuting.

Comparing New York City and Westchester (see crosstabs in Appendix 2), we see that the largest industry represented in Westchester was professional services while the largest representation in New York City was nonprofit. These were the largest two groups represented in both locations. Most businesses in both locations had less than 50 employees (over 60%) and less than \$1 million in revenue (about one-third). More companies had over 1000 employees in New York City (22% versus 7.5% in Westchester).

A much higher percentage of firms now have more employees working from home (70%) in New York City, compared to 46% in Westchester. Westchester has a higher percentage of new procedures and IT systems implemented in COVID compared to firms in New York City. A slightly higher percentage of firms in Westchester (45%) are fully back in person, compared to 39% in New York City. More firms in New York City are now fully remote or have less than 25% of employees back (16% of firms), compared to just 9% in Westchester. More firms in New York City (76%) say they are now more flexible in allowing remote work than in Westchester (69%). And more responding firms are completely remote in New York City than in Westchester (6% versus 1%)

Many more firms in New York City still require vaccination (65%) versus 34% in Westchester. New York City respondents are more likely to allow employees to work fully from home (25%) compared to Westchester where the more common practice is to offer a hybrid model (88%). More Westchester firms say they have difficulty hiring (45%) versus 29% in New York City. Higher wage raises were given by New York City firms, with 39% giving over 5% wage increases versus just 30% in Westchester. Westchester respondents indicated much higher impacts of inflation than did respondents from New York City.

New York City respondents were more likely to feel that their company was stronger than before the pandemic (72% versus 51% in Westchester). New York City respondents were also more optimistic about the future of New York City (74% versus 41% in Westchester).

Looking at size differences (see crosstabs in Appendix 3), we see that only respondents with less than 50 employees are now fully remote, but that most smaller companies are less likely to be more flexible about remote work than larger companies and more likely to not allow any work from home.

Larger firms are indicating more difficulty in bringing people back to work. Smaller firms are more pessimistic about the future of New York City. For other variables, there are not clear size-related differences.

We compared year-over-year findings for questions that were asked for each of the last three polls (see Appendix 4). Significantly less respondents in 2023 indicated that they had changes that they implemented first during COVID that they have kept in place. The number of firms requiring vaccination in 2023 has gone down significantly from 2022 (42% versus 50%). The number of firms who feel they are stronger after the pandemic has gone up from 51% in 2022 to 60% in 2023. Other answers have remained the same year to year.

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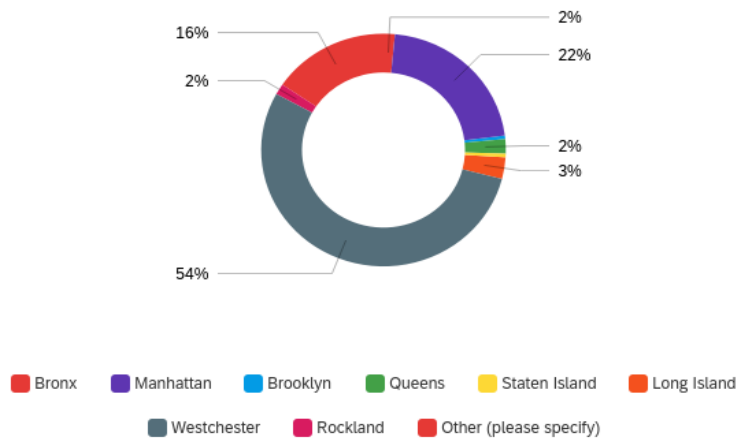
Poll Duration: 1/15/23 – 5/18/23

Data from Survey Responses

Data is summarized below for each individual question on the survey. The overall number of respondents was 200. Not all respondents answered every question, so the number of answers varies for each question. For some questions, multiple responses can be given by each respondent. Answers to open-ended questions have been categorized and grouped for analysis. All answers to open-ended questions, including any text entered for “Other” are listed in the appendices.

Q1 - Please indicate the primary location of your business.

Over half (54%) of the respondents to the survey were managers in businesses located in Westchester. About 28% were from businesses in New York City boroughs (mostly Manhattan) and 5% were from Long Island and Rockland County. Some of the 16% of respondents who selected “other” put multiple locations that included Westchester or NYC and others were from other metropolitan area locations.



Region	%	Count
Westchester	54%	108
Manhattan	22%	43
Long Island	3%	6
Other New York City	6%	9
Rockland	2%	3
Other	16%	31
Total	100%	200

Q2 - Please indicate which industry your business is currently engaged in.

The top industries represented in this survey were classified under “Other,” with the majority being education and real-estate. Professional services, not-for-profit, and financial services were the industries surveyed with the next highest representation.

Please indicate which industry your business is currently engaged in.	%	Count
Other (please specify)	31%	61
Professional Services	18%	36
Not-for-profit	13%	25
Financial	11%	21
Health / Human services	6%	11
Food and beverage	5%	10
Service	4%	8
Entertainment / Tourism	4%	8
Engineering and construction	4%	8
Retail	3%	5
Wholesale and distribution	3%	5
Manufacturing	1%	2
Total	100%	200

Q3 - Please indicate the current size of your business.

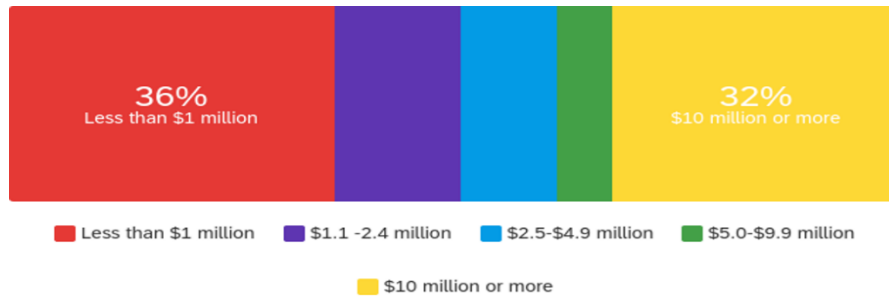
The majority of participating businesses (63%) had 50 or less employees. 14% of businesses had more than 1,000 employees.



Number of employees	%	Count
Under 50 employees	63%	124
50 to 100 employees	11%	21
101 to 500 employees	13%	25
501 to 1000 employees	1%	1
Over 1000 employees	14%	27
Total	100%	198

Q4 - Please indicate the total annual revenue range for your business.

Annual revenue of responding companies varied widely with 32% of the responding businesses having over \$10 million in annual revenue and 36% of the respondents with less than \$1 million in annual revenue.



Total revenue	%	Count
Less than \$1 million	36%	64
\$1.1 to 2.4 million	14%	25
\$2.5 - \$4.9 million	11%	19
\$5 million - \$9.9 million	6%	11
\$10 million or more	32%	57
Total	100%	176

Q5 - Are you more flexible now than before COVID in allowing your employees to work remotely?

Nearly three-quarters of respondents answered that they are more flexible now regarding remote work than they were before COVID.



More Flexible	%	Count
Yes	73%	114
No	27%	43
Total	100%	157

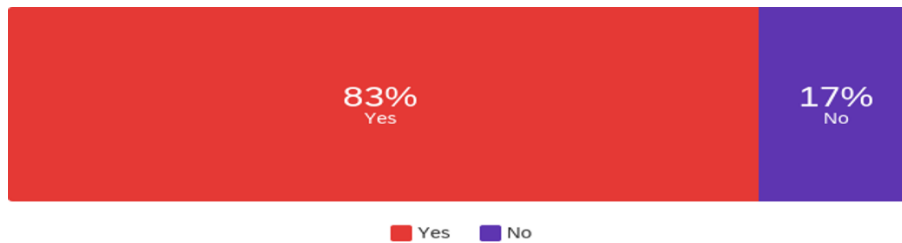
Q6 - Please indicate any changes you made for COVID that you still have in place (check all that apply)

The most common answer to this question was more work-from-home employees, with nearly a quarter of respondents stating that it is one of the major changes they've implemented post-Covid. 3% maintained reduced services or sales capacity, which is a major difference from the previous year's results, stating that nearly 10% maintained reduced service or sales capacity.

Changes kept from COVID	% of answers	Count
More employees working from home	24%	98
New procedures that were implemented	21%	87
Improved IT systems and support	16%	65
New products or services that were added	12%	48
Other (please specify)	11%	46
Reduced office or floor space	7%	27
E-commerce or delivery options that were added	5%	22
Reduced service or sales capacity	3%	13
Total	100%	406

Q7 - Did you have employees working in person prior to the pandemic?

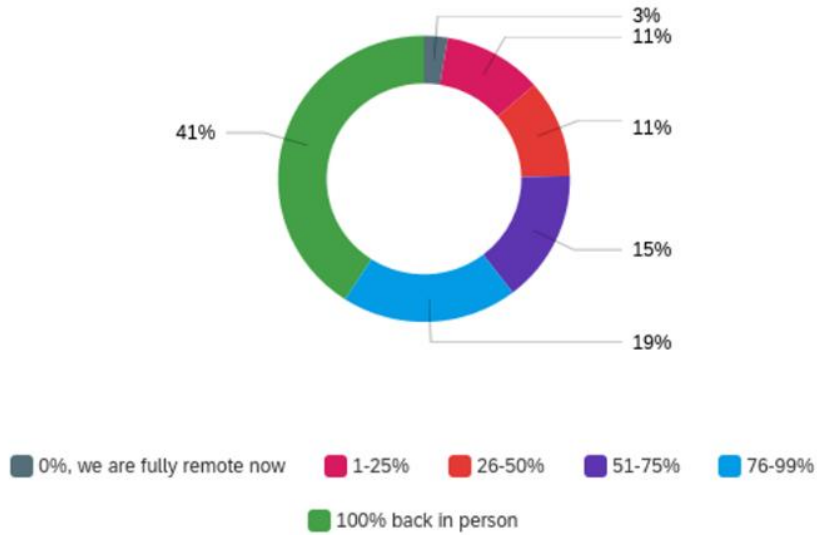
Nearly 85% of responders answered that they had employees working in person prior to the pandemic.



Did you have employees working in person prior to the pandemic?	%	Count
Yes	83%	163
No	17%	34
Total	100%	197

Q8 - What percentage of your usual in-person workforce is back in person currently?

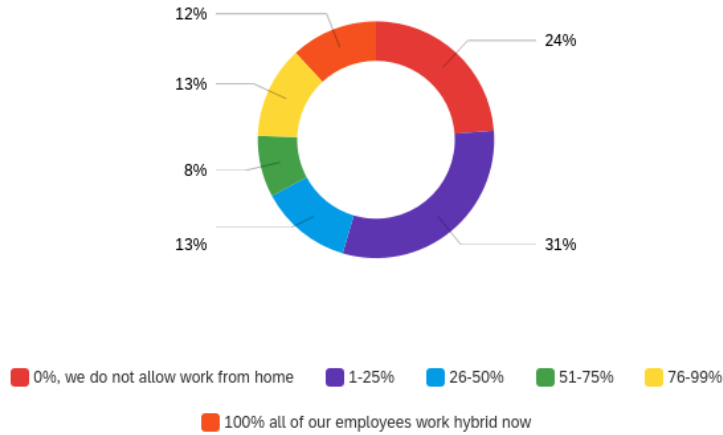
Of respondents who had an in-person workforce prior to the pandemic, 41% stated that the workforce is now 100% back in person, with 66% having part of their employees back and part working remotely. Just 3% are now fully remote.



What percentage of your usual in-person workforce is back in person currently?	%	Count
0%, we are fully remote now	3%	4
1-25%	11%	17
26-50%	11%	17
51-75%	15%	23
76-99%	19%	30
100% back in person	41%	63
Total	100%	154

Q9 - What percentage of your in-person workforce is working with a hybrid model (some days at home, some days in the office) on a regular basis?

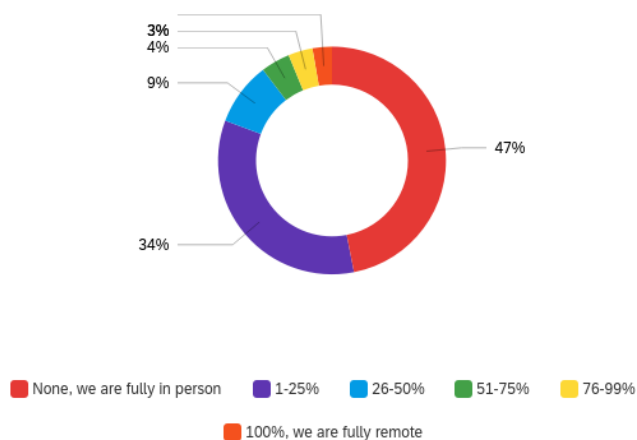
Most respondents (66%) said that part of their workforce works partly from home, with about a quarter (24%) saying they don't allow any work from home and 12% saying that all employees work using a hybrid model.



What percentage of your in-person workforce is working with a hybrid model (some days at home, some days in the office) on a regular basis?	%	Count
0%, we do not allow work from home	24%	34
1-25%	31%	44
26-50%	13%	18
51-75%	8%	12
76-99%	13%	18
100% all our employees work hybrid now	12%	17
Total	100%	143

Q10 - What percentage of your pre-pandemic in-person workforce will work completely remotely for the foreseeable future?

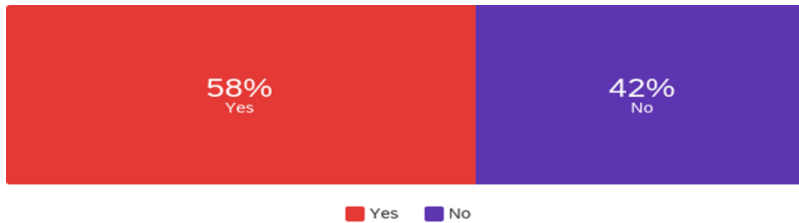
Only 3% of respondents stated that they plan to remain fully remote even though they had in-person workforce prior to the pandemic. Nearly half plan to bring all of their former in-person employees back to fully in-person while half plan to have part of the employees remain fully remote.



What percentage of your pre-pandemic in-person workforce will work completely remotely for the foreseeable future?	%	Count
None, we are fully in person	47%	68
1-25%	34%	49
26-50%	9%	13
51-75%	4%	6
76-99%	3%	5
100%, we are fully remote	3%	4
Total	100%	145

Q11 - Did you allow paid domestic business travel over 100 miles for your employees prior to the pandemic?

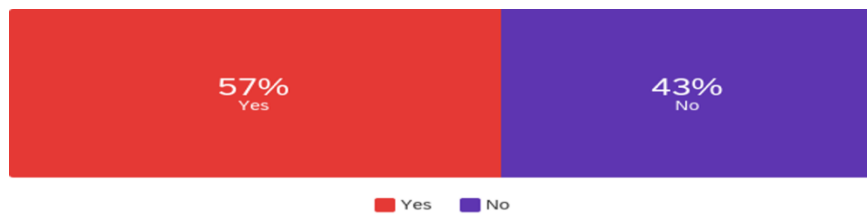
Almost 60% of respondents allowed paid domestic travel over 100 miles prior to the pandemic.



Did you allow paid domestic business travel over 100 miles for your employees prior to the pandemic?	%	Count
Yes	58%	105
No	42%	75
Total	100%	180

Q12 - Are you allowing paid domestic business travel of 100 miles or farther for your employees now?

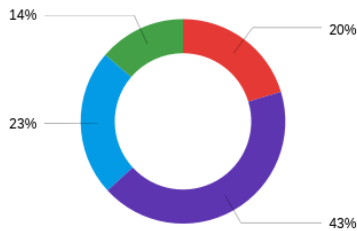
About the same number of employers allow paid domestic business travel as did before the pandemic.



Are you allowing paid domestic business travel of 100 miles or farther for your employees now?	%	Count
Yes	57%	101
No	43%	77
Total	100%	178

Q13 - Are meetings which used to require travel now held via Zoom?

Most employers (63%) now hold most meetings that require travel using Zoom or other video conferencing software. Just 14% said that almost all meetings requiring travel are still held in person.

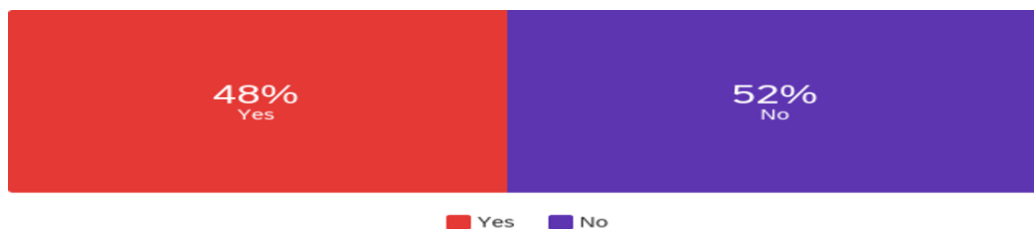


- Yes, all meetings requiring travel are now held by Zoom
- Yes, greater than 50% by Zoom now
- Yes, between 25% and 50% held by Zoom now
- No, almost all meeting requiring travel are held in person

Are meetings which used to require travel now held via zoom?	%	Count
Yes, all meetings requiring travel are now held by Zoom	20%	37
Yes, greater than 50% by Zoom now	43%	78
Yes, between 25% and 50% held by Zoom now	23%	42
No, almost all meeting requiring travel are held in person	14%	25
Total	100%	182

Q14 - Have you cut your travel budget due to virtual meetings?

About half the businesses have cut their travel budget due to virtual meetings.

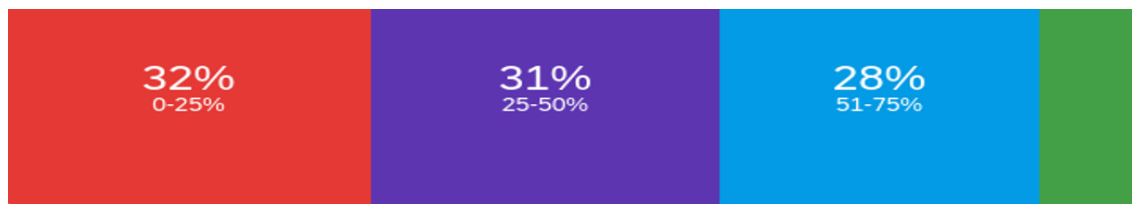


- Yes
- No

Have you cut your travel budget due to virtual meetings?	%	Count
Yes	48%	85
No	52%	92
Total	100%	177

Q15 - If so, how much have you cut down?

Only 9% of businesses cutting travel costs due to virtual meetings have made a drastic cut of 76-100%. The rest made smaller cuts.



If so, how much have you cut down?	%	Count
0-25%	32%	25
25-50%	31%	24
51-75%	28%	22
76-100%	9%	7
Total	100%	78

Q16 - Do you require your in-person employees to be vaccinated?

Slightly over half of the respondents do not require vaccination while the others still do.



Do you require your in-person employees to be vaccinated?	%	Count
Yes, require vaccination	42%	76
Require vaccination or weekly testing	4%	7
No	54%	96
Total	100%	179

Q17 - Do you require your staff to receive a COVID booster shot?

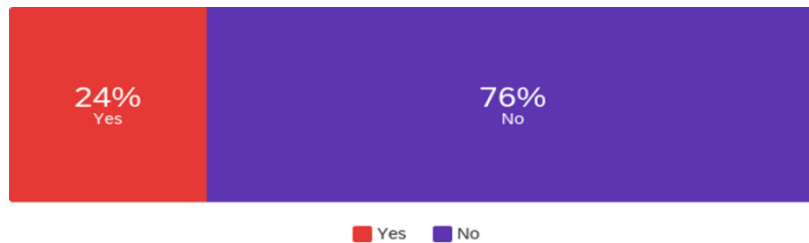
Only 27% of respondents require their staff to receive the COVID booster.



Do you require your staff to receive a COVID booster shot?	%	Count
Yes	27%	47
No	73%	130
Total	100%	177

Q18 - Have you faced any difficulties bringing back your employees to work on site?

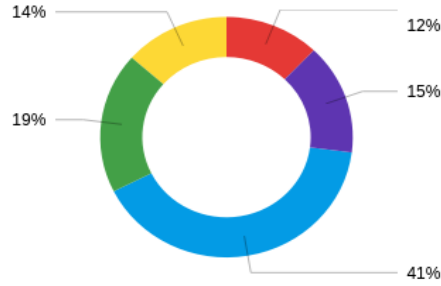
Only about a quarter of respondents (24%) stated that they had difficulties bringing back their employees, which is a major difference from last year's results, stating that 40% struggled to bring back the workforce.



Have you faced any difficulties bringing back your employees to work on site?	%	Count
Yes	24%	43
No	76%	135
Total	100%	178

Q19 - Please indicate any issues you have faced trying to bring employees back to work on site (check all that apply).

Of the 24% of responders having issues bringing employees back to on-site work, most of them were dealing with staff preferring a home environment work (41%), staff concerned about being around others, and staff not willing to get vaccinated or boosted. In the comments, many also stated that employees are asking for more money to deal with commuting and the stress of coming to work.

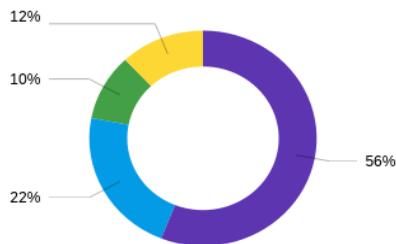


- Staff not willing to get vaccinated or boosted
- Staff reluctant to commute on public transportation
- Staff preferring home work environment
- Staff still concerned about being around others
- Other (please specify)

Answer	% of answers	Count
Staff preferring home work environment	41%	30
Staff still concerned about being around others	19%	14
Staff reluctant to commute on public transportation	15%	11
Other (please specify)	14%	10
Staff not willing to get vaccinated or boosted	12%	9
Total	100%	74

Q20 - How have you been combatting concerns about coming back to work? (check all that apply)

More than half of respondents (56%) said that they are offering hybrid work with some days on site and some days at home to combat concerns about coming back to work. Another 22% stated that they are holding more virtual meetings to cut down on travel or gatherings.

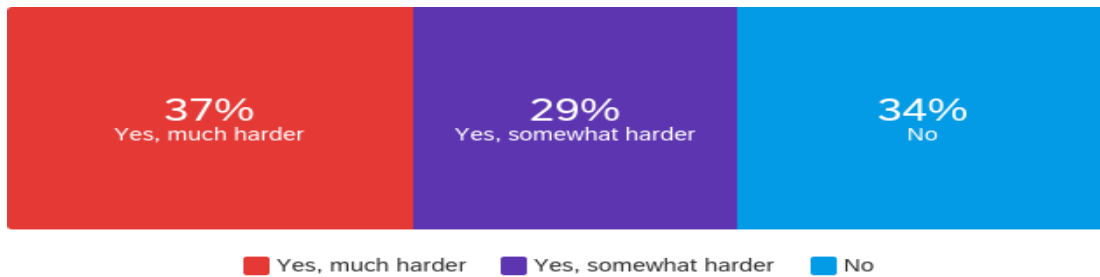


- Offering pay increases to those who come back
- Offering hybrid work with some days on site, some at home
- Holding more virtual meetings to cut down on travel or gatherings
- Allowing employees to work fully from home
- Other (please specify)

Answer	% of answers	Count
Offering hybrid work with some days on site, some at home	56%	28
Holding more virtual meetings to cut down on travel or gatherings	22%	11
Other (please specify)	12%	6
Allowing employees to work fully from home	10%	5
Offering pay increases to those who come back	0%	0
Total	100%	50

Q21 - Is hiring more difficult now than before the pandemic?

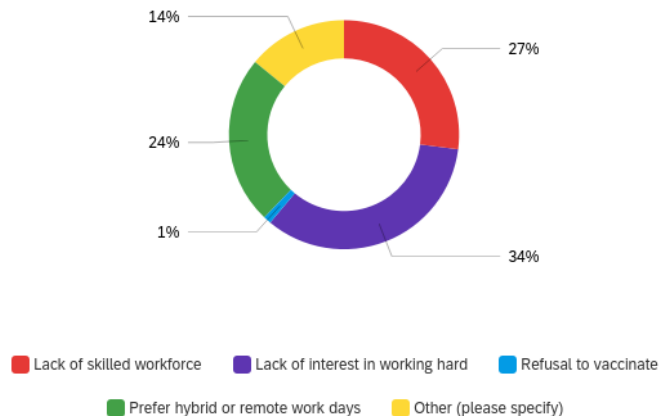
Most respondents (66%) said it is harder to hire now than it was before the pandemic.



Is hiring more difficult now than before the pandemic?	%	Count
Yes, much harder	37%	65
Yes, somewhat harder	29%	52
No	34%	60
Total	100%	177

Q22 - What do you think is causing difficulty in hiring?

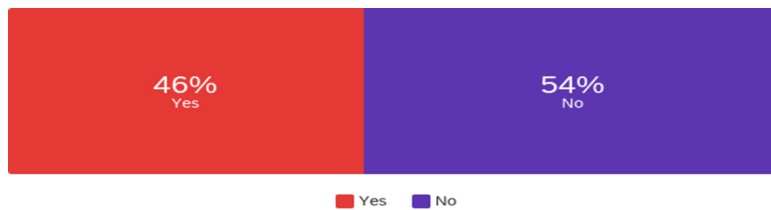
Of the 66% who said hiring was more challenging now than before the pandemic, 34% said that they think it is caused by lack of interest in working hard, while 24% said that employees prefer a hybrid or remote workspace. 27% said that there is a lack of skilled workforce. 14% said that there is a lack of skilled workforce. 1% said that there is a lack of skilled workforce.



What do you think is causing difficulty in hiring?	%	Count
Lack of interest in working hard	34%	63
Lack of skilled workforce	27%	50
Prefer hybrid or remote work days	24%	44
Other (please specify)	14%	26
Refusal to vaccinate	1%	2
Total	100%	185

Q23 - Do you see a shift in your employees' work ethic?

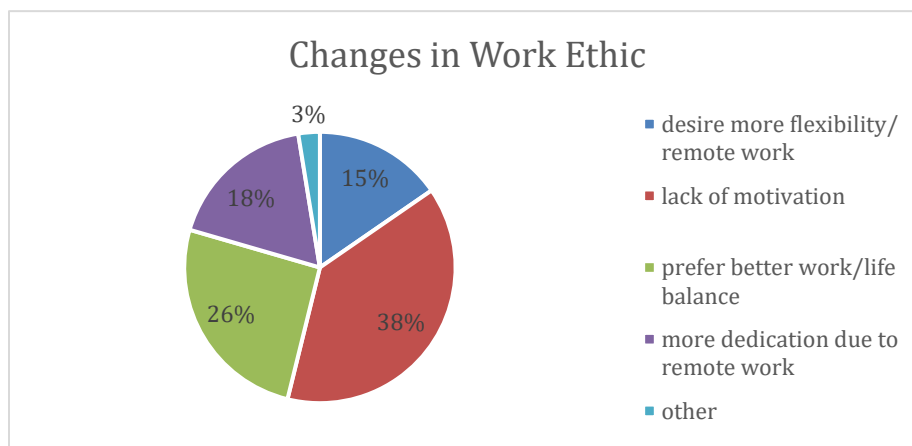
Respondents were about evenly split in opinions about whether they see a shift in their employees' work ethic.



Do you see a shift in your employees' work ethic?	%	Count
Yes	46%	75
No	54%	89
Total	100%	164

Q24 - If so, what are some of the changes that you have seen in your employees' work ethic? (Open-ended)

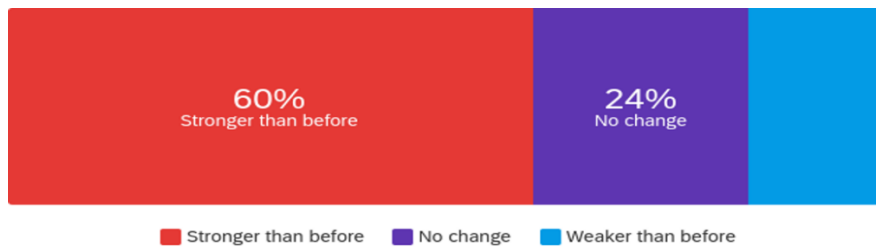
A change that was seen commonly with employees is their lack of motivation post-pandemic. Many respondents also said that their employees desire better work/life balance and prefer more flexibility and remote work. Some respondents said they saw a positive work ethic influence in that many employees were more dedicated to work when they worked remotely. See detailed responses in Appendix 1.



What are some changes in work ethic?	%	Count
Lack of motivation	38%	29
Prefer better work/life balance	26%	20
More dedication due to remote work	18%	13
Desire more flexibility/remote work	15%	11
Other	3%	2
Total	100%	75

Q25 - Do you feel your business is stronger or weaker now than before the pandemic?

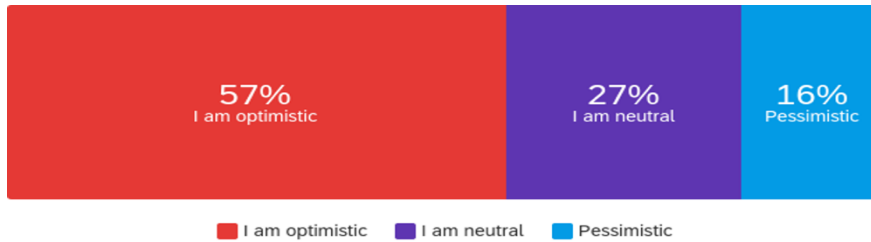
60% of the participants indicated that they feel like their business is stronger than it was before the pandemic. This is significantly more positive than the 51% who responded last year that they came out stronger. 24% say the business strength is about the same, while 16% feel that they came out of the pandemic weaker.



Do you feel your business is stronger or weaker now than before the pandemic?	%	Count
Stronger than before	60%	93
No change	24%	38
Weaker than before	16%	25
Total	100%	156

Q26 - Are you optimistic about the future of business in New York City and the surrounding area over the next few years?

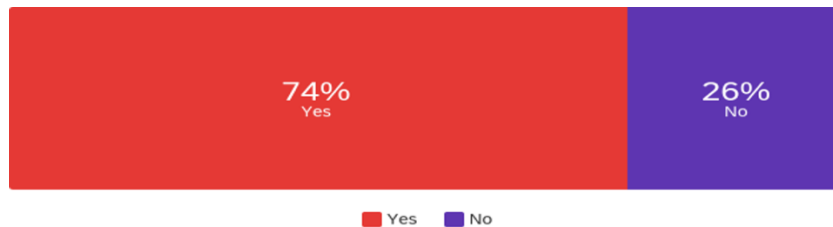
The majority (57%) of responders were optimistic about the future of business in the greater NYC area. Only 16% were pessimistic about the future of NYC, much less than the 26% who were pessimistic in 2022.



Are you optimistic about the future of business in New York City and the surrounding area over the next few years?	%	Count
I am optimistic. I think the city will continue to prosper and grow	57%	87
I am neutral - business will probably maintain the status quo	27%	41
I am pessimistic - businesses will struggle to recover and many may close or leave NYC	16%	25
Total		153

Q27 - Are wage increases taking place for your lowest paid staff even without a minimum wage increase?

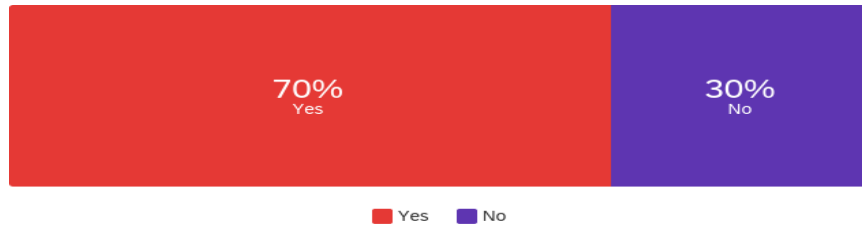
Nearly 75% of respondents said that wage increases are taking place for the lowest paid staff.



Are wage increases taking place for your lowest paid staff even without a minimum wage increase?	%	Count
Yes	74%	127
No	26%	45
Total	100%	172

Q28 - Have you increased most wages this fiscal year?

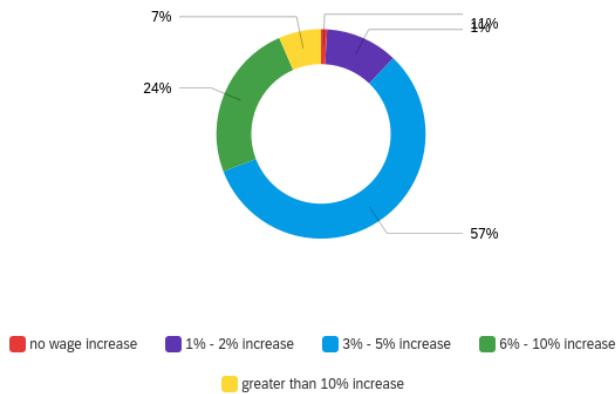
70% of responders said that they increased most wages this fiscal year.



Have you increased most wages this fiscal year?	%	Count
Yes	70%	119
No	30%	51
Total	100%	170

Q29 - What is the average percent wage increase for this fiscal year? (select the closest range)

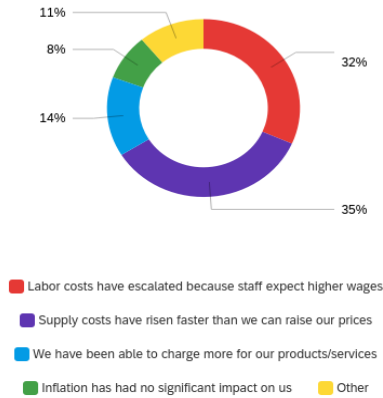
Of the 70% of businesses that increased wages this fiscal year, 57% raised wages by 3-5%, and about 30% raised wages by 6% or more.



What is the average percent wage increase for this fiscal year? (select the closest range)	%	Count
no wage increase	1%	1
1% - 2% increase	11%	12
3% - 5% increase	57%	61
6% - 10% increase	24%	26
greater than 10% increase	7%	7
Total	100%	107

Q30 - How has current high inflation affected your company? (check all that apply)

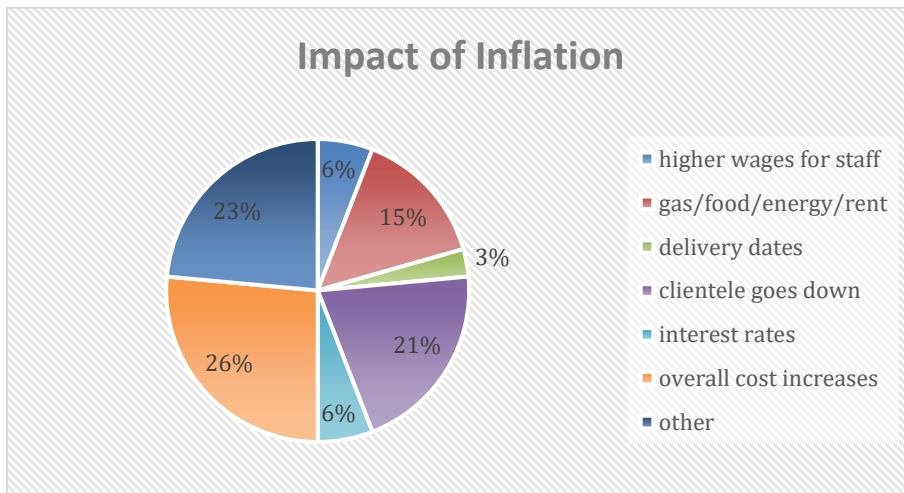
Over a third of respondents (35%) said that high inflation affected their supply costs and a third (32%) also said that labor costs have increased.



How has the current high inflation affected your company? (check all that apply)	%	Count
Supply costs have risen faster than we can raise our prices	35%	91
Labor costs have escalated because staff expect higher wages	32%	83
We have been able to charge more for our products/services	14%	38
Other	11%	29
Inflation has had no significant impact on us	8%	22
Total	100%	263

Q31 - Please add any comments, if you wish, about how inflation has affected your company (open ended).

The most common response for the impact of inflation on business in New York is overall cost increases. Another frequent answer is that the clientele has gone down, making it harder for businesses to find clients to work with since not as many people want to hire companies to do their work. Other comments stressed higher wages for staff and concern about interest rates. See appendix 1 for a full list of answers.



How has the current high inflation affected your company? (Open ended)	%	Count
Overall cost increases	26%	69
Other comments	23%	60
Clientele going down	21%	55
Gas/Food/Energy/Rent	15%	39
Higher wages for staff	6%	16
Interest rates impact	6%	16
Delivery dates slowing	3%	8
Total	100%	263

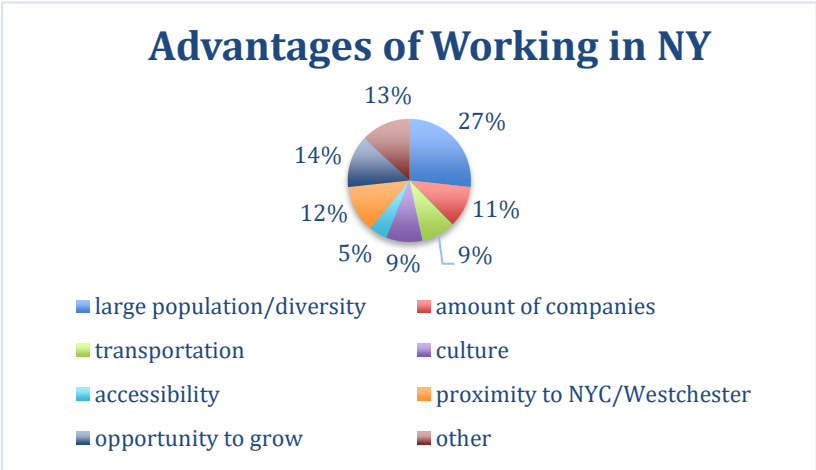
Q32 - Please indicate the top three issues facing your company this fiscal year (please check up to three and no more than three)

The top three issues facing companies this fiscal year are the rising cost of supplies, difficulty hiring or retaining staff, and the rising cost of labor, with nearly 20% of responses for each.

Please indicate the top three issues facing your company this fiscal year	%	Count
rising costs of supplies	19%	73
difficulty hiring or training and retaining skilled staff	18%	68
rising cost of labor	17%	65
increasing expenses of doing business in the NYC area	15%	57
Other	8%	30
upgrading technology to handle new expectations	8%	29
difficulty hiring and retaining lowest paid staff	7%	25
trying to maintain productivity/customer satisfaction with remote staff	4%	16
None of these issues are a problem for us	3%	13
Total	100%	376

Q33 - What are major advantages of working in or near New York City? (Open Ended)

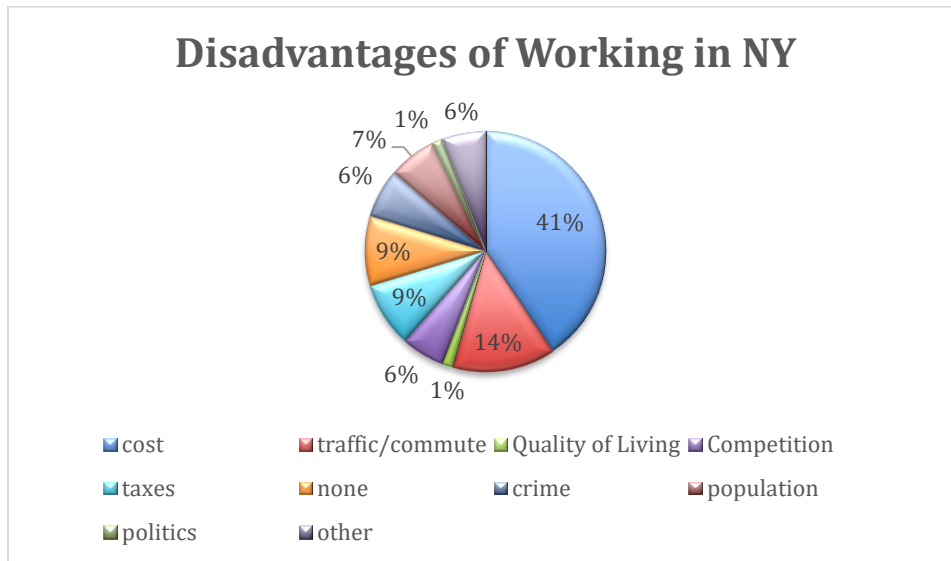
27% of respondents stated that the large population and diversity of workers is the greatest advantage in working in New York City and the surrounding areas. Other common responses included the opportunity to grow, and the number of other companies. For a full list of responses, see Appendix 1.



Advantages of working in or close to NYC	%	Count
Large population/diversity	27%	30
Opportunity to grow	14%	16
Other	13%	14
Proximity to activities in NYC/Westchester	12%	13
Number of companies	11%	12
Culture	9%	10
Transportation	9%	10
Accessibility	5%	6
Total	100%	111

Q34 - What are some of the major disadvantages of working in or near New York City? (Open Ended)

Cost is the most common disadvantage for working in our near New York, according to 41% of respondents. Another common disadvantage mentioned was traffic and commuting. The chart below shows other common comments. For a full list of responses, see Appendix 1.



Disadvantages of working in or close to NYC	%	Count
Cost	41%	44
Traffic/Commute	14%	15
Taxes	9%	10
None	9%	10
Large population	7%	8
Other	6%	6
Crime	6%	6
Competition	6%	6

Politics	1%	1
Quality of Living	1%	1
Total	100%	107

Q35 - Do you have any other comments that you would like to share with us? (Open-ended)

Many respondents wrote detailed comments here. A common theme was the desire, especially by young people, to work from home. This is affecting the ability to hire younger employees if you want an in-person workforce. It is also affecting vacancy rates in NYC office space. Some also discussed an increased need for technological skills and infrastructure in the new, partially virtual environment. (See Appendix 1 for detailed responses)



Pace Business Poll Report

Spring 2023

Created by Pace Connect, Pace University, Lubin School of Business

Poll Director, Kathryn Winsted, PhD

Appendix 1

Full responses to the open-ended questions

Below are individual answers to each of the open-ended questions on the survey.

Q31 - Please add any comments, if you wish, about how inflation has affected your company.

Covid had helped my business to substantiate the need for Telehealth. The only challenge is inflation and having to pay our staff more

Everything has gone up I.e. gas, even groceries. It's an adjustment.

Things are much more expensive

Some questions cannot be answered in a yes/no option. My company hires both internal office staff and field workers. The shift I see in employees' work ethic differs also. A lethargy has occurred regarding staff commitment. A melancholy of not making more money to support family and sundries while the costs continue to escalate in all facets of environment.

Inflation, factory delivery dates are the most significant impact to my business

As we increase our prices, we see that our customer base has declined

Cost of living has gone up in the NYC Metro area, so it is very hard to attract employees to work here

Shrinking profit margins and making business more expensive to operate.

Rising energy costs are significant

100% - We need to control inflation now or businesses will fail decreasing the economic outcomes for our counties

The loans we have to run our business have gone up from 2.74% to 7%. It is costing us way more to borrow money to run our business.

Increases in spending and overall costs and more than past years

Expenses have increased.

We are a home delivery business operating diesel sprinter vans - the increase in fuel, coupled with increases from our suppliers has crippled us

Studio and theater rentals have also gone up due to inflation.

Extremely difficult to hire experienced help.

It has impacted some clients in terms of decisions to move ahead with a project

Higher rates for office expansion plans and higher interest rate for vehicles

Customers and potential customers are slow to move forward with a new system/project. Customers are slower to pay us, certain ones that took service contracts are dropping them now. NYC customers are not there we use to have a service tech in the city 2 or 3 days a week, now maybe that every month, maybe.

Tightening marketplace, higher expenses

It has been a major problem for my clients since they can't increase their prices at the same rate as inflation has been running these last two years.

It affects the employees more than us and that reverberates back to us

Venders are increasing charges

Relying on donors has been slightly affected by inflation. Donations are lower than usual this year.

Q24 - If so, what are some of the changes that you have seen in your employees' work ethic?

Desire for even more flexibility

More flexible and able to work from home

Not as willing to work

Some of our staff are not as motivated to work as they were before the pandemic.

People seem to take more time for themselves/ their personal lives

It has gone down

People have taken the healthcare world more serious in the hype of the pandemic

They are more dedicated and productive because their schedule is a littlest more flexible.

No desire to excel

They are not a dedicated to the job

Employed less committed to working hard.

Drive to move up

Throughout the pandemic, people didn't really want to work but when salaries went up and unemployment went down, they decided to start job hopping.

Some seem to lack energy, initiative, and ambition

Laxed attitudes and dress

Drive for greater balance. More discussion of fatigue, burn out, mental health

There is no work ethic.

Lazy

More casual tone and atmosphere

for the better, it was an increase

Some people do better at home and some people do not

Some positive and negative

No, everyone is still motivated. A little burn out but not effecting work ethic.

There seems to be NO work ethic in new hires

They like to work from home now than before pandemic

Less sense of urgency

Work/life balance sometimes a challenge.

Happier and enjoy flexibility for work/life balance

Have no problem taking a day off with no pay or a vacation day.

Overall lack of enthusiasm

Flexibility on work schedules.

Less likely to work after hours or take on additional projects

Lack of motivation

Wanting to take more unpaid time off once PTO is exhausted.

Higher Productivity, Preference to work remotely

More drive and motivation, pandemic caused the nonprofit to be cut dry and once everything was running again they were more energized

Value of life and work balance, mental and physical health as a priority

Q33 - What are some of the major advantages of working in or near New York City?

Number of companies, airports

Financial and media centers / access to resources

More access to large populations of people

Culture, Large population, access to ports, public transportation

Easier to find clients because so many people

face to face interactions. high quality companies and clients and competitive pay

Location is great

We are pulling our guests from the city because we are the closest Topgolf to them.

For the engineers- lots of construction and development opportunities.

Lifestyle, networking

There is always work to be found in the construction industry

Accessibility to vendors and clients

Quick commuting

Transportation is convenient, proximity to central park

Smart people

Skilled workforce, demand for our services

A lot of our clients are based in the 5 boroughs

Access to big corporate, education and nonprofit accounts

Access to a diversity of resources and talent.

There is a significant customer base

Access to best talent and services.

100% political! The policies attack businesses, which feed and nurture employees

We are in the bedroom community and that is our customer base

This is where the need is for our services.

Great business center creates a strong demand for housing.

Diversity

Close to the NY Metro Area

More prospects are available.

The capital of the world, lots of industries that are based here and lots of opportunities to grow.

Culture, access to capital and access to talent

Interest in the arts and in arts education for children. Large pool of musicians to potentially fill faculty positions.

Proximity to clients

Hawthorne

Better labor pool and skilled workers, infrastructure, good salaries, high energy;

Being near the Big Apple

Access to experts, finance, culture

Now, none

Easy to travel to meetings

Access to more skilled tradesmen in the fashion industry. Our suppliers all come to NYC to show fabrics. Trade shows for wholesale goods are in the city.

Business, networking

Networking

Access to a lot of brand and media partners, networking, cultural.

Access to media industry. a lot of potential clients and opportunities.

Transit, great transportation system, access to variety of resources, food

A lot of things going on in the city.

Mass of all companies

Access to talent, diversity

transportation

Although people don't want to come into the office the people who do want to come back into the office will take advantage of the opportunities around them.

Higher incomes

Great energy, great talent, hard workers in NYC

Close to info and all my contacts and clients

New York

Easy access to transportation and everything is accessible.

Networking, job opportunities

Bigger pool of employees. bigger environment.

No advantages

NYC is fun and people enjoy working there and enjoy the after-work activities

being in the economic powerhouse

Talent pool, demand real-estate

Name recognition

For the film industry, it is important to be in the city and employees working in person is crucial

Demographics are in target market so that is great

Transportation is easier

No, doesn't work in the city since she's completely remote

Transportation

Ossining

There are more opportunities to do business both in Westchester and to expand our services to Manhattan, Brooklyn and Queens.

Diverse community, surrounded by great schools and healthcare, great talent,

It's easy to commute too and there's a variety of business

More opportunities with clients

Networking, always someone in New York

Close to NYC

Community of people

Better diversity,

Population

Dense population

For my business, it's a necessity to be near Broadway and near clients who value the arts.

It is where the people live that need our services.

Talent, community, professional development opportunities

Attracts the type of clientele that we target for our business.

Access to jobs, public transportation, cultural activities and venues, access to quality healthcare

Easily finding talented teachers and musicians

In some cases, competing with NYC based firms, we can be very competitive

There are always opportunities in New York

If you do business in NYC, like we do, there is more opportunity to get work. But at the same time employees prefer to work up this way rather than go to the city for a long-term project in NYC

The income level of the people

Large labor pool of qualified people

Access to qualified workforce; large number of business opportunities

Culture

Many fortune 500 companies

NYC entertainment and social

Katonah

Great access to human capital

Movement from the city to suburbs, more use of public transportation

Large companies in Westchester, affluent individuals who work for companies in the city but live in the Hudson Valley

Work/life balance

Concentration of clients.

What is happening now is more businesses are leaving for the suburbs and that offers more opportunity.

Continued growth in real estate development

Talented Workforce, great quality of life

Tarrytown

Currently, there are few to no advantages.

Ability to generate more sales

Proximity

Being close to our key customers

Lots of people who travel

Cannot think of any

Talent pool, clients

Wide variety of people, diverse environment, accepting of all people/circumstances, allows for more outreach

Concentration of research and healthcare institutions, universities, and non-profits

Q34 - What are some of the major disadvantages of working in or near New York City?

Cost, including taxes

No one wants to go into NYC every day

Difficult in travel and traffic

Expensive

Staten Island

Harder commute and harder to find clients

The commute

None

Very expensive to do business in Long Island.

Daily commute to the can be a hassle.

COL, quality

Competition and high prices of labor and material

Parking is challenging.

Traffic can be a problem, plus many people taking the train at once

The rent is expensive

People who don't want to work for less money than they think they are worth

Very high costs

High cost of labor

Taxes, regulation

Not many

High cost of transportation and other services

There is none of labor

Cost of services that do not require unique talent or expertise.

Lack of political support to growth, taxes

Cost of living here, cost of doing business here, more competition with other nonprofits working in the same sector.

Regulations, the cost of doing business and crime.

Everyone wants \$1M for work that is \$500,000.

Extremely high taxes, driving quality people away, commuting around NYC from the suburbs is very difficult.

Incredibly expensive and crime increasing outside of NYC

Lots of competitors, both for students and for hiring faculty.

Pollution, population pressures and high costs

Rising crime rate, anti-business political atmosphere

High real estate costs, high taxes, congestion;

Can't think of any

Cost of everything- NYS is out of control- have to consider heading to lower cost - higher lifestyle states

Too much focus on the city and not the suburbs

Crime and cost of living.

Not being directly in the city

Rising cost to live and work here. Our commercial rent is going up. Hard for me to hire younger employees due to the high cost of living.

Taxes

Difficult to move equipment and gear around and finding quiet locations for video shoots

Pricing for rent, congestion,

Having to deal with all of the people in the city.

The costs of being in NYC

Commute, high cost of living

Homelessness and mentally ill on streets

Cost of living

Traffic, crime increase

Costs

New York

High prices

Cost of living

Cost of people and living

Taxes

The commute.

Public perception

Cost of living, High inflation

cost of living, crime in NYC

Costs of operating and living, and some people don't want to live in the city because of covid

No

Rise in crime

No

Busy

Ossining

None

High cost of living

High cost area

Costs are higher

Weather

Competitive

Invasive species

Gang violence

Increased regulations for employers, cost of labor, cost of doing business

The cost of everything.

High costs, unnecessary regulations, late registration, and late payments on city contracts

High cost of living, lack of affordable housing, difficulty attracting younger employees especially in the surrounding NYC communities

Government at local and state level

High labor costs and overhead.

Cost of living

Cost of living

Competing with NYC firms for talent, where those larger firms will pay more

Cost of doing business is high

Cost of doing business is higher, parking, tickets, labor when a union job, etc. If they pass the congestion bill that will hurt a service/installation company like ours.

Lack of a useable workforce and the cost of wages

The traffic situation in NYC has reached critical mass, and Congestion Pricing will do nothing to help that. Upgrading mass transit would be better than "punishing" people who have to drive.

Competition from competing firms.....More firms to compete against!

Cost of living and labor

Density, homelessness and taxes

Many workers from the city expect very high wages even in the suburbs

Cost of living

High taxes, high costs

None

Taxes, expenses, traffic

Cost of living for some, lots of competition for donor dollars

Expensive housing; lack of public east west transportation

Traffic, taxes and tolls.

High costs and excessive taxes

Higher costs for housing and most basic needs than farther away

Tarrytown

There are far fewer opportunities to attract new business in NYC

High wage expectation

None

Expensive market to do business in.

Does not affect, mostly online work

Travel expense, resource expense

Crime stats, unwillingness of people

many people with melanoma or eye cancer do not live in New York City so they have to travel

Higher cost of living

Q35 - Do you have any other comments that you would like to share with us?

Thank you for this survey. I hope you get great responses

the school was very resilient during the pandemic, the community helped them out

The Business Council of Westchester remains an incredible resource for business

New York City is still the greatest city in the world and will continue to draw fabulous people who want to live, work and visit here! We LOVE it and will continue to run our business here until we die!

He could not share all the info in this survey because he was unsure.

Feeling isolated but work is good, see people with disabilities getting better work since remote is now normal.

Small and microbusinesses needs advice on Human Resources

Inflation is why businesses near NYC may not prosper

More nonprofits are closing because of late government payments and rules changing in the middle of contracts

It would be great if more work was given to local business, like ours, for instance when Regeneron expands or did other expansion it seems few local companies are getting that work. Even these new rental buildings going up it goes to mostly union contractors the small guy has no shot.

We need greater co-operation in the area/ There are not enough people for all the jobs in NYC, and not enough quality jobs outside of the city.

The most important thing for us is not working from home or being in the office - it is being in the community, and forging relationships

The focus from Albany needs to be on costs and crime. Addressing all these other issues are not going to help these two main issues.

Appendix 2

Crosstabs by Location

All city boroughs were combined into a New York City variable to analyze differences between New York City and Westchester. Long Island and other locations are not included so totals will be somewhat different from the totals earlier in the report.

	Total	New York City	Westchester	
Q2: Please indicate which industry your business is currently engaged in - Selected Choice	Total Count (Answering)	158.0	51.0	107.0
	Engineering and construction	5.1%	5.9%	4.7%
	Food and beverage	5.1%	3.9%	5.6%
	Financial	9.5%	9.8%	9.3%
	Manufacturing	1.3%	0.0%	1.9%
	Retail	1.9%	2.0%	1.9%
	Service	5.1%	0.0%	7.5%
	Wholesale and distribution	1.9%	2.0%	1.9%
	Entertainment / Tourism	5.1%	3.9%	5.6%
	Health / Human services	5.7%	3.9%	6.5%
	Professional Services	22.2%	11.8%	27.1%
	Not-for-profit	13.9%	21.6%	10.3%
Other (please specify)	23.4%	35.3%	17.8%	

	Total	New York City	Westchester	
Q3: Please indicate the current size of your business	Total Count (Answering)	157.0	50.0	107.0
	Under 50 employees	65.6%	60.0%	68.2%
	50 to 100 employees	11.5%	4.0%	15.0%
	101 to 500 employees	10.2%	12.0%	9.3%
	501 to 1000 employees	0.6%	2.0%	0.0%
	Over 1000 employees	12.1%	22.0%	7.5%

	Total	New York City	Westchester	
Q4: Please indicate the total annual revenue range for your business	Total Count (Answering)	148.0	43.0	105.0
	Less than \$1 million	35.8%	39.5%	34.3%
	\$1.1 to 2.4 million	16.2%	14.0%	17.1%
	\$2.5 - \$4.9 million	12.2%	14.0%	11.4%
	\$5 million - \$9.9 million	6.1%	2.3%	7.6%
	\$10 million or more	29.7%	30.2%	29.5%

		Total	New York City	Westchester
Q6: Please indicate any changes you made for COVID that you still have in place (check all that apply) - Selected Choice	Total Count (Answering)	149.0	47.0	102.0
	More employees working from home	53.7%	70.2%	46.1%
	E-commerce or delivery options that were added	10.7%	6.4%	12.7%
	Reduced office or floor space	16.1%	27.7%	10.8%
	New products or services that were added	25.5%	19.1%	28.4%
	New procedures that were implemented	49.0%	31.9%	56.9%
	Improved IT systems and support	38.3%	29.8%	42.2%
	Reduced service or sales capacity	7.4%	8.5%	6.9%
Other (please specify)	19.5%	34.0%	12.7%	

		Total	New York City	Westchester
Q7: Did you have employees working in person prior to the pandemic?	Total Count (Answering)	156.0	50.0	106.0
	Yes	84.0%	82.0%	84.9%
	No	16.0%	18.0%	15.1%

		Total	New York City	Westchester
Q8: What percentage of your pre-pandemic usual in-person workforce is back in person (most of the time) currently?	Total Count (Answering)	126.0	38.0	88.0
	0%, we are fully remote now	2.4%	5.3%	1.1%
	1-25%	8.7%	10.5%	8.0%
	26-50%	9.5%	7.9%	10.2%
	51-75%	15.1%	23.7%	11.4%
	76-99%	20.6%	13.2%	23.9%
	100% back in person	43.7%	39.5%	45.5%

		Total	New York City	Westchester
Q5: Are you more flexible now than before COVID in allowing your employees to work remotely?	Total Count (Answering)	126.0	38.0	88.0
	Yes	71.4%	76.3%	69.3%
	No	28.6%	23.7%	30.7%

		Total	New York City	Westchester
Q9: What percentage of your in-person workforce is working with a hybrid model (some days at home, some days in the office) on a regular basis?	Total Count (Answering)	114.0	33.0	81.0
	0%, we do not allow work from home	25.4%	27.3%	24.7%
	1-25%	31.6%	18.2%	37.0%
	26-50%	10.5%	12.1%	9.9%
	51-75%	7.0%	12.1%	4.9%
	76-99%	13.2%	18.2%	11.1%
	100% all of our employees work hybrid now	12.3%	12.1%	12.3%

		Total	New York City	Westchester
Q10: What percentage of your pre-pandemic in-person workforce will work completely remotely for the foreseeable future?	Total Count (Answering)	116.0	35.0	81.0
	None, we are fully in person	49.1%	51.4%	48.1%
	1-25%	33.6%	31.4%	34.6%
	26-50%	7.8%	8.6%	7.4%
	51-75%	5.2%	2.9%	6.2%
	76-99%	1.7%	0.0%	2.5%
	100%, we are fully remote	2.6%	5.7%	1.2%

		Total	New York City	Westchester
Q11: Did you allow paid business travel over 100 miles for your employees prior to the pandemic?	Total Count (Answering)	141.0	44.0	97.0
	Yes	61.0%	61.4%	60.8%
	No	39.0%	38.6%	39.2%

		Total	New York City	Westchester
Q12: Are you allowing paid domestic business travel of 100 miles or farther for your employees now?	Total Count (Answering)	140.0	44.0	96.0
	Yes	58.6%	54.5%	60.4%
	No	41.4%	45.5%	39.6%

		Total	New York City	Westchester
Q13: Are meetings which used to require travel now held via zoom?	Total Count (Answering)	142.0	45.0	97.0
	Yes, all meetings requiring travel are now held by Zoom	19.7%	26.7%	16.5%
	Yes, greater than 50% by Zoom now	41.5%	22.2%	50.5%

	Yes, between 25% and 50% held by Zoom now	23.9%	24.4%	23.7%
	No, almost all meeting requiring travel are held in person	14.8%	26.7%	9.3%

		Total	New York City	Westchester
Q14: Have you cut your travel budget due to virtual meetings?	Total Count (Answering)	142.0	45.0	97.0
	Yes	48.6%	35.6%	54.6%
	No	51.4%	64.4%	45.4%

		Total	New York City	Westchester
Q15: If so, how much have you cut down?	Total Count (Answering)	66.0	15.0	51.0
	0-25%	31.8%	6.7%	39.2%
	25-50%	28.8%	46.7%	23.5%
	51-75%	28.8%	33.3%	27.5%
	76-100%	10.6%	13.3%	9.8%

		Total	New York City	Westchester
Q16: Do you require your in-person employees to be vaccinated?	Total Count (Answering)	141.0	44.0	97.0
	Yes, require vaccination	44.0%	65.9%	34.0%
	Require vaccination or weekly testing	2.8%	2.3%	3.1%
	No	53.2%	31.8%	62.9%

		Total	New York City	Westchester
Q17: Do you require your staff to have a COVID booster shot?	Total Count (Answering)	139.0	44.0	95.0
	Yes	28.8%	36.4%	25.3%
	No	71.2%	63.6%	74.7%

		Total	New York City	Westchester
Q18: Have you faced any continuing difficulties bringing back your employees to work on site?	Total Count (Answering)	140.0	44.0	96.0
	Yes	21.4%	20.5%	21.9%
	No	78.6%	79.5%	78.1%

		Total	New York City	Westchester
Q19: Please indicate any issues you have faced trying to bring employees back to work on site (check all that apply). - Selected Choice	Total Count (Answering)	30.0	9.0	21.0
	Staff not willing to get vaccinated or boosted	23.3%	22.2%	23.8%
	Staff reluctant to commute on public transportation	30.0%	44.4%	23.8%
	Staff preferring home work environment	76.7%	77.8%	76.2%
	Staff still concerned about being around others	33.3%	33.3%	33.3%
	Other (please specify)	20.0%	22.2%	19.0%

		Total	New York City	Westchester
Q20: How have you been combating concerns about coming back to work on site? (check all that apply) - Selected Choice	Total Count (Answering)	25.0	8.0	17.0
	Offering pay increases to those who come back	0.0%	0.0%	0.0%
	Offering hybrid work with some days on site, some at home	84.0%	75.0%	88.2%
	Holding more virtual meetings to cut down on travel or gatherings	28.0%	12.5%	35.3%
	Allowing employees to work fully from home	16.0%	25.0%	11.8%
	Other (please specify)	12.0%	12.5%	11.8%

		Total	New York City	Westchester
Q21: Is hiring more difficult now than before the pandemic?	Total Count (Answering)	139.0	42.0	97.0
	Yes, much harder	40.3%	28.6%	45.4%
	Yes, somewhat harder	29.5%	28.6%	29.9%
	No	30.2%	42.9%	24.7%

		Total	New York City	Westchester
Q22: What do you think is causing difficulty in hiring? - Selected Choice	Total Count (Answering)	96.0	24.0	72.0
	Lack of skilled workforce	44.8%	45.8%	44.4%
	Lack of interest in working hard	59.4%	58.3%	59.7%
	Refusal to vaccinate	2.1%	4.2%	1.4%
	Prefer hybrid or remote workdays	37.5%	45.8%	34.7%
	Other (please specify)	21.9%	20.8%	22.2%

		Total	New York City	Westchester
Q27: Are wage increases taking place for your lowest paid staff even without a minimum wage increase?	Total Count (Answering)	137.0	42.0	95.0
	Yes	74.5%	76.2%	73.7%
	No	25.5%	23.8%	26.3%

		Total	New York City	Westchester
Q28: Have you increased most wages this fiscal year?	Total Count (Answering)	135.0	42.0	93.0
	Yes	70.4%	69.0%	71.0%
	No	29.6%	31.0%	29.0%

		Total	New York City	Westchester
Q29: What is the average percent wage increase for this fiscal year? (select the closest range)	Total Count (Answering)	90.0	26.0	64.0
	no wage increase	1.1%	0.0%	1.6%
	1% - 2% increase	11.1%	23.1%	6.3%
	3% - 5% increase	55.6%	38.5%	62.5%
	6% - 10% increase	26.7%	30.8%	25.0%
	greater than 10% increase	5.6%	7.7%	4.7%

		Total	New York City	Westchester
Q30: How has the current high inflation affected your company? (check all that apply) - Selected Choice	Total Count (Answering)	130.0	40.0	90.0
	Labor costs have escalated because staff expect higher wages	54.6%	42.5%	60.0%
	Supply costs have risen faster than we can raise our prices	57.7%	47.5%	62.2%
	We have been able to charge more for our products/services	24.6%	17.5%	27.8%
	Inflation has had no significant impact on us	11.5%	17.5%	8.9%
	Other	12.3%	15.0%	11.1%

		Total	New York City	Westchester
Q23: Have you seen a continued shift in your employees' work ethic since the pandemic?	Total Count (Answering)	130.0	41.0	89.0
	Yes	46.2%	48.8%	44.9%
	No	53.8%	51.2%	55.1%

	Total	New York City	Westchester	
Q32: Please indicate the top three issues facing your company this fiscal year (please check up to three and no more than three) - Selected Choice	difficulty hiring or training and retaining skilled staff	118.0	38.0	80.0
		46.6%	34.2%	52.5%
	difficulty hiring and retaining lowest paid staff	118.0	38.0	80.0
		16.9%	7.9%	21.3%
	rising costs of supplies	118.0	38.0	80.0
		50.0%	39.5%	55.0%
	rising cost of labor	118.0	38.0	80.0
		47.5%	31.6%	55.0%
	increasing expenses of doing business in the NYC area	118.0	38.0	80.0
		39.8%	26.3%	46.3%
	upgrading technology to handle new expectations	118.0	38.0	80.0
		22.9%	18.4%	25.0%
	trying to maintain productivity/customer satisfaction when staff work from home	118.0	38.0	80.0
	8.5%	5.3%	10.0%	
None of these issues are a problem for us	118.0	38.0	80.0	
	5.9%	13.2%	2.5%	
Other	116.0	36.0	80.0	
	15.5%	30.6%	8.8%	

	Total	New York City	Westchester	
Q25: Do you feel your business is stronger or weaker now than before the pandemic?	Total Count (Answering)	119.0	39.0	80.0
	Stronger than before	58.0%	71.8%	51.3%
	No change	24.4%	17.9%	27.5%
	Weaker than before	17.6%	10.3%	21.3%

	Total	New York City	Westchester	
Q26: Are you optimistic about the future of business in New York City and the surrounding area over the next few years?	Total Count (Answering)	119.0	39.0	80.0
	I am optimistic. I think the city will continue to prosper and grow	52.1%	74.4%	41.3%
	I am neutral - business will probably maintain the status quo	28.6%	23.1%	31.3%
	I am pessimistic - businesses will struggle to recover and many may close or leave NYC	19.3%	2.6%	27.5%

Appendix 3

Crosstabs by Size of Business (Number of Employees)

This section looks at some of the questions in the survey to see if there are differences in responses for different sized companies, based on number of employees. Only questions where differences might be meaningful are examined.

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q2: Please indicate which industry your business is currently engaged in - Selected Choice	Total Count (Answering)	198.0	124.0	21.0	25.0	1.0	27.0
	Engineering and construction	4.0%	3.2%	9.5%	8.0%	0.0%	0.0%
	Food and beverage	5.1%	5.6%	0.0%	12.0%	0.0%	0.0%
	Financial	10.6%	8.1%	4.8%	8.0%	0.0%	29.6%
	Manufacturing	1.0%	0.0%	9.5%	0.0%	0.0%	0.0%
	Retail	2.5%	4.0%	0.0%	0.0%	0.0%	0.0%
	Service	4.0%	2.4%	14.3%	4.0%	0.0%	3.7%
	Wholesale and distribution	2.0%	1.6%	9.5%	0.0%	0.0%	0.0%
	Entertainment / Tourism	4.0%	4.8%	0.0%	4.0%	0.0%	3.7%
	Health / Human services	5.6%	1.6%	4.8%	12.0%	0.0%	18.5%
	Professional Services	18.2%	24.2%	14.3%	8.0%	0.0%	3.7%
	Not-for-profit	12.6%	11.3%	14.3%	16.0%	100.0%	11.1%
Other (please specify)	30.3%	33.1%	19.0%	28.0%	0.0%	29.6%	

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q4: Please indicate the total annual revenue range for your business	Total Count (Answering)	176.0	112.0	20.0	21.0	1.0	22.0
	Less than \$1 million	36.4%	55.4%	5.0%	4.8%	0.0%	0.0%
	\$1.1 to 2.4 million	14.2%	17.9%	5.0%	9.5%	0.0%	9.1%
	\$2.5 - \$4.9 million	10.8%	8.9%	15.0%	28.6%	0.0%	0.0%
	\$5 million - \$9.9 million	6.3%	8.0%	10.0%	0.0%	0.0%	0.0%
	\$10 million or more	32.4%	9.8%	65.0%	57.1%	100.0%	90.9%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q6: Please indicate any changes you made for COVID that you still have in place (check all that apply) - Selected Choice	Total Count (Answering)	189.0	116.0	20.0	25.0	1.0	27.0
	More employees working from home	51.3%	39.7%	60.0%	68.0%	100.0%	77.8%
	E-commerce or delivery options that were added	11.1%	11.2%	15.0%	4.0%	0.0%	14.8%
	Reduced office or floor space	13.8%	14.7%	10.0%	8.0%	0.0%	18.5%

	New products or services that were added	24.9%	24.1%	25.0%	24.0%	0.0%	29.6%
	New procedures that were implemented	45.5%	39.7%	50.0%	64.0%	0.0%	51.9%
	Improved IT systems and support	33.9%	28.4%	50.0%	36.0%	0.0%	44.4%
	Reduced service or sales capacity	6.3%	4.3%	15.0%	0.0%	0.0%	14.8%
	Other (please specify)	24.3%	26.7%	10.0%	20.0%	100.0%	25.9%

		Total	< 50	50-100	101-500	501-1000	> 1000
Q7: Did you have employees working in person prior to the pandemic?	Total Count (Answering)	197.0	124.0	21.0	24.0	1.0	27.0
	Yes	82.7%	75.8%	95.2%	87.5%	100.0%	100.0%
	No	17.3%	24.2%	4.8%	12.5%	0.0%	0.0%

		Total	< 50	50-100	101-500	501-1000	> 1000
Q8: What percentage of your pre-pandemic usual in-person workforce is back in person (most of the time) currently?	Total Count (Answering)	154.0	91.0	20.0	20.0	1.0	22.0
	0%, we are fully remote now	2.6%	4.4%	0.0%	0.0%	0.0%	0.0%
	1-25%	11.0%	13.2%	5.0%	20.0%	0.0%	0.0%
	26-50%	11.0%	5.5%	15.0%	15.0%	0.0%	27.3%
	51-75%	14.9%	11.0%	20.0%	10.0%	100.0%	27.3%
	76-99%	19.5%	16.5%	5.0%	30.0%	0.0%	36.4%
	100% back in person	40.9%	49.5%	55.0%	25.0%	0.0%	9.1%

		Total	< 50	50-100	101-500	501-1000	> 1000
Q5: Are you more flexible now than before COVID in allowing your employees to work remotely?	Total Count (Answering)	157.0	91.0	20.0	20.0	1.0	25.0
	Yes	72.6%	64.8%	75.0%	80.0%	100.0%	92.0%
	No	27.4%	35.2%	25.0%	20.0%	0.0%	8.0%

		Total	< 50	50-100	101-500	501-1000	> 1000
Q9: What percentage of your in-person workforce is working with a hybrid model (some days at home, some days in the office) on a regular basis?	Total Count (Answering)	143.0	82.0	20.0	20.0	1.0	20.0
	0%, we do not allow work from home	23.8%	32.9%	25.0%	10.0%	0.0%	0.0%
	1-25%	30.8%	30.5%	30.0%	40.0%	0.0%	25.0%
	26-50%	12.6%	9.8%	10.0%	10.0%	0.0%	30.0%
	51-75%	8.4%	2.4%	15.0%	25.0%	0.0%	10.0%
	76-99%	12.6%	11.0%	5.0%	15.0%	100.0%	20.0%

100% all of our employees work hybrid now	11.9%	13.4%	15.0%	0.0%	0.0%	15.0%
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	Total	< 50	50-100	101-500	501-1000	> 1000	
Q10: What percentage of your pre-pandemic in-person workforce will work completely remotely for the foreseeable future?	Total Count (Answering)	145.0	85.0	20.0	20.0	1.0	19.0
	None, we are fully in person	46.9%	58.8%	50.0%	30.0%	0.0%	10.5%
	1-25%	33.8%	18.8%	40.0%	50.0%	100.0%	73.7%
	26-50%	9.0%	5.9%	10.0%	15.0%	0.0%	15.8%
	51-75%	4.1%	5.9%	0.0%	5.0%	0.0%	0.0%
	76-99%	3.4%	5.9%	0.0%	0.0%	0.0%	0.0%
	100%, we are fully remote	2.8%	4.7%	0.0%	0.0%	0.0%	0.0%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q11: Did you allow paid business travel over 100 miles for your employees prior to the pandemic?	Total Count (Answering)	180.0	113.0	21.0	24.0	1.0	21.0
	Yes	58.3%	47.8%	81.0%	75.0%	100.0%	71.4%
	No	41.7%	52.2%	19.0%	25.0%	0.0%	28.6%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q12: Are you allowing paid domestic business travel of 100 miles or farther for your employees now?	Total Count (Answering)	178.0	113.0	21.0	22.0	1.0	21.0
	Yes	56.7%	47.8%	85.7%	77.3%	100.0%	52.4%
	No	43.3%	52.2%	14.3%	22.7%	0.0%	47.6%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q13: Are meetings which used to require travel now held via zoom?	Total Count (Answering)	182.0	115.0	21.0	24.0	1.0	21.0
	Yes, all meetings requiring travel are now held by Zoom	20.3%	24.3%	4.8%	4.2%	0.0%	33.3%
	Yes, greater than 50% by Zoom now	42.9%	40.9%	42.9%	54.2%	0.0%	42.9%
	Yes, between 25% and 50% held by Zoom now	23.1%	18.3%	38.1%	33.3%	100.0%	19.0%
	No, almost all meeting requiring travel are held in person	13.7%	16.5%	14.3%	8.3%	0.0%	4.8%

	Total	< 50	50-100	101-500	501-1000	> 1000	
	Total Count (Answering)	177.0	115.0	21.0	21.0	1.0	19.0

Q14: Have you cut your travel budget due to virtual meetings?	Yes	48.0%	42.6%	52.4%	47.6%	0.0%	78.9%
	No	52.0%	57.4%	47.6%	52.4%	100.0%	21.1%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q15: If so, how much have you cut down?	Total Count (Answering)	78.0	46.0	11.0	10.0	0.0	11.0
	0-25%	32.1%	28.3%	72.7%	30.0%	0.0%	9.1%
	25-50%	30.8%	26.1%	27.3%	40.0%	0.0%	45.5%
	51-75%	28.2%	32.6%	0.0%	30.0%	0.0%	36.4%
	76-100%	9.0%	13.0%	0.0%	0.0%	0.0%	9.1%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q16: Do you require your in-person employees to be vaccinated?	Total Count (Answering)	179.0	114.0	21.0	24.0	1.0	19.0
	Yes, require vaccination	42.5%	43.9%	19.0%	37.5%	100.0%	63.2%
	Require vaccination or weekly testing	3.9%	2.6%	9.5%	8.3%	0.0%	0.0%
	No	53.6%	53.5%	71.4%	54.2%	0.0%	36.8%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q17: Do you require your staff to have a COVID booster shot?	Total Count (Answering)	177.0	112.0	21.0	24.0	1.0	19.0
	Yes	26.6%	28.6%	14.3%	20.8%	100.0%	31.6%
	No	73.4%	71.4%	85.7%	79.2%	0.0%	68.4%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q18: Have you faced any continuing difficulties bringing back your employees to work on site?	Total Count (Answering)	178.0	114.0	21.0	23.0	1.0	19.0
	Yes	24.2%	14.9%	33.3%	30.4%	0.0%	63.2%
	No	75.8%	85.1%	66.7%	69.6%	100.0%	36.8%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q19: Please indicate any issues you have faced trying to bring employees back to work on site (check all that apply). - Selected Choice	Total Count (Answering)	41.0	17.0	7.0	6.0	0.0	11.0
	Staff not willing to get vaccinated or boosted	22.0%	23.5%	0.0%	50.0%	0.0%	18.2%
	Staff reluctant to commute on public transportation	26.8%	23.5%	0.0%	50.0%	0.0%	36.4%
	Staff preferring home work environment	73.2%	52.9%	100.0%	66.7%	0.0%	90.9%

	Staff still concerned about being around others	34.1%	35.3%	14.3%	50.0%	0.0%	36.4%
	Other (please specify)	24.4%	35.3%	0.0%	50.0%	0.0%	9.1%

		Total	< 50	50-100	101-500	501-1000	> 1000
Q20: How have you been combating concerns about coming back to work on site? (check all that apply) - Selected Choice	Total Count (Answering)	34.0	13.0	7.0	4.0	0.0	10.0
	Offering pay increases to those who come back	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Offering hybrid work with some days on site, some at home	82.4%	61.5%	100.0%	75.0%	0.0%	100.0%
	Holding more virtual meetings to cut down on travel or gatherings	32.4%	30.8%	14.3%	75.0%	0.0%	30.0%
	Allowing employees to work fully from home	14.7%	7.7%	28.6%	25.0%	0.0%	10.0%
	Other (please specify)	17.6%	23.1%	14.3%	25.0%	0.0%	10.0%

		Total	< 50	50-100	101-500	501-1000	> 1000
Q21: Is hiring more difficult now than before the pandemic?	Total Count (Answering)	177.0	113.0	21.0	23.0	1.0	19.0
	Yes, much harder	36.7%	34.5%	57.1%	26.1%	0.0%	42.1%
	Yes, somewhat harder	29.4%	23.0%	23.8%	52.2%	100.0%	42.1%
	No	33.9%	42.5%	19.0%	21.7%	0.0%	15.8%

		Total	< 50	50-100	101-500	501-1000	> 1000
Q22: What do you think is causing difficulty in hiring? - Selected Choice	Total Count (Answering)	111.0	64.0	17.0	16.0	1.0	13.0
	Lack of skilled workforce	45.0%	43.8%	47.1%	50.0%	0.0%	46.2%
	Lack of interest in working hard	56.8%	64.1%	35.3%	56.3%	100.0%	46.2%
	Refusal to vaccinate	1.8%	1.6%	0.0%	0.0%	0.0%	7.7%
	Prefer hybrid or remote work days	39.6%	34.4%	52.9%	62.5%	0.0%	23.1%
	Other (please specify)	23.4%	23.4%	17.6%	18.8%	0.0%	38.5%

		Total	< 50	50-100	101-500	501-1000	> 1000
Q27: Are wage increases taking place for your lowest paid staff even without a minimum wage increase?	Total Count (Answering)	172.0	111.0	21.0	22.0	1.0	17.0
	Yes	73.8%	65.8%	100.0%	90.9%	0.0%	76.5%
	No	26.2%	34.2%	0.0%	9.1%	100.0%	23.5%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q28: Have you increased most wages this fiscal year?	Total Count (Answering)	170.0	110.0	20.0	22.0	1.0	17.0
	Yes	70.0%	63.6%	85.0%	86.4%	100.0%	70.6%
	No	30.0%	36.4%	15.0%	13.6%	0.0%	29.4%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q29: What is the average percent wage increase for this fiscal year? (select the closest range)	Total Count (Answering)	107.0	65.0	17.0	15.0	1.0	9.0
	no wage increase	0.9%	1.5%	0.0%	0.0%	0.0%	0.0%
	1% - 2% increase	11.2%	9.2%	5.9%	6.7%	100.0%	33.3%
	3% - 5% increase	57.0%	56.9%	52.9%	66.7%	0.0%	55.6%
	6% - 10% increase	24.3%	27.7%	23.5%	26.7%	0.0%	0.0%
	greater than 10% increase	6.5%	4.6%	17.6%	0.0%	0.0%	11.1%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q30: How has the current high inflation affected your company? (check all that apply) - Selected Choice	Total Count (Answering)	164.0	106.0	20.0	20.0	1.0	17.0
	Labor costs have escalated because staff expect higher wages	50.6%	42.5%	70.0%	70.0%	0.0%	58.8%
	Supply costs have risen faster than we can raise our prices	55.5%	52.8%	65.0%	55.0%	100.0%	58.8%
	We have been able to charge more for our products/services	23.2%	22.6%	20.0%	30.0%	0.0%	23.5%
	Inflation has had no significant impact on us	13.4%	16.0%	5.0%	10.0%	0.0%	11.8%
	Other	17.7%	17.9%	15.0%	15.0%	0.0%	23.5%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q23: Have you seen a continued shift in your employees' work ethic since the pandemic?	Total Count (Answering)	164.0	107.0	20.0	19.0	1.0	17.0
	Yes	45.7%	44.9%	30.0%	63.2%	0.0%	52.9%
	No	54.3%	55.1%	70.0%	36.8%	100.0%	47.1%

	Total	< 50	50-100	101-500	501-1000	> 1000	
Q32: Please indicate the top three issues facing your company this fiscal	Total Count (Answering)	152.0	98.0	19.0	19.0	1.0	15.0
	difficulty hiring or training and retaining skilled staff	152.0	98.0	19.0	19.0	1.0	15.0

year (please check up to three and no more than three) - Selected Choice						
	44.7%	37.8%	68.4%	42.1%	0.0%	66.7%
difficulty hiring and retaining lowest paid staff	152.0	98.0	19.0	19.0	1.0	15.0
	16.4%	14.3%	31.6%	10.5%	0.0%	20.0%
rising costs of supplies	152.0	98.0	19.0	19.0	1.0	15.0
	48.0%	43.9%	68.4%	57.9%	100.0%	33.3%
rising cost of labor	152.0	98.0	19.0	19.0	1.0	15.0
	42.8%	43.9%	31.6%	42.1%	100.0%	46.7%
increasing expenses of doing business in the NYC area	152.0	98.0	19.0	19.0	1.0	15.0
	37.5%	38.8%	42.1%	36.8%	0.0%	26.7%
upgrading technology to handle new expectations	152.0	98.0	19.0	19.0	1.0	15.0
	19.1%	19.4%	15.8%	21.1%	0.0%	20.0%
trying to maintain productivity/customer satisfaction when staff work from home	152.0	98.0	19.0	19.0	1.0	15.0
	10.5%	8.2%	15.8%	10.5%	0.0%	20.0%
None of these issues are a problem for us	152.0	98.0	19.0	19.0	1.0	15.0
	8.6%	10.2%	0.0%	15.8%	0.0%	0.0%
Other	150.0	96.0	19.0	19.0	1.0	15.0
	20.0%	18.8%	26.3%	21.1%	0.0%	20.0%

Total	< 50	50-100	101-500	501-1000	> 1000
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Q25: Do you feel your business is stronger or weaker now than before the pandemic?						
	Total Count (Answering)	155.0	99.0	19.0	20.0	1.0
Stronger than before	59.4%	56.6%	52.6%	65.0%	100.0%	75.0%
No change	24.5%	26.3%	21.1%	25.0%	0.0%	18.8%
Weaker than before	16.1%	17.2%	26.3%	10.0%	0.0%	6.3%

Total	< 50	50-100	101-500	501-1000	> 1000
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Q26: Are you optimistic about the future of business in New York City and the surrounding area over the next few years?						
	Total Count (Answering)	153.0	99.0	18.0	19.0	1.0
I am optimistic. I think the city will continue to prosper and grow	56.9%	53.5%	44.4%	73.7%	100.0%	68.8%
I am neutral - business will probably maintain the status quo	26.8%	30.3%	27.8%	10.5%	0.0%	25.0%
I am pessimistic - businesses will struggle to recover and many may close or leave NYC	16.3%	16.2%	27.8%	15.8%	0.0%	6.3%

Appendix 4

Comparisons with last year's poll

These charts compare answers in 2023 to the answers respondents gave in 2022 and 2021. Only questions that were asked in all polls are shown here. In some cases, in 2021, we asked about what companies thought would be the case after the pandemic, while in 2022 and 2023, we asked about the current situation. This is noted by adding “will” to show how the question was asked in 2021.

Changes kept from COVID (% of answers)	2023	2022	2021
New procedures that were implemented	21%	66%	59%
More employees working from home	24%	62%	51%
Improved IT systems and support	16%	51%	41%
New products or services that were added	12%	31%	32%
Reduced office or floor space	7%	18%	22%
E-commerce or delivery options that were added	5%	17%	16%
Reduced service or sales capacity	3%	9%	4%
Other (please specify)	11%	10%	7%

Do (will) you require your in-person employees to be vaccinated?	2023	2022	2021
Yes, require vaccination	42%	50%	24%
No	54%	37%	37%
Require vaccination or weekly testing	4%	13%	
Not sure			39%
Total	100%	100%	100%

Do you feel your business is (will be) stronger or weaker now than before the pandemic?	2023	2022	2021
Stronger than before	60%	51%	65%
No change	24%	25%	22%
Weaker than before	16%	24%	13%
Total	100%	100%	100%

Are you optimistic about the future of business in New York City and the surrounding area over the next few years?	2023	2022	2021
I am optimistic.	57%	57%	53%
I am neutral	27%	17%	22%
I am pessimistic	16%	26%	25%
Total	100%	100%	100%