

Braun Research conducted the Bank of America Small Business Owner Report survey by phone between September 12 and October 3, 2013, on behalf of Bank of America. Braun contacted a nationally representative sample of 1,000 small business owners in the United States with annual revenue between \$100,000 and \$4,999,999 and employing between 2 and 99 employees. In addition, 300 small business owners were also surveyed in nine target markets: Los Angeles, Dallas, Washington, D.C., New York, Boston, Chicago, San Francisco, Atlanta and Miami. The margin of error for the national sample is +/- 3.1 percent and the margin of error for the oversampled markets is +/- 5.7 percent, with both reported at a 95 percent confidence level.

Small Business Owners (SBOs) hiring, but want the right talent

Almost one third (31%) of SBOs expect to hire more employees in the next year



However, almost half (47%) of SBOs feel it is difficult to find qualified candidates



SBOs planning to hire are looking to:



Upcoming health care legislation may affect hiring plans:



More than nine in 10 SBOs (92%) take action to increase employee retention



SBOs have significant concerns about the success of their business



77% of SBOs say health care costs are a significant concern for the success of their business during the next 12 months



76% of SBOs are concerned about the effectiveness of US government leaders

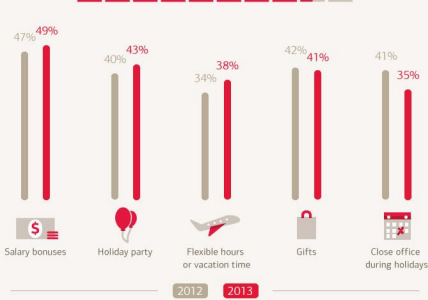


Additionally, other top concerns are:



SBOs consistently offering their employees holiday-related perks

85% of SBOs plan to offer employees holiday-related perks this year



SBOs feel optimistic about the future of their company and the economy

In the next 12 months:



In the next 12 months, SBOs feel:



A tale of nine cities

SBOs across the country are not created equal. Respondents in local markets show where SBOs rise to the top.

