Workplace Employment Relations Survey 2004

Cross-Section Management Questionnaire (MQ)

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The interview with the manager was carried out using Computer Aided Personal Interviewing (CAPI). The survey ‘instrument’ is, therefore, a computer programme, the structure of which is not as straightforward as a conventional pen and paper questionnaire. The purpose of this document is to provide a clear understanding of the content and structure of the interview, in a paper format, for both the interested observer and the researcher who intends to analyse the data in more detail.

The following questionnaire is but one part of the management data set. Initially, the Employee Profile Questionnaire (EPQ) was posted to the management respondent and they were asked to fill it out and have it ready for the interviewer to collect and input either before they began, or at the start of the interview. The reasons for this were twofold:

- the information asked for in the EPQ is not necessarily readily available from memory. In the vast majority of cases, especially if the workplace is large and complex, the respondent will need to reflect on the questions and refer to their records.

- the EPQ answers are critical to the progression of the interview, as they are used for routing purposes throughout the Management Questionnaire (MQ). Also, the CAPI program contains a number of checks, which are activated if answers are inconsistent; for example, choosing professionals as the answer to a question when no professionals were recorded as employees within the EPQ. These checks are described more fully at the end of this section.

The presentation of the CAPI questionnaire follows a consistent structure which is shown by the following example.

```
{If any briefings (DBRIEF=1)}
DBRIEFN
How frequent are these meetings?:

1) Daily
2) Weekly Less than daily, but at least once a week,
3) Fortnight Less than weekly, but at least once a fortnight,
4) Monthly Less than fortnightly, but at least once a month,
5) Quarter Less than monthly, but at least once every 3 months,
6) Lessoft Less than once every 3 months
```

The first line "[If any briefings (DBRIEF=1)]" is a description of the routing for the question. Where there is no comment preceding the variable name, the question has been asked of all respondents.

The variable name appears in capitals and bold (e.g. "DBRIEFN") and this corresponds to the name used in the SPSS file that will eventually accompany this document. When the name is followed by "^\n" this signifies that the question can have
more than one answer (i.e. a multiple response). "*" appears where a show card has been used.

Numbers given on the response list correspond to the values used in the SPSS dataset. If a response is given without a label – as in the case of the ‘Daily’ option in the example given above - this is because ‘Daily’ is a sufficient label that needs no expansion on the interviewer’s screen. If a response appears in italics, this signifies that this response was not printed on the associated showcard that was shown to the respondent in the interview.

Where a piece of text appears in square brackets within the question text, for example [NAME OF THE COMMITTEE GIVEN AT D1COMM] in DISSWHO, this indicates that a textfill has been used. A textfill is an insert to a question that is based on an answer given in a previous question.

The other format that a textfill can take on occurs where there are two parts to the routing instruction as shown in HAPPEAL.

{If disciplinary procedure (HOTHPRO=Yes) / If no disciplinary procedure (HOTHPRO=No)}

HAPPEAL
Do employees have a right to appeal against a decision made under the procedure? / In disciplining or dismissing an employee, are they able to appeal against the decision?

Where there is a forward slash (“/”) this indicates that there are two ways in which the question could be asked. If there is a formal disciplinary procedure, the respondent will be asked, ‘Do employees have a right to be accompanied in actions made under the procedure, and, if so, by whom?’, whereas a workplace with no formal disciplinary procedure will be routed through the question following the `'/'.

**CAPI checks and computed variables:**

One advantage of the use of CAPI is the ability to incorporate hard checks in the interview program that guard against typographic errors, or soft checks that highlight potentially inconsistent responses. Soft checks may be overridden by the interviewer; hard checks may not. These checks are documented in the questionnaire after the question(s) to which they relate. For example:

ZALLEMPS
Q1. Currently how many employees do you have on the payroll at this establishment?: 1..999997,
NO DON’T KNOW,NO REFUSAL,NOEMPTY

**HARD CHECK: ZALLEMPS must be greater than or equal to 5.**

A further advantage of CAPI is the ability to compute additional variables that can be used at later points in the interview. These variables are documented as follows:

**Computed variables:**

ZTOTMEN := ZMALFULL + ZMALPRT
INTROEPQ
INTERVIEWER: To start the interview, please enter the relevant data from the EPQ:
OPEN[240]

ZALLEMPS
Q1. Currently how many employees do you have on the payroll at this establishment?: 1..999997,
NO DON’T KNOW, NO REFUSAL, NO EMPTY

HARD CHECK if ZALLEMPS < 5: "THERE MUST BE AT LEAST 5 EMPLOYEES AT
THE WORKPLACE. PLEASE CHECK."

ZMALFULL
Q2. How many men work full-time (i.e. 30 hours or more per week)?: 0..99997

ZFEMFULL
Q2. How many women work full-time (i.e. 30 hours or more per week)?: 0..99997

ZMALPRT
Q2. How many men work part-time (i.e. working fewer than 30 hours per week)?: 0..99997

ZFEMPRT
Q2. How many women work part-time (i.e. working fewer than 30 hours per week)?: 0..99997

SOFT CHECK if (((ZMALFULL + ZFEMFULL) + ZMALPRT) + ZFEMPRT) ≠
ZALLEMPS: "THE NUMBER OF FULL TIME AND PART TIME EMPLOYEES DOES
NOT EQUAL THE TOTAL NUMBER OF EMPLOYEES. PLEASE TRY TO
RECONCILE THE FIGURES"

Computed variables:
ZTOTMEN := ZMALFULL + ZMALPRT
ZTOTWOM := ZFEMFULL + ZFEMPRT
ZALLPTE := ZMALPRT + ZFEMPRT
ZALLFTE := ZMALFULL + ZFEMFULL
Q3. How many employees are in each of the following occupational groups?

<table>
<thead>
<tr>
<th></th>
<th>Full-time</th>
<th></th>
<th>Part-time</th>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Male</td>
<td>Female</td>
<td></td>
</tr>
<tr>
<td>Managers and senior officials</td>
<td>ZMNG_MFT</td>
<td>ZMNG_FFT</td>
<td>ZMNG_MPT</td>
<td>ZMNG_FPT</td>
<td>ZMNG_TOT</td>
</tr>
<tr>
<td>Professional</td>
<td>ZPRO_MFT</td>
<td>ZPRO_FFT</td>
<td>ZPRO_MPT</td>
<td>ZPRO_FPT</td>
<td>ZPRO_TOT</td>
</tr>
<tr>
<td>Associate professional and technical</td>
<td>ZTEC_MFT</td>
<td>ZTEC_FFT</td>
<td>ZTEC_MPT</td>
<td>ZTEC_FPT</td>
<td>ZTEC_TOT</td>
</tr>
<tr>
<td>Administrative and secretarial</td>
<td>ZADM_MFT</td>
<td>ZADM_FFT</td>
<td>ZADM_MPT</td>
<td>ZADM_FPT</td>
<td>ZADM_TOT</td>
</tr>
<tr>
<td>Skilled trades</td>
<td>ZSKL_MFT</td>
<td>ZSKL_FFT</td>
<td>ZSKL_MPT</td>
<td>ZSKL_FPT</td>
<td>ZSKL_TOT</td>
</tr>
<tr>
<td>Caring, leisure and personal service</td>
<td>ZPER_MFT</td>
<td>ZPER_FFT</td>
<td>ZPER_MPT</td>
<td>ZPER_FPT</td>
<td>ZPER_TOT</td>
</tr>
<tr>
<td>Sales and customer service</td>
<td>ZSAL_MFT</td>
<td>ZSAL_FFT</td>
<td>ZSAL_MPT</td>
<td>ZSAL_FPT</td>
<td>ZSAL_TOT</td>
</tr>
<tr>
<td>Process, plant and machine operatives and drivers</td>
<td>ZOPE_MFT</td>
<td>ZOPE_FFT</td>
<td>ZOPE_MPT</td>
<td>ZOPE_FPT</td>
<td>ZOPE_TOT</td>
</tr>
<tr>
<td>Routine unskilled</td>
<td>ZROU_MFT</td>
<td>ZROU_FFT</td>
<td>ZROU_MPT</td>
<td>ZROU_FPT</td>
<td>ZROU_TOT</td>
</tr>
</tbody>
</table>

HARD CHECK if the entry for any cell exceeds the relevant column total entered at Q2.

HARD CHECK if any row total = Don’t Know: ENG "THIS IS VERY IMPORTANT DATA, IF RESPONDENT IS UNSURE OR UNABLE TO GIVE EXACT FIGURES BUT KNOWS THERE ARE EMPLOYEES IN THIS CATEGORY PLEASE GET THEM TO GIVE BEST ESTIMATES"

SOFT CHECK if the row totals do not sum to ZALLEMPS: "THE 9 TOTALS GIVEN DO NOT ADD UP TO THE TOTAL NUMBER OF EMPLOYEES. THE 9 TOTALS GIVEN EQUAL ^NNNN BUT THE TOTAL NUMBER OF EMPLOYEES IS ^ZALLEMPS"

Computed variables:

\[ \text{LOGTOT} = \max(ZPRO_{TOT}, ZTEC_{TOT}, ZADM_{TOT}, ZSKL_{TOT}, ZPER_{TOT}, ZSAL_{TOT}, ZOPE_{TOT}, ZROU_{TOT}) \]

\[ \text{LOGIDX} = \text{Name of largest non-managerial occupational group} \]

**ZSOCDESC**

From what you have said, the largest non-managerial group of employees at this workplace is classified as [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]. How would you describe the main tasks and activities of this largest group?

INTERVIEWER: Probe for details, record verbatim: OPEN

**ZSOC**

SOC2000 code of largest group (4-digits): 0..999
Q4. In total, how many employees (full- and part-time) were on the payroll at this establishment 12 months ago?

Range: 0..999997

SOFT CHECK if ZEMP1AGO=0: "INTERVIEWER: Are you sure? You should only code '0' here if the workplace was not operating this time 12 months ago. If the respondent does not know how many were employed 12 months ago please code "Don’t Know" at ZEMP1AGO."

{If ZEMP1AGO not zero (ZEMP1AGO>0 or DK or Refuse)}

Q5. Of these ZEMP1AGO employees how many have stopped working here, because they...

... left or resigned voluntarily?

Range: 0..9997

SOFT CHECK if ZRESIGNED>ZEMP1AGO: "The number of employees that have resigned should be less than or equal to the total number of employees at the establishment 12 months ago."

{If ZEMP1AGO not zero (ZEMP1AGO>0 or DK or Refuse)}

ZDISMISS

(Q5. Of these ZEMP1AGO employees how many have stopped working here, because they...)

... were dismissed?

Range: 0..9997

SOFT CHECK if ZDISMISS>ZEMP1AGO: "The number of employees that have been dismissed should be less than or equal to the total number of employees at the establishment 12 months ago."

{If ZEMP1AGO not zero (ZEMP1AGO>0 or DK or Refuse)}

ZREDUND

(Q5. Of these ZEMP1AGO employees how many have stopped working here, because they...)

... were made redundant?

Range: 0..9997

SOFT CHECK if ZREDUND>ZEMP1AGO: "The number of employees that have been made redundant should be less than or equal to the total number of employees at the establishment 12 months ago."
[If ZREDUND= DK]
ZREDDK
INTERVIEWER ASK OR CODE: Can I just check, were any of these ZEMP1AGO employees made redundant?

1) yes  There were redundancies, but doesn't know how many
2) no   Respondent doesn't know if there were any redundancies

NO REFUSAL, NO DON'T KNOW

[If ZEMP1AGO not zero (ZEMP1AGO>0 or DK or Refuse)]
ZOTHER
(Q5. Of these ZEMP1AGO employees how many have stopped working here, because they...)

... left for some other reason (e.g. retirement)?

Range: 0..9997

SOFT CHECK if ZOTHER>ZEMP1AGO: "The number of employees that have left for other reasons should be less than or equal to the total number of employees at the establishment 12 months ago."

Computed variable:
EPQFILL1 = ZEMP1AGO - (ZRESIGNED+ZDISMISS+ZREDUND+ZOTHER)

[If no DKs or Refusals at ZEMP1AGO, ZRESIGNED, ZDISMISS and ZOTHER]
ZSTILL
So that means, of the ZEMP1AGO employees that were working here 12 months ago, EPQFILL1 of these are still working here. Does that sound right?

1) Yes
2) No

[If ZSTILL=NO]
ZNOTLEFT
So how many of the ZEMP1AGO employees are still working here?

Range: 0..999997

[If any non-response at ZEMP1AGO, ZRESIGNED, ZDISMISS and ZOTHER]
ZSTILL2
So how many of the ZEMP1AGO employees that were working here 12 months ago, are still working here?
INTERVIEWER: Please enter number of employees.

Range: 0..999997

SOFT CHECK if ZSTILL2>ZEMP1AGO: "The number of employees still working at the establishment should be less than or equal to the total number of employees at the establishment 12 months ago."
ZEMP1AGO
Q6. In total, how many employees (full- and part-time) were on the payroll at this establishment in 1998?

Range: 0..999997

**SOFT CHECK if ZEMP6AGO=0:** "INTERVIEWER: Are you sure? You should only code '0' here if the workplace was not operating this time 6 years ago. If the respondent does not know how many were employed 6 years ago please code "Don't Know" at ZEMP1AGO."

ZEMP6AGO

[If ZEMP6AGO=DK]

ZEMP6DK
Did the establishment have 10 or more employees in 1998?

1) Yes
2) No

Z16T17
Q7. Of those currently employed here, how many are...

...aged 16 or 17?

**INTERVIEWER:** Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question

Range: 0..9997

**SOFT CHECK if Z16T17>ZALLEMPS:** "YOU HAVE ENTERED MORE THAN THE TOTAL NUMBER OF EMPLOYEES"

[If don't know number of 16-17 year olds (Z16T17=DK)]

Z16T17PC
**INTERVIEWER:** Enter estimated percentage of employees aged 16 OR 17

Range: 0.00..100.00

Z18T21
Q7. Of those currently employed here, how many are...

...aged 18 to 21?

**INTERVIEWER:** Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question

Range: 0..9997

**SOFT CHECK if Z18T21>ZALLEMPS:** "YOU HAVE ENTERED MORE THAN THE TOTAL NUMBER OF EMPLOYEES"
[If don't know number of 18-21 year olds (Z18T21=DK)]

**Z18T21PC**

INTERVIEWER: Enter estimated percentage of employees aged 18 to 21

Range: 0.00..100.00

**Z50PLUS**

(Q7. Of those currently employed here, how many are...)

...aged 50 or over?

INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question

Range: 0..9997

SOFT CHECK if ZOVER50>ZALLEMPS: "YOU HAVE ENTERED MORE THAN THE TOTAL NUMBER OF EMPLOYEES"

[If don’t know number of employees aged 50 or over (ZOVER50=DK)]

**Z50PLUSP**

INTERVIEWER: Enter estimated percentage of employees aged 50 or over.

Range: 0.00..100.00

**ZETHNIC**

(Q7. Of those currently employed here, how many ...)

...are from a non-white ethnic group?

INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question

Range: 0..9997

SOFT CHECK if ZETHNIC>ZALLEMPS: "YOU HAVE ENTERED MORE THAN THE TOTAL NUMBER OF EMPLOYEES"

[If don’t know number of employees from a non-white ethnic group (ZETHNIC=DK)]

**ZETHNICPC**

INTERVIEWER: Enter estimated percentage of employees who are from a non-white ethnic group

Range: 0.00..100.00
ZDISAB
(Q7. Of those currently employed here, how many ...)

...have a long-term disability that affects the amount or type of work they can do?

INTERVIEWER: A 'long-term disability' is an illness, health problem or disability that can be expected to last for more than one year.

INTERVIEWER: Enter exact figure or 'DON'T KNOW' to record a percentage as an estimate at the next question.

Range: 0..9997

SOFT CHECK if ZDISAB>ZALLEMPS: "YOU HAVE ENTERED MORE THAN THE TOTAL NUMBER OF EMPLOYEES"

{If don’t know number of employees with a long-term disability (ZDISAB=DK)}

ZDISABPC
INTERVIEWER: Enter estimated percentage of employees who have a long-term disability

Range: 0.00..100.00

ZUNIMEM
Q8. How many employees at this establishment are members of a trade union or independent staff association - whether recognised by management or not?

INTERVIEWER: If the respondent is unsure, obtain their best estimate:

Range: 0..999997

NO REFUSAL

SOFT CHECK if ZUNIMEM>ZALLEMPS: "YOU HAVE ENTERED MORE THAN THE TOTAL NUMBER OF EMPLOYEES"

{If don’t know number of employees that are union members (ZUNIMEM=DK)}

ZUNIPC
INTERVIEWER: Enter estimated percentage of employees at this establishment who are members of a trade union or independent staff association.

Range: 0.00..100.00
ZANYMEM
Can I just check, are any employees here members of a trade union or independent staff association?

1) Yes
2) No

NO REFUSAL, NO DON'T KNOW

ZWAGEMA
Q9. How many male employees (full- and part-time) at this establishment aged 22 or over are currently paid...

... £4.50 per hour or less?

Range: 0..99997

SOFT CHECK if WAGEMA > ZTOTMEN: "THIS FIGURE IS HIGHER THAN THE NUMBER OF MALE EMPLOYEES GIVEN AT THE BEGINNING"

ZWAGEMB
(Q9. How many male employees (full- and part-time) at this establishment aged 22 or over are currently paid...)

... £4.51 to £5.00 per hour?

Range: 0..99997

SOFT CHECK if WAGEMB > ZTOTMEN: "THIS FIGURE IS HIGHER THAN THE NUMBER OF MALE EMPLOYEES GIVEN AT THE BEGINNING"

ZWAGEMC
(Q9. How many male employees (full- and part-time) at this establishment aged 22 or over are currently paid...)

... £5.01 to £14.99 per hour?

Range: 0..99997

SOFT CHECK if WAGEMC > ZTOTMEN: "THIS FIGURE IS HIGHER THAN THE NUMBER OF MALE EMPLOYEES GIVEN AT THE BEGINNING"
ZWAGEMD
(Q9. How many male employees (full- and part-time) at this establishment aged 22 or over are currently paid...)

... £15.00 per hour or more?

Range: 0..99997

SOFT CHECK if WAGEMD> ZTOTMEN: "THIS FIGURE IS HIGHER THAN THE NUMBER OF MALE EMPLOYEES GIVEN AT THE BEGINNING"

ZWAGEFA
Q9. How many female employees (full- and part-time) at this establishment aged 22 or over are currently paid...

... £4.50 per hour or less?

Range: 0..99997

SOFT CHECK if WAGEFA> ZTOTMEN: "THIS FIGURE IS HIGHER THAN THE NUMBER OF FEMALE EMPLOYEES GIVEN AT THE BEGINNING"

ZWAGEFB
(Q9. How many female employees (full- and part-time) at this establishment aged 22 or over are currently paid...)

... £4.51 to £5.00 per hour?

Range: 0..99997

SOFT CHECK if WAGEFB> ZTOTMEN: "THIS FIGURE IS HIGHER THAN THE NUMBER OF FEMALE EMPLOYEES GIVEN AT THE BEGINNING"

ZWAGEFC
(Q9. How many female employees (full- and part-time) at this establishment aged 22 or over are currently paid...)

... £5.01 to £14.99 per hour?

Range: 0..99997

SOFT CHECK if WAGEFC> ZTOTMEN: "THIS FIGURE IS HIGHER THAN THE NUMBER OF FEMALE EMPLOYEES GIVEN AT THE BEGINNING"
ZWAGEFD
(Q.9. How many female employees (full- and part-time) at this establishment aged 22 or over are currently paid...)

... £15.00 per hour or more?

Range: 0..99997

SOFT CHECK if WAGEFD>ZTOTMEN: "THIS FIGURE IS HIGHER THAN THE NUMBER OF FEMALE EMPLOYEES GIVEN AT THE BEGINNING"

ZABSENCE
Q10. Over the last twelve months what percentage of work days was lost through employee sickness or absence at this establishment?

PLEASE EXCLUDE AUTHORISED LEAVE OR ABSENCE, EMPLOYEES AWAY ON SECONDMENT OR COURSES OR DAYS LOST THROUGH INDUSTRIAL ACTION.

INTERVIEWER: ENTER EXACT FIGURE OR 'DON'T KNOW'

Range: 0.00..100.00

ZFIXTERM
Q11. How many of the employees at this establishment are working here on temporary or fixed-term contracts?

INTERVIEWER: Do not include employees who are working through a probationary period that might lead to a permanent contract of employment.

Range: 0..99997

SOFT CHECK if ZFIXTERM>ZALLEMPS: "THIS FIGURE IS HIGHER THAN THE TOTAL NUMBER OF EMPLOYEES"

{IF DON'T KNOW THE NUMBER OF FIXED TERM EMPLOYEES (ZFIXTERM = DK)

ZANYTEM
Can I just check, are any employees here on temporary or fixed-term contracts?

1) Yes
2) No

ZAGENCY
Q12. How many temporary agency staff are presently working at this establishment?

INTERVIEWER: Temporary agency staff are people that you hire on a temporary basis from an employment agency. These members of staff should not be included in the totals given elsewhere in this questionnaire.

Range: 0..99997
Can I just check, are there any temporary agency staff currently working at this establishment?

1) Yes
2) No
SECTION A  ESTABLISHMENT AND ORGANISATION CHARACTERISTICS

ASICDESC
I would like to begin by asking you some general questions about this establishment. What is the main activity of this establishment?
IF NECESSARY, PROBE FOR CLARIFICATION: OPEN

[Note: ASICDESC will not be present on the deposited dataset]

ASIC92: Activity coded to SIC(1992)
ASIC80: Activity coded to SIC(1980)

ASINGLE*
Is this establishment one of a number of different workplaces in the UK belonging to the same organisation, a single independent establishment or the sole UK establishment of a foreign organisation?

1) MULTI One of a number of different workplaces in the UK belonging to the same organisation,
2) SINGLE Single independent establishment not belonging to another body,
3) SOLEUK Sole UK establishment of a foreign organisation

NO REFUSAL, NO DON'T KNOW

ASTATUS**
How would you describe the formal status of this establishment (or the organisation of which it is a part)?

1) PubC Public Limited Company (PLC),
2) PriC Private limited company,
3) Guar Company limited by guarantee,
4) Part Partnership (inc. Limited Liability Partnership) / Self-proprietorship,
5) Trust Trust / Charity,
6) Chart Body established by Royal Charter,
7) Coop Co-operative / Mutual / Friendly society,
8) Gov Government-owned limited company / Nationalised industry / Trading Public Corporation,
9) Pubser Public service agency,
10) Nontr Other non-trading public corporation,
11) Quang Quasi Autonomous National Government Organisation (QUANGO),
12) Local Local/Central Government (inc. NHS and Local Education Authorities)

NO REFUSAL, NO DON'T KNOW

HARD CHECK if ASTATUS coded 1-7 and 8-12: "You cannot code this as public and private sector.@/Codes 1-7 are private / 8-12 are public"
What is the name of the organisation of which your establishment is part?: OPEN

Computed variable:
IF (ASINGLE = REPONSE) AND (ASINGLE <> 2) THEN
   AHINAME1 := AORGNAME
ELSE
   AHINAME1 := 'your organisation'
ENDIF

Is [AHINAME1: AORGNAME / your organisation] the ultimate controlling company of your organisation?

1) Yes
2) No

What is the name of your organisation's ultimate controlling company?: OPEN

Computed variable:
IF (AUCC=2) THEN
   AHINAME2 := AUCCNAME
ELSE
   AHINAME2 := AHINAME1
ENDIF

How many establishments, including this one, are there within [AHINAME2: AUCCNAME / AORGNAME / your organisation] in the UK?

Range: 2..9997
How many employees in total are there within [AHINAME2: AUCCNAME / AORGNAME / your organisation] in the UK? :

1) Fifty
2) Hundred
3) Onefive
4) TwoHund
5) FiveHund
6) Thousand
7) TwoThou
8) FiveThou
9) TenThou
10) FiftyTho
11) HundThou
12) More

SOFT CHECK if AUKTOT<ZALLEMPS: "INTERVIEWER: Please check. The number of employees in the organisation is less than the total number of employees at this establishment"

Computed variable:

IF (ASINGLE=2) THEN
    AHINAME3 := “this company”
ELSE
    AHINAME3 := AHINAME2
ENDIF

Are shares in STANDAL [AHINAME3: AUCCNAME / AORGNAME / this company] listed on a stock exchange?

1) Yes
2) No

Is this workplace part of a franchise operation?

1) Yes
2) No

Does a single individual or family own at least 50 per cent of [AHINAME3: AUCCNAME / AORGNAME / this company] ?

1) Yes
2) No
If individual or family owns at least 50 per cent (ACONINT=1))

**AOWNMAN**
Are any of the controlling owners actively involved in day-to-day management of this workplace on a full-time basis?

1) Yes
2) No

If private sector (ASTATUS=1-7))

**ACONTROL**
Which of the following statements best describes the ownership of [AHINAME2: AUCCNAME / AORGNAME / your organisation]?

1) UKOwned  UK owned/controlled,
2) PredomUK Predominantly UK owned (51% or more),
3) UKFor    UK and foreign owned,
4) PredFor   Predominantly foreign owned (51% or more),
5) Foreign   Foreign owned/controlled

If part of larger organisation in UK (ASINGLE=1))

**ACONHEAD**
Is this establishment the controlling Head Office of [AHINAME2: AUCCNAME / AORGNAME / your organisation]?

1) Yes
2) No

If part of a larger organisation in the UK & private sector & not head office, or if the sole UK establishment of a foreign organisation & private sector (ASINGLE=1 and ASTATUS =1-7 and ACONHEAD=2) or (ASINGLE=3 and ASTATUS=1-7))

**AHEADOFF**
Where is the controlling Head Office of [AHINAME2: AUCCNAME / AORGNAME / your organisation]?

0) None    There is no controlling Head Office,
1) UK      United Kingdom,
2) USA     United States,
3) Germany,
4) France,
5) Italy,
6) Japan,
7) Canada,
8) Other   Other (please specify) AHEADOTH
{If part of a larger organisation and controlling head office is in the UK (ACONHEAD=1 or AHEADOFF=1})

**ASUBSID**

Does [AHINAME2: AUCCNAME / AORGNAME/ your organisation] own or control subsidiary companies or establishments outside the UK?

1) Yes
2) No

**AHOWLONG**

For how many years has this establishment been in operation? Please include time spent at other addresses.

WRITE IN NUMBER OF YEARS

'0' = LESS THAN ONE YEAR

Range:0..997

{If AHOWLONG = DK}

**AHOWEST**

Could you estimate how many years this establishment has been in operation, using the categories on this card?:

1) less5 Less than 5 years,
2) less9 5-9 years,
3) less14 10-14 years,
4) less20 15-20 years,
5) less25 21-24 years,
6) longt 25 years or more

**AHOWCHG**

Which of the things listed on this card have happened to this establishment in the past 2 years? PROBE: Which others? UNTIL 'None'.

1) NamC Change of name,
2) AddC Change of address,
3) NamA Change of activity,
4) AggT Agreed takeover / merger,
5) MerO A takeover / merger formally opposed,
6) Sold Sold by parent organisation,
7) PEx Ex-public sector, now privatised / denationalised,
8) ManB Management buy-out,
9) EmpB Buy-out by employees generally,
10) Spl Establishment split from another workplace in this organisation,
11) Mer Establishment merged with another workplace in this organisation,
12) None None of these
ASCALES*  
That is the end of the background questions.
Now, before we begin the more detailed questions, I would like to obtain your views, 
as a manager at this workplace, about a number of employment relations issues. 
I'm going to read out ten statements, and for each of them, I'd like you to tell me 
what you think about these issues. 
Please use the categories on this card.

APHRAS01*  
We frequently ask employees at our workplace to help us in ways not specified in 
their job description.

1)  StAgree     Strongly agree,  
2)  Agree,  
3)  Neither     Neither agree nor disagree,  
4)  Disagree,  
5)  StDisag     Strongly disagree

APHRAS02*  
Given the chance, employees at our workplace sometimes try to take unfair 
advantage of management.

1)  StAgree     Strongly agree,  
2)  Agree,  
3)  Neither     Neither agree nor disagree,  
4)  Disagree,  
5)  StDisag     Strongly disagree

APHRAS03*  
Employees are led to expect long-term employment in this organisation.

1)  StAgree     Strongly agree,  
2)  Agree,  
3)  Neither     Neither agree nor disagree,  
4)  Disagree,  
5)  StDisag     Strongly disagree

APHRAS04*  
It is up to individual employees to balance their work and family responsibilities.

1)  StAgree     Strongly agree,  
2)  Agree,  
3)  Neither     Neither agree nor disagree,  
4)  Disagree,  
5)  StDisag     Strongly disagree
Those at the top are best placed to make decisions about this workplace.

1) StAgree  Strongly agree,
2) Agree,
3) Neither  Neither agree nor disagree,
4) Disagree,
5) StDisag  Strongly disagree

Unions help find ways to improve workplace performance.

1) StAgree  Strongly agree,
2) Agree,
3) Neither  Neither agree nor disagree,
4) Disagree,
5) StDisag  Strongly disagree

We would rather consult directly with employees than with unions.

1) StAgree  Strongly agree,
2) Agree,
3) Neither  Neither agree nor disagree,
4) Disagree,
5) StDisag  Strongly disagree

We do not introduce any changes here without first discussing the implications with employees.

1) StAgree  Strongly agree,
2) Agree,
3) Neither  Neither agree nor disagree,
4) Disagree,
5) StDisag  Strongly disagree

Employees here are fully committed to the values of this organisation.

1) StAgree  Strongly agree,
2) Agree,
3) Neither  Neither agree nor disagree,
4) Disagree,
5) StDisag  Strongly disagree
APHRAS10*
Most decisions at this workplace are made without consulting employees.

1) StAgree        Strongly agree,
2) Agree,        
3) Neither       Neither agree nor disagree, 
4) Disagree,     
5) StDisag       Strongly disagree
SECTION B MANAGEMENT OF PERSONNEL AND EMPLOYMENT RELATIONS

BINTRO1
I now want to ask some questions about yourself and how personnel matters are dealt with at this workplace. Throughout I will be using the phrase 'employment relations'.

BSEX
INTERVIEWER SELF-CODE. Is the respondent ...

1) Male
2) Female

BTITLE
What is the title of your job? :

1) persm Personnel Manager/Officer,
2) hrm Human Resource Manager/Officer,
3) propr Proprietor/Owner,
4) Other Other (please specify BTITLO)

BYOURJOB*^I am now going to show you a list of different employment relations matters.

Can you tell me for each one whether or not it forms part of your job or the job of someone responsible to you?: PROBE: What others? UNTIL 'None'.

0) All All of these,
1) Pay Rates of pay,
2) Hours Working hours,
3) Hols Holiday entitlements,
4) Pens Pension entitlements,
5) Recruit Recruitment or selection of employees,
6) Training Training of employees,
7) Grievp Grievances or grievance procedures,
8) Discp Disciplinary matters or disciplinary procedures,
9) Staffing Staffing plans,
10) EqualOps Equal opportunities,
11) Health Health and safety,
12) Apprais Performance appraisals,
13) Cons Employee consultation,
14) None None of these
BUMANAGE
Are you the manager who is primarily responsible for these and other employment
relations matters at this workplace?

1) Yes
2) No

BRELATE
Is employment relations your major job responsibility or are you more concerned
with other matters such as financial management or administration at this
workplace?:

1) EmpRel Employment relations is major job responsibility,
2) Other Other responsibilities,
3) Equal Equally responsible for employment relations and other
responsible

BPROPORT
Approximately what percentage of your time do you spend on employment
relations matters?

Range: 0..100

BLENGTH
How long have you been doing this job at this workplace?
WRITE IN YEARS (TO NEAREST YEAR) OR Less than 6 months code 0

Range: 0..60

{If employee relations major or equal job responsibility (BRELATE=1 or 3)}

BSERVICE
How many years of experience do you have in personnel or employment relations
management, either in this establishment or elsewhere?
WRITE IN YEARS (TO NEAREST YEAR) OR Less than 6 months code 0

Range: 0..60

BHAVQUAL
Do you have any formal qualifications in personnel management or a closely related
subject?

1) Yes
2) No

BASSIST
Do you have any staff at this workplace to assist you in managing personnel or
employment relations matters here?
PROMPT: Include any clerical and secretarial staff who assist you.

1) Yes
2) No
{If any assistants (BASSIST=1)}

**BNUMASS**

How many staff?
PROMPT: Include any clerical and secretarial staff who assist you.

Range: 1..97

**BINVMANG**

I now want to ask some questions about the involvement of other employees in employment relations matters. Approximately what proportion of non-managerial employees here have job duties that involve supervising other employees? Please include line managers and foremen.

INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question:

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number

{If giving exact number}

**BINVMANT**

Approximately how many non-managerial employees here have job duties that involve supervising other employees? Please include line managers and foremen.

Range: 1..999997

SOFT CHECK if BINVMANT>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

{If any non-managerial employees supervise other workers (BINVMANG=1-6 or 97)}

**BAUTHOR1**

Do employees with supervisory responsibilities have the authority to make final decisions on...

... taking on people who work for them?

INTERVIEWER: If ‘YES’ ask ‘Is that all supervisors?’:

1) yes Yes - all supervisors,
2) some Yes - some supervisors,
3) no No - none of them
(Do employees with supervisory responsibilities have the authority to make final decisions on...)

... deciding on pay rises for people who work for them?

INTERVIEWER: If 'YES' ask 'Is that all supervisors?':

1) yes   Yes - all supervisors,
2) some   Yes - some supervisors,
3) no     No - none of them

(Do employees with supervisory responsibilities have the authority to make final decisions on...)

... dismissing workers for unsatisfactory performance?

INTERVIEWER: If 'YES' ask 'Is that all supervisors?':

1) yes   Yes - all supervisors,
2) some   Yes - some supervisors,
3) no     No - none of them

I would now like to ask you about how much involvement managers at higher levels in this organisation have in employment relations matters here.

Is there a Manager or Director at a higher level and at a separate establishment in your organisation in the UK who spends a major part of his/her time on personnel or employment relations matters?

1) Yes
2) No

Is there someone on the Board of Directors or top governing body of your organisation with specific responsibility for employment relations?

1) Yes
2) No
Looking at this card, on which of these matters must you follow a policy or procedure set by managers at another workplace in your organisation?:

PROBE: Which others? UNTIL 'None'.

1) Pay Rates of pay,
2) Hours Working hours,
3) Hols Holiday entitlements,
4) Pens Pension entitlements,
5) Recruit Recruitment or selection of employees,
6) Training Training of employees,
7) Grievp Grievances or grievance procedures,
8) Discp Disciplinary matters or disciplinary procedures,
9) Staffing Staffing plans,
10) EqualOps Equal opportunities,
11) Health Health and safety,
12) Apprais Performance appraisals,
13) Turec Recognition of a trade union,
14) None None of these

And, on which of these matters are managers here able to make decisions **without** consulting with managers at another workplace in your organisation?:

PROBE: Which others? UNTIL 'None'.

1) Pay Rates of pay,
2) Hours Working hours,
3) Hols Holiday entitlements,
4) Pens Pension entitlements,
5) Recruit Recruitment or selection of employees,
6) Training Training of employees,
7) Grievp Grievances or grievance procedures,
8) Discp Disciplinary matters or disciplinary procedures,
9) Staffing Staffing plans,
10) EqualOps Equal opportunities,
11) Health Health and safety,
12) Apprais Performance appraisals,
13) Turec Recognition of a trade union,
14) None None of these
Lastly, on which of these matters do you regularly report to managers at another workplace in your organisation?:
PROBE: Which others? UNTIL 'None'.

1) Pay Rates of pay,
2) Hours Working hours,
3) Hols Holiday entitlements,
4) Pens Pension entitlements,
5) Recruit Recruitment or selection of employees,
6) Training Training of employees,
7) Grievp Grievances or grievance procedures,
8) Discp Disciplinary matters or disciplinary procedures,
9) Staffing Staffing plans,
10) EqualOps Equal opportunities,
11) Health Health and safety,
12) Apprais Performance appraisals,
13) Turec Recognition of a trade union,
14) None None of these

And looking at this card, on which of these matters are managers here able to make decisions without consulting with managers at another workplace in your organisation?:
PROBE: Which others? UNTIL 'None'.

1) quality Quality of main product or service,
2) quantity Quantity of output of main product or level of main service,
3) physical Major physical changes within the establishment,
4) orgwork Major changes in the organisation of work at the establishment,
5) none None of these

Lastly, on which of these matters do managers here regularly report to managers at another workplace in your organisation?: PROBE: Which others? UNTIL 'None'.

1) quality Quality of main product/service,
2) quantity Quantity of output of main product / level of main service,
3) physical Major physical changes within the establishment,
4) orgwork Major changes in the organisation of work at the establishment,
5) none None of these
BMEMBER*^  
Is this establishment (either directly or through the parent organisation) a member of any of the following organisations?:  
PROBE: Which others? UNTIL 'None'.

1) Employ Employers Association,  
2) Trade Trade Industry or Trade Association,  
3) Chamber Chamber of Commerce,  
4) Small Federation of Small Businesses,  
5) Other Some other similar group,  
6) None None of these

BADVICE*^  
Looking at this card, have you sought information or advice from any of these bodies on any employment relations issues during the last 12 months?:  
INTERVIEWER: This could be in person, over the telephone, or through a website.  
PROBE: Which others? UNTIL 'None'.

1) ACAS,  
2) DTI Department of Trade and Industry,  
3) BLink Business Link / Small Business Service,  
4) OthGov Other Government department or agency (please specify BADVOTH),  
5) Consult Management consultants,  
6) ExtLaw External lawyers,  
7) ExtAcc External accountants,  
8) EmpAssoc Employers' association,  
9) CAB Citizens Advice Bureau,  
10) OthProf Other professional bodies (e.g. Chartered Institute of Personnel and Development),  
11) None None of these

{If advice sought from ACAS (BADVICE=1)}

BAISSUES*^  
From which of the following sources in ACAS did you get advice or information in the last 12 months?:  
PROBE: Which others? UNTIL 'None'.

1) help ACAS telephone helpline operator,  
2) public An ACAS publication,  
3) webs The ACAS web-site,  
4) advis An ACAS advisor during a visit,  
5) ETclaim An ACAS conciliator during an Employment Tribunal claim,  
6) Colld An ACAS conciliator during a collective dispute,  
7) Event An ACAS seminar or training event,  
8) other Other source at ACAS
BSTRATEG
Is this workplace covered by a formal strategic plan which sets out objectives and how they will be achieved?

1) Yes
2) No

{If strategic plan (BSTRATEG=1)
BMANAGE*
Which of the following issues are covered in the plan?:
PROBE: Which others? UNTIL 'None'.

1) Employee development,
2) Employee job satisfaction,
3) Employee diversity,
4) Product or service development,
5) Improving quality of product or service,
6) Forecasts of staffing requirements,
7) Market strategy/developing new markets,
8) None

{If strategic plan (BSTRATEG=yes)}
BPREPARE
Were you or anyone else responsible for employment relations matters involved in the preparation of the plan?

1) Yes
2) No

Computed variable:
If response at AORGNAME
AORGTXT=AORGNAME
Else
AORGTXT="your organisation"
End if

BAWARD
Is [AORGTXT: AORGNAME / your organisation] accredited as an Investor in People?
1) Yes
2) No
SECTIN C   RECRUITMENT, TRAINING AND ORGANISATION OF WORK

CFILLVAC*  
Which of these statements best describes your approach to filling vacancies at this workplace?:

1) IntOnly  Internal applicants are only source, no external recruitment,
2) IntPref  Internal applicants are given preference, other things being equal, over external applicants,
3) Equal    Applications from internal and external applicants are treated equally,
4) ExPref   External applicants are given preference, other things being equal, over internal applicants,
5) Onlyex   External applicants are only source, no internal recruitment

CFACTORS*^  
Which of the following factors are important when recruiting new employees?  
PROBE: Which others? UNTIL 'None':

1) Refer    References,
2) Avail    Availability,
3) Recomm   Recommended by another employee,
4) Skills,
5) Age,
6) Quals    Qualifications,
7) Experi   Experience,
8) Motiv    Motivation,
9) Other    Other (please specify CFACOTH)

CCHECKS  
Does management here take any steps to find out whether potential recruits are union members - either by requiring them to state it or by some other method?

1) YesState Yes, by requiring it to be stated,
2) YesOth    Yes, by some other method,
3) No        No, no steps taken
CSPECIAL*^  
When filling vacancies, do you have any special procedures to encourage applications from the following groups?:  
PROBE: Which others? UNTIL 'None'.  

1) Women  Women returning to work after having children,  
2) Allwom  Women in general,  
3) Ethnic  Members of minority ethnic groups,  
4) Older  Older workers,  
5) Disab  Disabled people,  
6) Unemp  People who have been unemployed for 12 months or more,  
7) None  None of these  

CATESTS  
When filling vacancies at this workplace, do you ever conduct any type of personality or attitude test?  

1) Yes  
2) No  

{If personality or attitude tests (CATESTS=1)}  
CTESTWHO*^  
For which occupational groups are personality or attitude tests routinely used in filling vacancies?  
PROBE: Any others? UNTIL 'None'.  

1) MANAGER  Managers and senior officials,  
2) PROFESS  Professional occupations,  
3) TECHNIC  Associate professional and technical occupations,  
4) CLERICAL  Administrative and secretarial occupations,  
5) CRAFT  Skilled trades occupations,  
6) PERSONAL  Caring, leisure and other personal service occupations,  
7) SALES  Sales and customer service occupations,  
8) ASSEMBLY  Process, plant and machine operatives and drivers,  
9) UNSKILL  Routine unskilled occupations,  
10) NONE  None  

SOFT CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"  

CPTESTS  
When filling vacancies at this workplace, do you ever conduct any type of performance or competency test?  

1) Yes  
2) No
For which occupational groups are performance or competency tests routinely used in filling vacancies?

**PROBE:** Which others? **UNTIL 'None'.**

1) **MANAGER** Managers and senior officials,
2) **PROFESS** Professional occupations,
3) **TECHNIC** Associate professional and technical occupations,
4) **CLERICAL** Administrative and secretarial occupations,
5) **CRAFT** Skilled trades occupations,
6) **PERSONAL** Caring, leisure and other personal service occupations,
7) **SALES** Sales and customer service occupations,
8) **ASSEMBLY** Process, plant and machine operatives and drivers,
9) **UNSKILL** Routine unskilled occupations,
10) **NONE** None

**SOFTWARE** CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"

**CLOGVAC**

Now I would like to ask you about the largest non-managerial group of employees here, that is, the **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]**.

Have there been any vacancies for **[LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP]** in the past 12 months?

1) Yes
2) No

**CCHANEL**

This card shows a list of recruitment channels. Which, if any, were used when trying to fill these vacancies?

**PROBE:** Which others? **UNTIL 'None'.**

1) news Local or regional newspapers,
2) trade Trade, professional or specialist press,
3) intern Internal notices,
4) window Notice in office or shop window,
5) jcentr Jobcentre / Employment Service office,
6) carrer Careers Service (School/College/University),
7) agen Fee charging, private employment agency,
8) direct Direct approach to potential recruit(s),
9) specu Replying to speculative applications,
10) recommd Recommendation or enquiry by existing employee,
11) mouth Word of mouth,
12) other Some other way (please specify **COTHCHN**)
CINDUCT
Is there a standard induction programme designed to introduce new [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] to this workplace?
INTERVIEWER: Do not include probation periods.

1) Yes
2) No

{IF(CINDUCT=1)}
CLONGCH
How much time do [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] spend in induction activities?
INTERVIEWER: Choose whether hours or days.

1) Hours
2) Days

NODK, NO REFUSAL

{If response given in hours (CLONGCH=1)}
CLONGHR
INTERVIEWER: Enter length of programme in hours
Range: 0.50..997.00

{If response given in days (CLONGCH=2)}
CLONGDY
INTERVIEWER: Enter length of programme in days
Range: 1.00..997.00

CSTUCKIN*
About how long does it normally take before new [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] are able to do their job as well as more experienced employees already working here?

1) OneWeek One week or less,
2) OneMth More than one week, up to one month,
3) SixMths More than one month, up to six months,
4) OneYear More than six months, up to one year,
5) More More than one year

TRINTRO
I am now going to ask about training activities. I am interested in all training for which employees are given a break from their normal work duties, whether the training takes place at their immediate work position or elsewhere.
COFFJOB*  
What proportion of experienced [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] have been given time off from their normal daily work duties to undertake training over the past 12 months? 
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question.

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number

{If don’t know whether any training (COFFJOB=DK)}

COFFCHK  
Did any experienced [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] have time off from their normal daily work duties to undertake training over the past 12 months?

1) Yes
2) No

{If giving exact number at COFFJOB}

COFFJOBT  
(How many experienced [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] have been given time off from their normal daily work duties to undertake training over the past 12 months?)

Range: 1..999997

SOFT CHECK if COFFJOBT>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

{If any with training (COFFJOB=1-6 or 97, or COFFCHK=1)}

CTRAIN  
On average, how many days of training did experienced [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] undertake over the past 12 months? :

1) NT No time,
2) Less1 Less than one day,
3) Less2 1 to less than 2 days,
4) Less5 2 to less than 5 days,
5) Less10 5 to less than 10 days,
6) Ten 10 days or more
{If any with training (COFFJOB=1-6 or 97, or COFFCHK=1)}

**CHOW**

Did this training cover any of the matters listed on this card?:
PROBE: Which others? UNTIL 'None'.

1) Computing skills,
2) Teamworking,
3) Communication skills,
4) Leadership skills,
5) Operation of new equipment,
6) Customer service/liaison,
7) Health and safety,
8) Problem-solving methods,
9) Equal opportunities,
10) Reliability and working to deadlines,
11) Quality control procedures,
12) None

**COBJECT**

Did the training have any of the objectives listed on this card?:
PROBE: What others? UNTIL 'None'.

1) Improve the skills already used by employees in their current jobs,
2) Extend the range of skills used by employees in their current jobs,
3) Provide the skills needed for employees to move to different jobs,
4) Obtain Investors in People status or other quality standard,
5) Increase employees' understanding of, or commitment to, the organisation,
6) Some other objective(s) (please specify COBJOTH),
7) None

**COTHJOB**

Approximately, what proportion of [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] are formally trained to be able to do jobs other than their own?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question.

1) All (100%),
2) Almost all (80-99%),
3) Most (60-79%),
4) Around half (40-59%),
5) Some (20-39%),
6) Just a few (1-19%),
7) None (0%),
97) Number
[If giving exact number at COTHJOB]

**COTHJOB**

(How many [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] are formally trained to be able to do jobs other than their own?)

ENTER NUMBER

Range: 1..999997

*SOFT CHECK if COTHJOB>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

**COTHDO**

And approximately, what proportion of [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] actually do jobs other than their own at least once a week?

INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question.

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number

[If giving exact number at COTHDO]

**COTHDOT**

(And approximately, how many [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] actually do jobs other than their own at least once a week?)

ENTER NUMBER

Range: 1..999997

*SOFT CHECK if COTHJOB>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

**CVARIETY**

Using the scale on this card, to what extent would you say that individual [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] here have...

... variety in their work?

1) ALOT A lot
2) Some
3) LITTLE A little
4) None
CDISCRETE*
(Using the scale on this card, to what extent would you say that individual [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] here have ...)

... discretion over how they do their work? :

1) ALOT A lot
2) Some
3) LITTLE A little
4) None

CONTROL*
(Using the scale on this card, to what extent would you say that individual [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] here have ...)

... control over the pace at which they work? :

1) ALOT A lot,
2) Some,
3) LITTLE A little,
4) None

CDESIGN*
(Using the scale on this card, to what extent would you say that individual [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] here have ...)

... involvement in decisions over how their work is organized? :

1) ALOT A lot,
2) Some,
3) LITTLE A little,
4) None

CTEAMS*
What proportion, if any, of [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace work in formally designated teams?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number
[If giving exact number at CTEAMS]

CTEAMST
(How many [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace work in formally designated teams?)

ENTER NUMBER

Range: 1..999997

SOFT CHECK if CTEAMST>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

[If teamworking (CTEAMS=1-6 or 97)]

CTEAMHOA
Which, if any, of the following statements apply to the way that teamworking operates among [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace?

... team members depend on each other's work to be able to do their job

1) Yes
2) No

[If teamworking (CTEAMS=1-6 or 97)]

CTEAMHOE
(Which, if any, of the following statements apply to the way that teamworking operates among [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace?)

... tasks or roles rotate among the members of the team

1) Yes
2) No

[If teamworking (CTEAMS=1-6 or 97)]

CTEAMHOB
(Which, if any, of the following statements apply to the way that teamworking operates among [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace?)

... team members are able to appoint their own team leaders

1) Yes
2) No
CTEAMHOC
(Which, if any, of the following statements apply to the way that teamworking operates among [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace?)

... team members jointly decide how the work is to be done

1) Yes
2) No

CTEAMHOD
(Which, if any, of the following statements apply to the way that teamworking operates among [LOGIDX: TITLE OF THE LARGEST OCCUPATIONAL GROUP] at this workplace?)

... teams are given responsibility for specific products or services

1) Yes
2) No

CCOMPUT
I would now like you to think about the whole workforce at this establishment. In this establishment, what percentage of all employees use computers as part of their normal work duties? Please answer to the nearest 10%.

INTERVIEWER: If respondent gives answer as an exact number you can code “997” here and record the number at the next question.

Range: 0..997

SOFT CHECK if CCOMPUT>100 and CCOMPUT<997: "The number entered here is a percentage. It should not be greater than 100."

[If giving exact number at CCOMPUT]

CCOMPUTT
(In this establishment, how many employees use computers as part of their normal work duties?)
Enter number

Range: 1..999997

SOFT CHECK if CCOMPUTT>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."
SECTION D  CONSULTATION AND COMMUNICATION

DMEETING
I would now like to ask some questions about the methods used at this workplace by which management communicates or consults with employees here.

Do you have meetings between senior managers and the whole workforce (either altogether or group by group)?

1) Yes
2) No

{If any workplace meetings (DMEETING=1)}

DMEETN
How frequent are these meetings?:

1) Daily,
2) Weekly Less than daily, but at least once a week,
3) Fortnightly Less than weekly, but at least once a fortnight,
4) Monthly Less than fortnightly, but at least once a month,
5) Quarterly Less than monthly, but at least once every 3 months,
6) Less often Less than every 3 months

{If any workplace meetings (DMEETING=1)}

DMWHIC*
Looking at the following list, which issues are discussed at the meetings?
PROBE: Which others? UNTIL ‘None’

1) Production issues (e.g. level of production or sales, quality of product or service)
2) Employment issues (e.g. avoiding redundancies, reducing labour turnover)
3) Financial issues (e.g. financial performance, budgets or budgetary cuts)
4) Future plans (e.g. changes in goods produced or services offered, company expansion or contraction)
5) Pay issues (e.g. wage or salary reviews, bonuses, regarding, job evaluation)
6) Leave and flexible working arrangements, including working time
7) Welfare services and facilities (e.g. child care, rest rooms, car parking, canteens, recreation)
8) Government regulations (e.g. EU Directives, Local Authority regulations)
9) Work organisation (e.g. changes to working methods, allocation of work between employees, multi-skilling)
10) Health and safety
11) Equal opportunities
12) Training
13) Other (please specify DMWHOTH)
If any workplace meetings (DMEETING=1)

DMTWOWAY*
On average, what proportion of the time at the meetings is usually available for
questions from employees, or for employees to offer their views?

1) None None (0%),
2) Small A small proportion (Less than 10%),
3) Quarter Up to a quarter (10-24%),
4) More A quarter or more (25% or more)

DBRIEF
Do you have meetings between line managers or supervisors and all the workers for
whom they are responsible?
INTERVIEWER: If asked, these are sometimes known as 'briefing groups' or 'team
briefings'?

1) Yes
2) No

If any briefings (DBRIEF=1)

DBRIEFN
How frequent are these meetings?

1) Daily,
2) Weekly Less than daily, but at least once a week,
3) Forthning Less than weekly, but at least once a forntnight,
4) Monthly Less than fortnightly, but at least once a month,
5) Quarter Less than monthly, but at least once every 3 months,
6) Lessoft Less than once every 3 months

If any briefings (DBRIEF=1)

DBWHIC**
Looking at the following list, which issues are discussed at the meetings?
PROBE: Which others? UNTIL 'None'.

1) Production issues (e.g. level of production or sales, quality of product or service)
2) Employment issues (e.g. avoiding redundancies, reducing labour turnover)
3) Financial issues (e.g. financial performance, budgets or budgetary cuts)
4) Future plans (e.g. changes in goods produced or services offered, company
    expansion or contraction)
5) Pay issues (e.g. wage or salary reviews, bonuses, regarding, job evaluation)
6) Leave and flexible working arrangements, including working time
7) Welfare services and facilities (e.g. child care, rest rooms, car parking, canteens,
    recreation)
8) Government regulations (e.g. EU Directives, Local Authority regulations)
9) Work organisation (e.g. changes to working methods, allocation of work between
    employees, multi-skilling)
10) Health and safety
11) Equal opportunities
12) Training
13) Other (please specify DBWHOTH)
If any briefings (DBRIEF=1)

DBTWOWAY*

On average, what proportion of the time at these meetings is usually available for questions from employees, or for employees to offer their views?

1) None None (0%),
2) Small A small proportion (Less than 10%),
3) Quarter Up to a quarter (10-24%),
4) More A quarter or more (25% or more)

DJOIN

Are there any committees of managers and employees at this workplace, primarily concerned with consultation, rather than negotiation? These committees may be called joint consultative committees, works councils or representative forums.

1) Yes
2) No

If any consultative committee (DJOIN=1)

DHOWMANY

How many such committees are there?

Range: 1..97

If more than one consultative committee (DHOWMANY>1)

DWHICH*

Looking at the following list, which issues are discussed by the committees?

PROBE: Which others? UNTIL 'None'.

1) Production issues (e.g. level of production or sales, quality of product or service)
2) Employment issues (e.g. avoiding redundancies, reducing labour turnover)
3) Financial issues (e.g. financial performance, budgets or budgetary cuts)
4) Future plans (e.g. changes in goods produced or services offered, company expansion or contraction)
5) Pay issues (e.g. wage or salary reviews, bonuses, regarding, job evaluation)
6) Leave and flexible working arrangements, including working time
7) Welfare services and facilities (e.g. child care, rest rooms, car parking, canteens, recreation)
8) Government regulations (e.g. EU Directives, Local Authority regulations)
9) Work organisation (e.g. changes to working methods, allocation of work between employees, multi-skilling)
10) Health and safety
11) Equal opportunities
12) Training
13) Other (please specify DWHICOTH)
DISSUES
Does the committee deal with a range of issues, or with a single topic such as health and safety? / Of all the committees, is there one which deals with a range of issues, or do all of the committees cover single topics, such as health and safety?

1) Range Range of issues,  
2) Single Single topic(s),  
3) Both

D1COMM
What is the name of the committee? / I would now like to focus on the committee which deals with the widest range of issues. What is the name of this committee?

INTERVIEWER: IF RESPONDENT UNABLE TO IDENTIFY THE COMMITTEE DEALING WITH THE WIDEST RANGE OF ISSUES, ASK FOR THE NAME OF THE COMMITTEE CONSIDERED TO BE THE MOST IMPORTANT : OPEN

Note: In version 1 of CAPI program, D1COMM was filtered on the presence of a committee dealing with a range of issues (DISSUES=1 or 3). This filter was removed in the early stages of fieldwork on 1/04/04.

D1WHI*^
Looking at the following list, which issues are discussed by the committee ([NAME GIVEN AT D1COMM])?
PROBE: Which others? UNTIL 'None'.

1) Production issues (e.g. level of production or sales, quality of product or service)  
2) Employment issues (e.g. avoiding redundancies, reducing labour turnover)  
3) Financial issues (e.g. financial performance, budgets or budgetary cuts)  
4) Future plans (e.g. changes in goods produced or services offered, company expansion or contraction)  
5) Pay issues (e.g. wage or salary reviews, bonuses, regarding, job evaluation)  
6) Leave and flexible working arrangements, including working time  
7) Welfare services and facilities (e.g. child care, rest rooms, car parking, canteens, recreation)  
8) Government regulations (e.g. EU Directives, Local Authority regulations)  
9) Work organisation (e.g. changes to working methods, allocation of work between employees, multi-skilling)  
10) Health and safety  
11) Equal opportunities  
12) Training  
13) Other (please specify D1WHOTH)
Which groups of employees are covered by the dealings of the committee ([NAME GIVEN AT D1COMM])?

PROBE: Which others? UNTIL 'None'.

0) ALL All employees at this workplace,
1) MANAGER Managers and senior officials,
2) PROFESS Professional occupations,
3) TECHNIC Associate professional and technical occupations,
4) CLERICAL Administrative and secretarial occupations,
5) CRAFT Skilled trades occupations,
6) PERSONAL Caring, leisure and other personal service occupations,
7) SALES Sales and customer service occupations,
8) ASSEMBLY Process, plant and machine operatives and drivers,
9) UNSKILL Routine unskilled occupations

SOFT CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"

Is this committee intended to exist for a fixed period of time or is it a permanent one?
/ Are the committees predominantly for a fixed term or are they permanent?

1) Finite Fixed period of time,
2) Perm Permanent

How many employee representatives sit on the committee ([NAME GIVEN AT D1COMM])?

Range:1..97

Are elections usually held among employees to appoint employee representatives to the committee ([NAME GIVEN AT D1COMM])?

1) Yes
2) No
[If no elections (DELECT=2)]

**DSELECT**

Who selects employee representatives for the committee [NAME GIVEN AT D1COMM]? PROBE: Which others? UNTIL 'None'.

1) emps Employees,
2) comrep Existing committee representatives,
3) union Unions or staff associations,
4) manage Managers,
5) none No selection - appoint anyone that will volunteer,
6) other Other answer (please specify DSELOTH)

[If a committee dealing with a range of issues ((DISSUES=1 or 3) or (DISSUES=2 and more than one response at D1WHI))]

**DANYTRAI**

Does this establishment provide any training or instruction to employee representatives to help them in their role on the committee [NAME GIVEN AT D1COMM]?

1) Yes
2) no

[If any training (DANYTRAI=1)]

**DTRAIN**

Does this training or instruction cover any of the following?

PROBE: Which others? UNTIL 'None'.

1) strct Structure and format of committee meetings,
2) behave Behaviour at meetings,
3) pres Presentation skills,
4) probl Problem-solving skills,
5) finan Interpreting financial data,
6) NONE None of these

[If a committee dealing with a range of issues ((DISSUES=1 or 3) or (DISSUES=2 and more than one response at D1WHI))]

**DCONFID**

Do managers share commercially sensitive information with representatives on the committee [NAME GIVEN AT D1COMM]?

1) Yes,
2) No,
3) notrel Not relevant to this committee

[If a committee dealing with a range of issues ((DISSUES=1 or 3) or (DISSUES=2 and more than one response at D1WHI))]

**DMEET**

How many times has the committee [NAME GIVEN AT D1COMM] met during the last 12 months?

Range: 0..97
Which of the following best describes managers' usual approach when consulting members of the committee?

1) early Seek solutions to problems,
2) range Seek feedback on a range of options put forward by management,
3) solut Seek feedback on a preferred option put forward by management

Generally speaking, how **influential** do you think this committee is on management's decisions affecting the workforce?

Do you think it is ... (READ OUT) ... :

1) Very ... very influential,
2) Fairly ... fairly influential,
3) NotVery ... not very influential,
4) NotAtAll ... or not at all influential?

Apart from Health and Safety and other single topic committees, is there a consultative committee of managers and employees in your organisation that operates at a higher level than this establishment?
PROMPT IF NECESSARY: For instance, at divisional, regional or Head Office level?

1) Yes
2) No

Does the organisation of which you are part operate a European Works Council?

1) Yes
2) No
DCIRCLES
I’d now like to ask you some questions about methods you might use to involve employees in improving performance. Do you have groups of non-managerial employees at this workplace that solve specific problems or discuss aspects of performance or quality? They are sometimes known as problem-solving groups or quality circles or continuous improvement groups.

1) Yes
2) No

{If any problem-solving groups (DCIRCLES=yes)}

DCIRCLIF
Are the groups predominantly for a fixed period of time or are they permanent?
1) Finite Fixed period of time,
2) Perm Permanent,
3) Mixture A mixture of both

{If any problem-solving groups (DCIRCLES=yes)}

DPROPOR*
In the last twelve months, roughly what proportion of non-managerial employees have been involved in them?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number

{If giving exact number}

DPROPORT
(In the last twelve months, how many non-managerial employees have been involved in them?)
Enter number

Range:1..999997

SOFT CHECK if DPROPORT>ZALLEMS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."
DSURVEY
I'd now like to ask you about the use of attitude surveys at this workplace. Have you or a third party conducted a formal survey of your employees' views or opinions during the past two years?

1) Yes
2) No

[If any attitude survey (DSURVEY=1)]

DRESULTS
Were the results of the survey made available in written form to those employees that took part?

1) Yes
2) No

DCONSULT*
Besides the schemes we have discussed are there any other ways in which management communicates or consults with employees at this establishment?: PROBE: Which others? UNTIL 'None'.

1) Notice Noticeboards,
2) Cascade Systematic use of management chain/cascading of information,
3) Suggest Suggestion schemes,
4) News Regular newsletters distributed to all employees,
5) email Regular use of email to all employees,
6) intra Information posted on company intranet, accessible to all employees,
7) Other Other ways of communicating (please specify DCONSOTH),
8) None None of these, no other ways

DINVPLAN
Does management regularly give employees, or their representatives, any information about ...

... internal investment plans?

1) Yes
2) No

DFINANCE
(Does management regularly give employees, or their representatives, any information about ...)

...the financial position of the establishment?

1) Yes
2) No
{If part of larger organisation (ASINGLE=1 or 3)}

**DWHOLEFIN**
(Does management regularly give employees, or their representatives, any information about ...)

... the financial position of the whole organisation?

1) Yes  
2) No

**DSTAFFIN**
(Does management regularly give employees, or their representatives, any information about ...)

... staffing plans?

1) Yes  
2) No
EUNIONS
I now want to ask some questions about trade unions.

Computed variable:
IF ZUNIMEM>0 or ZUNIPC>0 or ZANYMEM=1
    EANYEMP=1
ELSE
    EANYEMP=2
END IF

{If union members and number known (EANYEMP=1 and ZUNIMEM>0) / If union members and percentage known (EANYEMP=1 and ZUNIPC>0) / If union members but neither number nor percentage known (EANYEMP=1 and ZANYMEM=1)}

EEMPLOY**
You said that there are ZUNIMEM members here. In which of the following groups are there union members? / You said that ZUNIPC percent of employees here are union members. In which of the following groups are there union members? / In which of the following groups are there union members?:
PROBE: Which others? UNTIL 'None'

1) MANAGER Managers and senior officials,
2) PROFESS Professional occupations,
3) TECHNIC Associate professional and technical occupations,
4) CLERICAL Administrative and secretarial occupations,
5) CRAFT Skilled trades occupations,
6) PERSONAL Caring, leisure and other personal service occupations,
7) SALES Sales and customer service occupations,
8) ASSEMBLY Process, plant and machine operatives and drivers,
9) UNSKILL Routine unskilled occupations

SOFT CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"

{If no union members (EANYEMP=2)}

ERECRUIT
So far as you know, during the last 2 years, has any union attempted to recruit members from the workforce here?

1) Yes
2) No
EVIEWS
How would you describe management's general attitude towards trade union membership among employees at this establishment.
Is management ... (READ OUT) ... AND CODE ONE ONLY:

1) InFavour ... in favour of trade union membership,
2) NotInFav ... not in favour of it,
3) Neutral ... or neutral about it?

{If neutral or in favour of union membership (EVIEWS=1 or 3)}

EFOR
Do managers actively encourage union membership or union recruitment at this workplace?

1) Yes
2) No

{If neutral and don't actively encourage, or not in favour of union membership (EVIEWS=2 or (EVIEWS=3 and EFOR=2))}

EAGAINST
Do managers actively discourage union membership or union recruitment at this workplace?

1) Yes
2) No

{If any union members (EANYEMP=1) }

EDEDUCT
Do you deduct trade union or staff association subscriptions from any employees’ pay?

1) Yes
2) No

{If any union members (EANYEMP =1) }

EUNIONUM
I would now like to ask you about the unions themselves at this workplace. How many separate unions or independent staff associations have members at this workplace?

Range:1..10

INTERVIEWER: If more than 10 unions, please enter 10 here and record actual number in a note.
{If one union with members at the workplace (EUNOINUM=1) / If more than one union with members at the workplace (EUNOINUM>1)}

**EUNIONA01-EUNIONA10**

What is its name? / Beginning with the union with most members here, what are their names? Which others are there?

---

**REPEATED BLOCK FOR EACH UNION WHERE INTERVIEWER RECORDS UNION NAME USING UNION LOOK-UP TABLE THEN, FOR EACH UNION, ASKS:**

{If number of unions with members at the workplace is known (EUNOINUM=Response)}

**ERECOG01-ERECOG10**

Is the [NAME OF UNION] recognised by management for negotiating pay and conditions for any sections of the workforce in this establishment?

(INTERVIEWER: If agreements are negotiated with the union at a higher level in the organisation or by an employers association, but apply to union/staff association members here, count as recognised)

1) Yes
2) No

{If any union members (EANYEMP=1)}

**EADDREC**

Apart from the unions that have members at this workplace, are there any other trade unions or staff associations that are recognised by management for negotiating pay and conditions for any sections of the workforce here, even though they may not have any members at this workplace?

(INTERVIEWER: If agreements are negotiated with the union at a higher level in the organisation or by an employers association, but apply to union/staff association members here, count as recognised)

1) Yes
2) No

{If at least one additional recognised union (EADDREC=1)}

**EADDNUM**

How many other unions or staff associations are recognised by management?

Range: 1..10

{If one additional recognised union (EADDNUM=1) / If more than one additional recognised union (EADDNUM>1)}

**EADDNA01-EADDNA10**

What is its name? / What are their names? Which others are there?

---

**REPEATED BLOCK FOR EACH UNION WHERE INTERVIEWER RECORDS UNION NAME USING UNION LOOK-UP TABLE.**
{If no union members (EANYEMP=2)}

**EOTHREC**
You said that none of the workforce at this establishment are members of trade unions. Nevertheless, are any trade unions or staff associations **recognised** by management for negotiating pay and conditions for any sections of the workforce here?

INTERVIEWER: If agreements are negotiated with the union at a higher level in the organisation or by an employers' association, but apply to employees here, count as recognised.

1) Yes
2) No

{If no union members but at least one recognised union (EOTHREC=1)}

**EOTHNUM**
How many separate unions or staff associations are recognised by management?

Range: 1..10

{If no union members but one recognised union (EOTHNUM=1) / if no union members but more than one recognised union (EOTHNUM>1)}

**EOTHNA01-EOTHNA10**
What is its name? / What are their names? Which others are there?

---

**Computed variable:**

*IF EUNIONUM>0*

\[\text{ETOTREC} = \text{number of recognised unions with members at the workplace (from ERECOG01-ERECOG10)}\]

*END IF*

{If ETOTREC>1}

**EMOSTMEM**
You say that there are now **ETOTREC** recognised unions with members at this workplace.
Which of these recognised unions has the most members at this workplace?

1) Name of first union cited as recognised at ERECOG
2) Name of second union cited as recognised at ERECOG
3) Name of third union cited as recognised at ERECOG
4) Name of fourth union cited as recognised at ERECOG
5) Name of fifth union cited as recognised at ERECOG
6) Name of sixth union cited as recognised at ERECOG
7) Name of seventh union cited as recognised at ERECOG
8) Name of eighth union cited as recognised at ERECOG
9) Name of ninth union cited as recognised at ERECOG
10) Name of tenth union cited as recognised at ERECOG
If ETOTREC=1, EMOSTMEM is automatically set to the name of the sole recognised union with members at the workplace.

If one recognised union (ETOTREC+EADDNUM+EOTHNUM=1)

EFORMAL
Do you have a *formal agreement* to recognise only (the) [NAME OF SOLE RECOGNISED UNION] or has it just worked out that way?

1) Formal Formal agreement,
2) Worked Just worked out that way

If more than one recognised union (ETOTREC+EADDNUM+EOTHNUM>1)

EJOINT
Does management negotiate *jointly* with the recognised unions, or are there separate negotiations:

1) Jointly Jointly - *all* recognised unions negotiate over pay as one unit,
2) SepEach Each recognised union negotiates independently over pay,
3) SepGrp At least two recognised unions jointly negotiate over pay

If separate negotiating groups (EJOINT=2 or 3)

EGROUPS
How many separate negotiating groups are there?

Range: 1..97

If more than one recognised union and workplace 6 years or older (ETOTREC+EADDNUM+EOTHNUM >1 and (AHOWLONG>=6 or AHOWEST>1))

ENEW
Since 1998, have managers begun to negotiate over pay and conditions with any of the recognised trade unions at this workplace for the first time?

1) Yes
2) No

If any new recognitions (ENEW=1)

ENEWNUM
How many?

Range:1..10

If more than one recognised union and workplace 6 years or older (ETOTREC+EADDNUM+EOTHNUM >1 and (AHOWLONG>=6 or AHOWEST>1))

EWIDER
And since 1998, have managers begun to negotiate over pay and conditions with any of the recognised trade unions at this workplace for a wider range of jobs at this establishment?

1) Yes
2) No
{If any wider recognitions (EWIDER=1)}
EWIDNUM
How many?

Range: 1..10

{If one recognised union and workplace 6 years or older
(ETOTREC+EADDNUM+EOTHNUM =1 and (AHOWLONG>=6 or AHOWEST>1))}
ENEW2
Since 1998, have managers begun to negotiate over pay and conditions with (the)
[NAME OF SOLE RECOGNISED UNION] for the first time?

1) Yes
2) No

{If one recognised union and workplace 6 years or older
(ETOTREC+EADDNUM+EOTHNUM =1 and (AHOWLONG>=6 or AHOWEST>1))}
EWIDER2
And since 1998, have managers begun to negotiate over pay and conditions with
(the) [NAME OF SOLE RECOGNISED UNION] for a wider range of jobs at this
establishment?

1) Yes
2) No

EREQUEST
So far as you know, since 1998, has there been any request for recognition from any
union or group of workers at this establishment that has not been granted?

1) Yes
2) No

{If any recognised unions with members at the workplace (ETOREC>0)}
ESTEWARD
I would now like to ask you a few questions about any union representatives that are
present at this workplace. Do the members of (the) [NAMES OF RECOGNISED
UNIONS WITH MEMBERS AT THE WORKPLACE] have any representatives or
stewards here - apart from any concerned exclusively with Health and Safety?

1) Yes
2) No

{If recognised unions with members have reps at workplace (ESTEWARD=1)}
ESTEWNUM
Approximately how many representatives or stewards are there?
INCLUDE SENIOR STEWARDS AND REPRESENTATIVES IN THIS TOTAL

Range: 1..97

SOFT CHECK if ESTEWNUM>=30: “This seems high. Please check with the respondent
and add note to clarify”.

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{If recognised unions with members have no reps on site, but workplace is part of a larger organisation in the UK (ESTEWARD=2 and ASINGLE=1)}

**ESTEWEXT**

Does the EMOSTMEM have any representatives or stewards from another establishment in this organisation who represent members here?

1) Yes
2) No

{If recognised unions with members have reps at workplace (ESTEWARD=1)}

**ESTEWTIM**

Are there any representatives or stewards of recognised unions who in practice spend all, or nearly all, of their working time on union affairs concerning this establishment?

1) Yes
2) No

{If some unions with members at the workplace are recognised and others are not (ETOTREC>0 and ETOTREC<EUNIONUM) / If none of the unions with members at the workplace are recognised (ETOTREC=0 and ETOTREC<EUNIONUM)}

**EOTHUREP**

Apart from recognised unions, do the members of other unions here have any representatives or stewards at this establishment - apart from any concerned exclusively with Health and Safety? / Do union members have any representatives or stewards here - apart from any concerned exclusively with Health and Safety?

1) Yes
2) No

{If non-recognised unions with members at the workplace have reps at the workplace (EOTHUREP=1)}

**ENUMOTHU**

Approximately how many of these representatives are there?

Range: 1..97

{If any reps of recognised or non-recognised unions on site (ESTEWARD=1 or EOTHUREP=1)}

**EULR**

Among all of the union representatives at this establishment, are there any who have specific responsibility for promoting training or learning among employees at this workplace? These are sometimes known as Union Learning Reps.

1) Yes
2) No
If any union learning reps (EULR=1)

**EULRNUM**

How many of the union representatives at this establishment have such a role?

Range: 1..97

If any reps of recognised or non-recognised unions on site and a JCC that discusses a range of issues (ESTEWARD=1 or EOTHUREP=1) and (DISSUES=1 or 3)

**EUJCC**

Do any of the union representatives at this establishment sit on the [NAME OF COMMITTEE GIVEN AT D1COMM]?.

1) Yes
2) No

If any on-site union reps sit on JCC (EUJCC=1)

**EUJCCNUM**

How many of the union representatives at this establishment sit on the [NAME OF COMMITTEE GIVEN AT D1COMM]?

Range: 1..97

If any union reps / if no union reps ((ESTEWARD=1 or EOTHUREP=1) / (ESTEWARD=2 and EOTHUREP=2))

**EOTHREPS**

(Apart from the union representatives or stewards, and apart / Apart) from health and safety matters, are there any employees here who act as representatives of other employees in dealings with management?

1) Yes
2) No

If non-union representatives (EOTHREPS=1)

**ENUMREPS**

In the next few questions, I will refer to these as 'non-union employee representatives'. Approximately how many of these non-union employee representatives are there?

Range: 1..97

If non-union representatives (EOTHREPS=1)

**EELECT**

Are elections usually held among employees to appoint these non-union employee representatives?

1) Yes
2) No
{If no elections (ELECT=2)}

**ESELECT**

Who selects these employee representatives?

1) emps Employees,
2) manage Managers,
3) none No selection - appoint anyone that will volunteer,
4) other Other answer (please specify ESELOTH)

{If non-union representatives and a JCC that discusses a range of issues (EOTHREPS=1 and (DISSUES=1 or 3))}

**ESITON**

Do any of these non-union employee representatives sit on the [NAME OF COMMITTEE GIVEN AT D1COMM]?

1) Yes
2) No

{If any non-union reps sit on JCC (ESITON=1)}

**ESITNUM**

How many of the non-union representatives at this establishment sit on the [NAME OF COMMITTEE GIVEN AT D1COMM]?

Range: 1..97

{If union and non-union representatives at the workplace ((ESTEWARD=1 or EOTHUREP=1) and EOTHREPS=1) / If only union reps at the workplace ((ESTEWARD=1 or EOTHUREP=1) and EOTHREPS=2) / If only non-union reps at the workplace ((ESTEWARD=2 and EOTHUREP=2) and EOTHREPS=1)}

**ERATING**

I would now like to obtain your views, as a manager at this workplace, on the (union and non-union / union / non-union) representatives here. I'm going to read out four statements, and for each of them, I'd like you to tell me what you think about these issues. Please use the categories on this card.

{If any union representative at the workplace (ESTEWARD=1 or EOTHUREP=1)}

**ETRUSAI**

Looking at this card would you agree or disagree that ...

... union representatives here can be relied upon to live up to the commitments they have made to management:

1) StAgree Strongly agree,
2) Agree,
3) Neither Neither agree nor disagree,
4) Disagree,
5) StDisag Strongly disagree
If any union representative at the workplace (ESTEWARD=1 or EOTHUREP=1)]

ETRUSA2*
(Looking at this card would you agree or disagree that ...)

... union representatives are sincere in their attempts to understand management's point of view.

1) StAgree  Strongly agree,
2) Agree,
3) Neither    Neither agree nor disagree,
4) Disagree,
5) StDisag    Strongly disagree

If any union representative at the workplace (ESTEWARD=1 or EOTHUREP=1)]

ETRUSA3*
(Looking at this card would you agree or disagree that ...)

... union representatives here can be trusted to act with honesty and integrity in their dealings with management.

1) StAgree  Strongly agree,
2) Agree,
3) Neither    Neither agree nor disagree,
4) Disagree,
5) StDisag    Strongly disagree

If any union representative at the workplace (ESTEWARD=1 or EOTHUREP=1)]

EPHRASTU*
(Looking at this card, would you agree or disagree that... )

... unions here help find ways to improve workplace performance

1) StAgree  Strongly agree,
2) Agree,
3) Neither    Neither agree nor disagree,
4) Disagree,
5) StDisag    Strongly disagree

If any non-union reps (EOTHREPS=1)]

ETRUSB1*
(Looking at this card, would you agree or disagree that ...)

... non-union representatives here can be relied upon to live up to the commitments they have made to management:

1) StAgree  Strongly agree,
2) Agree,
3) Neither    Neither agree nor disagree,
4) Disagree,
5) StDisag    Strongly disagree
If any non-union reps (EOTHREPS=1)

**ETRUSB2***
(Looking at this card, would you agree or disagree that ...) 

... non-union representatives are sincere in their attempts to understand management's point of view:

1) StAgree  Strongly agree,
2) Agree,
3) Neither    Neither agree nor disagree,
4) Disagree,
5) StDisag    Strongly disagree

If any non-union reps (EOTHREPS=1)

**ETRUSB3***
(Looking at this card, would you agree or disagree that ...) 

... non-union representatives here can be trusted to act with honesty and integrity in their dealings with management:

1) StAgree  Strongly agree,
2) Agree,
3) Neither    Neither agree nor disagree,
4) Disagree,
5) StDisag    Strongly disagree

If any non-union reps (EOTHREPS=1)

**EPHRASNU***
(Looking at this card, would you agree or disagree that....) 

**non-union** employee representatives here help find ways to improve workplace performance

1) StAgree  Strongly agree,
2) Agree,
3) Neither    Neither agree nor disagree,
4) Disagree,
5) StDisag    Strongly disagree

If any unions and some non-union reps ((EUNIONUM>0 or EOTHNUM>0) and EOTHREPS=1) / If any unions and no non-union reps ((EUNIONUM>0 or EOTHNUM>0) and EOTHREPS=2)

**BIssInt1***
(Thinking first of the unions that represent employees at this workplace, for / For) each of these issues I'd like to know whether management normally negotiates, consults, informs, or does not involve unions at all over these matters. If any of these issues are dealt with at a higher level in the organisation or through an employers' association, please tell me how they are dealt with at that level.
(Does management normally negotiate, consult, inform or not inform unions about)

Rates of pay:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform

(Does management normally negotiate, consult, inform or not inform unions about)

Hours of work:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform

(Does management normally negotiate, consult, inform or not inform unions about)

Holiday entitlements:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform

(Does management normally negotiate, consult, inform or not inform unions about)

Pension entitlements:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform
ESELECTA*
(Does management normally negotiate, consult, inform or not inform unions about)

Recruitment or selection of employees:

1) Negotiates,  
2) Consults,  
3) Informs,  
4) None Not inform

ETRAIN*
(Does management normally negotiate, consult, inform or not inform unions about)

Training of employees:

1) Negotiates,  
2) Consults,  
3) Informs,  
4) None Not inform

EGRIEVA*
(Does management normally negotiate, consult, inform or not inform unions about)

Grievance procedures:

1) Negotiates,  
2) Consults,  
3) Informs,  
4) None Not inform

EDISCIPA*
(Does management normally negotiate, consult, inform or not inform unions about)

Disciplinary procedures:

1) Negotiates,  
2) Consults,  
3) Informs,  
4) None Not inform
[If any unions (EUNIONUM>0 or EOTHNUM>0)]

**ESTAFFA** *
(Does management normally negotiate, consult, inform or not inform unions about)

Staffing plans:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform

[If any unions (EUNIONUM>0 or EOTHNUM>0)]

**EQUALOPA** *
(Does management normally negotiate, consult, inform or not inform unions about)

Equal opportunities:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform

[If any unions (EUNIONUM>0 or EOTHNUM>0)]

**EHEALTHA** *
(Does management normally negotiate, consult, inform or not inform unions about)

Health and safety:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform

[If any unions (EUNIONUM>0 or EOTHNUM>0)]

**EPERFORA** *
(Does management normally negotiate, consult, inform or not inform unions about)

Performance appraisals:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform
If any non-union reps and some union reps (EOTHREPS=1 and (ESTEWARD=1 or EOTHUREP=1)) / If non-union reps and no union reps (EOTHREPS=1 and ESTEWARD=2 and EOTHUREP=2))
BlssInt2*
(And, now thinking of non-union employee representatives. Again, for / For) each of these issues I'd like to know whether management normally negotiates, consults, informs, or does not involve non-union employee representatives at all over these matters.

{If non-union representatives (EOTHREPS=1)}
EPAYB *
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about)

Rates of pay:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform

{If non-union representatives (EOTHREPS=1)}
EHOURSB *
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about)

Hours of work:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform

{If non-union representatives (EOTHREPS=1)}
EHOLB *
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about)

Holiday entitlements:

1) Negotiat Negotiates,
2) Consults,
3) Informs,
4) None Not inform
{If non-union representatives (EOTHREPS=1)}

EPENB *
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about)

Pension entitlements:

1) Negotiates,
2) Consults,
3) Informs,
4) None

{If non-union representatives (EOTHREPS=1)}

ESELECTB*
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about)

Recruitment or selection of employees:

1) Negotiates,
2) Consults,
3) Informs,
4) None

{If non-union representatives (EOTHREPS=1)}

ETRAINB*
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about)

Training of employees:

1) Negotiates,
2) Consults,
3) Informs,
4) None

{If non-union representatives (EOTHREPS=1)}

EGRIEVB*
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Grievance procedures:

1) Negotiates,
2) Consults,
3) Informs,
4) None

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EDISCIPB *
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Disciplinary procedures:

1) Negotiate, 2) Consults, 3) Informs, 4) None

ESTAFFB*
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Staffing plans:

1) Negotiate, 2) Consults, 3) Informs, 4) None

EQUALOPB*
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Equal opportunities:

1) Negotiate, 2) Consults, 3) Informs, 4) None

EHEALTHB*
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Health and safety:

1) Negotiate, 2) Consults, 3) Informs, 4) None
{If non-union representatives (EOTHREPS=1)}

EPERFORB *
(Does management normally negotiate, consult, inform or not inform non-union employee representatives about…)

Performance appraisals:

1) Negotiat   Negotiates,
2) Consults,
3) Informs,
4) None       Not inform
[If any full-time employees in LOG]

FSAMPAY
I would now like to ask you about payment systems and pay determination at this workplace.

Do all full-time [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] receive the same amount of pay?

1) Yes
2) No

[If full-time employees in LOG received different amounts of pay (FSAMPAY=2)]

FFACTORS*^ What are the factors listed on this card that explain the differences in the level of pay of full-time [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] at this workplace? PROBE: Which others? UNTIL 'None'.

1) HOURS Basic hours worked,
2) OVERTIME Overtime hours,
3) SHIFTPRE Shift premiums,
4) AGE Age of employees,
5) SERVICE Career experience,
6) ATJOB Years of service with this employer,
7) SKILLS Skills/core competences,
8) QUALS Formal qualifications,
9) GRADE Job grade/classification,
10) INCENT Incentive or performance-related pay,
11) ASSESSS Performance appraisal or assessment,
12) OTHER Some other factor (please specify FFACTOTH)
Do any of the employees in this establishment get paid by results or receive merit pay?

INTERVIEWER: On this card is an explanation of what we mean by payment by results and merit pay. PROBE: Which others? UNTIL 'None'.

1) pbr Payment by results,
2) merit Merit Pay,
3) neither Neither

Card reads:
1. Payment by results
   'Payment by results' includes any method of payment where his pay is determined by the amount done or its value, rather than just the number of hours worked. It includes commission, and bonuses that are determined by individual, establishment or organisation productivity or performance. It does not include profit-related pay schemes.

2. Merit pay
   'Merit pay' is related to a subjective assessment of individual performance by a supervisor or manager.

{If payment by results or merit pay, but not both (FPERF=1 or 2) / If payment by results and merit pay (FPERF=1 and 2)}

In which occupational groups are there employees that are paid (in either of these ways / in this way)? PROBE: Which others? UNTIL 'None'.

0) ALL All occupational groups,
1) MANAGER Managers and senior officials,
2) PROFESS Professional occupations,
3) TECHNIC Associate professional and technical occupations,
4) CLERICAL Administrative and secretarial occupations,
5) CRAFT Skilled trades occupations,
6) PERSONAL Caring, leisure and other personal service occupations,
7) SALES Sales and customer service occupations,
8) ASSEMBLY Process, plant and machine operatives and drivers,
9) UNSKILL Routine unskilled occupations

SOFT CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"
{If performance-related pay and any non-managerial occupations eligible (FPERWHO=0 or FPERWHO>=2)}

**FPERNON**
What proportion of **non-managerial** employees at this workplace are paid (in either of these ways / in this way)?

INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question

1) All  All (100%),
2) Almost Almost all (80-99%),
3) Most  Most (60-79%),
4) Half  Around half (40-59%),
5) Some  Some (20-39%),
6) Few  Just a few (1-19%),
7) None  None (0%),
97) Number

{If giving exact number}

**FPERNONT**
(How many **non-managerial** employees at this workplace are paid (in either of these ways / in this way)?

ENTER NUMBER

Range :1..999997

*SOFT CHECK if FPERNONT>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

{If payment by results and merit pay (FPERF=1 and 2) / If payment by results only (FPERF=1)}

**FMEASURE**
(Thinking just about payment by results, what / What) measures of performance are used to determine the amount that employees receive?

PROBE: Which others? UNTIL 'None'.

1) INDPERF Individual performance/output,
2) TEAMPERF Group or team performance/output,
3) WORKMEAS Workplace-based measures,
4) ORGMEAS Organisation-based measures,
5) OTHER Other measures (please specify FMEASOTH)

**FPROF**
Do **any** employees at this workplace receive profit-related payments or profit-related bonuses?

1) Yes
2) No
For what part of your organisation is the amount of profit-related pay calculated? :

1) WORKPLA Workplace,
2) DIVISION Division/Subsidiary company,
3) WHOLEORG Organisation as a whole,
4) OTHER Some other answer (please specify FLEVELO)

In which occupational groups are there any employees who are participating in the profit-related pay scheme? PROBE: Which others? UNTIL 'None'.

0) ALL All occupational groups,
1) MANAGER Managers and senior officials,
2) PROFESS Professional occupations,
3) TECHNIC Associate professional and technical occupations,
4) CLERICAL Administrative and secretarial occupations,
5) CRAFT Skilled trades occupations,
6) PERSONAL Caring, leisure and other personal service occupations,
7) SALES Sales and customer service occupations,
8) ASSEMBLY Process, plant and machine operatives and drivers,
9) UNSKILL Routine unskilled occupations

SOFT CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"

What proportion of non-managerial employees at this workplace have received profit-related pay in the past 12 months?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number
{If giving exact number}

FNONMANT

(How many non-managerial employees at this workplace have received profit-related pay in the past 12 months?)

ENTER NUMBER

Range:1..999997

SOFT CHECK if FNONMANT>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

{If trading sector (ASTATUS=1-8)}

FSHARE*

Does this company operate any of the employee share schemes listed on this card for any of the employees at this workplace?

PROBE: Which others? UNTIL 'None'.

1) sip   Share Incentive Plan (SIP),
2) saye  Save As You Earn (SAYE or Sharesave),
3) emi   Enterprise Management Incentives (EMI),
4) csop  Company Share Option Plan (CSOP),
5) other Other employee share scheme,
6) none  None of these

Card reads:

1  Share Incentive Plan (SIP) – a tax and NIC advantaged plan where employees can purchase shares and companies can give employees free shares or matching shares

2  Save As You Earn (SAYE or Sharesave) share options scheme – tax advantaged scheme where employees save to purchase their employer’s shares.

3  Enterprise Management Incentives (EMI) - where smaller companies can grant up to a total of £3 million of tax and NIC advantaged share options to their employees

4  Company Share Option Plan (CSOP) – where companies can grant each of their employees up to £30,000 of tax and NIC advantaged share options

5  Other employee share scheme
[If employee share-ownership scheme (FSHARE=1-5)]

FOCCGR**

In which occupational groups are there any employees who are eligible for the employee share ownership scheme(s)?

PROBE: Which others? UNTIL 'None'.

0) ALL All occupational groups,
1) MANAGER Managers and senior officials,
2) PROFESS Professional occupations,
3) TECHNIC Associate professional and technical occupations,
4) CLERICAL Administrative and secretarial occupations,
5) CRAFT Skilled trades occupations,
6) PERSONAL Caring, leisure and other personal service occupations,
7) SALES Sales and customer service occupations,
8) ASSEMBLY Process, plant and machine operatives and drivers,
9) UNSKILL Routine unskilled occupations

SOFT CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"

{If employee share-ownership scheme and any non-managerial occupations eligible (FOCCGR=0 or FOCCGR>=2)}

FSHARWHO*

What proportion of non-managerial employees at this workplace are eligible for the employee share ownership scheme(s)?

INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number

{If giving exact number}

FSHARWHT

(How many non-managerial employees at this workplace are eligible for the employee share ownership scheme(s)?)

ENTER NUMBER

Range: 1..999997

SOFT CHECK if FSHARWHT>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."
What proportion of non-managerial employees at this workplace participate in the employee share ownership scheme(s)?

INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question.

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number

(If giving exact number)

(How many non-managerial employees at this workplace participate in the employee share ownership scheme(s))

ENTER NUMBER

Range: 1..999997

SOFT CHECK if FNONWHOT>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

Are there any formal job evaluation schemes here? These are schemes for comparing systematically the relative value of different jobs in order to settle their relative rates of pay?

1) Yes
2) No

(If any job evaluation scheme (FJOBEVAL=1))

How many schemes are there at this establishment?

Range: 1..97
{If one job evaluation scheme (FJOBENUM=1) / If more than one job evaluation scheme (FJOBENUM>1)}

**FJOBCRIT**

(Is the scheme/ Thinking of the scheme that covers the largest number of employees at this establishment, is that) based on a points-rating system or is it based on some other method?

This card explains what we mean by a points rating system.

1) points Points rating system,
2) other Some other method

Card reads:

Points rating - each job is broken down into factors and points are awarded for each factor. The total score decides the job’s place in the hierarchy.

{If any job evaluation scheme (IJOBEVAL=1)}

**FJOBPROP**

What proportion of the employees at this establishment are currently filling jobs covered by the (largest) scheme?

INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question.

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number

{If giving exact number}

**FJOBPROT**

How many employees at this establishment are currently filling jobs covered by the (largest) scheme?

ENTER NUMBER

Range :1..999997

**SOFT CHECK if FJOBPROT>ZALLEMPS**: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."
FREVIEW
How frequently is basic pay for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] reviewed or negotiated at this workplace? :

1) MORE More than once a year,
2) ANNUAL Annually,
3) LESS Less than once a year

FUPDOWN
At the last review or settlement, was basic pay for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] increased, decreased or did it see no change? :

1) INCREASE Increased,
2) DECREASE Decreased,
3) No change No change

{If decrease or no increase and union recognition ((FUPDOWN=2 or 3) and (ETOTREC+EADDNUM+EOTHNUM)>0)}

FPAYCUT
Was the decision to have no pay rise agreed by recognised unions here?

1) Yes
2) No

{If pay increase (FUPDOWN=1)}

FAWARDM
Was this increase higher, about the same, or lower than the average increase for ... managers at this workplace? :

1) HIGHER Higher,
2) SAME Same,
3) LOWER Lower

{If pay increase (FUPDOWN=1)}

FAWARDNM
(Was this increase higher, about the same, or lower than the average increase for ...)

... all other non-managerial employees? :

1) HIGHER Higher,
2) SAME Same,
3) LOWER Lower
{If pay increase (FUPDOWN=1)}
FAWARDSI
(Was this increase higher, about the same, or lower than the average increase for ...)

... similar workers in your industry/sector as far as you know? :

1) HIGHER Higher,
2) SAME Same,
3) LOWER Lower

{If pay increase (FUPDOWN=1)}
FAWARDSSL
(Was this increase higher, about the same, or lower than the average increase for ...)

... similar workers in this locality as far as you know? :

1) HIGHER Higher,
2) SAME Same,
3) LOWER Lower

FLIVING
Which of the following factors influenced the size of the pay settlement or review for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]?

... Changes in the cost of living?

1) Yes
2) No

FRECRUIT
(Which of the following factors influenced the size of the pay settlement or review for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP])?

... Your ability to recruit or retain employees?

1) Yes
2) No

FPERFO
(Which of the following factors influenced the size of the pay settlement or review for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP])?

... The financial performance of the organisation or workplace?

1) Yes
2) No
FPROD
(Which of the following factors influenced the size of the pay settlement or review for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP])?

... Productivity levels within the organisation or workplace?

1) Yes
2) No

FACTION
(Which of the following factors influenced the size of the pay settlement or review for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP])?

... Industrial action threatened or taken?

1) Yes
2) no

{If pay increase (FUPDOWN=1)}

FWHODID*^
Which of the following parties were directly involved in determining or negotiating this pay rise for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]?
PROBE: Which others? UNTIL 'None'.

1) MANAWORK   Managers at this workplace,
2) MANAHIGH   Managers at a higher level in this organisation,
3) BOARD      Board of Directors/Governing Body,
4) EMPASSOC   Employer association officials,
5) UNIONREP   Union representatives or shop stewards,
6) NONUNREP   Non-union employee representatives,
7) FTUNION    Full-time union officials,
8) REVIEW     Independent Pay review body,
9) OTHER      Other (please specify FWHODOTH)

{If increase and worker representatives involved (FWHODID=5-7)}

FCONSNEG
Did management consult, or did they negotiate with the employee representatives about this pay settlement or award for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]?
INTERVIEWER: include full time officials:

1) CONSULT    Consult,
2) NEGOTIAT   Negotiate
If increase and workplace part of a larger organisation (FUPDOWN=1 and ASINGLE=1 or 3))

**FWHERE**
Was the decision over the most recent pay increase for [TITLE OF LARGEST OCCUPATIONAL GROUP] made at this workplace, at a higher level in the organisation or elsewhere? :

1) **WORKPLA** Workplace,
2) **HIGHER** Higher level in this organisation,
3) **Nat** National / Industry-level / multi-employer,
4) **PRB** Independent Pay review Body,
5) **ELSEWHER** Elsewhere (please specify FWHEROOTH)

If increase and workplace part of a larger organisation and decision made at workplace (FWHERE=1)

**FCONSULT**
Before arriving at a decision, was management at a higher level in the organisation consulted about the size of the increase?

1) Yes
2) No

If increase and single independent workplace (FUPDOWN=1 and ASINGLE=2)

**FWHERE2**
Was the decision over the most recent pay increase for [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] made at this workplace or elsewhere? :

1) **WORKPLA** Workplace,
3) **Nat** National / Industry-level / multi-employer,
4) **PRB** Independent Pay Review Body,
5) **ELSEWHER** Elsewhere (please specify FWHE2OTH)
FSOCINTRO
I now want to ask, for each occupational group here, how pay is determined.

{If any managers or senior officials (ZMNG_TOT>0)}

FSOC1*
Which of the following statements most closely characterises the way that pay is set for Managers and senior officials?
INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set employees' pay at the NMW (e.g. managers at this workplace) and code accordingly:

1) NATIONAL  Collective bargaining for more than one employer (e.g. industry-wide agreement),
2) ORGANIS  Collective bargaining at an organisation level,
3) WORKPLA  Collective bargaining at this workplace,
4) MANAWORK  Set by management at a higher level in this organisation,
5) MANAHIGH  Set by management at this workplace,
6) INDIVID  Negotiation with individual employees,
7) PAYREV  Independent Pay Review Body,
8) OTHER  Some other way (please describe in a note)

SOFT CHECK if code 7 chosen by private sector workplace (ASTATUS=1-7): “Are you sure? This code should only apply to workplaces in the public sector. If the check is suppressed, please enter a note explaining why.”

{If any professional employees (ZPRO_TOT>0)}

FSOC2*
Which of the following statements most closely characterises the way that pay is set for Professional employees?
INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set employees' pay at the NMW (e.g. managers at this workplace) and code accordingly:

1) NATIONAL  Collective bargaining for more than one employer (e.g. industry-wide agreement),
2) ORGANIS  Collective bargaining at an organisation level,
3) WORKPLA  Collective bargaining at this workplace,
4) MANAWORK  Set by management at a higher level in this organisation,
5) MANAHIGH  Set by management at this workplace,
6) INDIVID  Negotiation with individual employees,
7) PAYREV  Independent Pay Review Body,
8) OTHER  Some other way (please describe in a note)

SOFT CHECK if code 7 chosen by private sector workplace (ASTATUS=1-7): “Are you sure? This code should only apply to workplaces in the public sector. If the check is suppressed, please enter a note explaining why.”
[If any associate professional and technical employees (ZTEC_TOT>0)]

**FSOC3**

Which of the following statements most closely characterises the way that pay is set for Associate professional and technical employees?

INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set employees' pay at the NMW (e.g. managers at this workplace) and code accordingly:

1) NATIONAL  Collective bargaining for more than one employer (e.g. industry-wide agreement),
2) ORGANIS  Collective bargaining at an organisation level,
3) WORKPLA  Collective bargaining at this workplace,
4) MANAWORK  Set by management at a higher level in this organisation,
5) MANAHIGH  Set by management at this workplace,
6) INDIVID  Negotiation with individual employees,
7) PAYREV  Independent Pay Review Body,
8) OTHER  Some other way (please describe in a note)

SOFT CHECK if code 7 chosen by private sector workplace (ASTATUS=1-7): “Are you sure? This code should only apply to workplaces in the public sector. If the check is suppressed, please enter a note explaining why.”

[If any administrative and secretarial employees (ZADM_TOT>0)]

**FSOC4**

Which of the following statements most closely characterises the way that pay is set for Administrative and secretarial employees?

INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set employees' pay at the NMW (e.g. managers at this workplace) and code accordingly:

1) NATIONAL  Collective bargaining for more than one employer (e.g. industry-wide agreement),
2) ORGANIS  Collective bargaining at an organisation level,
3) WORKPLA  Collective bargaining at this workplace,
4) MANAWORK  Set by management at a higher level in this organisation,
5) MANAHIGH  Set by management at this workplace,
6) INDIVID  Negotiation with individual employees,
7) PAYREV  Independent Pay Review Body,
8) OTHER  Some other way (please describe in a note)

SOFT CHECK if code 7 chosen by private sector workplace (ASTATUS=1-7): “Are you sure? This code should only apply to workplaces in the public sector. If the check is suppressed, please enter a note explaining why.”
Which of the following statements most closely characterises the way that pay is set for Skilled trade employees?

INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set employees' pay at the NMW (e.g. managers at this workplace) and code accordingly:

1) NATIONAL  Collective bargaining for more than one employer (e.g. industry-wide agreement),
2) ORGANIS  Collective bargaining at an organisation level,
3) WORKPLA  Collective bargaining at this workplace,
4) MANAWORK  Set by management at a higher level in this organisation,
5) MANAHIGH  Set by management at this workplace,
6) INDIVID  Negotiation with individual employees,
7) PAYREV  Independent Pay Review Body,
8) OTHER  Some other way (please describe in a note)

SOFT CHECK if code 7 chosen by private sector workplace (ASTATUS=1-7): "Are you sure? This code should only apply to workplaces in the public sector. If the check is suppressed, please enter a note explaining why."

Which of the following statements most closely characterises the way that pay is set for Caring, leisure and other personal service employees?

INTERVIEWER: If respondent says 'National Minimum Wage' please ask 'Who decides to set employees' pay at the NMW (e.g. managers at this workplace) and code accordingly:

1) NATIONAL  Collective bargaining for more than one employer (e.g. industry-wide agreement),
2) ORGANIS  Collective bargaining at an organisation level,
3) WORKPLA  Collective bargaining at this workplace,
4) MANAWORK  Set by management at a higher level in this organisation,
5) MANAHIGH  Set by management at this workplace,
6) INDIVID  Negotiation with individual employees,
7) PAYREV  Independent Pay Review Body,
8) OTHER  Some other way (please describe in a note)

SOFT CHECK if code 7 chosen by private sector workplace (ASTATUS=1-7): "Are you sure? This code should only apply to workplaces in the public sector. If the check is suppressed, please enter a note explaining why."
{If any sales and customer service employees (ZSAL_TOT>0)}

**FSOC7***

Which of the following statements most closely characterises the way that pay is set for *Sales and customer service employees*?

INTERVIEWER: If respondent says ‘National Minimum Wage’ please ask ‘Who decides to set employees’ pay at the NMW (e.g. managers at this workplace) and code accordingly:

1) NATIONAL  
Collective bargaining for more than one employer (e.g. industry-wide agreement),

2) ORGANIS  
Collective bargaining at an organisation level,

3) WORKPLA  
Collective bargaining at this workplace,

4) MANAWORK  
Set by management at a higher level in this organisation,

5) MANAHIGH  
Set by management at this workplace,

6) INDIVID  
Negotiation with individual employees,

7) PAYREV  
Independent Pay Review Body,

8) OTHER  
Some other way (please describe in a note) )

SOFT CHECK if code 7 chosen by private sector workplace (ASTATUS=1-7): “Are you sure? This code should only apply to workplaces in the public sector. If the check is suppressed, please enter a note explaining why.”

{If any process, plant and machine operatives and drivers (ZOPE_TOT>0)}

**FSOC8***

Which of the following statements most closely characterises the way that pay is set for *Process, plant and machine operatives and drivers*?

INTERVIEWER: If respondent says ‘National Minimum Wage’ please ask ‘Who decides to set employees’ pay at the NMW (e.g. managers at this workplace) and code accordingly:

1) NATIONAL  
Collective bargaining for more than one employer (e.g. industry-wide agreement),

2) ORGANIS  
Collective bargaining at an organisation level,

3) WORKPLA  
Collective bargaining at this workplace,

4) MANAWORK  
Set by management at a higher level in this organisation,

5) MANAHIGH  
Set by management at this workplace,

6) INDIVID  
Negotiation with individual employees,

7) PAYREV  
Independent Pay Review Body,

8) OTHER  
Some other way (please describe in a note) )

SOFT CHECK if code 7 chosen by private sector workplace (ASTATUS=1-7): “Are you sure? This code should only apply to workplaces in the public sector. If the check is suppressed, please enter a note explaining why.”
If any routine unskilled employees (ZROU_TOT>0))

**FSOC9**

Which of the following statements most closely characterises the way that pay is set for Routine unskilled employees?

INTERVIEWER: If respondent says ‘National Minimum Wage’ please ask ‘Who decides to set employees’ pay at the NMW (e.g. managers at this workplace) and code accordingly:

1) NATIONAL Collective bargaining for more than one employer (e.g. industry-wide agreement),
2) ORGANIS Collective bargaining at an organisation level,
3) WORKPLA Collective bargaining at this workplace,
4) MANAWORK Set by management at a higher level in this organisation,
5) MANAHIGH Set by management at this workplace,
6) INDIVID Negotiation with individual employees,
7) PAYREV Independent Pay Review Body,
8) OTHER Some other way (please describe in a note)

**SOFT CHECK** if code 7 chosen by private sector workplace (ASTATUS=1-7): “Are you sure? This code should only apply to workplaces in the public sector. If the check is suppressed, please enter a note explaining why.”

**FCOVER**

So, can I just check, what proportion of ALL employees here have their pay set through negotiations with trade unions, either at this workplace or at a higher level?

INTERVIEWER: If respondent gives an answer as an exact number you can code “97” here and record the number at the next question

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number

**FCOVERT**

(How many employees here have their pay set through negotiations with trade unions, either at this workplace or at a higher level?)

ENTER NUMBER

Range: 1..999997

**SOFT CHECK if FCOVERT>ZALLEMS:** "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."
I would now like to discuss a number of aspects of employment contracts as they operate in your establishment. By employment contracts I mean everything to do with the terms and conditions of employment.

Looking at this card, for which of these terms and conditions is information made available in writing to your [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP]? PROBE: Which others? UNTIL 'None'.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RATE</td>
<td>The scale, rate or method of payment,</td>
</tr>
<tr>
<td>HOURS</td>
<td>Hours of work,</td>
</tr>
<tr>
<td>SICK</td>
<td>Sick leave arrangements,</td>
</tr>
<tr>
<td>GRIEV</td>
<td>Grievance procedures,</td>
</tr>
<tr>
<td>DISC</td>
<td>Disciplinary procedures,</td>
</tr>
<tr>
<td>TRAINING</td>
<td>Training opportunities,</td>
</tr>
<tr>
<td>HOLIDAYS</td>
<td>Entitlement to holidays,</td>
</tr>
<tr>
<td>None</td>
<td>None of these</td>
</tr>
</tbody>
</table>

Some organisations have standardised employment contracts that offer the same non-pay terms and conditions to groups of employees. Do all [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] have standard employment contracts?

<table>
<thead>
<tr>
<th>Answer</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>no</td>
<td></td>
</tr>
</tbody>
</table>

Looking at this card, are [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] entitled to any of these non-pay terms and conditions?: PROBE: Which others? UNTIL 'None'.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PENSION</td>
<td>Employer pension scheme,</td>
</tr>
<tr>
<td>CAR</td>
<td>Company car or car allowance,</td>
</tr>
<tr>
<td>HEALTH</td>
<td>Private health insurance,</td>
</tr>
<tr>
<td>LEAVE</td>
<td>More than four weeks of paid annual leave (excluding public holidays),</td>
</tr>
<tr>
<td>SICK</td>
<td>Sick pay in excess of statutory requirements,</td>
</tr>
<tr>
<td>NONE</td>
<td>None of these</td>
</tr>
</tbody>
</table>
And, what about managers at this workplace, are they entitled to any of these non-pay terms and conditions?:
PROBE: Which others? UNTIL 'None'.

1) PENSION  Employer pension scheme,
2) CAR  Company car or car allowance,
3) HEALTH  Private health insurance,
4) LEAVE  More than four weeks of paid annual leave (excluding public holidays),
5) SICK  Sick pay in excess of statutory requirements,
6) NONE  None of these

I would now like to ask you about performance appraisals.

In which of the following groups are there employees that have their performance formally appraised? PROBE: Which others? UNTIL 'None'.

0) ALL  All occupational groups,
1) MANAGER  Managers and senior officials,
2) PROFESS  Professional occupations,
3) TECHNIC  Associate professional and technical occupations,
4) CLERICAL  Administrative and secretarial occupations,
5) CRAFT  Skilled trades occupations,
6) PERSONAL  Caring, leisure and other personal service occupations,
7) SALES  Sales and customer service occupations,
8) ASSEMBLY  Process, plant and machine operatives and drivers,
9) UNSKILL  Routine unskilled occupations,
10) NONE  None of these

SOFT CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"

{If any non-managerial occupations with performance appraisal (FSOCIN=0 or FSOCIN>=2)}

What proportion of non-managerial employees at this workplace have their performance formally appraised?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number of the next question

1) All  All (100%),
2) Almost  Almost all (80-99%),
3) Most  Most (60-79%),
4) Half  Around half (40-59%),
5) Some  Some (20-39%),
6) Few  Just a few (1-19%),
97) Number
If giving exact number }

**FMEASPRT**

How many non-managerial employees here have their performance formally appraised?

ENTER NUMBER

Range:1..999997

SOFT CHECK if FMEASPRT > ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

{If any non-managerial occupations with performance appraisal (FSOCIN=0 or FSOCIN>=2)}

**FAPPWHEN**

How frequently are appraisals conducted?:

1) QUARTER Quarterly,
2) HALFYR Half-yearly,
3) ANNUAL Annually,
4) BIANNUAL Bi-annually,
5) NOTFIXED No fixed pattern,
6) OTHER Other (please specify **FAPPWHOTH**) 

{If any non-managerial occupations with performance appraisal (FSOCIN=0 or FSOCIN>=2)}

**FWHOAPP**

Typically, who carries out these appraisals? PROBE: Which others? UNTIL 'None'.:

1) BOSS An individual's immediate line manager or supervisor,
2) MANAGER Another line manager,
3) SENMAN A more senior manager,
4) EMPLOYEE Employees at the same level/grade,
5) SUBORD Subordinates or employees at a lower level/grade,
6) OTHER Someone else (please specify **FWHOAOTH**) 

{If any non-managerial occupations with performance appraisal (FSOCIN=0 or FSOCIN>=2)}

**FAPPTRN**

Does the performance appraisal result in an evaluation of employees' training needs?

1) Yes
2) No

{If any non-managerial occupations with performance appraisal (FSOCIN=0 or FSOCIN>=2)}

**FAPPPAY**

Is individual employees' pay linked to the outcome of the performance appraisal?

1) Yes
2) No
GPROCEDU
I would now like to ask you some questions about collective or group disputes which might arise at this workplace. Are there any formal procedures for dealing with collective disputes raised by any group of non-managerial employees?

1) Yes
2) No

[If collective disputes procedure (GPROCEDU=1)]

GWORKISS
Are there separate procedures for different groups of workers or for different issues, or is there just a single collective disputes procedure?

1) Single Single procedure,
2) DiffWork Separate procedures for different workers,
3) DiffIss Separate procedures for different issues

[If collective disputes procedure (GPROCEDU=1)]

GISSUES*^
What types of issues are covered by the procedures? PROBE: Which others? UNTIL 'None'.

1) Pay Pay and conditions,
2) Redund Redundancy,
3) Org Organisation of work,
4) Health Health and Safety,
5) Other Some other issue (please specify GISSUOTH)

[If collective disputes procedure (GPROCEDU=1)]

GCOVERED*
What proportion of non-managerial employees are covered by the formal collective disputes procedure(s)?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question.

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number
[If giving exact number]

**GCOVERET**
(How many non-managerial employees are covered by the formal collective disputes procedure(s)?)
ENTER NUMBER

Range :1..999997

*SOFT CHECK if GCOVERET>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

[If collective disputes procedure covers pay and conditions (GISSUES=1)]

**GREFERAL**
In collective disputes over pay, if there is a failure to agree at the establishment, is there a provision for the issue to be referred to a body or person outside the establishment?

1) Yes
2) No

[If referral provision (GREFERAL=1)]

**GPROHIBIT**
Does the disputes procedure prohibit industrial action **before** the issue is referred outside the establishment?

1) Yes
2) No

[If referral provision (GREFERAL=1)]

**GBODY**
To which outside body are issues raised under the disputes procedure referred?
PROBE: Which others? UNTIL 'None'.

1) ACASC ACAS Conciliation,
2) ACASA ACAS Arbitration,
3) Indep Independent arbitrator,
4) Mediate Independent mediator,
5) Manage Management at a higher level in the organisation,
6) Union Union officials/National officer of union,
7) Employ Employers' Association,
8) Other Other (please specify **GBODYOTH**)

[If no collective disputes procedure (GPROCEDU=2)]

**GRESOLVE**
If a dispute over pay or conditions arises here, how is it generally resolved? : OPEN
GDISPUTE
In the last 12 months, has there been a collective dispute with any group of workers over pay or conditions?

1) Yes
2) No

{If pay disputes procedure and dispute in last 12 months (GISSUES=1 and GDISPUTE=1)}

GUSED
On the last occasion, was the disputes procedure used to resolve the dispute?

1) Yes
2) No

GACTION**
Which if any of the forms of industrial action on this card have taken place at this establishment during the last 12 months? PROBE: Which others? UNTIL 'None'.

1) OneDay  Strikes of less than 1 day,
2) AWeek  Strikes of a day or more, but less than a week,
3) More  Strikes of a week or more,
4) Ban  Overtime ban or restriction by employees,
5) ToRule  Work to rule,
6) LockOut  Lock out,
7) GoSlow  Go slow,
8) Blacking  Blacking of work,
9) SitIn  Work in / sit in,
10) Other  Other industrial action,
11) None  None of these

{If any strikes of less than one day (GACTION=1)}

GACTYR01
On how many occasions in the last 12 months have strikes of less than one day taken place?

Range:1..97

{If any strikes of a day but less than a week (GACTION=2)}

GACTYR02
On how many occasions in the last 12 months have strikes of a day but less than a week taken place?

Range:1..97
If any strikes of a week or more (GACTION=3)
GACTYR03
On how many occasions in the last 12 months have strikes of a week or more taken place?
Range: 1..97

If any overtime ban or restriction (GACTION=4)
GACTYR04
On how many occasions in the last 12 months has an overtime ban or restriction by employees taken place?
Range: 1..97

If any work to rule (GACTION=5)
GACTYR05
On how many occasions in the last 12 months has a work to rule taken place
Range: 1..97

If any lock outs (GACTION=6)
GACTYR06
On how many occasions in the last 12 months has a lock out taken place?
Range: 1..97

If any go slow (GACTION=7)
GACTYR07
On how many occasions in the last 12 months has a go slow taken place?
Range: 1..97

If any blacking of work (GACTION=8)
GACTYR08
On how many occasions in the last 12 months has blacking of work taken place?
Range: 1..97

If any work-in or sit-in (GACTION=9)
GACTYR09
On how many occasions in the last 12 months has a work in or sit in taken place?
Range: 1..97

If any other industrial action (GACTION=10)
GACTYR10
On how many occasions in the last 12 months has any other industrial action taken place?
Range: 1..97
GPSTYR**

In the last 12 months, have any employees here threatened to take any of the forms of industrial action listed on this card? PROBE: Which others? UNTIL 'None'.

1) Strike,
2) Overtime Overtime ban or restriction,
3) Rule Work to rule,
4) Slow Go slow,
5) Black Blacking of work,
6) Sitin Work in/sit in,
7) Other Other industrial action,
8) None None of these

Note: In version 1 of CAPI program, this question was filtered on the presence of unions (EUNIONUM>0). This filter was removed in the early stages of fieldwork on 1/04/04.

GBALLOT

In the last 12 months, have any unions here balloted their members to establish the level of support for industrial action?

1) Yes
2) No

{If ballots (GBALLOT=1)}

GNUMBER

How many ballots have been held at this workplace in the last 12 months?

Range: 1..97

{If one ballot (GNUMBER=1) / more than one ballot (GNUMBER>1) }

GFAVOUR

And did this ballot result in a majority in favour of industrial action? IF YES, CODE 1. IF NO, CODE 0 / How many of these ballots resulted in a majority in favour of industrial action?

Range:0..97

GPICKET

Has this establishment been picketed during the last 12 months?

1) Yes
2) No

GDISRUPT

In the last 12 months, has this workplace suffered significant disruption as a result of industrial action in another organisation?

1) Yes
2) No
SECTION H  GRIEVANCE AND DISCIPLINARY PROCEDURES

HPROCEDU
And now I want to ask you about dealing with individual grievances and disciplinary procedures at this workplace.

Is there a formal procedure for dealing with individual grievances raised by any employee at this workplace?

1) Yes
2) No

{If no grievance procedure (HPROCEDU=2)}

HRESOLVE^*
If an employee has a grievance at work, how do they resolve it?
PROBE: Which others? UNTIL 'None'.

0) None No grievances raised,
1) discuss Through discussions with managers,
2) hrman Through discussion with specialist human resources/personnel managers,
3) resp Through discussion with the respondent,
4) union Discussions between union/worker representatives and managers,
5) elsew Passed up/referred up the management chain (e.g. to Head Office),
6) other Some other way (please specify HRESOTH)

{If grievance procedure (HPROCEDU=1)}

HAWARE**^*
How are employees made aware of the procedure?
PROBE: Which others? UNTIL 'None'.

1) Letter In letter of appointment
2) Contract In contract of appointment
3) Inductio Part of induction programme
4) Book In staff handbook
5) Notice Noticeboard
6) Told Told by supervisor/line-manager/foreman
7) Other Some other way (please specify HAWAREOTH)

HGRVWRTE
In raising grievances, are employees required to set out in writing the nature of the grievance?
INTERVIEWER: If 'YES', PROMPT: 'Is that always or just some of the time?'

1) allway Yes, always,
2) some Yes, sometimes - depends on the issue,
3) No
HGRVMTG
Are employees asked to attend a formal meeting with a manager to discuss the nature of their grievance?
INTERVIEWER: If 'YES', PROMPT: Is that always or just some of the time?

1) allway  Yes, always,
2) some    Yes, sometimes - depends on the issue,
3) No

{If employees are invited to a meeting or hearing (HGRVMTG=1 or 2)}

HACCOMP*^
Which of the following are allowed to accompany an employee at a grievance meeting? PROBE: Which others? UNTIL 'None'.

1) Friend      Friend or family member,
2) Union       Trade union representative/shop steward,
3) FTunioff    Full-time union official,
4) Empee       Other employee representative,
5) Colleagu    A work colleague,
6) Manager     Supervisor/ line manager/ foreman,
7) Lawyer      Solicitor or other legal representative,
8) SomeElse    Someone else,
9) ANY         Anyone they choose,
10) No         No accompaniment allowed

{If employees are allowed to be accompanied at hearings or meetings
(HACCOMP<10)}

HCOMP1
In the grievance meeting, is the employee's companion allowed to do any of the following?

... ask questions on behalf of the employee?

1) Yes
2) No

{If employees are allowed to be accompanied at hearings or meetings
(HACCOMP1<10)}

HCOMP2
(In the grievance meeting, is the employee's companion allowed to do any of the following?)

... answer questions on behalf of the employee?

1) Yes
2) No
If employees are allowed to be accompanied at hearings or meetings (HACCOMP1<10)

HCOMP3
(In the grievance meeting, is the employee's companion allowed to do any of the following?)

... confer privately with the employee either in the meeting/hearing room or outside?

1) Yes
2) No

If grievance procedure (HPROCEDU=1) / If no grievance procedure (HPROCEDU=2)

HGRVAPL
Do employees have a right to appeal against a decision made under the procedure? / In raising grievances, are employees able to appeal against the decision?

1) Yes
2) No

If grievance procedure (HPROCEDU=1)

HRAISED
In the last 12 months have any employees formally raised any matters through the individual grievances procedure?

1) Yes
2) No

If grievance procedure not used (HRAISED=2)

HWHYNOT
Why do you think that is?
PROMPT: Why else? : OPEN
HTYPE*^  
Which types of grievances, if any, have been raised in the past year whether through a procedure or not? PROBE: Which others? UNTIL 'None'.

0) None   No grievances raised,
1) Pay    Pay and conditions issues,
2) Grading Job grading / classification,
3) Promotio Promotion / career development/internal transfers,
4) Safety Physical working conditions / health and safety,
5) Pace Work practices / work allocation / pace of work,
6) Time Working time / annual leave / time off work,
7) Perform Performance appraisal,
8) SexRace Sex discrimination,
9) Harass Sexual harassment,
10) Relation Relations with supervisors / line managers (i.e. unfair treatment, victimisation),
11) Bullying Bullying at work,
12) Race Race discrimination,
13) Racial Racial harassment,
14) Redund Selection for redundancies,
15) Sanc Use of disciplinary sanctions, including dismissal,
16) Other Some other grievance (please specify HTYPEOTH)

HOTHPRO  
Is there a formal procedure for dealing with discipline and dismissals - other than redundancies?

1) Yes
2) No

{If disciplinary procedure (HOTHPRO=1)}

HOTHAWAR*^  
How are employees made aware of the procedure? PROBE: Which others? UNTIL 'None'.

1) Letter In letter of appointment
2) Contract In contract of appointment
3) Inductio Part of induction programme
4) Book In staff handbook
5) Notice Noticeboard
6) Told Told by supervisor/line-manager/foreman
7) Other Some other way (please specify HOTHAOOTH)
HOTHWRT
Is the employer required to set out in writing to the employee the reason for taking disciplinary action?
INTERVIEWER: If 'YES' PROMPT: Is that always or just some of the time? :

1) allway  Yes, always,
2) some    Yes, sometimes - depends on the issue,
3) No

HOTHMTG
Are employees asked to attend a formal meeting with a manager to discuss the reason for taking disciplinary action?
INTERVIEWER: If 'YES' PROMPT: Is that always or just some of the time? :

1) allway  Yes, always,
2) some    Yes, sometimes - depends on the issue,
3) No

[If employees are invited to a disciplinary meeting or hearing (HOTHMTG=1 or 2)]

HOTHACCM*
In any disciplinary meeting or hearing, who is allowed to accompany an employee? PROBE: Which others? UNTIL 'None'.

1) Friend      Friend or family member ,
2) Union       Trade union representative/shop steward ,
3) FTunioff    Full-time union official ,
4) Empee       Other employee representative ,
5) Colleagu    A work colleague ,
6) Manager     Supervisor/ line manager/ foreman ,
7) Lawyer      Solicitor or other legal representative ,
8) SomeElse    Someone else ,
9) ANY         Anyone they choose ,
10) No         No accompaniment allowed

[If employees are allowed to be accompanied at hearings or meetings (HOTHACCM<10)]

HOTHCMP1
In the disciplinary meeting, is the employee's companion permitted to do any of the following?

... ask questions on behalf of the employee?

1) Yes
2) No
If employees are allowed to be accompanied at hearings or meetings (HOTHACCM<10)

HOTHCMP2
(In the disciplinary meeting, is the employee's companion allowed to do any of the following?)

... answer questions on behalf of the employee?

1) Yes
2) No

If employees are allowed to be accompanied at hearings or meetings (HOTHACCM<10)

HOTHCMP3
(In the disciplinary meeting, is the employee's companion allowed to do any of the following?)

... confer privately with the employee either in the meeting room or outside?

1) Yes
2) No

If disciplinary procedure (HOTHPRO=1) / If no disciplinary procedure (HOTHPRO=2)

HAPPEAL
Do employees have a right to appeal against a decision made under the procedure? / In disciplining or dismissing an employee, are they able to appeal against the decision?

1) Yes
2) No

HORWARN
During the last 12 months, have any of these disciplinary sanctions been applied to employees?

... formal verbal warning

1) Yes
2) No

HWARNING
(During the last 12 months, have any of these disciplinary sanctions been applied to employees?)

... formal written warning

1) Yes
2) No
**HSUSPEND**
(During the last 12 months, have any of these disciplinary sanctions been applied to employees?)

... suspension with or without pay

1) Yes  
2) No

**HDEDUCT**
(During the last 12 months, have any of these disciplinary sanctions been applied to employees?)

... deduction from pay

1) Yes  
2) No

**HDISMISS**
(During the last 12 months, have any of these disciplinary sanctions been applied to employees?)

... dismissal

1) Yes  
2) No

**HTRANSF**
(During the last 12 months, have any of these disciplinary sanctions been applied to employees?)

... internal transfer

1) Yes  
2) No

{If any disciplinary sanctions applied in last 12 months (HORWARN=1 or HWARNING=1 or HSUSPEND=1 or HDEDUCT=1 or HDISMISS=1 or HTRANSF=1)}

**HSUSNUM**
In the last 12 months, altogether how many employees have had any of these sanctions applied to them?

Range:1..9997
{If any disciplinary sanctions applied in last 12 months (HORWARN=1 or HWARNING=1 or HSUSPEND=1 or HDEDUCT=1 or HDISMISS=1 or HTRANSF=1)}

**HSUSTYP**
What were the reasons for taking disciplinary action? PROBE: Which others? UNTIL 'None'.

1) timek Poor timekeeping,
2) absen Unauthorised absence,
3) perf Poor performance,
4) disob Disobedience,
5) negli Negligence,
6) theft Theft or dishonesty,
7) equip Personal use of premises or equipment (inc. computers),
8) safet Health and safety breaches,
9) secur Security breaches,
10) violen Abusive or violent behaviour,
11) bully Bullying or harassment,
12) booze Alcohol or drug use,
13) other Other (please specify HSUSOTH)

**HCOMPLAI**
During the last 12 months has an employee or ex-employee of this workplace made an application to an Employment Tribunal?

1) Yes
2) No

{If tribunal application in last year (HCOMPLAI=1)}

**HCOMNUM**
How many applications have been made in the last 12 months?

Range: 1..9997

{If tribunal application in last year (HCOMPLAI=1)}

**HREVIEW**
Has your experience of dealing with an Employment Tribunal application resulted in you taking any of the following actions? PROBE: What other actions? UNTIL 'None'.

1) Formal Set up formal disciplinary procedures,
2) Review Review or redesign workplace disciplinary procedures,
3) Follow Make sure workplace disciplinary procedures are followed,
4) Griev Set up formal grievance procedures,
5) Design Review or redesign workplace grievance procedures,
6) FolGr Make sure workplace grievance procedures are followed,
7) Intro Introduce or review another area of employment policy,
8) Revise Revise terms and conditions in employees’ contracts,
9) Other Some other change made (please specify HREVOTH),
10) None No changes made
I would now like to ask you some questions about Equal Opportunities policies and practices at your establishment.

[If part of a larger organisation (ASINGLE=1 or 3) / If a single independent establishment (ASINGLE=2)]

Does this workplace, or the organisation of which it is a part, have a formal written policy on equal opportunities or managing diversity? / Does this workplace have a formal written policy on equal opportunities or managing diversity?

1) Yes
2) No

[If equal opportunities policy (IPOLICY=1)]

Does the policy explicitly mention equality of treatment or discrimination on any of the grounds listed on this card? PROBE: Which others? UNTIL 'None'.

1) Sex Sex/Gender,
2) Race,
3) Religion Religion or belief,
4) Marital Marital status,
5) Disability Disability,
6) Age,
7) Orient Sexual orientation,
8) Union Trade Union membership,
9) Other Other type of discrimination,
10) None Our policy does not specify particular groups

[If equal opportunities policy (IPOLICY=1)]

How is the policy made known to employees? PROBE: Which others? UNTIL 'None'.

1) Letter In letter of appointment,
2) Contract In contract of employment,
3) Induction Part of induction programme,
4) Book In staff handbook,
5) Notice Noticeboard,
6) Told Told by supervisor/line-manager/foreman,
7) Other Some other way (please specify ITOLDOTH)
[If equal opportunities policy (IPOLICY=1)]

IMEASUR
Have you tried to measure the effects of your Equal Opportunities policies on the workplace or on the employees at this establishment?

1) Yes
2) No

[If tried to measure effects (IMEASUR=1)]

IEFFECTS
What were the effects of these policies? Anything else? OPEN

[If no equal opportunities policy (IPOLICY=2)]

IWHYNOT^*
Could you tell me why there is no formal written equal opportunities policy at this establishment?
DO NOT SHOW SCREEN, DO NOT READ OUT

1) NotWrit We have a policy, but have not written it down,
2) NotCons Not considered it,
3) Develop In the process of developing a policy,
4) Reflect We aim at being an equal opportunities employer,
5) Unnecess We don't feel we need a policy,
6) Few Employ none or few people from disadvantaged groups,
7) Other Some other reason (please specify IWHYNOTH)

IPRINTRO
I am now going to ask about a number of different practices. Can you tell me whether any of them are done, or apply at this workplace?

IPRACT1*^*
Firstly, do you monitor recruitment and selection by any of the characteristics on this card? If YES: Which ones? PROBE: Which others? UNTIL 'None'.

1) gen Gender,
2) eth Ethnic background,
3) disab Disability,
4) age Age,
5) none None of these

IPRACT2*^*
Do you review recruitment and selection procedures to identify indirect discrimination by any of these characteristics? If YES: Which ones? PROBE: Which others? UNTIL 'None'.

1) gen Gender,
2) eth Ethnic background,
3) disab Disability,
4) age Age,
5) none None of these
**IPRACT3**
Do you monitor promotions by any of these characteristics?
If YES: Which ones? PROBE: Which others? UNTIL 'None'.

1) gen Gender,
2) eth Ethnic background,
3) dis sab Disability,
4) age Age,
5) none None of these

**IPRACT4**
Do you review promotion procedures to identify indirect discrimination by any of these characteristics?
If YES: Which ones? PROBE: Which others? UNTIL 'None'.

1) gen Gender,
2) eth Ethnic background,
3) dis ab Disability,
4) age Age,
5) none None of these

**IPRACT5**
Do you review relative pay rates by any of these characteristics?
If YES: Which ones? PROBE: Which others? UNTIL 'None'.

1) gen Gender,
2) eth Ethnic background,
3) dis ab Disability,
4) age Age,
5) none None of these

**IASSESS**
Have you made a formal assessment of the extent to which this workplace is accessible to employees or job applicants with disabilities?

1) Yes
2) No

[If made assessment (IASSESS=1)]

**IOUTCOM**
Did this assessment identify any problems?

1) Yes
2) No

**IADJUST**
Have you made any adjustments at this workplace to accommodate disabled employees?:

1) Yes,
2) no ad No - no adjustments made
IFLEXIN
Now I’d like to ask you about the different types of flexible working, leave and childcare arrangements which some employers provide their employees to help them to balance their work and home lives.

IFLEX**^**
Looking at this card, do you have any of the following working time arrangements for any employees at this workplace? PROBE: Which others? UNTIL 'None'.

1) home  Working at or from home in normal working hours,
2) ftopt  Ability to reduce working hours (e.g. switching from full-time to part-time employment),
3) ptoft  Ability to increase working hours (e.g. switching from part-time to full-time employment),
4) jshare  Job sharing schemes (sharing a full-time job with another employee),
5) flexi  Flexitime (where an employee has no set start or finish time but an agreement to work a set number of hours per week or per month),
6) shift  Ability to change shift patterns,
7) compr  Working compressed hours (e.g. a 9 day fortnight / 4½ day week),
8) night  Night working,
9) none  None of these

{If any employees have option to reduce working hours (IFLEX=2)}

IPTELI**G**
Do all employees have the option of reducing their working hours, or is it restricted to some employees only? :

1) all  All have the option,
2) rest  Restricted to some employees only

{If eligibility to reduce working hours is restricted (IPTELI=2)}

IPTGRP**^**
Which of the following groups are NOT allowed to reduce their working hours? PROBE: Which others? UNTIL 'None'.

1) child  Employees without young children,
2) care  Employees without other caring responsibilities,
3) part  Part-time employees,
4) full  Full-time employees,
5) manager  Managerial employees,
6) nonman  Non-managerial employees,
7) short  Employees with the establishment for short period of time,
8) perm  Employees not on a permanent contract (e.g. fixed term),
9) male  Any male employees,
10) other  Some other eligibility criteria (please specify IPTGPOTH)
If any employees have option to work flexitime (IFLEX=5)

**IFLXELIG**  
Do all employees have the option to work flexitime or is it restricted to some employees only?:

1) all All have the option,

2) rest Restricted to some employees only

If eligibility to work flexitime is restricted (IFLXELIG=2)

**IFLXGRP**

Which of the following groups are **NOT** allowed to work flexitime?  
PROBE: Which others? UNTIL 'None'.

1) child Employees without young children,

2) care Employees without other caring responsibilities,

3) part Part-time employees,

4) full Full-time employees,

5) manager Managerial employees,

6) nonman Non-managerial employees,

7) short Employees with the establishment for short period of time,

8) perm Employees not on a permanent contract (e.g. fixed term),

9) male Any male employees,

10) other Some other eligibility criteria (please specify **IFLGPOTH**)

**ILVEINTR**  
Now I'd like you to think about leave arrangements which support employees with children and other dependants.

If any female employees (ZTOTWOM>0)

**IMATFULL**

Would any female employees going on maternity leave from this workplace receive their normal, full rate of pay?

INTERVIEWER: If for only part of the period, code 'YES'

1) Yes

2) No

If any female employees receive full pay (IMATFULL=1)

**IMATWKS**

How many weeks of maternity leave would be paid at the employee's normal, full rate of pay?

INTERVIEWER: Please enter the number of weeks.

Range: 1..97
If any male employees (ZTOTMEN>0)

**IMALEOFF**

If a male employee needed to take time off work around the birth of their child, how would they usually take this time off? PROBE: Which others? UNTIL 'None'.

1) Patern   Paternity leave (a specific period of leave for fathers around the time of the birth),
2) Discret  Time off awarded at employer's discretion,
3) Annual   Annual leave,
4) Other    Other arrangement (please specify **IPATOTH**),
5) Never    Has never happened, the situation has not arisen, no men employed at present,
6) None     None of these

If any specific period of leave (IMALEOFF=1 or 2)

**IPATPAID**

Would any fathers taking (paternity leave / discretionary time off) from this workplace receive their normal, full rate of pay?

INTERVIEWER NOTE: If for only part of the period, code 'Yes'.

1) Yes
2) No

If any paid leave (IPATPAID=1)

**IPATFULL**

How many days of paternity leave would be paid at the employee's normal, full rate of pay?

INTERVIEWER: Please enter the number of working days (e.g. if get one week paid paternity leave, please check the length of the working week and enter accordingly.)

Range:1..97

If an employee needed to take time off at short notice to deal with an emergency involving a child or family member, how would they usually take this time off?

PROBE: Which others? UNTIL 'None'.:

1) MakeUp   Take time off but make it up later,
2) Without  As leave without pay,
3) Sick     As sick leave,
4) Special  As special paid leave,
5) Annual   As annual leave,
6) Other    Other (please specify **IEROTH**),
7) Never    Never been asked,
8) notall   Not allowed
With the exception of maternity leave, paternity leave and time off for emergencies, how do mothers and fathers usually take time off to look after their children?

PROBE: Which others? UNTIL 'None':

1) unpaid Take unpaid parental leave (a specific period of leave for mothers and fathers),
2) paid Take paid parental leave,
3) annual Take annual leave,
4) sick Take sick leave,
5) special Take special paid leave,
6) other Other arrangement (please specify IPAROTH)

{If any paid parental leave (IPARENT=2)}

IPARPAID
How many days of paid parental leave are parents allowed to take off?
INTERVIEWER: Please enter the number of working days (e.g. if get one week paid parental leave, please check the length of the working week and enter accordingly.)

Range: 1..97

IFAMILY*
Looking at this card, are any employees here entitled to any of the following?
PROBE: Which others? UNTIL 'None':

1) TERM Working only during school term-time,
2) NURSERY Workplace nursery or nursery linked with workplace,
3) SUBSID Financial help with child-care (e.g. loans, repayable contributions to fees for childcare outside of the workplace, subsidised places not located at the establishment),
4) OLDER Financial help with the care of older adults,
5) LEAVE A specific period of leave for carers of older adults (in addition to time off for emergencies),
6) NONE None of these

{If no joint consultative committees dealing with H&S matters (DJOINT=2 or (DJOINT=1 and DWHICH≠10))
/ If a joint consultative committee dealing with H&S matters (DJOINT=1 and DWHICH=10)}

ICOMMTEE
Now I would like to ask you some questions about the health and safety arrangements at your workplace.
Earlier on in the interview, we discussed ways in which you consult with your workforce. Can I just confirm that there (is a / is no) joint committee of managers and employees at this workplace which deals with health and safety matters?:

0) NO No, there is no committee,
1) YES Yes, a joint committee
If there is a joint committee that deals with health and safety, and workplace has JCCs (ICOMMTEE=1 and DJOINT=1) / If there is a joint committee that deals with health and safety, but workplace has no JCCs (ICOMMTEE=1 and DJOINT=2) 

IJOINT
And is it the committee you mentioned earlier (D1COMM) or is it a joint committee which deals specifically with health and safety matters? / And is it a joint committee which deals specifically with health and safety matters?

1) General General joint committee mentioned earlier, 
2) Specific Specific health and safety committee

{If specific committee (IJOINT=1)}

IELCOM
Are elections usually held among employees to appoint employee representatives to the committee?

1) Yes
2) No

{If no elections (IELCOM=2)}

ISELCOM^ Who selects employee representatives for the committee?
PROBE: Which others? UNTIL 'None'.:

1) emps Employees,
2) comrep Existing committee representatives,
3) union Unions or staff associations,
4) manage Managers,
5) none No selection - appoint anyone that will volunteer,
6) other Other answer (please specify ISELCOTH)

{If no committee (ICOMMTEE=2)}

IOTHREP
Are there any employees here who act as representatives of other employees in dealings with management over health and safety matters?

1) Yes
2) No

{If health and safety reps and also union/non-union employee rep (IOTHREP=1 and (ESTEWARD=1 or EOTHUREP=1 or EOTHREPS=1))}

ISAMEREP
So, can I just confirm, are these the same employee representatives we talked about earlier?
PROMPT: Either trade union representatives/stewards or non-union employee representatives:

1) Yes Yes, same employee representatives, 
2) No No, not the same
IELREP
Are elections usually held among employees to appoint these health and safety representatives?

1) Yes
2) No

ISELREP
Who selects these employee representatives? PROBE: Which others? UNTIL 'None':

1) emps Employees,
2) comrep Existing committee representatives,
3) union Unions or staff associations,
4) manage Managers,
5) none No selection - appoint anyone that will volunteer,
6) other Other answer (please specify ISELROTH)

ITRAIN
Are the employee representatives provided with any training to help them perform their duties as health and safety representatives?

1) Yes
2) No

ICONSULT^ If a health and safety issue arises at this workplace, what steps, if any, do you take to inform and consult with employees? PROBE: How else? UNTIL 'None':

1) NoSteps No steps,
2) Notice Newsletters/notice board/e-mail,
3) Manage Communicate through management chain/cascade,
4) Meetings Management-staff meetings/consult directly with workforce,
5) Other Some other answer (please specify ICONSOTH)
INJURY**
Please look at this card. Have any employees of this establishment sustained any of these types of injury during working hours in the last 12 months? PROBE: Which others? UNTIL 'None'.

1) Bone       Bone fracture,
2) Amputat   Amputation,
3) Disloc    Dislocated joint,
4) Sight     Loss of sight (temporary or permanent),
5) Chemic    Chemical or hot metal burn to the eye,
6) Peny     Penetrating eye injury,
7) Oxygen    Acute illness requiring medical treatment,
8) Other     Any other injury leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours,
9) Noijn    None of these

{If any injuries (INJURY<9) }

INUMINJ
During the last 12 months, how many employees in all have sustained any of these types of injury?

Range: 0..9997

ILLNESS**
In the last 12 months, have any employees suffered from any of the following illnesses, disabilities or other physical problems that were caused or made worse by their work? PROBE: Which others? UNTIL 'None'.:

1) bone       Bone, joint or muscle problems (including back problems and RSI),
2) breath     Breathing or lung problems (including asthma),
3) skin       Skin problems,
4) hear       Hearing problems,
5) stress     Stress, depression or anxiety,
6) eye        Eye strain,
7) heart      Heart disease/attack, or other circulatory problem,
8) infect     Infectious disease (virus, bacteria),
9) NONE      None of these

{If any illnesses (ILLNESS<9) }

ILLNUM
How many employees have been absent owing to these problems over the last 12 months?

Range: 1..9997
JNONEMP*
I now want to ask you about different types of working arrangements. Are any of the activities or services on this card carried out for this workplace by independent contractors?
INTERVIEWER: If activities/services are done for this workplace by another establishment in the same organisation (e.g. payroll), ask whether the activity is carried out for the organisation by independent contractors.
PROBE Any others? UNTIL ‘No’

1) Cleaning Cleaning of building and premises,
2) Security,
3) Catering,
4) Maintain Building maintenance,
5) Printing Printing/photocopying,
6) Payroll Payroll,
7) Transpor Transport of documents/goods,
8) Computin Computing services,
9) Training,
10) Recruit Recruitment,
11) TempVac Temporary filling of vacant posts at this workplace,
12) None None of these

{If using contractors (JNONEMP<12)}

JYR5EMP
Are any of these contractors doing work which five years ago would have been done by employees of this establishment (or organisation)?

1) Yes
2) No

{If work had been done by employees (JYR5EMP=1)}

JPREEEMP
Are any of these contractors former employees of this establishment (or organisation)?

1) Yes
2) No
[If work had been done by employees (JYR5EMP=1)]

**JWHYOUT**

Why was this activity or service contracted-out? PROBE: Which others? UNTIL 'None':

1) Cost  
   Cost savings,
2) Improved  
   Improved service,
3) FocusCor  
   Able to focus more on core business activities,
4) Flexibil  
   Greater flexibility,
5) Other  
   Other (please specify JWHYOUOTH)

**JCONIN**

Within the last five years, are there any activities on this card for which you have stopped using independent contractors and now use employees at this establishment? PROBE: Which others? UNTIL 'None':

1) Cleaning  
   Cleaning of building and premises,
2) Security,
3) Catering,
4) Maintain  
   Building maintenance,
5) Printing  
   Printing/photocopying,
6) Payroll  
   Payroll,
7) Transpor  
   Transport of documents/goods,
8) Computin  
   Computing services,
9) Training,
10) Recruit  
   Recruitment,
11) TempVac  
   Temporary filling of vacant posts at this workplace,
12) None  
   None of these

[If activities brought in house (JCONIN<12)]

**JWHYIN**

Why (were these activities / was this activity) or service brought in-house? PROBE: Any other reason? UNTIL 'None':

1) Cost  
   Cost savings,
2) Improved  
   Improved service,
3) Other  
   Other (please specify JWHYINO)
You said at the beginning of the interview that (there is one / there are ZAGENCY / there are some) temporary agency staff working here. In which occupational groups are temporary agency staff presently working?
PROBE: Which others? UNTIL 'None'.

1) MANAGER Managers and senior officials,
2) PROFESS Professional occupations,
3) TECHNIC Associate professional and technical occupations,
4) CLERICAL Administrative and secretarial occupations,
5) CRAFT Skilled trades occupations,
6) PERSONAL Caring, leisure and other personal service occupations,
7) SALES Sales and customer service occupations,
8) ASSEMBLY Process, plant and machine operatives and drivers,
9) UNSKILL Routine unskilled occupations

(Is this / Are any of these / Are any of these) temporary agency staff carrying out work which used to be done by permanent employees?
INTERVIEWER: PROMPT IF YES - Is that all of them or just some of them? :

1) yesall Yes - all of them,
2) some Yes - some of them,
3) No

Why are you using temporary agency staff? Please choose from this card.
PROBE: Which others? UNTIL 'None'.:

1) Demand Matching staff to peaks in demand,
2) Absence Short-term cover for staff absence/vacancies,
3) Maternit Cover for maternity leave or annual leave,
4) Unable Unable to fill vacancies,
5) Skills Obtain specialist skills,
6) Freeze Freeze on permanent staff numbers,
7) Other Other (please specify JWHYTEOTH)
If one employee on fixed-term contract (ZFIXTERM=1) / If more than employee on fixed term contracts (ZFIXTERM>1) / If fixed term contracts but number not known (ZANYTEM=1)

JSOCFIT*

You said at the beginning of the interview (there is one employee / there are ZFIXTERM employees / there are some employees) here on temporary or fixed-term contracts. In which occupational groups are these fixed-term employees presently working? PROBE: Which others? UNTIL 'None'.:

1) MANAGER Managers and senior officials,
2) PROFESS Professional occupations,
3) TECHNIC Associate professional and technical occupations,
4) CLERICAL Administrative and secretarial occupations,
5) CRAFT Skilled trades occupations,
6) PERSONAL Caring, leisure and other personal service occupations,
7) SALES Sales and customer service occupations,
8) ASSEMBLY Process, plant and machine operatives and drivers,
9) UNSKILL Routine unskilled occupations

SOFT CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"

JEMPFIT

(Is this fixed term employee / Are any of these fixed term employees / Are any of these fixed term employees) carrying out work which used to be done by staff on open-ended contracts?
INTERVIEWER: PROMPT IF YES - Is that all of them or just some of them? :

1) yesall Yes - all of them,
2) some Yes - some of them,
3) No

JWHYFIT*

Why are you using fixed-term contracts? Please choose from this card.
PROBE: Which others? UNTIL 'None'.:

1) Spur Spur to improved performance,
2) Skills Obtain specialist skills,
3) Trial As a trial for a permanent job,
4) Freeze Freeze on permanent staff numbers,
5) Temp Temporary increase in demand,
6) Cover To cover for maternity leave/long-term absence,
7) Other Some other reason (please specify JWHYFIOTH)
JHOMWRK

Do any employees at this establishment ever work from home during normal working hours?:

1) Yes
2) No

{If any employees work at home (JHOMWRK=1) }

JALLHOM*

What proportion of employees at this establishment, if any, spend all or almost all of their working hours working from home?:

1) Half    Half or more (50% +),
2) MoreQuar A quarter up to a half (25-49%),
3) LessQuar Up to a quarter (10-24%),
4) Small    A small proportion (5-9%),
5) Hardly   Hardly any (Less than 5%),
6) None     None (0%)

JNEMPHM

Are there any people who do work for this establishment at or from their own homes, but are not your employees?

1) Yes
2) No

JWRKFREE

Are there any people presently working for this establishment on a freelance basis?

1) Yes
2) No

JOBSEC*^

Is there a policy of guaranteed job security or no-compulsory redundancies for any of these groups at this workplace? PROBE: Which others? UNTIL 'None'.:

0) ALL     All employees at this workplace,
1) MANAGER Managers and senior officials,
2) PROFESS Professional occupations,
3) TECHNIC Associate professional and technical occupations,
4) CLERICAL Administrative and secretarial occupations,
5) CRAFT    Skilled trades occupations,
6) PERSONAL Caring, leisure and other personal service occupations,
7) SALES    Sales and customer service occupations,
8) ASSEMBLY Process, plant and machine operatives and drivers,
9) UNSKILL Routine unskilled occupations,
10) None    None of these

SOFT CHECK if occupational group(s) chosen are empty: "YOU HAVE CHOSEN A CATEGORY WITH NO EMPLOYEES, PLEASE RECHECK"
You mentioned at the beginning of the interview (that ZREDUND / that some) employees had been made redundant from this establishment in the last 12 months. What have been the main reasons for the redundancies?

PROBE: Which others? UNTIL 'None'.

1) LackDem    Lack of demand for products/services,
2) Shortage   Shortage of materials,
3) Automat    Automation/mechanisation/new equipment,
4) Reorgan    Reorganised working methods,
5) Efficien   Improved competitiveness/efficiency/cost reduction,
6) merger     Merger with another establishment or organisation,
7) Disputes   Industrial disputes,
8) Budget     Reductions in budget/cash limits,
9) Other      Some other reason (please specify JREDREOTH)

From what you have told me, you do not appear to have made any redundancies in the past 12 months. Have any redundancy proposals been withdrawn in the past 12 months?

1) Yes
2) No

Did you consult with employees or their representatives prior to making anyone redundant?

INTERVIEWER: Redundancy includes early retirement.

1) Yes
2) No

Did you consult with employees or their representatives prior to withdrawing the redundancy proposals?

INTERVIEWER: Redundancy includes early retirement.

1) Yes
2) No
[If consultation over redundancies (JREDCON1=1 or JREDCON2=1)]

**JWHOCONS**
Who did you consult with?
PROBE: Which others? UNTIL 'None':

1) Union       Trade union representative/shop steward,
2) JCC          Joint Consultative Committee /Works Council/ other consultative committee representatives,
3) EmpRep       Other employee representatives,
4) Directly     Directly with employees likely to be affected

[If consultation took place through a consultative committee (JWHOCON=2)]

**JNEWCOM**
Did consultation take place through an existing consultative committee, or was a committee specifically set up to deal with this situation?:

1) exist       Pre-existing committee,
2) newc        New committee set up

[If consultation took place through employee reps (JWHOCON=3)]

**JNEWREP**
Did consultation take place with existing employee representatives, or were representatives specifically appointed to deal with this situation?:

1) exist       Existing employee representatives,
2) newrep      New representatives appointed

[If consultation took place through union, JCC or employee reps (JWHOCON=1, 2 or 3)]

**JISSCONS**
What issues did the consultation cover? PROBE: Which others? UNTIL 'None':

1) options     Options for reducing the number of redundancies,
2) criter       Criteria for selection,
3) paymen      Redundancy payments,
4) other       Other issues (please specify JISSOTH)

[If consultation and redundancies made (JREDCON1=1)]

**JCHANGE**
Did the consultation lead to any of the following changes in managers' original proposals? PROBE: Which others? UNTIL 'None':

1) number      Reduction in the number of redundancies,
2) criter       Changes in the criteria for selection,
3) rpay        Increase in redundancy payments,
4) other       Other changes (please specify JCHANOTH),
5) NONE        None of these
JEFFECT
Were the redundancy proposals withdrawn as a direct result of the consultation process?
1) Yes
2) No

JUHOURS*
I now want to ask you about working hours at this workplace.

Which of the following describes the usual operating days of this workplace?
INTERVIEWER: This question relates to just the DAYS of opening, NOT the hours. :

1) regul Monday to Friday,
2) sixd Six days a week,
3) seven Seven days a week,
4) other Other (please specify JUHOTH)

JTIME
And are the usual operating hours of this workplace ...READ OUT?
INTERVIEWER: If shorter hours on one day of the week record as the hours worked most days. :

1) allhrs ... 24 hours a day,,
2) usual ... any time between 8am and 6.30pm,,
3) other or is this workplace usually open some other time?

JSTIME
At what time does this workplace usually open for business? :TIME

JCLTIME
At what time does this workplace usually close for business? :TIME
JOVERTIM*
What proportion of [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] at this establishment, if any, regularly work overtime or hours in excess of the normal working week - whether paid or unpaid?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question.

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number

{If giving exact number}

JOVERTIT
(How many [LOGIDX: TITLE OF LARGEST OCCUPATIONAL GROUP] at this establishment, if any, regularly work overtime or hours in excess of the normal working week-whether paid or unpaid?)
ENTER NUMBER
Range :1..999997

SOFT CHECK if JOVERTIT>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

JEXHMAN*
Over the past 12 months, what proportion of managerial employees have worked regularly in excess of 48 hours per week?
INTERVIEWER: If respondent gives answer as an exact number you can code “97” here and record the number at the next question):

1) All All (100%),
2) Almost Almost all (80-99%),
3) Most Most (60-79%),
4) Half Around half (40-59%),
5) Some Some (20-39%),
6) Few Just a few (1-19%),
7) None None (0%),
97) Number
JEXHMANT
(Over the past 12 months, how many managerial employees have worked regularly in excess of 48 hours per week?)
ENTER NUMBER

Range :1..999997

SOFT CHECK if JEXHMANT>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

JEXHNMAN*
Over the past 12 months, what proportion of non-managerial employees have worked regularly in excess of 48 hours per week?
INTERVIEWER: If respondent gives an answer as an exact number you can code “97” here and record the number at the next question):

1) All  All (100%),
2) Almost  Almost all (80-99%),
3) Most  Most (60-79%),
4) Half  Around half (40-59%),
5) Some  Some (20-39%),
6) Few  Just a few (1-19%),
7) None  None (0%),
97) Number

JEXHNMT
(Over the past 12 months, how many non-managerial employees have worked regularly in excess of 48 hours per week?)

Range :1..999997

SOFT CHECK if JEXHNMT>ZALLEMPS: "Are you sure? The number recorded here is greater than the total number of employees recorded at the start of the interview."

JTIMEARR*
Do you have any of the following working time arrangements for any employees at this workplace?

1) Shift  Shift working,
2) Annualis  Annualised hours,
3) Zero  Zero-hours contracts,
4) NONE  None of these
SECTION K  ESTABLISHMENT PERFORMANCE

[If trading sector and single, independent workplace (ASTATUS=1-8 and ASINGLE=1)]

**KACTIVS**

I would now like to ask some questions about the external environment in which this workplace operates.

Which of the following statements best describes the activity that is undertaken at this establishment? INTERVIEWER: Code all that apply.

1) Consumer  We provide goods or services to the general public,
2) Company   We provide goods or services to other organisations

NORF,NODK

[If trading sector and part of a larger organisation (ASTATUS=1-8 and ASINGLE=1 or 3)]

**KACTIVM**

Which of the following statements best describes the activity that is undertaken at this establishment? INTERVIEWER: Code all that apply.

1) Consumer  We provide goods or services to the general public,
2) Company   We provide goods or services to other organisations,
3) ownco     We provide goods or services to other parts of our organisation,
4) NONE      This is an administrative office only for our organisation

NORF,NODK

[If provide goods/services to other organisations (KACTIVS=2 or KACTIVM=2)]

**KPRIVPUB**

Are those organisations to which you provide goods or services primarily in the private or the public sector?

1) priv  Private sector,
2) pub   Public sector,
3) Both

[If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))]}

**KPROSER**

Is the output of this establishment concentrated on one product or service or are there several different products or services?

1) Single  Single product or service,
2) Differ  Different products or services
KMARKET
Is the market for your (main) product or service primarily ...
READ OUT ...
PROMPT: Local=within 1 hours drive:

1) Local,
2) Regional,
3) National National, or,
4) Internat International

KLARGE*
Thinking of this establishment's largest customer in terms of the value of goods or services supplied, roughly what proportion of the total annual value of goods and services is supplied to that customer?

1) Five Less than 5%,
2) Ten 5-10%,
3) TwenFive 11-25%,
4) Fifty 26-50%,
5) More More than 50%

KCOMPET
How many competitors do you have for your (main) product or service?
PROMPT: 'few' equals 5 or less:

1) None None/Organisation dominates market,
2) Few Few competitors,
3) Many Many competitors

KDEGREE*
How would you assess the degree of competition in this market?

1) VeryHigh Very high,
2) High,
3) Neither Neither high nor low,
4) Low,
5) VeryLow Very low
Does this establishment face competition from overseas-based suppliers (for its main product or service)?

IF YES: Is that a lot or a little competition?

1) Lot Yes, a lot,
2) Little Yes, a little,
3) No

What is your company's UK market share for your main product or service?

PROMPT: Market share is the total value of your company’s goods or services as a proportion of all UK sales:

1) Five Less than 5%,
2) Ten 5-10%,
3) TwenFive 11-25%,
4) Fifty 26-50%,
5) More More than 50%

Looking at this list, which of these statements best describes the current state of the market in which you operate (for your main product or service)?

1) Growing The market is growing,
2) Mature The market is mature,
3) Decline The market is declining,
4) Turbul The market is turbulent

About what proportion of this establishment's (sales revenue / operating costs) is accounted for by wages, salaries and other labour costs like pensions and national insurance?

1) TwenFive Less than 25%,
2) Fifty 25% - 49%,
3) SeveFive 50% - 74%,
4) More 75% or more

I would now like to ask you about the importance of certain factors to the competitive success of your main product or service.
{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

**KPRICE***
Looking at the scale on this card, to what extent would you say that the demand for your (main) product or service depends upon offering lower prices than your competitors? :

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<td>Demand does not depend at all on price</td>
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<td>Demand depends heavily on offering lower prices</td>
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{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

**KQUAL***
To what extent would you say that the demand for your (main) product or service depends upon you offering better quality than your competitors? :

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<tr>
<td>1</td>
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<td>5</td>
</tr>
<tr>
<td>Demand does not depend at all on quality</td>
<td></td>
<td>Demand depends heavily on superior quality</td>
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</table>

{If trading sector and trading externally (ASTATUS=1-8 and (ASINGLE=1 or KACTIVM<=2))}

**KRANK**
Aside from price and quality, what two factors are most important to the competitive success of your (main) product or service? INTERVIEWER: Please code up to TWO responses.

1) comp  Offering a complex product or highly-skilled service,
2) range  Offering a product or service with unique features,
3) newp  Developing new products or services,
4) cust  Customising to meet the needs of particular customers,
5) timed  Maximising availability or minimising delivery times,
6) afters  Offering a high level of customer service,
7) other  Other (please specify KRANOTH)
When providing goods or services to other organisations, are you ever required to give those organisations information about any of the following employment conditions at this establishment? PROBE: Which others? UNTIL 'None'.:

0) No No, not required to give any information,
1) pay Rates of pay,
2) hors Working hours,
3) hols Holiday entitlements,
4) pens Pension entitlements,
5) train Training provision,
6) griev Grievance or disciplinary procedures,
7) equal Equal opportunities,
8) health Health and safety,
9) other Other (please specify KREQOTH)

I now want to ask some questions about monitoring of performance and quality at this workplace. Does this workplace operate a system designed to minimise inventories, supplies or work-in-progress. This is sometimes known as Just-in-Time?

1) Yes
2) No

Has this workplace attained either of the quality standards BS5750 or ISO9000?

1) Yes
2) No

How do you monitor the quality of the work undertaken at this workplace? PROBE: Which others? UNTIL 'None'.:

1) Managers Managers/supervisors monitor quality,
2) Inspector Inspectors in a separate department/section monitor quality,
3) Invidual Individual employees monitor quality,
4) Records Keep records on level of faults, complaints,
5) Surveys Customer surveys,
6) Other Some other way (please specify KHOWMOTH),
7) NONE None, quality not monitored
KRECPER*^  
Are any of the following records kept for this establishment?  
PROBE: Which others? UNTIL 'None'.  

1) Sales    Sales/Fees/Budget,  
2) Costs,  
3) Profits,  
4) Labcost   Labour costs,  
5) Product   Productivity,  
6) Quality   Quality of product or service,  
7) Labour    Labour turnover,  
8) Absent    Absenteeism,  
9) Work     Workforce training,  
10) None    None of these  

KTARGET*^  
Does the establishment have targets for any of the following?  
PROBE: Which others? UNTIL 'None'.:  

1) Sales    Volume of sales/services provided,  
2) Costs    Total costs,  
3) Profits   Profits/return on investment,  
4) Lacost    Unit labour costs,  
5) Product   Productivity,  
6) Quality   Quality of product or service,  
7) Labour    Labour turnover,  
8) Absent    Absenteeism,  
9) Work     Workforce training,  
10) JSat    Employee job satisfaction,  
11) Clsat   Customer/client satisfaction,  
12) None    None of these
And which, if any, of these targets are set at a higher level in your organisation?

INTERVIEWER: What others?:

1) Sales  Volume of sales/services provided,
2) Costs  Total costs,
3) Profits  Profits/return on investment,
4) Lacost  Unit labour costs,
5) Product  Productivity,
6) Quality  Quality of product or service,
7) Labour  Labour turnover,
8) Absent  Absenteeism,
9) Work  Workforce training,
10) JSat  Employee job satisfaction,
11) Clsat  Customer/client satisfaction,
12) None  None of these

SOFT CHECK if response not already given at KTARGET: “This code is invalid. Please check and re-select”.

Are any of the targets set in consultation with employees or their representatives?

1) Yes  Yes, set in consultation,
2) No  No consultation

Are employees or their representatives informed of the targets?

1) Yes  Yes informed,
2) NotInf  Not informed

I’d now like to ask you about benchmarking. By this I mean examining the way things are done at other workplaces and comparing them with this establishment. Over the past two years, has this establishment benchmarked itself against any other workplaces?

1) Yes
2) No
{If benchmarking (KBNCHMA=1)}

**KBNCEST1**

Has this establishment benchmarked against ...READ OUT...

... other establishments in your industry?

1) Yes  
2) No  

{If benchmarking and part of a larger organisation (KBNCHMA=1 and ASINGLE=1 or 3)}

**KBNCEST2**

(Has this establishment benchmarked against ...READ OUT...)

... other establishments in your organisation?

1) Yes  
2) No  

{If benchmarking (KBNCHMA=1)}

**KBNCEST3**

(Has this establishment benchmarked against ...READ OUT...)

... establishments which are located overseas?

1) Yes  
2) No  

**KERFIS***

I now want to ask you how your workplace is currently performing. Looking at this card, which of these measures corresponds most closely to your interpretation of financial performance? :

1) Profit  
2) Value  
3) Sales  
4) Fees,  
5) Budget,  
6) Costs  
7) expend  
8) Share  
9) Other (Please specify **KPERFIOTH**)  

{If specific response given (KERFIS<9) }

**FPint2**

From now on when I ask about financial performance I will be referring to this workplace's **KERFIS**.
Compared with other establishments in the same industry how would you assess your workplace's ...READ OUT.

...financial performance :

1) LotBett A lot better than average,
2) Better Better than average,
3) Average About average for industry,
4) Below Below average,
5) LotBel A lot below average,
6) NoComp No comparison possible,
7) NotAvail Relevant data not available

labour productivity :

1) LotBett A lot better than average,
2) Better Better than average,
3) Average About average for industry,
4) Below Below average,
5) LotBel A lot below average,
6) NoComp No comparison possible,
7) NotAvail Relevant data not available

quality of product or service :

1) LotBett A lot better than average,
2) Better Better than average,
3) Average About average for industry,
4) Below Below average,
5) LotBel A lot below average,
6) NoComp No comparison possible,
7) NotAvail Relevant data not available
LINTRO2
I would now like to conclude the interview by asking you a series of questions about changes that may have occurred in this workplace over the last two years. This will touch on some of the issues we talked about previously.

LMANCHA^*
Over the past two years has management here introduced any of the changes listed on this card? PROBE: Which others? UNTIL 'None':

1) CHAPAY Introduction of performance related pay
2) TECH Introduction or upgrading of computers
3) OTECH Introduction or upgrading of other types of new technology
4) WORKHOURS Changes in working time arrangements
5) ORGANIS Changes in the organisation of work
6) TECHNIQ Changes in work techniques or procedures
7) INITIATIV Introduction of initiatives to involve employees
8) NEWPROD Introduction of technologically new or significantly improved product or service
9) NONE None of these

{If more than one change mentioned at LMANCHA}

LIMCPHA
Which one of these had the greatest impact on employees working here?:

1) CHAPAY Introduction of performance related pay
2) TECH Introduction or upgrading of computers
3) OTECH Introduction or upgrading of other types of new technology
4) WORKHOURS Changes in working time arrangements
5) ORGANIS Changes in the organisation of work
6) TECHNIQ Changes in work techniques or procedures
7) INITIATIV Introduction of initiatives to involve employees
8) NEWPROD Introduction of technologically new or significantly improved product or service

{If any change and any union reps: (LMANCHA<9 and (ESTEWARD=1 or ESTEWEXT=1 or EOTHUREP=1))}

LTYPINV1*
Looking at this card, what type of involvement did trade unions at this workplace have in introducing and implementing this change?:

1) Decid They decided,
2) Negoti They negotiated,
3) Consult They were consulted,
4) Inform They were informed,
5) Nolnv No involvement
LTYPINV2*
What type of involvement did (the) [NAME OF THE COMMITTEE GIVEN AT D1COMM] have in introducing and implementing this change? :

1) Decid  They decided,
2) Negoti  They negotiated,
3) Consult  They were consulted,
4) Inform  They were informed,
5) NoInv  No involvement

LTYPINV3*
What type of involvement did the employees likely to be affected have in introducing and implementing this change? :

1) Decid  They decided,
2) Negoti  They negotiated,
3) Consult  They were consulted,
4) Inform  They were informed,
5) NoInv  No involvement
MRELATE*
Finally, looking at this scale, how would you rate the relationship between management and employees generally at this workplace? :

1) Vgood   Very good,
2) Good,
3) Neither   Neither good nor poor,
4) Poor,
5) Vpoor   Very poor

MLINKDAT
It is sometimes possible to link the data we have collected from you with other surveys or datasets, to which we have authorised access. Would you be content for us to do this, as it can provide us with the potential for further analysis? In doing this, we assure you that your confidentiality will be respected and the linked data will be anonymised and used for statistical and analytical purposes only, with only authorised researchers having access to the linked data.

1) Yes
2) No

MNEXTIME
The DTI will send you a copy of the main findings from the survey in February 2005, about six months after all the interviews have been completed. If the DTI wished to contact you again for any further information, would you be willing to be contacted?

1) Yes
2) No