Thank you for taking the time to complete this questionnaire.

Please now seal the questionnaire in the freepost envelope provided and either leave it at the workplace collection point or, if you prefer, post it directly yourself.

Please try to return the completed questionnaire in the next two weeks.

The Workplace Employment Relations Survey is an important source of information on working life in Britain. We would like to hear your views. If you need a copy of this questionnaire in large print, please call Freephone 0800 652 4574.

This is a national survey of people at work. We are interested in your views about your job and your workplace.

We are asking a group of people at this workplace to complete this questionnaire. Names have been selected randomly from a list of all the people who work here and your name is among the random selection. We have chosen people in your workplace to ensure that your views are included. If you have already received a questionnaire, now that your name has come up, we would like you to complete the questionnaire. Please do not pass it on to anyone else.

Everything that you say in this questionnaire will remain confidential.

- Completed forms will not be shown to managers or anyone else at your workplace.
- There is a serial number on the questionnaire – this is simply there so that we know who has replied and do not send out reminders unnecessarily.
- After the answers have been entered into a computer, the questionnaire will be destroyed.

The questionnaire should take no more than 15 minutes to fill in, and can be completed either at work or at home. Please return the completed questionnaire in the next two weeks.

If you need any help or want to know more about the survey, please call NatCen on: Freephone 0800 652 4574.

Please use a blue or black pen to complete the questionnaire, and try to answer every question.

Many thanks for your help.

NatCen
National Centre for Social Research
Department of Trade and Industry

The Workplace Employment Relations Survey 2004

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Department of Trade and Industry
C. YOUR VIEWS ON WORKING HERE

C1. To what extent do you agree or disagree with the following statements about working here?

Tick one box in each row

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

C2. Now thinking about the managers at this workplace, to what extent do you agree or disagree with the following?

Tick one box in each row

<table>
<thead>
<tr>
<th>Managers here</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can be relied upon to keep to their promises</td>
</tr>
<tr>
<td>Are sincere in attempting to understand employees' views</td>
</tr>
<tr>
<td>Deal with employees honestly</td>
</tr>
<tr>
<td>Understand about employees having to meet responsibilities outside work</td>
</tr>
<tr>
<td>Encourage people to develop their skills</td>
</tr>
<tr>
<td>Treat employees fairly</td>
</tr>
</tbody>
</table>

C3. In general, how would you describe relations between managers and employees here?

Tick one box only

| Very good |
| Good |
| Neither good nor poor |
| Poor |
| Very poor |

D. REPRESENTATION AT WORK

D1. Are you a member of a trade union or staff association?

Tick one box only

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No, but have been in the past</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No, have never been a member</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

D2. Ideally, who do you think would best represent you in dealing with managers here about the following?

Tick one box in each row

| Getting increases in your pay |
| Getting training |
| If you wanted to make a complaint about working here |
| If a manager wanted to discipline you |

E. FINALLY, ABOUT YOURSELF

E1. Are you male or female?

Tick one box only

| Male |
| Female |

E2. How old are you?

Tick one box only

| 16 – 17 |
| 18 – 19 |
| 20 – 21 |
| 22 – 29 |
| 30 – 39 |
| 40 – 49 |
| 50 – 59 |
| 60 – 64 |
| 65 or more |

E3. Which of the following describes your current status?

Tick one box only

| Single |
| Widowed |
| Divorced/separated |
| Married or living with a partner |

E4. Do you have any dependent children in the following age groups?

Tick all that apply

| No dependent children |
| Children aged 0 – 2 years |
| Children aged 3 – 4 |
| Children aged 5 – 7 |
| Children aged 6 – 11 |
| Children aged 12 – 18 |
E5 Do you look after or give help or support to any family members or friends who have a long-term physical or mental illness or disability, or who have problems related to old age?

Tick one box only

Yes, 0 – 4 hours a week
Yes, 5 – 9 hours a week
Yes, 10 – 19 hours a week
Yes, 20 – 34 hours a week
Yes, 35 or more hours a week

E6 Do you have any long-term illness, health problem or disability? By long-term, we mean that it can be expected to last for more than one year.

Yes [ ]
No [ ]

E6a If you answered yes, go to E6b

E6b Does this illness or disability affect the amount or type of work you can do?

Yes [ ]
No [ ]

E7 Which, if any, of the following academic qualifications have you obtained?

Tick all that apply

GCSE grades D-G/CSE grades 2-5
SCE grades D-G/CSE Standard grade 4-7
GCSE grades A-C/GCE O’level passes, GCE grade 1
SCE grades A-C, SCE Standard grades 1-3
1 GCE A-level grade A-E
1-2 GCE Higher grades A-C
A2 levels
2 or more GCE A’levels grades A-E
3 or more GCE Higher grades A-C
First degree, eg BSc, BA, BEd, HND, HNC, MA at first degree level
Higher degree, eg MSc, MA, MBA, PGCE, PhD
Other academic qualifications
No academic qualifications

E8 And which, if any, of the following vocational or professional qualifications have you obtained?

Tick all that apply

Level 1 NVQ or SVQ, Foundation GNVQ or GSVQ
Level 2 NVQ or SVQ, Intermediate GNVQ or GSVQ
Level 3 NVQ or SVQ, Advanced GNVQ or GSVQ
Level 4 NVQ or SVQ
Level 5 NVQ or SVQ
Completion of trade apprenticeship
Other vocational or pre-vocational qualifications, eg City and Guilds, RSA, OCR, BTEC
Other professional qualifications eg qualified teacher, accountant, nurse
No vocational or professional qualifications

E9 Do you use a computer for any of the following tasks as part of your work?

Tick all that apply

Word processing
Sending or receiving e-mail
Checking stock movements, availability or pricing
Record keeping
Ordering or purchasing
Controlling or monitoring processes or machinery
Data entry
Data analysis
Desk-top publishing
Computer-aided design
Programming or compiling syntax
Any other task

I do not use a computer as part of my work

E10 Thinking about the type of work you personally do, is it done at this workplace?

Tick one box only

Only by men
Mainly by men
Equally by men and women
Mainly by women
Only by women
I am the only person doing this type of work

E11 What is the full title of your main job, eg Primary School Teacher, State Registered Nurse, Car Mechanic, Television Service Engineer, Benefits Assistant. If you are a civil servant or local government officer, please give your job title, not your grade or pay band.

E12 Describe what you do in your main job. Please describe as fully as possible.

E13 Do you supervise any other employees? A supervisor, foreman or line manager is responsible for overseeing the work of other employees on a day to day basis.

Yes [ ]
No [ ]

E14 To which of these groups do you consider you belong?

Tick one box only

White
British
Irish
Any other white background
Mixed
White and Black Caribbean
White and Black African
White and Asian
Any other mixed background
Asian or Asian British
Indian
Pakistani
Bangladeshi
Any other Asian background
Black or Black British
Caribbean
African
Any other Black background
Chinese or other ethnic group
Chinese
Any other ethnic group

E15 How much do you get paid for your job here, before tax and other deductions are taken out? If your pay before tax changes from week to week because of overtime, or because you work different hours each week, think about what you earn on average.

Tick one box only

£50 or less per week
£51 - £99 per week
£100 - £199 per week
£200 - £299 per week
£300 - £399 per week
£400 - £499 per week
£500 or more per week

E16 It would be helpful if you could also tell us about your hourly pay. How much do you get paid per hour, before tax and other deductions are taken out?

Tick one box only

£4.50 or less per hour (£180 or less per week for a 40-hour week)
£4.51 - £5.00 per hour (£181 - £200 per week for a 40-hour week)
£5.01 - £5.50 per hour (£201 - £250 per week for a 40-hour week)
£5.51 - £6.50 per hour (£251 - £325 per week for a 40-hour week)
£6.51 - £7.50 per hour (£326 - £400 per week for a 40-hour week)
£7.51 - £8.50 per hour (£401 - £480 per week for a 40-hour week)
£8.51 - £9.50 per hour (£481 - £560 per week for a 40-hour week)
£9.51 - £10.50 per hour (£561 - £640 per week for a 40-hour week)
£10.51 - £11.50 per hour (£641 - £720 per week for a 40-hour week)
£11.51 or more per hour (£721 - £800 per week for a 40-hour week)

E17 Do you have any final comments you would like to make about your workplace, or about this questionnaire?

E18 You can also tick the box for any other task...

Level 1 NVQ, Level 2 NVQ, Level 3 NVQ
Higher education, eg MSc, MA, MBA, PGCE, PhD
Numeracy, reading, writing, basic skills

E19 Which, if any, of the following academic qualifications have you obtained?

Tick all that apply

First degree, eg Primary School Teacher, State Registered Nurse, Car Mechanic, Television Service Engineer, Benefits Assistant. If you are a civil servant or local government officer, please give your job title, not your grade or pay band.

E20 What is the full title of your main job, eg Primary School Teacher, State Registered Nurse, Car Mechanic, Television Service Engineer, Benefits Assistant. If you are a civil servant or local government officer, please give your job title, not your grade or pay band.

E21 Describe what you do in your main job. Please describe as fully as possible.

E22 Do you supervise any other employees? A supervisor, foreman or line manager is responsible for overseeing the work of other employees on a day to day basis.

Yes [ ]
No [ ]

E23 To which of these groups do you consider you belong?

Tick one box only

White
British
Irish
Any other white background
Mixed
White and Black Caribbean
White and Black African
White and Asian
Any other mixed background
Asian or Asian British
Indian
Pakistani
Bangladeshi
Any other Asian background
Black or Black British
Caribbean
African
Any other Black background
Chinese or other ethnic group
Chinese
Any other ethnic group

E24 How much do you get paid for your job here, before tax and other deductions are taken out? If your pay before tax changes from week to week because of overtime, or because you work different hours each week, think about what you earn on average.

Tick one box only

£50 or less per week
£51 - £99 per week
£100 - £199 per week
£200 - £299 per week
£300 - £399 per week
£400 - £499 per week
£500 or more per week

E25 It would be helpful if you could also tell us about your hourly pay. How much do you get paid per hour, before tax and other deductions are taken out?

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