



Sixth Workplace Employment Relations Study (WERS6)

Worker Representative Questionnaire (WRQ)

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SECTION A BACKGROUND INFORMATION

WAREPTYP

INTERVIEWER: Is the respondent a representative of the largest recognised trade union, the largest non-recognised trade union, an employee representative on **(DI COMM FROM MQ)** or a stand-alone non-union employee representative?

- 1) UNION Representative of largest recognised trade union
- 2) REPNOREC Representative of the largest non-recognised trade union
- 3) NONUNION Representative of joint committee dealing with widest range of issues
- 4) REPNONUN Standalone non-union employee representative

NO REFUSAL, NO DON'T KNOW

SOFT CHECK: If WARETYPE<>MWREP: "This is supposed to be an interview with [the most senior representative of the largest, recognised, union (EUNIONREC)/ the most senior representative of the largest, non-recognised, union / the most senior non-union employee representative who sits on DI COMM / the most senior non-union employee representative at this workplace.] This does not match the response here – please check."

{If non-union employee representative: WAREPTYP=NONUNION (3) OR REPNONUN (4)}

WATITLE

What is the title of your representative position?

INTERVIEWER: If they do not have a title, ask them to briefly describe their representative role: OPEN

{If union representative: WAREPTYP= UNION (1) OR REPNOREC (2)}

WAUNION

INTERVIEWER: To which trade union does the respondent belong?

- 1) **(INSERT ZUNIONA01)**
- 2) **(INSERT ZUNIONA02)**
- 3) **(INSERT ZUNIONA03)**
- 4) **(INSERT ZUNIONA04)**
- 5) **(INSERT ZUNIONA05)**
- 6) **(INSERT ZUNIONA06)**
- 7) **ETC....**
- 8) Other (Please SPECIFY **WAUNOTH**)

{If union representative: WAREPTYP= UNION (1) OR REPNOREC (2)}

WAREPSEN

Are you the most senior representative of your trade union at this workplace?

- 1) Yes
- 2) No

{If not the most senior union representative: WAREPSEN=No (2)}

WAUREPCH

INTERVIEWER: YOUR RESPONDENT SHOULD BE THE MOST SENIOR REPRESENTATIVE OF THE UNION. IF THIS IS NOT SO, ESTABLISH THE REASON FOR HIS/HER BEING THE RESPONDENT AND GIVE FULL INFORMATION.

For what reason was the senior representative not available?: OPEN

{If JCC rep: WAREPTYP= NONUNION (3) / If non-union representative: WAREPTYP= REPNONUN (4)}

WAWREPSE

Are you the most senior [employee representative on (DI COMM FROM MQ)/ non-union employee representative] at this workplace?

- 1) Yes
- 2) No

{If not most senior non-union representative: WAWREPSE=No (2)}

WAWREPCH

INTERVIEWER: YOUR RESPONDENT SHOULD BE THE MOST SENIOR WORKER REPRESENTATIVE OF THEIR TYPE AT THE WORKPLACE. IF THIS IS NOT SO, ESTABLISH THE REASON FOR HIS/HER BEING THE RESPONDENT AND GIVE FULL INFORMATION.

For what reason was the senior representative not available?: OPEN

WAREPSOC*

SHOW CARD WAI

Can you tell me which of the groups of occupations listed on this card best describes what you do in your day-to-day job at this workplace?

- 1) MANAGER Managers and senior officials, e.g. general manager, marketing/sales manager, director of nursing, works manager, bank manager
- 2) PROFESS Professional occupations, e.g. teacher, lecturer, lawyer, librarian, engineer, architect, doctor, nurse, accountant, social worker, computer programmer
- 3) TECHNIC Associate professional and technical occupations, e.g. technician, nurse, musician, building inspector, insurance underwriter, computer operator
- 4) CLERICAL Administrative and secretarial occupations, e.g. typist, secretary, civil service and local government clerical officer, bank clerk
- 5) CRAFT Skilled trades occupations, e.g. tool maker, electrician, fitter, motor mechanic, sewing machinist, printer, carpenter, baker
- 6) PERSONAL Caring, leisure and other personal service occupations, e.g. care assistants, child carers, assistant auxiliary nurses, travel agents, hairdressers, domestic staff and undertakers
- 7) SALES Sales and customer service occupations, e.g. till operator, sales assistant, sales representative, petrol pump attendant
- 8) ASSEMBLY Process, plant and machine operatives and drivers, e.g. assembly line worker, packer, truck driver, taxi or bus driver
- 9) UNSKILL Routine occupations, e.g. cleaner, postal worker, shelf filler, kitchen hand, porter, builders' labourer, postal clerk

WAHRSALL

In total, how many hours, on average, do you usually work in your job each week, including your work as a representative? Please include both time spent at the workplace and at home.

INTERVIEWER: Include any overtime or extra hours, whether paid or unpaid, but exclude meal breaks and time taken to travel to work.

Range : 1.00..100.00

WAHRSWRK

And how many hours on average do you usually spend each week just on **representative activities**, whether paid or unpaid? Please include both time spent at the workplace and at home.

Range: 1.00..100.00

SOFT CHECK if WAHRSALL>WAHRSWRK: "Hours spend on representative activities cannot be greater than total hours spent on representative activities and job."

WAPAYHRS

Are you paid by your employer for the time spent on representative activities while at work?

- 1) Yes
- 2) No

{If JCC rep: WAREPTYP= NONUNION (3) / If non-union representative: WAREPTYP= REPNONUN (4)}

WAWREPUN

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

- 1) Yes
- 2) No

{If non-union rep is a member of a trade union (WAWREPUN=Yes(1))}

WOTHRUN

To which trade union do you belong?: OPEN

[Text fill: If union representative: WAREPTYP = UNION (1) OR REPNOREC (2) / If JCC rep: WAREPTYP= NONUNION (3) or if non-union representative: WAREPTYP= REPNONUN (4)]

WAREPYRS

How many years in total have you been [a union / an employee] representative while employed at this workplace?

INTERVIEWER: ALL POSITIONS, NOT JUST CURRENT ONE.

Range: 0..60

[Text fill: If union representative: WAREPTYP = UNION (1) OR REPNOREC (2) / If JCC rep: WAREPTYP= NONUNION (3) or if non-union representative: WAREPTYP= REPNONUN (4)]

WAPRWX*^

SHOW CARD WA2

In the last 12 months, which of these issues have you spent any time on in your role as [a union representative / an employee representative]?

PROBE: Which others UNTIL 'None'.

CODE ALL THAT APPLY.

- 1) rapy Rates of pay
- 2) hours Hours of work
- 3) hols Holiday entitlements
- 4) pens Pension entitlements
- 5) recr Recruitment or selection of employees
- 6) train Training of employees
- 7) discp Disciplinary matters or grievances
- 8) staffl Staffing levels
- 9) equalop Equal opportunities and diversity
- 10) healsaf Health and safety
- 11) perfap Performance appraisals
- 12) other Other issues (Please Specify WAPROTH)

{If more than one issue at WAPRWX}

WAPRMX*

SHOW CARD WA2

Which of these would you say has been the most important issue at this workplace over the past 12 months?

- 1) rapy Rates of pay
- 2) hours Hours of work
- 3) hols Holiday entitlements
- 4) pens Pension entitlements
- 5) recr Recruitment or selection of employees
- 6) train Training of employees
- 7) discp Disciplinary matters or grievances
- 8) staffl Staffing levels
- 9) equalop Equal opportunities and diversity
- 10) healsaf Health and safety
- 11) perfap Performance appraisals
- 12) other Other issues ([WAPROTH])
- 13) none None of these issues are important

HARD CHECK: If the issue selected here wasn't mentioned at WAPRWX: "This issue [response option selected at WAPRMX] wasn't given at WAPRWX. Please change!"

WAINDIV

In general, would you say you spend most of your time on issues affecting individual employees or issues affecting groups of employees?

- 1) ind Individual employees
- 2) group Groups of employees
- 3) both Time is equally divided between both individuals and groups of employees

{If union representative: WAREPTYP = UNION (1) OR REPNOREC (2)}

WAEULR

Are you a designated Union Learning Rep?

INTERVIEWER: These are union representatives with specific responsibility for promoting training or learning among employees.

- 1) Yes
- 2) No

SECTION B STRUCTURE OF REPRESENTATION AT THE WORKPLACE

{If JCC rep is a union member: WAREPTYP= NONUNION (3) and WAWREPUN= Yes (1)}

WBUNONLY

You mentioned earlier that you are a member of a trade union or staff association. In your role as an employee representative at this workplace, do you represent the members of that trade union or staff association, or is your role as a representative not related to your union membership?

- 1) member Represents only union members
- 2) notmem Membership not related to role as representative

WBINTRO

I now want to ask you about the structure of representation at this workplace.

{If trade union representative: ((WAREPTYP= UNION (1) OR REPNOREC (2)) or WBUNONLY=Member (1))}

WBPROPME

I understand that there are at present **[ZALLEMPS from MQ]** employees at this workplace.

How many of these employees are members of your trade union / staff association?

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

Range: 1..99999

{If don't know number of union members (WBPROPME=DK)}

WBPROPPC

Approximately what proportion of these employees are members of your trade union or staff association?

INTERVIEWER: Enter percentage

Range: 1..100

{If trade union representative: (WAREPTYP= UNION (1) OR REPNOREC (2)) or WBUNONLY=Member (1)}

WBRECHAN

Has the proportion of employees that are members of your union or staff association gone up, down or stayed the same over the last 2 years?

- 1) up Gone up
- 2) down Gone down
- 3) same Stayed the same

{If JCC or non-union rep: (WAREPTYP= NONUNION (3) AND WBUNONLY ≠ Member (1)) or WAREPTYP= REPNONUN (4)}

WCPROPME

I understand that there are at present **[ZALLEMPS from MQ]** employees at this workplace.

How many of these employees do you represent in your role as an employee representative?

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

Range: 1..99999

{If don't know number of employees represented: WCPROPME=DK}

WCPROPPC

Approximately what proportion of these employees do you represent in your role as an employee representative?

INTERVIEWER: Enter percentage.

Range: 1..100

{If less than 100% coverage or representation: (WBPROPME<ZALLEMPS or WBPROPPC<100) or (WCPROPME<ZALLEMPS or WCPROPPC<100)}

[Text fill: If union rep: (WAREPTYP =UNION (1) OR REPNOREC (2)) OR WBUNONLY =MEMBER (1)/ If non-union rep (WAREPTYP =NONUNION (3) AND (WBUNONLU ≠MEMBER (1)) OR WAREPTYP =REPNONUN (4)]

WBPROPFE

Approximately, what proportion of [your union's members/ the employees you represent] at this workplace are women?

- | | |
|-----------|-----------------------|
| 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%) |

{If trade union representative: (WAREPTYP=UNION (1) OR REPNOREC (2)) or WBUNONLY=MEMBER (1)}

WBELECT

I now want to ask you about your appointment as a union representative.

Was an election held among union members to appoint you as a union representative?

- 1) Yes
- 2) No

{If no elections: WBELECT=No (2)}

WBSELEC^

Who selected you to be a union representative at this workplace?

PROBE: Anyone else? UNTIL 'None'.

CODE ALL THAT APPLY.

- 1) union Unions or staff association members
- 2) reps Existing union representatives
- 3) offic Union or staff association officials
- 4) manage Managers
- 5) none No selection - volunteered
- 6) other Other

{If JCC or non-union rep: (WAREPTYP= NONUNION (3) AND WBUNONLY≠ MEMBER (1)) or WAREPTYP= REPNONUN (4)}

WBHOWREP

I now want to ask you about your appointment as a representative.

Was an election held among employees to appoint you as a representative?

- 1) Yes
- 2) No

{If not elected: WBHOWREP=No (2)}

WBSELRE^

Who selected you to be an employee representative at this workplace?

PROBE: Anyone else? UNTIL 'None'.

CODE ALL THAT APPLY.

- 1) emps Employees
- 2) comrep Existing committee representatives
- 3) manage Managers
- 4) none No selection - volunteered
- 5) other Other

{If trade union representative: (WAREPTYP=UNION (1) or REPNOREC (2)) or WBUNONLY=MEMBER (1)}

WBREPNUM

How many **other** worker representatives are there from (the) [**WAUNION / WOTHRUN**] at this workplace – apart from any concerned exclusively with Health and Safety?

Range: 0..96

{If trade union representative and more than one union present: ((WAREPTYP= UNION (1) or REPNOREC (2)) or WBUNONLY=MEMBER (1)) and ZUNIONUM>1)}

WBOTHREP

Are there any other representatives who belong to other unions at this workplace – again excluding any concerned exclusively with Health and Safety?

- 1) Yes
- 2) No

{If JCC or non-union rep: (WAREPTYP= NONUNION (3) and WBUNONLY ≠ Member (1)) or WAREPTYP= REPNONUN (4)}

WBUREPA

Are there any union representatives at this workplace?

- 1) Yes
- 2) No

{If any reps of other unions: WBOTHREP=Yes (1) / If union reps present: WBUREPA=Yes (1)}

WBJTMEET

Excluding meetings where management are present, do you have meetings with these [representatives of other unions /union representatives] to discuss issues concerned with this workplace?

INTERVIEWER: If asked, these are meetings where management is not present, only union representatives are present.

- 1) Yes
- 2) No

{If trade union representative: (WAREPTYP= UNION (1) or REPNOREC (2)) or WBUNONLY=Member (1)}

WBNUREP

Apart from representatives of trade unions, or representatives that deal exclusively with Health and Safety matters, are there any other employee representatives at this workplace?

- 1) Yes
- 2) No

{If standalone rep: WAREPTYP= REPNONUN (4)}

WBNUOTH

Apart from yourself, are there any other non-union employee representatives at this workplace - apart from any concerned exclusively with Health and Safety?

- 1) Yes
- 2) No

{If other employee representatives: WBNUREP=Yes (1) or WBNUOTH= Yes (1)}

WBNUMEET

Excluding meetings where management are present, do you have meetings with these non-union employee representatives to discuss issues concerned with this workplace?

INTERVIEWER: If asked, these are meetings where management is not present, only employee representatives are present

- 1) Yes
- 2) No

{If trade union or stand-alone representative: WAREPTYP= UNION (1) or REPNOREC (2) or REPNONUN (4)}

WBMAMEET

Do you have regular, planned meetings with managers here in which managers negotiate with you or consult you over issues concerned with this workplace?

INTERVIEWER: These may be called Negotiating Meetings or meetings of a Negotiation or Consultation Committee.

- 1) Yes
- 2) No

{If regular, formal meetings: WBMAMEET=Yes (1)}

WBMAOFT

How often do these meetings take place?

- 1) oncem At least once a month
- 2) once3m At least once every 3 months
- 3) once6m At least every 6 months
- 4) oncey At least once a year
- 5) lessyear Less than once a year

SECTION C JOINT CONSULTATIVE COMMITTEES

{If union or JCC rep: WAREPTYP=UNION (1) OR REPNOREC (2) OR NONUNION (3)}

CINTRO

I now want to ask about consultation at this workplace.

{If trade union representative ((WAREPTYP= UNION (1) OR REPNOREC (2))}

[Text Fill: If meetings and more than one union rep: WBMAMEET=Yes (1) & WBREPNUM>0/
WBREPNUM>0/

If meetings but only one union rep: WBMAMEET= Yes (1) and WBREPNUM=0/

If no meetings and more than one union rep: WBMAMEET=No (2) & WBREPNUM>0/

If no meetings but only one union rep: WBMAMEET=No (2) & WBREPNUM=0]

WBJCC

Do [you or any other representatives from your union also/ you also/you or any other representatives from your union / you] sit on any committees at this workplace that are primarily concerned with consultation, rather than negotiation?

- 1) Yes
- 2) No

{If union rep sits on JCC: (WB)JCC=Yes (1) and D I COMM FROM MQ = Response) / If JCC rep: WAREPTYP= NONUNION (3)}

WCJCCID

Do you sit on [D I COMM FROM MQ]? /

You sit on [D I COMM FROM MQ], is that correct?

- 1) Yes
- 2) No

{If do not sit on D I COMM and JCC rep: WJCCID=No (2) AND WAREPTYP= NONUNION (3)}

WCJCCNAM

What is the name of the consultative committee that you sit on?: OPEN

{If sits on JCC: WCJCCID= Yes (1) or WAREPTYP= NONUNION (3)}

WCJCCNUM

How many other representatives sit on the committee?

Range: 0..96

{If sits on JCC: WCJCCID= Yes (1) or WAREPTYP= NONUNION (3)}

WCCOMX*^

SHOW CARD WCI

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

PROBE: What else? UNTIL 'None'.

CODE ALL THAT APPLY.

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

{If sits on JCC: WCJCCID= Yes (1) or WAREPTYP= NONUNION (3)}

WCPROCES

Which of the following best describes managers' usual approach when consulting members of the committee?

INTERVIEWER: READ OUT

- 1) early One, seek solutions to problems
- 2) range Two, seek feedback on a range of options put forward by management
- 3) solut Or three, seek feedback on a preferred option put forward by management

WCMANCON

During the last 12 months, apart from any formal meetings, how often have you had contact with management here above supervisor level to discuss matters affecting the employees you represent? Would that be...

INTERVIEWER: READ OUT

- 1) daily Daily
- 2) oncew At least once a week
- 3) oncem At least once a month
- 4) once3m At least once every 3 months
- 5) once6m At least once every six months
- 6) oncey Once a year
- 7) notatall Not at all

SECTION D NEGOTIATION, CONSULTATION AND INFORMATION PROVISION

DINTRO

I now want to ask you about how pay is determined for employees you represent.

WDWHERE

Where are decisions about pay made?

Is it...

INTERVIEWER: READ OUT

CODE ONE ANSWER ONLY

- | | |
|-------------|--|
| 1) this | At this workplace |
| 2) another | At another workplace within the organisation, e.g, head office |
| 3) national | At the industry or multi-employer level |
| 4) PRB | At an independent Pay Review Body |
| 5) Elsew | Elsewhere |

SOFT CHECK if code 4 chosen by private sector workplace (ASTATUS=PubC (1)-Coop (7)): "Are you sure? A Pay Review Body should only apply to workplaces in the public sector. If the check is suppressed, please enter a note explaining why."

[Text fill: If trade union rep: WAREPTYP= UNION (1) or REPNOREC (2)/

If non-union rep: WAREPTYP= NONUNION (3) or WAREPTYP= REPNONUN (4)]

WDPAY

When setting or changing rates of pay, does management normally negotiate with [union representatives / employee representatives], consult them, inform them or not involve them at all?

INTERVIEWER: Negotiate means to bargain and reach an agreement, consult means to seek views which management may take into account.

- | | |
|-------------|-----------|
| 1) negotiat | Negotiate |
| 2) consult | Consult |
| 3) inform | Inform |
| 4) none | None |

{If management normally negotiates or consults: WDPAY= Negotiat (1) or Consult (2)}

WDINVORE

I want you to think about the last pay settlement or review for the employees you represent.

Were you directly involved in determining or negotiating pay for the employees you represent at this workplace?

- | |
|--------|
| 1) Yes |
| 2) No |

{If trade union representative: WAREPTYP=UNION (1) or REPNOREC (2)}

WDINVU*^

SHOW CARD WDI

Were any of the following involved in determining or negotiating pay for the employees you represent at this workplace?

PROBE: Anyone else? UNTIL 'None'.

CODE ALL THAT APPLY.

- 0) *nopart* *No other parties*
- 1) *layrep* Other lay representatives of [**WAUNION**]
- 2) *ftoff* Full-time officials of [**WAUNION**]
- 3) *layrepou* Lay representatives of other unions
- 4) *ftoffou* Full-time officials of other unions
- 5) *nonurep* Non-union employee representatives

{If non-union representative: WAREPTYP= NONUNION (3) or REPNONUN (4)}

WDINVNU^

Were any of the following involved in determining or negotiating pay for the employees you represent at this workplace?

INTERVIEWER: READ OUT OPTIONS 1, 2, AND 3

CODE ALL THAT APPLY.

- 0) *nopart* **DO NOT READ OUT** - No other parties
- 1) *unrep* Union representatives or shop stewards
- 2) *union* Union full-time officials
- 3) *nonurep* Non-union employee representatives

{If directly involved in negotiation or consultation: WDINVORE=Yes (1)}

WDREQUES

Was any information requested from management for pay bargaining (either before or during bargaining)?

- 1) Yes
- 2) No

{If information request: WDREQUES=Yes (1)}

WDLASTRX

On the last occasion information was requested, did management give **all** that was asked for?

INTERVIEWER: If 'NO' – did they give some of the information that was asked for?

- 1) *yesall* Yes - all
- 2) *ynotall* Yes - some but not all
- 3) *noinfo* No information was given

{If any representatives involved in negotiation or consultation: WDINVORE= Yes (1) or WDINVU> NoPart (0) or WDINVNU> NoPart (0)}

WDASKMEM

Before the outcome of the pay negotiations was agreed upon, were the employees you represent asked whether they wanted to accept the pay offer?

- 1) Yes
- 2) No

Note: In an earlier version of CAPI program, the routing was WDINVORE=1 AND WDINVU>0 or WDINVNU> 0. This affected n=33 respondents who should have been asked this question. This error was identified and corrected on 09/05/11.

[Text Fill: If union rep: WAREPTYP= UNION (1) or REPNOREC (2) /
If non-union rep: WAREPTYP= NONUNION (3) or REPNONUN (4)]

WDINTRO

I now want to ask you briefly how other employment relations issues are handled at this workplace. I will ask you whether management normally negotiates, consults, informs, or does not inform [union representatives / employee representatives] at all over different issues.

WDHOURS*

SHOW CARD WD2

Does management normally negotiate with [union representatives / employee representatives] consult them, inform them or not inform them at all over...

... hours of work?

- 1) Negotiates
- 2) Consults,
- 3) Informs,
- 4) Not inform

WDHOL*

SHOW CARD WD2

(Does management normally negotiate with [union representatives / employee representatives] consult them, inform them or not inform them at all over...)

... holiday entitlements?

- 1) Negotiates
- 2) Consults
- 3) Informs
- 4) Not inform

WDPEN*

SHOW CARD WD2

(Does management normally negotiate with [union representatives / employee representatives] consult them, inform them or not inform them at all over...)

... pension entitlements?

- 1) Negotiates
- 2) Consults
- 3) Informs
- 4) Not inform

WDTRAINI*

SHOW CARD WD2

(Does management normally negotiate with [union representatives / employee representatives] consult them, inform them or not inform them at all over...)

... training of employees?

- 1) Negotiates
- 2) Consults
- 3) Informs
- 4) Not inform

WDISGRIE*

SHOW CARD WD2

(Does management normally negotiate with [union representatives / employee representatives] consult them, inform them or not inform them at all over...)

... the development of disciplinary and grievance procedures?

- 1) Negotiates
- 2) Consults
- 3) Informs
- 4) Not inform

WDHEASAF*

SHOW CARD WD2

(Does management normally negotiate with [union representatives / employee representatives] consult them, inform them or not inform them at all over...)

... health and safety?

- 1) Negotiates
- 2) Consults
- 3) Informs
- 4) Not inform

SECTION E ROLE OF EMPLOYEE REPRESENTATIVES

EINTRO

I would now like to ask you more about your job as a representative.

[Text Fill: If sole union rep: WBREPNUM=0/ If other reps from their union: WBREPNUM>0/ If sole employee rep: WBNUOTH=No (2)/ If other employee reps: WBNUOTH=Yes (1)]

WEGENMEE

In the last 12 months how often have [you / you or other representatives of your union / you / you and other employee representatives] called a general meeting with the employees that you represent at this workplace?

- | | |
|------------|--------------------------------|
| 1) oncem | At least once a month |
| 2) once3m | At least once every 3 months |
| 3) once6m | At least once every six months |
| 4) oncey | Once a year |
| 5) notatal | Not at all |

{If general meeting: WDGENMEE<= ONCEY (4)}

WEOFTMEE

How often were these meetings held during work time? Would that be...

INTERVIEWER: READ OUT

- | | |
|----------|------------------|
| 1) all | All the time |
| 2) most | Most of the time |
| 3) some | Some of the time |
| 4) never | Never |

WEADDME^

Besides meetings, how **else** do you communicate with the employees you represent?

PROBE: Which other ways? UNTIL 'None'.

CODE ALL THAT APPLY.

- | | |
|-----------|----------------------------------|
| 0) none | No other way - none |
| 1) tel | Telephone |
| 2) mail | Newsletters / mailings |
| 3) notice | Noticeboards |
| 4) email | E-mail |
| 5) intra | Company intranet |
| 6) person | Personal discussions or meetings |
| 7) other | Other |

[Text Fill: If sole union rep: WBREPNUM=0/ If other reps from their union: WBREPNUM>0/ If sole employee rep: WBNUOTH=No (2)/ If other employee reps: WBNUOTH=Yes (1)]

WEPHONE^

I am now about to read out a list of facilities, can you tell me whether management provides any of these for [you / you or other representatives of your union / you / you and other employee representatives] to use as part of your representative duties at this workplace?

INTERVIEWER: READ OUT

CODE ALL THAT APPLY.

- | | |
|-------------|--|
| 1) tel | A telephone |
| 2) repoffic | An office specifically for representative duties |
| 3) othoffic | An office that is also used for other purposes |
| 4) meet | Rooms for meetings |
| 5) photo | A photocopier |
| 6) comp | A computer |
| 7) email | E-mail |
| 8) intranet | Space on the company intranet |
| 9) none | No facilities |

[Text Fill: If sole union rep: WBREPNUM=0/ If other reps from their union: WBREPNUM>0/ If sole employee rep: WBNUOTH=No (2)/ If other employee reps: WBNUOTH=Yes (1)]

WETRAINI

Have [you / you or any of the representatives from your union / you / you or any other employee representatives] received training or instruction for [your job as an employee representative / your jobs as employee representatives / your job as an employee representative / your jobs as employee representatives] during the last 12 months?

- 1) Yes
- 2) No

{If haven't received training in last 12 months: WETRAINI ≠ 1}

[Text Fill: If sole union rep: WBREPNUM=0/ If other reps from their union: WBREPNUM>0/ If sole employee rep: WBNUOTH=No (2)/ If other employee reps: WBNUOTH=Yes (1)]

WEEVTRAI

Have [you / you or any of the representatives from your union / you / you or any other employee representatives] ever received any training or instruction for [your job as an employee representative / your jobs as employee representatives / your job as an employee representative / your jobs as employee representatives] at this workplace?

- 1) Yes
- 2) No

[Text Fill: If union rep: WAREPTYP= UNION (1) or REPNOREC (2) /
If JCC or non-union rep: WAREPTYP= NONUNION (3) or REPNONUN (4)]

WEMANCLO

Can you please tell me whether you agree or disagree with the following statement?

At this workplace [union / employee] representatives work closely with management when changes are being introduced.

Is that...

INTERVIEWER: READ OUT

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

SECTION F COLLECTIVE DISPUTES

FINTRO

I would now like to ask you some questions about disputes involving **groups** of workers which might arise at this workplace.

WFDISPPA

In the past 12 months, has there been a collective dispute involving any group of workers that you represent over pay or conditions?

- 1) Yes
- 2) No

WFINDAX^

I am going to read out different forms of industrial action. Can you tell me if any of these have taken place at this workplace during the last 12 months?

INTERVIEWER: READ OUT
CODE ALL THAT APPLY.

- 1) strikeless Strikes of less than 1 day
- 2) strikeday Strikes of a day or more
- 3) ban Employees banning or restricting the overtime they work
- 4) rule Work to rule
- 5) othind Other industrial action (for example, go slow, sit in)
- 6) none None of these")

[Text Fill: If industrial action: WFINDAX <None (6) / If no industrial action:
WFINDAX=none (6)]

WFTHREX^

[Apart from this, in / In] the past 12 months, has management been **threatened** with any of these forms of industrial action?

CODE ALL THAT APPLY.

- 1) strike Strike
- 2) ban Employees banning or restricting the overtime they work
- 3) rule Work to rule
- 4) othind Other industrial action (for example, go slow, sit in)
- 5) None None of these

{If industrial action or threat of action in last 12 months: WFINDAX< None (6) or
WFTHREX< None (5)}

WFBALLOT

In the past 12 months, have there been any ballots of employees that you represent to establish the level of support for industrial action?

- 1) Yes
- 2) no

{If ballots: WFBALLOT= Yes (1)}

WFNUMBAL

How many ballots have been held in the past 12 months?

Range: 1..97

{If one ballot: WFNUMBAL=1}

WFMAJFA1

Did this ballot result in a majority in favour of industrial action?

- 1) Yes
- 2) No

{If more than 1 ballot: WFNUMBAL>1}

WFMAJFA2

How many of these ballots resulted in a majority in favour of industrial action?

Range: 0..97

WFPICKET

Has this workplace been picketed during the last 12 months?

- 1) Yes
- 2) No

SECTION G WORKPLACE CHANGE, GRIEVANCE AND DISCIPLINARY PROCEDURES
--

WGEMPRX^

I now want to ask you a few questions about changes that might have occurred at this workplace over the last two years.

Which, if any, of the following have taken place in the workplace in the last two years?

INTERVIEWER: READ OUT

CODE ALL THAT APPLY

- | | |
|-------------|--|
| 1) Redund | Redundancies |
| 2) Chgagcy | Change in the use of agency staff or temporary workers |
| 3) Wagfrz | Freeze or cut in wages |
| 4) Introprp | Introduction of performance related pay |
| 5) Chgwt | Changes in working time arrangements |
| 6) Chgwork | Changes in the organisation of work, work techniques or procedures |
| 7) Other | Other (Please Specify WGEMPROTH) |
| 8) None | None of these |

{If any changes occurred: WGEMPRX< None (8)}

[Text Fill: If one change: COUNT(WGEMPRX)= 1 / If more than one change: COUNT(WGEMPRX)>1]

WGRECESS

And [was this change/were any of these changes] a result of the recent recession?

- 1) Yes
- 2) No

{If changes were result of recession and more than one change (WGRECESS = Yes (1) and (COUNT(WGEMPRX)>1))}

WGCHREC^

Which changes were a result of the recession?

CODE ALL THAT APPLY

- | | |
|-------------|--|
| 1) Redund | Redundancies |
| 2) Chgagcy | Change in the use of agency staff or temporary workers |
| 3) Wagfrz | Freeze or cut in wages |
| 4) Introprp | Introduction of performance related pay |
| 5) Chgwt | Changes in working time arrangements |
| 6) Chgwork | Changes in the organisation of work, work techniques or procedures |
| 7) Other | [WGEMPROTH] |

NB: The response options are ONLY displayed IF they were selected at WGEMPRX.

{If redundancies: WGEMPRX= Redund (1)}

WGCONRE1

Were employees or their representatives consulted prior to each of the changes being made...

...redundancies?

- 1) Yes
- 2) No

{If change in use of agency staff or temporary workers: WGEMPRX= Chgagcy (2)}

WGCONRE2

Were employees or their representatives consulted prior to each of the changes being made...

...change in the use of agency staff or temporary workers?

- 1) Yes
- 2) No

{If freeze or cut in wages: WGEMPRX= Wagfrz (3)}

WGCONRE3

Were employees or their representatives consulted prior to each of the changes being made...

...freeze or cut in wages?

- 1) Yes
- 2) No

{If introduction of performance pay: WGEMPRX= Introprp (4)}

WGCONRE4

Were employees or their representatives consulted prior to each of the changes being made...

...introduction of performance pay?

- 1) Yes
- 2) No

{If changes in working time arrangements: WGEMPRX=Chgwta (5)}

WGCONRE5

Were employees or their representatives consulted prior to each of the changes being made...

...changes in working time arrangements?

- 1) Yes
- 2) No

{If changes in the organisation of work: WGEMPRX= Chgwork (6)}

WGCONRE6

Were employees or their representatives consulted prior to each of the changes being made...

...changes in the organisation of work, work techniques or procedures?

- 1) Yes
- 2) No

{If other change: WGEMPRX= Other (7)}

WGCONRE7

Were employees or their representatives consulted prior to each of the changes being made...

...[**WGEMPROTH**]?

- 1) Yes
- 2) No

{If consultation on redundancies: WGCONRE1= Yes (1)}

WGCHANG1

Did the consultation lead to any changes in managers' original proposals for the...

...redundancies?

- 1) Yes
- 2) No

{If consultation on use of agency workers: WGCONRE2= Yes (1)}

WGCHANG2

Did the consultation lead to any changes in managers' original proposals for the...

...change in the use of agency staff or temporary workers?

- 1) Yes
- 2) No

{If consultation freeze or cut in wages: WGCONRE3= Yes (1)}

WGCHANG3

Did the consultation lead to any changes in managers' original proposals for the...

...freeze or cut in wages?

- 1) Yes
- 2) No

{If consultation on introduction of performance pay: WGCONRE4= Yes (1)}

WGCHANG4

Did the consultation lead to any changes in managers' original proposals for the...

...introduction of performance pay?

- 1) Yes
- 2) No

{If consultation on changes in working time arrangements: WGCONRE5= Yes (1)}

WGCHANG5

Did the consultation lead to any changes in managers' original proposals for the...

...changes in working time arrangements?

- 1) Yes
- 2) No

{If consultation on changes in the organisation of work: WGCONRE6= Yes (1)}

WGCHANG6

Did the consultation lead to any changes in managers' original proposals for the...

...changes in the organisation of work, work techniques or procedures?

- 1) Yes
- 2) No

{If consultation on other change: WGCONRE7= Yes (1)}

WGCHANG7

Did the consultation lead to any changes in managers' original proposals for the...

...[**WGEMPROTH**]?

- 1) Yes
- 2) No

WGGREVPR

I would now like to ask you a series of questions about how individuals go about resolving any grievances they might have at this workplace.

Is there a formal procedure for dealing with individual grievances at this workplace?

- 1) Yes
- 2) No

WGGRVMTG

Are employees asked to attend a formal meeting with a manager to discuss the nature of their grievance?

IF YES PROMPT: Is that always or just some of the time?

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

{If invited to a meeting/hearing: WGGRVMTG= always (1) or some (2)}

WGGACCX

Who is allowed to accompany an employee at a grievance meeting? Is it...

INTERVIEWER: READ OUT

- 1) anyone Anyone they choose
- 2) specific A specific type of person
- 3) none No accompaniment allowed

[Text Fill: If formal procedure: WGGREVPR= Yes (1) / If no formal procedure: WGGREVPR= No (2)]

WGGRVAPL

[Do employees have a right to appeal against a decision made under the grievance procedure? /

In raising grievances, are employees able to appeal against the decision?]

- 1) Yes
- 2) No

{If individual grievance procedure: WGGREVPR=1}

[Text Fill: If union rep: WAREPTYP= UNION (1) or REPNOREC (2) /

If non-union rep: WAREPTYP= NONUNION (3) or REPNONUN (4)]

WGNOTIFY

If an employee whom you represent raises a matter through the grievance procedure, are [union representatives / employee representatives] automatically notified about it by management?

- 1) Yes
- 2) No

{If individual grievance procedure: WGGREVPR=1}

WGPROCVR

In the last 12 months have any employees that you represent formally raised any matters through the individual grievance procedure?

- 1) Yes
- 2) No

WGGRIEX*^**SHOW CARD WGI**

Which types of grievance have been raised by employees that you represent in the past 12 months?

CODE ALL THAT APPLY

- 0) none *No grievances raised*
- 1) pay *Pay or terms and conditions*
- 2) grade *Promotion, job grading / classification, and career development*
- 3) health *Physical working conditions / health and safety*
- 4) time *Working time / annual leave / time off work*
- 5) discrim *Sex discrimination*
- 6) super *Unfair treatment, relations with supervisors / line managers (i.e. unfair treatment, victimisation)*
- 7) bully *Bullying at work and harassment (including from colleagues, managers, sex, race)*
- 8) redun *Selection for redundancy*
- 9) other *Some other grievance*

WGDISPRO

Is there a formal procedure for dealing with discipline and dismissals at this workplace?

- 1) Yes
- 2) No

WGOTHMTG

Are employees asked to attend a formal meeting with a manager to discuss the reason for taking disciplinary action?

IF YES PROMPT: Is that always or just some of the time?

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

{If employees invited to a disciplinary meeting: WGOTHMTG= always (1) or some (2)}

WGOACCX

Who is allowed to accompany an employee at a disciplinary meeting? Is it...

INTERVIEWER: READ OUT

- 1) anyone *Anyone they choose*
- 2) specific *A specific type of person*
- 3) none *No accompaniment allowed*

[Text Fill: If formal procedure: WGDISPRO= Yes (1) / if no formal procedure: WGDISPRO= No (2)]

WGAPPEAL

[Do employees have a right to appeal against a decision made under the disciplinary procedure? /

In disciplining or dismissing an employee, are employees able to appeal against the decision?]

- 1) Yes
- 2) No

{If formal disciplinary procedure: WGDISPRO=Yes (1)}

WGUSED

In the last 12 months have any discipline or dismissal matters been formally raised with employees that you represent through the procedures?

- 1) Yes
- 2) No

SECTION H EMPLOYEE REPRESENTATIVE - MANAGEMENT RELATIONS

[Text Fill: If union rep: WAREPTYP=UNION (1) or REPNOREC (2) / If non-union rep: WAREPTYP=NONUNION (3) or REPNONUN (4)]

HINTRO

I would now like to obtain your views, as a [union / employee] representative, about the management at this workplace.

[Text Fill: If union rep: WAREPTYP= UNION (1) or REPNOREC (2) / If JCC rep: WAREPTYP= NONUNION (3) / If non-union rep: WAREPTYP= REPNONUN (4)]

WHRATERE

How would you rate the relationship between [representatives of your union / employee representatives on (the) **(DICOMM FROM MQ)** / employee representatives] and management at this workplace? Would that be...

INTERVIEWER: READ OUT...

- 1) vgood Very good
- 2) good Good
- 3) neither Neither good nor poor
- 4) poor Poor
- 5) vpoor Very poor

HINTRO2

Please tell me whether you agree or disagree with the following statement.

[Text Fill: If union rep: WAREPTYP= UNION (1) or REPNOREC (2) / If non-union rep: WAREPTYP= NONUNION (3) or REPNONUN (4)]

WHTRUST4

On balance would you say that...

Managers here can be trusted to act with honesty and integrity in their dealings with [union / employee] representatives. Is it...

INTERVIEWER: If there are different levels of management, please comment in general about the managers you have most dealings with.

INTERVIEWER: READ OUT

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

SECTION I CONTACT WITH EXTERNAL ORGANISATIONS

WIINTRO

I now want to ask you about any contact you have had with people or organisations outside the workplace to help you with workplace related matters.

{If union representative or non-union representative who is a trade union member:

WAREPTYP= UNION (1) or REPNOREC (2) or WAWREPUN=Yes (1)}

WIMETOFX

During the last 12 months, how often have you had contact with a paid official of your union to discuss matters affecting the workforce?

PROMPT AS NECESSARY: Include special meetings, routine meetings and telephone conversations.

- | | |
|-----------|--------------------------------|
| 1) oncew | At least once a week |
| 2) oncem | At least once a month |
| 3) once3m | At least once every 3 months |
| 4) once6m | At least once every six months |
| 5) oncey | Once a year |
| 6) notat | Not at all |

{If contacted full-time official: WIMETOFX< notat (6)}

WIOFFLX*^

SHOW CARD WII

Which of the following were reasons why you contacted a paid official?

PROBE: What else? UNTIL 'None'.

CODE ALL THAT APPLY.

- | | |
|-------------|--|
| 1) legal | To get legal advice |
| 2) infopay | For information before commencing pay bargaining |
| 3) assipay | To assist in pay bargaining |
| 4) indusact | To assist in industrial action |
| 5) indgreiv | To assist in handling of individual grievances |
| 6) discact | To assist in handling of disciplinary actions |
| 7) other | Other |

WIADVIX^**

SHOW CARD WI2

Looking at this card, have you sought information or advice from any of these bodies during the last 12 months?

PROMPT: This could be in person, over the telephone or through a web-site.

PROBE: Any others? UNTIL 'None'.

CODE ALL THAT APPLY.

- 1) acas Acas
- 2) dti Department of Business, Innovation and Skills
- 3) othgov Other government department or agency
- 4) trun A trade union
- 5) tuc TUC / General Federation of Trade Unions
- 6) citadb Citizens Advice Bureau
- 7) lawyer Lawyers
- 8) othproff Other professional bodies (e.g. Chartered Institute of Personnel and Development)
- 9) none None of these

{If contacted other body: WIADVIX<None (9)}

WIREASX^**

SHOW CARD WI3

Which of the following were reasons why you contacted any of these bodies?

PROBE: Why else? UNTIL 'None'.

CODE ALL THAT APPLY.

- 1) legal To get legal advice
- 2) infopay For information before commencing pay bargaining
- 3) assipay To assist in pay bargaining
- 4) indusact To assist in industrial action
- 5) indgreiv To assist in handling of individual grievances
- 6) discact To assist in handling of disciplinary actions
- 7) other Some other reason

SECTION J UNION RECRUITMENT

JINTRO

I now want to ask you about management's attitudes towards union membership at this workplace.

WJMANATT

How would you describe management's general attitude towards trade union membership among employees at this workplace. Is management...

INTERVIEWER: READ OUT

- 1) (favour ... in favour of trade union membership
- 2) notfav ... not in favour of it
- 3) neutral or neutral about it?

{If trade union representative: WAREPTYP=UNION (1) or REPNOREC (2) or WBUNONLY=MEMBER (1)}

WJTRIEDX

Have you or other representatives of **[WAUNION / WOTHRUN]** tried to recruit any new members at this workplace in the last 12 months?

- 1) Yes
- 2) No

{If tried to recruit: WJTRIEDX=Yes (1)}

WJINFILX

Did you try to recruit any employees who already had their pay and conditions negotiated by **[WAUNION / WOTHRUN]**?

- 1) Yes
- 2) No

{If tried infill: WJINFILX=Yes (1)}

WJINRECX

Were you successful in recruiting any of these employees?

- 1) Yes
- 2) No

{If tried to recruit: WJTRIEDX=Yes (1)}

WJEXPANX

Did you try to recruit any of the employees who did not have their pay and conditions negotiated by **[WAUNION / WOTHRUN]**?

- 1) Yes
- 2) No

{If tried expansion: WJEXPANX=Yes (1)}

WJEXPRES

Were you successful in recruiting any of these employees?

- 1) Yes
- 2) No

{If trade union representative: (WAREPTYP= UNION (1) OR REPNOREC (2)) OR
WBUNONLY=Member (1)}

WJHELPX^

In the last 12 months, have you received any of the following help or advice in relation to
recruitment from **[WAUNION/WOTHRUN]**?

INTERVIEWER: Include advice or training received from TUC.

READ OUT

CODE ALL THAT APPLY

- | | |
|-----------|---|
| 1) poster | Posters or leaflets aimed at recruiting new members |
| 2) advice | Advice from a full-time union official or organiser |
| 3) assist | Assistance at this workplace from a full-time official or organiser |
| 4) train | Training on recruitment or organising |
| 5) none | None of these |

SECTION L JOB AND PERSONAL CHARACTERISTICS

LINTRO

I would like to finish the interview by asking a few questions about you.

WLREPGEN

INTERVIEWER SELF-CODE: Respondent is...

- 1) Male
- 2) Female

WLAGE

How old were you at your last birthday?

Range: 16..80

WLETHNIX*

SHOW CARD W14

And which of these groups, on this card, do you consider you belong to?

- 1) White
- 2) Mixed Mixed - White and another ethnic group
- 3) Asian Asian or Asian British
- 4) Black Black or Black British
- 5) Other Arab or other ethnic group

WLDISABX

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

INTERVIEWER: Please include problems related to old age.

PROBE IF YES: Is that a little or a lot?

- 1) Yeslittle Yes, limited a little
- 2) Yeslot Yes, limited a lot
- 3) No

WRQEND

That is the end of the interview.

WRQMODE

INTERVIEWER: Was the WRQ interview carried out...

- 1) F2F ...face to face, or
- 2) Phone by telephone?

{If WRQMODE=Phone (2)}

WRQSHOW

INTERVIEWER: When you interviewed the WRQ respondent by telephone, did they have a copy of the show cards?

- 1) Yes
- 2) No

NO DK, NO REF