Sixth Workplace Employment Relations Study (WERS6)

Worker Representative Questionnaire (WRQ)

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WAREPTYP
INTERVIEWER: Is the respondent a representative of the largest recognised trade union, the largest non-recognised trade union, an employee representative on (D1COMM 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 D1COMM / 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
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

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

SHOW CARD WA1
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
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}

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 (Please Specify 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!"

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)}

**WAREPTYP**

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
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

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

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

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

INTERVIEWER: Enter percentage

Range: 1..100

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)}

**WBMAAMEET**

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: WBMAAMEET=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/
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: (WBJCC=Yes (1) and D1COMM FROM MQ = Response) / If JCC rep: WAREPTYP= NONUNION (3)} WCJCCID
Do you sit on [D1COMM FROM MQ]? /
You sit on [D1COMM FROM MQ], is that correct?

1) Yes
2) No

{If do not sit on D1COMM 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
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

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

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
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
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)}**

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)}**

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

1) **Yes**
2) **No**

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

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?)

... holiday entitlements?

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

(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

(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

(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
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

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)

**WETRAIN**

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: WETRAIN! ≠1}

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

...redundancies?

1) Yes
2) No

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

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

...freeze or cut in wages?

1) Yes
2) No

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

...introduction of performance pay?

1) Yes
2) No

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

...changes in working time arrangements?
{If changes in the organisation of work: WEGEMPRX= 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: WEGEMPRX= Other (7)}

WGCONRE7
Were employees or their representatives consulted prior to each of the changes being made…

…[WEGEMPROTH]?

1) Yes
2) No

{If consultation on redundancies: WEGCONRE1= 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: WEGCONRE2= 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: WEGCONRE3= 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
Did the consultation lead to any changes in managers' original proposals for the… introduction of performance pay?

1) Yes
2) No

Did the consultation lead to any changes in managers' original proposals for the… changes in working time arrangements?

1) Yes
2) No

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

Did the consultation lead to any changes in managers' original proposals for the… [WGEMPROTH]?

1) Yes
2) No

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

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  No
Who is allowed to accompany an employee at a grievance meeting? Is it…

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)]

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 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

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

How would you rate the relationship between [representatives of your union / employee representatives on (the) ] 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

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

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 WI1
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
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)}

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) indgrev  To assist in handling of individual grievances
6) discact  To assist in handling of disciplinary actions
7) other  Some other reason
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
Were you successful in recruiting any of these employees?

1) Yes
2) No

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  

**WLAGEN**
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) Yes little - Yes, limited a little  
2) Yes lot - 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?
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